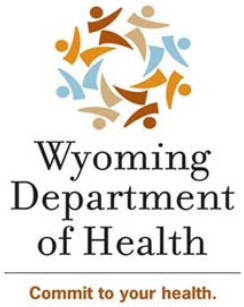
Wyoming Department of Health
Behavioral Health Division,
Mental Health and Substance Abuse Services Section



2012 Adult Consumer Survey Report

Mental Health and Substance Abuse Services

Revised December 14, 2012

Produced By:
Nancy M. Callahan, Ph.D.
I.D.E.A. Consulting
ncallahan.idea@gmail.com

Marla M. Smith, M.A.
Wyoming Department of Health
Behavioral Health Division, Mental Health and Substance Abuse Services Section
Quality Management and Outcomes Unit Manager
marla.smith@wyo.gov

This project was funded by:
Substance Abuse and Mental Health Services Administration (SAMHSA)
Center for Mental Health Services (CMHS): Data Infrastructure Grant

Table of Contents

I. Executive Summary **1**

II. Overview of Survey Methodology **3**

III. Consumer Survey Domains **5**

IV. Section I: Statewide Adult Mental Health Consumer Surveys Results **7**
- A. Mental Health Surveys Results **7**
  - i. General Satisfaction **15**
  - ii. Access **16**
  - iii. Treatment Planning **19**
  - iv. Quality of Services **22**
  - v. Cultural Sensitivity **27**
  - vi. Social Connectedness **28**
  - vii. Outcomes **30**
- B. Physical Health Survey Results **35**

V. Section II: Statewide Adult Substance Abuse Consumer Surveys Results **40**
- A. Substance Abuse Surveys Results **40**
  - i. General Satisfaction **48**
  - ii. Access **49**
  - iii. Treatment Planning **51**
  - iv. Quality of Services **54**
  - v. Cultural Sensitivity **58**
  - vi. Social Connectedness **59**
  - vii. Outcomes **61**
- B. Physical Health Survey Results **68**

VI. Conclusion **73**

VII. Appendix A: Consumer Survey Results by CMHC **76**

VIII. Appendix B: Consumer Survey Results by SAC **84**

IX. Appendix C: Sample 2012 Adult Consumer Survey Instruments **92**

Executive Summary

The Wyoming Behavioral Health Division, Mental Health and Substance Abuse Services Section, provides funding for a broad array of mental health and substance abuse services to meet the needs of the citizens of Wyoming. These services are designed as a continuum of care to address the needs of persons who require mental health and/or substance abuse treatment services.

The Behavioral Health Division contracts with 14 Community Mental Health Centers (CMHCs) and 18 Substance Abuse Centers (SACs) to deliver accessible, quality, and cost-effective services to persons needing these specialty outpatient services. All CMHCs and SACs participate in different quality improvement and outcome measurement activities to ensure that services meet the needs of persons who utilize their services.

As a component of this continuous quality improvement process, the Division utilizes consumer surveys to provide feedback on access, treatment planning, quality of care, cultural sensitivity, social connections, satisfaction, and client outcomes. Analyzing consumer feedback promotes access to services and the development of quality services. This information helps managers, staff, clients, and family members understand the service delivery system and determine if clients are achieving positive outcomes. This year, all CMHCs and SACs distributed surveys to adults, ages 18 years and older.

Overall, adult clients reported strong agreement with the mental health and substance abuse services that they received from the CMHCs and SACs throughout Wyoming. The CMHCs collected surveys from 1,448 adults. The SACs collected surveys from 1,018 adults. The majority of respondents for mental health services were female (67.3%) and the majority of respondents for substance abuse services were male (67.1%). The survey results by domain show some interesting differences.

Mental health respondents had a higher percentage of agreement with General Satisfaction (86.3% agreement) compared to substance abuse respondents (74.7%); Access to services (83.9% agreement for mental health and 76.6% for substance abuse); involvement in Treatment Planning (82.3% agreement for mental health and 64.1% for substance abuse); Quality of Services (89.7% agreement for mental health and 81.6% for substance abuse); and Cultural Sensitivity (89.3% for mental health and 76.4% for substance abuse). These differences highlight opportunities for SACs to identify areas where they can strengthen services to improve access, involve clients in treatment planning, improve quality of care, and address cultural sensitivity.

Agreement with the Social Connectedness Domain was higher for substance abuse clients. Eighty-five percent (85.3%) of the substance abuse respondents reported that they had friends and family to help support them in times of crisis and/or to help them grow and recover. Only 73.7% of mental health respondents reported agreement with this domain. Responses for the Outcome domain were similar across both services, with 67.3% of mental health respondents and 71.2% of substance abuse respondents reporting improved outcomes as a result of treatment.

In addition, the consumer surveys included four new physical health questions, which provided important information on clients' access to physical health services. As the Affordable Care Act

and integrated health care are implemented in 2014 and beyond, this information will be valuable in helping providers to develop the capacity to meet clients' physical health care needs. Programs that are developing services to help integrate physical health care, mental health, and substance abuse services are finding improved outcomes for their clients.

This report is comprised of two sections. Section I describes results from the Adult Mental Health Consumer Survey. Section II discusses the results from the Adult Substance Abuse Consumer Survey.

Overview of Survey Methodology

The Wyoming Behavioral Health Division, Mental Health and Substance Abuse Services Section, is in the process of transforming the service delivery system to better meet the needs of the citizens of Wyoming. As the service system strengthens and transforms services, the Division is utilizing consumer surveys to obtain information on the clients' perception of services. This information will provide feedback to stakeholders to help ensure access, quality of care, satisfaction, and client-level outcomes. In addition, information regarding the impact of physical health issues on mental health and substance abuse symptoms is included.

The Division strives to assist clients and family members to be the ultimate decision makers for the services that they receive. Each year, mental health and substance abuse consumers are asked to provide feedback on services received from Community Mental Health Centers (CMHCs) and Substance Abuse Centers (SACs). The Division contracted with I.D.E.A. Consulting to collect, analyze, and develop the Consumer Survey Reports for 2012. Statewide and individual CMHC and SAC reports are available.

Survey instruments were developed to ensure that quality indicators of specific relevance to Wyoming's public mental health and substance abuse systems were measured, and to ensure data comparability with national quality benchmarks. Wyoming, as well as all other states receiving federal block grant funding through Substance Abuse and Mental Health Services Administration (SAMHSA), adapted the most recent versions of the federal Mental Health Statistics Improvement Program (MHSIP) surveys for the purposes of this study.

Two surveys were developed, one for adults (ages 18 and older) receiving mental health services from the state-funded CMHCs. The second survey is for adults (ages 18 and older) receiving substance abuse services from the state-funded SACs. Both surveys were available in English and Spanish.

Each survey asked 23 questions regarding the respondent's perception of services. Each question asked the respondent to agree or disagree with statements about the services that they received (e.g., "services were available at times that were good for me") and personal outcomes (e.g., "as a direct result of the services I received, I am better able to handle things when they go wrong"). Statements were rated on a three-point Likert-type scale: Agree, Neutral, or Disagree. Respondents could also choose "Not Applicable (N/A)" for those survey statements that did not apply to them.

Survey respondents also answered a few questions to describe their demographic information (e.g., age, gender, and race/ethnicity). The survey instruments used in this study are provided in Appendix C. Survey questions cover several different domains, which are described in further detail on page 5.

There are 14 CMHCs and 18 SACs in Wyoming, and all of them participated in the annual consumer survey process. CMHC and SAC administrative staff distributed the surveys, asking clients to complete the survey when they arrived at the center in October and early November 2012. The target population for survey participants included all adult clients receiving services

at the agency, regardless of funding source. The surveys were collected in a confidential manner. Once a client completed the survey, he/she placed the completed survey in an envelope, sealed it, and placed it in a sealed collection box. No specific information was collected on the surveys that would identify the client completing the survey. Completed surveys were sent to I.D.E.A. Consulting for data entry, analysis, and report preparation.

Consumer Survey Domains

Two consumer surveys were developed. One was designed for mental health services, and one for substance abuse services. The majority of questions were the same on both surveys. The consumer surveys obtained client feedback on a broad range of areas which have been categorized into several different domains. These domains are outlined below.

General Satisfaction. Overall general satisfaction with services was calculated by combining the questions in each of the following domains: Access, Treatment Planning, Quality of Services, and Cultural Sensitivity. This combined general satisfaction score provides a summary of overall satisfaction with services across mental health clients. Overall general satisfaction was also calculated across substance abuse clients, using the same four domains.

Access. Questions regarding access to services provide information on the timeliness of services and if the client reported receiving all of the services that they need.

Treatment Planning. Information on the level of involvement with treatment planning provides feedback on the clients' participation in helping plan service goals and making decisions regarding their treatment.

Quality of Services. Individuals provide feedback on the quality of services; if staff provide information regarding medication side effects; if staff encourage them to take responsibility for how they live; if staff treat them with respect; and if staff believe that they can change and recover.

Cultural Sensitivity. Respondents provide feedback on whether staff are sensitive to their cultural/ethnic background.

Social Connectedness. Individuals provide feedback on questions regarding the availability of a support system and network of family and friends who are supportive of their recovery.

Outcomes. Individuals provide information on whether the services that they receive are helping them handle things when they go wrong; whether they are better able to deal with a crisis; whether they get along better with family; and whether they do better in school and/or work.

Physical Health. Four new questions were added this year. Respondents answered questions about whether their physical health problems contribute to their mental health problem; if substance abuse contributes to physical health problems; if they have visited a physical health doctor in the past year; if they have physical health problems that are not being adequately treated; and if the individual would like the mental health/substance abuse center to help them get services for their physical health problems. These questions provide information regarding the need to develop strategies for linking and integrating behavioral health and physical health to promote improved client outcomes.

The substance abuse services survey included all of the above domains; however, two questions were changed to obtain relevant information from the persons receiving substance abuse

services. The two questions on the mental health consumer survey that were deleted asked about access to a psychiatrist and if the staff spoke to them in a way they could understand. These two questions were replaced with questions regarding whether the client was able to do things that they wanted to do, and whether the client reported spending more time with people who do not use alcohol and/or drugs.

The following report summarizes data on adult clients' perception of services across these different domains. The results from the mental health consumer survey are presented in Section I of this report. The results from the substance abuse consumer survey are reported in Section II.

Note: The number of respondents for each question may vary slightly. This variation is due to the fact that some clients did not answer every survey question.

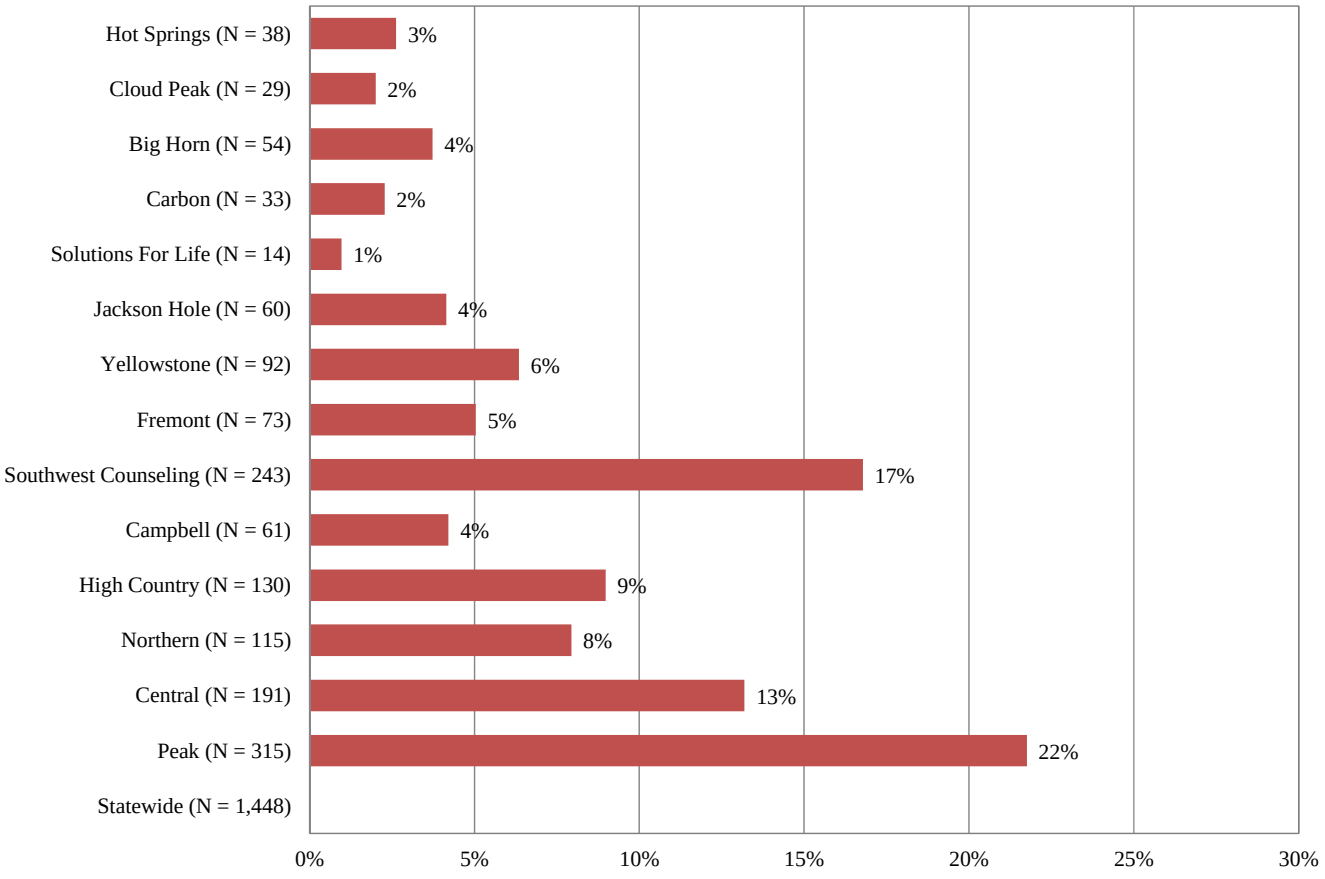
Section I: Statewide Adult Mental Health Consumer Survey Results

Mental Health Survey Results

Statewide, 1,448 consumers (ages 18 and older) who were currently receiving mental health services completed the adult mental health consumer survey. All 14 Community Mental Health Centers (CMHC) submitted surveys from their consumers. Figure 1 shows the number and percent of adult respondents by agency. As shown, Peak Wellness had the most respondents with 22% of the total (315 respondents). The smallest number of respondents came from Solutions for Life, with 14 respondents who made up 1% of respondents.

Please note that the following graphs show results by each CMHC. The CMHCs are arranged by the size of the county/region's general population. For example, Hot Springs has the smallest general population and Peak Wellness has the largest general population, which spans across four counties.

Figure 1
2012 Number and Percent of Mental Health Respondents, by CMHC



Note: As you look at the following figures, you will notice that the number of respondents for each question may vary slightly. This variation is due to the fact that some respondents do not answer every question.

Figure 2 shows the number of surveys collected and submitted and the goal number of surveys to be collected, by CMHC and statewide. Each CMHC was given a goal number of surveys to collect in October 2012. These goals were estimated, based on 15% of the number of clients served in FY 2012 for each CMHC. This data shows the actual number of surveys submitted and the percentage of the goal achieved. For example, Hot Springs, Big Horn, Carbon, and High Country all met and surpassed their goal! Congratulations! Statewide, the centers collected 1,448 out of the target goal of 1,893. This shows that the CMHCs achieved 76% of the goal.

Figure 2
2012 Number of Mental Health Respondents and Goal, by CMHC

Center	# MH Surveys Received	# MH Surveys Goal	% of Goal
Hot Springs	**38**	**35**	**109%**
Cloud Peak	29	43	67%
Big Horn	**54**	**46**	**117%**
Carbon	**33**	**28**	**118%**
Solutions For Life	14	41	34%
Jackson Hole	60	82	73%
Yellowstone	92	98	94%
Fremont	73	88	83%
Southwest Counseling	243	264	92%
Campbell	61	142	43%
High Country	**130**	**112**	**116%**
Northern	115	150	77%
Central	191	251	76%
Peak	315	513	61%
Statewide	1,448	1,893	76%

Note: There is more variability in the data when there is a small number of surveys collected.

Figure 3 shows the number and percent of mental health respondents by age. As shown, persons from three adult age categories are represented in these results. Thirty-four percent of respondents (457) were between the ages of 18 and 34. Ages 35-54 made up 45% of the survey population (603 respondents), and 20% were ages 55 and older (273 respondents). A total of 1,333 people answered this question regarding their age. Southwest Counseling had the highest percentage of young adults (18-24 years). This data shows that 53.5% of Southwest Counseling survey respondents were young adults.

Figure 3
2012 Number and Percent of Mental Health Respondents, by Age

		18 - 34 years	35 - 54 years	55+ years	Total
Hot Springs	# Clients	12	12	9	**33**
	% Clients	36.4%	36.4%	27.3%	**100.0%**
Cloud Peak	# Clients	9	16	2	**27**
	% Clients	33.3%	59.3%	7.4%	**100.0%**
Big Horn	# Clients	10	26	11	**47**
	% Clients	21.3%	55.3%	23.4%	**100.0%**
Carbon	# Clients	11	15	6	**32**
	% Clients	34.4%	46.9%	18.8%	**100.0%**
Solutions For Life	# Clients	5	7	2	**14**
	% Clients	35.7%	50.0%	14.3%	**100.0%**
Jackson Hole	# Clients	10	34	11	**55**
	% Clients	18.2%	61.8%	20.0%	**100.0%**
Yellowstone	# Clients	26	36	29	**91**
	% Clients	28.6%	39.6%	31.9%	**100.0%**
Fremont	# Clients	21	27	19	**67**
	% Clients	31.3%	40.3%	28.4%	**100.0%**
Southwest Counseling	# Clients	115	77	23	**215**
	% Clients	53.5%	35.8%	10.7%	**100.0%**
Campbell	# Clients	18	32	8	**58**
	% Clients	31.0%	55.2%	13.8%	**100.0%**
High Country	# Clients	47	51	24	**122**
	% Clients	38.5%	41.8%	19.7%	**100.0%**
Northern	# Clients	26	52	23	**101**
	% Clients	25.7%	51.5%	22.8%	**100.0%**
Central	# Clients	53	91	34	**178**
	% Clients	29.8%	51.1%	19.1%	**100.0%**
Peak	# Clients	94	127	72	**293**
	% Clients	32.1%	43.3%	24.6%	**100.0%**
Statewide	**# Clients**	457	603	273	**1,333**
	% Clients	34.3%	45.2%	20.5%	**100.0%**

Figure 4 shows the number and percent of mental health respondents by gender. As shown, females made up the majority (67.3%) of the respondents (961). Males made up the remaining 32.7%, with 467 respondents.

Figure 4
2012 Number and Percent of Mental Health Respondents, by Gender

		Male	Female	Total
Hot Springs	# Clients	12	25	**37**
	% Clients	32.4%	67.6%	**100.0%**
Cloud Peak	# Clients	4	25	**29**
	% Clients	13.8%	86.2%	**100.0%**
Big Horn	# Clients	11	42	**53**
	% Clients	20.8%	79.2%	**100.0%**
Carbon	# Clients	14	19	**33**
	% Clients	42.4%	57.6%	**100.0%**
Solutions For Life	# Clients	2	12	**14**
	% Clients	14.3%	85.7%	**100.0%**
Jackson Hole	# Clients	32	28	**60**
	% Clients	53.3%	46.7%	**100.0%**
Yellowstone	# Clients	26	65	**91**
	% Clients	28.6%	71.4%	**100.0%**
Fremont	# Clients	24	48	**72**
	% Clients	33.3%	66.7%	**100.0%**
Southwest Counseling	# Clients	80	158	**238**
	% Clients	33.6%	66.4%	**100.0%**
Campbell	# Clients	10	51	**61**
	% Clients	16.4%	83.6%	**100.0%**
High Country	# Clients	49	78	**127**
	% Clients	38.6%	61.4%	**100.0%**
Northern	# Clients	32	82	**114**
	% Clients	28.1%	71.9%	**100.0%**
Central	# Clients	71	118	**189**
	% Clients	37.6%	62.4%	**100.0%**
Peak	# Clients	100	210	**310**
	% Clients	32.3%	67.7%	**100.0%**
Statewide	**# Clients**	467	961	**1,428**
	% Clients	32.7%	67.3%	**100.0%**

Figure 5 shows the number and percent of mental health respondents by race/ethnicity. Of the 1,411 respondents, the vast majority (88.2%) is Caucasian (1,244 respondents). The remaining survey population was distributed across persons who are Hispanic (111 respondents; 7.9%), African American (14 respondents; 1%), Native American/Alaskan Native (38 respondents; 2.7%), and Asian/Pacific Islander (4 respondents; 0.3%). The highest percentages of persons who are Hispanic were from the following CHMCs: Carbon, Fremont, Southwest, and Peak Wellness.

Figure 5

2012 Number and Percent of Mental Health Respondents, by Race/Ethnicity

		Caucasian	Hispanic	African American	Native American/ Alaskan Native	Asian/ Pacific Islander	Total
Hot Springs	# Clients	32	3	0	1	0	**36**
	% Clients	88.9%	8.3%	0.0%	2.8%	0.0%	**100.0%**
Cloud Peak	# Clients	26	2	0	0	0	**28**
	% Clients	92.9%	7.1%	0.0%	0.0%	0.0%	**100.0%**
Big Horn	# Clients	51	1	0	0	0	**52**
	% Clients	98.1%	1.9%	0.0%	0.0%	0.0%	**100.0%**
Carbon	# Clients	26	5	1	1	0	**33**
	% Clients	78.8%	15.2%	3.0%	3.0%	0.0%	**100.0%**
Solutions For Life	# Clients	14	0	0	0	0	**14**
	% Clients	100.0%	0.0%	0.0%	0.0%	0.0%	**100.0%**
Jackson Hole	# Clients	54	4	0	2	0	**60**
	% Clients	90.0%	6.7%	0.0%	3.3%	0.0%	**100.0%**
Yellowstone	# Clients	81	4	0	3	0	**88**
	% Clients	92.0%	4.5%	0.0%	3.4%	0.0%	**100.0%**
Fremont	# Clients	61	6	0	3	1	**71**
	% Clients	85.9%	8.5%	0.0%	4.2%	1.4%	**100.0%**
Southwest Counseling	# Clients	199	32	2	5	0	**238**
	% Clients	83.6%	13.4%	0.8%	2.1%	0.0%	**100.0%**
Campbell	# Clients	52	4	0	2	0	**58**
	% Clients	89.7%	6.9%	0.0%	3.4%	0.0%	**100.0%**
High Country	# Clients	117	7	0	3	0	**127**
	% Clients	92.1%	5.5%	0.0%	2.4%	0.0%	**100.0%**
Northern	# Clients	108	1	1	3	0	**113**
	% Clients	95.6%	0.9%	0.9%	2.7%	0.0%	**100.0%**
Central	# Clients	165	13	1	5	3	**187**
	% Clients	88.2%	7.0%	0.5%	2.7%	1.6%	**100.0%**
Peak	# Clients	258	29	9	10	0	**306**
	% Clients	84.3%	9.5%	2.9%	3.3%	0.0%	**100.0%**
Statewide	**# Clients**	1,244	111	14	38	4	**1,411**
	% Clients	88.2%	7.9%	1.0%	2.7%	0.3%	**100.0%**

Figure 6 (next page) shows the questions associated with each domain. Please note that the higher the percentage of agreement, the better the response (unless otherwise noted). It also shows the number of persons who responded to each question and the percentage of agreement with each question. The General Satisfaction question shows that 86% of clients were satisfied with services. The Access Domain shows that 1,441 people responded to the question: "Services were available at times that were good for me." Of these people, 91% agreed with the statement. Within the Access Domain, the fewest people (1,240) answered the question: "I was able to see a psychiatrist when I wanted to." Of these individuals, 73% agreed that they were able to see a psychiatrist when they wanted. If a person does not receive CMHC services from a psychiatrist, they would respond "Not Applicable (N/A)." This impacts the total number of people who responded to a question.

The Treatment Planning Domain shows that 87% of the respondents believe that staff see them as partners in their treatment. However, only 70% reported that they, not staff, decided their treatment goals.

The Quality of Services Domain shows that over 90% of respondents agreed with four of the five questions in this domain. One question had a lower response rate, with 1,030 answering the question: "If I receive prescription medicine, staff told me what side effects to watch out for." This reflects that approximately 20% of the respondents do not receive prescription drugs, and/or did not answer the question. However, of those answering the question, 75% agreed with the question. This data highlights an opportunity to enhance training to help people who receive medications to understand their medications and related side effects.

Of the 1,278 persons answering the question regarding Cultural Sensitivity, 89% of the respondents agreed that staff were sensitive to their cultural/ethnic background.

There were two questions regarding Social Connectedness, with 1,420-1,421 persons responding. Of these respondents, 71% agreed that in a crisis, they would have the support they need from family or friends. Similarly, 76% of the respondents reported they have people who are close to them who motivate and support their wellness and recovery. These questions also highlight opportunities to support clients to create a strong social support network that will help clients to achieve their wellness and recovery goals.

Four of the five questions in the Outcomes Domain were responded to by the majority of individuals (1,355-1,406). These questions reflect progress toward improved mental health functioning. Seventy-three percent (73%) reported that they are better able to handle things when they go wrong; 70% reported they are better able to deal with crisis; 67% reported that they get along better with their family; and 61% reported that their symptoms are not bothering them as much. The other outcome question was answered by 1,108 respondents, with 64% reporting that they do better in school and/or work. This reflects that fewer clients are involved in school and/or work. The outcome questions address areas of functioning and progress toward treatment goals. This data reflects the need for mental health services, and provides information on areas where services will help improve the life functioning and skills of clients.

Better ⇧

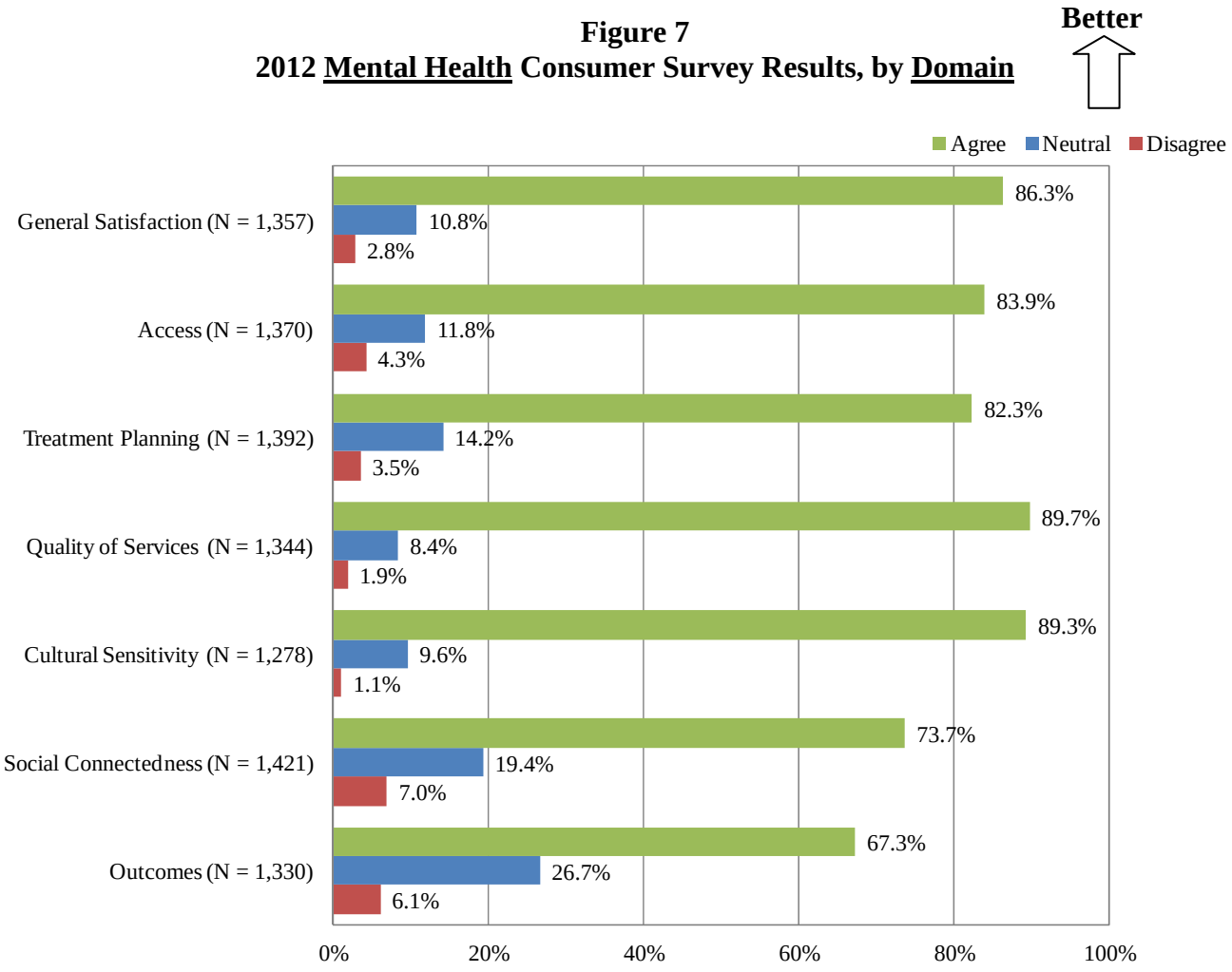
Figure 6
2012 Number and Percent of Mental Health Respondents Who
Agree with Each Survey Statement

Question	# of Mental Health Respondents	% of Respondents who "Agree"
General Satisfaction		
Summary of Access, Treatment Planning, Quality of Services, and Cultural Sensitivity Domains.	1,357	86%
Access		
Services were available at times that were good for me.	1,441	91%
I was able to get all of the services I thought I needed.	1,429	86%
I was able to see a psychiatrist when I wanted to.	1,240	73%
Treatment Planning		
I, not staff, decided my treatment goals.	1,387	70%
I believe that staff see me as a partner in my treatment.	1,412	87%
I felt comfortable asking questions about my treatment and medication.	1,377	89%
Quality of Services		
If I receive prescription medicine, staff told me what side effects to watch out for.	1,030	75%
Staff encouraged me to take responsibility for how I live my life.	1,399	90%
Staff treated me with respect.	1,439	95%
Staff spoke with me in a way that I understood.	1,440	95%
Staff here believe that I can grow, change, and recover.	1,412	90%
Cultural Sensitivity		
Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.).	1,278	89%
Social Connectedness		
In a crisis, I would have the support I need from family or friends.	1,420	71%
I have people who are close to me who motivate and support my wellness and recovery.	1,421	76%
Outcomes		
I am better able to handle things when they go wrong.	1,406	73%
I am better able to deal with crisis.	1,400	70%
I am getting along better with my family.	1,355	67%
I do better in school and/or work.	1,108	64%
My symptoms are not bothering me as much.	1,383	61%

Note: Each figure shows an arrow that indicates if a higher percentage of agreement shows better results (⇧), or if a lower percentage of agreement shows better results (⇩).

Figure 7 shows the survey results of mental health respondents by domain, using a bar graph. This is a summary of the data shown in the previous table (Figure 6). Showing the data by domain provides a summary of the survey questions by various areas. The domain with the highest percentage of agreement was Quality of Services, with 89.7% of the respondents agreeing with the statements. Questions regarding Cultural Sensitivity (89.3%), General Satisfaction (86.3), and Access to services (83.9%) were also highly rated. The lower-rated domains were Social Connectedness (73.7%) and Outcomes (67.3%). These are two areas which consistently show the lowest percentage of agreement in data from similar surveys around the country. These areas reflect indicators of life functioning and are factors which are improved through the delivery of mental health services. A higher percentage of agreement shows better results.

Figure 7
2012 Mental Health Consumer Survey Results, by Domain

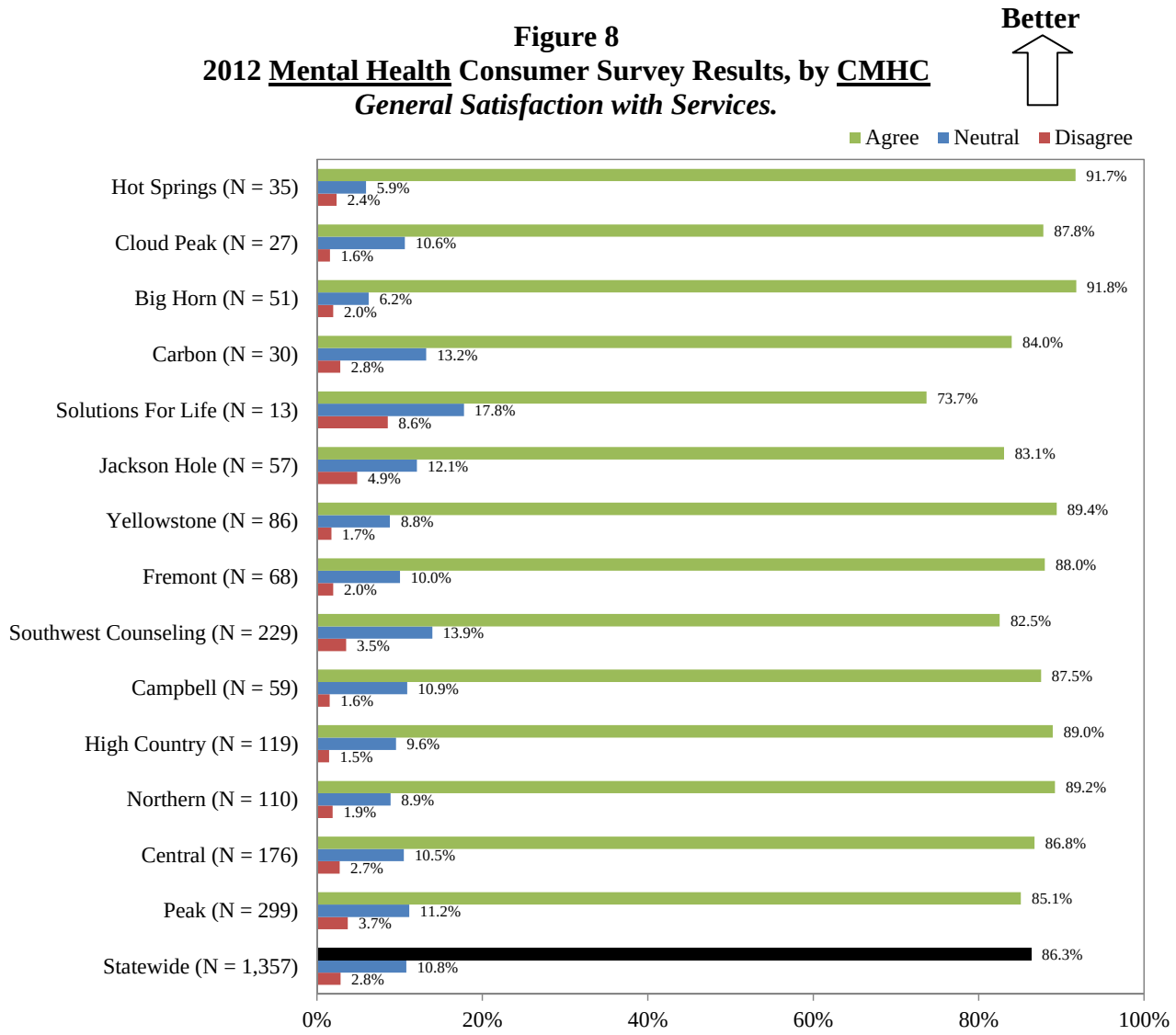


The following series of graphs show data for each individual survey question, by CMHC. The statewide data is shown at the bottom of each graph. Each graph also shows the number of persons responding to each question, for each CMHC.

Domain: General Satisfaction

Figure 8 shows each of the CMHCs for General Satisfaction with services. This question was derived by combining questions from four domains: Access, Treatment Planning, Quality of Services, and Cultural Sensitivity. Big Horn had the highest general satisfaction with services (91.8%). The CMHC with the lowest percentage of agreement was Solutions For Life with 73.7% agreement.

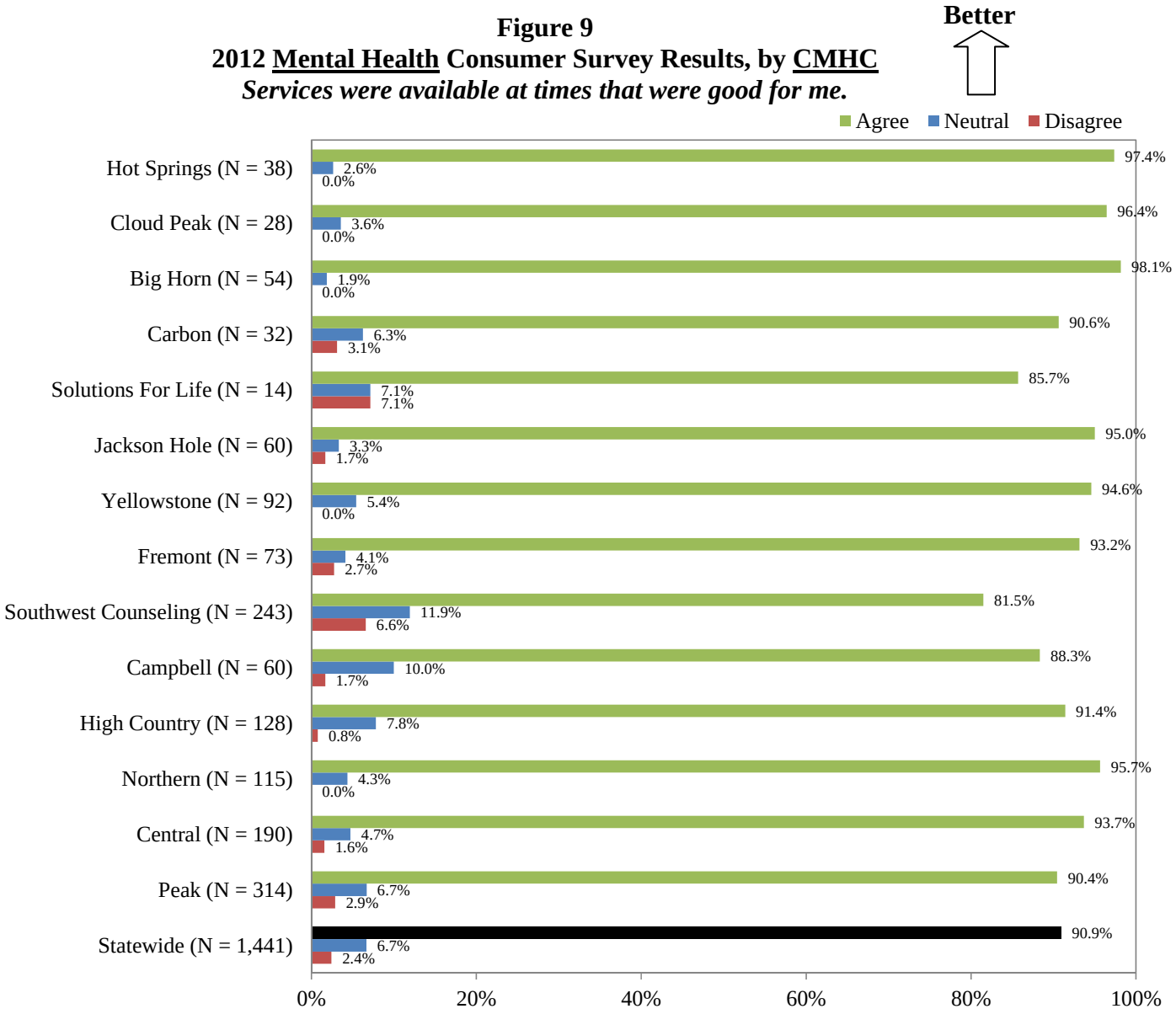
Figure 8
2012 Mental Health Consumer Survey Results, by CMHC
General Satisfaction with Services.



Domain: Access

Figure 9 shows responses to the question: "Services were available at times that were good for me." There were 38 respondents from Hot Springs; 97.4% of those clients responded that "services were available at times that were good for me." The CMHC with the highest percentage of clients agreeing with this question (98.1%) was Big Horn. The CMHC with the lowest rate of agreement was Southwest (81.5%).

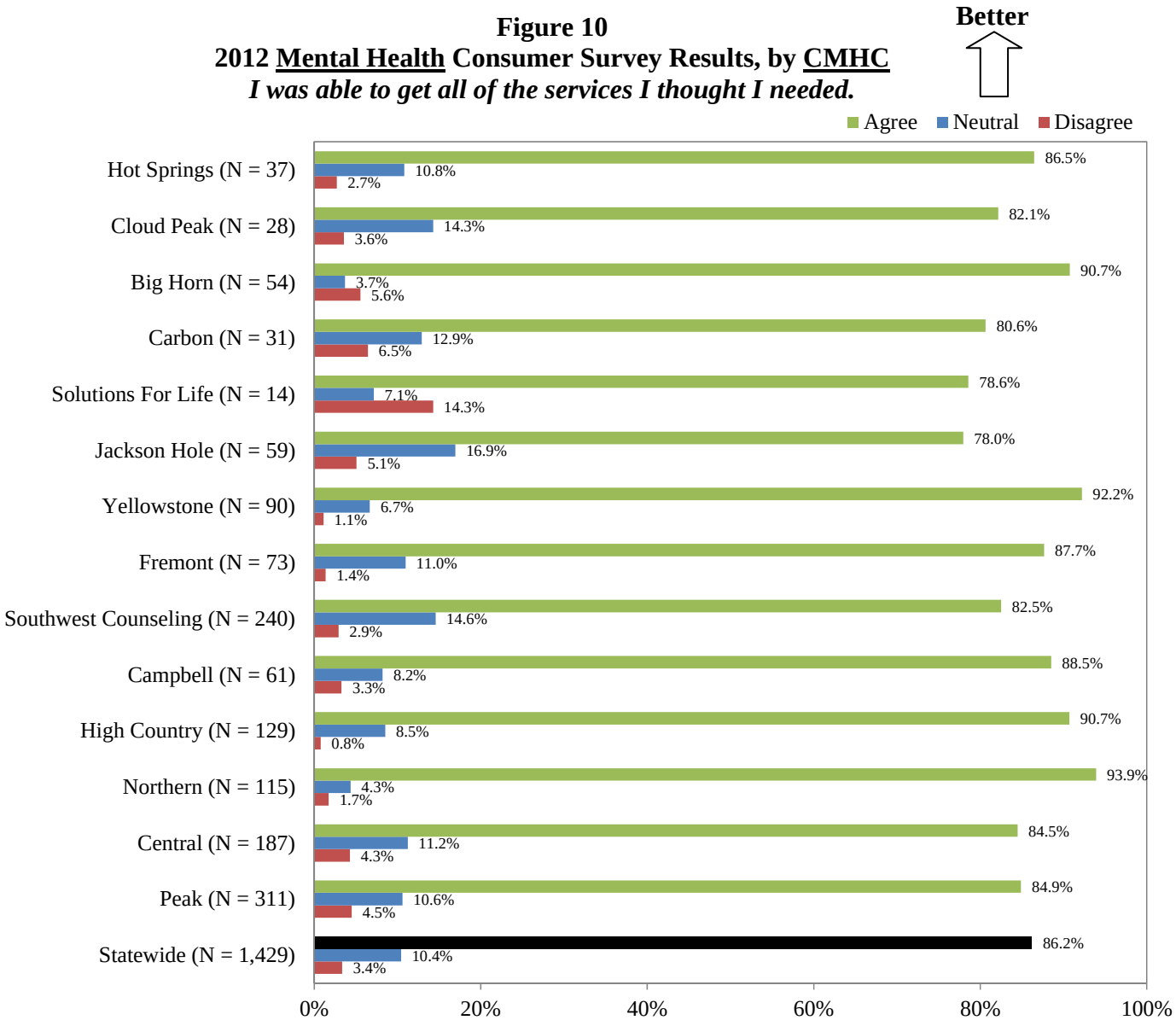
Figure 9
2012 Mental Health Consumer Survey Results, by CMHC
Services were available at times that were good for me.



Domain: Access

Figure 10 shows data on the survey question: "I was able to get all of the services I thought I needed." The CMHC with the highest percentage of clients agreeing with this question (93.9%) was Northern. The CMHC with the lowest rate of agreement was Jackson Hole (78%).

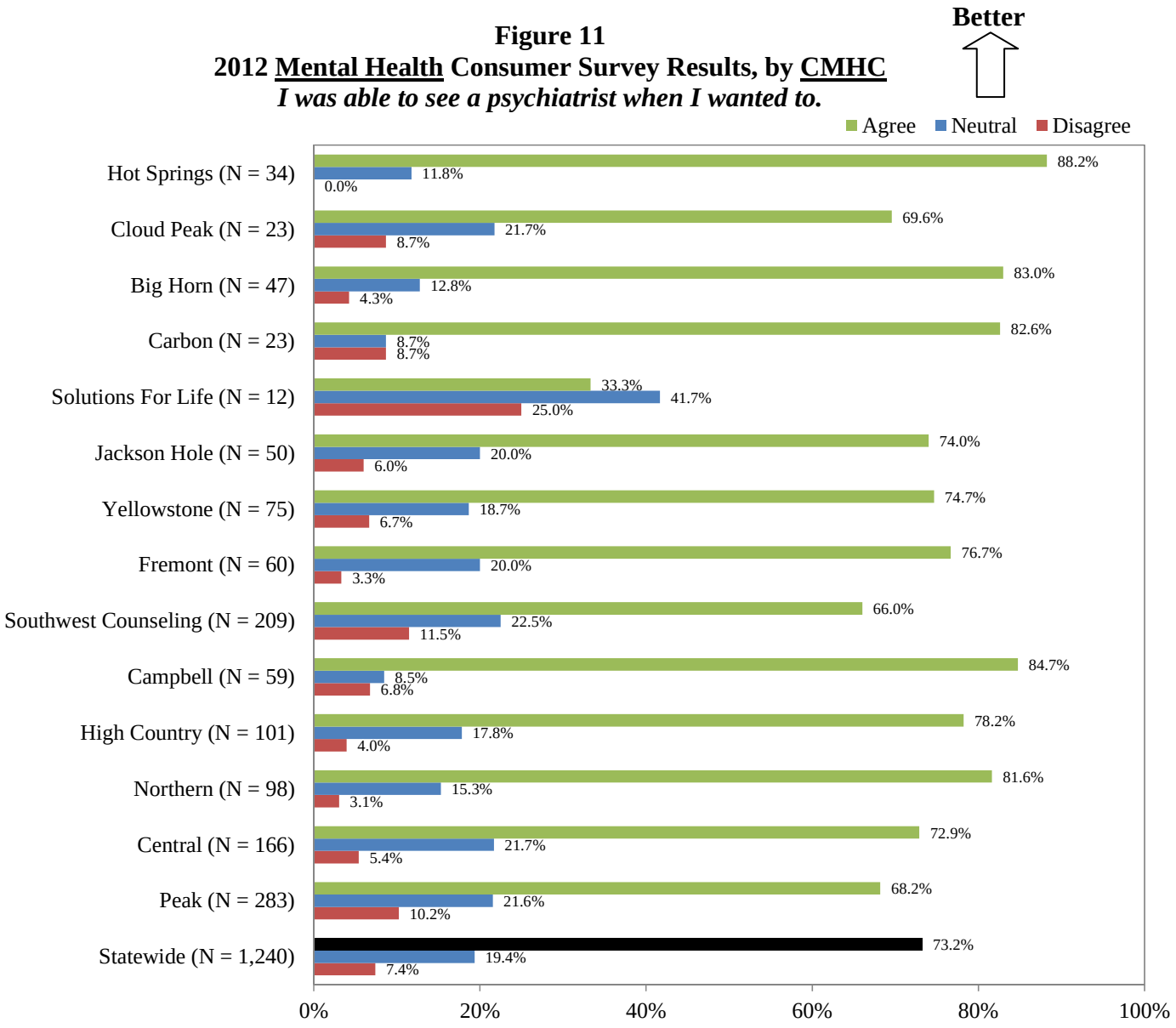
Figure 10
2012 Mental Health Consumer Survey Results, by CMHC
I was able to get all of the services I thought I needed.



Domain: Access

Figure 11 shows data on the survey question: "I was able to see a psychiatrist when I wanted to." Psychiatric services are very limited, with CMHCs throughout the state having difficulty in hiring psychiatrists. The response to this indicator reflects that difficulty. The CMHC with the highest percentage of clients agreeing with this question (88.2%) was Hot Springs. Other larger CMHCs with a high percentage of clients agreeing with this question were Campbell and Northern. The CMHCs with the lowest rate of agreement were Solutions for Life (33.3%) and Southwest (66%).

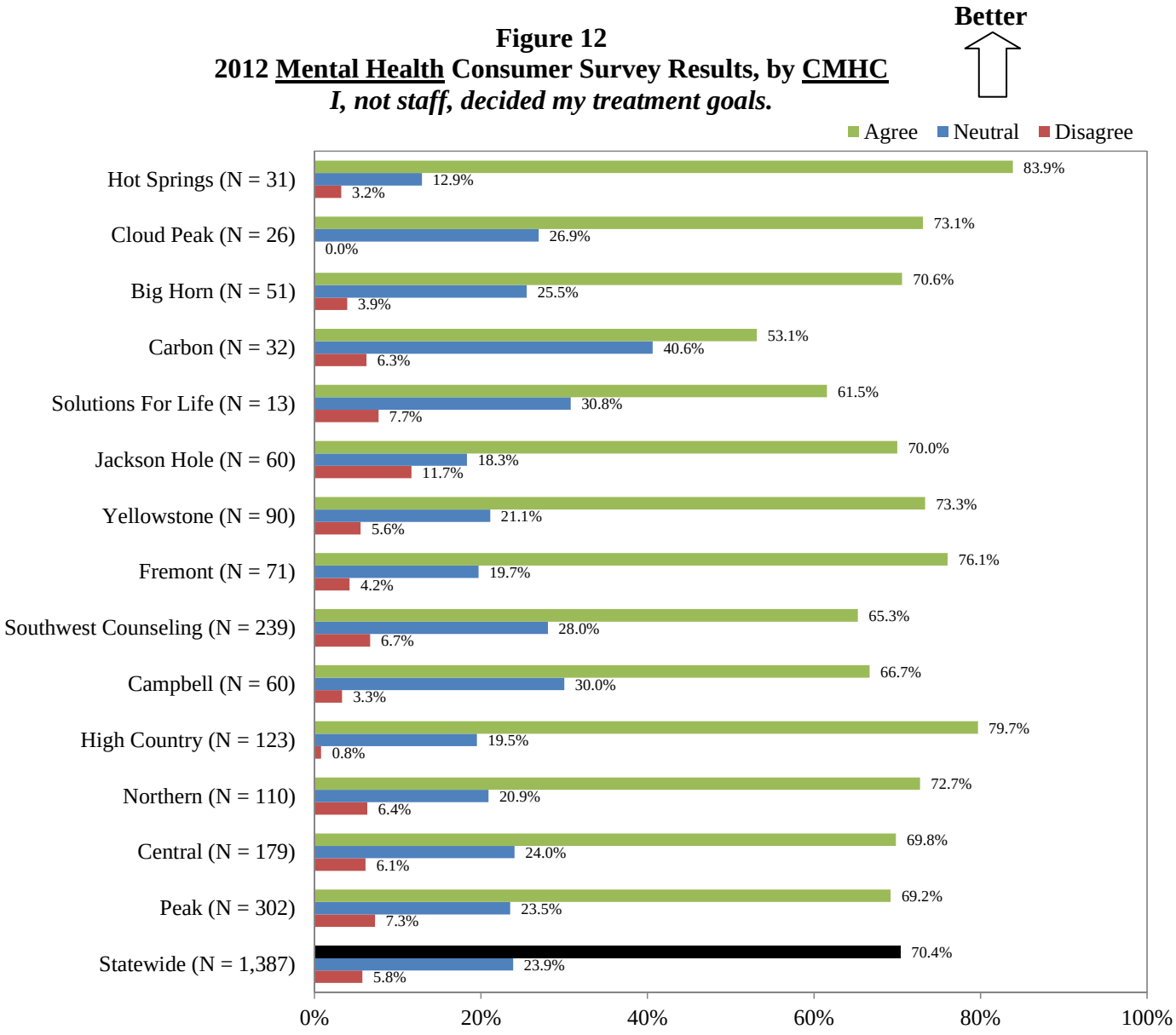
Figure 11
2012 Mental Health Consumer Survey Results, by CMHC
I was able to see a psychiatrist when I wanted to.



Domain: Treatment Planning

The following graphs show information on client's involvement in Treatment Planning. Figure 12 shows data on the survey question: "I, not staff, decided by treatment goals." This question is traditionally answered ***less*** positively by respondents than other questions. This information represents opportunities for CMHCs to discuss strategies for getting clients more involved in developing their own treatment goals. Involvement in treatment planning has also been found to be effective at improving outcomes, when clients are actively involved in setting their treatment goals. The CMHC with the highest percentage of clients agreeing with this question (83.9%) was Hot Springs. The CMHC with the lowest rate of agreement was Carbon (53.1%).

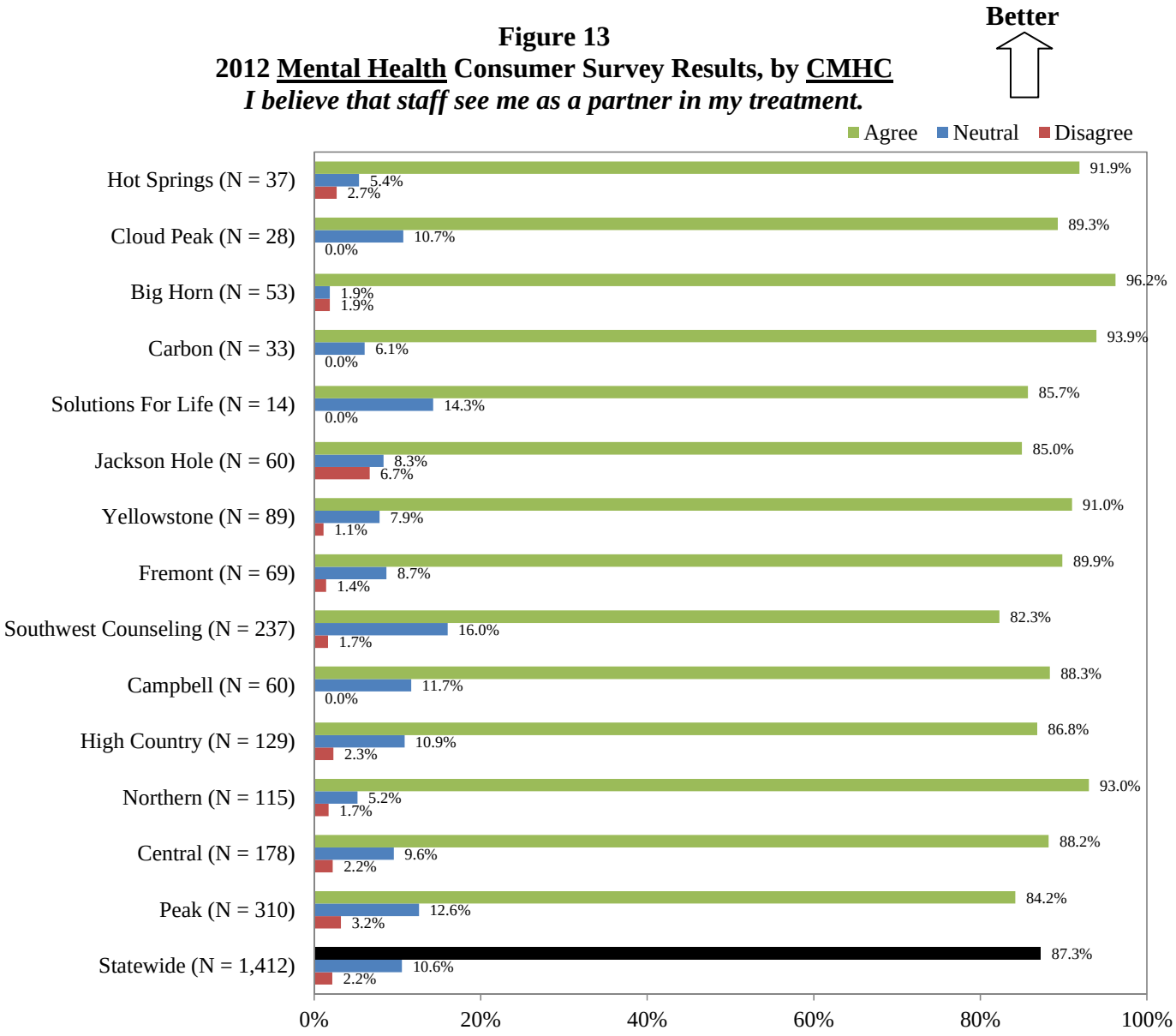
Figure 12
2012 Mental Health Consumer Survey Results, by CMHC
I, not staff, decided my treatment goals.



Domain: Treatment Planning

Figure 13 shows data on the survey question: "I believe that staff see me as a partner in my treatment." The CMHCs with the highest percentage of clients agreeing with this question were Big Horn (96.2%), Carbon, (93.9%), and Northern (93%). The CMHCs with the lowest rate of agreement were Southwest Counseling (82.3%) and Peak (84.2%).

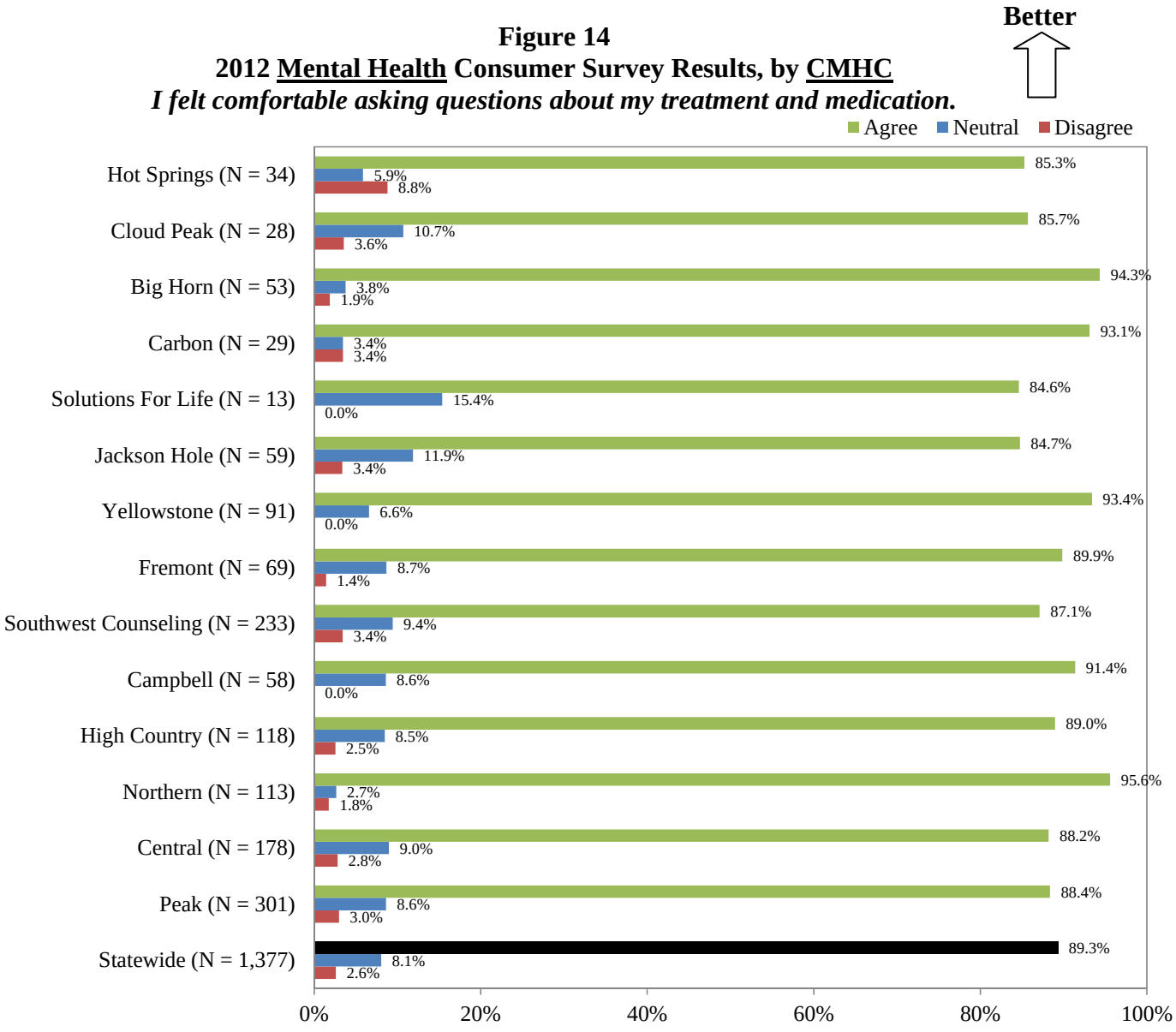
Figure 13
2012 Mental Health Consumer Survey Results, by CMHC
I believe that staff see me as a partner in my treatment.



Domain: Treatment Planning

Figure 14 shows data on the survey question: "I felt comfortable asking questions about my treatment and medication." The CMHC with the highest percentage of clients agreeing with this question (95.6%) was Northern. The CMHC with the lowest rate of agreement was Solutions for Life (84.6%).

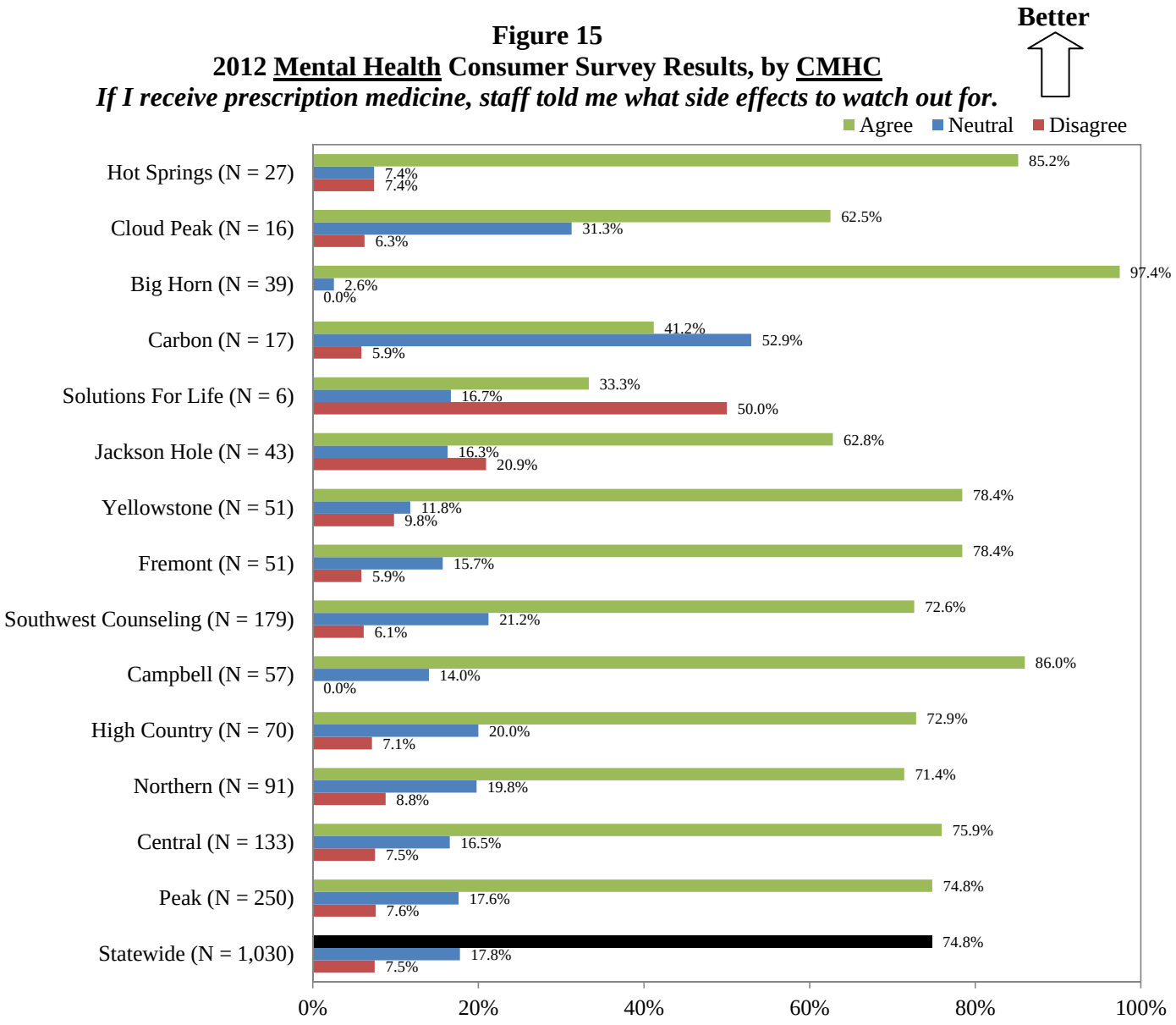
Figure 14
2012 Mental Health Consumer Survey Results, by CMHC
I felt comfortable asking questions about my treatment and medication.



Domain: Quality of Services

The following graphs show information on client's perception of the Quality of Services. Figure 15 shows data on the survey question: "If I receive prescription medicine, staff told me what side effects to watch out for." Notice that the number of people responding to this question was lower than most of the other questions (N=1,030). The CMHCs with the highest percentage of clients agreeing with this question were Big Horn (97.4%) and Campbell (86%). The CMHCs with the lowest rate of agreement were Solutions for Life (33.3%), Carbon (41.2%), and Cloud Peak (62.5%).

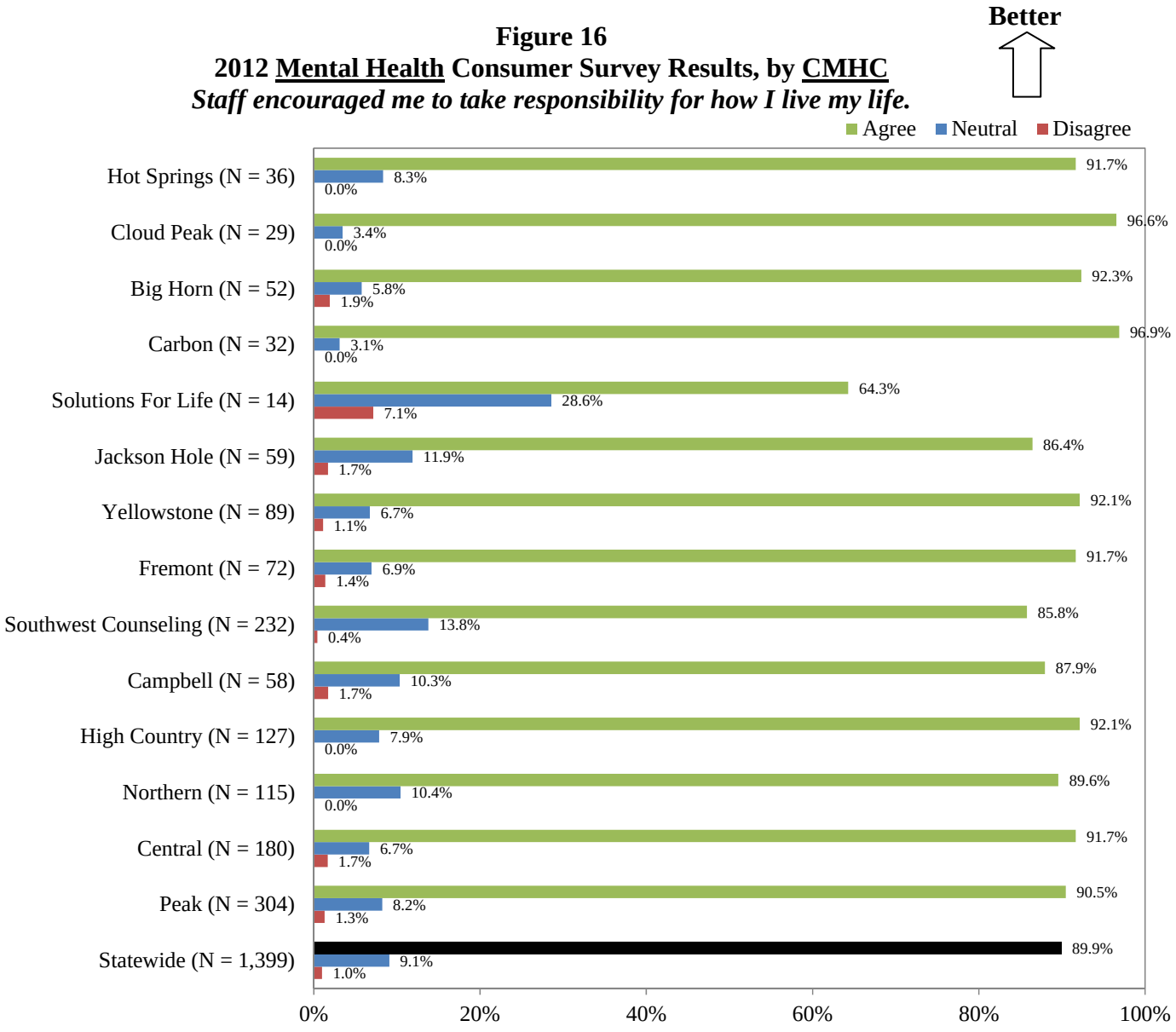
Figure 15
2012 Mental Health Consumer Survey Results, by CMHC
If I receive prescription medicine, staff told me what side effects to watch out for.



Domain: Quality of Services

Figure 16 shows data on the survey question: "Staff encouraged me to take responsibility for how I live my life." The CMHCs with the highest percentage of clients agreeing with this question were Carbon (96.9%) and Cloud Peak (96.6%). The CMHC with the lowest rate of agreement was Solutions for Life (64.3%).

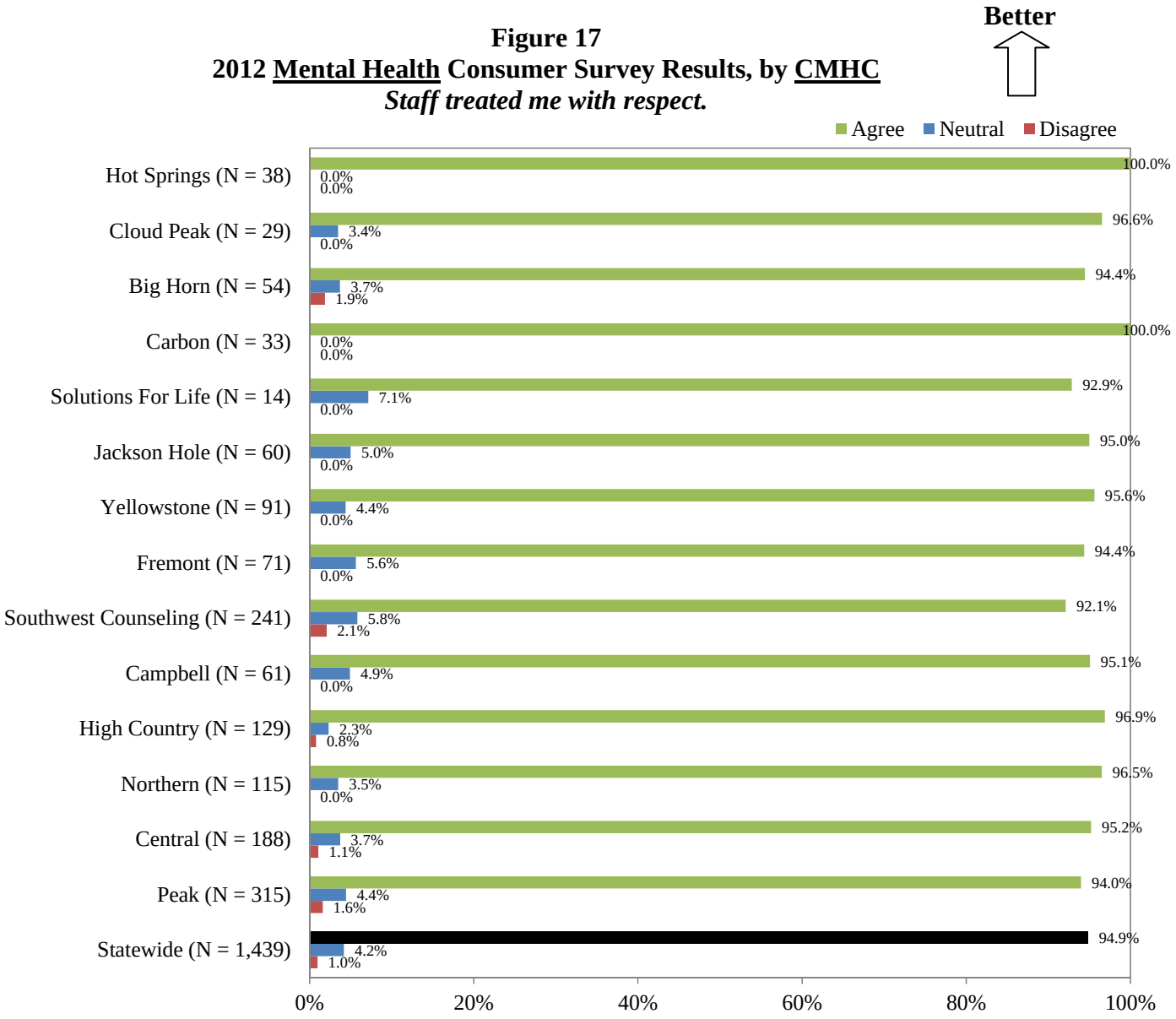
Figure 16
2012 Mental Health Consumer Survey Results, by CMHC
Staff encouraged me to take responsibility for how I live my life.



Domain: Quality of Services

Figure 17 shows data on the survey question: "Staff treated me with respect." The CMHCs with the highest percentage of clients agreeing with this question were Hot Springs (100%), Carbon (100%), and High Country (96.9%). The CMHC with the lowest rate of agreement was Southwest (92.1%). All CMHCs have a high rate of agreement to this question.

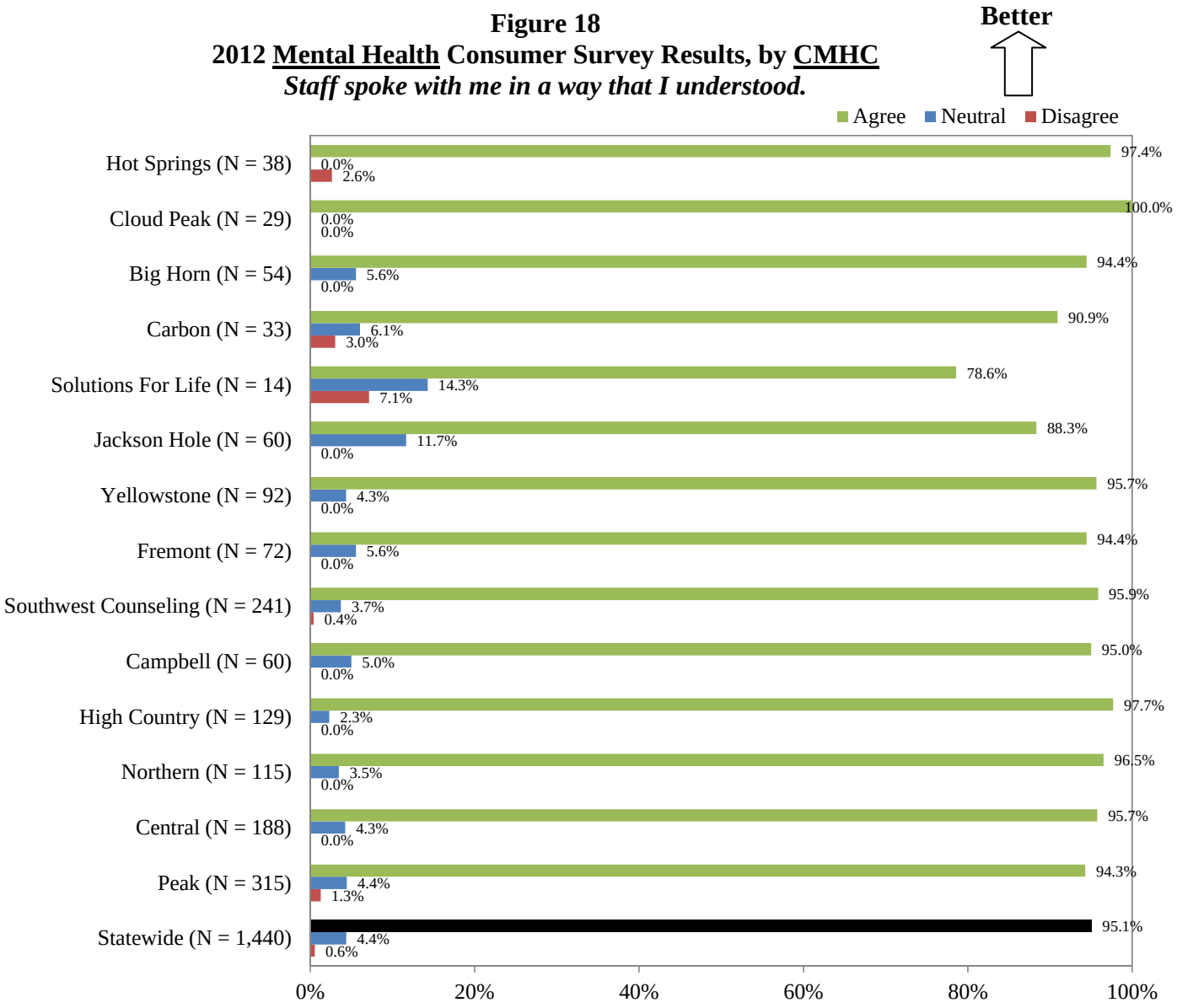
Figure 17
2012 Mental Health Consumer Survey Results, by CMHC
Staff treated me with respect.



Domain: Quality of Services

Figure 18 shows data on the survey question: "Staff spoke with me in a way that I understood." The CMHCs with the highest percentage of clients agreeing with this question were Cloud Peak (100%) and High Country (97.7%). The CMHC with the lowest rate of agreement was Solutions for Life (78.6%).

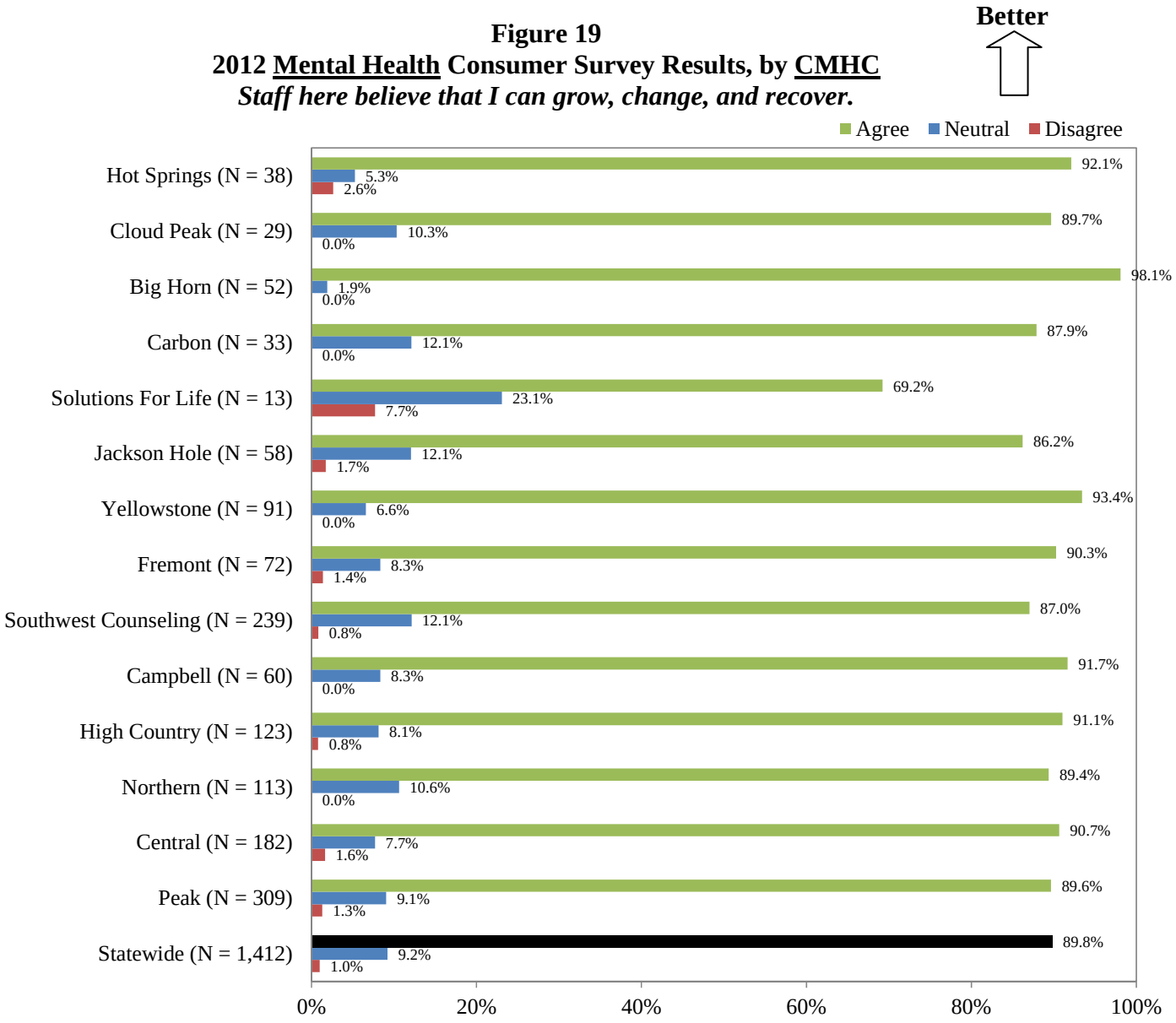
Figure 18
2012 Mental Health Consumer Survey Results, by CMHC
Staff spoke with me in a way that I understood.



Domain: Quality of Services

Figure 19 shows data on the survey question: "Staff here believe that I can grow, change, and recover." The CMHCs with the highest percentage of clients agreeing with this question were Big Horn (98.1%) and Yellowstone (93.4%). The CMHC with the lowest rate of agreement was Solutions for Life (69.2%).

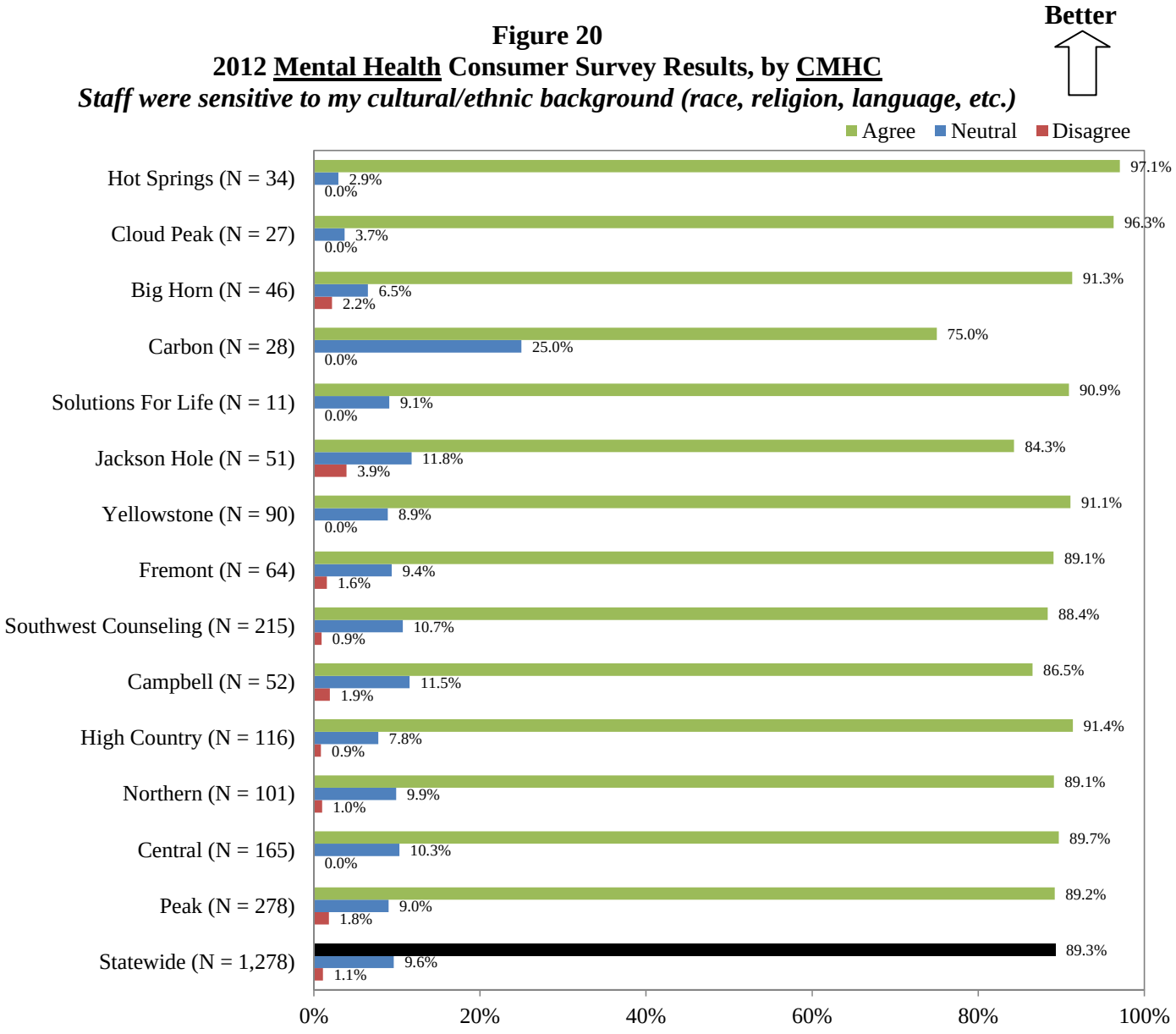
Figure 19
2012 Mental Health Consumer Survey Results, by CMHC
Staff here believe that I can grow, change, and recover.



Domain: Cultural Sensitivity

There was one survey question on cultural sensitivity. Figure 20 shows data on the survey question: "Staff were sensitive to my cultural/ethnic background." The CMHCs with the highest percentage of clients agreeing with this question were Hot Springs (97.1%), Cloud Peak (96.3%), and High Country (91.4%). The CMHC with the lowest rate of agreement was Carbon (75%).

Figure 20
2012 Mental Health Consumer Survey Results, by CMHC
Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)

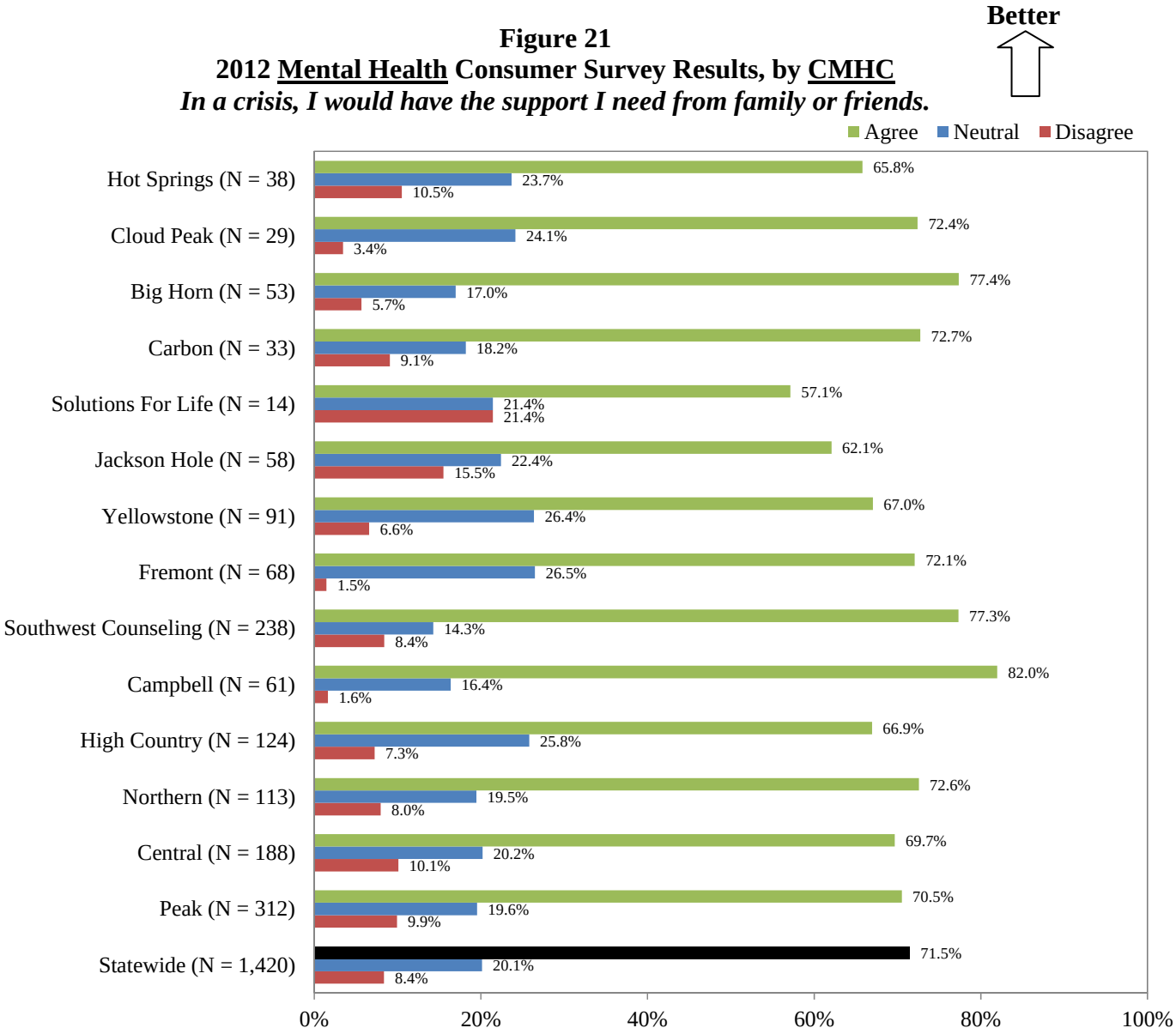


Domain: Social Connectedness

The following set of graphs shows clients' perception of social connectedness. It is important for clients to have a strong support system to help them achieve their recovery goals.

Figure 21 shows data on the survey question: "In a crisis, I would have the support I need from family or friends." The CMHC with the highest percentage of clients agreeing with this question was Campbell (82%). The CMHCs with the lowest rate of agreement were Solutions for Life (57.1%) and Jackson Hole (62.1%). This data shows that many clients do not have a social network that will support them during a crisis.

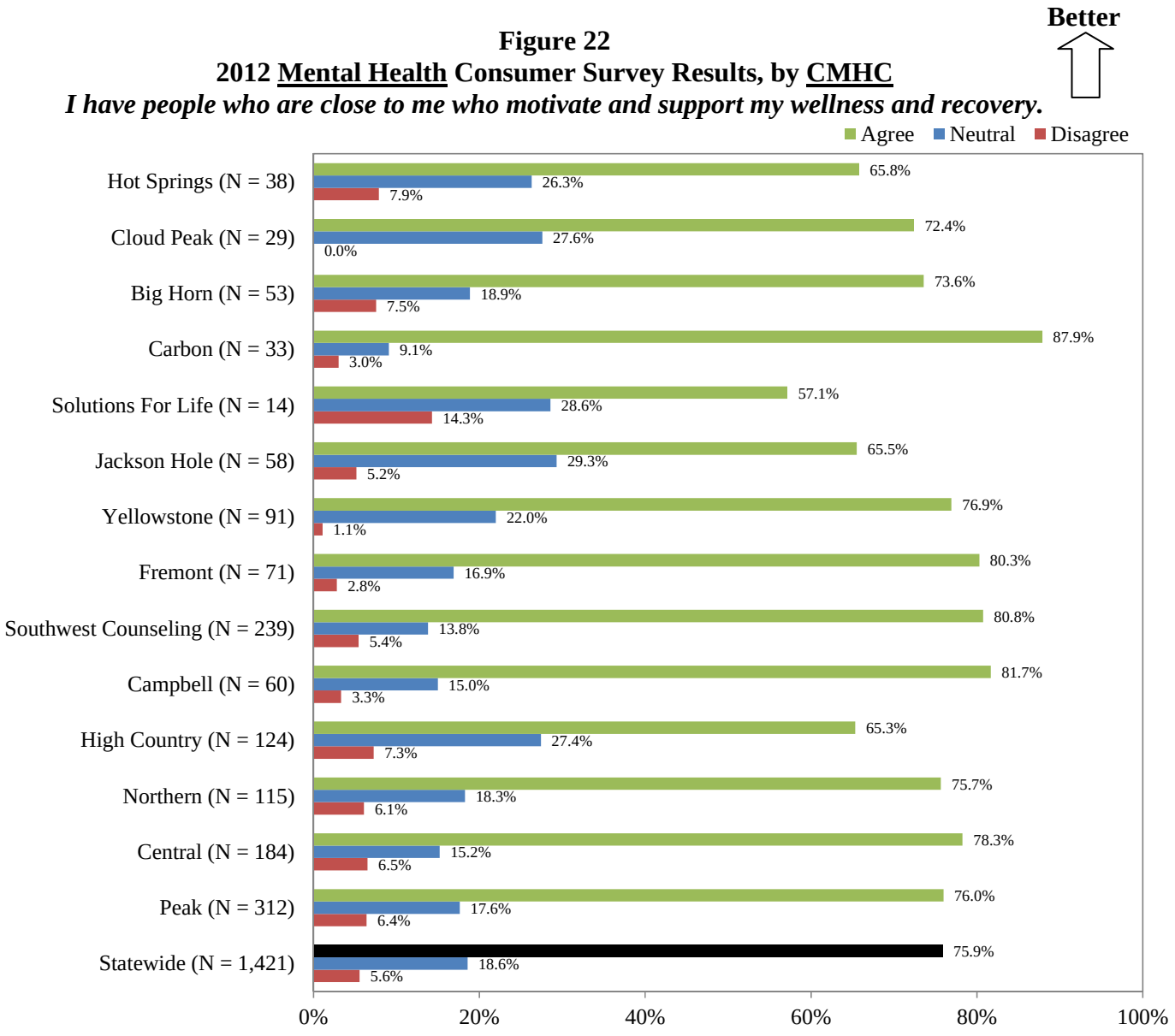
Figure 21
2012 Mental Health Consumer Survey Results, by CMHC
In a crisis, I would have the support I need from family or friends.



Domain: Social Connectedness

Figure 22 shows data on the survey question: "I have people who are close to me who motivate and support my wellness and recovery." The CMHC with the highest percentage of clients agreeing with this question was Carbon (87.9%). The CMHCs with the lowest rate of agreement were Solutions for Life (57.1%) and High Country (65.3%). This data shows that many clients do not have a social network that is helps to support their wellness and recovery.

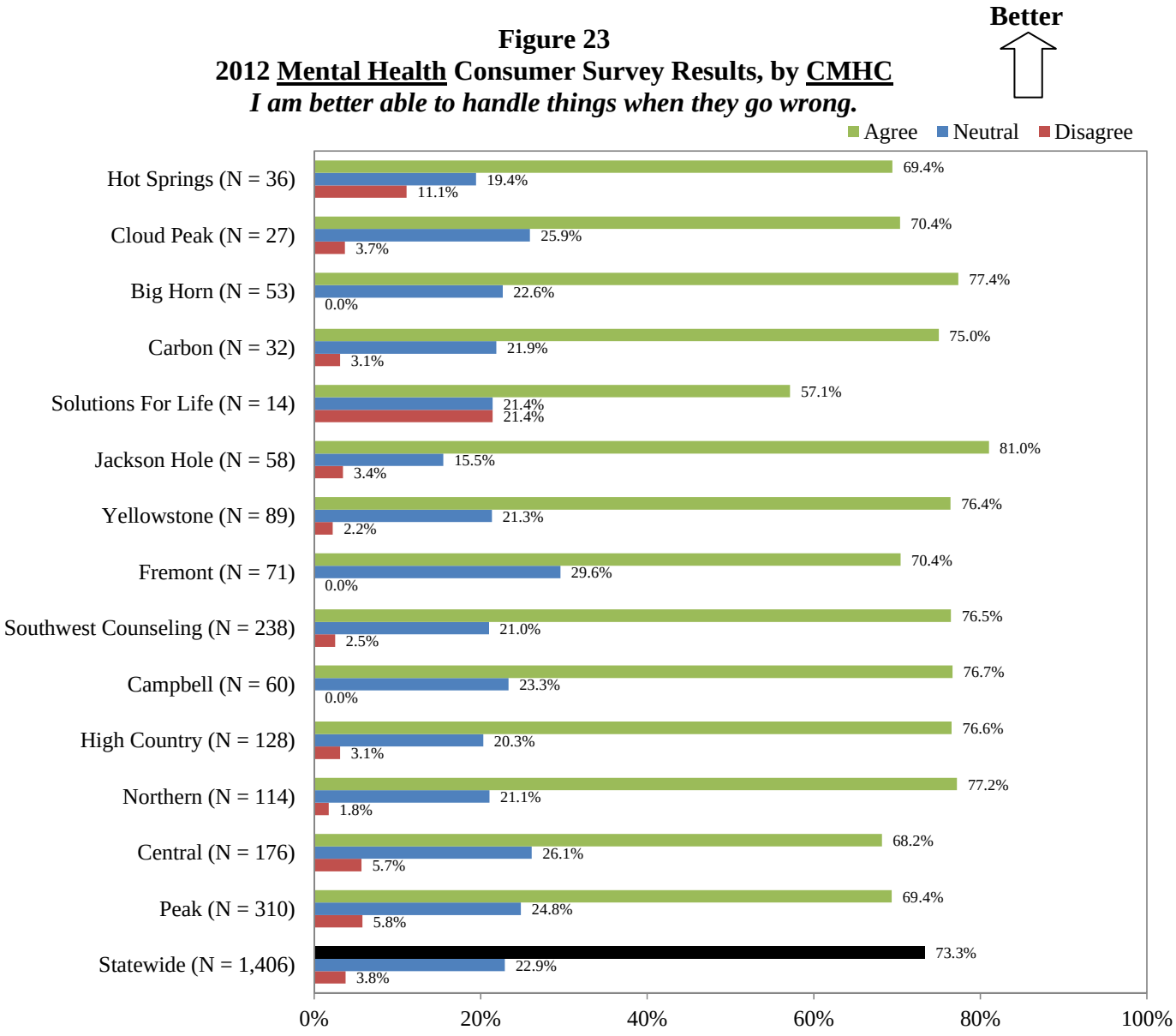
Figure 22
2012 Mental Health Consumer Survey Results, by CMHC
I have people who are close to me who motivate and support my wellness and recovery.



Domain: Outcomes

The following set of questions address the individuals' perception of outcomes, as a result of treatment. Figure 23 shows data on the survey question: "I am better able to handle things when they go wrong." The CMHC with the highest percentage of clients agreeing with this question was Jackson Hole (81%). The CMHCs with the lowest rate of agreement were Solutions for Life (57.1%) and Central (68.2%).

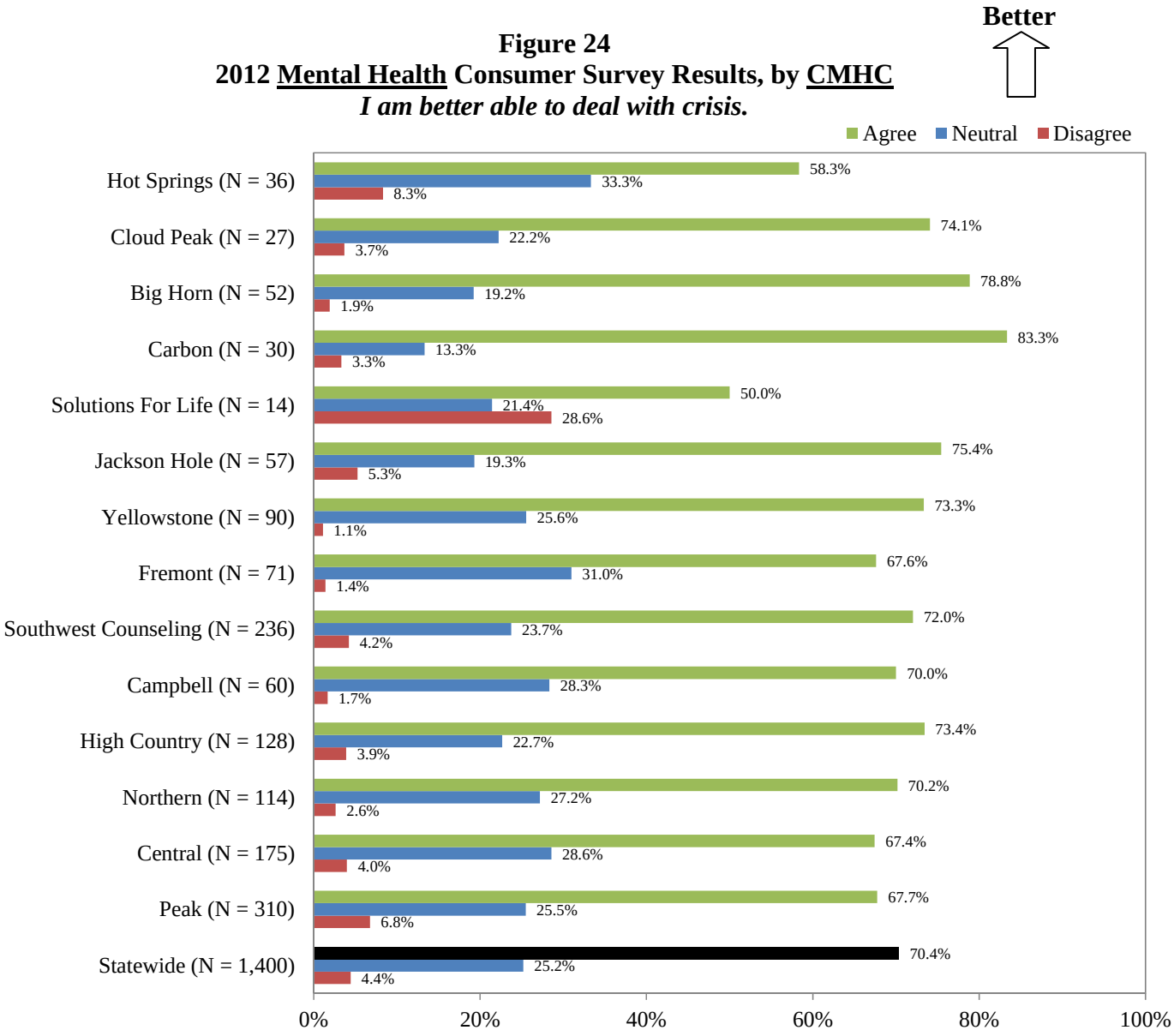
Figure 23
2012 Mental Health Consumer Survey Results, by CMHC
I am better able to handle things when they go wrong.



Domain: Outcomes

Figure 24 shows data on the survey question: "I am better able to deal with crisis." The CMHC with the highest percentage of clients agreeing with this question was Carbon (83.3%). The CMHC with the lowest rate of agreement was Solutions for Life (50%).

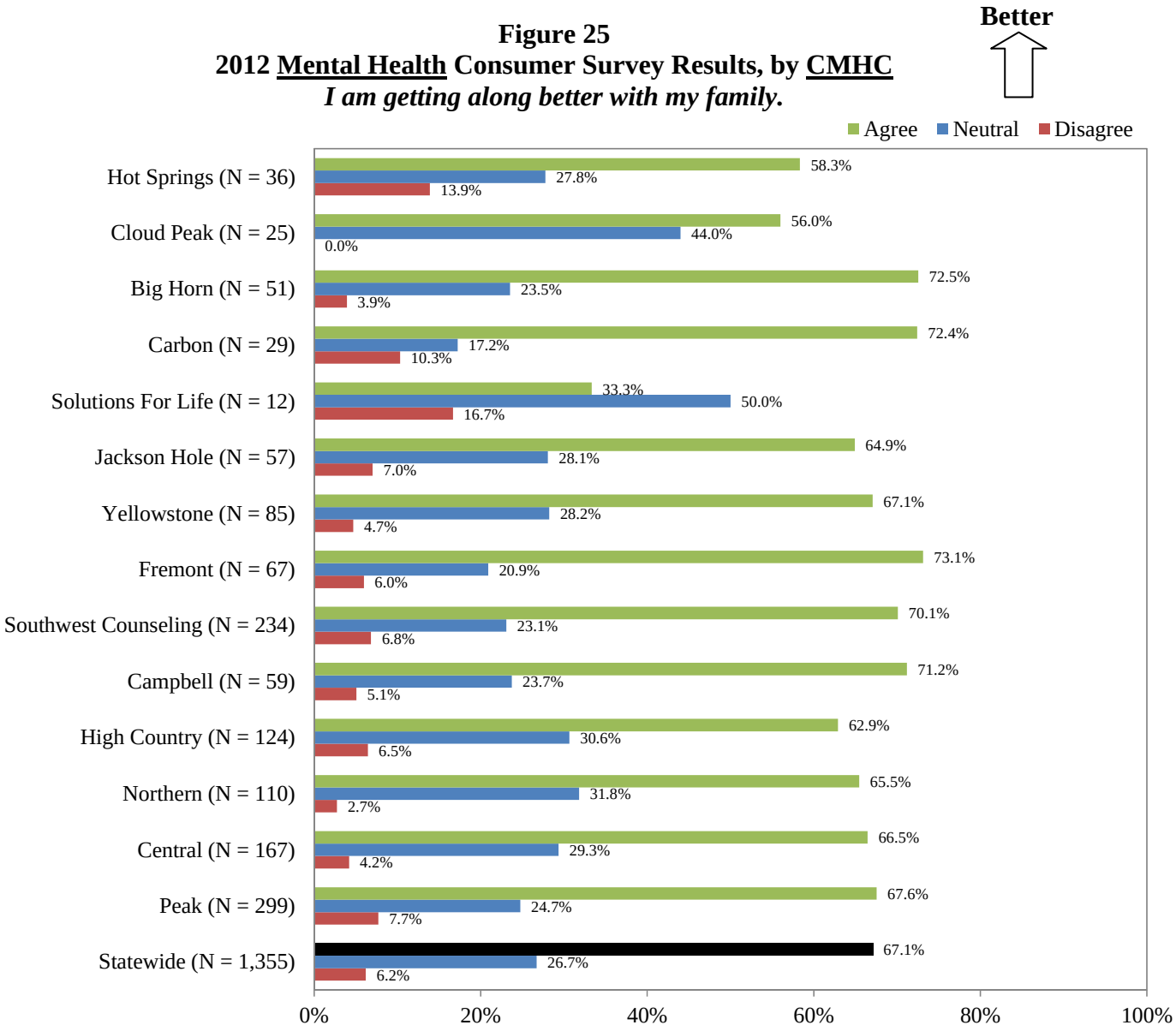
Figure 24
2012 Mental Health Consumer Survey Results, by CMHC
I am better able to deal with crisis.



Domain: Outcomes

Figure 25 shows data on the survey question: "I am getting along better with my family." The CMHC with the highest percentage of clients agreeing with this question was Fremont (73.1%). The CMHC with the lowest rate of agreement was Solutions for Life (33.3%).

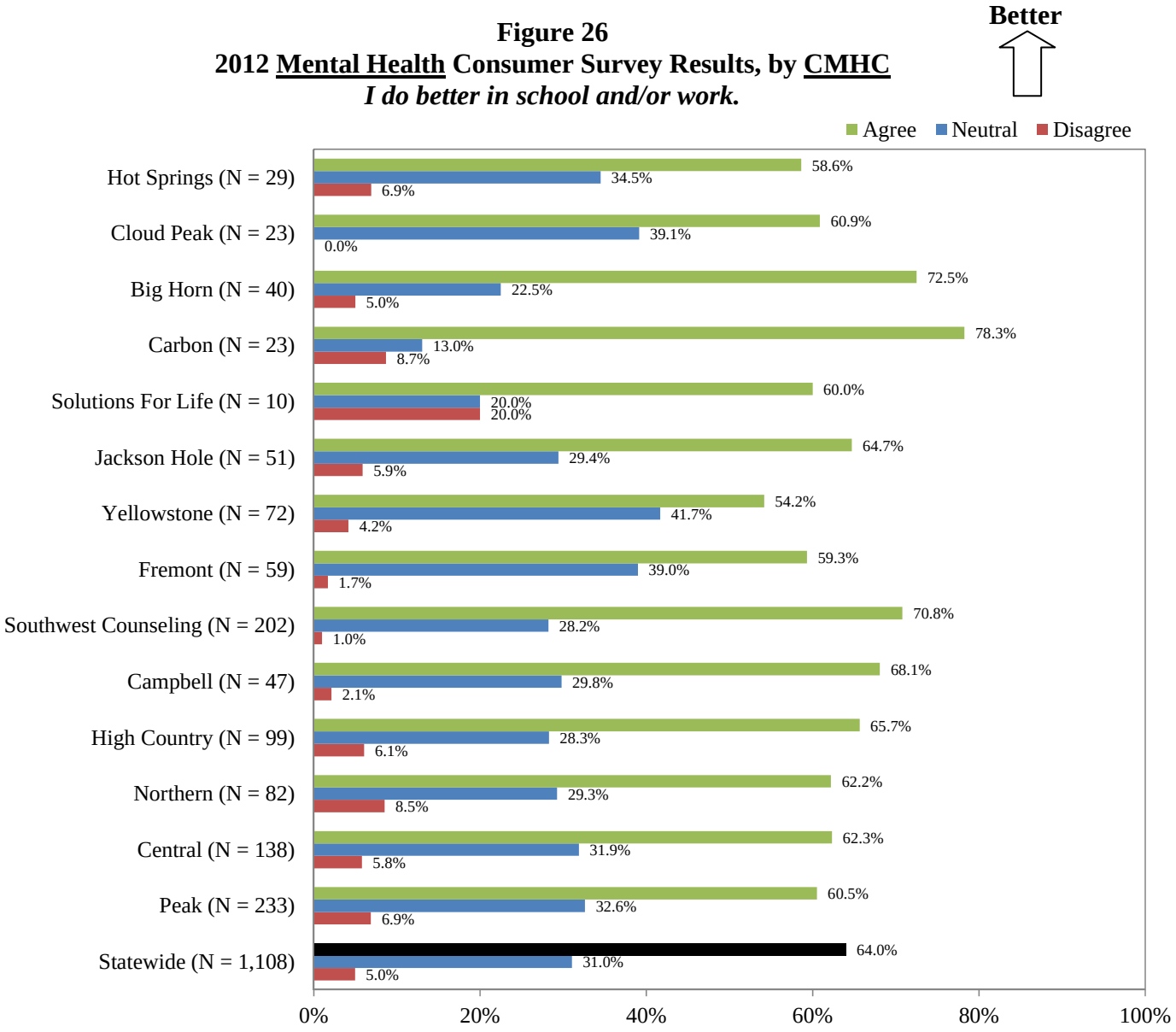
Figure 25
2012 Mental Health Consumer Survey Results, by CMHC
I am getting along better with my family.



Domain: Outcomes

Figure 26 shows data on the survey question: "I do better in school and/or work." The CMHC with the highest percentage of clients agreeing with this question was Carbon (78.3%). The CMHC with the lowest rate of agreement was Yellowstone (54.2%). Notice that fewer people answered this question, as they may not be involved in school and/or work activities.

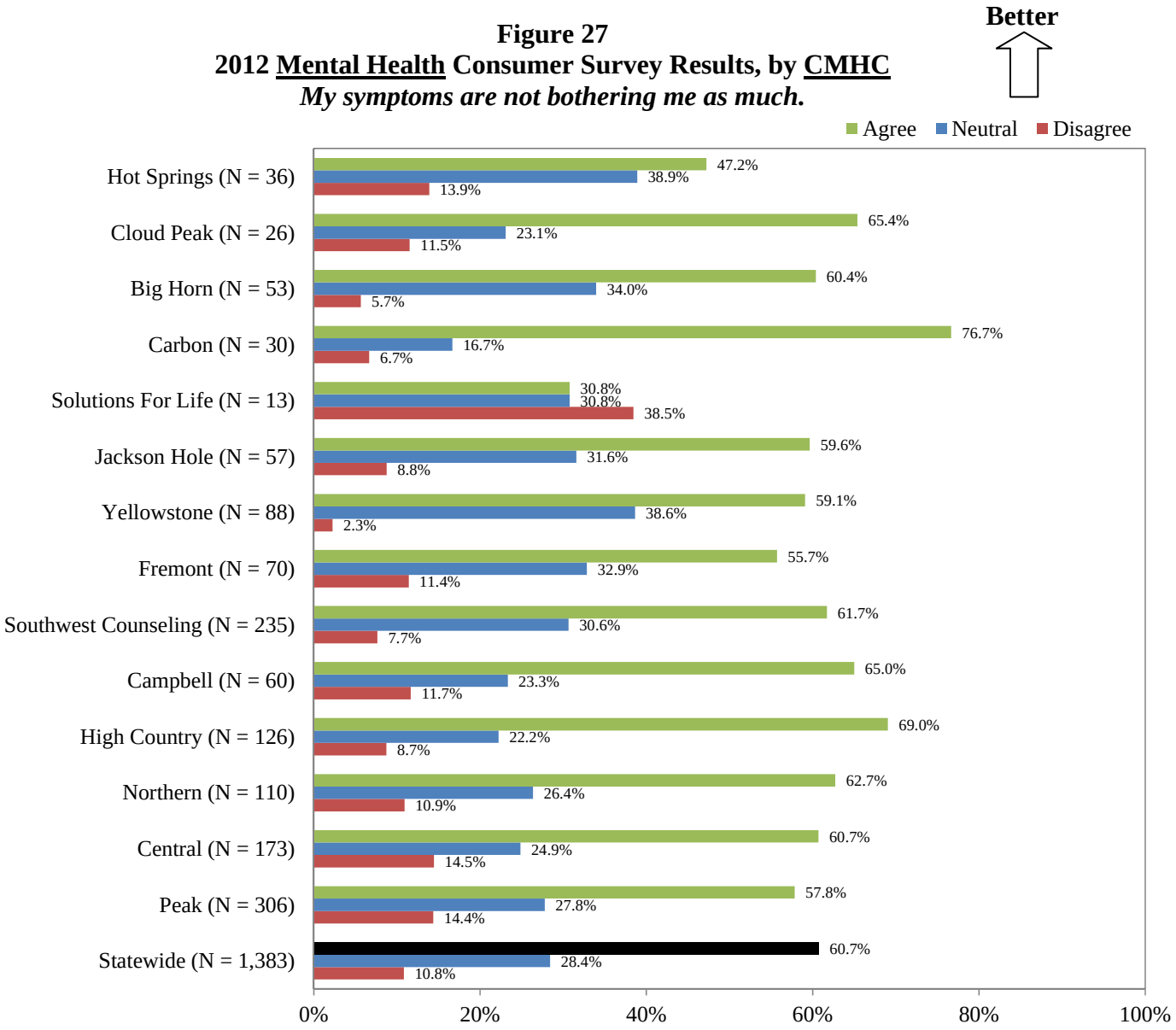
Figure 26
2012 Mental Health Consumer Survey Results, by CMHC
I do better in school and/or work.



Domain: Outcomes

Figure 27 shows data on the survey question: "My symptoms are not bothering me as much." The CMHC with the highest percentage of clients agreeing with this question was Carbon (76.7%). The CMHC with the lowest rate of agreement was Solutions for Life (30.8%).

Figure 27
2012 Mental Health Consumer Survey Results, by CMHC
My symptoms are not bothering me as much.



Physical Health Survey Results

For the first time this year, four questions were added to the survey to obtain information regarding physical health. These questions provide information about the clients' perception of how their physical health problems contribute to their mental health problems; if they have visited a physical health doctor in the past year; if their physical health problems are adequately treated; and if they would like assistance from the CMHC to help them access services for their physical health problems.

Domain: Physical Health

Figure 28 shows the percent of agreement with each of these four questions. Not all clients answered these questions. Statewide, 61% of the respondents agreed that their physical health problems contribute to their mental health problems. Eighty-three percent (83%) had a visit with a physical health doctor in the past year; 26% reported that they have physical health problems that are not being adequately treated; and 33% noted that they would like the CMHC to help them get the services needed to treat their physical health problems.

Figure 28
2012 Number and Percent of Mental Health Respondents Who
Agree with Each Survey Statement

Question	# of Mental Health Respondents	% of Respondents who "Agree"
Physical Health		
My physical health problems contribute to my mental health problems.	1,253	61%
I had a visit with a physical health doctor in the past year.	1,333	83%
I have physical health problems that are not being adequately treated.	1,201	26%
I would like this agency to help me get services for my physical health problems.	1,071	33%

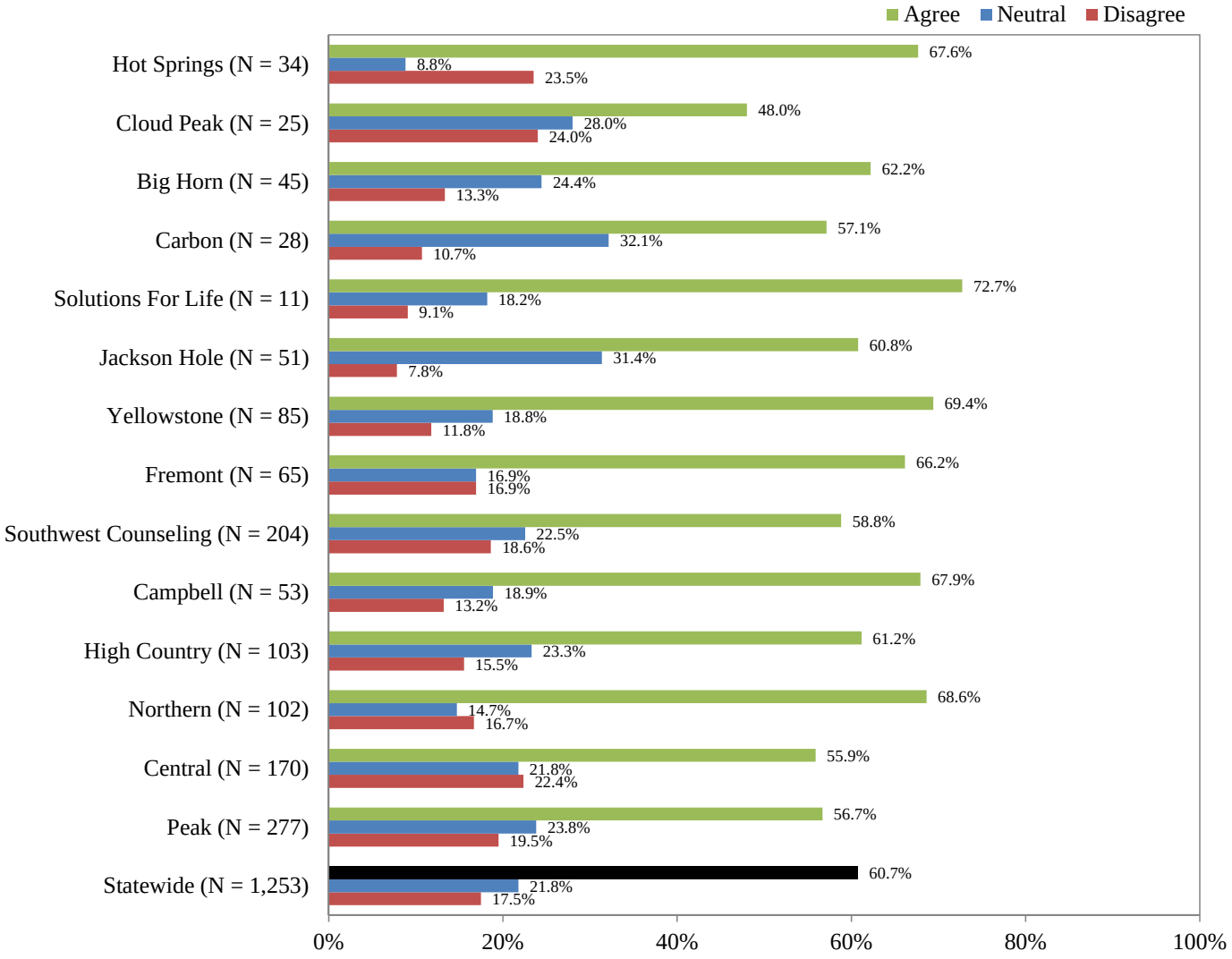
Domain: Physical Health

The following four graphs show these physical health questions by CMHC. Figure 29 shows data on the survey question: "My physical health problems contribute to my mental health problems." NOTE: A **lower** rate of agreement shows '**Better'** results, for this question.

The CMHC with the lowest rate of agreement was Cloud Peak (48%). The CMHCs with the highest percentage of clients agreeing with this question were Solutions for Life (72.7%) and Yellowstone (69.4%).

Better

Figure 29
2012 Mental Health Consumer Survey Results, by CMHC
My physical health problems contribute to my mental health problems.

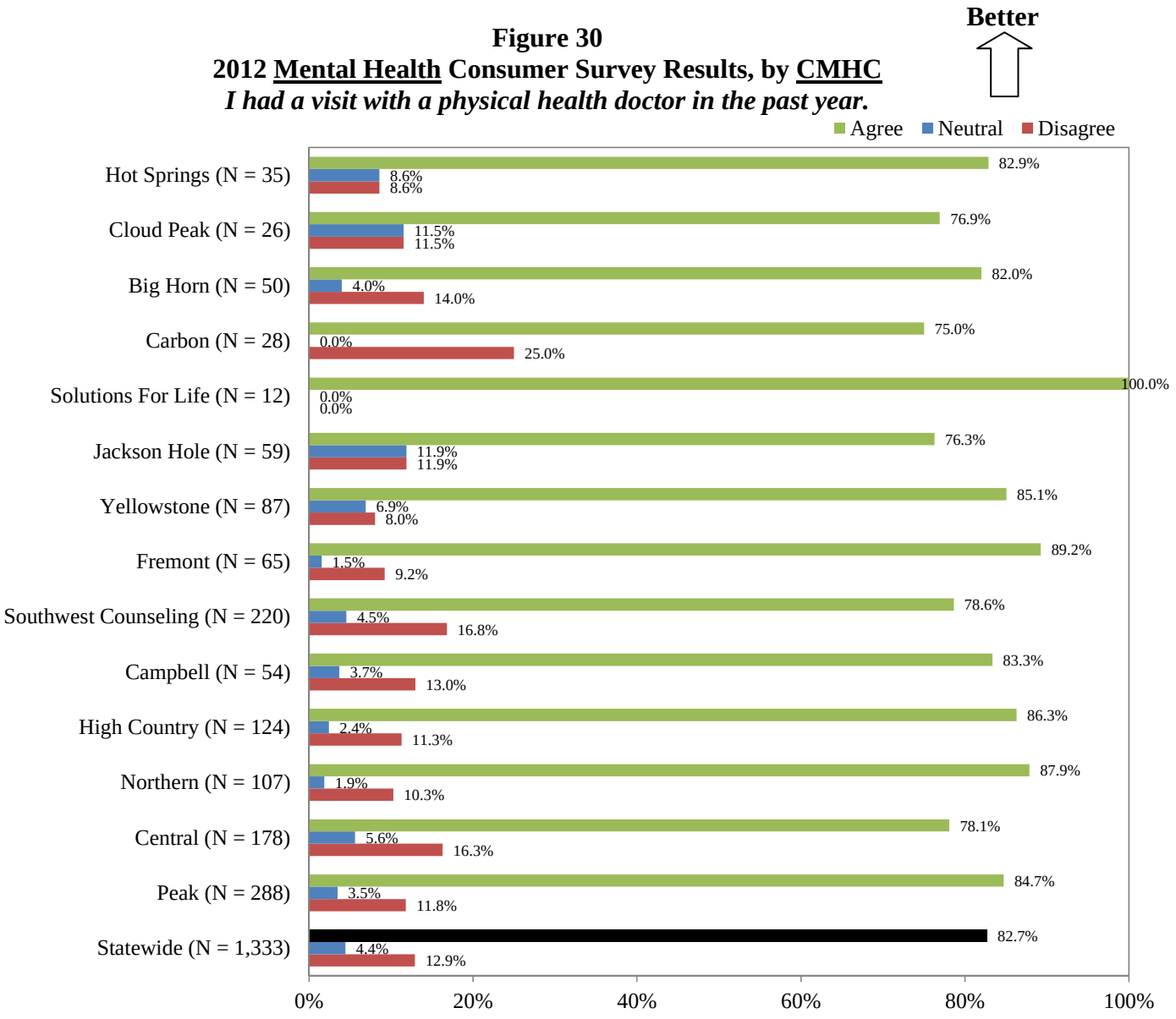


Domain: Physical Health

Figure 30 shows data on the survey question: "I had a visit with a physical health doctor in the past year." NOTE: A **higher** rate of agreement shows **'Better'** results, for this question.

The CMHCs with the highest percentage of clients agreeing with this question were Solutions for Life (100%) and Fremont (89.2%). The CMHC with the lowest rate of agreement was Carbon (75%).

Figure 30
2012 Mental Health Consumer Survey Results, by CMHC
I had a visit with a physical health doctor in the past year.

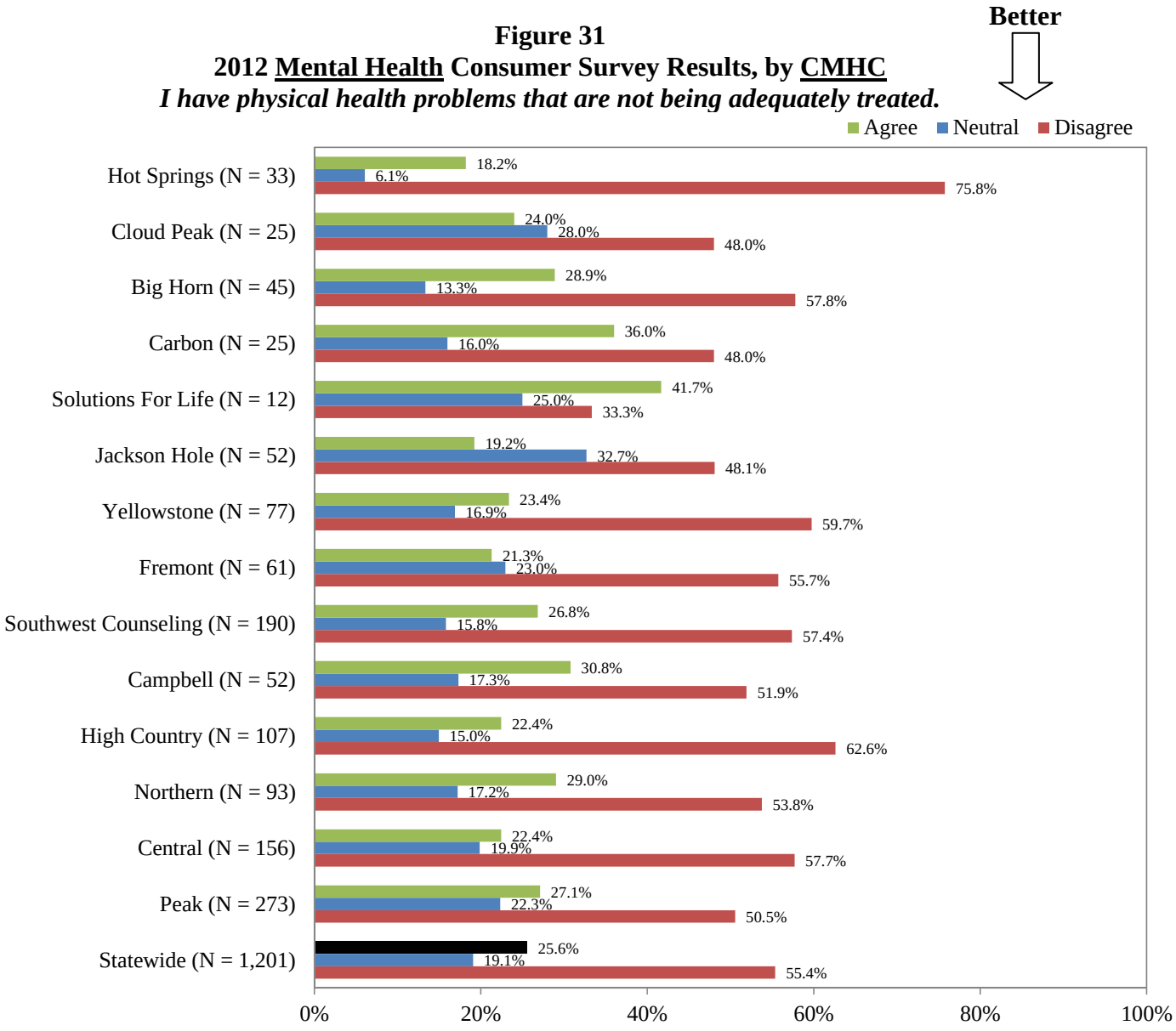


Domain: Physical Health

Figure 31 shows data on the survey question: "I have physical health problems that are not being adequately treated." Please note that this question is analyzed in a different manner. An "Agree Response" shows that the client has physical health problems that are ***not*** being adequately treated. A "Disagree Response" shows that the client's physical health problems ***are*** being adequately treated. NOTE: A **lower** rate of agreement shows **'Better'** results, for this question.

The CMHCs with the lowest rates of agreement were Hot Springs (18.2%) and Jackson Hole (19.2%), thus indicating that their physical health problems are being adequately treated. The CMHCs with the highest percentage of clients who reported (agreed) that their physical health problems are ***not*** being adequately treated was Solutions for Life (41.7%).

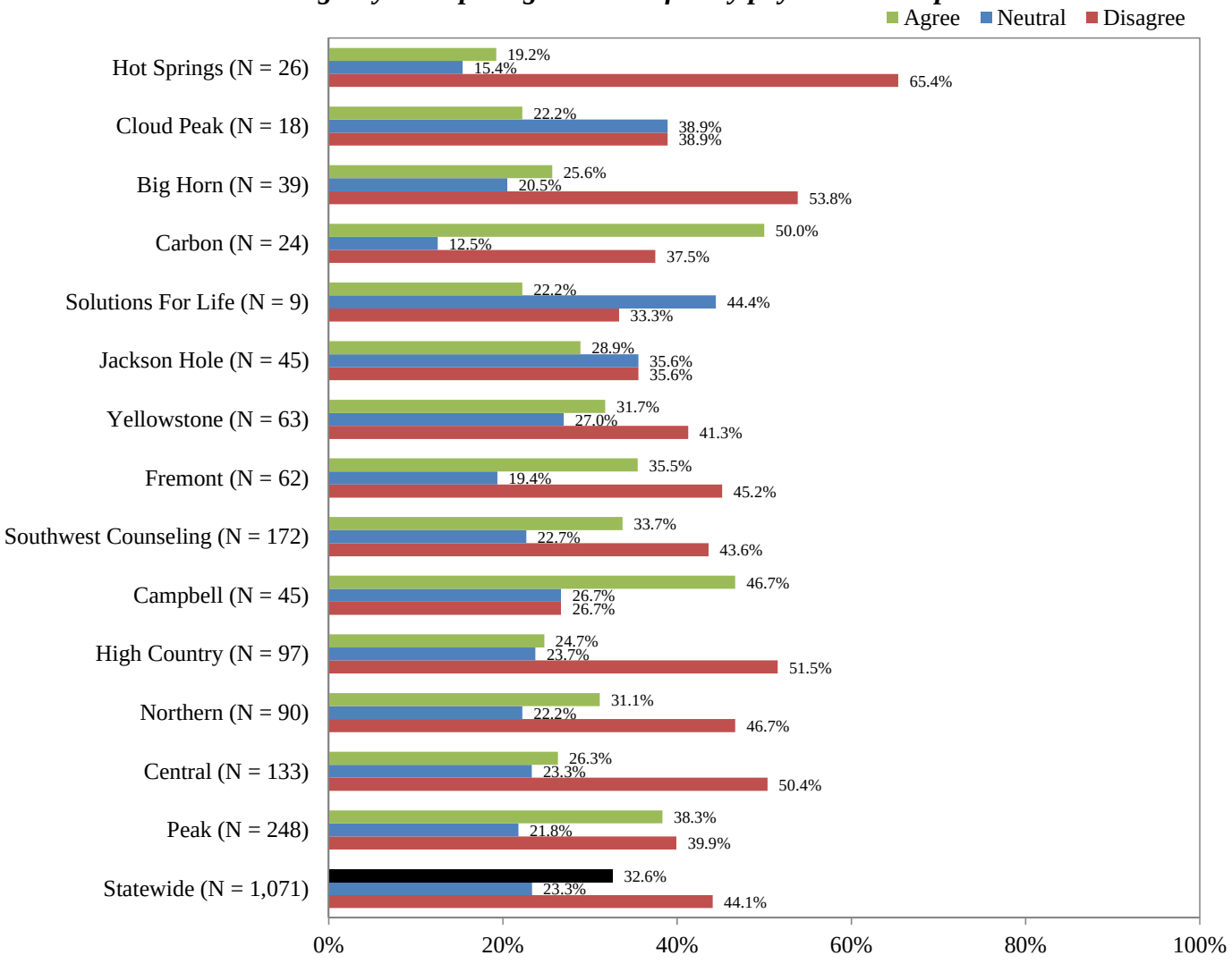
Figure 31
2012 Mental Health Consumer Survey Results, by CMHC
I have physical health problems that are not being adequately treated.



Domain: Physical Health

Figure 32 shows data on the survey question: "I would like this agency to help me get services for my physical health problems." The CMHCs with the highest percentage of clients agreeing with this question were Carbon (50%) and Campbell (46.7%). The CMHC with the lowest rate of agreement was Hot Springs (19.2%), indicating that the client did not want help.

Figure 32
2012 Mental Health Consumer Survey Results, by CMHC
I would like this agency to help me get services for my physical health problems.



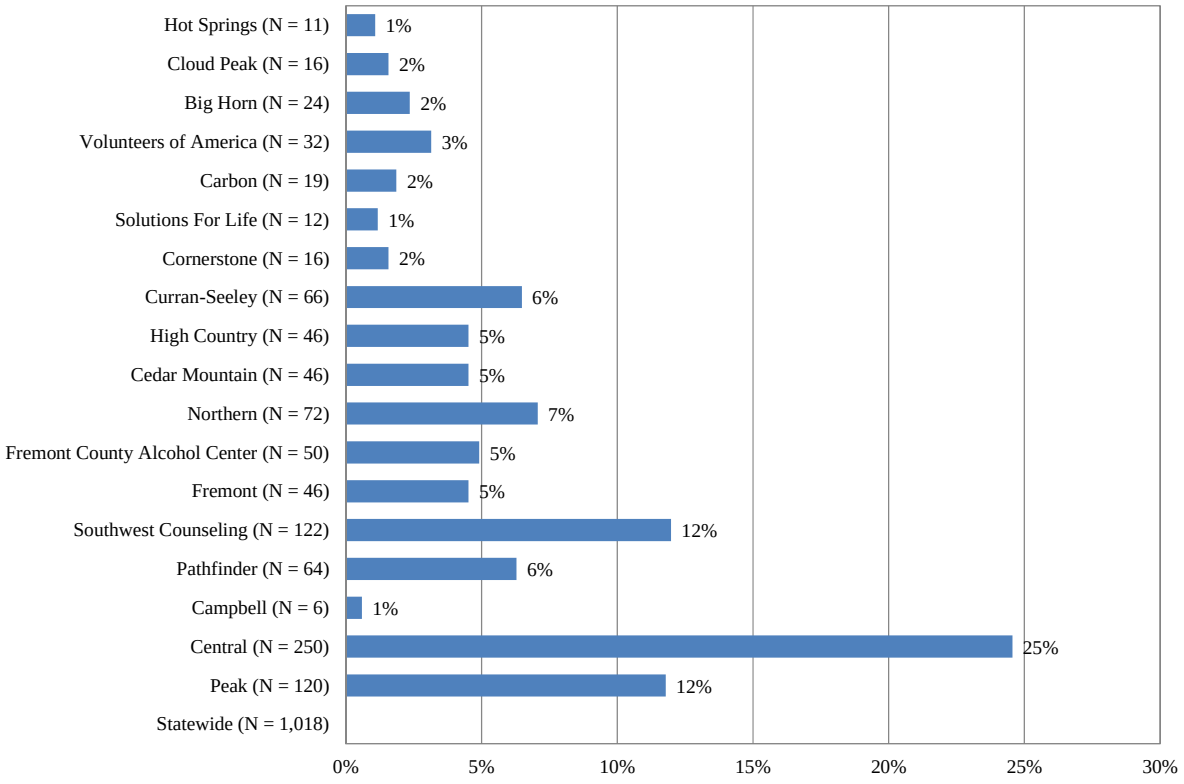
Section II: Statewide Adult Substance Abuse Consumer Survey Results

Substance Abuse Survey Results

Statewide, 1,018 persons receiving substance abuse treatment (ages 18 and older) completed the Adult Substance Abuse Consumer Survey. All 18 Substance Abuse Centers (SAC) submitted surveys from their clients and each center had individuals complete the survey when they arrived for services. Figure 33 shows the number and percent of adult respondents by agency. The number and percent of substance abuse respondents by agency is also shown. Central had the most survey respondents, with 250 surveys completed (25% of the survey population). In contrast, three SACs had the smallest number of surveys, each representing 1% of the total surveys collected (Hot Springs completed 11; Solutions for Life completed 12; and Campbell completed 6 surveys).

In this graph, the agencies are arranged by the size of the general county/region population. For example, Hot Springs has the smallest population and Peak has the largest population, which spans across four counties.

Figure 33
2012 Number and Percent of Substance Abuse Respondents, by SAC



Note: As you look at the following figures, you will notice that the number of respondents for each question may vary slightly. This variation is due to the fact that some respondents do not answer every question.

Figure 34 shows the number of surveys collected and submitted and the goal number of surveys to be collected, by SAC and statewide. Each SAC was given a goal number of surveys to collect in October 2012. These goals were estimated, based on 15% of the number of consumers served in FY 2012 for each CMHC. This data shows the actual number of surveys submitted and the percentage of the goal achieved. Ten of the 18 SACs met or exceeded their goal! These SACs included: Hot Springs, Carbon, Cornerstone, Curran-Seeley, High Country, Cedar Mountain, Fremont County Alcohol Center, Southwest Counseling, Pathfinder, and Central. Congratulations! Statewide, the centers collected 1,018 out of the target goal of 1,067. This shows that the SACs achieved 95% of the goal.

Figure 34
2012 Number of Substance Abuse Respondents and Goal, by SAC

Center	# SA Surveys Received	# SA Surveys Goal	% of Goal
Hot Springs	**11**	**10**	**110%**
Cloud Peak	16	18	89%
Big Horn	24	27	89%
Volunteers of America	32	39	82%
Carbon	**19**	**19**	**100%**
Solutions For Life	12	14	86%
Cornerstone	**16**	**12**	**133%**
Curran-Seeley	**66**	**43**	**153%**
High Country	**46**	**24**	**192%**
Cedar Mountain	**46**	**32**	**144%**
Northern	72	92	78%
Fremont County Alcohol Center	**50**	**50**	**100%**
Fremont	46	62	74%
Southwest Counseling	**122**	**120**	**102%**
Pathfinder	**64**	**60**	**107%**
Campbell	6	70	9%
Central	**250**	**164**	**152%**
Peak	120	211	57%
Statewide	1,018	1,067	95%

Note: There is more variability in the data when there is a small number of surveys collected.

Figure 35 shows the number and percent of substance abuse treatment respondents by age. As shown, persons from three adult age categories are represented in these results. The majority (56.3%) of the clients (520) were between the ages of 18 and 34. Ages 35-54 made up 34.6% of the survey population (320 respondents), and 9.1% were ages 55 and older (84 respondents). A total of 924 people answered this question regarding their age. Cornerstone (75%) and Central (68.3%) had the highest population of young adults (18-24 years).

Figure 35
2012 Number and Percent of Substance Abuse Respondents, by Age

		18 - 34 years	35 - 54 years	55+ years	Total
Hot Springs	# Clients	3	6	2	**11**
	% Clients	27.3%	54.5%	18.2%	**100.0%**
Cloud Peak	# Clients	10	4	1	**15**
	% Clients	66.7%	26.7%	6.7%	**100.0%**
Big Horn	# Clients	8	8	1	**17**
	% Clients	47.1%	47.1%	5.9%	**100.0%**
Volunteers of America	# Clients	20	9	1	**30**
	% Clients	66.7%	30.0%	3.3%	**100.0%**
Carbon	# Clients	10	5	2	**17**
	% Clients	58.8%	29.4%	11.8%	**100.0%**
Solutions For Life	# Clients	4	4	2	**10**
	% Clients	40.0%	40.0%	20.0%	**100.0%**
Cornerstone	# Clients	12	3	1	**16**
	% Clients	75.0%	18.8%	6.3%	**100.0%**
Curran-Seeley	# Clients	27	26	6	**59**
	% Clients	45.8%	44.1%	10.2%	**100.0%**
High Country	# Clients	21	15	6	**42**
	% Clients	50.0%	35.7%	14.3%	**100.0%**
Cedar Mountain	# Clients	24	11	8	**43**
	% Clients	55.8%	25.6%	18.6%	**100.0%**
Northern	# Clients	34	25	9	**68**
	% Clients	50.0%	36.8%	13.2%	**100.0%**
Fremont County Alcohol Center	# Clients	7	32	8	**47**
	% Clients	14.9%	68.1%	17.0%	**100.0%**
Fremont	# Clients	21	14	6	**41**
	% Clients	51.2%	34.1%	14.6%	**100.0%**
Southwest Counseling	# Clients	79	30	7	**116**
	% Clients	68.1%	25.9%	6.0%	**100.0%**
Pathfinder	# Clients	25	22	4	**51**
	% Clients	49.0%	43.1%	7.8%	**100.0%**
Campbell	# Clients	1	2	1	**4**
	% Clients	25.0%	50.0%	25.0%	**100.0%**
Central	# Clients	153	59	12	**224**
	% Clients	68.3%	26.3%	5.4%	**100.0%**
Peak	# Clients	61	45	7	**113**
	% Clients	54.0%	39.8%	6.2%	**100.0%**
Statewide	**# Clients**	**520**	**320**	**84**	**924**
	% Clients	**56.3%**	**34.6%**	**9.1%**	**100.0%**

Figure 36 shows the number and percent of substance abuse respondents (N=999) by gender. Males made up the majority of respondents with 670 participants (67.1%). The remaining 32.9%, or 329 respondents, were female.

Figure 36
2012 Number and Percent of Substance Abuse Respondents, by Gender

		Male	Female	Total
Hot Springs	# Clients	7	4	**11**
	% Clients	63.6%	36.4%	**100.0%**
Cloud Peak	# Clients	11	5	**16**
	% Clients	68.8%	31.3%	**100.0%**
Big Horn	# Clients	12	12	**24**
	% Clients	50.0%	50.0%	**100.0%**
Volunteers of America	# Clients	17	15	**32**
	% Clients	53.1%	46.9%	**100.0%**
Carbon	# Clients	14	5	**19**
	% Clients	73.7%	26.3%	**100.0%**
Solutions For Life	# Clients	8	4	**12**
	% Clients	66.7%	33.3%	**100.0%**
Cornerstone	# Clients	11	5	**16**
	% Clients	68.8%	31.3%	**100.0%**
Curran-Seeley	# Clients	48	17	**65**
	% Clients	73.8%	26.2%	**100.0%**
High Country	# Clients	29	16	**45**
	% Clients	64.4%	35.6%	**100.0%**
Cedar Mountain	# Clients	20	26	**46**
	% Clients	43.5%	56.5%	**100.0%**
Northern	# Clients	48	23	**71**
	% Clients	67.6%	32.4%	**100.0%**
Fremont County Alcohol Center	# Clients	39	10	**49**
	% Clients	79.6%	20.4%	**100.0%**
Fremont	# Clients	30	15	**45**
	% Clients	66.7%	33.3%	**100.0%**
Southwest Counseling	# Clients	90	32	**122**
	% Clients	73.8%	26.2%	**100.0%**
Pathfinder	# Clients	44	18	**62**
	% Clients	71.0%	29.0%	**100.0%**
Campbell	# Clients	2	4	**6**
	% Clients	33.3%	66.7%	**100.0%**
Central	# Clients	155	85	**240**
	% Clients	64.6%	35.4%	**100.0%**
Peak	# Clients	85	33	**118**
	% Clients	72.0%	28.0%	**100.0%**
Statewide	**# Clients**	670	329	**999**
	% Clients	67.1%	32.9%	**100.0%**

Figure 37 shows the number and percent of substance abuse respondents by race/ethnicity. Of the 978 respondents, the majority of respondents were Caucasian, with 772 respondents (78.9% of the population). Native American/Alaskan Natives made up 8% of respondents, with 78 respondents; Latinos made up 10.9% of respondents, with 107 respondents; and African Americans made up 1.3%, with 13 respondents. The smallest group was Asian/Pacific Islanders, with 8 respondents.

Figure 37
2012 Number and Percent of Substance Abuse Respondents, by Race/Ethnicity

		Caucasian	Hispanic	African American	Native American/ Alaskan Native	Asian/ Pacific Islander	Total
Hot Springs	# Clients	9	1	1	0	0	**11**
	% Clients	81.8%	9.1%	9.1%	0.0%	0.0%	**100.0%**
Cloud Peak	# Clients	15	0	0	1	0	**16**
	% Clients	93.8%	0.0%	0.0%	6.3%	0.0%	**100.0%**
Big Horn	# Clients	19	4	0	0	1	**24**
	% Clients	79.2%	16.7%	0.0%	0.0%	4.2%	**100.0%**
Volunteers of America	# Clients	25	2	1	3	0	**31**
	% Clients	80.6%	6.5%	3.2%	9.7%	0.0%	**100.0%**
Carbon	# Clients	13	5	1	0	0	**19**
	% Clients	68.4%	26.3%	5.3%	0.0%	0.0%	**100.0%**
Solutions For Life	# Clients	11	1	0	0	0	**12**
	% Clients	91.7%	8.3%	0.0%	0.0%	0.0%	**100.0%**
Cornerstone	# Clients	14	1	0	0	1	**16**
	% Clients	87.5%	6.3%	0.0%	0.0%	6.3%	**100.0%**
Curran-Seeley	# Clients	60	3	0	2	0	**65**
	% Clients	92.3%	4.6%	0.0%	3.1%	0.0%	**100.0%**
High Country	# Clients	43	0	0	0	0	**43**
	% Clients	100.0%	0.0%	0.0%	0.0%	0.0%	**100.0%**
Cedar Mountain	# Clients	42	0	0	2	1	**45**
	% Clients	93.3%	0.0%	0.0%	4.4%	2.2%	**100.0%**
Northern	# Clients	60	3	1	5	2	**71**
	% Clients	84.5%	4.2%	1.4%	7.0%	2.8%	**100.0%**
Fremont County Alcohol Center	# Clients	8	1	0	40	0	**49**
	% Clients	16.3%	2.0%	0.0%	81.6%	0.0%	**100.0%**
Fremont	# Clients	29	5	0	9	0	**43**
	% Clients	67.4%	11.6%	0.0%	20.9%	0.0%	**100.0%**
Southwest Counseling	# Clients	99	15	3	4	1	**122**
	% Clients	81.1%	12.3%	2.5%	3.3%	0.8%	**100.0%**
Pathfinder	# Clients	44	15	0	2	0	**61**
	% Clients	72.1%	24.6%	0.0%	3.3%	0.0%	**100.0%**
Campbell	# Clients	5	0	0	1	0	**6**
	% Clients	83.3%	0.0%	0.0%	16.7%	0.0%	**100.0%**
Central	# Clients	186	32	4	5	1	**228**
	% Clients	81.6%	14.0%	1.8%	2.2%	0.4%	**100.0%**
Peak	# Clients	90	19	2	4	1	**116**
	% Clients	77.6%	16.4%	1.7%	3.4%	0.9%	**100.0%**
Statewide	**# Clients**	772	107	13	78	8	**978**
	% Clients	78.9%	10.9%	1.3%	8.0%	0.8%	**100.0%**

Figure 38 (next page) shows the questions associated with each domain. Please note that the higher the percentage of agreement, the better the response (unless otherwise noted). It also shows the number of persons who responded to each question and the percentage of agreement with each question. The General Satisfaction question shows that 75% of clients were satisfied with services. The Access Domain is comprised of two questions and shows that 1,002 people responded to the question: "Services were available at times that were good for me." Of these people, 77% agreed with the statement. Similarly, 77% of the respondents reported: "I was able to get all of the services I thought I needed."

The Treatment Planning Domain shows that 68% of the respondents believe that staff see them as a partner in their treatment. However, only 51% reported that they, not staff, decided their treatment goals. There were 74% of respondents that reported that "I felt comfortable asking questions about my treatment and medication."

The Quality of Services Domain shows that over 80% of respondents agreed with three of the four questions in this domain. One question had a lower response rate, with 554 answering the question: "If I receive prescription medicine, staff told me what side effects to watch for." This data reflects that approximately 50% of the respondents do not receive prescription drugs, and/or did not answer the question. Of those answering the question, 56% agreed with the question. This highlights an opportunity to enhance training to help people who receive medications to understand their medications and related side effects.

Of the 905 persons answering the question regarding Cultural Sensitivity, 76% of the respondents agreed that staff were sensitive to their cultural/ethnic background.

There were two questions regarding Social Connectedness, with 994-997 persons responding. Of these respondents, 85% agreed that in a crisis, they would have the support they need from family or friends. Similarly, 85% of the respondents reported they have people close to them who motivate and support their wellness and recovery.

Six of the seven questions in the Outcomes Domain were responded to by nearly all of the survey respondents (944-975). These questions reflect progress toward improved functioning. Seventy-three percent (73%) reported that they are better able to handle things when they go wrong; 74% reported that they are better able to deal with crisis; 71% reported that they get along better with their family; 69% reported that their symptoms are not bothering them as much; 69% reported that they are better able to do things they want to do, and 77% reported that they spend more time with people who do not use drugs and/or alcohol. The outcome question with the lowest agreement was answered by 876 respondents. Sixty-four percent (64%) reported that they do better in school and/or work. This information also shows that fewer clients were involved in school and/or work activities. This outcome data reflects the need for substance abuse services and provides information on strengthening areas where services will help improve the life functioning and skills of clients.

Better ⇧

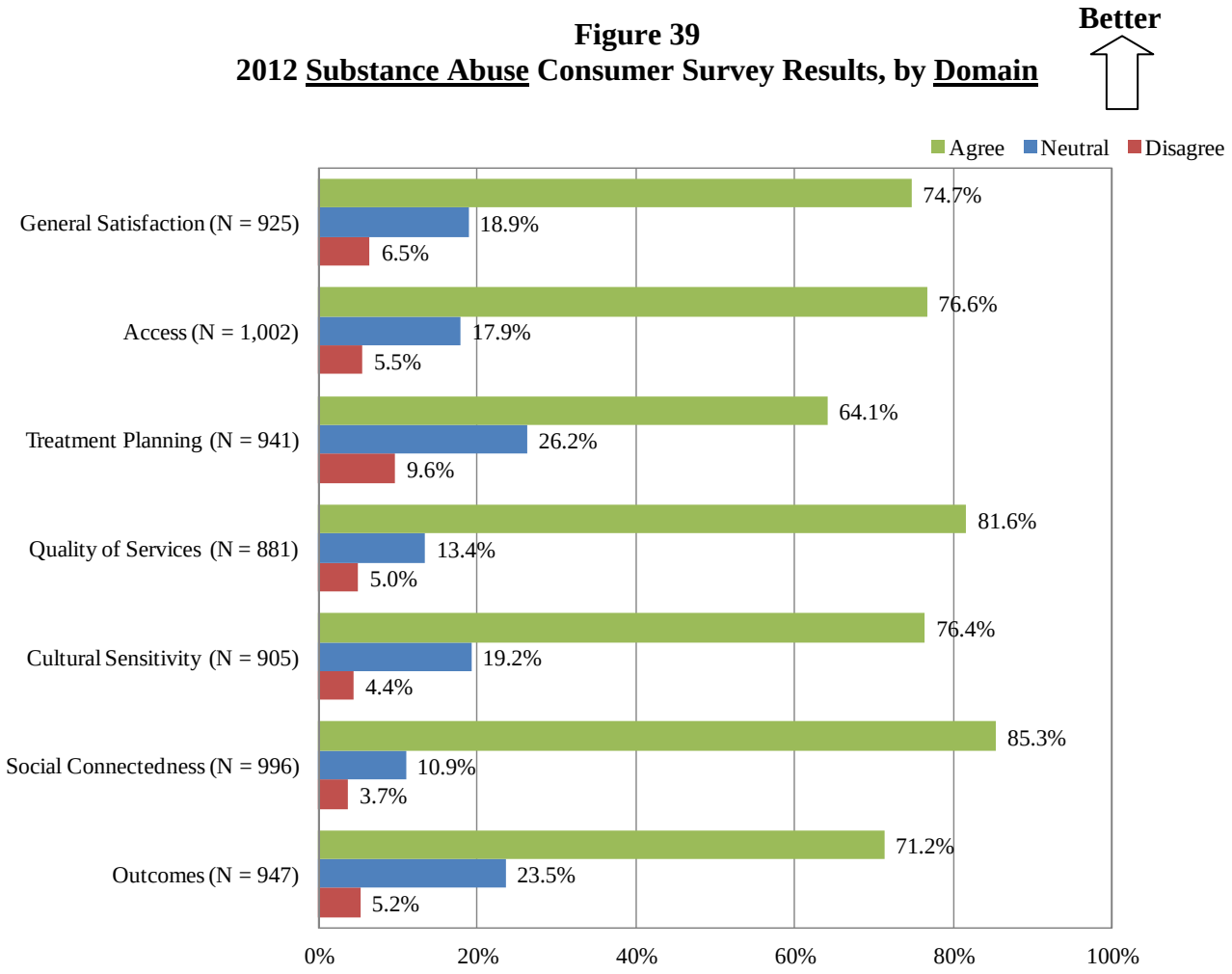
Figure 38
2012 Number and Percent of Substance Abuse Respondents Who
Agree with Each Survey Statement

Question	# of Substance Abuse Respondents	% of Respondents who "Agree"
General Satisfaction		
Summary of Access, Treatment Planning, Quality of Services, and Cultural Sensitivity Domains.	925	75%
Access		
Services were available at times that were good for me.	1,002	77%
I was able to get all of the services I thought I needed.	1,001	77%
Treatment Planning		
I, not staff, decided my treatment goals.	954	51%
I believe that staff see me as a partner in my treatment.	962	68%
I felt comfortable asking questions about my treatment and medication.	907	74%
Quality of Services		
If I receive prescription medicine, staff told me what side effects to watch out for.	554	56%
Staff encouraged me to take responsibility for how I live my life.	981	87%
Staff treated me with respect.	1,001	84%
Staff here believe that I can grow, change, and recover.	987	88%
Cultural Sensitivity		
Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.).	905	76%
Social Connectedness		
In a crisis, I would have the support I need from family or friends.	997	85%
I have people who are close to me who motivate and support my wellness and recovery.	994	85%
Outcomes		
I am better able to handle things when they go wrong.	975	73%
I am better able to deal with crisis.	975	74%
I am getting along better with my family.	962	71%
I do better in school and/or work.	876	64%
My symptoms are not bothering me as much.	944	69%
I am better able to do things that I want to do.	949	69%
I spend more time with people who do not use alcohol and/or drugs.	950	77%

Note: Each figure shows an arrow that indicates if a higher percentage of agreement shows better results (⇧), or if a lower percentage of agreement shows better results (⇩).

Figure 39 shows the survey results of substance abuse respondents, by domain, using a bar graph. This is a summary of the data shown in the previous table (Figure 38). Showing the data by domain provides a summary of the survey questions by various areas. The domain with the highest percentage of agreement was Social Connectedness, with 85.3% of the respondents agreeing with the statements. The lower-rated domains were Treatment Planning (64.1%) and Outcomes (71.2%). These are two areas which consistently show the lowest percentage of agreement. These areas reflect indicators of life functioning and are factors which are improved through the delivery of substance abuse services. A higher percentage of agreement shows better results.

Figure 39
2012 Substance Abuse Consumer Survey Results, by Domain

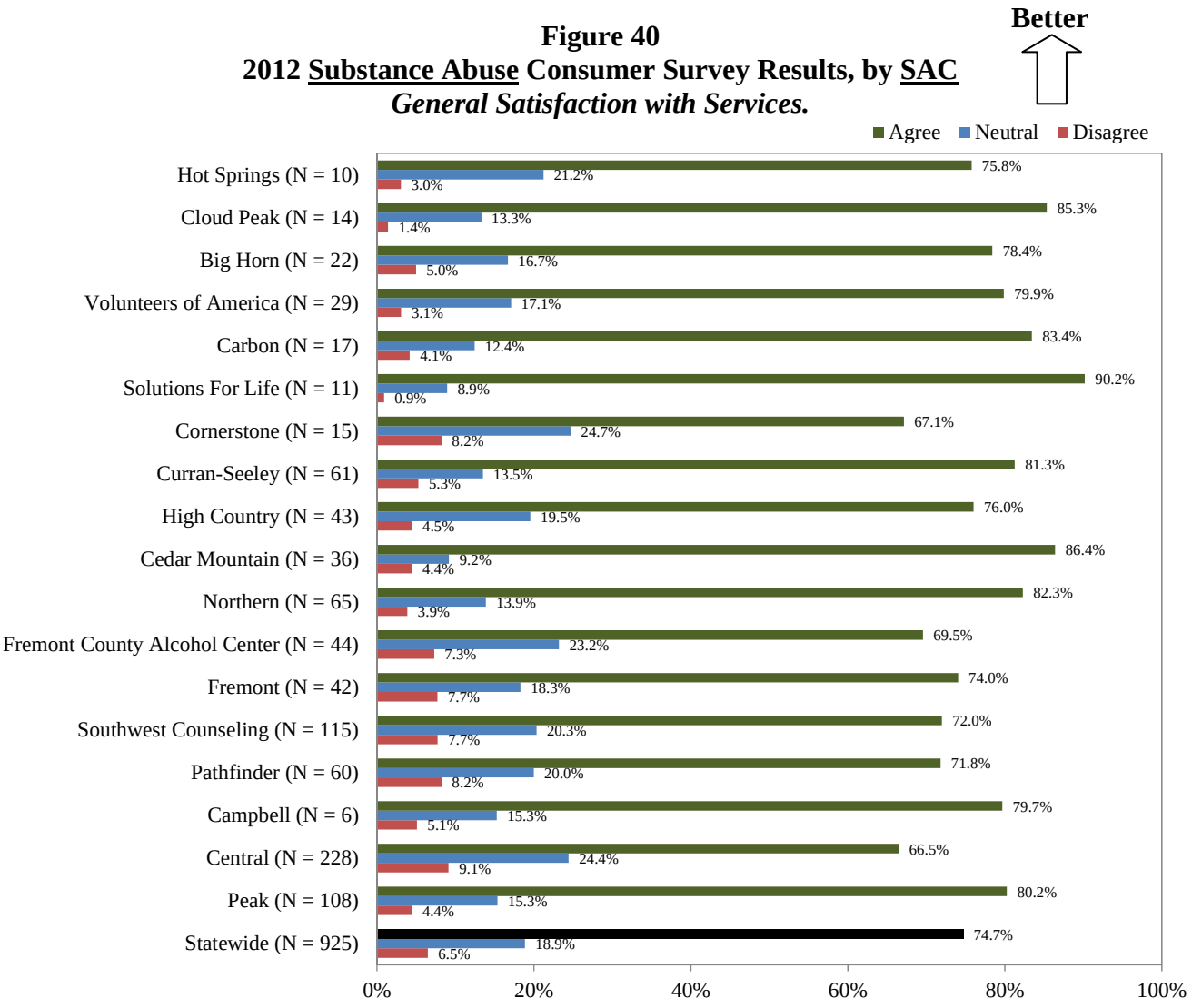


The following series of graphs show data for each individual survey question, by SAC. The statewide data is shown at the bottom of each graph. Each graph also shows the number of persons responding to each question, for each SAC.

Domain: General Satisfaction

Figure 40 shows each of the SACs for General Satisfaction with services. This question was derived by combining questions from four domains: Access, Treatment Planning, Quality of Services, and Cultural Sensitivity. Solutions For Life had the highest general satisfaction with services (90.2%). The SAC with the lowest percentage of agreement was Central with 66.5% agreement.

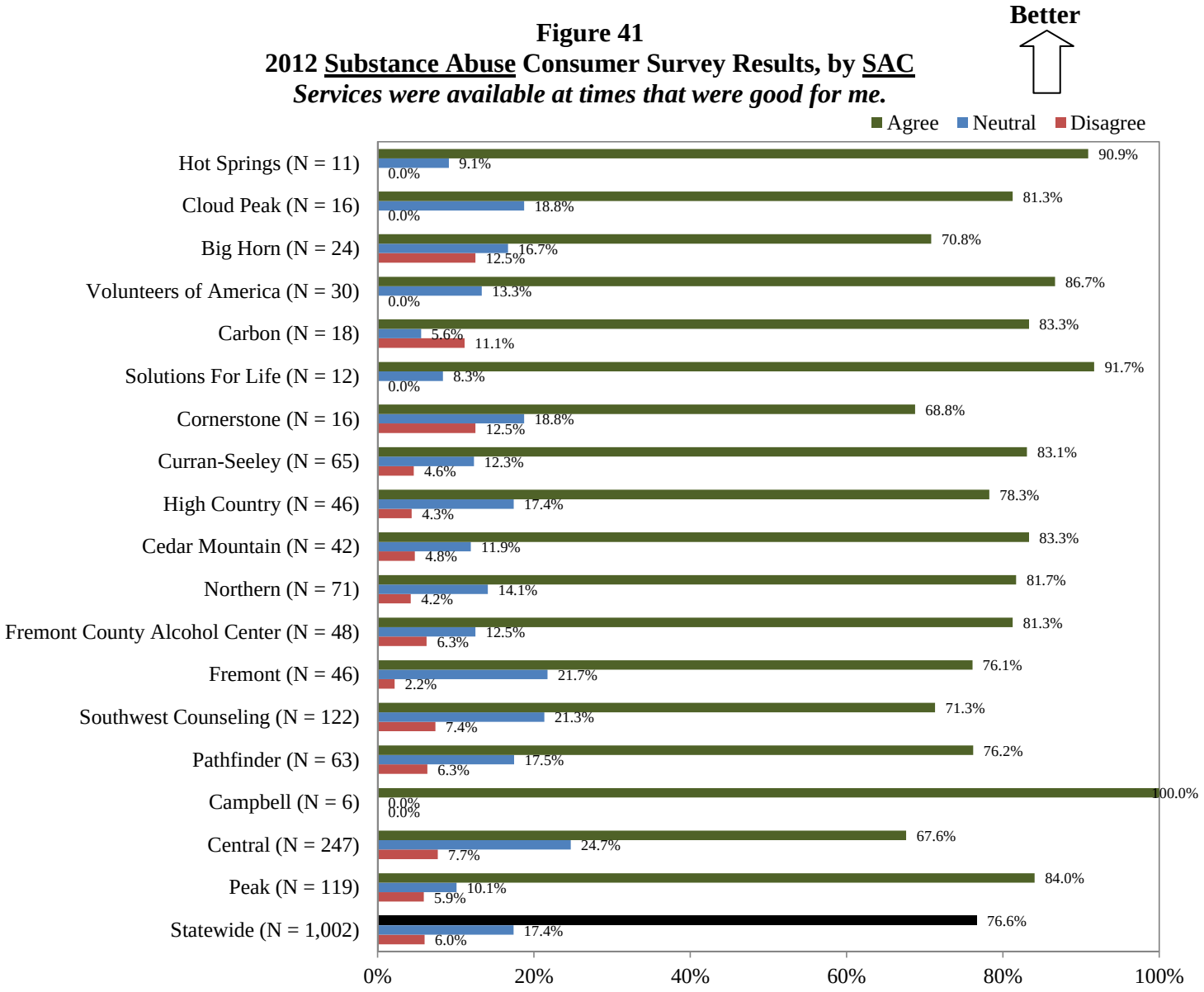
Figure 40
2012 Substance Abuse Consumer Survey Results, by SAC
General Satisfaction with Services.



Domain: Access

Figure 41, shows responses to the question: "Services were available at times that were good for me." There were 11 respondents from Hot Springs; 90.9% of those clients responded that "services were available at times that were good for me." The SACs with the highest percentage of clients agreeing with this question were Solutions for Life (91.7%) and Campbell (100%). The SAC with the lowest rate of agreement was Central (67.6%).

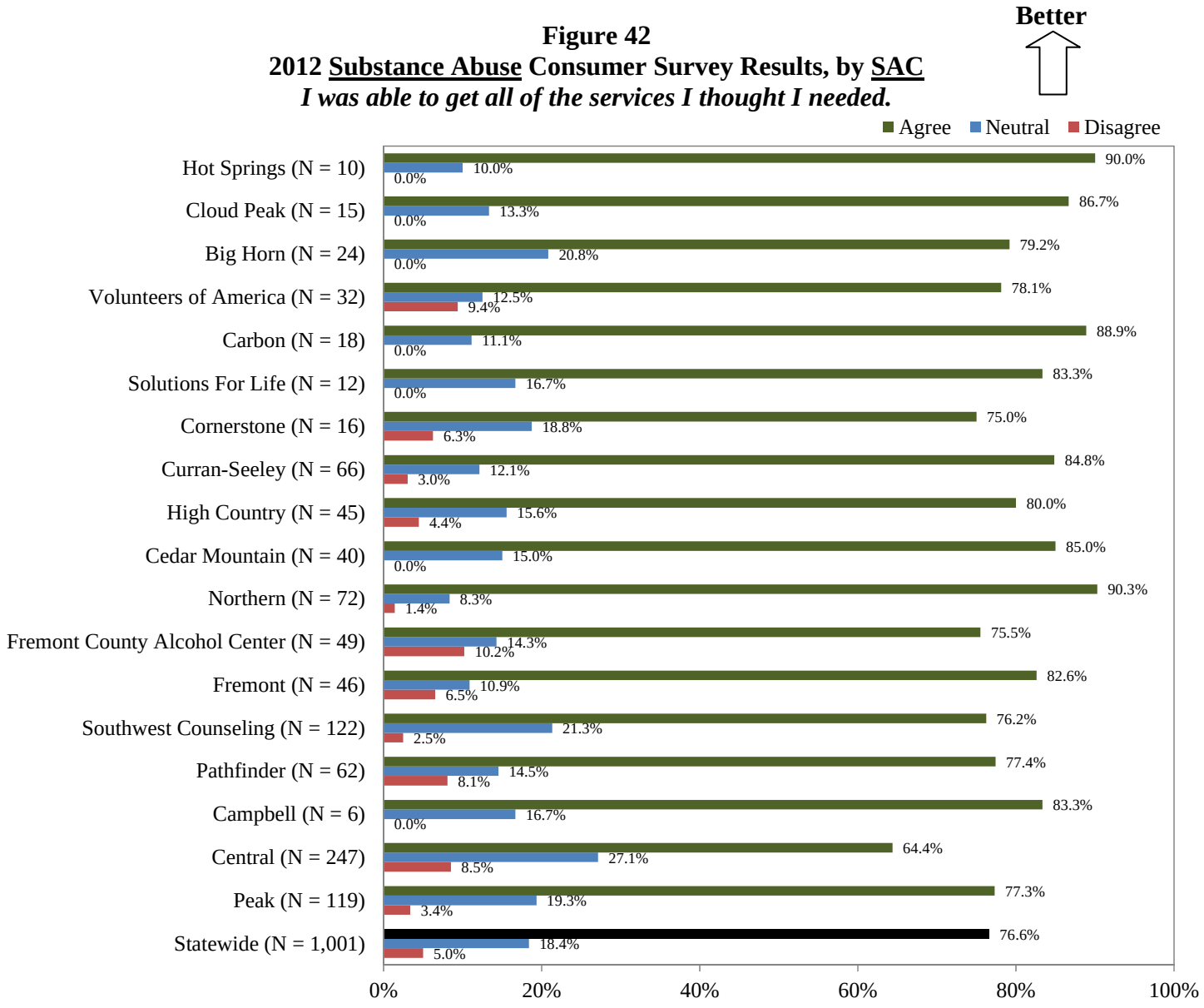
Figure 41
2012 Substance Abuse Consumer Survey Results, by SAC
Services were available at times that were good for me.



Domain: Access

Figure 42 shows data on the survey question: "I was able to get all of the services I thought I needed." The SAC with the highest percentage of clients agreeing with this question (90.3%) was Northern. The SACs with the lowest rate of agreement were Cornerstone (75%) and Central (64.4%).

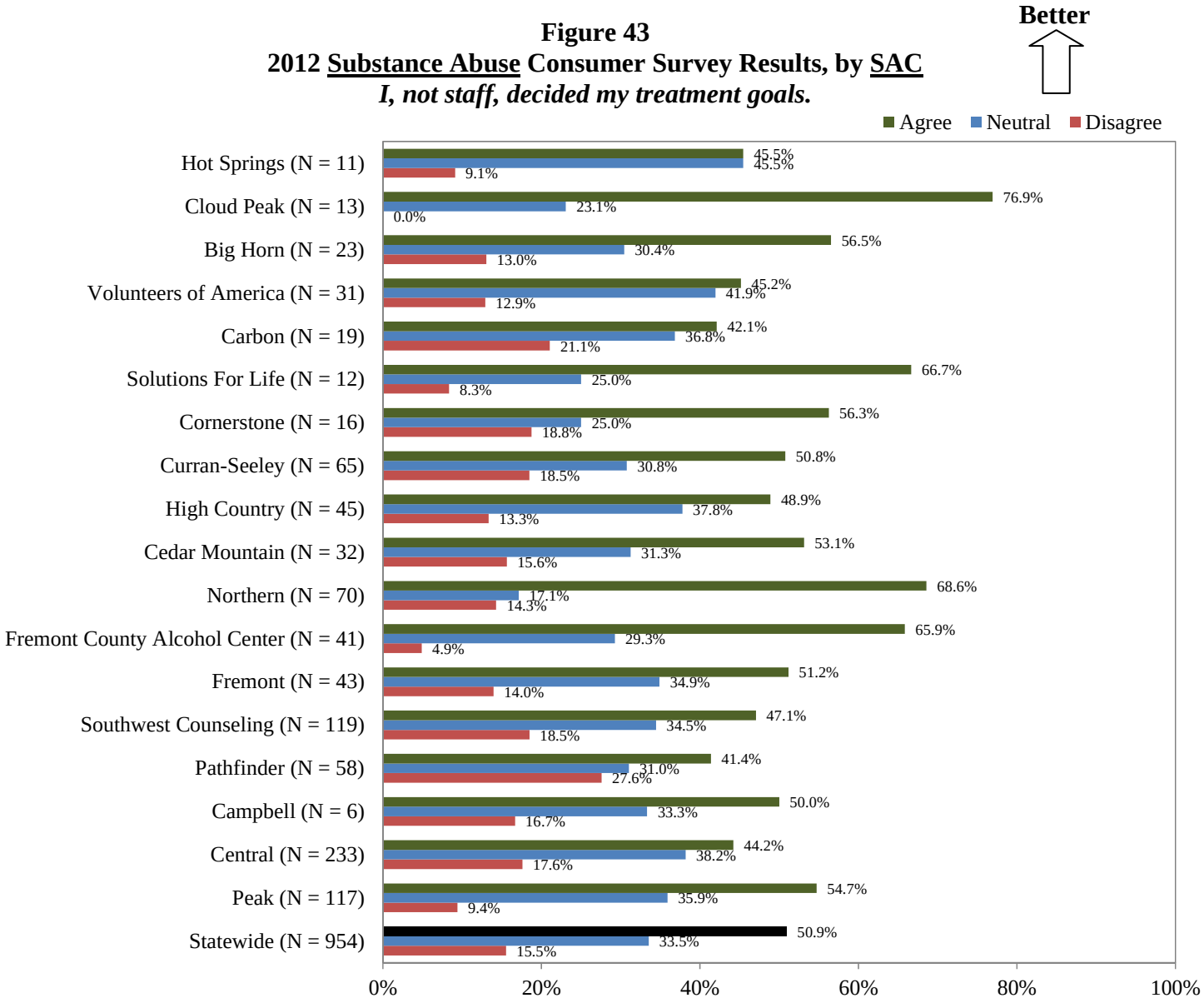
Figure 42
2012 Substance Abuse Consumer Survey Results, by SAC
I was able to get all of the services I thought I needed.



Domain: Treatment Planning

The following graphs show information on client's involvement in Treatment Planning. Figure 43 shows data on the survey question: "I, not staff, decided by treatment goals." This question is traditionally answered ***less*** positively by respondents than other questions. This information represents opportunities for SACs to discuss strategies for getting clients more involved in developing their own treatment goals. Involvement in treatment planning has also been found to be effective at improving outcomes, when clients are actively involved in setting their treatment goals. The SAC with the highest percentage of clients agreeing with this question was Cloud Peak (76.9%). The SAC with the lowest rate of agreement was Pathfinder (41.4%).

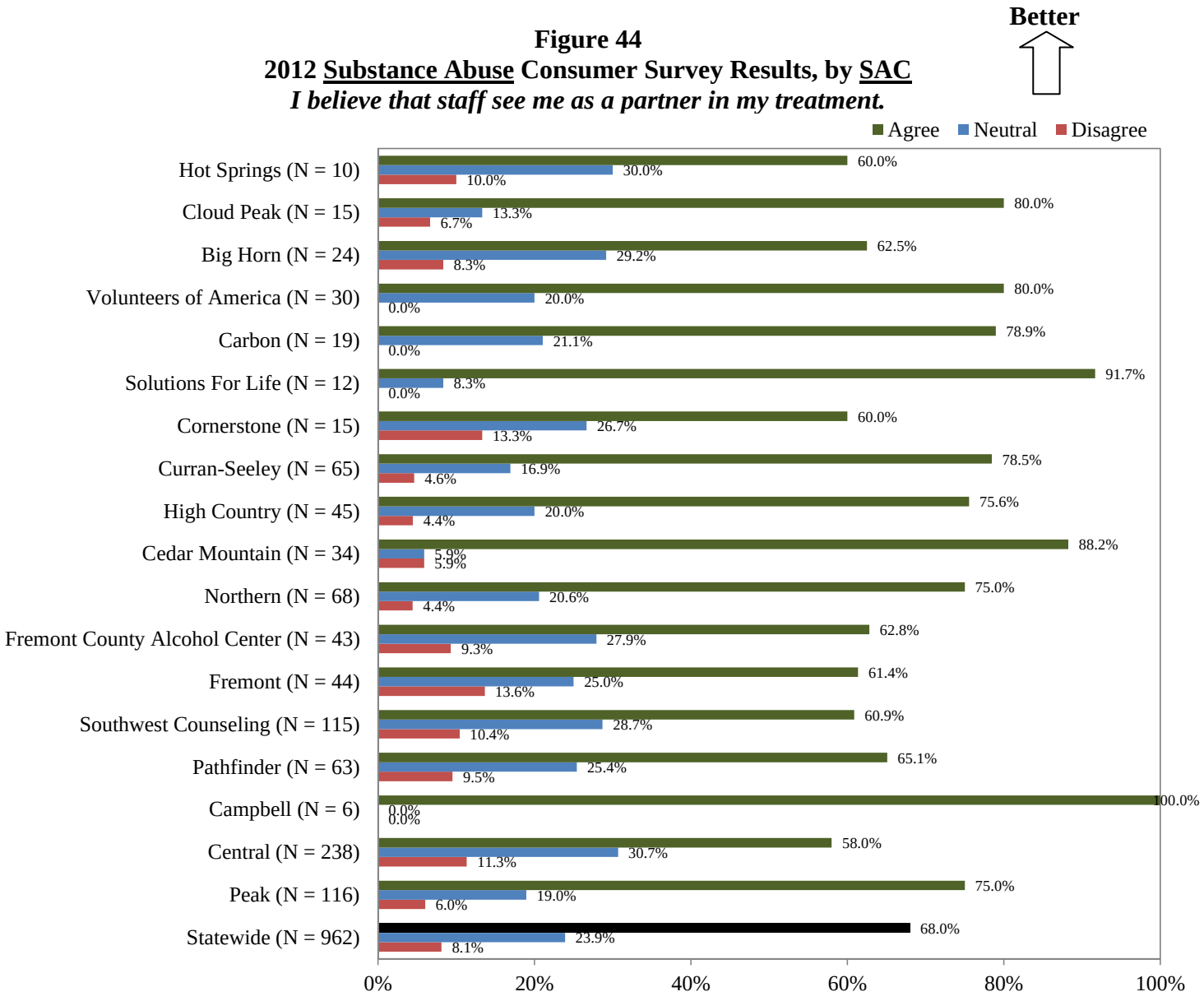
Figure 43
2012 Substance Abuse Consumer Survey Results, by SAC
I, not staff, decided my treatment goals.



Domain: Treatment Planning

Figure 44 shows data on the survey question: "I believe that staff see me as a partner in my treatment." The SACs with the highest percentage of clients agreeing with this question were Campbell (100%), Solutions for Life, (91.7%), and Cedar Mountain (88.2%). The SAC with the lowest rate of agreement was Central (58%).

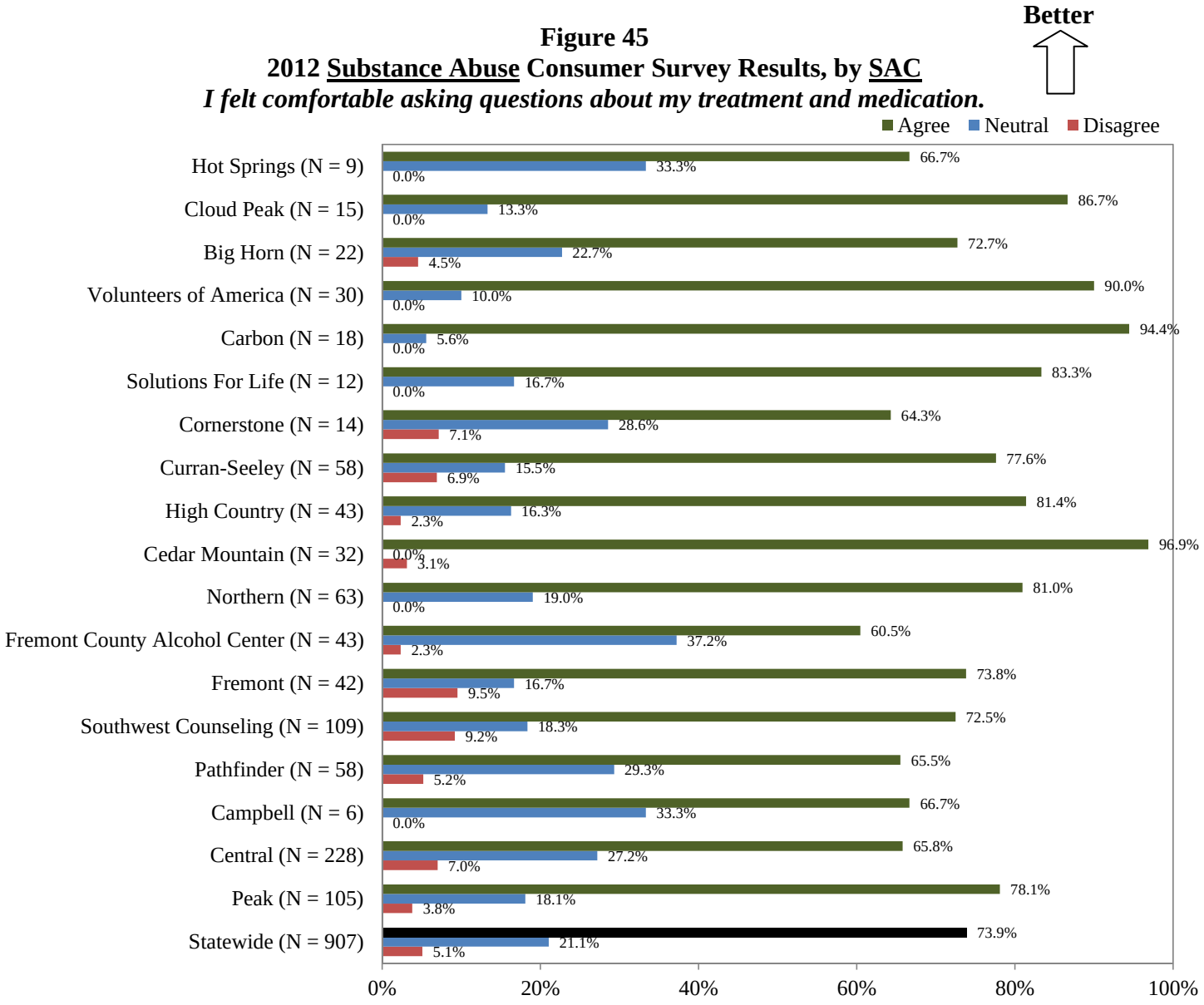
Figure 44
2012 Substance Abuse Consumer Survey Results, by SAC
I believe that staff see me as a partner in my treatment.



Domain: Treatment Planning

Figure 45 shows data on the survey question: "I felt comfortable asking questions about my treatment and medication." The SACs with the highest percentage of clients agreeing with this question were Cedar Mountain (96.9%) and Carbon (94.4%). The SACs with the lowest rate of agreement were Fremont County Alcohol Center (60.5%) and Cornerstone (64.3%).

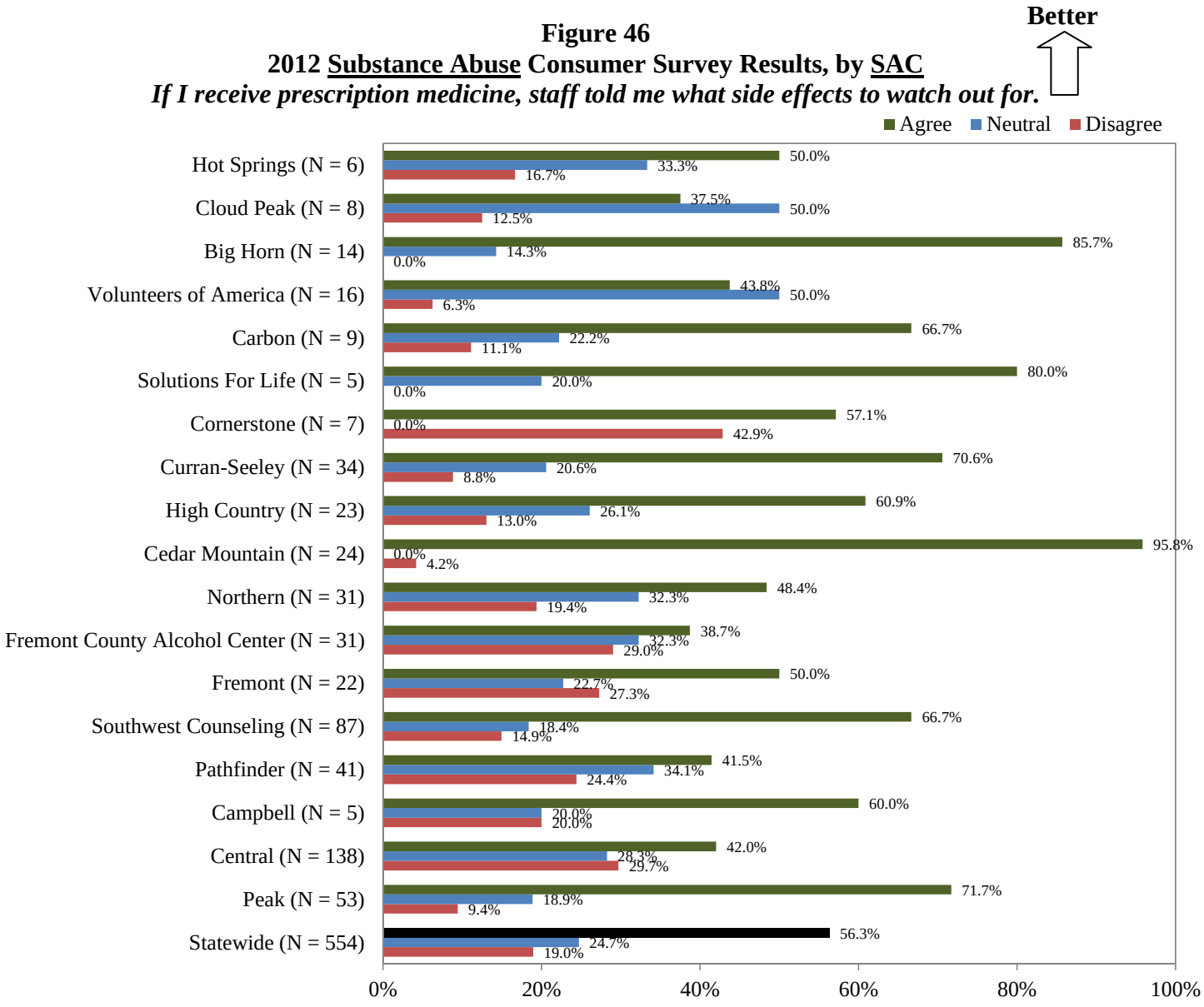
Figure 45
2012 Substance Abuse Consumer Survey Results, by SAC
I felt comfortable asking questions about my treatment and medication.



Domain: Quality of Services

The following graphs show information on client's perception of the Quality of Services. Figure 46 shows data on the survey question: "If I receive prescription medicine, staff told me what side effects to watch out for." Notice that the number of people responding to this question was lower than most of the other questions (N=554). The SACs with the highest percentage of clients agreeing with this question were Cedar Mountain (95.8%) and Big Horn (85.7%). The SACs with the lowest rate of agreement were Cloud Peak (37.5%), Fremont County Alcohol Center (38.7%), and Pathfinder (41.5%).

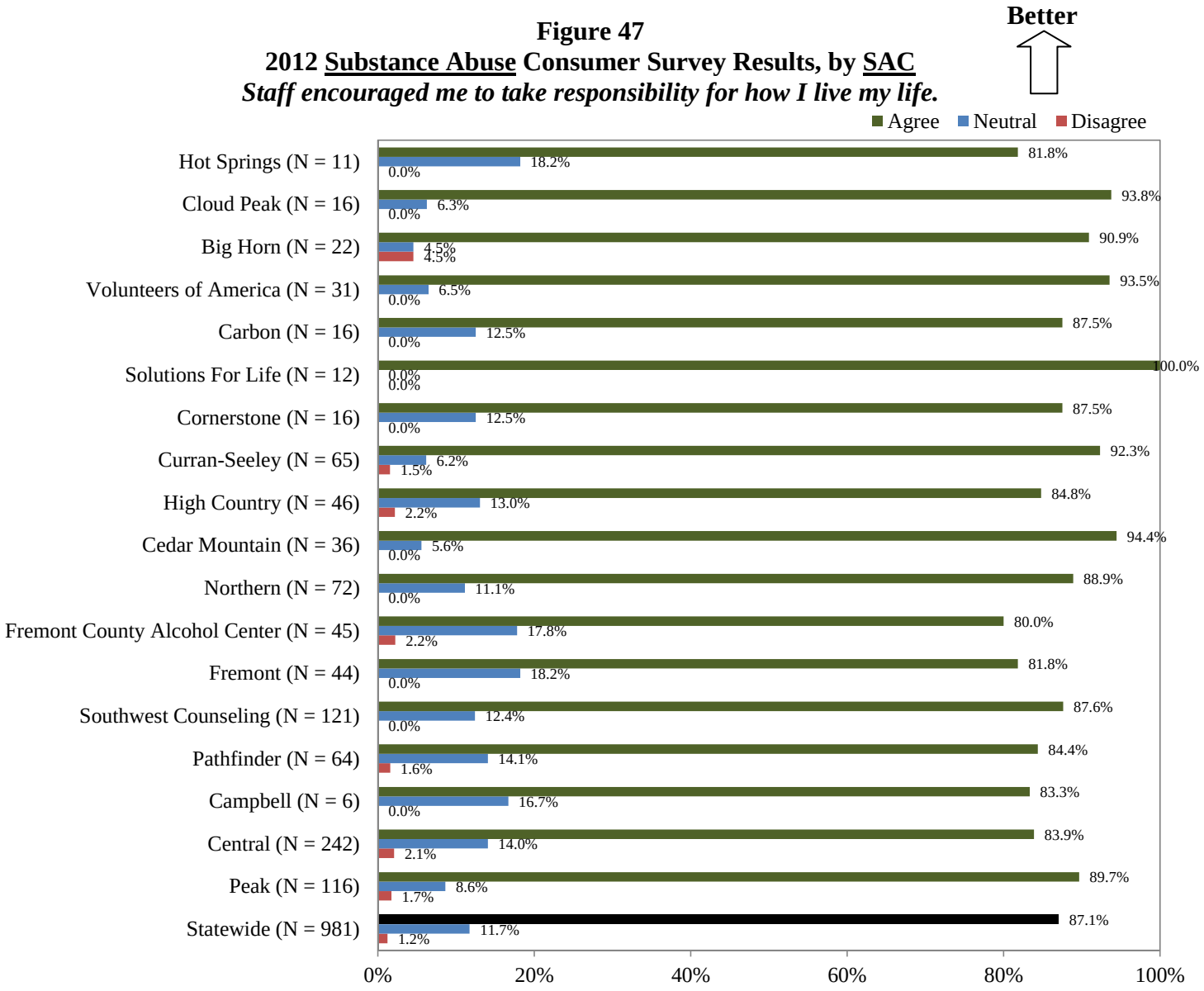
Figure 46
2012 Substance Abuse Consumer Survey Results, by SAC
If I receive prescription medicine, staff told me what side effects to watch out for.



Domain: Quality of Services

Figure 47 shows data on the survey question: "Staff encouraged me to take responsibility for how I live my life." The SACs with the highest percentage of clients agreeing with this question were Solutions for Life (100%) and Cedar Mountain (94.4%). The SACs with the lowest rate of agreement were Fremont County Alcohol Center (80%), Hot Springs (81.8%), and Fremont (81.8%).

Figure 47
2012 Substance Abuse Consumer Survey Results, by SAC
Staff encouraged me to take responsibility for how I live my life.

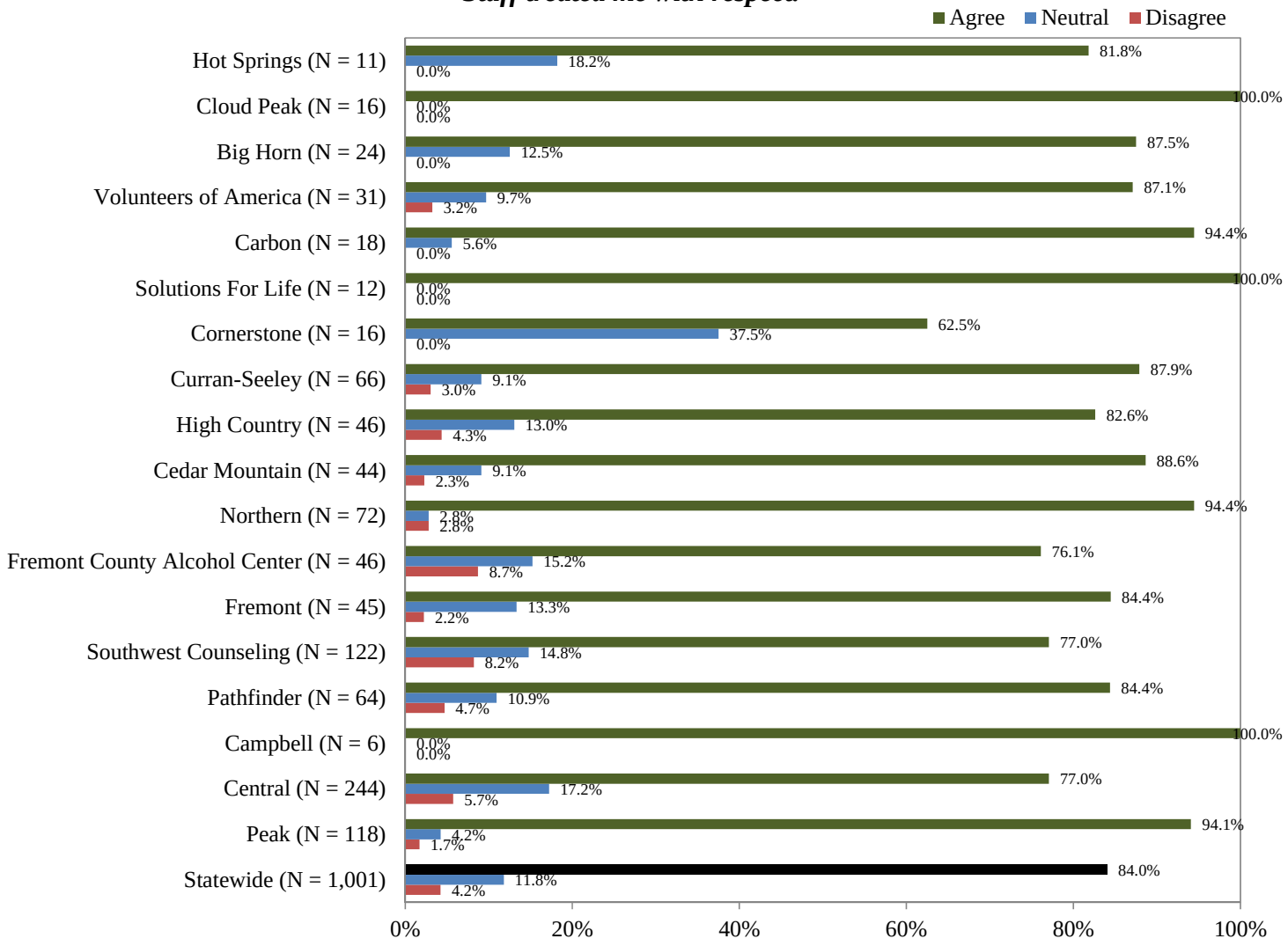


Domain: Quality of Services

Figure 48 shows data on the survey question: "Staff treated me with respect." The SACs with the highest percentage of clients agreeing with this question were Cloud Peak (100%), Solutions for Life (100%), and Campbell (100%). The SACs with the lowest rate of agreement were Cornerstone (62.5%), Fremont County Alcohol Center (76.1%), Southwest Counseling (77%), and Central (77%).

Better

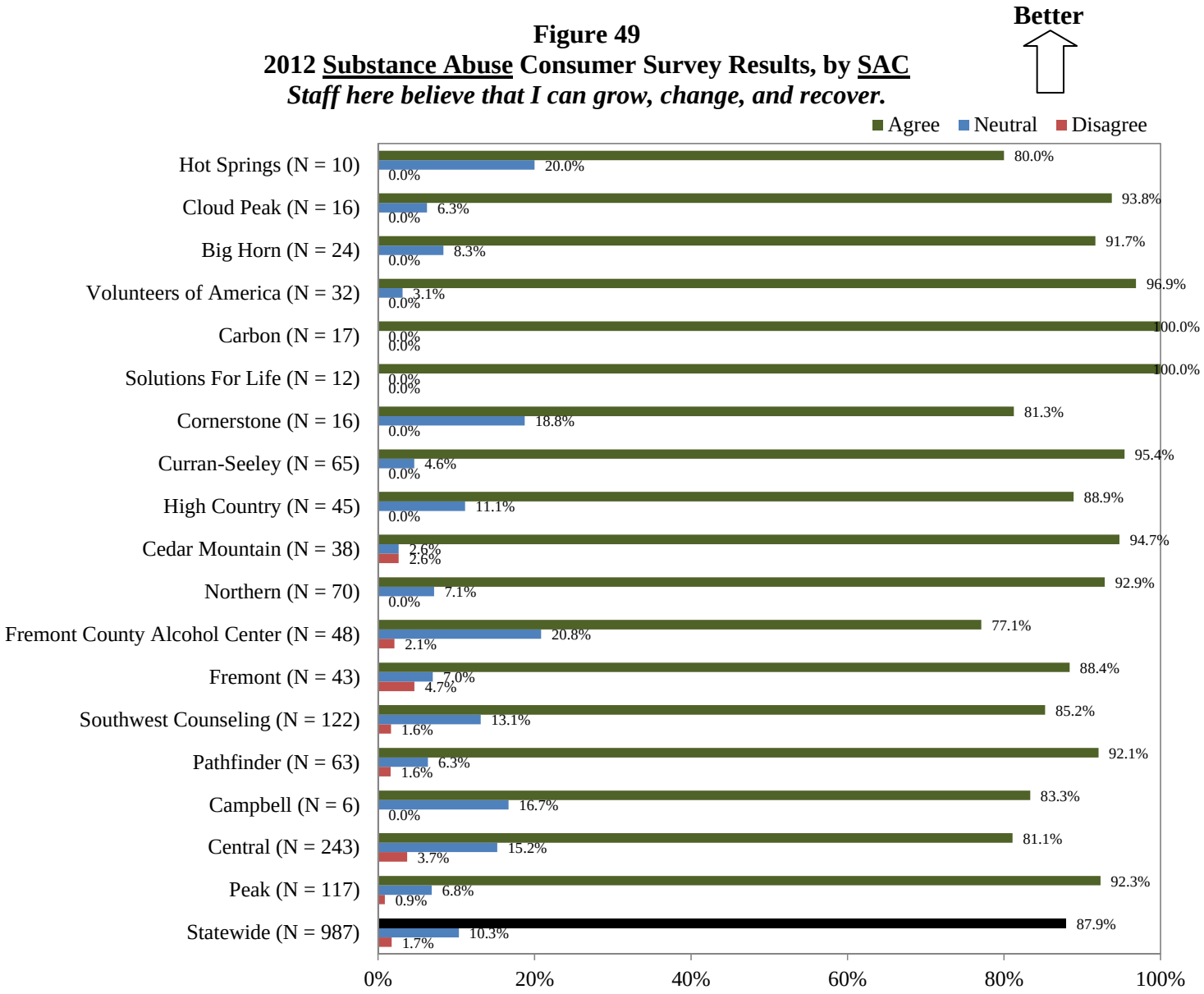
Figure 48
2012 Substance Abuse Consumer Survey Results, by SAC
Staff treated me with respect.



Domain: Quality of Services

Figure 49 shows data on the survey question: "Staff here believe that I can grow, change, and recover." The SACs with the highest percentage of clients agreeing with this question were Carbon (100%), Solutions for Life (100%), and Volunteers of America (96.9%). The SACs with the lowest rate of agreement were Fremont County Alcohol Center (77.1%), Hot Springs (80%), Central (81.1%), and Cornerstone (81.3%).

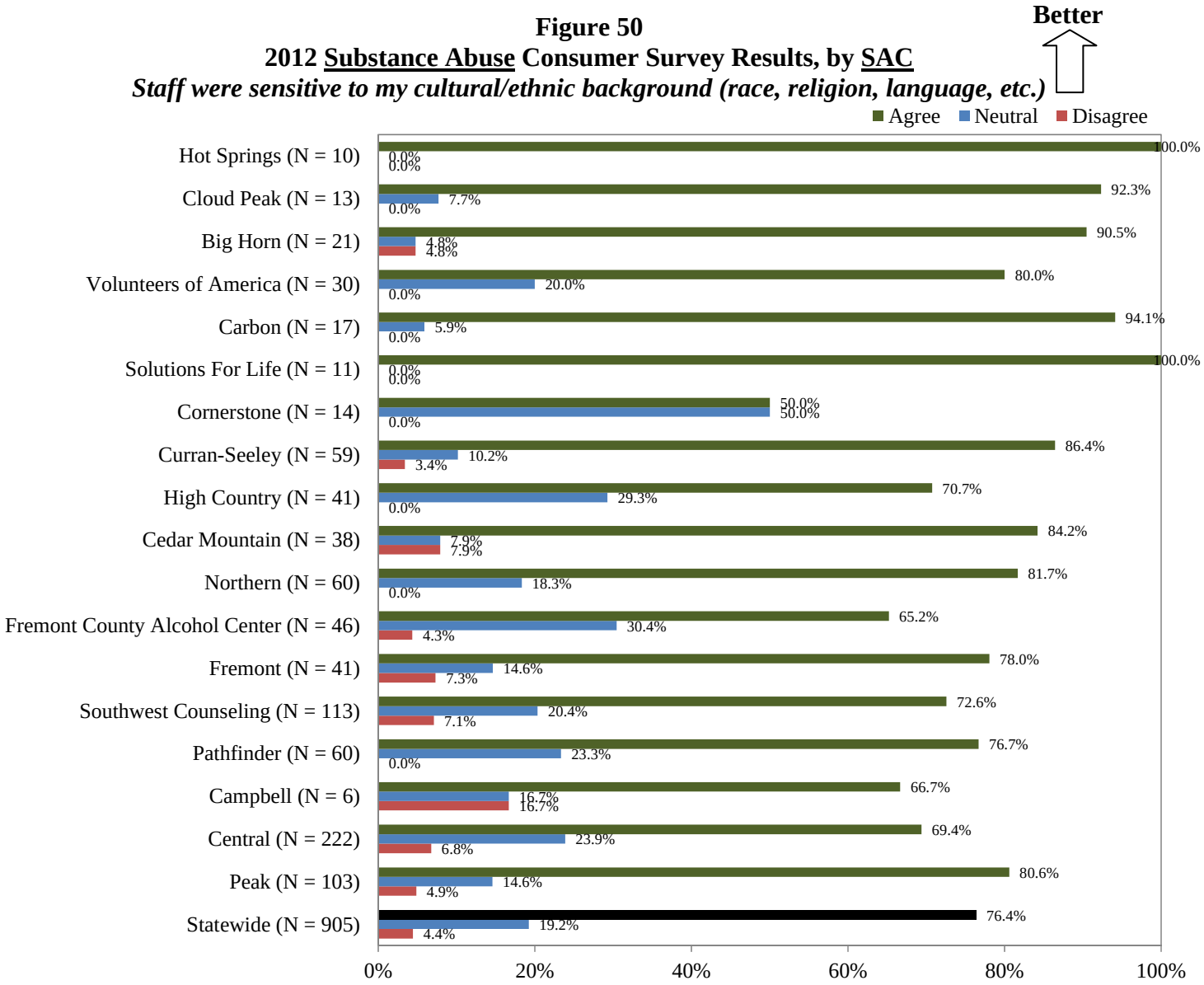
Figure 49
2012 Substance Abuse Consumer Survey Results, by SAC
Staff here believe that I can grow, change, and recover.



Domain: Cultural Sensitivity

There was one survey question on cultural sensitivity. Figure 50 shows data on the survey question: "Staff were sensitive to my cultural/ethnic background." The SACs with the highest percentage of clients agreeing with this were Hot Springs (100%), Solutions for Life (100%), and Carbon (94.1%). The SACs with the lowest rate of agreement were Cornerstone (50%) and Fremont County Alcohol Center (65.2%).

Figure 50
2012 Substance Abuse Consumer Survey Results, by SAC
Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)

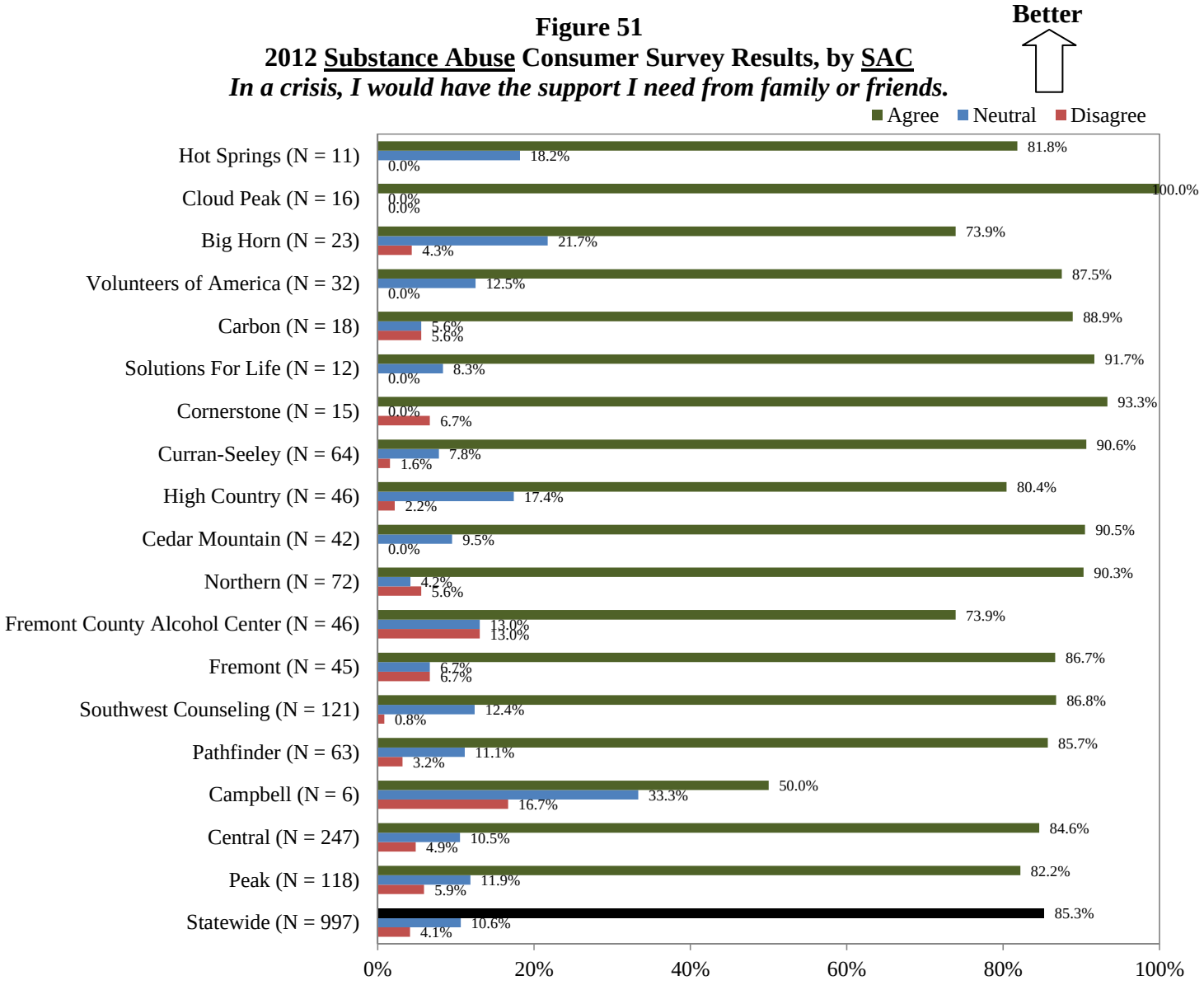


Domain: Social Connectedness

The following set of graphs shows clients' perception of social connectedness. It is important for clients to have a strong support system to help support them in achieving their recovery goals.

Figure 51 shows data on the survey question: "In a crisis, I would have the support I need from family or friends." The SACs with the highest percentage of clients agreeing with this question were Cloud Peak (100%) and Cornerstone (93.3%). The SACs with the lowest rate of agreement were Campbell (50%), Big Horn (73.9%), and Fremont County Alcohol Center (73.9%).

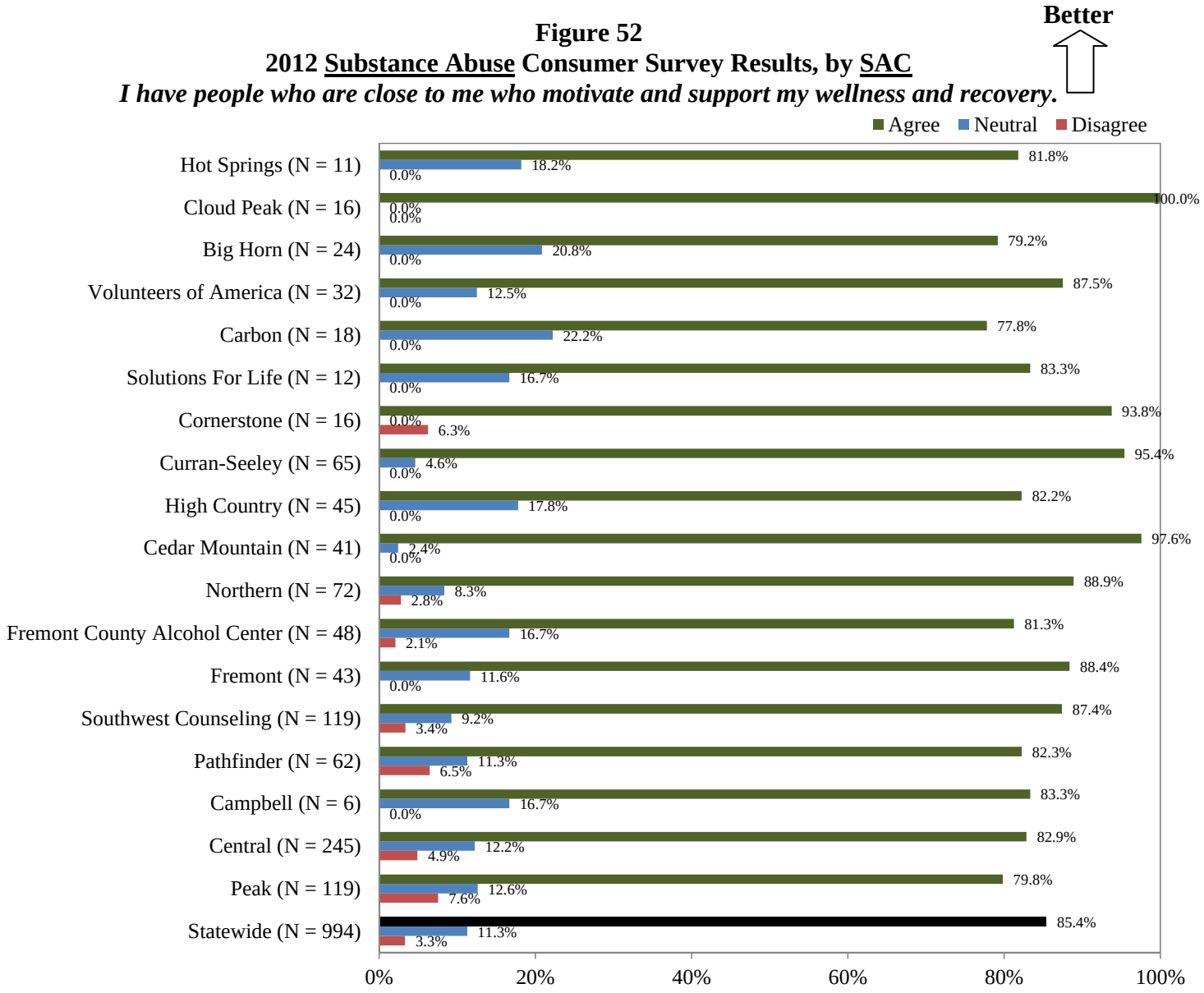
Figure 51
2012 Substance Abuse Consumer Survey Results, by SAC
In a crisis, I would have the support I need from family or friends.



Domain: Social Connectedness

Figure 52 shows data on the survey question: "I have people who are close to me who motivate and support my wellness and recovery." The SACs with the highest percentage of clients agreeing with this question were Cloud Peak (100%), Cedar Mountain (97.6%), and Curran-Seeley (95.4%). The SACs with the lowest rate of agreement were Carbon (77.8%), Big Horn (79.2%), and Peak (79.8%).

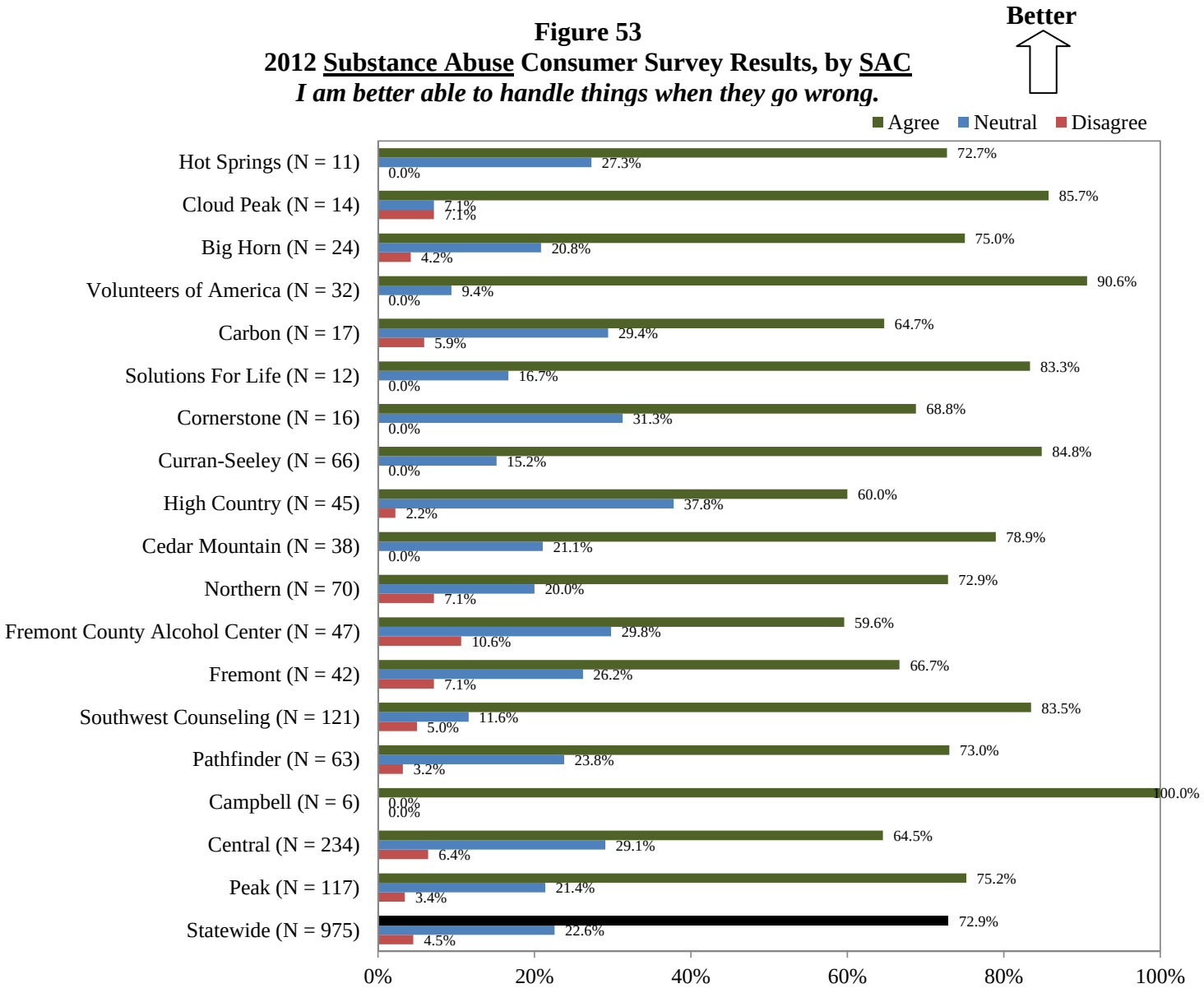
Figure 52
2012 Substance Abuse Consumer Survey Results, by SAC
I have people who are close to me who motivate and support my wellness and recovery.



Domain: Outcomes

The following set of questions address the individuals' perception of outcomes, as a result of treatment. Figure 53 shows data on the survey question: "I am better able to handle things when they go wrong." The SACs with the highest percentage of clients agreeing with this question were Campbell (100%) and Volunteers of America (90.6%). The SACs with the lowest rate of agreement were Fremont County Alcohol Center (59.6%), High Country (60%), and Central (64.5%).

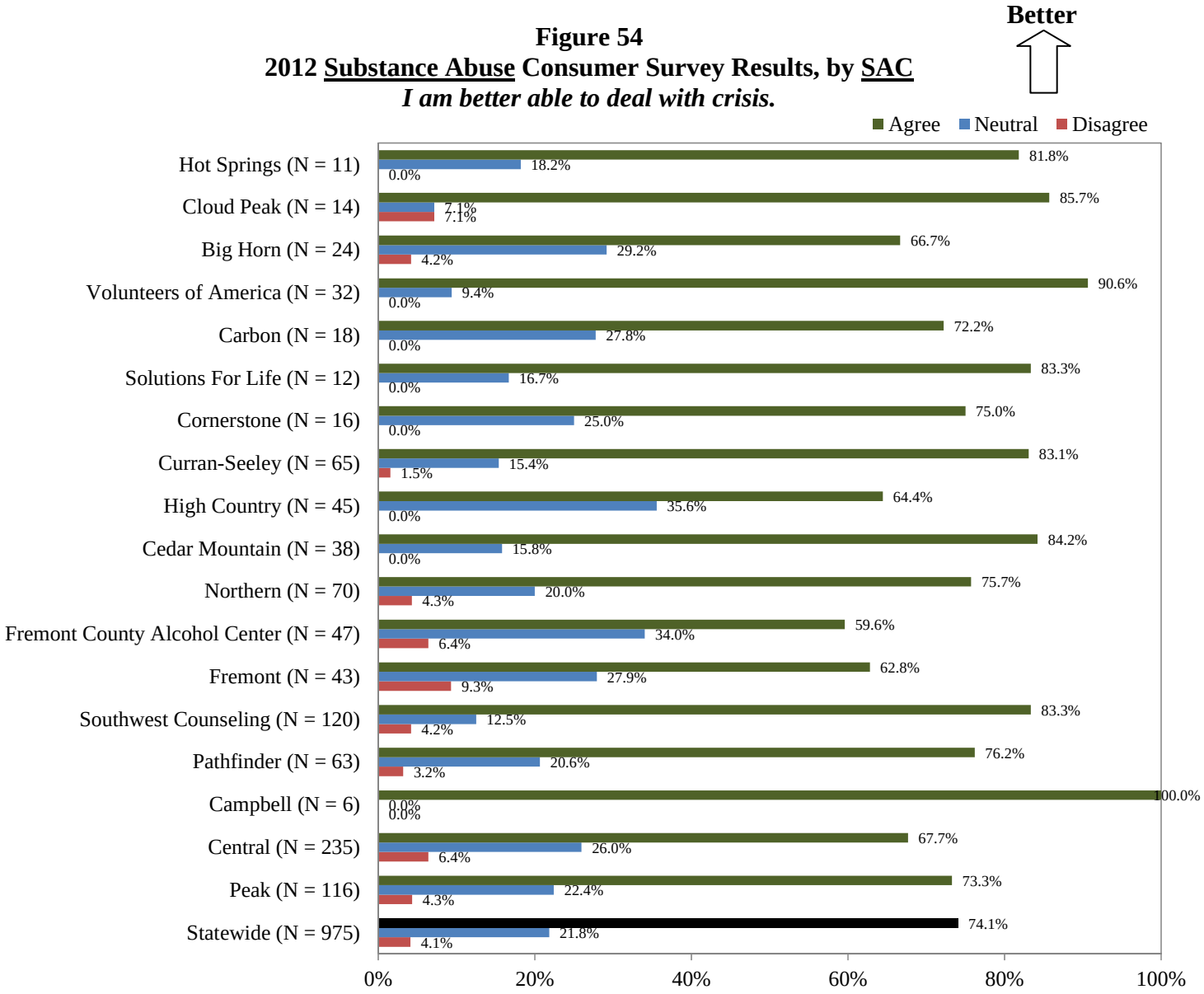
Figure 53
2012 Substance Abuse Consumer Survey Results, by SAC
I am better able to handle things when they go wrong.



Domain: Outcomes

Figure 54 shows data on the survey question: "I am better able to deal with crisis." The SACs with the highest percentage of clients agreeing with this question were Campbell (100%) and Volunteers of America (90.6%). The SACs with the lowest rate of agreement were Fremont County Alcohol Center (59.6%), Fremont (62.8%), and High Country (64.4%).

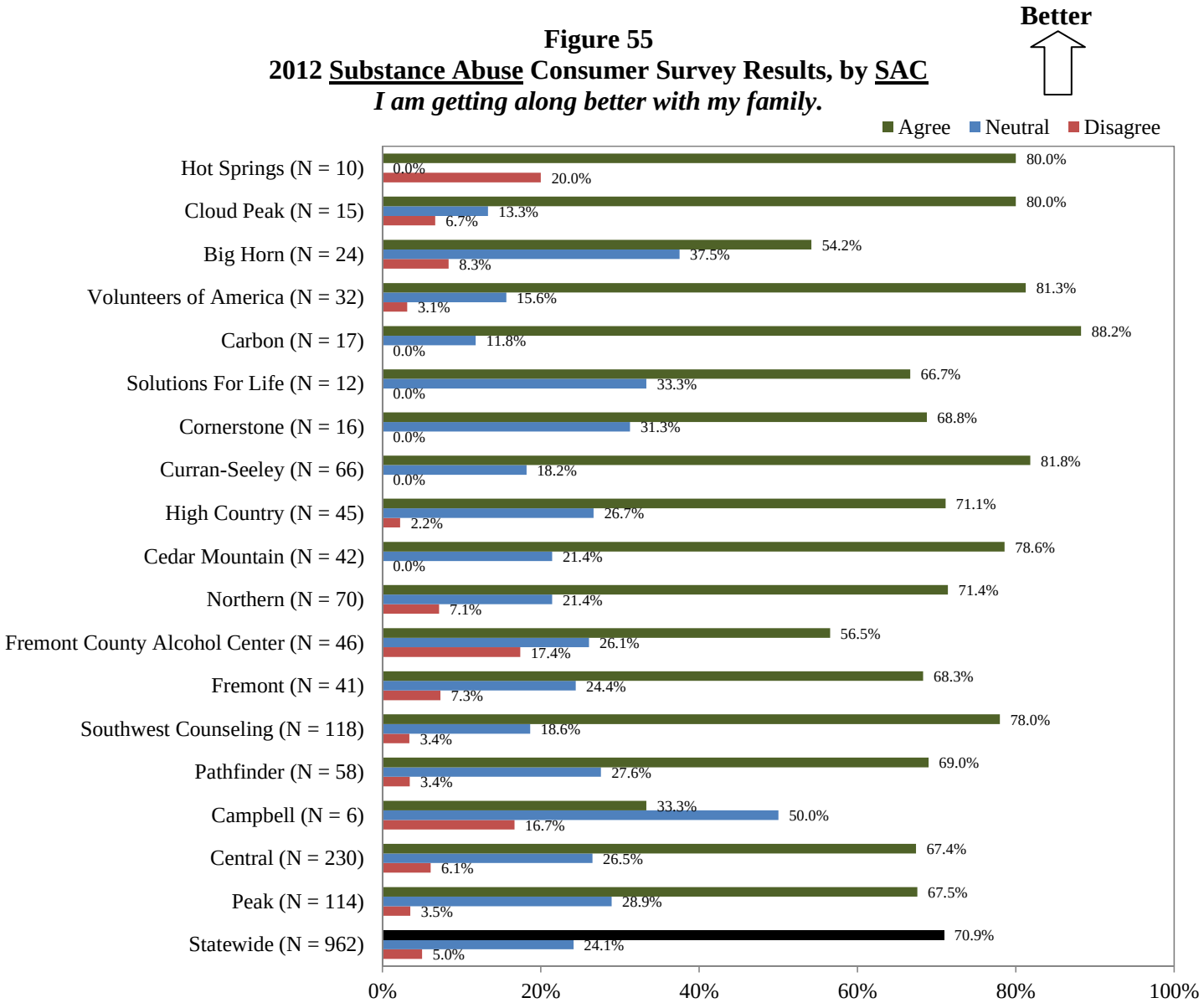
Figure 54
2012 Substance Abuse Consumer Survey Results, by SAC
I am better able to deal with crisis.



Domain: Outcomes

Figure 55 shows data on the survey question: "I am getting along better with my family." The SAC with the highest percentage of clients agreeing with this question was Carbon (88.2%). The SACs with the lowest rate of agreement were Campbell (33.3%), Big Horn (54.2%), and Fremont County Alcohol Center (56.5%).

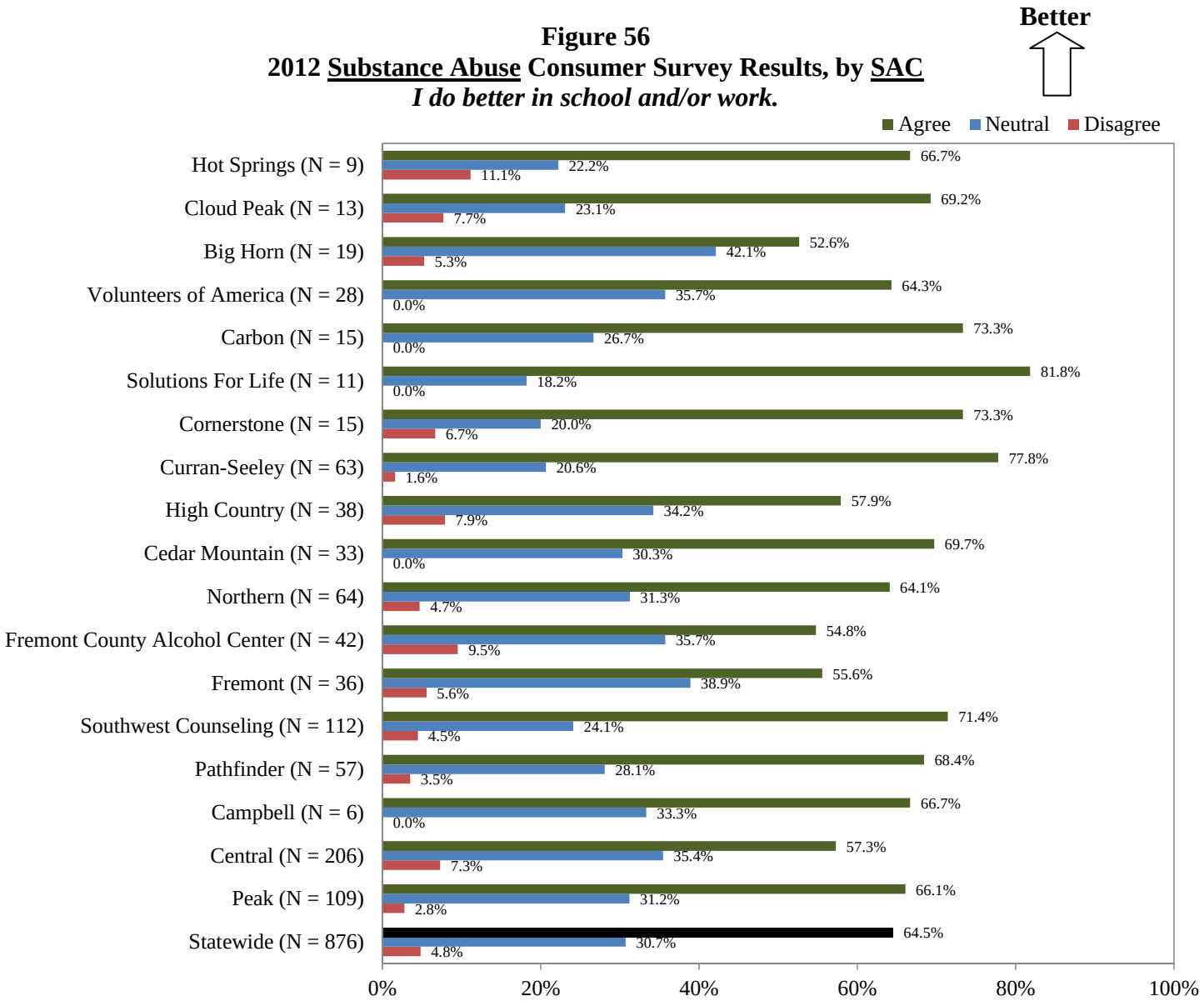
Figure 55
2012 Substance Abuse Consumer Survey Results, by SAC
I am getting along better with my family.



Domain: Outcomes

Figure 56 shows data on the survey question: "I do better in school and/or work." The SACs with the highest percentage of clients agreeing with this question were Solutions for Life (81.8%), Curran-Seeley (77.8%), Carbon (73.3%), and Cornerstone (73.3%). The SACs with the lowest rate of agreement were Big Horn (52.6%), Fremont County Alcohol Center (54.8%), and Fremont (55.6%). Notice that fewer people answered this question, as they may not be involved in school and/or work activities.

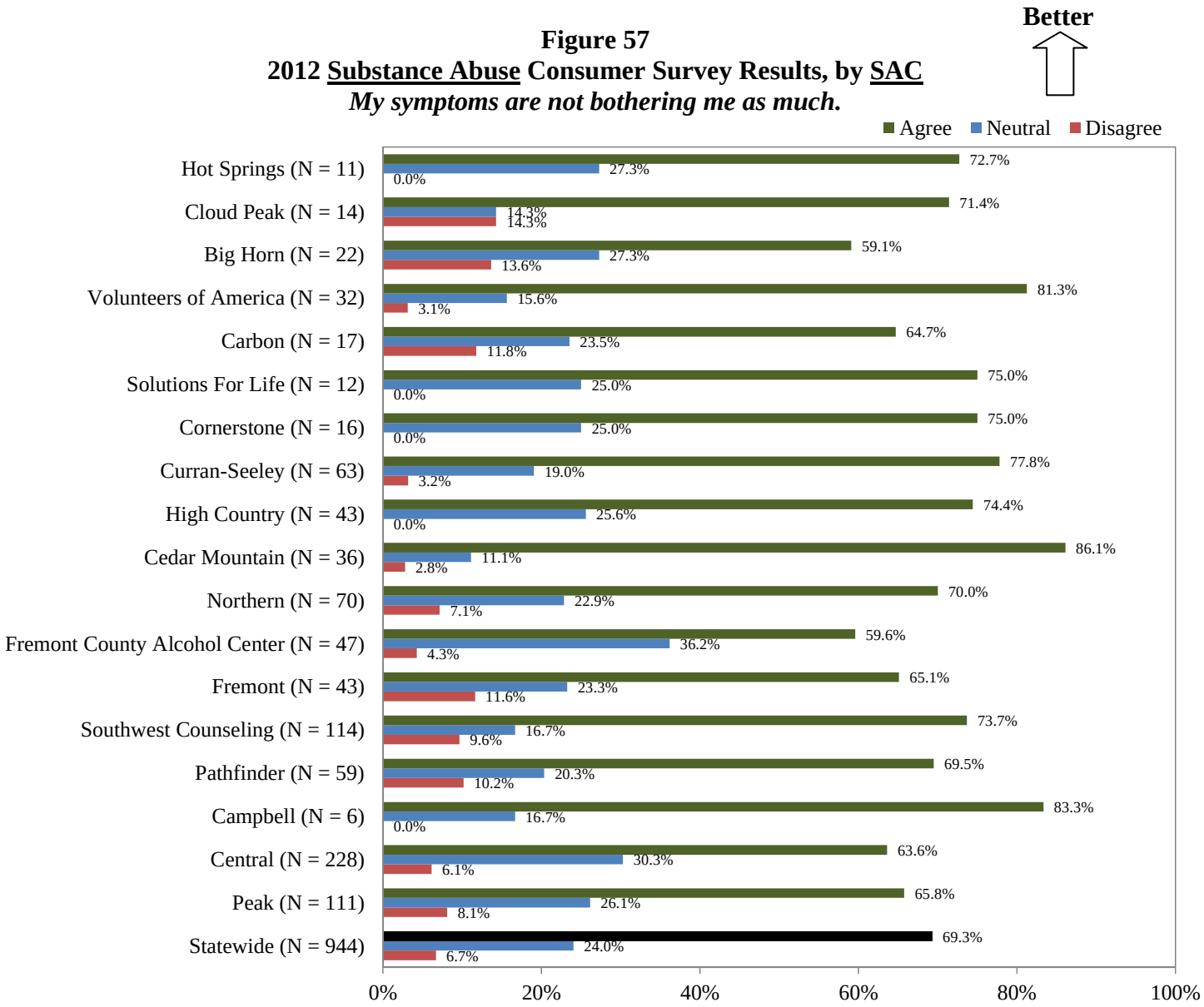
Figure 56
2012 Substance Abuse Consumer Survey Results, by SAC
I do better in school and/or work.



Domain: Outcomes

Figure 57 shows data on the survey question: "My symptoms are not bothering me as much." The SACs with the highest percentage of clients agreeing with this question were Cedar Mountain (86.1%), Campbell (83.3%), and Volunteers of America (81.3%). The SACs with the lowest rate of agreement were Big Horn (59.1%), Fremont County Alcohol Center (59.6%), and Central (63.6%).

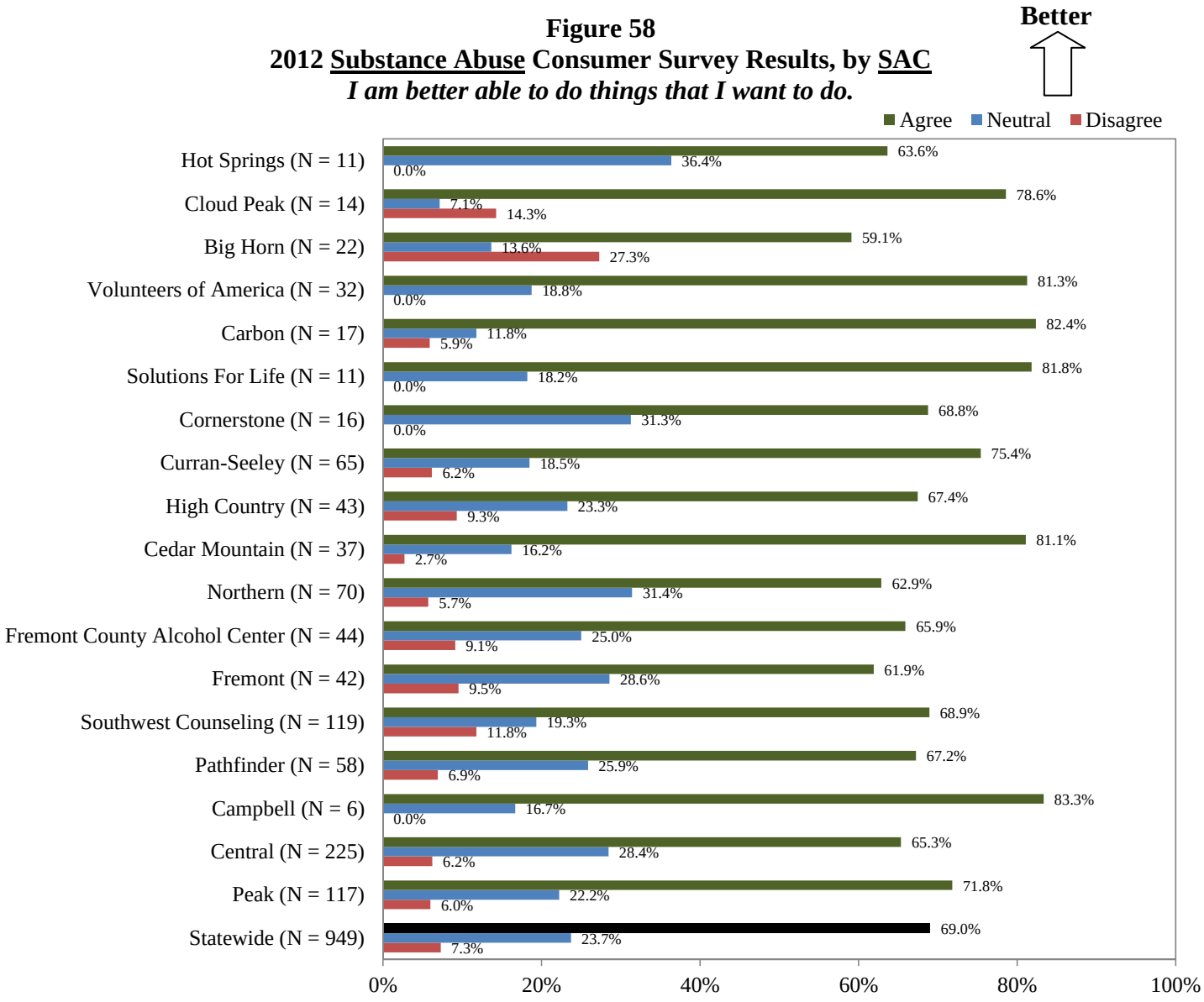
Figure 57
2012 Substance Abuse Consumer Survey Results, by SAC
My symptoms are not bothering me as much.



Domain: Outcomes

Figure 58 shows data on the survey question: "I am better able to do things that I want to do." The SACs with the highest percentage of clients agreeing with this question were Campbell (83.3%) and Carbon (82.4%). The SACs with the lowest rate of agreement were Big Horn (59.1%), Fremont (61.9%), and Northern (62.9%).

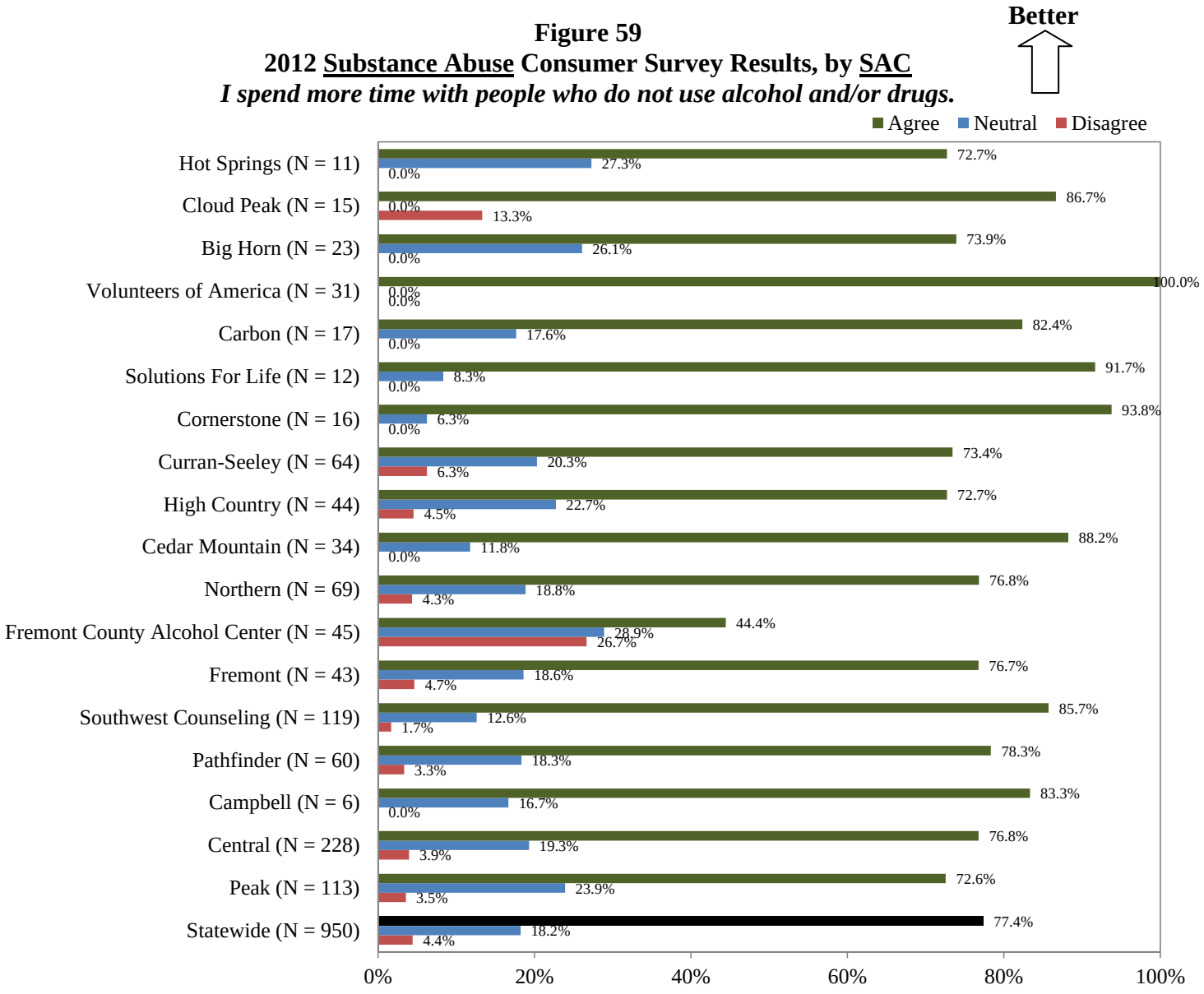
Figure 58
2012 Substance Abuse Consumer Survey Results, by SAC
I am better able to do things that I want to do.



Domain: Outcomes

Figure 59 shows data on the survey question: "I spend more time with people who do not use alcohol and/or drugs." The SACs with the highest percentage of clients agreeing with this question were Volunteers of America (100%), Cornerstone (93.8%), and Solutions for Life (91.7%). The SAC with the lowest rate of agreement was Fremont County Alcohol Center (44.4%).

Figure 59
2012 Substance Abuse Consumer Survey Results, by SAC
I spend more time with people who do not use alcohol and/or drugs.



Physical Health Survey Results

For the first time this year, four questions were added to the survey to obtain information regarding physical health. These questions provide information about the clients' perception of how their substance abuse problems contribute to their physical health problems; if they have visited a physical health doctor in the past year; if their physical health problems are adequately treated; and if they would like assistance from the SAC to help them access services for their physical health problems.

Domain: Physical Health

Figure 60 shows the percent of agreement with each of these four questions. Not all clients answered these questions. Statewide, 54% of the respondents agreed that their substance abuse problems contribute to their physical health problems. Sixty-nine percent (69%) had a visit with a physical health doctor in the past year; 22% reported that they have physical health problems that are not being adequately treated; and 31% noted that they would like the SAC to help them get the services needed to treat their physical health problems.

Figure 60
2012 Number and Percent of Substance Abuse Respondents Who
Agree with Each Survey Statement

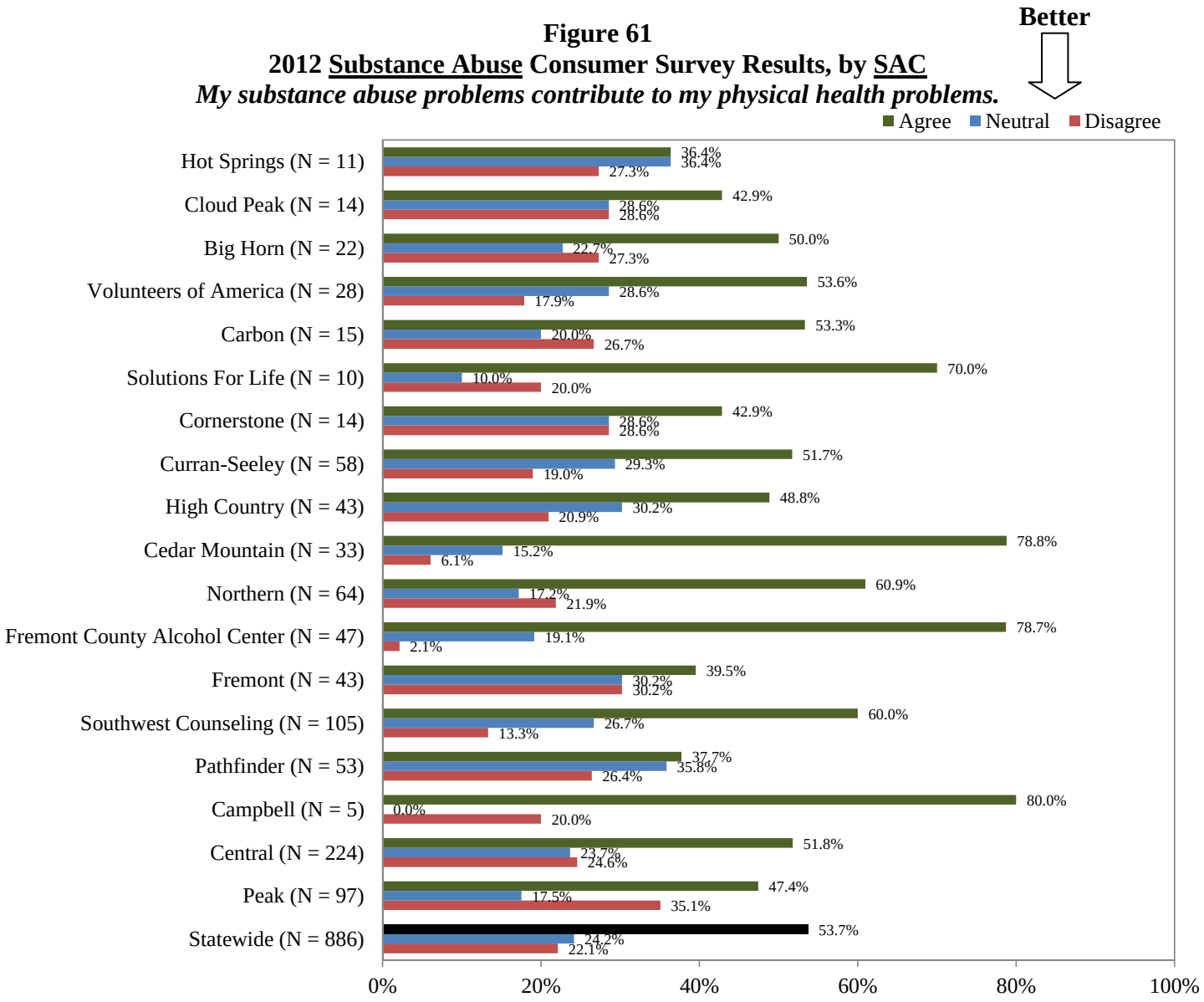
Question	# of Substance Abuse Respondents	% of Respondents who "Agree"
Physical Health		
My substance abuse problems contribute to my physical health problems.	886	54%
I had a visit with a physical health doctor in the past year.	884	69%
I have physical health problems that are not being adequately treated.	811	22%
I would like this agency to help me get services for my physical health problems.	774	31%

Domain: Physical Health

The following four graphs show these physical health questions by CMHC. Figure 61 shows data on the survey question: "My substance abuse problems contribute to my physical health problems." NOTE: A **lower** rate of agreement shows '**Better'** results, for this question.

The SACs with the lowest rate of agreement were Hot Springs (36.4%), Pathfinder (37.7%), and Fremont (39.5%). The SACs with the highest percentage of clients agreeing with this question were Campbell (80%), Cedar Mountain (78.8%), and Fremont County Alcohol Center (78.7%).

Figure 61
2012 Substance Abuse Consumer Survey Results, by SAC
My substance abuse problems contribute to my physical health problems.

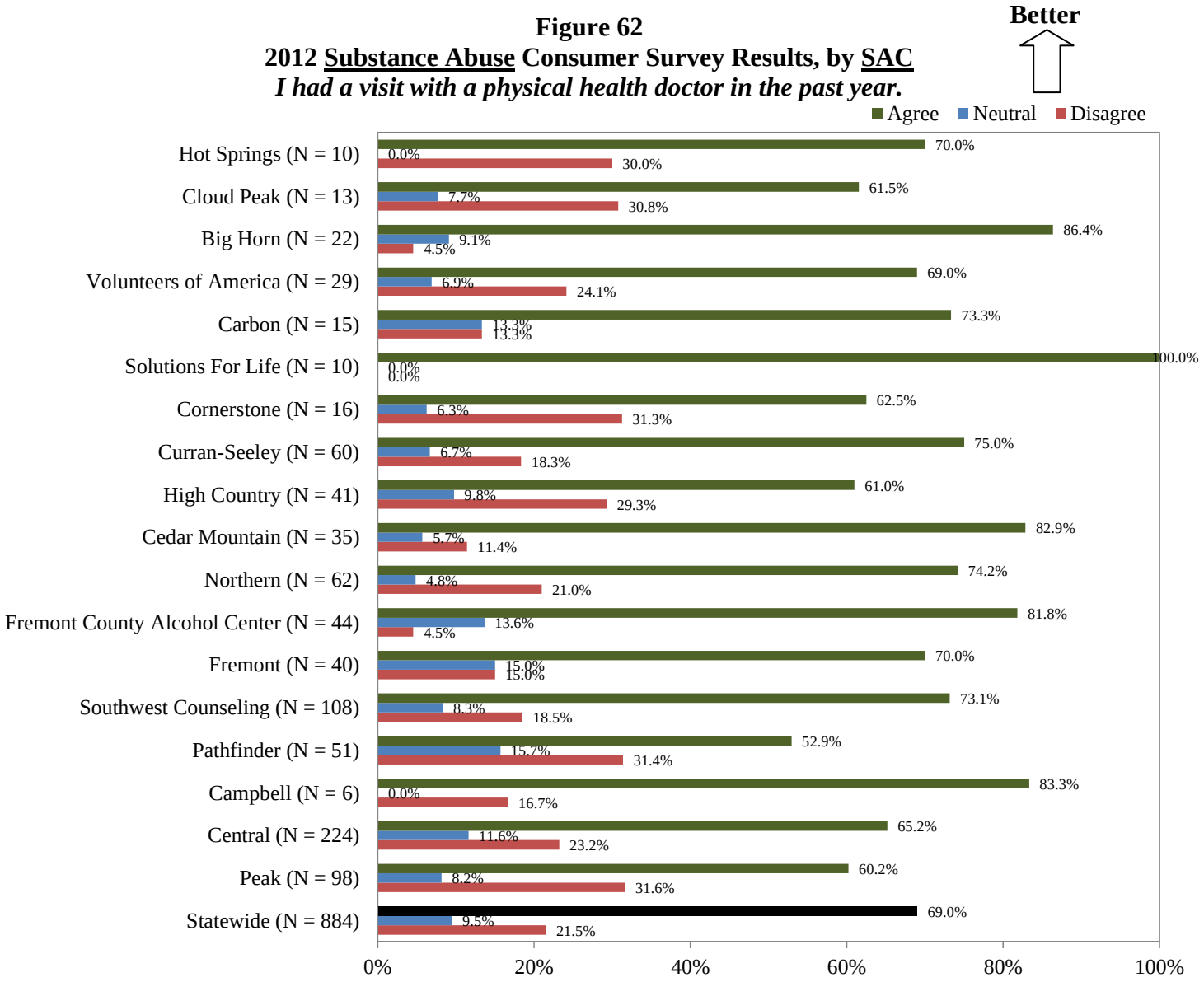


Domain: Physical Health

Figure 62 shows data on the survey question: "I had a visit with a physical health doctor in the past year." NOTE: A **higher** rate of agreement shows '**Better**' results, for this question.

The SACs with the highest percentage of clients agreeing with this question were Solutions for Life (100%) and Big Horn (86.4%). The SACs with the lowest rate of agreement were Pathfinder (52.9%) and Peak (60.2%).

Figure 62
2012 Substance Abuse Consumer Survey Results, by SAC
I had a visit with a physical health doctor in the past year.

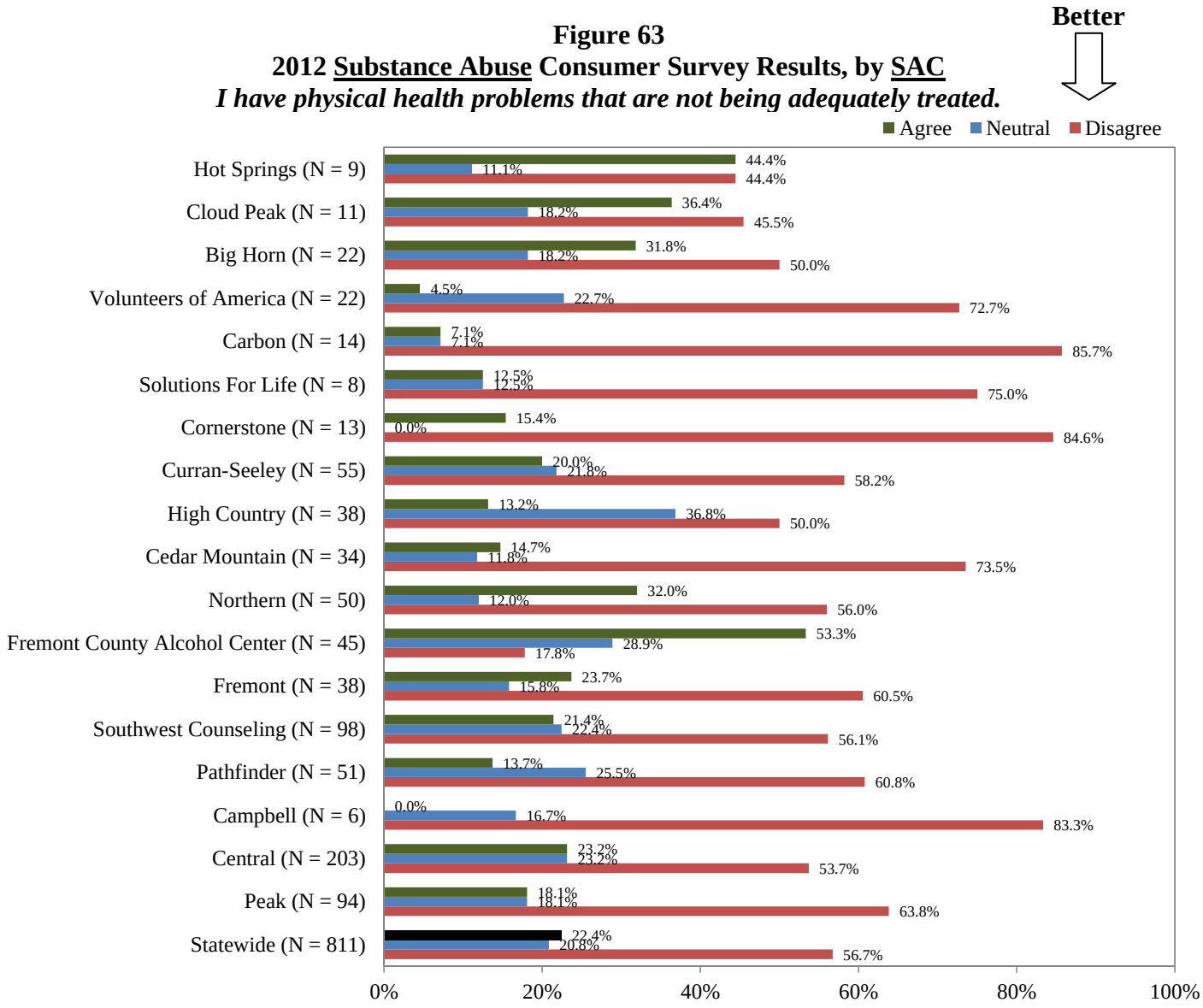


Domain: Physical Health

Figure 63 shows data on the survey question: "I have physical health problems that are not being adequately treated." Please note that this question is analyzed in a different manner. An "Agree Response" shows that the client's physical health problems are ***not*** being adequately treated, and a "Disagree Response" shows that the client's physical health problems ***are*** being adequately treated. NOTE: A **lower** rate of agreement shows **'Better'** results, for this question.

The SACs with the lowest rate of agreement were Campbell (0%) and Volunteers of America (4.5%), thus indicating that their physical health problems are being adequately treated. The SACs with the highest percentage of clients who reported (agreed) that their physical health problems are ***not*** being adequately treated were Fremont County Alcohol Center (53.3%) and Hot Springs (44.4%).

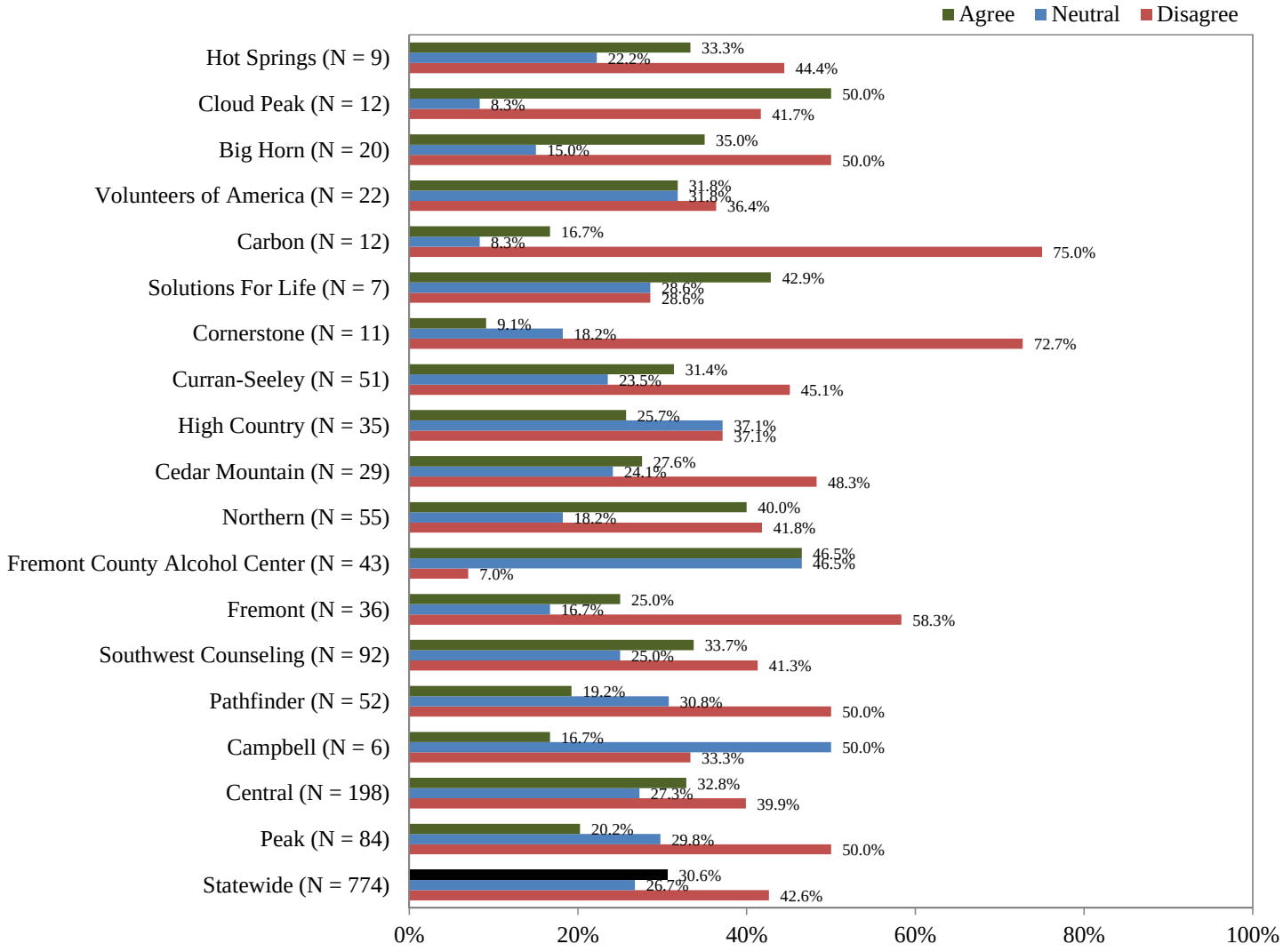
Figure 63
2012 Substance Abuse Consumer Survey Results, by SAC
I have physical health problems that are not being adequately treated.



Domain: Physical Health

Figure 64 shows data on the survey question: "I would like this agency to help me get services for my physical health problems." The SACs with the highest percentage of clients agreeing with this question were Cloud Peak (50%) and Fremont County Alcohol Center (46.5%). The SACs with the lowest rate of agreement were Cornerstone (9.1%), Carbon (16.7%), and Campbell (16.7%), indicating that the client did not want help.

Figure 64
2012 Substance Abuse Consumer Survey Results, by SAC
I would like this agency to help me get services for my physical health problems.



Conclusion

The results of the two Wyoming Consumer Surveys show some interesting differences across the two service areas: mental health and substance abuse. The CMHCs collected a total of 1,448 mental health surveys, and the SACs collected a total of 1,018 substance abuse surveys. The proportion of males and females across the two service areas was exactly opposite (see Figure 65): 67.3% of the mental health survey respondents were female and 67.1% of the substance abuse survey respondents were male.

Figure 65
2012 Number and Percent of Mental Health and Substance Abuse Respondents, by Gender

	Mental Health	Substance Abuse
Male	32.7%	67.1%
Female	67.3%	32.9%

For race/ethnicity, Figure 66 shows that there were proportionately more Caucasian mental health respondents (88%) compared to 78.9% for substance abuse; the percentage of Hispanic respondents were similar across surveys, representing 7.9% of the mental health respondents and 10.9% of the substance abuse respondents. In addition, there was a higher percentage of Native American substance abuse respondents (8%) compared to mental health respondents (2.7%).

Figure 66
2012 Number and Percent of Mental Health and Substance Abuse Respondents, by Race/Ethnicity

	Mental Health	Substance Abuse
Caucasian	88.0%	78.9%
Hispanic	7.9%	10.9%
African American	1.0%	1.3%
Native American/Alaskan Native	2.7%	8.0%
Asian/Pacific Islander	0.3%	0.8%

The survey results by domain also show some interesting differences, as illustrated in Figure 67. Mental health respondents had a higher percentage of agreement with General Satisfaction (86.3%) compared to substance abuse respondents (74.7%); Access to Services (83.9% agreement) compared to substance abuse respondents (76.6%); involvement in Treatment Planning (82.3% agreement for mental health and 64.1% for substance abuse); Quality of Services (89.7% agreement for mental health and 81.6% for substance abuse); and Cultural Sensitivity (89.3% for mental health and 76.4% for substance abuse). These differences highlight opportunities for substance abuse centers to identify areas where they can strengthen services to improve access, involve clients in treatment planning, improve quality of care, and address cultural sensitivity.

Agreement with Social Connectedness was higher for substance abuse clients. Eighty-five percent (85.3%) of the substance abuse respondents reported that they had friends and family to help support them in times of crisis and/or to help them grow and recover. Only 73.7% of mental health respondents reported agreement with this domain.

Responses for the Outcome Domain were similar across both services; with 67.3% of mental health respondents and 71.2% of substance abuse respondents reported improved outcomes as a result of treatment.

Figure 67
2012 Number and Percent of Mental Health and Substance Abuse Respondents Who
Agree with each Domain Survey Statements

	Mental Health	Substance Abuse
General Satisfaction	86.3%	74.7%
Access	83.9%	76.6%
Treatment Planning	82.3%	64.1%
Quality of Services	89.7%	81.6%
Cultural Sensitivity	89.3%	76.4%
Social Connectedness	73.7%	85.3%
Outcomes	67.3%	71.2%

The four new questions regarding physical health care provided information on client's access to physical health services (see Figure 68). Across mental health respondents, 61% reported that their physical health problems contribute to their mental health problems. Fewer substance abuse respondents (54%) reported that their substance abuse problems contributed to their physical health problems.

A higher percentage of mental health respondents visited a physical health doctor in the past year (83%) compared to substance abuse respondents (69%). Clients from both services had similar responses to the questions regarding whether their physical health problems were not being adequately treated (26% for mental health and 22% for substance abuse) and if they would like help to get services for their physical health problems (33% for mental health and 31% for substance abuse respondents).

Figure 68
2012 Number and Percent of Mental Health and Substance Abuse Respondents Who
Agree with each Physical Health Survey Statement

	Mental Health	Substance Abuse
My physical health problems contribute to my mental health problems.	61%	-
My substance abuse problems contribute to my physical health problems.	-	54%
I had a visit with a physical health doctor in the past year.	83%	69%
I have physical health problems that are not being adequately treated.	26%	22%
I would like this agency to help me get services for my physical health problems.	33%	31%

The results from the consumer surveys can be used to improve access and quality of services, help clients achieve positive outcomes, and help link them to physical health care services, when needed. As health care reform is implemented in 2014 and beyond, the CMHC and SAC providers have a strong foundation to create vital linkages with the health care community to promote integrated health care services for their clients. This integration will help clients to reconcile medications, have shared treatment planning, and benefit from enhanced services to promote health, wellness and recovery.

2012 Statewide Adult Mental Health Consumer Survey Results, by Domain

Figure A1
2012 Number and Percent of Mental Health Respondents Who
Agree with General Satisfaction Domain Survey Statements, by CMHC

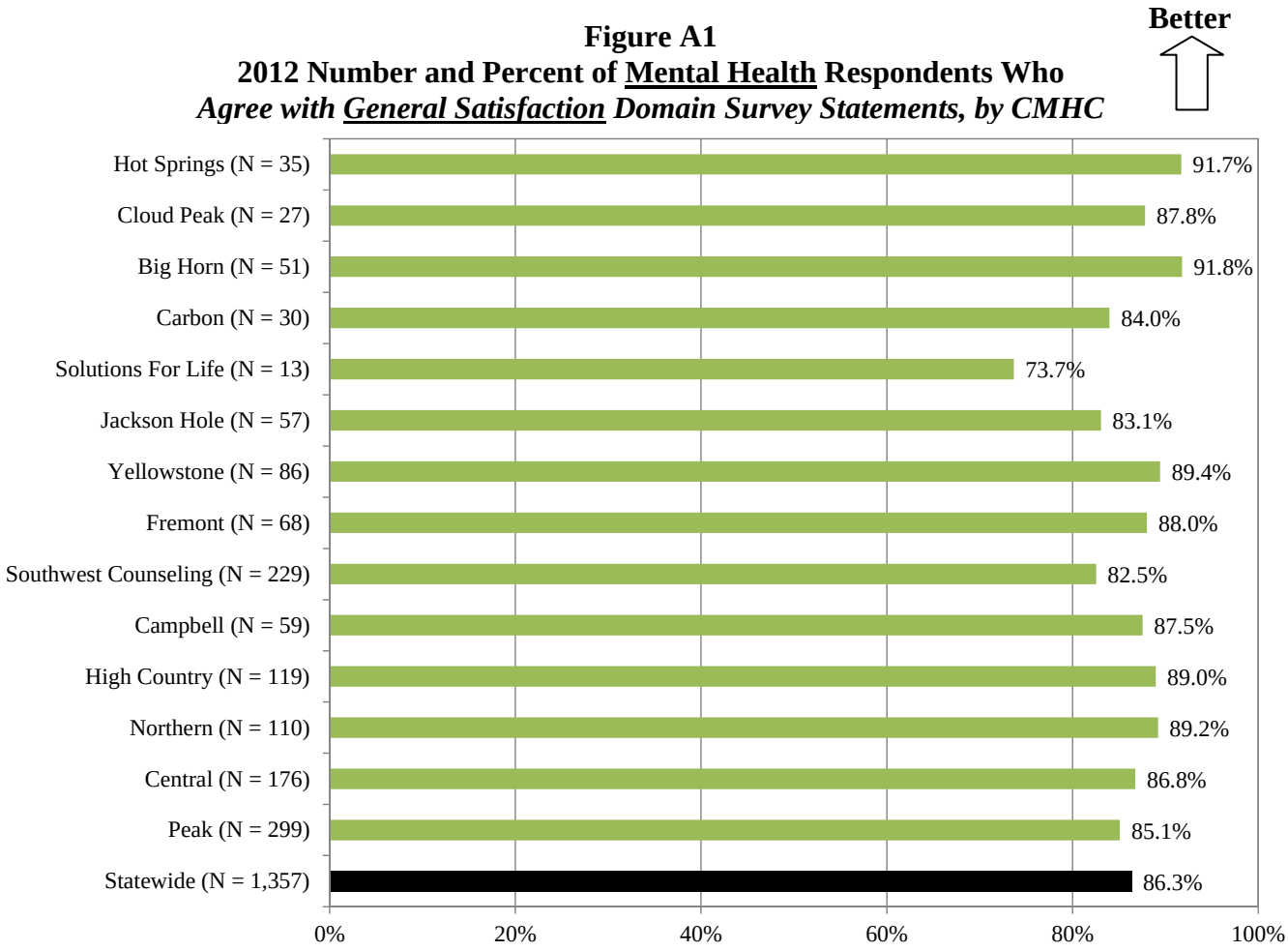


Figure A2
2012 Number and Percent of Mental Health Respondents Who
Agree with Access Domain Survey Statements, by CMHC

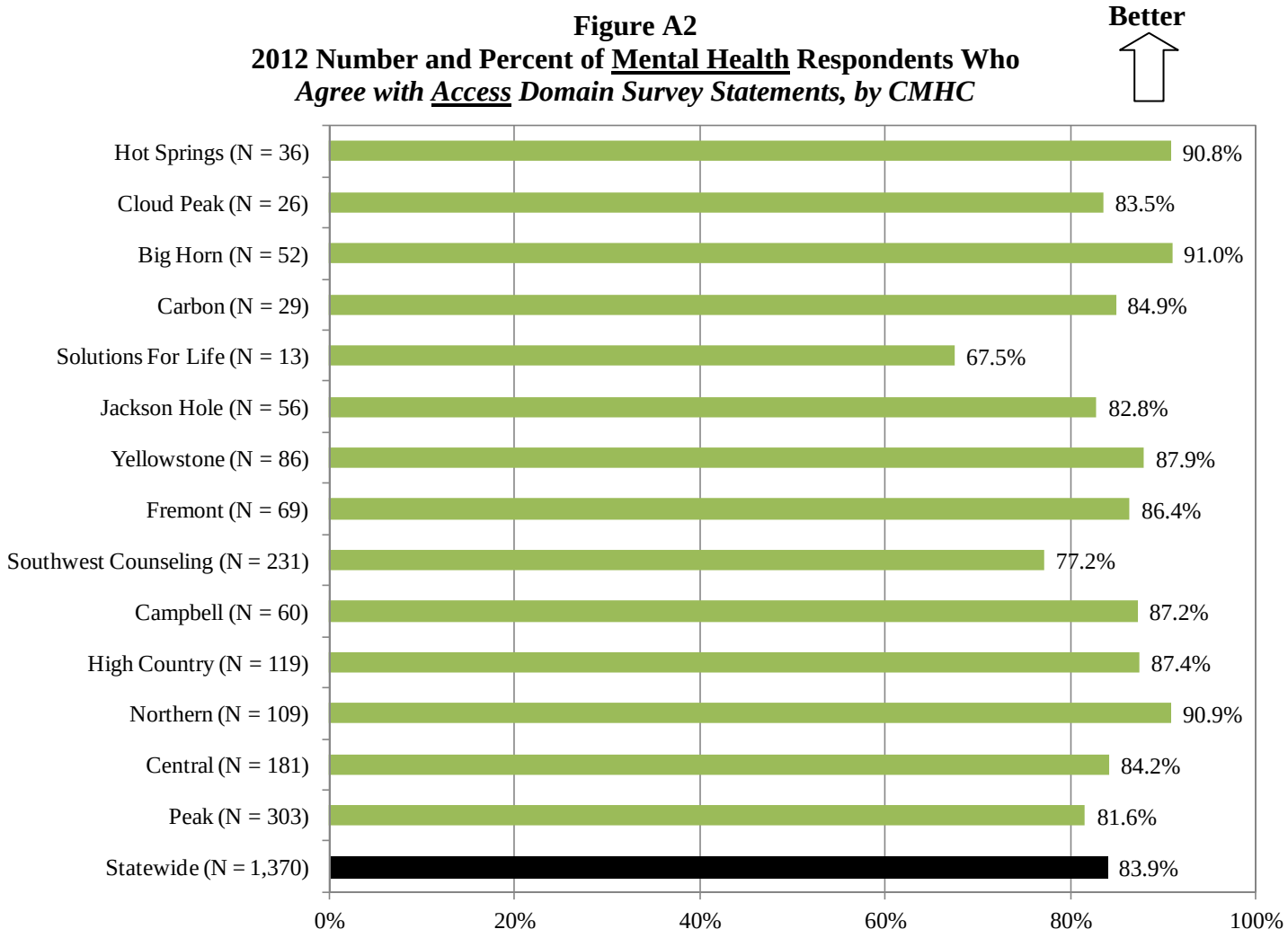


Figure A3
2012 Number and Percent of Mental Health Respondents Who
Agree with Treatment Planning Domain Survey Statements, by CMHC

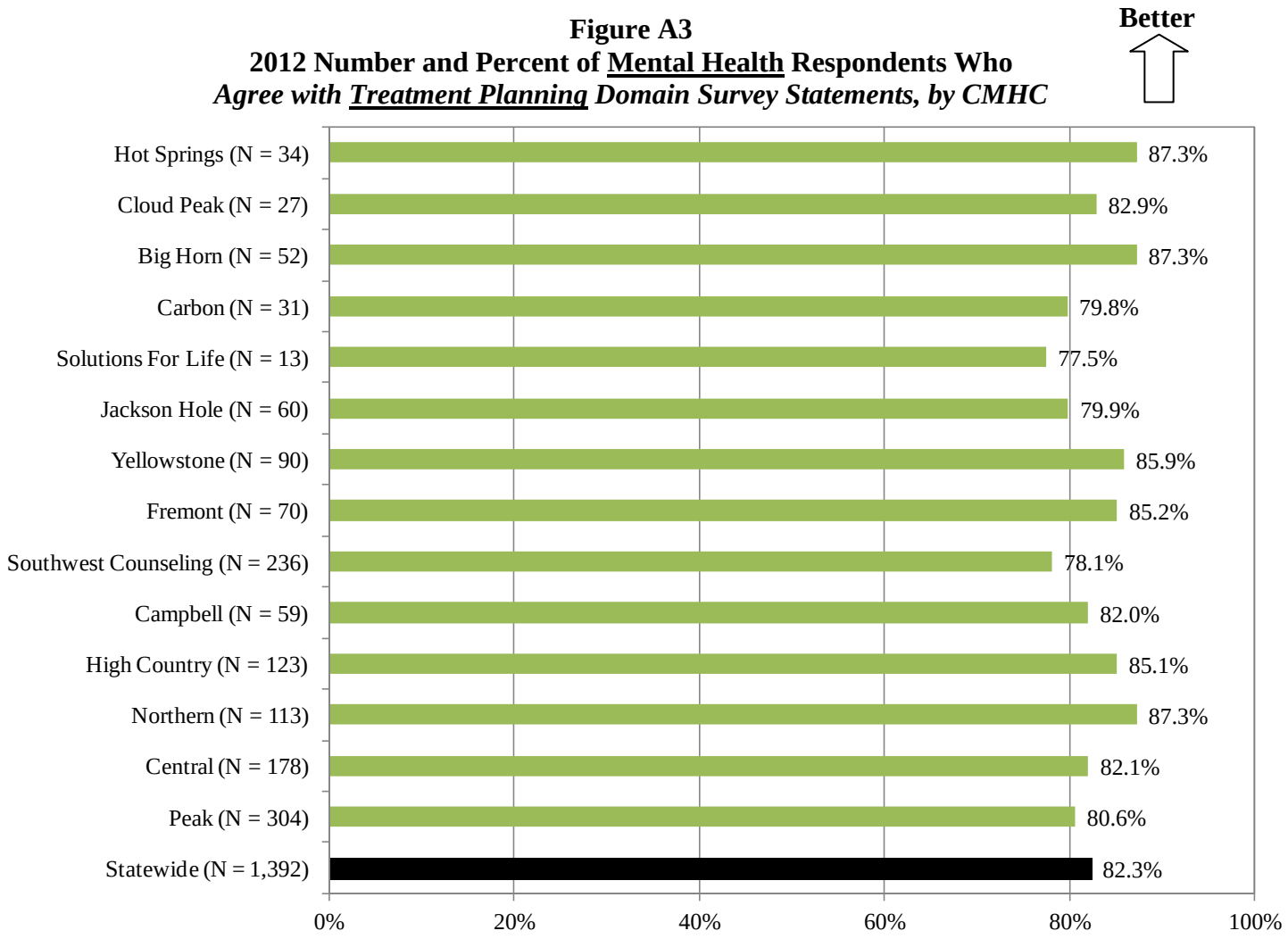


Figure A4
2012 Number and Percent of Mental Health Respondents Who
Agree with Quality of Services Domain Survey Statements, by CMHC

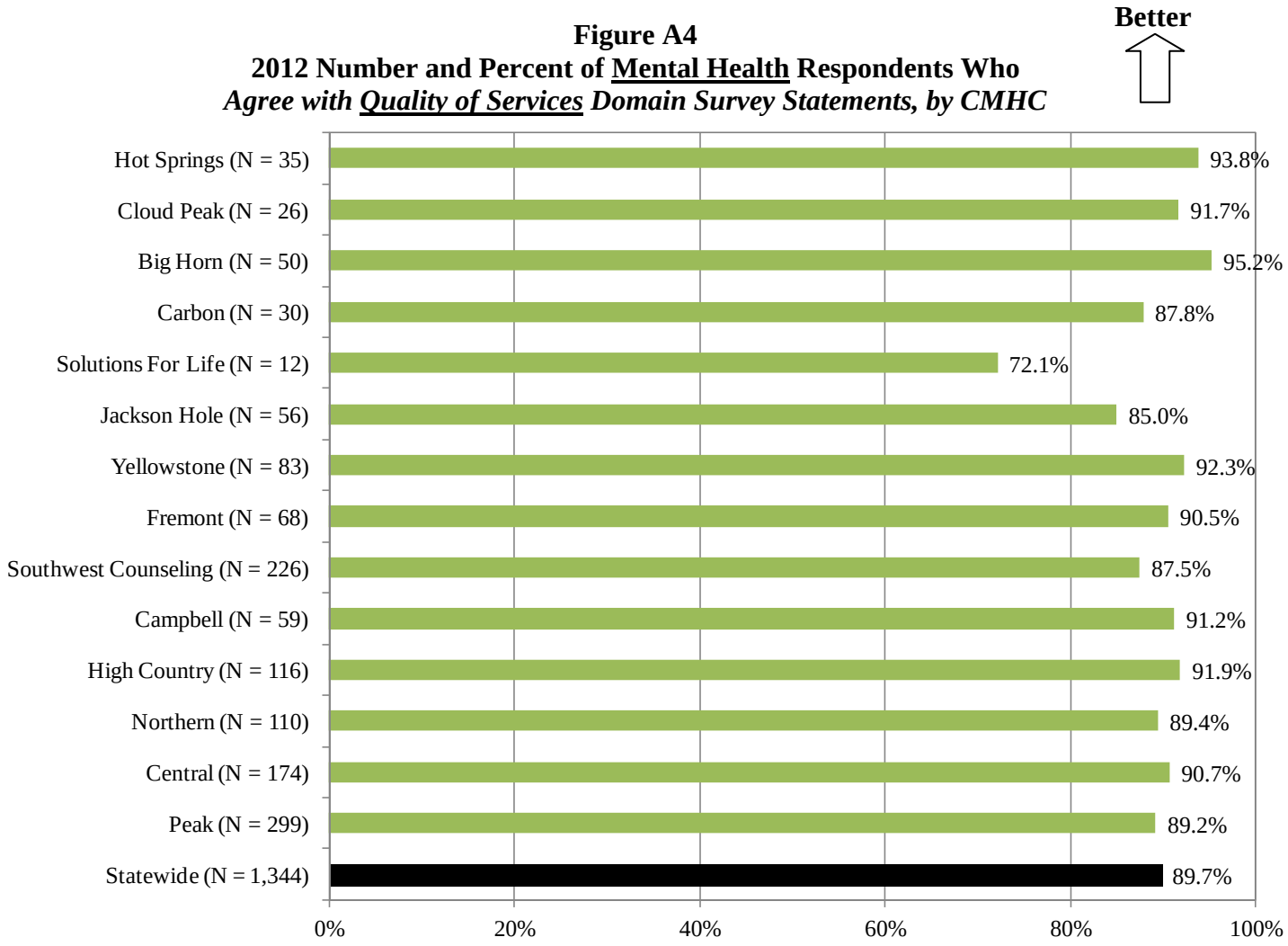


Figure A5
2012 Number and Percent of Mental Health Respondents Who
Agree with Cultural Sensitivity Domain Survey Statements, by CMHC

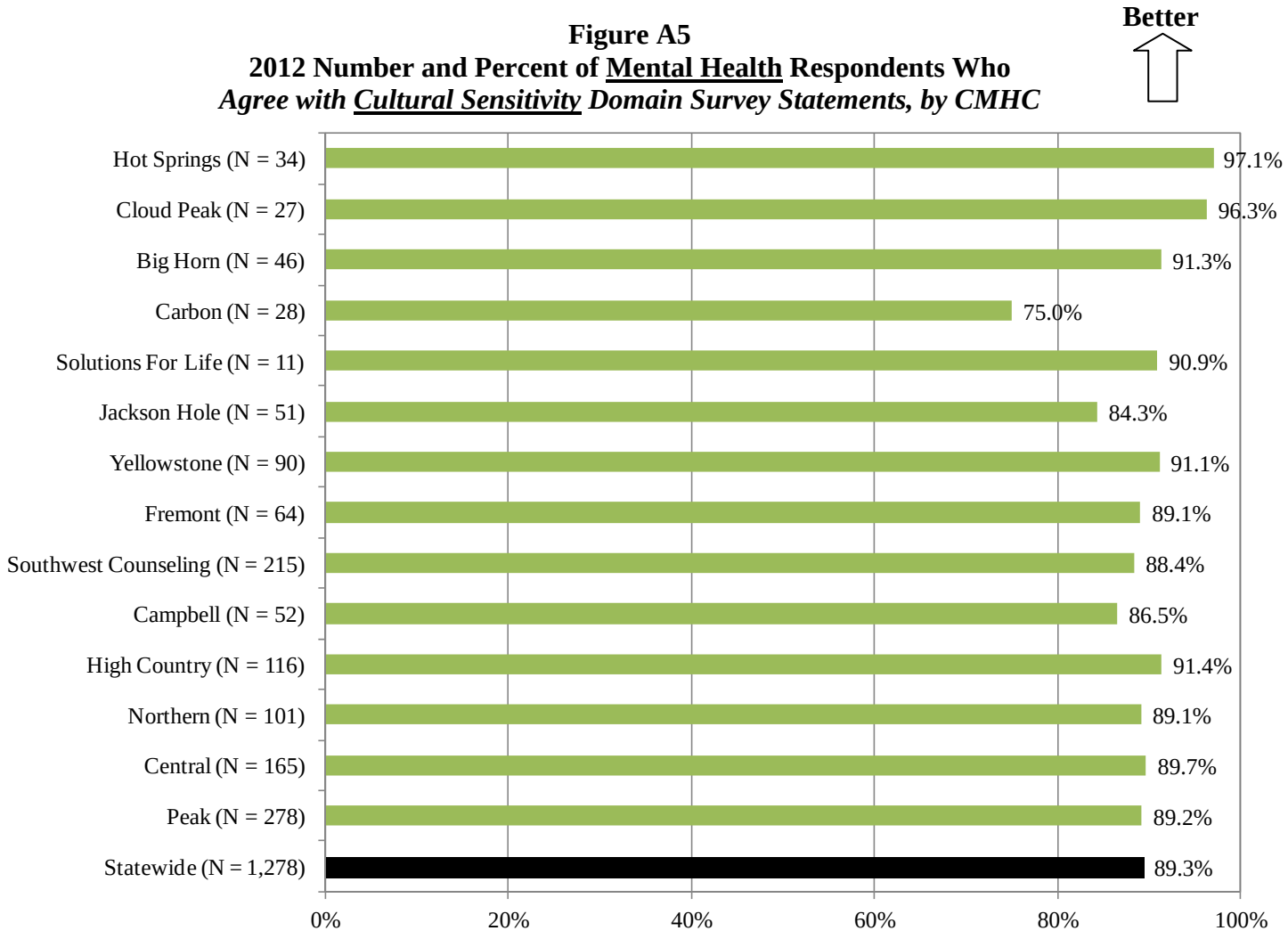


Figure A6
2012 Number and Percent of Mental Health Respondents Who
Agree with Social Connectedness Domain Survey Statements, by CMHC

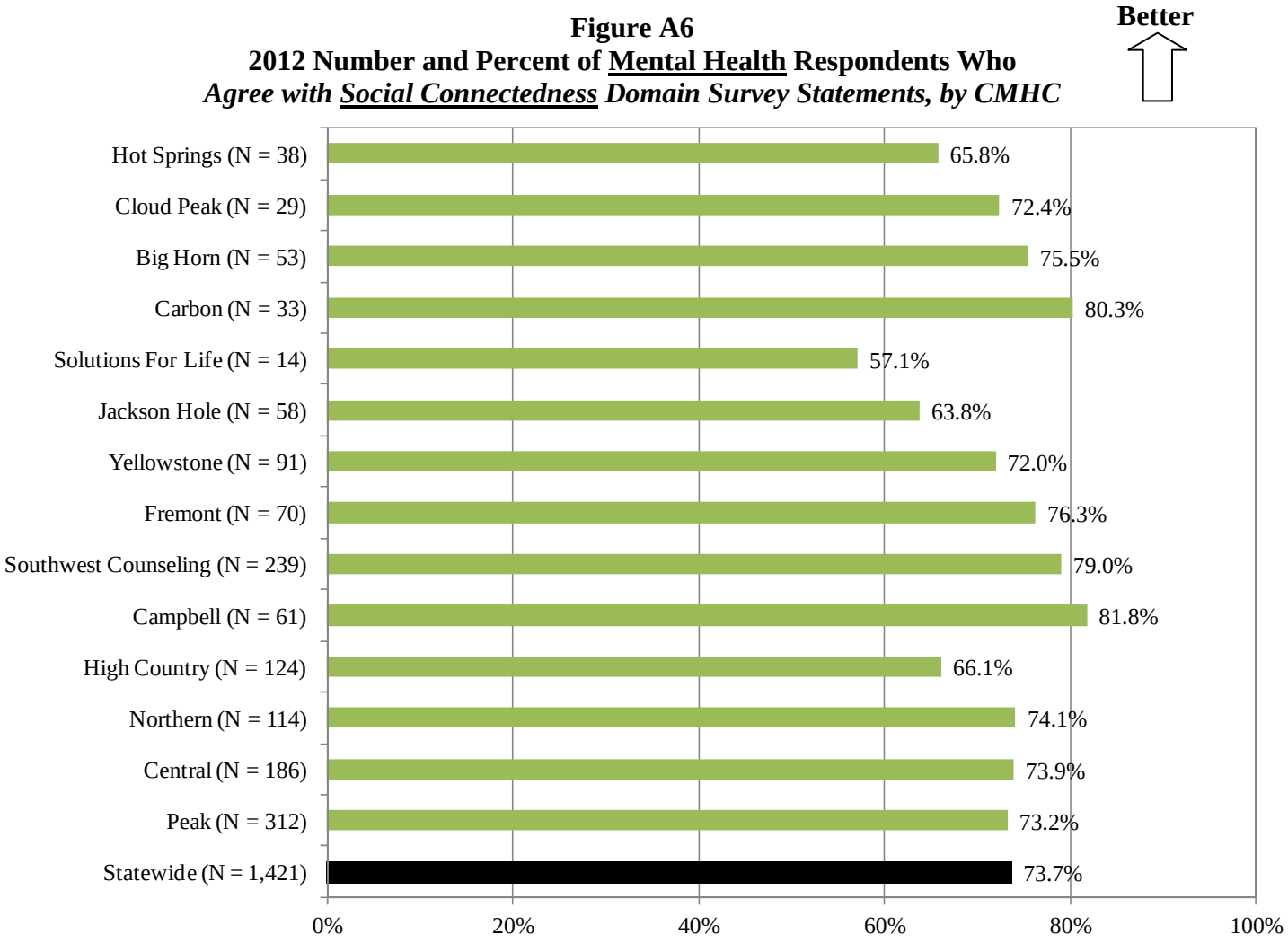


Figure A7
2012 Number and Percent of Mental Health Respondents Who
Agree with Outcomes Domain Survey Statements, by CMHC

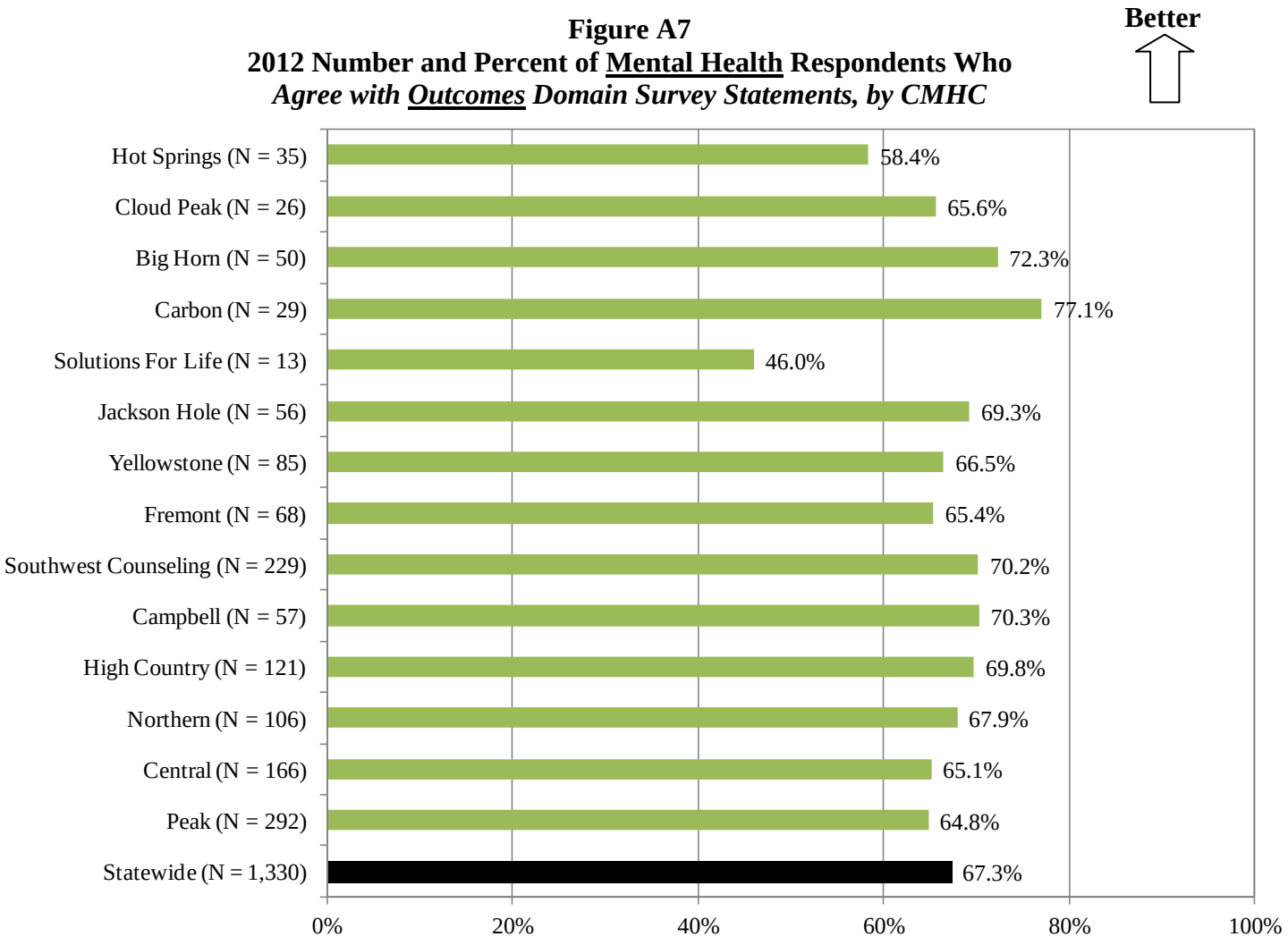
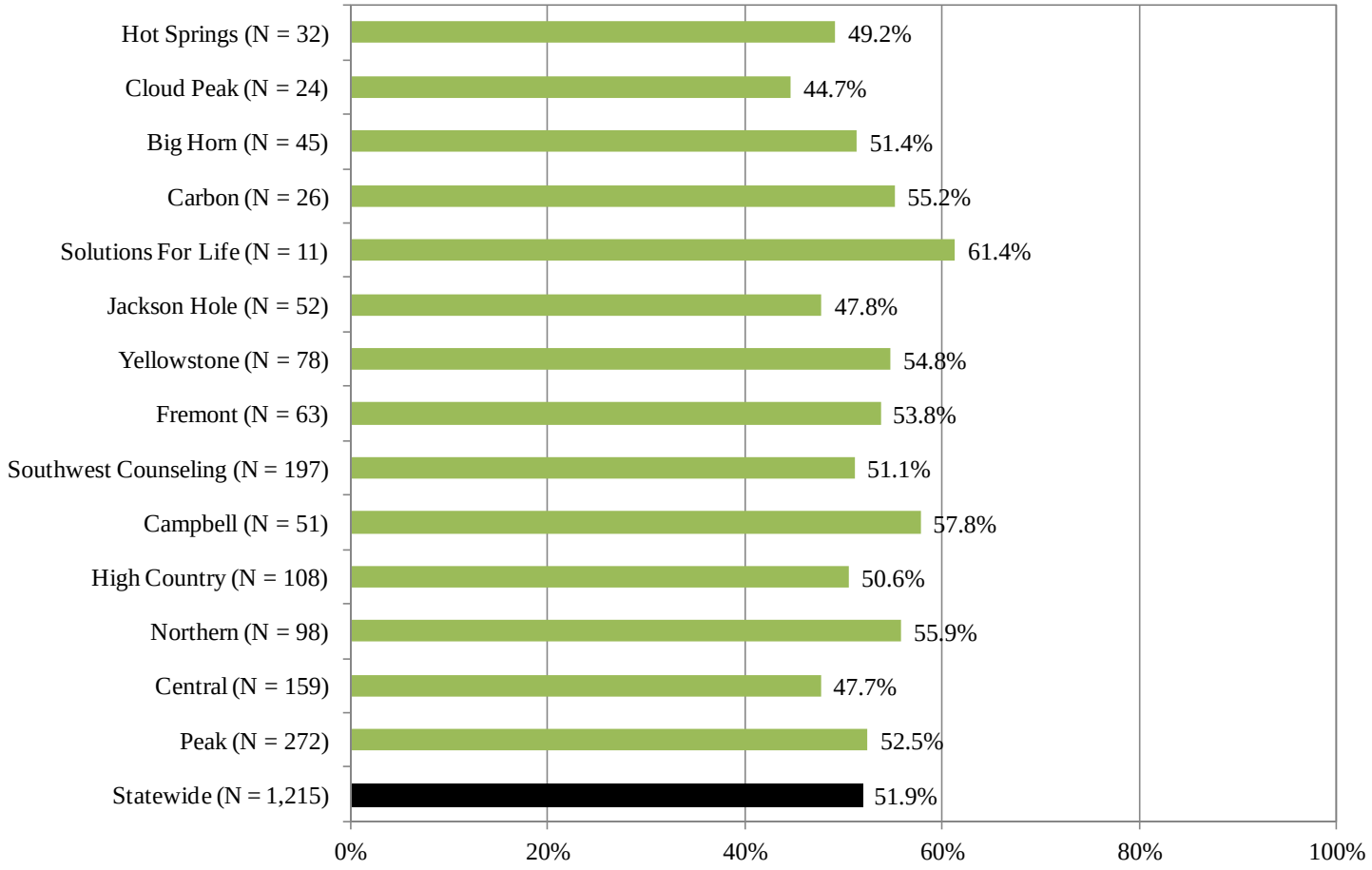


Figure A8
2012 Number and Percent of Mental Health Respondents Who
Agree with Physical Health Domain Survey Statements, by CMHC



2012 Statewide Substance Abuse Consumer Survey Results, by Domain

Better

Figure A9
2012 Number and Percent of Substance Abuse Respondents Who
Agree with General Satisfaction Domain Survey Statements, by SAC

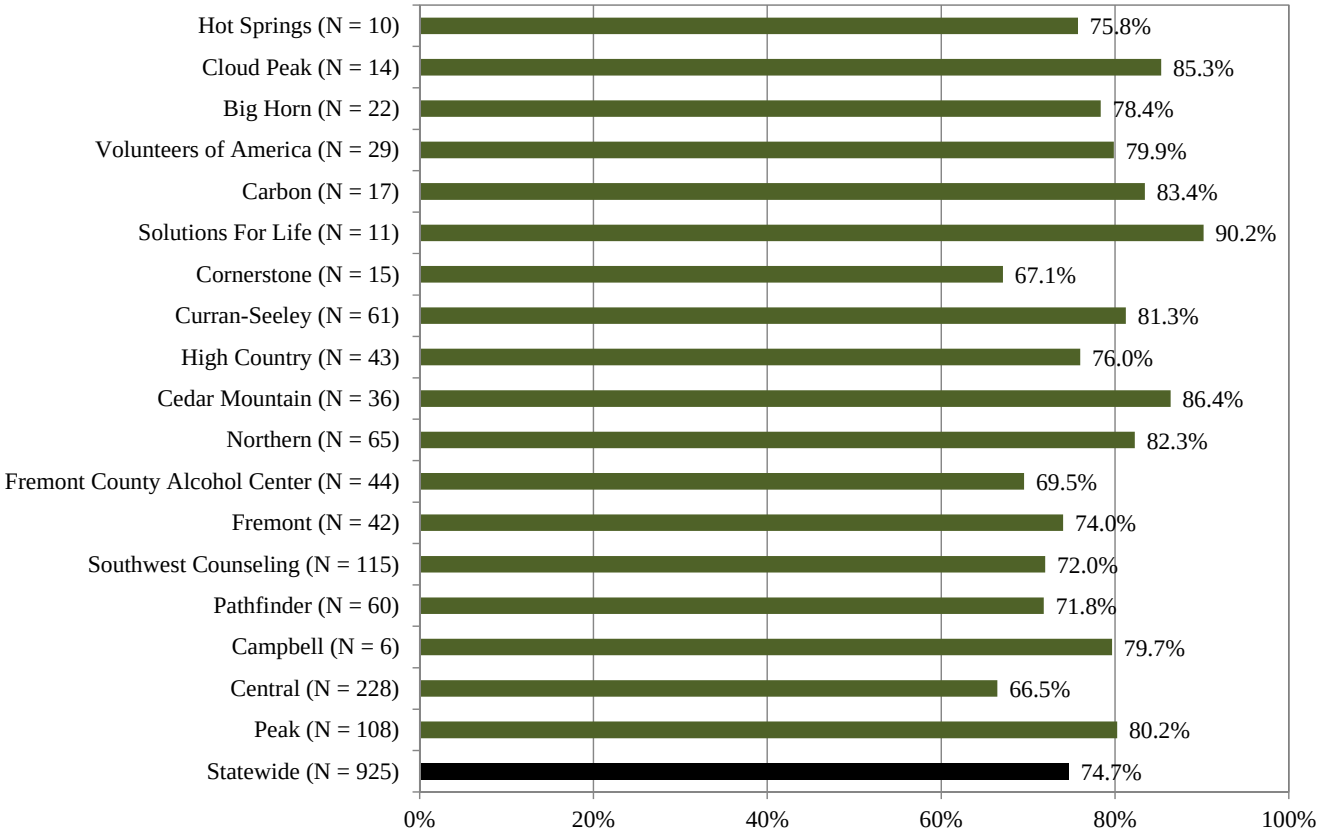


Figure A10
2012 Number and Percent of Substance Abuse Respondents Who
Agree with Access Domain Survey Statements, by SAC

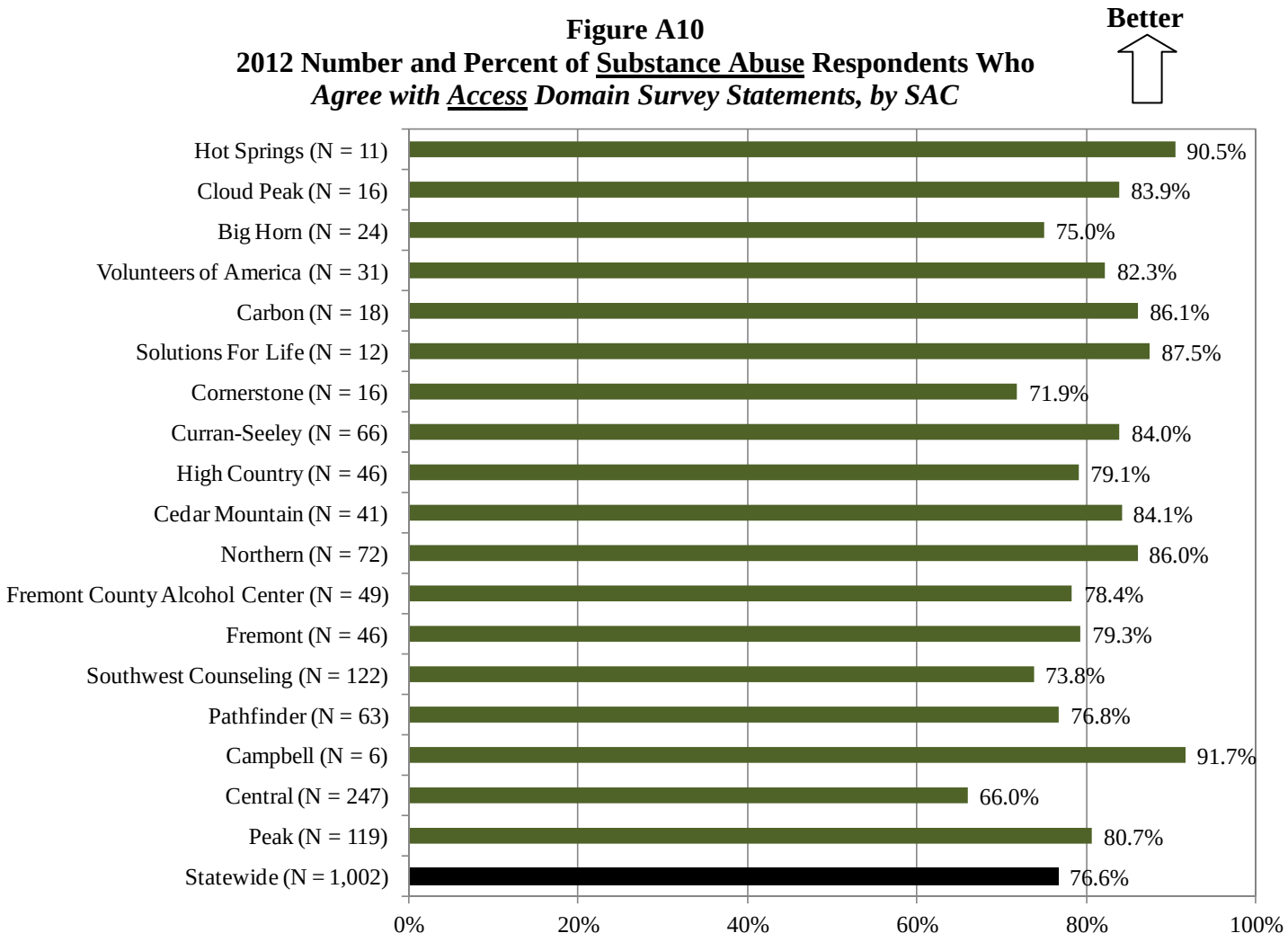


Figure A11
2012 Number and Percent of Substance Abuse Respondents Who
Agree with Treatment Planning Domain Survey Statements, by SAC

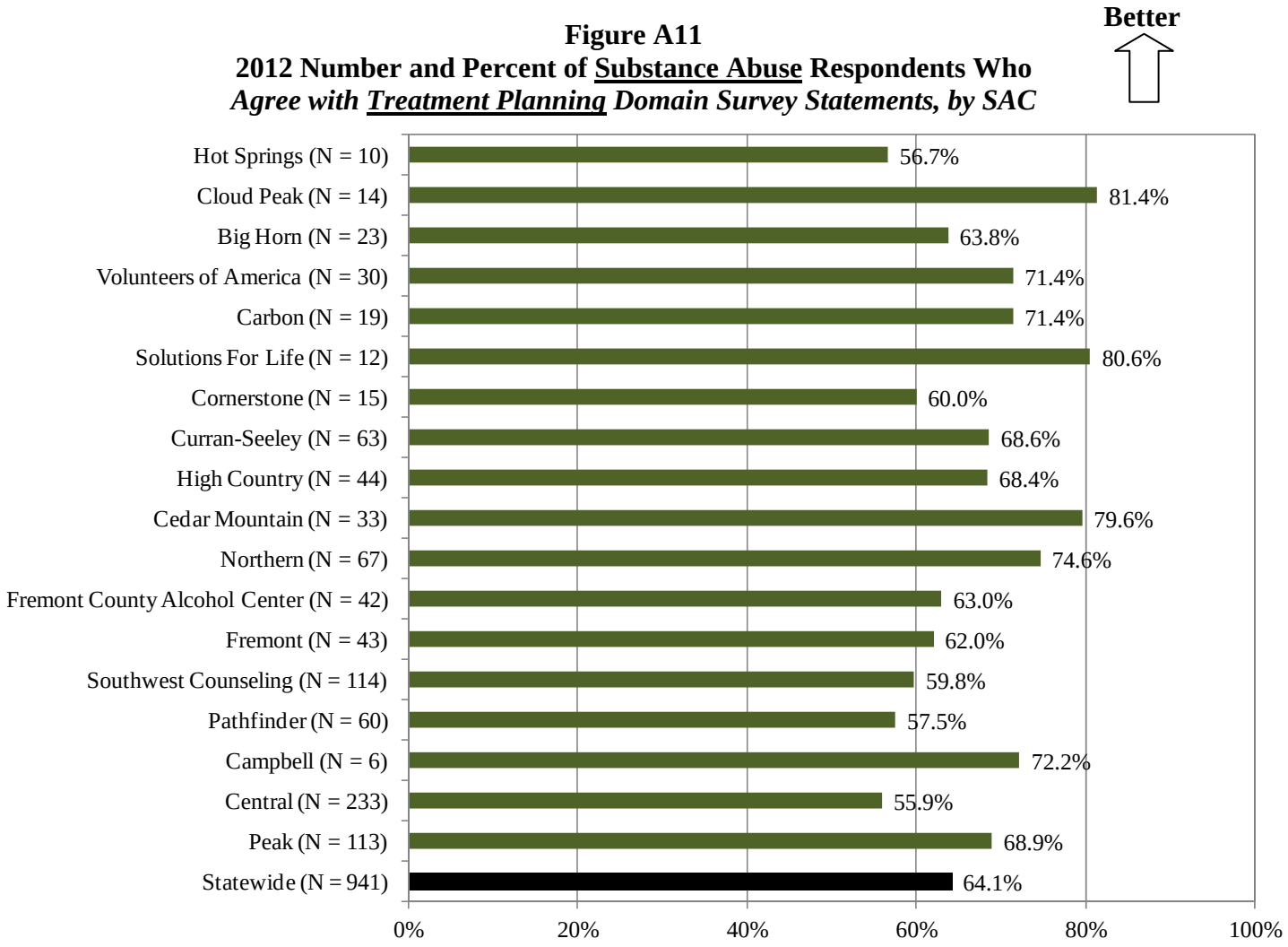


Figure A12
2012 Number and Percent of Substance Abuse Respondents Who
Agree with Quality of Services Domain Survey Statements, by SAC

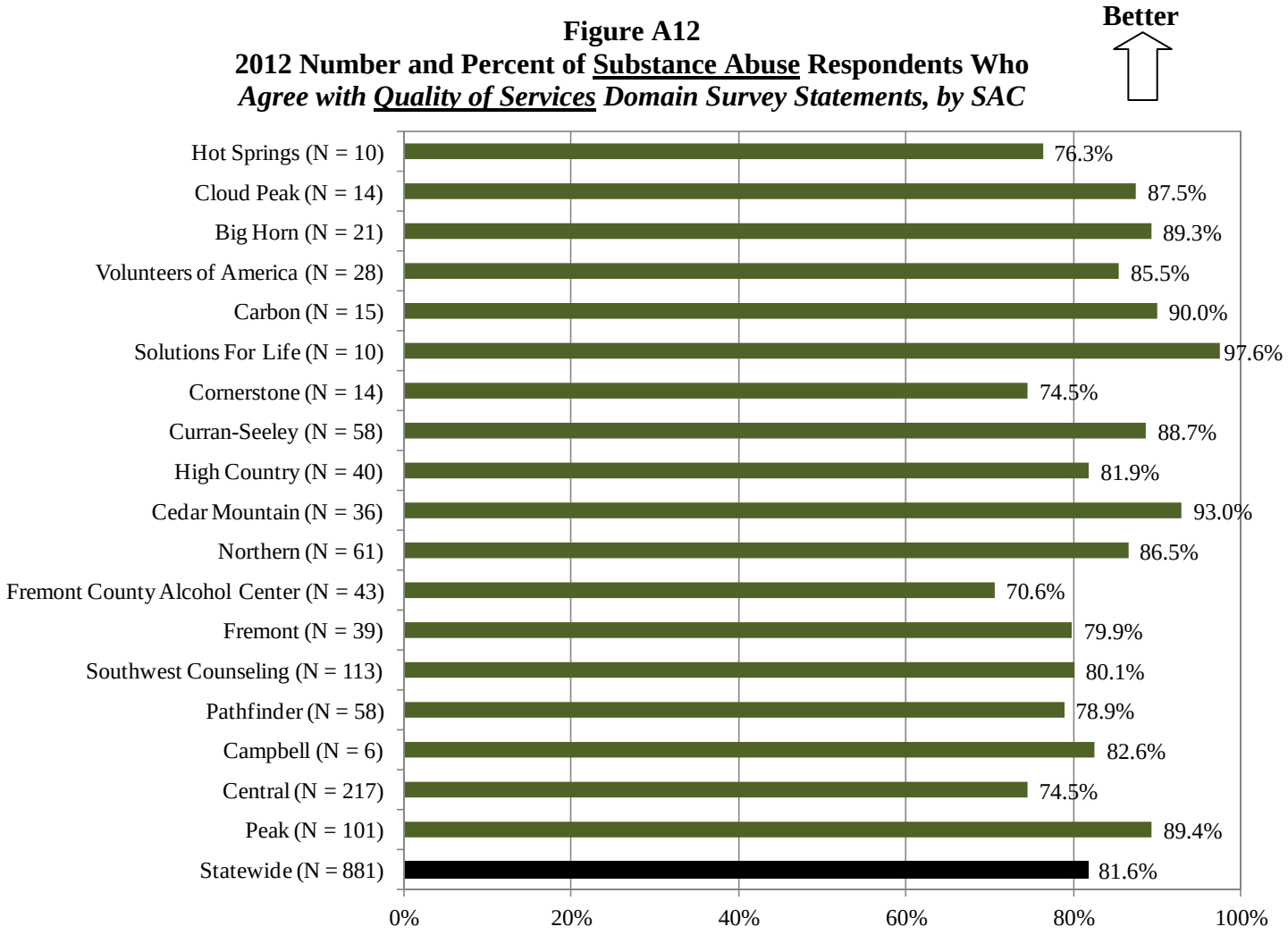


Figure A13
2012 Number and Percent of Substance Abuse Respondents Who
Agree with Cultural Sensitivity Domain Survey Statements, by SAC

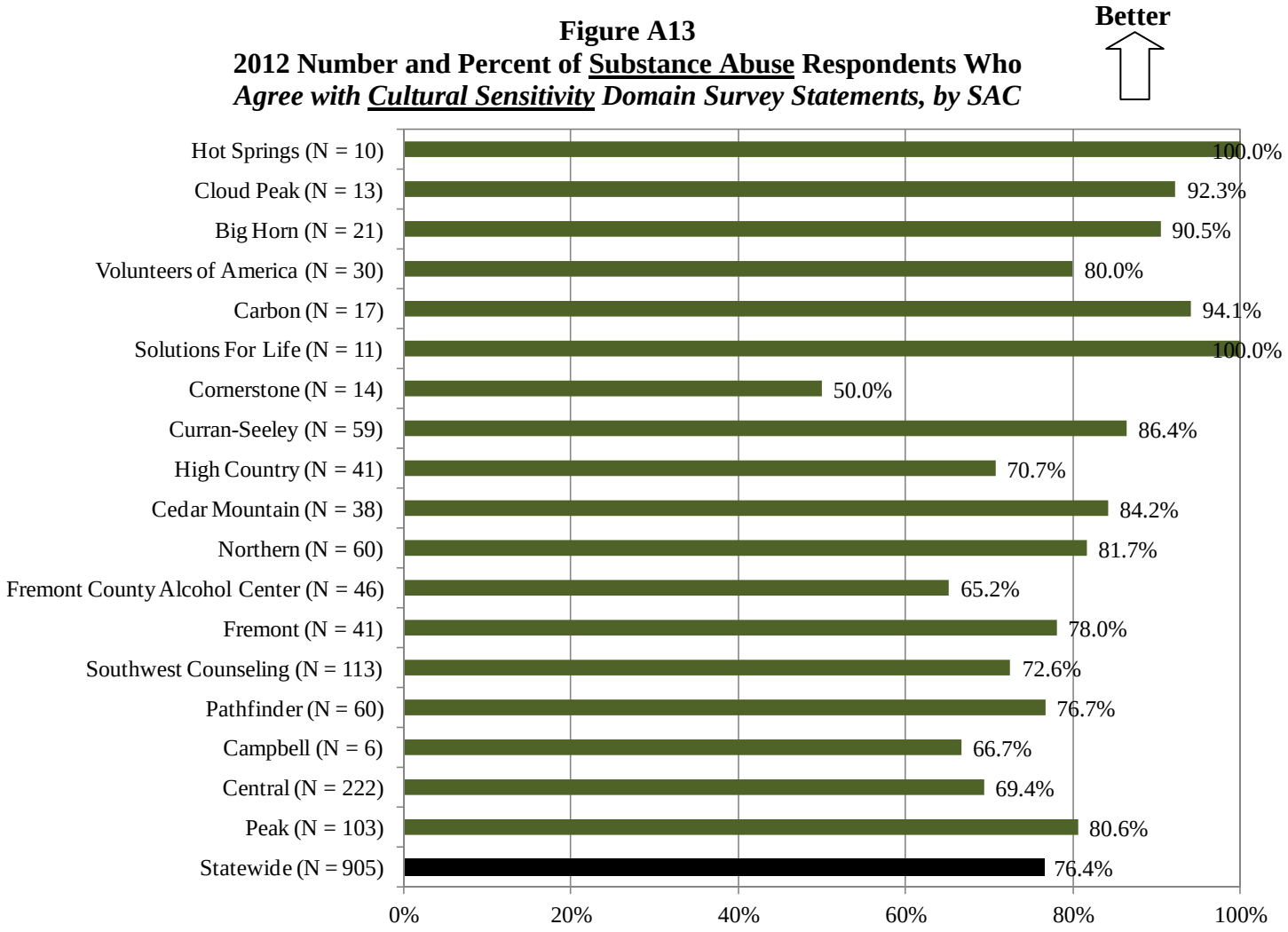


Figure A14
2012 Number and Percent of Substance Abuse Respondents Who
Agree with Social Connectedness Domain Survey Statements, by SAC

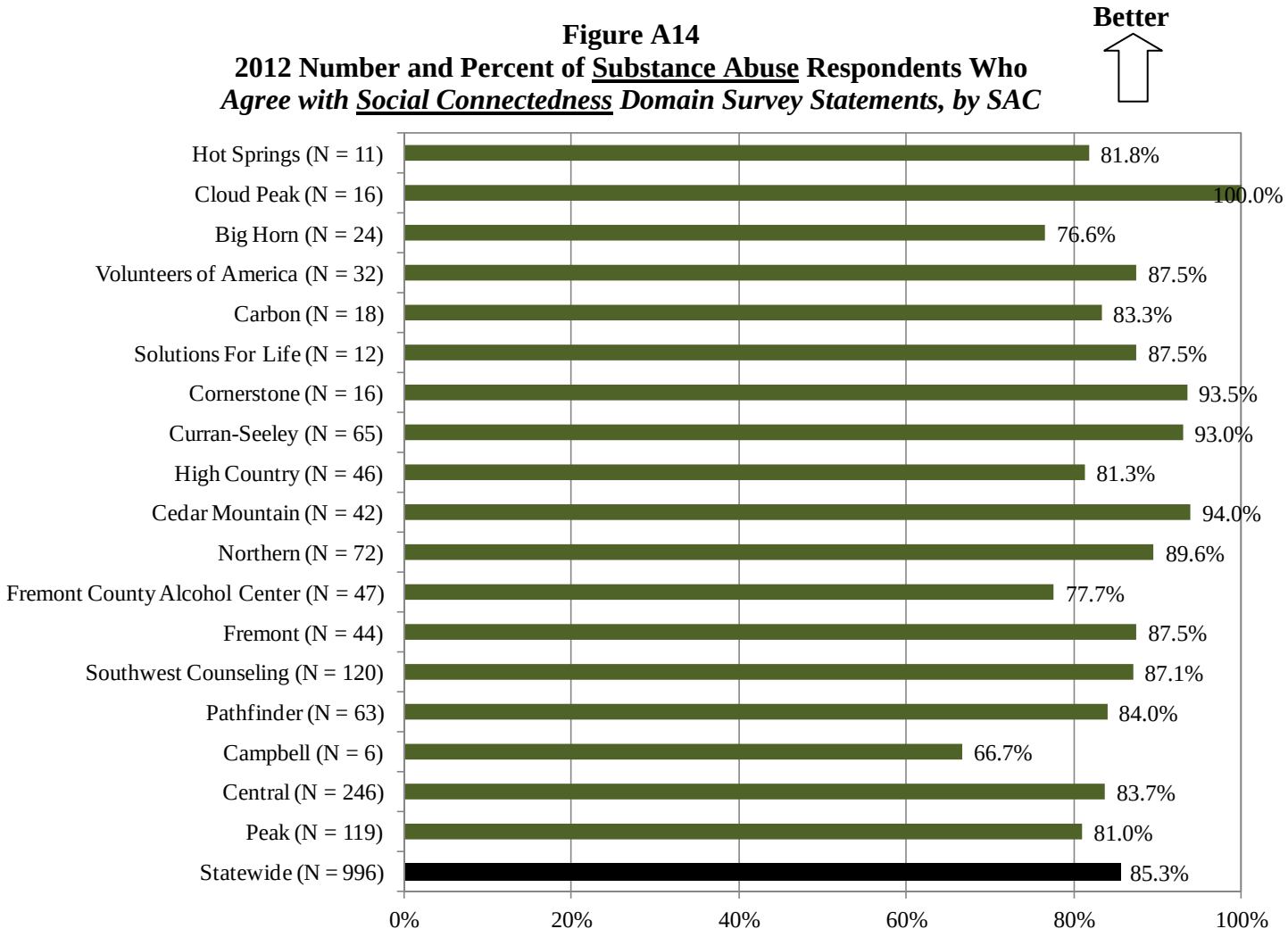


Figure A15
2012 Number and Percent of Substance Abuse Respondents Who
Agree with Outcomes Domain Survey Statements, by SAC

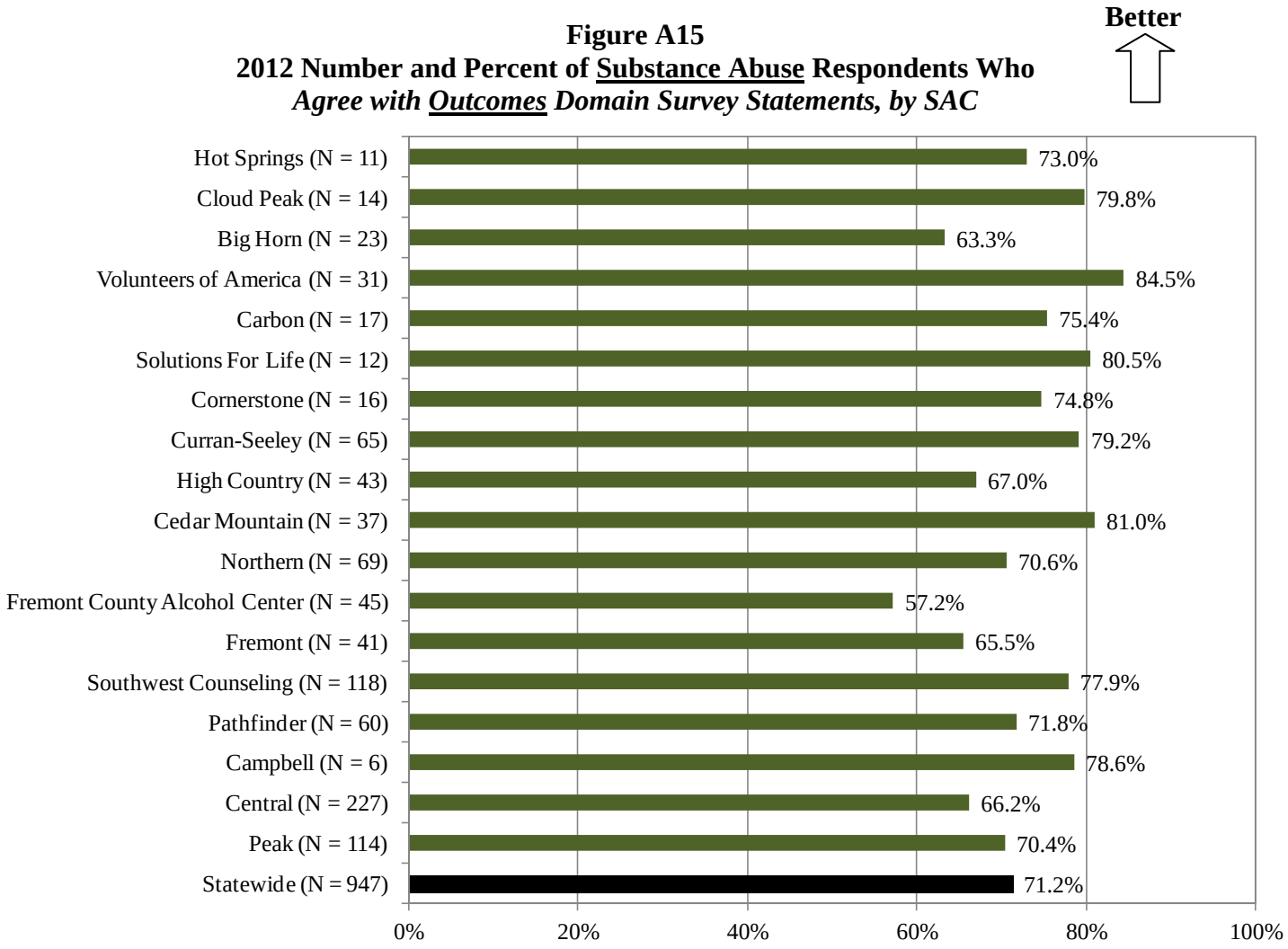
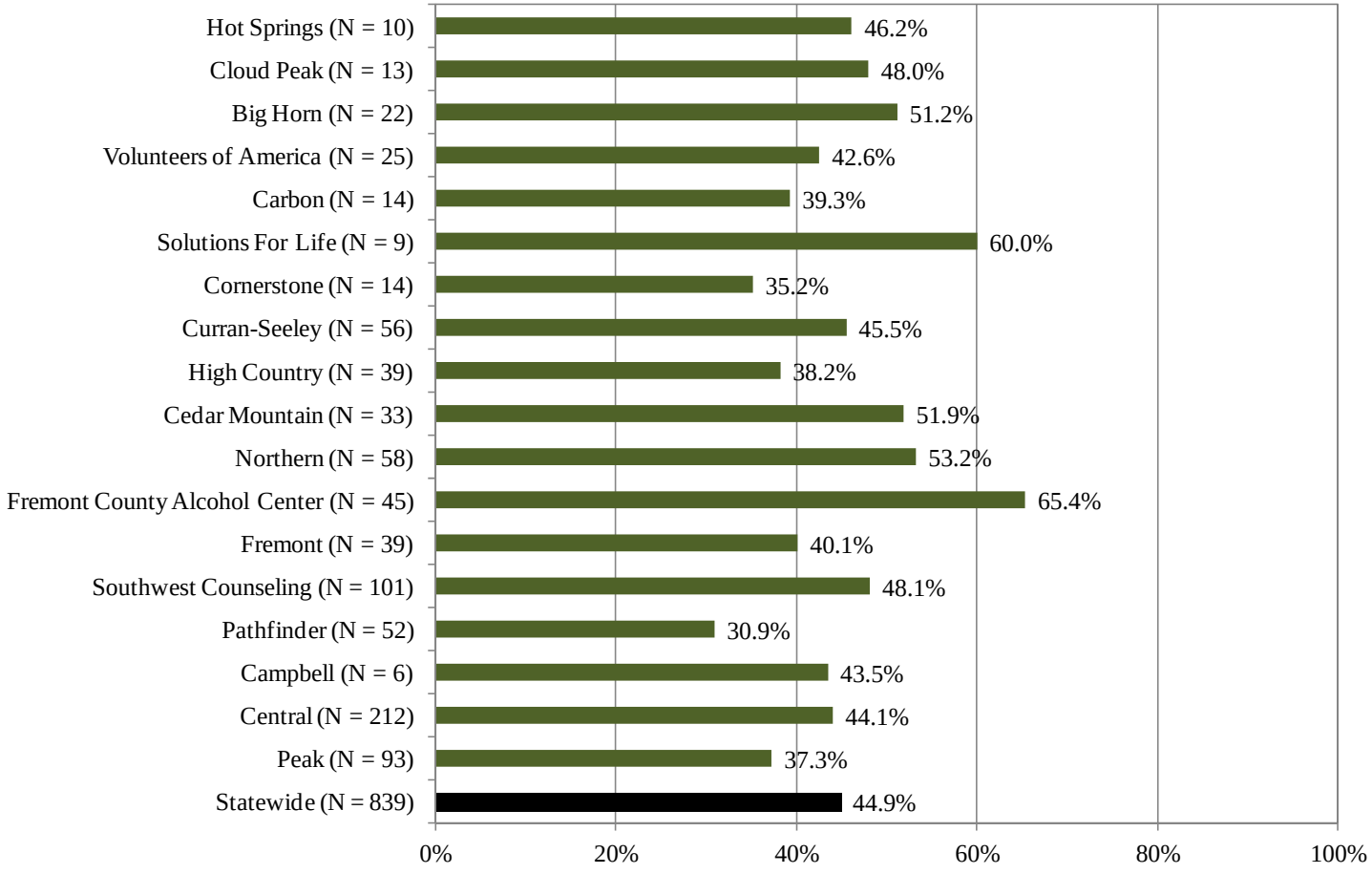


Figure A16
2012 Number and Percent of Substance Abuse Respondents Who
Agree with Physical Health Domain Survey Statements, by SAC



Appendix C: Sample 2012 Adult Consumer Survey Instruments

For your information, samples of the Adult Consumer Surveys for both Mental Health and Substance Abuse are included on the following pages.

Wyoming Department of Health
Mental Health Consumer Survey 2012

In order to provide the best mental health services, we would like to know what you think about the services you are receiving. Your answers will be kept confidential and will be used to improve future services.
For each survey item below, please check the box that corresponds to your answer.

Thank you for taking the time to complete this survey!

	Agree	Neutral	Disagree	N/A
1. Services were available at times that were good for me.	☐	☐	☐	☐
2. I was able to get all of the services I thought I needed.	☐	☐	☐	☐
3. I, not staff, decided my treatment goals.	☐	☐	☐	☐
4. I was able to see a psychiatrist when I wanted to.	☐	☐	☐	☐
5. If I receive prescription medicine, staff told me what side effects to watch out for.	☐	☐	☐	☐
6. I believe that staff see me as a partner in my treatment.	☐	☐	☐	☐
7. I felt comfortable asking questions about my treatment and medication.	☐	☐	☐	☐
8. Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.).	☐	☐	☐	☐
9. Staff encouraged me to take responsibility for how I live my life.	☐	☐	☐	☐
10. Staff treated me with respect.	☐	☐	☐	☐
11. Staff spoke with me in a way that I understood.	☐	☐	☐	☐
12. Staff here believe that I can grow, change, and recover.	☐	☐	☐	☐
13. In a crisis, I would have the support I need from family or friends.	☐	☐	☐	☐
14. I have people who are close to me who motivate and support my wellness and recovery.	☐	☐	☐	☐

As a direct result of the services I received here:

15. I am better able to handle things when they go wrong.	☐	☐	☐	☐
16. I am better able to deal with crisis.	☐	☐	☐	☐
17. I am getting along better with my family.	☐	☐	☐	☐
18. I do better in school and/or work.	☐	☐	☐	☐
19. My symptoms are not bothering me as much.	☐	☐	☐	☐

Please answer the following questions about your physical health:

20. My physical health problems contribute to my mental health problems.	☐	☐	☐	☐
21. I had a visit with a physical health doctor in the past year.	☐	☐	☐	☐
22. I have physical health problems that are not being adequately treated.	☐	☐	☐	☐
23. I would like this agency to help me get services for my physical health problems.	☐	☐	☐	☐

Age *(in years):* _____

Gender: ☐ Male ☐ Female

Hispanic: ☐ Yes ☐ No

Race/Ethnicity: ☐ White/Caucasian ☐ African American/Black ☐ Native American/Alaskan Native ☐ Asian/Pacific Islander ☐ Other *(specify):* _____

Wyoming Department of Health
Substance Abuse Consumer Survey 2012

In order to provide the best substance abuse services, we would like to know what you think about the services you are receiving. Your answers will be kept confidential and will be used to improve future services.
For each survey item below, please check the box that corresponds to your answer.

Thank you for taking the time to complete this survey!

	Agree	Neutral	Disagree	N/A
24. Services were available at times that were good for me.	☐	☐	☐	☐
25. I was able to get all of the services I thought I needed.	☐	☐	☐	☐
26. I, not staff, decided my treatment goals.	☐	☐	☐	☐
27. I believe that staff see me as a partner in my treatment.	☐	☐	☐	☐
28. If I receive prescription medicine, staff told me what side effects to watch out for.	☐	☐	☐	☐
29. I felt comfortable asking questions about my treatment and medication.	☐	☐	☐	☐
30. Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.).	☐	☐	☐	☐
31. Staff encouraged me to take responsibility for how I live my life.	☐	☐	☐	☐
32. Staff treated me with respect.	☐	☐	☐	☐
33. Staff here believe that I can grow, change, and recover.	☐	☐	☐	☐
34. I have people who are close to me who motivate and support my wellness and recovery.	☐	☐	☐	☐
35. In a crisis, I would have the support I need from family or friends.	☐	☐	☐	☐
As a direct result of the services I received here:				
36. I am better able to handle things when they go wrong.	☐	☐	☐	☐
37. I am better able to deal with crisis.	☐	☐	☐	☐
38. I am getting along better with my family.	☐	☐	☐	☐
39. I do better in school and/or work.	☐	☐	☐	☐
40. My symptoms are not bothering me as much.	☐	☐	☐	☐
41. I am better able to do things that I want to do.	☐	☐	☐	☐
42. I spend more time with people who do not use alcohol and/or drugs.	☐	☐	☐	☐
Please answer the following questions about your physical health:				
43. My substance abuse problems contribute to my physical health problems.	☐	☐	☐	☐
44. I had a visit with a physical health doctor in the past year.	☐	☐	☐	☐
45. I have physical health problems that are not being adequately treated.	☐	☐	☐	☐
46. I would like this agency to help me get services for my physical health problems.	☐	☐	☐	☐

Age *(in years):* _____

Gender: ☐ Male ☐ Female

Hispanic: ☐ Yes ☐ No

Race/Ethnicity: ☐ White/Caucasian ☐ African American/Black ☐ Native American/Alaskan Native ☐ Asian/Pacific Islander ☐ Other *(specify):* _____