2013 Mental Health and Substance Abuse Consumer Perception of Care Report

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Overview of MH/SA Consumer Perception of Care Surveys

The North Carolina Mental Health and Substance Abuse Consumer Perception of Care Survey provides information on the quality of care in each LME/MCO’s catchment area, based on the perceptions of individuals and families who have received Medicaid or state-funded mental health and/or substance abuse services. The NC Division of MH/DD/SAS and LME/MCOs gather this information annually through consumer surveys.

Samples of adult consumers ages 18 years and over, youth ages 12 to 17 years, and parents of children under 12 years of age complete the confidential surveys, in English or Spanish, at their provider agencies during a two-week period each year. This report summarizes data from the 2013 survey, which was administered between June 24 and July 7, 2013. Each LME/MCO was required to submit a combined total of 400 Adult, Youth, and Parent surveys.

Executive Summary: Annual Trends and Data Interpretation

Comparison of 2013 statewide Perception of Services domain scores with previous years’ results shows considerable consistency over time in Adult, Youth, and Parent perceptions. With few exceptions, the 2013 statewide percentage of respondents with positive overall perceptions in each domain is within +/- 3 percent of the average for 2010, 2011, and 2012 survey years.

Statewide results also show consistent trends within each of the survey years from 2010 to 2013:

- The Adult survey Quality and Appropriateness domain and the Youth and Parent Cultural Sensitivity domains are consistently rated more positively than most other domains.
- General Satisfaction and Access domains appear to be closely related to one another in each of the three survey groups, and Adult and Parent respondents consistently rate these domains more positively than do Youth respondents.
- Consumer perceptions related to Outcomes and Functioning domains are somewhat less positive overall compared to other domains, and this trend is observed across Adult, Youth, and Parent surveys, with some evidence of a downward trend in Parent perceptions.
- Parent perceptions of Social Connectedness are consistently more positive than Adult survey respondent perceptions in this domain.
- Parent perceptions of involvement in Treatment Planning are consistently positive, while Youth consistently rate this domain lower, and year-to-year data indicate a slight downward trend in Youth perceptions.

Current year data also suggest a drop in adult consumer perceptions of their involvement in Treatment Planning. Although consistent upward or downward trends over several years may indicate meaningful long-term trends, additional information would be needed to determine the stability and long-term significance of an observed increase or decrease in a single survey year.

Because respondent sample sizes, sampling methods, and proportions of the total sample drawn from different regions of the state vary from year to year, caution should be exercised both in comparing LME/MCO scores to one another and in interpreting differences across years in state total scores.

I. Adult Survey: 2010 to 2013

Table 1: Adult Perception of Services Domains

<table>
<thead>
<tr>
<th>Domain</th>
<th>Statewide Positive Percent by Survey Year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2010</td>
</tr>
<tr>
<td>Access</td>
<td>89%</td>
</tr>
<tr>
<td>Treatment Planning</td>
<td>87%</td>
</tr>
<tr>
<td>General Satisfaction</td>
<td>92%</td>
</tr>
<tr>
<td>Outcomes*</td>
<td>76%</td>
</tr>
<tr>
<td>Functioning*</td>
<td>79%</td>
</tr>
<tr>
<td>Quality and Appropriateness</td>
<td>91%</td>
</tr>
<tr>
<td>Social Connectedness</td>
<td>78%</td>
</tr>
</tbody>
</table>

*2013 Outcomes and Functioning domains both include one additional survey item compared to previous years.
II. Youth Survey: 2010 to 2013

Table 2: Youth Perception of Services Domains

<table>
<thead>
<tr>
<th>Domain</th>
<th>Statewide Positive Percent by Survey Year</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2010</td>
</tr>
<tr>
<td>Access</td>
<td>84%</td>
</tr>
<tr>
<td>Treatment Planning</td>
<td>78%</td>
</tr>
<tr>
<td>General Satisfaction</td>
<td>83%</td>
</tr>
<tr>
<td>Outcomes</td>
<td>71%</td>
</tr>
<tr>
<td>Cultural Sensitivity</td>
<td>92%</td>
</tr>
</tbody>
</table>

Adult Survey: Statewide Positive Percent Scores

Youth Survey: Statewide Positive Percent Scores
III. Parent Survey: 2010 to 2013

Table 3: Parent Perception of Services Domains

<table>
<thead>
<tr>
<th>Domain</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>94%</td>
<td>93%</td>
<td>92%</td>
<td>92%</td>
</tr>
<tr>
<td>Treatment Planning</td>
<td>93%</td>
<td>94%</td>
<td>94%</td>
<td>94%</td>
</tr>
<tr>
<td>General Satisfaction</td>
<td>92%</td>
<td>92%</td>
<td>91%</td>
<td>92%</td>
</tr>
<tr>
<td>Outcomes, Functioning*</td>
<td>74%</td>
<td>69%</td>
<td>70%</td>
<td>67%</td>
</tr>
<tr>
<td>Social Connectedness</td>
<td>92%</td>
<td>89%</td>
<td>91%</td>
<td>93%</td>
</tr>
<tr>
<td>Cultural Sensitivity</td>
<td>96%</td>
<td>96%</td>
<td>96%</td>
<td>98%</td>
</tr>
</tbody>
</table>

*Outcomes and Functioning domain scores shown here are based on five items common to both domains; 2013 domain scores both include one additional unique item, and State Total scores for both domains were 67%.

Organization of This Report

Results in this report are based on all surveys for which consumers answered at least one question, with the exception that Perception of Service domain summaries are based only on surveys of individuals who matched to consumers in the Division's Consumer Data Warehouse (CDW). CDW includes client-level treatment and service information for individuals enrolled with an LME/MCO and receiving MH/DD/SA services, and for individuals served in state facilities.

Results for Perception of Services domains, LME/MCO Network, and Physical Health survey questions are reported in separate sections. Unless otherwise noted, survey question response rates are computed as percentages of the consumers who provided a response to the survey item other than “NA” (not applicable). The numbers of respondents shown in Tables 4, 5, and 6, below, indicate the maximum possible number of responses to any one survey question in the corresponding sections of this report.
I. **Perception of Services**

Results for Perception of Services domains are based only on surveys of individuals who matched to consumers in the Division’s Consumer Data Warehouse (CDW). The following table summarizes total numbers of Adult, Youth, and Parent surveys that matched to CDW.

<table>
<thead>
<tr>
<th>LME/MCO</th>
<th>Adult Survey Respondents</th>
<th>Youth Survey Respondents</th>
<th>Parent Survey Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance Behavioral Healthcare</td>
<td>97</td>
<td>47</td>
<td>19</td>
</tr>
<tr>
<td>Cardinal Innovations Healthcare Solutions</td>
<td>264</td>
<td>27</td>
<td>20</td>
</tr>
<tr>
<td>CenterPoint Human Services</td>
<td>308</td>
<td>84</td>
<td>44</td>
</tr>
<tr>
<td>CoastalCare</td>
<td>284</td>
<td>59</td>
<td>23</td>
</tr>
<tr>
<td>East Carolina Behavioral Health</td>
<td>234</td>
<td>17</td>
<td>15</td>
</tr>
<tr>
<td>Eastpointe</td>
<td>263</td>
<td>63</td>
<td>68</td>
</tr>
<tr>
<td>MeckLINK Behavioral Healthcare</td>
<td>394</td>
<td>66</td>
<td>32</td>
</tr>
<tr>
<td>Partners Behavioral Health</td>
<td>128</td>
<td>47</td>
<td>20</td>
</tr>
<tr>
<td>Sandhills Center</td>
<td>450</td>
<td>155</td>
<td>87</td>
</tr>
<tr>
<td>Smoky Mountain Center</td>
<td>209</td>
<td>58</td>
<td>26</td>
</tr>
<tr>
<td>Western Highlands Network</td>
<td>349</td>
<td>44</td>
<td>53</td>
</tr>
<tr>
<td>State Total</td>
<td><strong>2980</strong></td>
<td><strong>667</strong></td>
<td><strong>407</strong></td>
</tr>
</tbody>
</table>

Numbers of Adult, Youth, and Parent surveys vary considerably by LME/MCO. Scores based on small samples (e.g., fewer than 30 total respondents) may be less reliable indicators of true scores in the population and should be interpreted, generalized, and compared with caution.

**Perception of Services Domains**

Most Perception of Services questions count toward one of the following domains:

- Access to Services
- Quality and Appropriateness
- Outcomes
- Treatment Planning
- General Satisfaction
- Social Connectedness
- Functioning
- Cultural Sensitivity

Responses to each item are assigned numerical scores that range from 1 (Strongly Agree, indicating a positive perception) to 5 (Strongly Disagree, indicating a negative perception), with a neutral point of 3. A domain score is computed as the average score for the items that count toward the domain. Counts of respondents with positive, neutral, and negative perceptions related to each domain are based on the numerical domain score, as follows:

<table>
<thead>
<tr>
<th>Average item score for the domain</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.00 — 2.49</td>
<td>Positive</td>
</tr>
<tr>
<td>2.50 — 3.49</td>
<td>Neutral</td>
</tr>
<tr>
<td>3.50 — 5.00</td>
<td>Negative</td>
</tr>
</tbody>
</table>

Total numbers of survey respondents vary across items and domains. Responses of "NA" (not applicable) are excluded from item and domain scores. A domain score is calculated if the respondent rated at least two-thirds of the domain items. Accordingly, the numbers of respondents with calculated domain scores generally are smaller than numbers who answered each individual survey question that counts toward the domain.
II. LME/MCO Network

LME/MCO Network question results are based on all surveys, regardless of match to CDW, for which consumers answered at least one question in this section.

Table 5: LME/MCO Network Samples

<table>
<thead>
<tr>
<th>LME/MCO</th>
<th>Adult Survey Respondents</th>
<th>Youth Survey Respondents</th>
<th>Family Survey Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance Behavioral Healthcare</td>
<td>348</td>
<td>94</td>
<td>93</td>
</tr>
<tr>
<td>Cardinal Innovations Healthcare Solutions</td>
<td>513</td>
<td>48</td>
<td>47</td>
</tr>
<tr>
<td>CenterPoint Human Services</td>
<td>422</td>
<td>126</td>
<td>73</td>
</tr>
<tr>
<td>CoastalCare</td>
<td>520</td>
<td>151</td>
<td>88</td>
</tr>
<tr>
<td>East Carolina Behavioral Health</td>
<td>257</td>
<td>19</td>
<td>19</td>
</tr>
<tr>
<td>Eastpointe</td>
<td>346</td>
<td>81</td>
<td>92</td>
</tr>
<tr>
<td>MeckLINK Behavioral Healthcare</td>
<td>520</td>
<td>92</td>
<td>50</td>
</tr>
<tr>
<td>Partners Behavioral Health</td>
<td>311</td>
<td>140</td>
<td>91</td>
</tr>
<tr>
<td>Sandhills Center</td>
<td>616</td>
<td>206</td>
<td>108</td>
</tr>
<tr>
<td>Smoky Mountain Center</td>
<td>250</td>
<td>114</td>
<td>59</td>
</tr>
<tr>
<td>Western Highlands Network</td>
<td>381</td>
<td>52</td>
<td>57</td>
</tr>
<tr>
<td>State Total</td>
<td>4484</td>
<td>1123</td>
<td>777</td>
</tr>
</tbody>
</table>

III. Physical Health

Physical Health Survey questions are included only on the Adult survey. Results are based on all surveys, regardless of match to CDW, for which consumers answered at least one question in this section.

Table 6: Physical Health Samples

<table>
<thead>
<tr>
<th>LME/MCO</th>
<th>Adult Survey Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance Behavioral Healthcare</td>
<td>360</td>
</tr>
<tr>
<td>Cardinal Innovations Healthcare Solutions</td>
<td>526</td>
</tr>
<tr>
<td>CenterPoint Human Services</td>
<td>433</td>
</tr>
<tr>
<td>CoastalCare</td>
<td>528</td>
</tr>
<tr>
<td>East Carolina Behavioral Health</td>
<td>263</td>
</tr>
<tr>
<td>Eastpointe</td>
<td>347</td>
</tr>
<tr>
<td>MeckLINK Behavioral Healthcare</td>
<td>523</td>
</tr>
<tr>
<td>Partners Behavioral Health</td>
<td>317</td>
</tr>
<tr>
<td>Sandhills Center</td>
<td>630</td>
</tr>
<tr>
<td>Smoky Mountain Center</td>
<td>259</td>
</tr>
<tr>
<td>Western Highlands Network</td>
<td>394</td>
</tr>
<tr>
<td>State Total</td>
<td>4580</td>
</tr>
</tbody>
</table>
I. Perception of Services
## ADULT SURVEY
### PERCEPTION OF SERVICES: ACCESS

<table>
<thead>
<tr>
<th>LME/MCO</th>
<th>Total Respondents</th>
<th>Positive Scores</th>
<th>% Positive</th>
<th>Neutral Scores</th>
<th>% Neutral</th>
<th>Negative Scores</th>
<th>% Negative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance</td>
<td>95</td>
<td>81</td>
<td>85%</td>
<td>11</td>
<td>12%</td>
<td>3</td>
<td>3.2%</td>
</tr>
<tr>
<td>Cardinal</td>
<td>259</td>
<td>243</td>
<td>94%</td>
<td>14</td>
<td>5%</td>
<td>2</td>
<td>0.8%</td>
</tr>
<tr>
<td>CenterPoint</td>
<td>300</td>
<td>250</td>
<td>83%</td>
<td>48</td>
<td>16%</td>
<td>2</td>
<td>0.7%</td>
</tr>
<tr>
<td>CoastalCare</td>
<td>274</td>
<td>250</td>
<td>91%</td>
<td>21</td>
<td>8%</td>
<td>3</td>
<td>1.1%</td>
</tr>
<tr>
<td>ECBH</td>
<td>229</td>
<td>206</td>
<td>90%</td>
<td>18</td>
<td>8%</td>
<td>5</td>
<td>2.2%</td>
</tr>
<tr>
<td>Eastpointe</td>
<td>262</td>
<td>241</td>
<td>92%</td>
<td>18</td>
<td>7%</td>
<td>3</td>
<td>1.1%</td>
</tr>
<tr>
<td>MeckLINK</td>
<td>383</td>
<td>331</td>
<td>86%</td>
<td>45</td>
<td>12%</td>
<td>7</td>
<td>1.8%</td>
</tr>
<tr>
<td>Partners</td>
<td>125</td>
<td>114</td>
<td>91%</td>
<td>9</td>
<td>7%</td>
<td>2</td>
<td>1.6%</td>
</tr>
<tr>
<td>Sandhills</td>
<td>430</td>
<td>393</td>
<td>91%</td>
<td>35</td>
<td>8%</td>
<td>2</td>
<td>0.5%</td>
</tr>
<tr>
<td>Smoky Mtn</td>
<td>206</td>
<td>184</td>
<td>89%</td>
<td>20</td>
<td>10%</td>
<td>2</td>
<td>1.0%</td>
</tr>
<tr>
<td>Western</td>
<td>342</td>
<td>312</td>
<td>91%</td>
<td>29</td>
<td>8%</td>
<td>1</td>
<td>0.3%</td>
</tr>
<tr>
<td>State Total</td>
<td>2905</td>
<td>2605</td>
<td>90%</td>
<td>268</td>
<td>9%</td>
<td>32</td>
<td>1.1%</td>
</tr>
</tbody>
</table>

### Percent Positive Domain Scores

<table>
<thead>
<tr>
<th>LME/MCO</th>
<th>Percentages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance</td>
<td>85%</td>
</tr>
<tr>
<td>Cardinal</td>
<td>94%</td>
</tr>
<tr>
<td>CenterPoint</td>
<td>91%</td>
</tr>
<tr>
<td>CoastalCare</td>
<td>90%</td>
</tr>
<tr>
<td>ECBH</td>
<td>92%</td>
</tr>
<tr>
<td>Eastpointe</td>
<td>86%</td>
</tr>
<tr>
<td>MeckLINK</td>
<td>91%</td>
</tr>
<tr>
<td>Partners</td>
<td>91%</td>
</tr>
<tr>
<td>Sandhills</td>
<td>89%</td>
</tr>
<tr>
<td>Smoky Mtn</td>
<td>91%</td>
</tr>
<tr>
<td>Western</td>
<td>90%</td>
</tr>
<tr>
<td>State Total</td>
<td>90%</td>
</tr>
</tbody>
</table>

### Percent Negative Domain Scores

<table>
<thead>
<tr>
<th>LME/MCO</th>
<th>Percentages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance</td>
<td>3.2%</td>
</tr>
<tr>
<td>Cardinal</td>
<td>0.8%</td>
</tr>
<tr>
<td>CenterPoint</td>
<td>0.7%</td>
</tr>
<tr>
<td>CoastalCare</td>
<td>1.1%</td>
</tr>
<tr>
<td>ECBH</td>
<td>2.2%</td>
</tr>
<tr>
<td>Eastpointe</td>
<td>1.1%</td>
</tr>
<tr>
<td>MeckLINK</td>
<td>1.8%</td>
</tr>
<tr>
<td>Partners</td>
<td>1.6%</td>
</tr>
<tr>
<td>Sandhills</td>
<td>0.5%</td>
</tr>
<tr>
<td>Smoky Mtn</td>
<td>1.0%</td>
</tr>
<tr>
<td>Western</td>
<td>0.3%</td>
</tr>
<tr>
<td>State Total</td>
<td>1.1%</td>
</tr>
</tbody>
</table>

### Adult ACCESS TO SERVICES Items

The location of services was convenient (parking, public transportation, distance, etc.).

Staff were willing to see me as often as I felt it was necessary.

Staff returned my call in 24 hours.

Services were available at times that were good for me.

I was able to get all the services I thought I needed.

I was able to see a psychiatrist when I wanted to.
### ADULT SURVEY
PERCEPTION OF SERVICES: QUALITY AND APPROPRIATENESS

<table>
<thead>
<tr>
<th>LME/MCO</th>
<th>Total Respondents</th>
<th>Positive Scores</th>
<th>% Positive</th>
<th>Neutral Scores</th>
<th>% Neutral</th>
<th>Negative Scores</th>
<th>Negative %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance</td>
<td>96</td>
<td>87</td>
<td>91%</td>
<td>8</td>
<td>8%</td>
<td>1</td>
<td>1.0%</td>
</tr>
<tr>
<td>Cardinal</td>
<td>256</td>
<td>245</td>
<td>96%</td>
<td>11</td>
<td>4%</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>CenterPoint</td>
<td>289</td>
<td>263</td>
<td>91%</td>
<td>25</td>
<td>9%</td>
<td>1</td>
<td>0.3%</td>
</tr>
<tr>
<td>CoastalCare</td>
<td>267</td>
<td>256</td>
<td>96%</td>
<td>8</td>
<td>3%</td>
<td>3</td>
<td>1.1%</td>
</tr>
<tr>
<td>ECBH</td>
<td>228</td>
<td>206</td>
<td>90%</td>
<td>20</td>
<td>9%</td>
<td>2</td>
<td>0.9%</td>
</tr>
<tr>
<td>Eastpointe</td>
<td>260</td>
<td>253</td>
<td>97%</td>
<td>5</td>
<td>2%</td>
<td>2</td>
<td>0.8%</td>
</tr>
<tr>
<td>MeckLINK</td>
<td>383</td>
<td>353</td>
<td>92%</td>
<td>27</td>
<td>7%</td>
<td>3</td>
<td>0.8%</td>
</tr>
<tr>
<td>Partners</td>
<td>121</td>
<td>119</td>
<td>98%</td>
<td>2</td>
<td>2%</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
<td>Sandhills</td>
<td>426</td>
<td>400</td>
<td>94%</td>
<td>25</td>
<td>6%</td>
<td>1</td>
<td>0.2%</td>
</tr>
<tr>
<td>Smoky Mtn</td>
<td>204</td>
<td>190</td>
<td>93%</td>
<td>14</td>
<td>7%</td>
<td>0</td>
<td>0.0%</td>
</tr>
<tr>
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</table>

#### Percent Positive Domain Scores

- Alliance: 91%
- Cardinal: 96%
- CenterPoint: 96%
- CoastalCare: 90%
- ECBH: 97%
- Eastpointe: 92%
- MeckLINK: 98%
- Partners: 94%
- Sandhills: 93%
- Smoky Mtn: 93%
- Western: 94%

#### Percent Negative Domain Scores

- Alliance: 1.0%
- Cardinal: 0.0%
- CenterPoint: 0.3%
- CoastalCare: 1.1%
- ECBH: 0.9%
- Eastpointe: 0.8%
- MeckLINK: 0.8%
- Partners: 0.0%
- Sandhills: 0.2%
- Smoky Mtn: 0.0%
- Western: 0.6%
- State Total: 0.5%

---

**Adult Quality and Appropriateness Items**

- **Staff here believe that I can grow, change and recover.**
- **I felt free to complain.**
- **Staff told me what side effects to watch out for.**
- **Staff respected my wishes about who is, and who is not, to be given information about my treatment.**
- **Staff were sensitive to my cultural background.**
- **Staff helped me obtain the information I needed so that I could take charge of managing my illness.**
- **I was given information about my rights.**
- **I was encouraged to use consumer-run programs.**
- **Staff encouraged me to take responsibility for how I live my life.**
## ADULT SURVEY
### PERCEPTION OF SERVICES: GENERAL SATISFACTION

<table>
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<tr>
<th>LME/MCO</th>
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</table>

### Percent Positive Domain Scores

- **Alliance**: 88%
- **Cardinal**: 92%
- **CenterPoint**: 94%
- **CoastalCare**: 91%
- **ECBH**: 87%
- **Eastpointe**: 94%
- **MeckLINK**: 93%
- **Partners**: 94%
- **Sandhills**: 91%
- **Smoky Mtn**: 91%
- **Western**: 91%
- **State Total**: 91%

### Percent Negative Domain Scores

- **Alliance**: 2.1%
- **Cardinal**: 0.8%
- **CenterPoint**: 1.0%
- **CoastalCare**: 1.4%
- **ECBH**: 1.3%
- **Eastpointe**: 0.8%
- **MeckLINK**: 2.3%
- **Partners**: 3.1%
- **Sandhills**: 0.2%
- **Smoky Mtn**: 2.4%
- **Western**: 1.4%
- **State Total**: 1.3%

### Adult GENERAL SATISFACTION Items

- I like the services that I received here.
- If I had other choices, I would still get services from this agency.
- I would recommend this agency to a friend or family member.
## ADULT SURVEY
PERCEPTION OF SERVICES: OUTCOMES

<table>
<thead>
<tr>
<th>LME/MCO</th>
<th>Total Respondents</th>
<th>Positive Scores</th>
<th>% Positive</th>
<th>Neutral Scores</th>
<th>% Neutral</th>
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<tr>
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### Percent Positive Domain Scores

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<tr>
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<td>Sandhills</td>
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<tr>
<td>Western</td>
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</tr>
<tr>
<td>State Total</td>
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</table>

### Adult OUTCOMES Items

- I deal more effectively with daily problems.
- I am better able to control my life.
- I am better able to deal with crisis.
- I am getting along better with my family.
- I do better in social situations.
- I do better in school and/or work.
- My symptoms are not bothering me as much.*
- My housing situation has improved.

*Item also counts toward Functioning domain.
## ADULT SURVEY
### PERCEPTION OF SERVICES: TREATMENT PLANNING

<table>
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<th>Neutral Scores</th>
<th>% Neutral</th>
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<th>% Negative</th>
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<tr>
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<td><strong>70</strong></td>
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</tr>
</tbody>
</table>

### Percent Positive Domain Scores

- **Alliance**: 74% positive, 20% neutral, 5% negative
- **Cardinal**: 81% positive, 20% neutral, 3% negative
- **CenterPoint**: 75% positive, 22% neutral, 7% negative
- **CoastalCare**: 85% positive, 13% neutral, 4% negative
- **ECBH**: 82% positive, 15% neutral, 6% negative
- **Eastpointe**: 81% positive, 17% neutral, 5% negative
- **MeckLINK**: 81% positive, 17% neutral, 10% negative
- **Partners**: 76% positive, 21% neutral, 3% negative
- **Sandhills**: 81% positive, 16% neutral, 12% negative
- **Smoky Mtn**: 80% positive, 17% neutral, 6% negative
- **Western**: 82% positive, 15% neutral, 9% negative
- **State Total**: 80% positive, 17% neutral, 70% negative

### Percent Negative Domain Scores

- **Alliance**: 1.3% negative
- **Cardinal**: 2.7% negative
- **CenterPoint**: 2.7% negative
- **CoastalCare**: 2.7% negative
- **ECBH**: 2.0% negative
- **Eastpointe**: 2.7% negative
- **MeckLINK**: 2.8% negative
- **Partners**: 3.1% negative
- **Sandhills**: 2.8% negative
- **Smoky Mtn**: 2.8% negative
- **Western**: 2.6% negative
- **State Total**: 2.6% negative

### Adult Treatment Planning Items

- **Items**: I felt comfortable asking questions about my treatment and medication.
- **I, not staff, decided my treatment goals.**
<table>
<thead>
<tr>
<th>LME/MCO</th>
<th>Total Respondents</th>
<th>Positive Scores</th>
<th>Positive %</th>
<th>Neutral Scores</th>
<th>Neutral %</th>
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<th>Negative %</th>
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</table>

**Percent Positive Domain Scores**

- **Alliance**: 80%, 69%, 86%, 77%, 81%, 79%, 76%, 70%, 69%, 76%
- **Cardinal**: 79%, 71%, 81%, 81%, 76%, 70%, 69%, 76%
- **CenterPoint**: 69%, 70%, 71%, 76%, 70%, 69%, 76%
- **CoastalCare**: 86%, 70%, 71%, 76%, 70%, 69%, 76%
- **ECBH**: 77%, 71%, 76%, 70%, 69%, 76%
- **Eastpointe**: 86%, 79%, 81%, 76%, 70%, 69%, 76%
- **MeckLINK**: 81%, 76%, 70%, 69%, 76%
- **Partners**: 79%, 76%, 70%, 69%, 76%
- **Sandhills**: 76%, 70%, 69%, 76%
- **Smoky Mtn**: 76%, 70%, 69%, 76%
- **Western**: 76%, 70%, 69%, 76%
- **State Total**: 76%, 70%, 69%, 76%

**Percent Negative Domain Scores**

- **Alliance**: 4.3%, 3.4%, 2.7%, 3.4%, 4.9%, 4.4%, 6.1%, 6.5%, 7.9%, 5.8%
- **Cardinal**: 7.3%, 7.3%, 7.3%, 7.3%, 7.3%, 7.3%, 7.3%, 7.3%, 7.3%
- **CenterPoint**: 3.4%, 3.4%, 3.4%, 3.4%, 3.4%, 3.4%, 3.4%, 3.4%, 3.4%
- **CoastalCare**: 4.9%, 4.9%, 4.9%, 4.9%, 4.9%, 4.9%, 4.9%, 4.9%, 4.9%
- **ECBH**: 4.4%, 4.4%, 4.4%, 4.4%, 4.4%, 4.4%, 4.4%, 4.4%, 4.4%
- **Eastpointe**: 7.1%, 7.1%, 7.1%, 7.1%, 7.1%, 7.1%, 7.1%, 7.1%, 7.1%
- **MeckLINK**: 6.1%, 6.1%, 6.1%, 6.1%, 6.1%, 6.1%, 6.1%, 6.1%, 6.1%
- **Partners**: 6.5%, 6.5%, 6.5%, 6.5%, 6.5%, 6.5%, 6.5%, 6.5%, 6.5%
- **Sandhills**: 7.9%, 7.9%, 7.9%, 7.9%, 7.9%, 7.9%, 7.9%, 7.9%, 7.9%
- **Smoky Mtn**: 5.8%, 5.8%, 5.8%, 5.8%, 5.8%, 5.8%, 5.8%, 5.8%, 5.8%
- **Western**: 5.8%, 5.8%, 5.8%, 5.8%, 5.8%, 5.8%, 5.8%, 5.8%, 5.8%
- **State Total**: 5.8%, 5.8%, 5.8%, 5.8%, 5.8%, 5.8%, 5.8%, 5.8%, 5.8%

**Adult SOCIAL CONNECTEDNESS Items**

- In a crisis, I would have the support I need from family or friends.
- I am happy with the friendships I have.
- I have people with whom I can do enjoyable things.
- I feel I belong in my community.
## PERCEPTION OF SERVICES: FUNCTIONING

<table>
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<th>LME/MCO</th>
<th>Total Respondents</th>
<th>Positive Scores</th>
<th>% Positive</th>
<th>Neutral Scores</th>
<th>% Neutral</th>
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<tr>
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### Percent Positive Domain Scores

- **Alliance**: 76%
- **Cardinal**: 75%
- **CenterPoint**: 79%
- **CoastalCare**: 80%
- **ECBH**: 84%
- **Eastpointe**: 75%
- **MeckLINK**: 74%
- **Partners**: 73%
- **Sandhills**: 78%
- **Smoky Mtn**: 76%
- **Western**: 76%

### Percent Negative Domain Scores

- **Alliance**: 4.5%
- **Cardinal**: 5.2%
- **CenterPoint**: 5.6%
- **CoastalCare**: 4.5%
- **ECBH**: 4.5%
- **Eastpointe**: 3.6%
- **MeckLINK**: 4.6%
- **Partners**: 2.4%
- **Sandhills**: 6.8%
- **Smoky Mtn**: 6.7%
- **Western**: 3.5%
- **State Total**: 5.1%

**Adult FUNCTIONING Items**

My symptoms are not bothering me as much.*

I do things that are more meaningful to me.

I am better able to take care of my needs.

I am better able to handle things when they go wrong.

I am better able to do things that I want to do.

*Item also counts toward Outcomes domain.
## Youth Survey

### Perception of Services: Access

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<tr>
<th>LME/MCO</th>
<th>Total Respondents</th>
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### Percent Positive Domain Scores

- **Alliance**: 84%
- **Cardinal**: 70%
- **CenterPoint**: 88%
- **CoastalCare**: 71%
- **ECBH**: 92%
- **Eastpointe**: 71%
- **MeckLINK**: 72%
- **Partners**: 82%
- **Sandhills**: 76%
- **Smoky Mtn**: 79%
- **Western**: 80%

### Percent Negative Domain Scores

- **Alliance**: 9.1%
- **Cardinal**: 3.7%
- **CenterPoint**: 3.7%
- **CoastalCare**: 0.0%
- **ECBH**: 11.8%
- **Eastpointe**: 0.0%
- **MeckLINK**: 8.1%
- **Partners**: 9.3%
- **Sandhills**: 7.4%
- **Smoky Mtn**: 7.7%
- **Western**: 5.2%

### Items

**Youth Access to Services**

- The location of services was convenient.
- Services were available at times that were convenient for me.
## YOUTH SURVEY
### PERCEPTION OF SERVICES: GENERAL SATISFACTION

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<th>Total Respondents</th>
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### Percent Positive Domain Scores

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<tr>
<td><strong>State Total</strong></td>
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</table>

### Youth GENERAL SATISFACTION Items

- Overall, I am satisfied with the services I received.
- The people helping me stuck with me no matter what.
- I felt I had someone to talk to when I was troubled.
- I received services that were right for me.
- I got the help I wanted.
- I got as much help as I needed.

---

2013 N.C. Department of Health and Human Services MH/SA Consumer Perception of Care Report Page 17 of 40
## YOUTH SURVEY
### PERCEPTION OF SERVICES: OUTCOMES

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### Percent Positive Domain Scores

- **Alliance**: 63%
- **Cardinal**: 65%
- **CenterPoint**: 77%
- **CoastalCare**: 41%
- **ECBH**: 75%
- **Eastpointe**: 73%
- **MeckLINK**: 76%
- **Partners**: 73%
- **Sandhills**: 68%
- **Smoky Mtn**: 71%
- **Western**: 71%
- **State Total**: 71%

### Percent Negative Domain Scores

- **Alliance**: 10.9%
- **Cardinal**: 11.5%
- **CenterPoint**: 2.4%
- **CoastalCare**: 6.9%
- **ECBH**: 5.9%
- **Eastpointe**: 1.6%
- **MeckLINK**: 0.0%
- **Partners**: 2.0%
- **Sandhills**: 1.7%
- **Smoky Mtn**: 2.3%
- **Western**: 3.7%
- **State Total**: 3.7%

### Youth OUTCOMES Items

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

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

### Percent Positive Domain Scores

<table>
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<th>Total Respondents</th>
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<th>Positive %</th>
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## Youth Perceptions of Services: Cultural Sensitivity

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### Percent Negative Domain Scores

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<tr>
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<tr>
<td>CoastalCare</td>
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<tr>
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<td>0.0%</td>
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<tr>
<td>Partners</td>
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</table>

### Youth Cultural Sensitivity Items

- Staff treated me with respect.
- Staff respected my family's religious/spiritual beliefs.
- Staff spoke with me in a way that I understood.
- Staff were sensitive to my cultural/ethnic background.
<table>
<thead>
<tr>
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<th>% Neutral</th>
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</table>

**Percent Positive Domain Scores**

The location of services was convenient for us.

Services were available at times that were convenient for us.

**Percent Negative Domain Scores**

4.5% 2.3% 0.0% 0.0% 0.0% 0.0% 0.0% 1.0%
## PARENT SURVEY
### PERCEPTION OF SERVICES: GENERAL SATISFACTION

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<thead>
<tr>
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<th>Total Respondents</th>
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<th>% Positive</th>
<th>Neutral Scores</th>
<th>% Neutral</th>
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<th>% Negative</th>
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<td>4</td>
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<tr>
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### Percent Positive Domain Scores

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<td>Partners</td>
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<td></td>
</tr>
<tr>
<td><strong>State Total</strong></td>
<td>94% 90% 89%</td>
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</table>

### Parent GENERAL SATISFACTION Items

- Overall, I am satisfied with the services my child received.
- The people helping my child stuck with us no matter what.
- I felt my child had someone to talk to when he/she was troubled.
- The services my child and/or family received were right for us.
- My family got the help we wanted for my child.
- My family got as much help as we needed for my child.
## Parent Survey

**Perception of Services: Outcomes**

<table>
<thead>
<tr>
<th>LME/MCO</th>
<th>Total Respondents</th>
<th>Positive Scores</th>
<th>% Positive</th>
<th>Neutral Scores</th>
<th>% Neutral</th>
<th>Negative Scores</th>
<th>% Negative</th>
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### Percent Positive Domain Scores

- Alliance: 68%
- Cardinal: 70%
- CenterPoint: 56%
- CoastalCare: 70%
- ECBH: 64%
- Eastpointe: 65%
- MeckLINK: 61%
- Partners: 53%
- Sandhills: 73%
- Smoky Mtn: 64%
- Western: 75%
- State Total: 67%

### Percent Negative Domain Scores

- Alliance: 5.3%
- Cardinal: 5.0%
- CenterPoint: 4.3%
- CoastalCare: 5.9%
- ECBH: 6.5%
- Eastpointe: 5.3%
- MeckLINK: 8.2%
- Partners: 8.0%
- Sandhills: 7.5%
- Smoky Mtn: 8.0%
- Western: 8.0%
- State Total: 8.0%

### Parent OUTCOMES Items

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

*Items also count toward Functioning domain.
### Percent Positive Domain Scores

- **Alliance**
  - Total Respondents: 19
  - Positive Scores: 16
  - % Positive: 84%
  - % Neutral: 3
  - % Negative: 0
- **Cardinal**
  - Total Respondents: 19
  - Positive Scores: 19
  - % Positive: 100%
  - % Neutral: 0
  - % Negative: 0
- **CenterPoint**
  - Total Respondents: 44
  - Positive Scores: 41
  - % Positive: 93%
  - % Neutral: 3
  - % Negative: 0
- **CoastalCare**
  - Total Respondents: 23
  - Positive Scores: 21
  - % Positive: 91%
  - % Neutral: 2
  - % Negative: 0
- **ECBH**
  - Total Respondents: 15
  - Positive Scores: 12
  - % Positive: 80%
  - % Neutral: 3
  - % Negative: 0
- **Eastpointe**
  - Total Respondents: 67
  - Positive Scores: 65
  - % Positive: 97%
  - % Neutral: 1
  - % Negative: 1
- **MeckLINK**
  - Total Respondents: 31
  - Positive Scores: 31
  - % Positive: 100%
  - % Neutral: 0
  - % Negative: 0
- **Partners**
  - Total Respondents: 20
  - Positive Scores: 18
  - % Positive: 90%
  - % Neutral: 2
  - % Negative: 0
- **Sandhills**
  - Total Respondents: 87
  - Positive Scores: 82
  - % Positive: 94%
  - % Neutral: 4
  - % Negative: 1
- **Smoky Mtn**
  - Total Respondents: 24
  - Positive Scores: 23
  - % Positive: 96%
  - % Neutral: 1
  - % Negative: 0
- **Western**
  - Total Respondents: 51
  - Positive Scores: 47
  - % Positive: 92%
  - % Neutral: 2
  - % Negative: 2
- **State Total**
  - Total Respondents: 400
  - Positive Scores: 375
  - % Positive: 94%
  - % Neutral: 21
  - % Negative: 4

### Percent Negative Domain Scores

- **Alliance**
  - % Negative: 0.0%
- **Cardinal**
  - % Negative: 0.0%
- **CenterPoint**
  - % Negative: 0.0%
- **CoastalCare**
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- **ECBH**
  - % Negative: 0.0%
- **Eastpointe**
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- **MeckLINK**
  - % Negative: 0.0%
- **Partners**
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- **Sandhills**
  - % Negative: 1.1%
- **Smoky Mtn**
  - % Negative: 0.0%
- **Western**
  - % Negative: 3.9%
- **State Total**
  - % Negative: 1.0%

### Parent Treatment Planning Items

- I helped to choose my child’s services.
- I helped to choose my child’s treatment goals.
- I participated in my child’s treatment.

---

### PARENT SURVEY
**PERCEPTION OF SERVICES: CULTURAL SENSITIVITY**

<table>
<thead>
<tr>
<th>LME/MCO</th>
<th>Total Respondents</th>
<th>Positive Scores</th>
<th>% Positive</th>
<th>Neutral Scores</th>
<th>% Neutral</th>
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#### Percent Positive Domain Scores

- Alliance: 100%
- Cardinal: 95%
- CenterPoint: 98%
- CoastalCare: 93%
- ECBH: 100%
- Eastpointe: 100%
- MeckLINK: 100%
- Partners: 100%
- Sandhills: 96%
- Smoky Mtn: 100%
- Western: 98%

#### Percent Negative Domain Scores

- Alliance: 0.0%
- Cardinal: 0.0%
- CenterPoint: 0.0%
- CoastalCare: 0.0%
- ECBH: 0.0%
- Eastpointe: 0.0%
- MeckLINK: 0.0%
- Partners: 0.0%
- Sandhills: 0.0%
- Smoky Mtn: 0.0%
- Western: 0.0%
- State Total: 0.0%

### Parent CULTURAL SENSITIVITY Items

- **Staff treated me with respect.**
- **Staff respected my family’s religious/spiritual beliefs.**
- **Staff spoke with me in a way that I understood.**
- **Staff were sensitive to my cultural/ethnic background.**
## PARENT SURVEY
### PERCEPTION OF SERVICES: SOCIAL CONNECTEDNESS

<table>
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<tr>
<th>LME/MCO</th>
<th>Total Respondents</th>
<th>Positive Scores</th>
<th>% Positive</th>
<th>Neutral Scores</th>
<th>% Neutral</th>
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### Percent Positive Domain Scores

- Alliance: 94% 100%
- Cardinal: 83% 100%
- CenterPoint: 93% 100%
- CoastalCare: 93% 100%
- ECBH: 90% 94%
- Eastpointe: 96% 92%
- MeckLINK: 92% 93%
- Partners: 93% 100%
- Sandhills: 94% 96%
- Smoky Mtn: 92% 93%
- Western: 93% 100%
- State Total: 93% 100%

### Percent Negative Domain Scores

- Alliance: 0.0% 0.0%
- Cardinal: 0.0% 0.0%
- CenterPoint: 2.4% 0.0%
- CoastalCare: 0.0% 0.5%
- ECBH: 0.0% 0.5%
- Eastpointe: 0.0% 0.0%
- MeckLINK: 0.0% 0.0%
- Partners: 0.0% 0.0%
- Sandhills: 0.0% 0.0%
- Smoky Mtn: 0.0% 0.0%
- Western: 0.0% 0.8%
- State Total: 0.8% 0.0%

### Parent SOCIAL CONNECTEDNESS Items

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

<table>
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<th>Total Respondents</th>
<th>Positive Scores</th>
<th>% Positive</th>
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### Percent Negative Domain Scores

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</table>

### Parent Functioning Items

- My child is better at handling daily life.*
- My child gets along better with family members.*
- My child gets along better with friends and other people.*
- My child is doing better in school and/or work.*
- My child is better able to cope when things go wrong.*
- My child is better able to do things he or she wants.

*Items also count toward Outcomes domain.
II. LME/MCO Network
### Percent of Consumers Responding “Yes”

<table>
<thead>
<tr>
<th>LME/MCO</th>
<th>Did you receive a Consumer Handbook in the mail within 14 days starting services?</th>
<th>Do you know how to make a complaint with your LME/MCO?</th>
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</tbody>
</table>

*Total numbers of respondents are given in Table 2, p. 4 of this report. Responses of “NA” are excluded from totals in computation of percentages.

### Have any of the following problems interfered with your ability to receive the services you want for your child from one of your LME/MCO’s provider networks? (Check all that apply)

<table>
<thead>
<tr>
<th>LME/MCO</th>
<th>Transportation</th>
<th>Telephone Access</th>
<th>Cost of Medication</th>
<th>Cost of Services</th>
<th>Provider Office Hours</th>
<th>Other</th>
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*Percentages are computed from total numbers of consumers answering one or more LME/MCO Network survey questions. See Table 2, p. 4.
## Percent of Consumers Responding “Yes”

<table>
<thead>
<tr>
<th>LME/MCO</th>
<th>Did you receive a Consumer Handbook in the mail within 14 days of starting services?</th>
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<td>6%</td>
<td>1%</td>
<td>4%</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Western</td>
<td>2%</td>
<td>0%</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>State Total</td>
<td>8%</td>
<td>4%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>3%</td>
</tr>
</tbody>
</table>

*Percentages are computed from total numbers of consumers answering one or more LME/MCO Network survey questions. See Table 2, p. 4.*
Percent of Consumers Responding “Yes”

<table>
<thead>
<tr>
<th>LME/MCO</th>
<th>Did you receive a Consumer Handbook in the mail within 14 days of your child starting services?</th>
<th>Do you know how to make a complaint with your LME/MCO?</th>
<th>Was your child seen within 2 hours of a request for an emergency related to mental health or use of alcohol or addictive substances?</th>
<th>Was your child seen within 48 hours of a request for an urgent mental health situation?</th>
<th>Was your child seen within 14 calendar days of a request for a routine appointment from a Network Provider?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance</td>
<td>59%</td>
<td>59%</td>
<td>57%</td>
<td>59%</td>
<td>86%</td>
</tr>
<tr>
<td>Cardinal</td>
<td>66%</td>
<td>66%</td>
<td>50%</td>
<td>46%</td>
<td>74%</td>
</tr>
<tr>
<td>CenterPoint</td>
<td>75%</td>
<td>75%</td>
<td>53%</td>
<td>59%</td>
<td>80%</td>
</tr>
<tr>
<td>CoastalCare</td>
<td>76%</td>
<td>76%</td>
<td>41%</td>
<td>39%</td>
<td>89%</td>
</tr>
<tr>
<td>ECBH</td>
<td>71%</td>
<td>71%</td>
<td>40%</td>
<td>20%</td>
<td>91%</td>
</tr>
<tr>
<td>Eastpointe</td>
<td>77%</td>
<td>77%</td>
<td>55%</td>
<td>61%</td>
<td>81%</td>
</tr>
<tr>
<td>MeckLINK</td>
<td>58%</td>
<td>58%</td>
<td>50%</td>
<td>69%</td>
<td>81%</td>
</tr>
<tr>
<td>Partners</td>
<td>72%</td>
<td>72%</td>
<td>56%</td>
<td>62%</td>
<td>81%</td>
</tr>
<tr>
<td>Sandhills</td>
<td>82%</td>
<td>82%</td>
<td>60%</td>
<td>48%</td>
<td>84%</td>
</tr>
<tr>
<td>Smoky Mtn</td>
<td>74%</td>
<td>74%</td>
<td>60%</td>
<td>67%</td>
<td>87%</td>
</tr>
<tr>
<td>Western</td>
<td>73%</td>
<td>73%</td>
<td>36%</td>
<td>53%</td>
<td>100%</td>
</tr>
<tr>
<td>State Total</td>
<td>72%</td>
<td>72%</td>
<td>53%</td>
<td>55%</td>
<td>85%</td>
</tr>
</tbody>
</table>

*Total numbers of respondents are given in Table 2, p. 4 of this report. Responses of “NA” are excluded from totals in computation of percentages.

Have any of the following problems interfered with your ability to receive the services you want for your child from one of your LME/MCO’s provider networks? (Check all that apply)

<table>
<thead>
<tr>
<th>LME/MCO</th>
<th>Transportation</th>
<th>Telephone Access</th>
<th>Cost of Medication</th>
<th>Cost of Services</th>
<th>Provider Office Hours</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance</td>
<td>22%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>5%</td>
</tr>
<tr>
<td>Cardinal</td>
<td>4%</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>6%</td>
</tr>
<tr>
<td>CenterPoint</td>
<td>12%</td>
<td>3%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>CoastalCare</td>
<td>10%</td>
<td>1%</td>
<td>3%</td>
<td>0%</td>
<td>0%</td>
<td>3%</td>
</tr>
<tr>
<td>ECBH</td>
<td>5%</td>
<td>0%</td>
<td>0%</td>
<td>5%</td>
<td>5%</td>
<td>0%</td>
</tr>
<tr>
<td>Eastpointe</td>
<td>4%</td>
<td>2%</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>MeckLINK</td>
<td>14%</td>
<td>4%</td>
<td>4%</td>
<td>0%</td>
<td>0%</td>
<td>4%</td>
</tr>
<tr>
<td>Partners</td>
<td>7%</td>
<td>3%</td>
<td>0%</td>
<td>1%</td>
<td>1%</td>
<td>3%</td>
</tr>
<tr>
<td>Sandhills</td>
<td>6%</td>
<td>4%</td>
<td>1%</td>
<td>2%</td>
<td>2%</td>
<td>3%</td>
</tr>
<tr>
<td>Smoky Mtn</td>
<td>3%</td>
<td>3%</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
<td>5%</td>
</tr>
<tr>
<td>Western</td>
<td>9%</td>
<td>4%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>State Total</td>
<td>9%</td>
<td>3%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>3%</td>
</tr>
</tbody>
</table>

*Percentages are computed from total numbers of consumers answering one or more LME/MCO Network survey questions. See Table 2, p. 4.
Ill. Physical Health
In general, would you say your health is:

<table>
<thead>
<tr>
<th>LME/MCO</th>
<th>Total Respondents</th>
<th>“Excellent”</th>
<th>“Very Good”</th>
<th>“Good”</th>
<th>“Fair”</th>
<th>“Poor”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance</td>
<td>354</td>
<td>11%</td>
<td>26%</td>
<td>34%</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>Cardinal</td>
<td>517</td>
<td>11%</td>
<td>22%</td>
<td>40%</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>CenterPoint</td>
<td>427</td>
<td>10%</td>
<td>21%</td>
<td>39%</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>CoastalCare</td>
<td>525</td>
<td>15%</td>
<td>28%</td>
<td>34%</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>ECBH</td>
<td>261</td>
<td>11%</td>
<td>18%</td>
<td>44%</td>
<td>7%</td>
<td>7%</td>
</tr>
<tr>
<td>Eastpointe</td>
<td>343</td>
<td>9%</td>
<td>18%</td>
<td>43%</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>MeckLINK</td>
<td>519</td>
<td>13%</td>
<td>29%</td>
<td>36%</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Partners</td>
<td>316</td>
<td>6%</td>
<td>26%</td>
<td>38%</td>
<td>7%</td>
<td>7%</td>
</tr>
<tr>
<td>Sandhills</td>
<td>623</td>
<td>12%</td>
<td>23%</td>
<td>36%</td>
<td>7%</td>
<td>7%</td>
</tr>
<tr>
<td>Smoky Mtn</td>
<td>257</td>
<td>5%</td>
<td>21%</td>
<td>37%</td>
<td>9%</td>
<td>9%</td>
</tr>
<tr>
<td>Western</td>
<td>387</td>
<td>8%</td>
<td>21%</td>
<td>34%</td>
<td>7%</td>
<td>7%</td>
</tr>
<tr>
<td>State Total</td>
<td>4529</td>
<td>11%</td>
<td>23%</td>
<td>37%</td>
<td>6%</td>
<td>6%</td>
</tr>
</tbody>
</table>
For how many days during the past 30 days...

<table>
<thead>
<tr>
<th>LME/MCO</th>
<th>was your physical health not good?</th>
<th>was your mental health not good?</th>
<th>did poor physical or mental health keep you from doing your usual activities?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Avg Days</td>
<td>Responses</td>
<td>&quot;Not Sure&quot;</td>
</tr>
<tr>
<td>Alliance</td>
<td>7.7</td>
<td>213</td>
<td>140</td>
</tr>
<tr>
<td>Cardinal</td>
<td>7.2</td>
<td>280</td>
<td>220</td>
</tr>
<tr>
<td>CenterPoint</td>
<td>8.3</td>
<td>246</td>
<td>185</td>
</tr>
<tr>
<td>CoastalCare</td>
<td>4.9</td>
<td>377</td>
<td>147</td>
</tr>
<tr>
<td>ECBH</td>
<td>7.2</td>
<td>169</td>
<td>95</td>
</tr>
<tr>
<td>Eastpointe</td>
<td>5.7</td>
<td>231</td>
<td>116</td>
</tr>
<tr>
<td>MeckLINK</td>
<td>6.1</td>
<td>300</td>
<td>220</td>
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<td>Partners</td>
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<td>209</td>
<td>107</td>
</tr>
<tr>
<td>Sandhills</td>
<td>6.9</td>
<td>338</td>
<td>274</td>
</tr>
<tr>
<td>Smoky Mtn</td>
<td>7.7</td>
<td>143</td>
<td>105</td>
</tr>
<tr>
<td>Western</td>
<td>9.2</td>
<td>233</td>
<td>165</td>
</tr>
<tr>
<td>State Total</td>
<td>6.9</td>
<td>2739</td>
<td>1774</td>
</tr>
</tbody>
</table>

Note- “Responses” columns give numbers of consumers who provided numerical responses, i.e., number of days. “Total Respondents” columns also include consumers who gave responses of “Not Sure.”
For how many days during the past 30 days...

- was your physical health not good?
- was your mental health not good?
- did poor physical or mental health keep you from doing your usual activities?

Note- See corresponding table on previous page.
About how long has it been since you last visited...

<table>
<thead>
<tr>
<th>LME/MCO</th>
<th>Total Respond -ents</th>
<th>Past Year</th>
<th>1-2 Years</th>
<th>2-5 Years</th>
<th>5+ Years</th>
<th>Never</th>
<th>Not Sure</th>
<th>Total Respond -ents</th>
<th>Past Year</th>
<th>1-2 Years</th>
<th>2-5 Years</th>
<th>5+ Years</th>
<th>Never</th>
<th>Not Sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance</td>
<td>354</td>
<td>71%</td>
<td>11%</td>
<td>6%</td>
<td>6%</td>
<td>1%</td>
<td>3%</td>
<td>353</td>
<td>51%</td>
<td>14%</td>
<td>15%</td>
<td>10%</td>
<td>2%</td>
<td>8%</td>
</tr>
<tr>
<td>Cardinal</td>
<td>512</td>
<td>67%</td>
<td>9%</td>
<td>8%</td>
<td>6%</td>
<td>2%</td>
<td>9%</td>
<td>511</td>
<td>47%</td>
<td>12%</td>
<td>15%</td>
<td>14%</td>
<td>2%</td>
<td>10%</td>
</tr>
<tr>
<td>CenterPoint</td>
<td>422</td>
<td>65%</td>
<td>12%</td>
<td>6%</td>
<td>6%</td>
<td>1%</td>
<td>9%</td>
<td>420</td>
<td>44%</td>
<td>13%</td>
<td>13%</td>
<td>15%</td>
<td>3%</td>
<td>12%</td>
</tr>
<tr>
<td>CoastalCare</td>
<td>522</td>
<td>79%</td>
<td>7%</td>
<td>5%</td>
<td>3%</td>
<td>1%</td>
<td>7%</td>
<td>523</td>
<td>56%</td>
<td>10%</td>
<td>15%</td>
<td>9%</td>
<td>2%</td>
<td>7%</td>
</tr>
<tr>
<td>ECBH</td>
<td>260</td>
<td>69%</td>
<td>9%</td>
<td>8%</td>
<td>5%</td>
<td>0%</td>
<td>8%</td>
<td>259</td>
<td>50%</td>
<td>14%</td>
<td>12%</td>
<td>17%</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Eastpointe</td>
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<td>76%</td>
<td>6%</td>
<td>6%</td>
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<td>11%</td>
</tr>
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<td>8%</td>
<td>7%</td>
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<td>7%</td>
<td>519</td>
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<td>13%</td>
<td>14%</td>
<td>15%</td>
<td>3%</td>
<td>11%</td>
</tr>
<tr>
<td>Partners</td>
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<td>6%</td>
<td>7%</td>
<td>3%</td>
<td>1%</td>
<td>8%</td>
<td>312</td>
<td>50%</td>
<td>13%</td>
<td>15%</td>
<td>13%</td>
<td>1%</td>
<td>9%</td>
</tr>
<tr>
<td>Sandhills</td>
<td>622</td>
<td>69%</td>
<td>6%</td>
<td>7%</td>
<td>5%</td>
<td>1%</td>
<td>11%</td>
<td>621</td>
<td>47%</td>
<td>11%</td>
<td>13%</td>
<td>15%</td>
<td>3%</td>
<td>11%</td>
</tr>
<tr>
<td>Smoky Mtn</td>
<td>251</td>
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<td>10%</td>
<td>7%</td>
<td>9%</td>
<td>0%</td>
<td>6%</td>
<td>253</td>
<td>43%</td>
<td>16%</td>
<td>13%</td>
<td>19%</td>
<td>2%</td>
<td>8%</td>
</tr>
<tr>
<td>Western</td>
<td>387</td>
<td>62%</td>
<td>11%</td>
<td>10%</td>
<td>9%</td>
<td>1%</td>
<td>8%</td>
<td>387</td>
<td>41%</td>
<td>12%</td>
<td>17%</td>
<td>20%</td>
<td>2%</td>
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</tr>
<tr>
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<td>7%</td>
<td>6%</td>
<td>1%</td>
<td>8%</td>
<td>4500</td>
<td>48%</td>
<td>12%</td>
<td>14%</td>
<td>14%</td>
<td>2%</td>
<td>9%</td>
</tr>
</tbody>
</table>
Percentage of Respondents Reporting Routine Health Care in Past Year

- Doctor Visit
- Dental Care

Note: See corresponding table on previous page.
Have you ever been told by a doctor that you have...? *(Check all that apply to you.)*

<table>
<thead>
<tr>
<th>LME/MCO</th>
<th>Total Respondents</th>
<th>Asthma</th>
<th>High Blood Pressure</th>
<th>Cancer</th>
<th>High Cholesterol</th>
<th>Diabetes</th>
<th>Stroke</th>
<th>Heart Disease</th>
<th>Not Sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance</td>
<td>360</td>
<td>16%</td>
<td>36%</td>
<td>2%</td>
<td>16%</td>
<td>13%</td>
<td>3%</td>
<td>4%</td>
<td>17%</td>
</tr>
<tr>
<td>Cardinal</td>
<td>526</td>
<td>16%</td>
<td>28%</td>
<td>3%</td>
<td>22%</td>
<td>14%</td>
<td>2%</td>
<td>4%</td>
<td>20%</td>
</tr>
<tr>
<td>CenterPoint</td>
<td>433</td>
<td>16%</td>
<td>32%</td>
<td>5%</td>
<td>18%</td>
<td>11%</td>
<td>3%</td>
<td>5%</td>
<td>18%</td>
</tr>
<tr>
<td>CoastalCare</td>
<td>528</td>
<td>16%</td>
<td>31%</td>
<td>3%</td>
<td>19%</td>
<td>12%</td>
<td>2%</td>
<td>4%</td>
<td>21%</td>
</tr>
<tr>
<td>ECBH</td>
<td>263</td>
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<td>35%</td>
<td>2%</td>
<td>17%</td>
<td>10%</td>
<td>4%</td>
<td>3%</td>
<td>10%</td>
</tr>
<tr>
<td>Eastpointe</td>
<td>347</td>
<td>18%</td>
<td>34%</td>
<td>4%</td>
<td>18%</td>
<td>12%</td>
<td>2%</td>
<td>5%</td>
<td>23%</td>
</tr>
<tr>
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<td>523</td>
<td>12%</td>
<td>28%</td>
<td>2%</td>
<td>16%</td>
<td>9%</td>
<td>2%</td>
<td>3%</td>
<td>23%</td>
</tr>
<tr>
<td>Partners</td>
<td>317</td>
<td>20%</td>
<td>26%</td>
<td>5%</td>
<td>24%</td>
<td>15%</td>
<td>3%</td>
<td>5%</td>
<td>14%</td>
</tr>
<tr>
<td>Sandhills</td>
<td>630</td>
<td>17%</td>
<td>35%</td>
<td>4%</td>
<td>27%</td>
<td>17%</td>
<td>3%</td>
<td>6%</td>
<td>17%</td>
</tr>
<tr>
<td>Smoky Mtn</td>
<td>259</td>
<td>21%</td>
<td>37%</td>
<td>6%</td>
<td>31%</td>
<td>18%</td>
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<td>7%</td>
<td>12%</td>
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<tr>
<td>Western</td>
<td>394</td>
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<td>17%</td>
<td>4%</td>
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<td>4%</td>
<td>21%</td>
<td>13%</td>
<td>3%</td>
<td>5%</td>
<td>18%</td>
</tr>
</tbody>
</table>
Do you smoke cigarettes every day, some days or not at all?

<table>
<thead>
<tr>
<th></th>
<th>Total Respondents</th>
<th>“Every day”</th>
<th>“Some days”</th>
<th>“Not at all”</th>
<th>“Never smoked”</th>
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<tr>
<td>Alliance</td>
<td>351</td>
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<tr>
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<tr>
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<tr>
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<tr>
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In a usual week, how many days do you do moderate physical activities such as walking briskly, biking, vacuuming, gardening or anything else that may increase your heart rate for at least 10 minutes at a time?

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<th>LME/MCO</th>
<th>Average Days</th>
<th>Responses</th>
<th>&quot;Not Sure&quot;</th>
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