



north dakota
**department of
human services**

DIVISION OF MENTAL HEALTH & SUBSTANCE ABUSE SERVICES
REGIONAL HUMAN SERVICE CENTERS

CONSUMER SATISFACTION SURVEYS

STATEWIDE ANALYSIS

ADULTS – SMI, ACUTE, & AOD
FAMILY – PARENT/GUARDIAN

*SURVEYS CONDUCTED OCTOBER 2006
COMPILED 2007*

STATE OF NORTH DAKOTA

NORTH DAKOTA DEPARTMENT
OF HUMAN SERVICES
Carol K. Olson
Executive Director

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SUBSTANCE ABUSE SERVICES
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Director

2006 Sample Sizes and Total Surveys Distributed and Received

Region	SMI ADULTS			ACUTE ADULTS			AOD ADULTS			Total Adult Surveys		
	85% C.L. Sample	90% C.L. Sample	Actual	85% C.L. Sample	90% C.L. Sample	Actual	85% C.L. Sample	90% C.L. Sample	Actual	85% C.L. Sample	90% C.L. Sample	Actual
1	41	50	35	39	47	20				80	97	66
2	44	54	39	46	59	53	38	46	42	128	159	134
3	38	45	42	43	53	66	36	43	38	117	141	146
4	48	61	59	30	35	28	41	50	44	119	146	131
5	50	64	21	35	41	134	44	55	48	129	160	203
6	46	57	54	45	57	57	37	44	44	128	158	155
7	48	61	53	47	59	55	44	55	52	139	175	160
8	42	51	56	41	50	51	31	35	39	114	136	146
Total	357	443	359	326	401	464	271	328	318	954	1172	1141

Region	PARENT/GUARDIAN		
	85% C.L. Sample	90% C.L. Sample	Actual
1	20	21	10
2	39	47	23
3	36	42	50
4	40	49	18
5	43	52	12
6	36	42	40
7	42	52	36
8	23	25	19
Total	279	330	208

Survey Type	Total by Survey Type		
	85% C.L. Total	90% C.L. Total	Actual Total
Adults	954	1172	1141
Parent	279	330	208
Total	1233	1502	1349

Key

xxx = met 85% C.L.
 xxx = met 90% C.L.

Region	Total of All Surveys by Region		
	85% Total	90% Total	Actual Total
1	100	118	76
2	167	206	157
3	153	183	196
4	159	195	149
5	172	212	215
6	164	200	195
7	181	227	196
8	137	161	165
Total	1233	1502	1349

The above tables indicate the number of surveys distributed to each Human Service Center to meet either an 85% or 90% confidence level, as well as the actual number of surveys completed and returned for analysis. The yellow numbers in each "Actual" column denote those Centers that met the 85% confidence level, while the pink numbers denote those Centers that met the 90% confidence level for each particular group of clients.

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*THIS INFORMATION MAY BE ACCESSED IN AN ALTERNATE FORMAT, IF REQUIRED.
PLEASE CONTACT THE PERSONS LISTED ABOVE FOR MORE INFORMATION.*

ACKNOWLEDGEMENTS

A note of sincere appreciation to the staff members of the eight Regional Human Service Centers for their cooperation in administering, collecting, and returning these surveys. Also, for their generous hospitality during our visits in September 2006 and their patience as the reports were being compiled.

Thank you to everyone who contributed their input to the design of this year's surveys, including:

- Carla Kessel, DMHSAS
- Lauren Sauer, DMHSAS
- Kris Storbeck, DMHSAS
- Mariah Tenamoc, DHS Research Team
- Sharon Freeman, ITD
- Members of the Mental Health Planning Council
- Directors and Representatives of the Regional Human Service Centers

Also, a special thank you to Michaela Schirado of the Research Team for her hard work in preparing the surveys for distribution and compilation upon their return, among countless other efforts.

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CONSUMER SATISFACTION SURVEYS

STATEWIDE ANALYSIS

INTRODUCTION

This report is the result of a statewide effort by the North Dakota Department of Human Services to measure the satisfaction levels of consumers at the eight Regional Human Service Centers (HSC's). Such information can be used in continual efforts to improve service delivery.

Consumer Satisfaction Surveys were distributed by all of the HSC's during the month of October 2006 to five different groups of clients: Adults with SMI, Adults receiving Acute services, Adults receiving AOD services, Families of youth receiving services, and Youth ages 12-17 receiving services. Consumer surveys are done to gain the consumer perspective on service delivery, service satisfaction, treatment planning involvement, access to services, and client perception of the effect of services.

The following report reflects the outcomes of the 2006 survey.

DATA COLLECTION & EVALUATION

The Consumer Satisfaction Surveys consisted of three different surveys: the Adult Satisfaction Survey, the Youth Services Survey for Families to be completed by the parent or guardian of a youth receiving services at the HSC, and the Youth Services Survey to be completed by clients age 12 to 17 who were receiving services at the HSC. Due to HIPAA requirements, however, the information from the Youth surveys could not be included in this analysis.

The Adult survey was administered to three different groups of adults, depending on the primary type of services they were receiving at the HSC – Serious Mental Illness (SMI), Acute, and Alcohol & Other Drug (AOD). The survey for all three groups was the same, but each group was identified by a different colored survey. SMI surveys were yellow, Acute surveys were white, and AOD surveys were pink.

Through discussion with the HSC's, it was determined that the target number of surveys to be collected from each of the five groups should be adjusted from previous years. The HSC's agreed that it would be manageable to collect enough surveys to meet an 85% confidence level (for analysis purposes), with an overall goal of meeting a 90% confidence level. These numbers were calculated and each Center was given enough surveys to meet the 90% confidence level.

These surveys were delivered to each HSC in September 2006, during a meeting to review the proper administration protocol and to address any questions or concerns that the Center may have had.

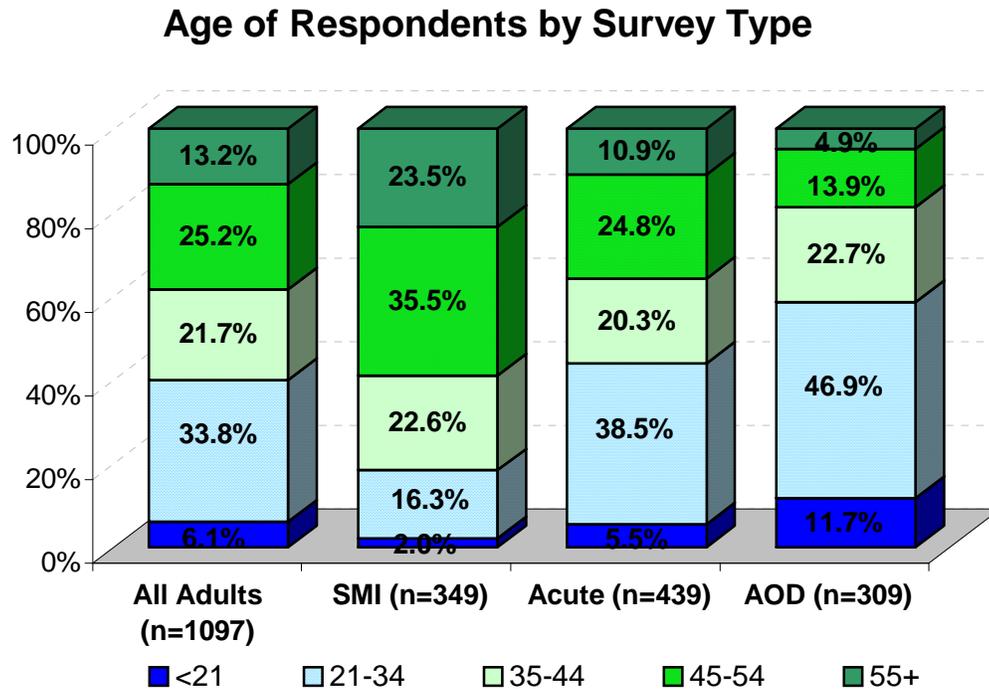
The HSC's administered the surveys during October 2-31, 2006, and returned the completed surveys to the State Office at the end of that time period. The surveys were then numbered and scanned into a software program for analysis. The following sections reflect the results of that analysis, first looking at the Adult responses, followed by the responses to the Family survey.

RESULTS OF ANALYSIS – ADULT RESPONSES

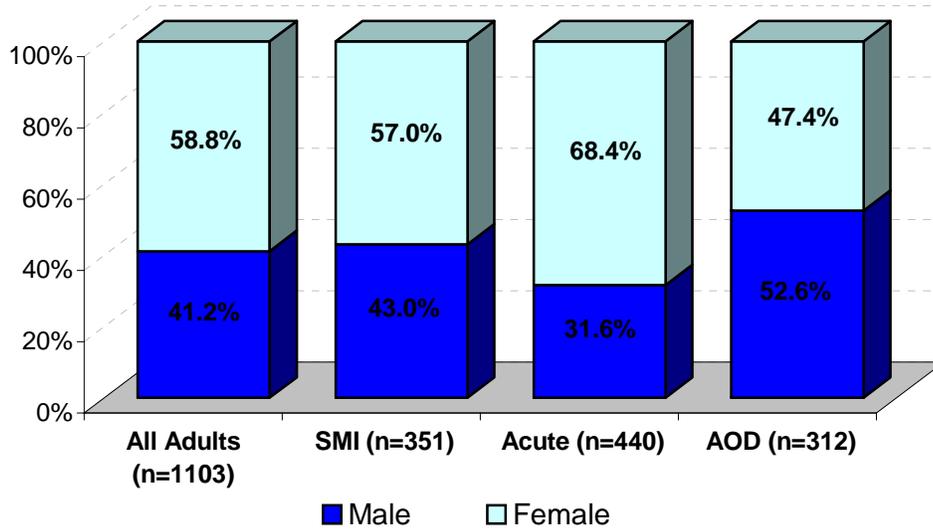
The total number of adult consumers who responded to surveys was 1141. Adults with SMI accounted for 359 of those, 464 were receiving Acute services, and 318 were receiving AOD services. The distribution of respondents by region and type of survey is shown below.

HSC	ADULTS			TOTAL
	SMI	ACUTE	AOD	
Northwest (NWHSC)	35	20	11	66
North Central (NCHSC)	39	53	42	134
Lake Region (LRHSC)	42	66	38	146
Northeast (NEHSC)	59	28	44	131
Southeast (SEHSC)	21	134	48	203
South Central (SCHSC)	54	57	44	155
West Central (WCHSC)	53	55	52	160
Badlands (BLHSC)	56	51	39	146
Total	359	464	318	1141

The following graphs give an overview of the consumers who responded to the survey. Each one shows All Adults combined by category in the first column, followed by each of the three identified groups of adult consumers. The total number of respondents for each survey group is included in parentheses after the column title.

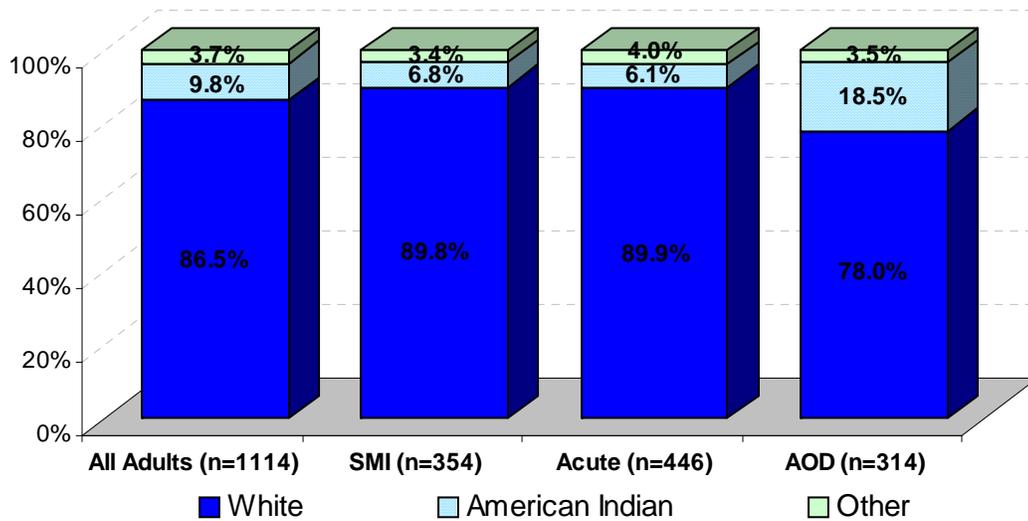


Gender of Respondents by Survey Type



Females account for a higher percentage than males in all groups, except Adults receiving AOD services. There, men make up 52.6% of the total respondents.

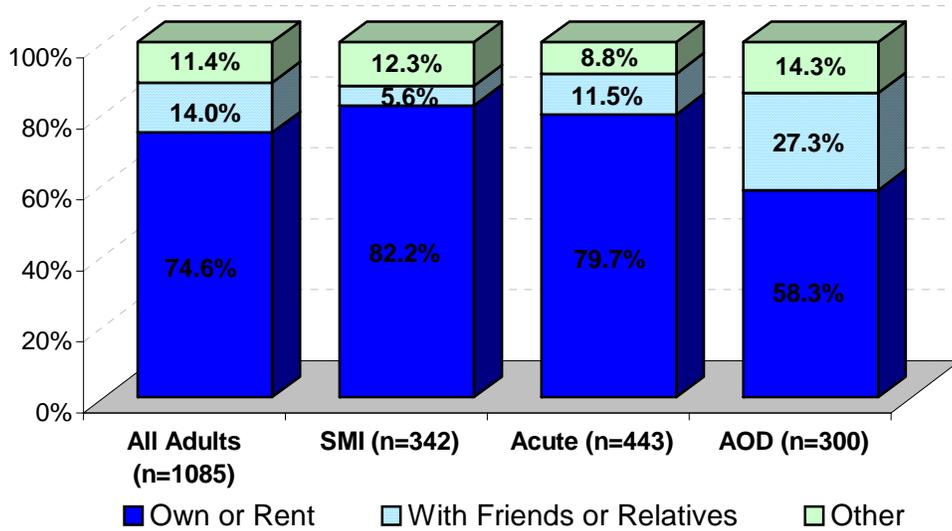
Race of Respondents by Survey Type



The percentage of respondents who selected American Indian as their race includes 19 who reported being both White and American Indian. The Other category includes 6 respondents who reported being African American and 7 who reported being Asian.

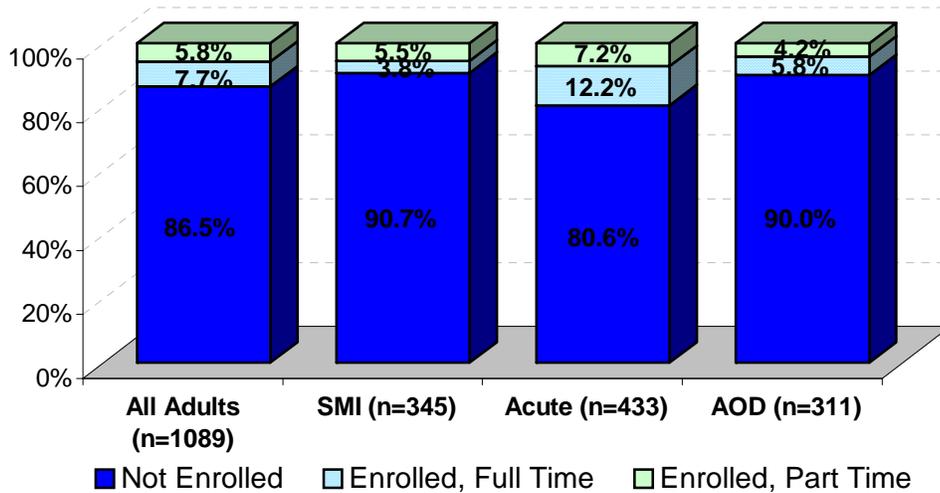
Of 1089 respondents, 30 (2.8%) reported being of Hispanic origin, including 7 Adults with SMI, 14 receiving Acute services, and 9 receiving AOD services.

Where Respondents Live Most Often by Survey Type



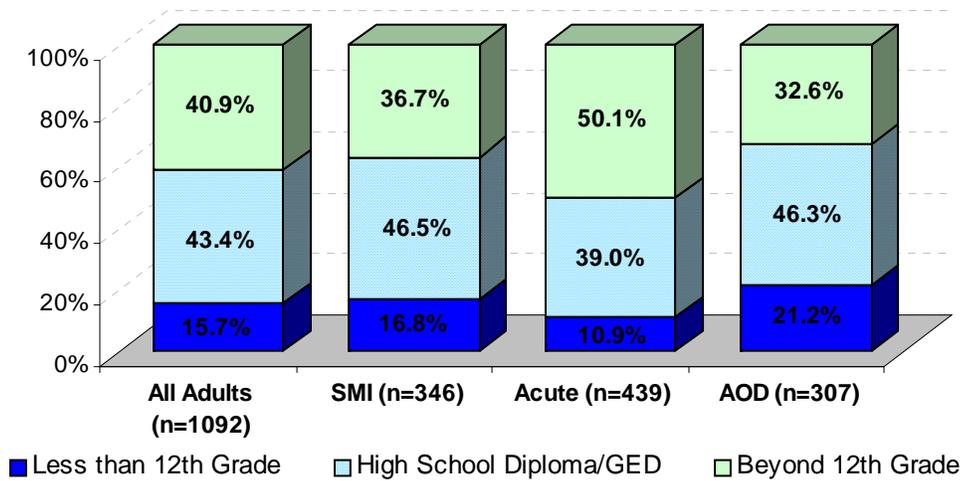
Examples of responses in the Other category include transitional living, shelters, with a significant other, or a treatment facility.

Respondents Enrolled in School or Job Training Program by Survey Type



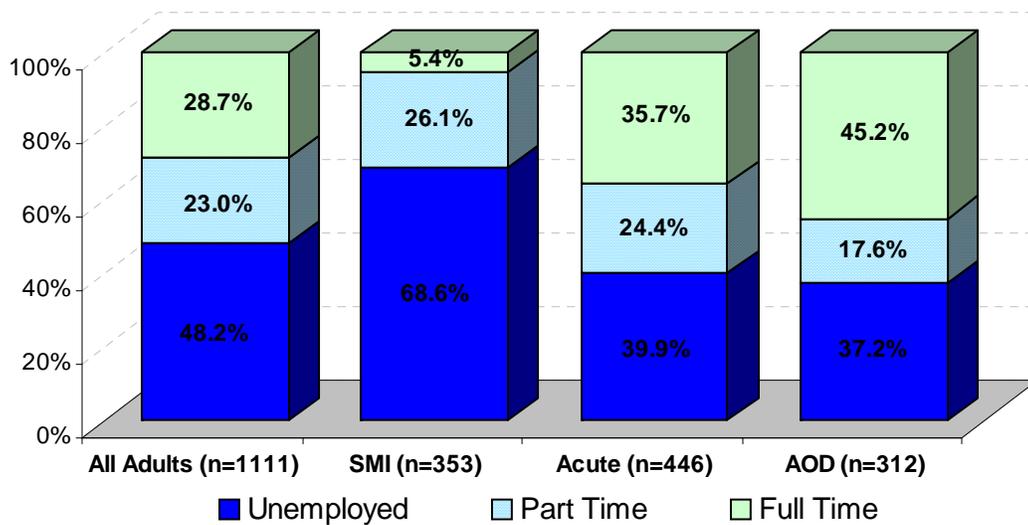
The majority of respondents in all survey types are not currently enrolled in any school or job training program.

Respondents' Highest Level of Education Completed by Survey Type



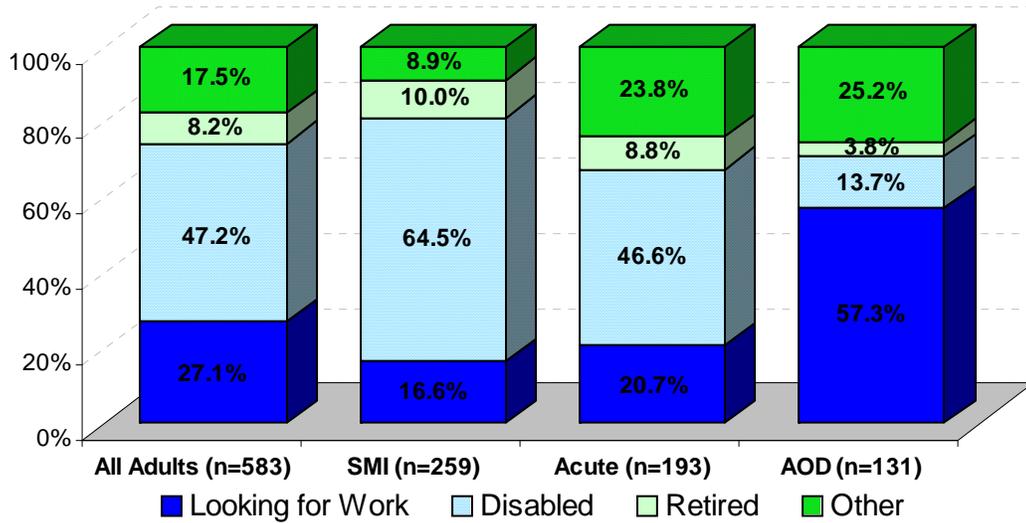
The majority of respondents in all survey types had either a high school diploma, GED, or higher than 12th grade education level.

Current Employment Status of Respondents by Survey Type



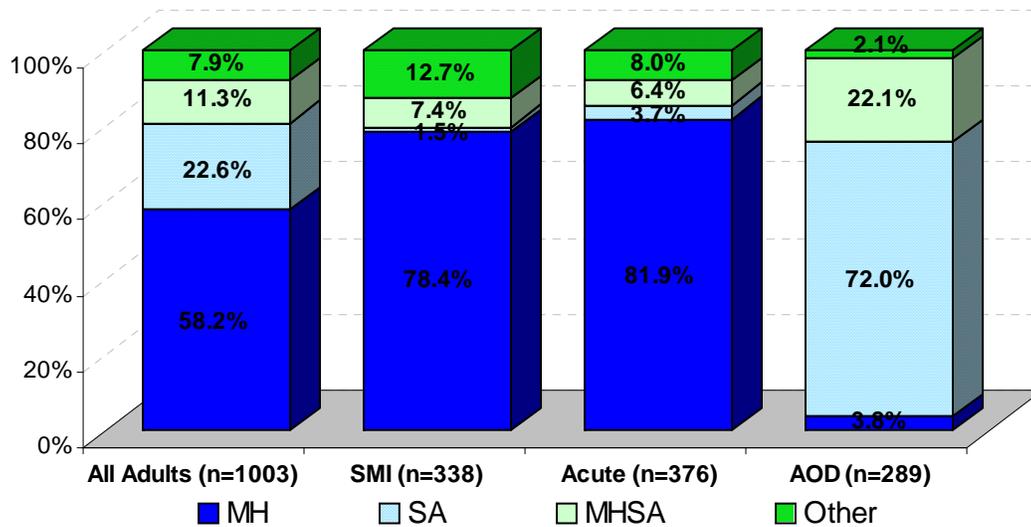
Adults with SMI reported fewer instances of full-time employment, and more instances of unemployment, by a distinct margin.

Current Unemployment Status of Respondents by Survey Type



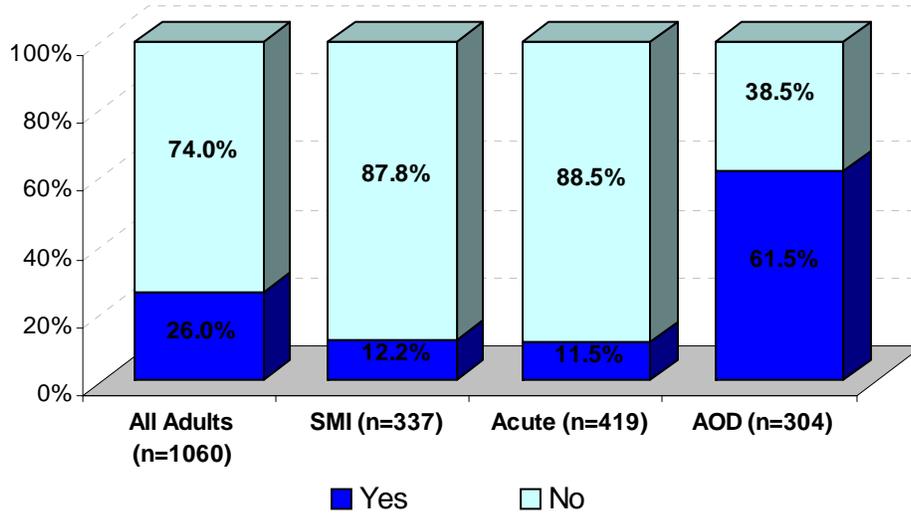
Examples of responses in the Other category include those who reported being a stay-at-home parent, going to school, or being unable to work for reasons other than those listed above.

Services Currently Being Received by Survey Type



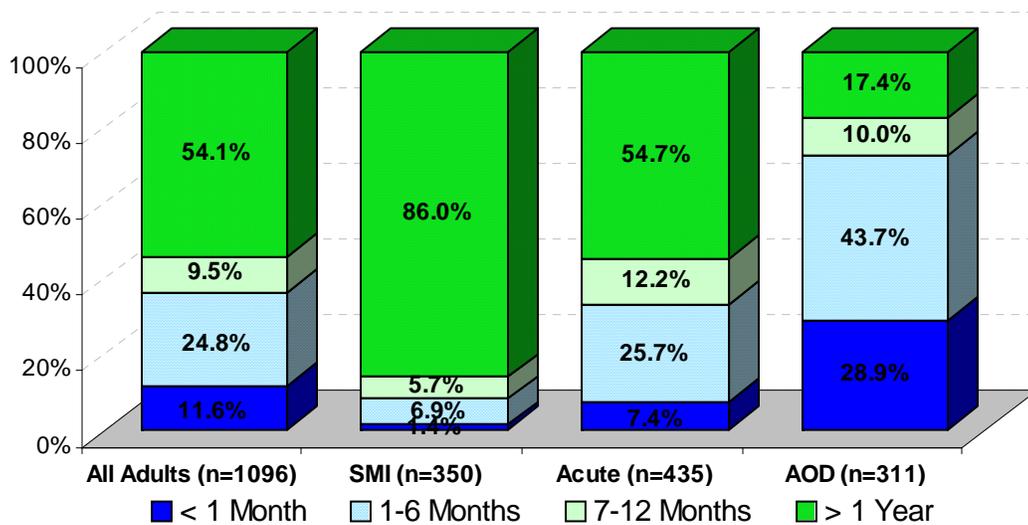
The Other category includes 3 respondents who reported receiving both Substance Abuse (SA) and Developmental Disabilities (DD) services, 38 who reported receiving both Mental Health (MH) and DD services, 29 who reported receiving only DD services, and 9 who reported receiving all three services.

Required by Court to Receive Services by Survey Type



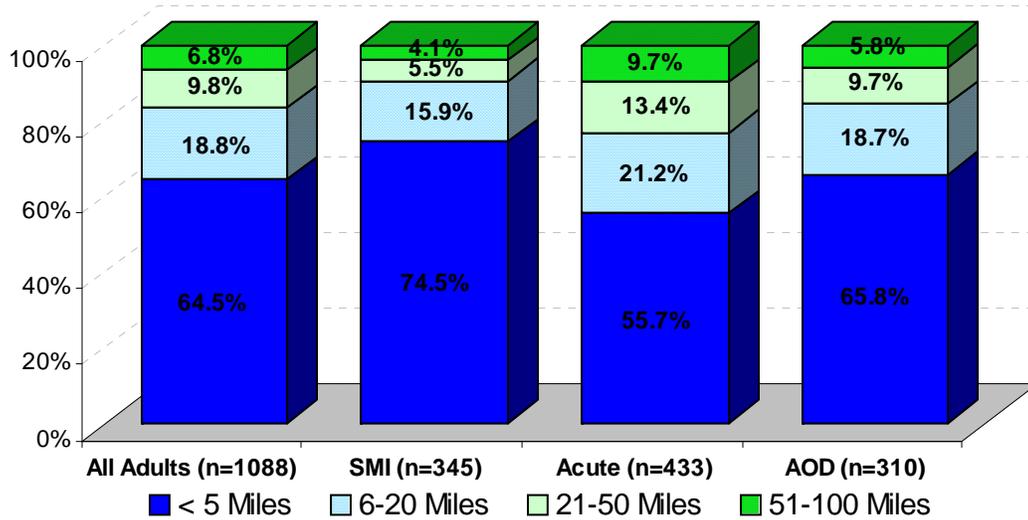
The highest percentage of respondents who were required by the court system to receive services was reported by clients receiving AOD services (61.5%).

Length of Time Receiving Services by Survey Type



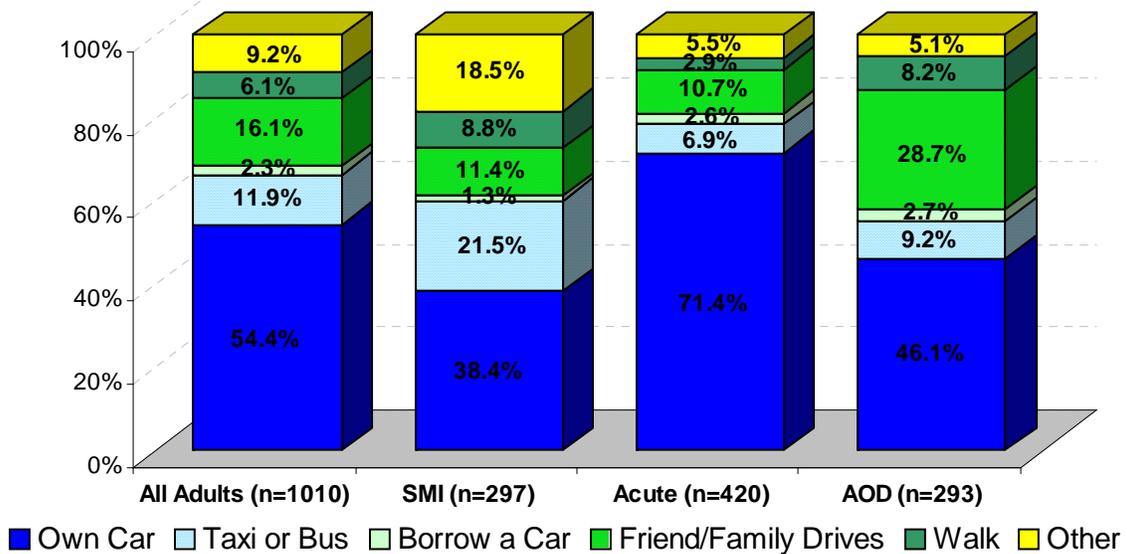
The length of time for those who indicated that they had been receiving services for over a year ranged from 13 months to 42 years. The average length of time was 42.5 months (3.54 years).

Distance to HSC by Survey Type



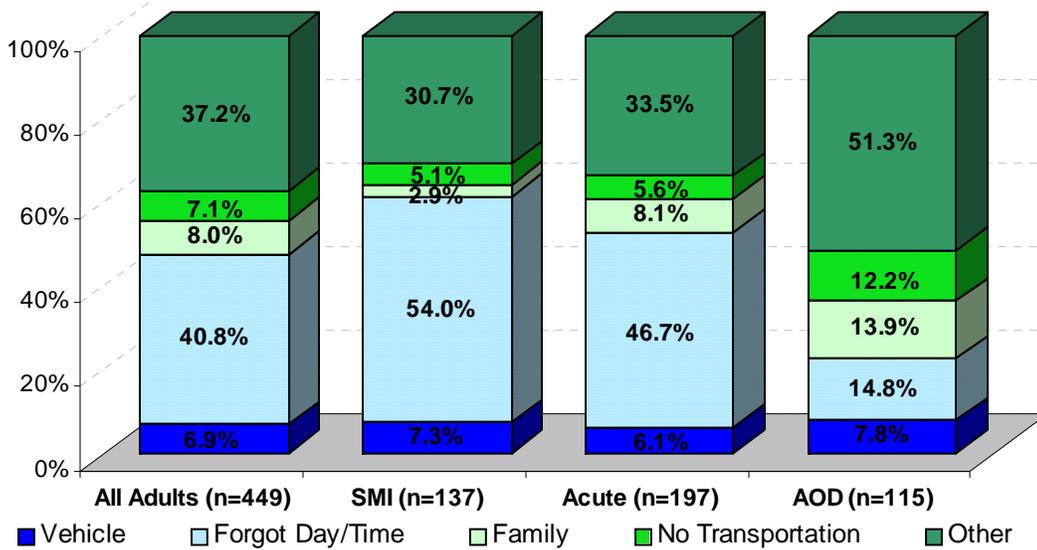
Thirteen respondents reported traveling over 100 miles in order to receive services.

Respondents' Transportation to Appointments by Survey Type



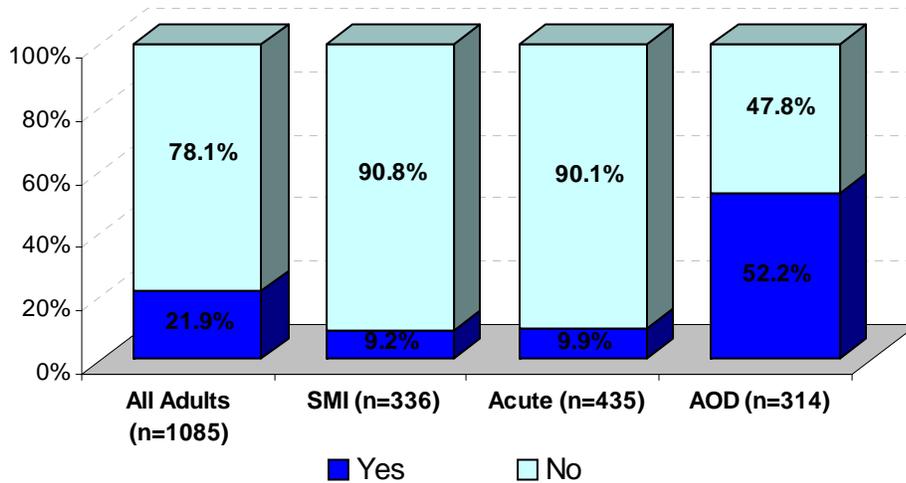
Responses in the Other category indicated receiving rides from staff, or other provided modes of transportation, and the case worker coming to the client's home.

Reasons for Missing Appointments by Survey Type



The Vehicle category includes consumers who indicated car trouble or no money for gas as a reason for missing appointments. The Family category includes childcare problems and family emergencies.

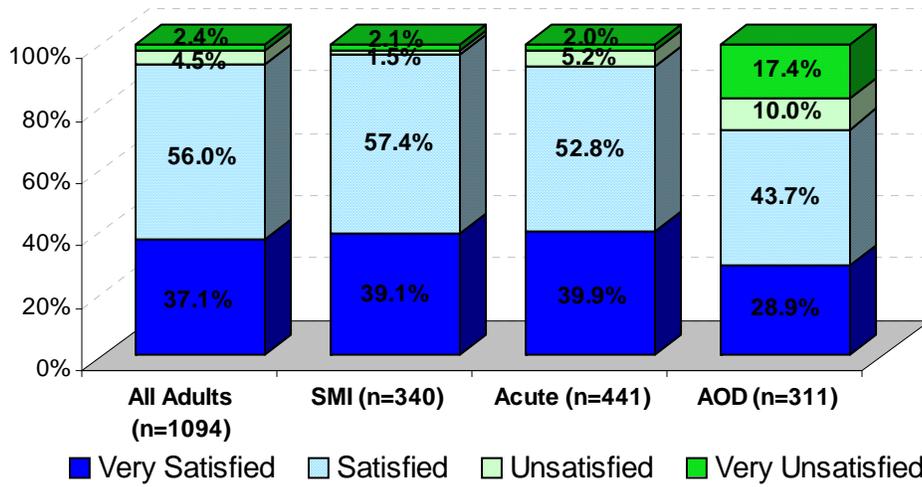
Arrested & Spent At Least 1 Day in Jail in Past 12 Months by Survey Type



Of 1085 respondents, a total of 238 (21.9%) reported being arrested *and spending at least one day in jail in the 12 months* prior to completing the survey.

Of 1082 respondents, a total of 52 (4.8%) reported being arrested *at least once in the 30 days* prior to completing the survey; 12 of whom were Adults with SMI, 15 were receiving Acute services, and 25 were receiving AOD services.

Satisfaction with Time from Initial Call to First Visit by Survey Type



The overall satisfaction rate of respondents from the time of their initial call to the HSC until their first visit was 93.1% for All Adults, 96.5% for Adults with SMI, 92.7% for adults receiving Acute services, and 72.6% for adults receiving AOD services.

CONSUMER SERVICE SATISFACTION

The following graphs indicate the percentage of consumers who agreed or strongly agreed with each statement. The statement numbers correspond with the number of the actual question on the Adult survey. The number of responses to each statement is given in the column heading of that statement on the graph.

SATISFACTION

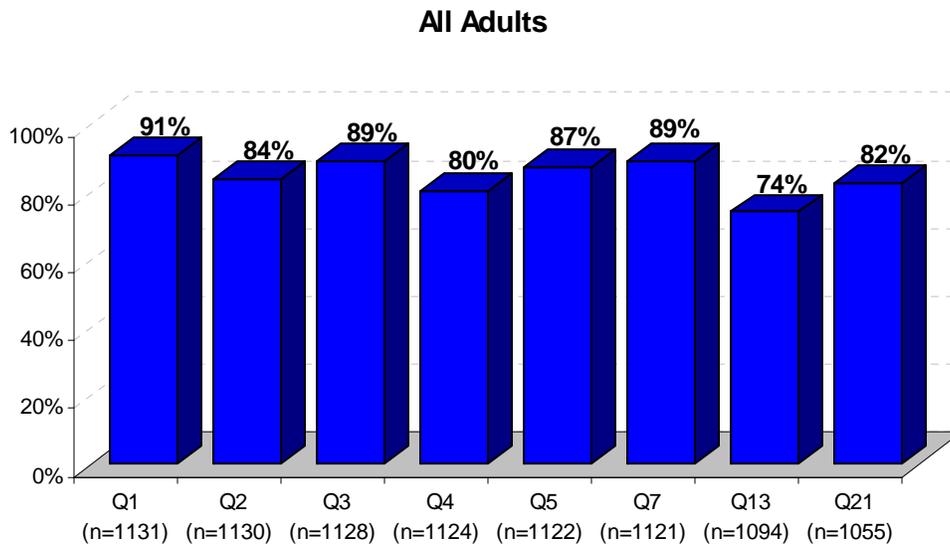
- Q1 – Overall, I am satisfied with the services I have received.
- Q2 – If I had other choices, I would still get services from this agency.
- Q3 – I would recommend this agency to a friend or family member.

ACCESS

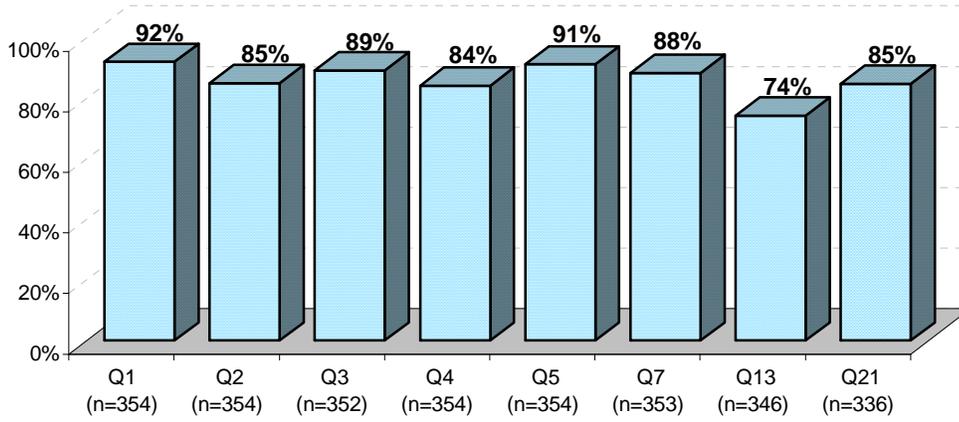
- Q4 – The location of services is convenient.
- Q5 – Staff and services were available at times that were good for me.

TREATMENT PARTICIPATION

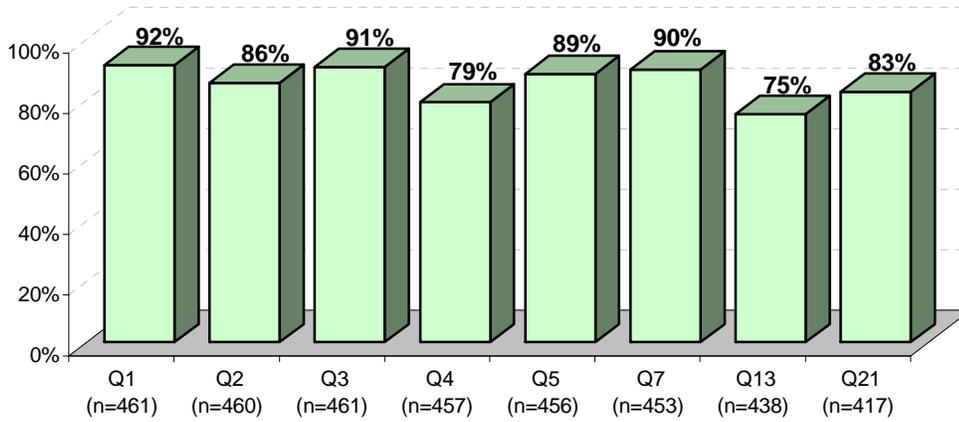
- Q7 – I felt comfortable asking questions about my treatment and medications.
- Q13 – I, not staff, decided my treatment goals.
- Q21 – Staff were helpful in assisting me to identify and find other treatment or support services I needed (e.g. medical, family, or employment services).



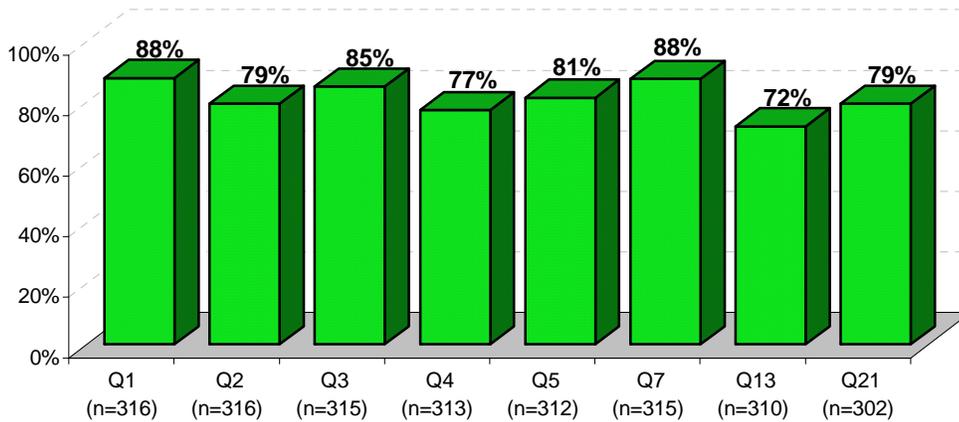
SMI



Acute



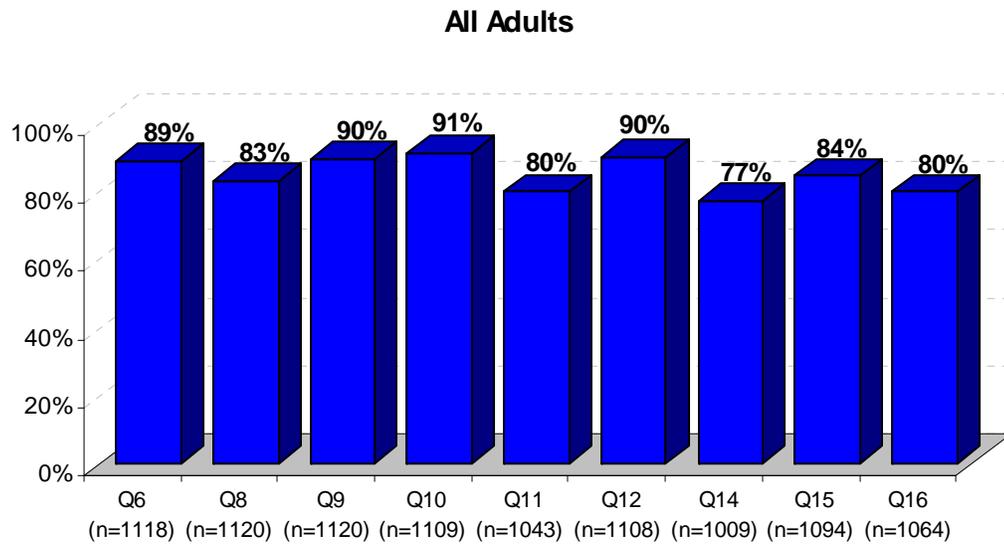
AOD



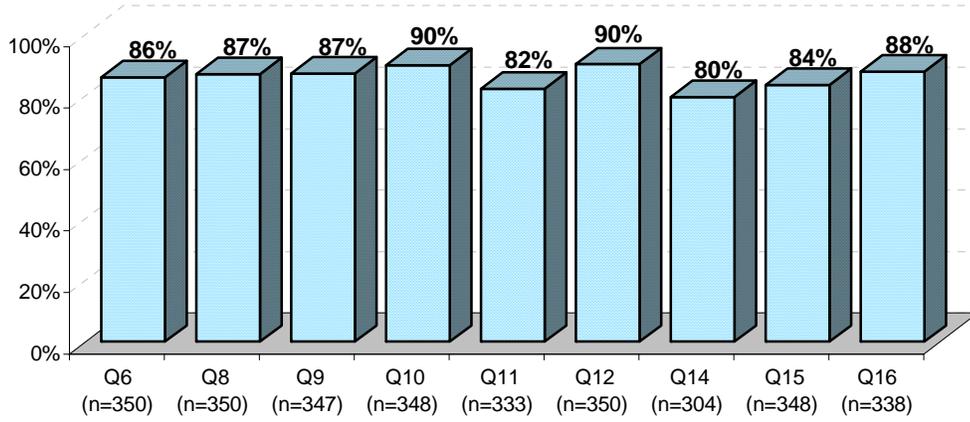
QUALITY AND APPROPRIATENESS

The following graphs indicate the percentage of consumers who agreed or strongly agreed with each statement. The statement numbers correspond with the number of the actual question on the Adult survey. The number of responses to each statement is given in the column heading of that statement on the graph.

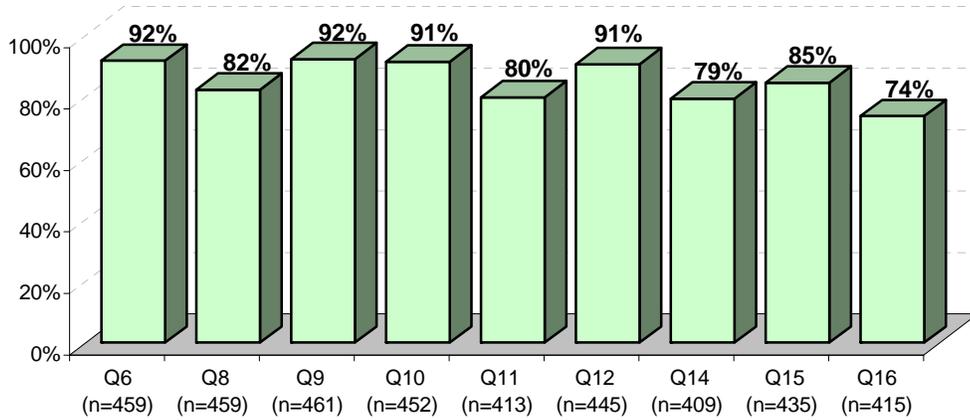
- Q6 – Staff here believe I can grow, change, and recover.
- Q8 – I felt free to complain.
- Q9 – I was given information about my rights.
- Q10 – Staff encouraged me to take responsibility for how I live my life.
- Q11 – Staff told me what side effects to watch out for.
- Q12 – Staff respected my wishes about who is, and who is not, to be given information about my treatment.
- Q14 – Staff were sensitive to my cultural background.
- Q15 – Staff helped me obtain the information I needed so that I could take charge of managing my illness.
- Q16 – I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).



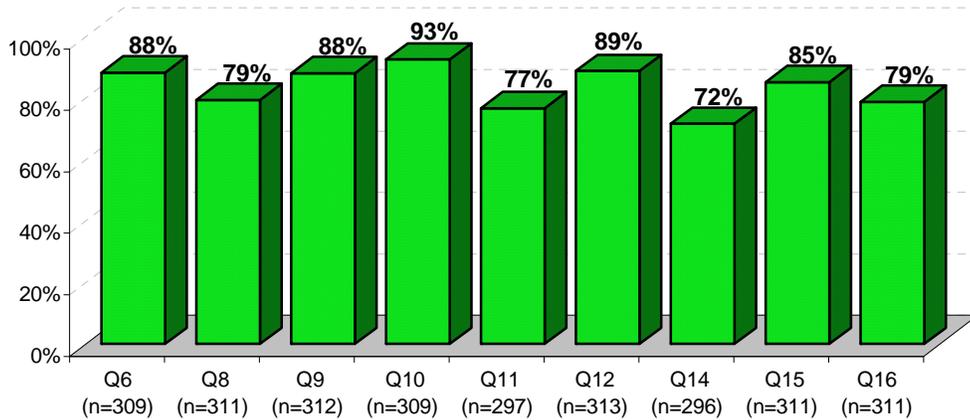
SMI



Acute



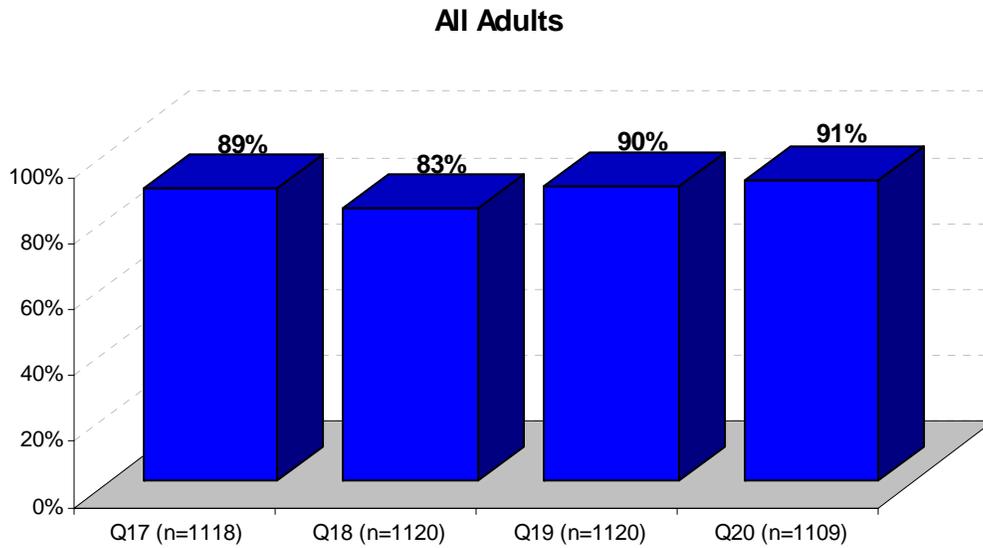
AOD



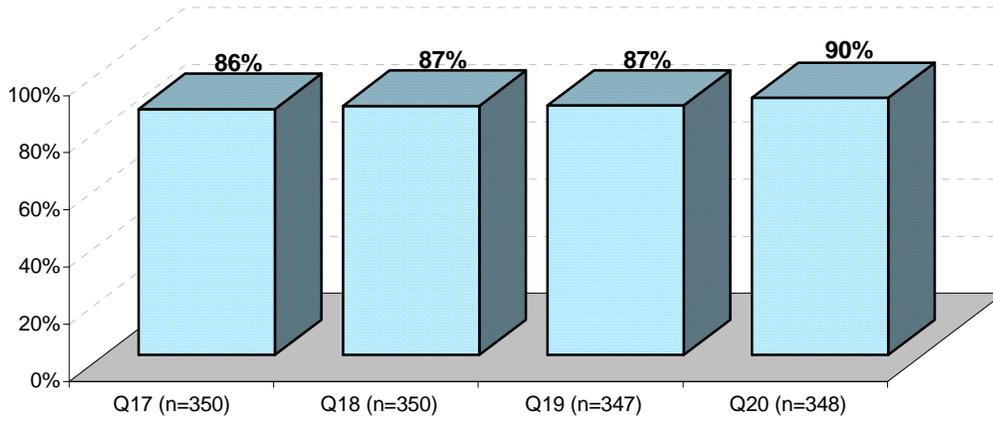
SOCIAL CONNECTEDNESS

The following graphs indicate the percentage of consumers who agreed or strongly agreed with each statement. The statement numbers correspond with the number of the actual question on the Adult survey. The number of responses to each statement is given in the column heading of that statement on the graph.

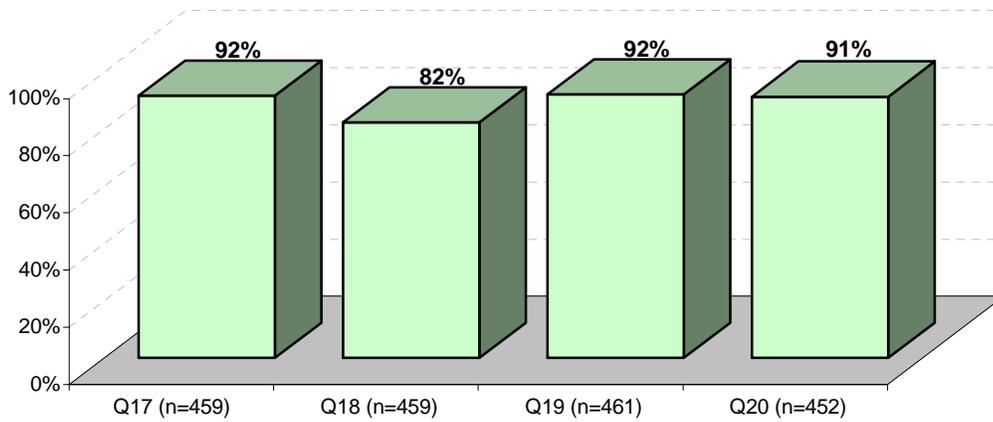
- Q17 – I am happy with the friendships I have.
- Q18 – I have people with whom I can do enjoyable things.
- Q19 – I feel I belong in my community.
- Q20 – In a crisis, I would have the support I need from family or friends.



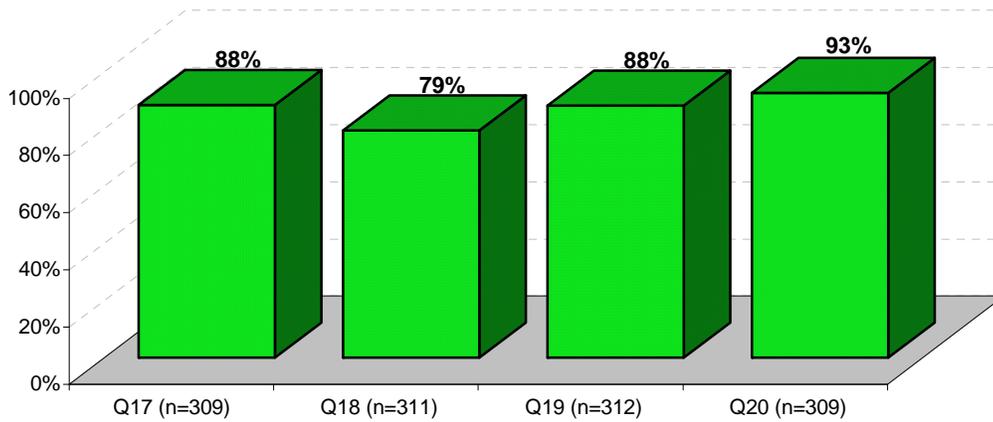
SMI



Acute



AOD

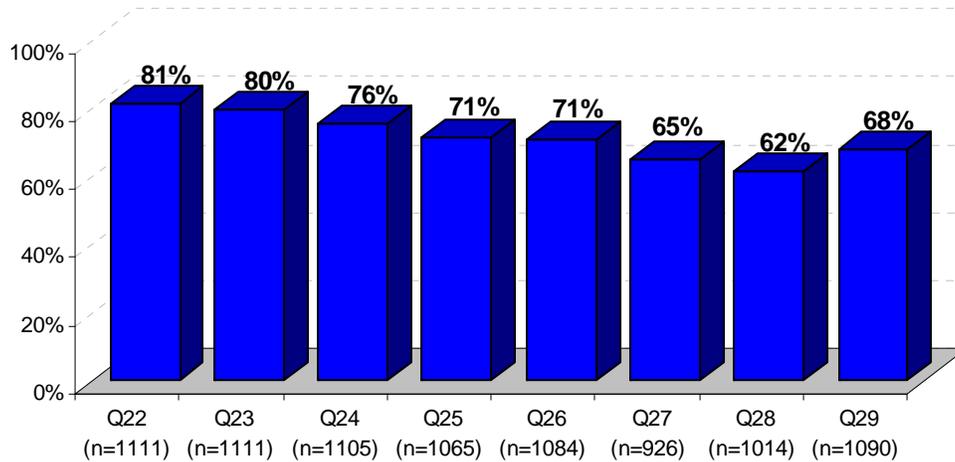


OUTCOMES

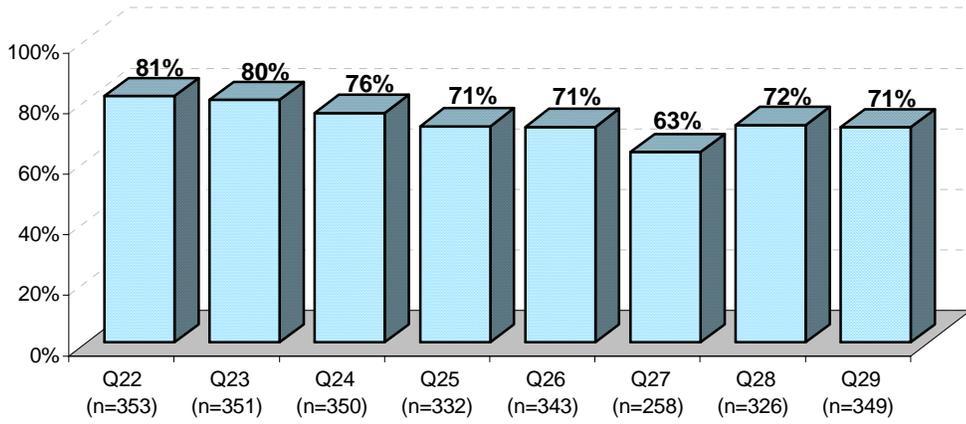
The following graphs indicate the percentage of consumers who agreed or strongly agreed with each statement. The statement numbers correspond with the number of the actual question on the Adult survey. The number of responses to each statement is given in the column heading of that statement on the graph.

- Q22 – I deal more effectively with daily problems.
- Q23 – I am better able to control my life.
- Q24 – I am better able to deal with crisis.
- Q25 – I am getting along better with my family.
- Q26 – I do better in social situations.
- Q27 – I do better in school and/or work.
- Q28 – My housing situation has improved.
- Q29 – My symptoms are not bothering me as much.

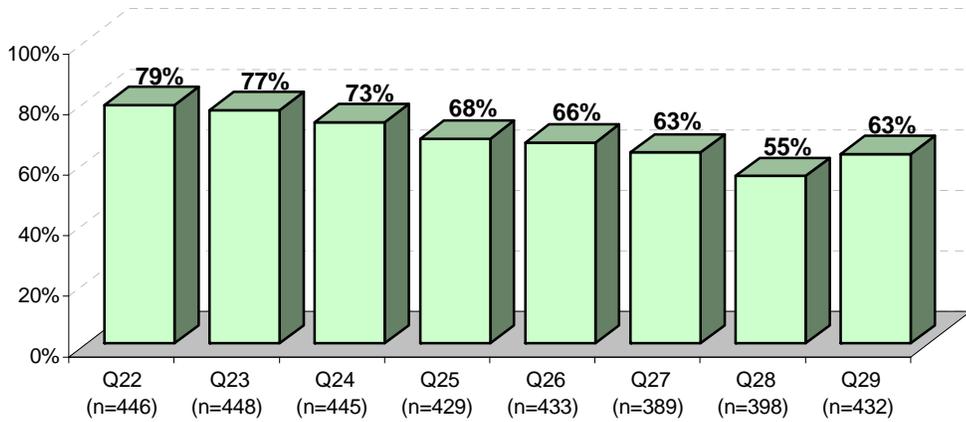
All Adults



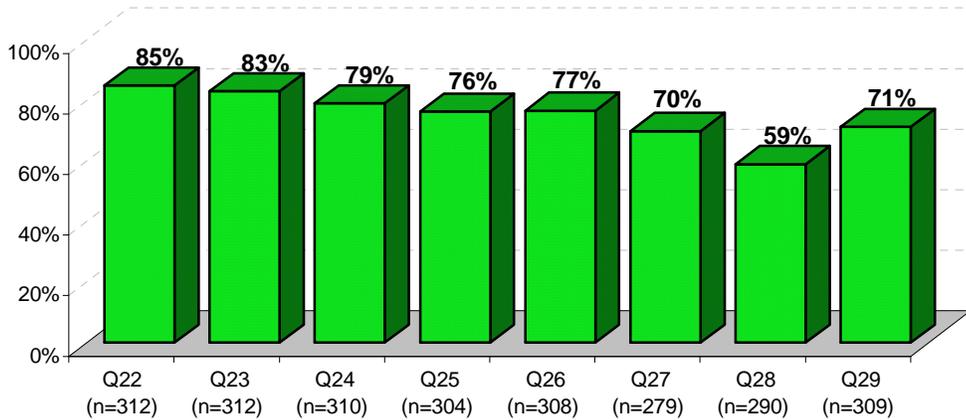
SMI



Acute



AOD



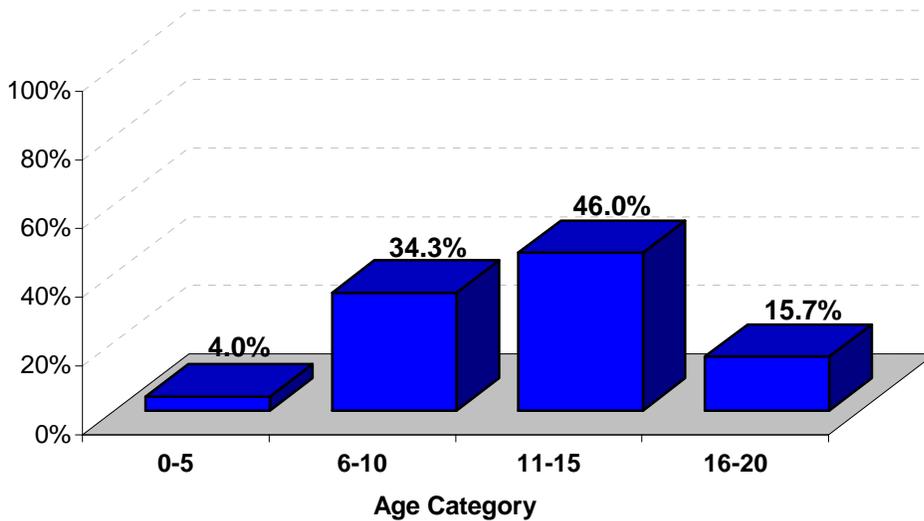
RESULTS OF ANALYSIS – FAMILY RESPONSES

The total number of consumers who responded to the Youth Services Survey for Families was 208. The distribution of respondents by region is shown below.

HSC	TOTAL
Northwest (NWHSC)	10
North Central (NCHSC)	23
Lake Region (LRHSC)	50
Northeast (NEHSC)	18
Southeast (SEHSC)	12
South Central (SCHSC)	40
West Central (WCHSC)	36
Badlands (BLHSC)	19
Total	208

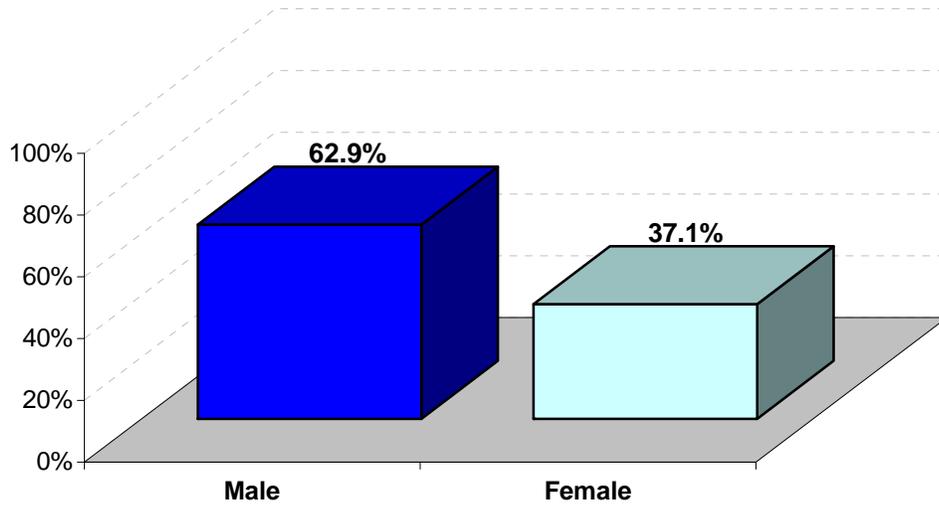
The following graphs give an overview of the responses provided by the parent or guardian of a youth receiving services at the HSC. The respondent was asked to complete the survey in regards to the services their child had received over the last year. The total number of respondents to each item is included in the graph title.

Age of Youth Receiving Services (n=198)

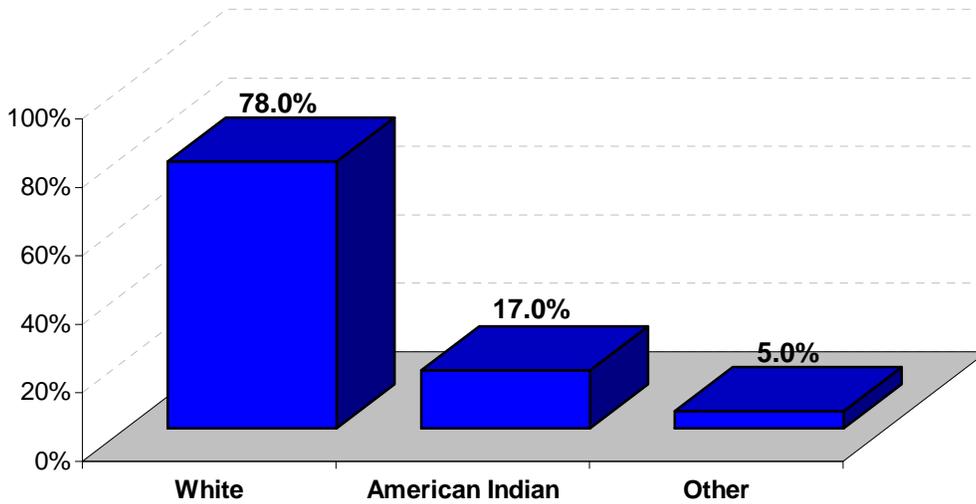


Seven respondents indicated that the youth receiving services was age 18 or older.

Gender of Youth Receiving Services (n=202)



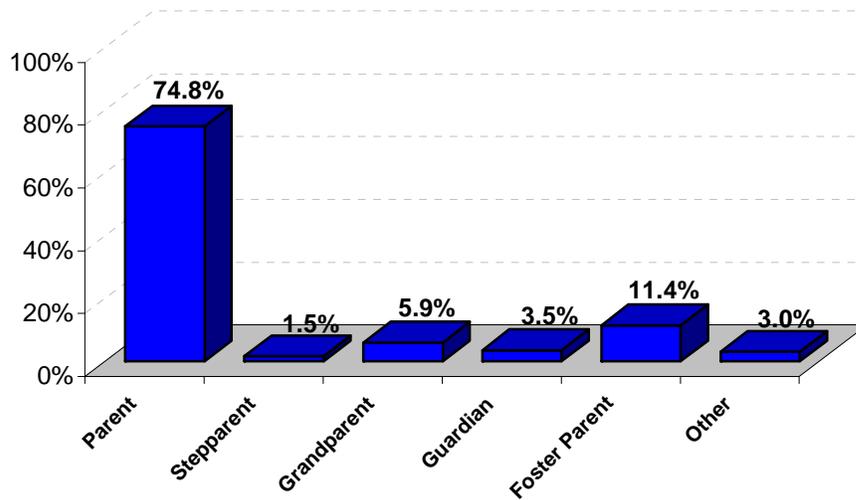
Race of Youth Receiving Services (n=200)



The percentage of respondents who selected American Indian as the youth’s race includes 4 who reported being both White and American Indian. The Other category includes 4 respondents who reported the youth as being African American.

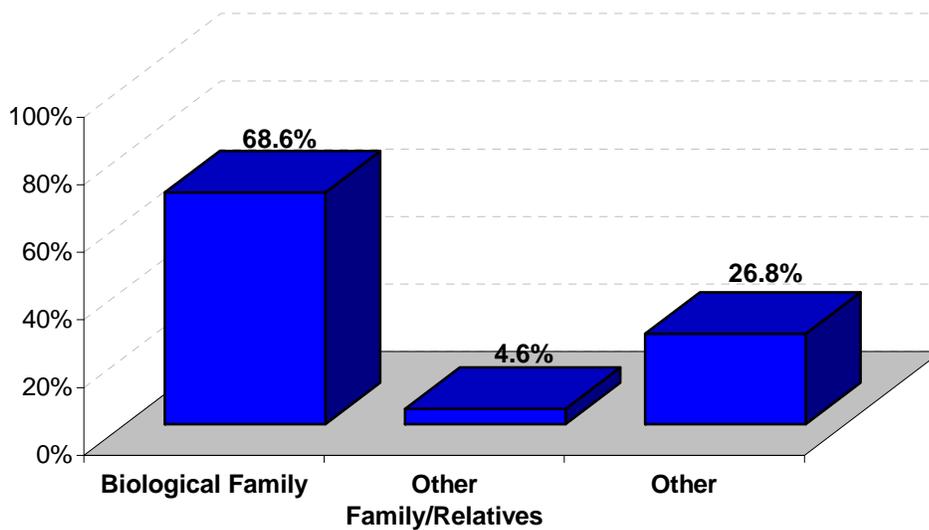
Of 194 respondents, 11 (5.7%) reported the youth as being of Hispanic origin.

**Relationship of Respondent to Youth Receiving Services
(n=202)**



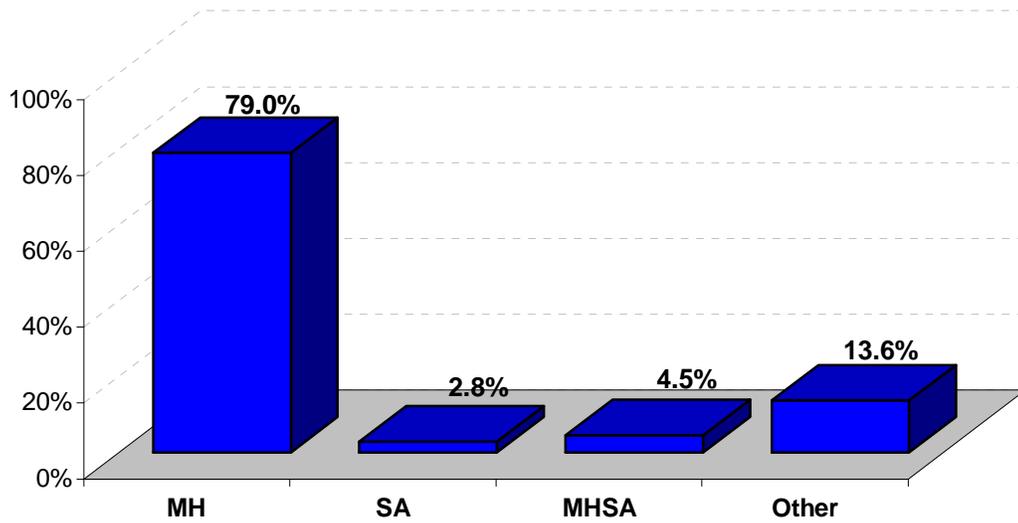
Parents made up the vast majority of respondents (74.8%), compared with any other category describing the respondent’s relationship to the youth receiving services.

Where Youth Receiving Services Lives Most Often (n=194)



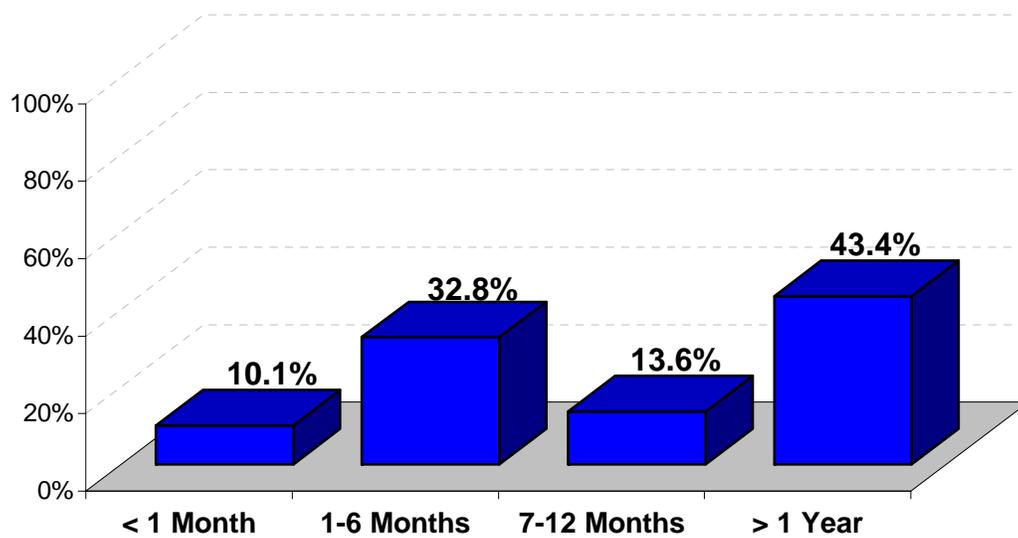
Responses in the Other category include foster care, adoptive families, legal guardians, and with one parent and a stepparent or that parent’s significant other.

Services Currently Being Received by Youth (n=176)



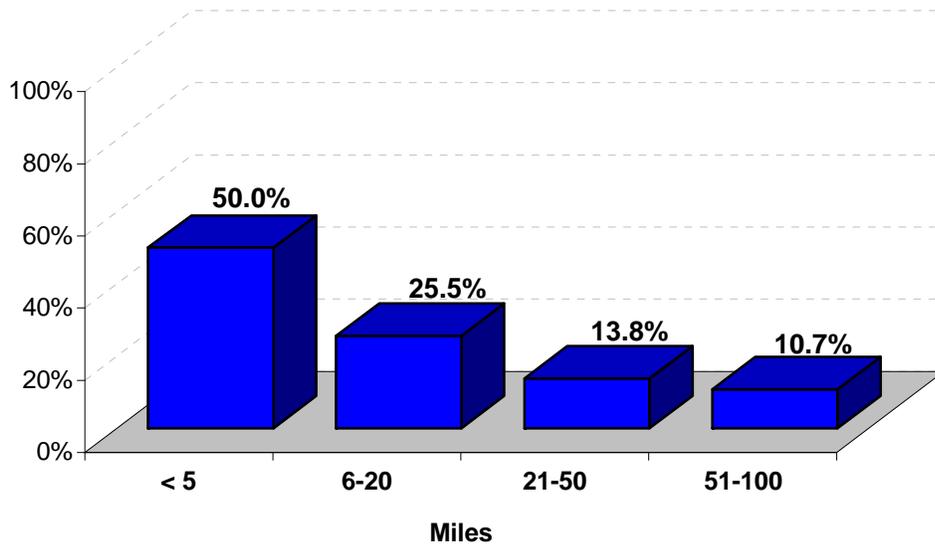
The Other category includes 3 respondents who reported youth as receiving both Substance Abuse (SA) and Developmental Disabilities (DD) services, 10 who reported youth as receiving both Mental Health (MH) and DD services, and 11 who reported youth as receiving only DD services.

Length of Time Receiving Services (n=198)



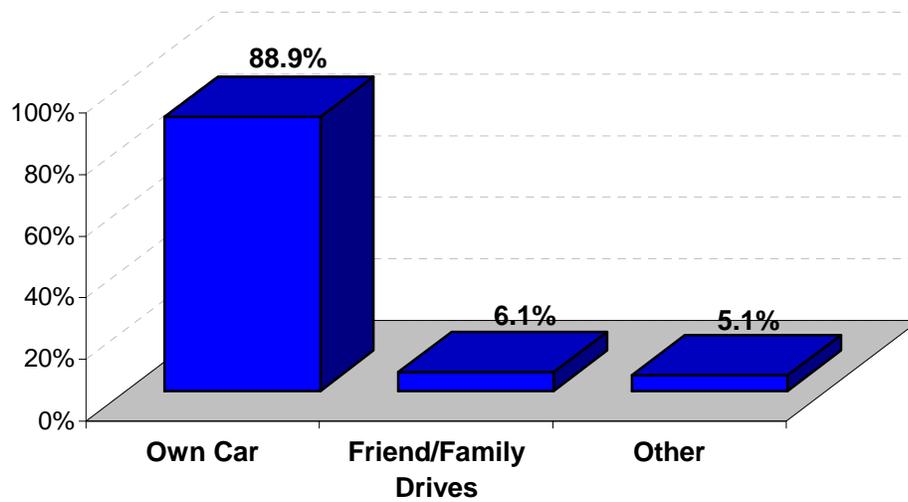
The length of time for those who indicated that the youth had been receiving services for over a year ranged from 13 months to 16 years. The average length of time was 50.6 months (4.22 years).

Distance to HSC (n=196)



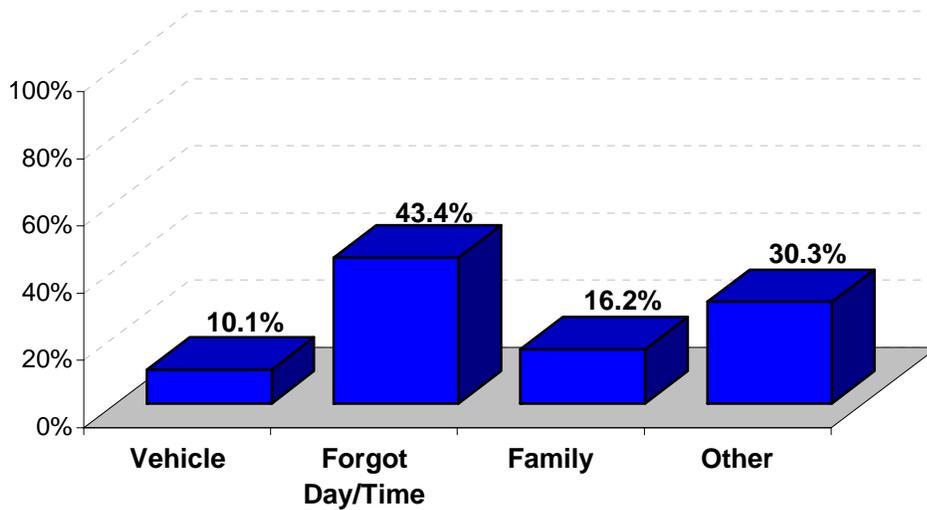
Three respondents reported traveling over 100 miles in order for the youth to receive services.

Youth Transportation to Appointments (n=198)



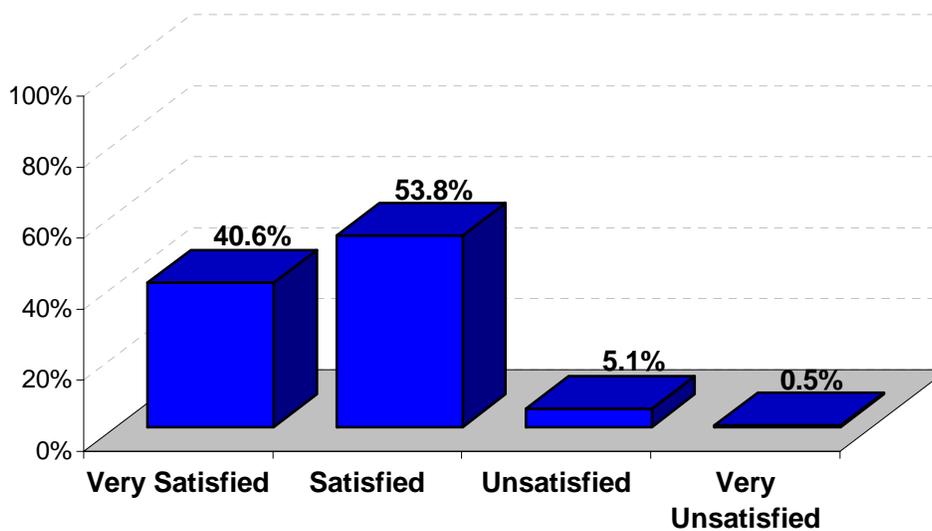
The parent or guardian used their own car to transport the youth receiving services to his or her appointments according to 88.9% of respondents.

Reasons for Missing Appointments (n=99)



The Vehicle category includes consumers who indicated car trouble or no money for gas as a reason for missing appointments. The Family category includes child care problems and family emergencies. One respondent indicated No Transportation as a reason for missing appointments.

Satisfaction with Time from Initial Call to First Visit (n=197)



The overall satisfaction rate of respondents from the time of their initial call to the HSC until their first visit was 94.4%.

CONSUMER SERVICE SATISFACTION

The following graphs indicate the percentage of consumers who agreed or strongly agreed with each statement. The statement numbers correspond with the number of the actual question on the Family survey. The number of responses to each statement is given in the column heading of that statement on the graph.

SATISFACTION

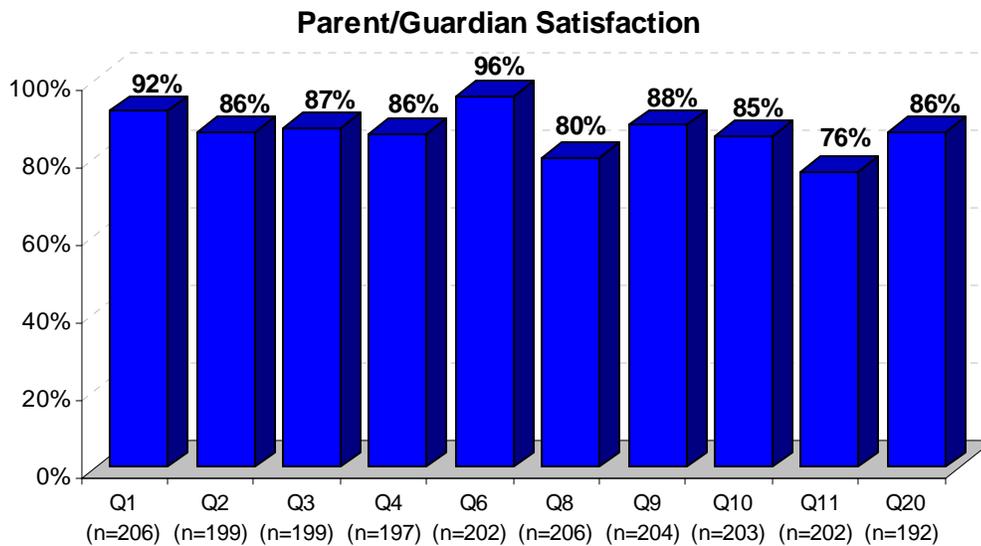
- Q1 – Overall, I am satisfied with the services this child received.
- Q4 – The people helping this child stuck with us no matter what.

ACCESS

- Q8 – The location of services was convenient for us.
- Q9 – Staff and services were available at times that were good for us.
- Q10 – My family got the help we wanted for this child.
- Q11 – My family got as much help as we needed for this child.

TREATMENT PARTICIPATION

- Q2 – I helped to choose this child’s services.
- Q3 – I helped to choose this child’s treatment goals.
- Q6 – I participated in this child’s treatment.
- Q20 – Staff were helpful in assisting me to identify and find other treatment or support services for this child (e.g. medical, family, or employment services).

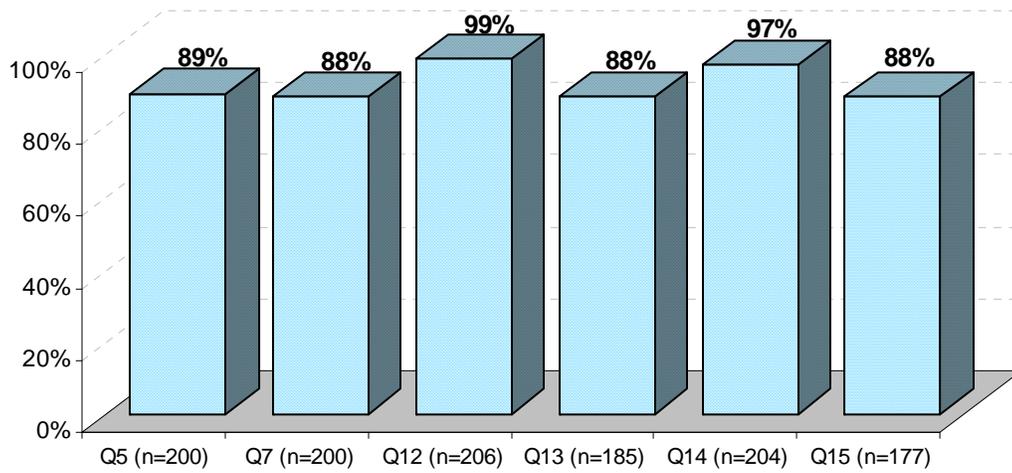


QUALITY AND APPROPRIATENESS

The following graphs indicate the percentage of consumers who agreed or strongly agreed with each statement. The statement numbers correspond with the number of the actual question on the Family survey. The number of responses to each statement is given in the column heading of that statement on the graph.

- Q5 – I felt this child had someone to talk to when troubled.
- Q7 – The services this child and/or family received were right for us.
- Q12 – Staff treated us with respect.
- Q13 – Staff respected by family’s religious/spiritual beliefs.
- Q14 – Staff spoke with me in a way that I understood.
- Q15 – Staff were sensitive to my cultural background.

Parent/Guardian Satisfaction

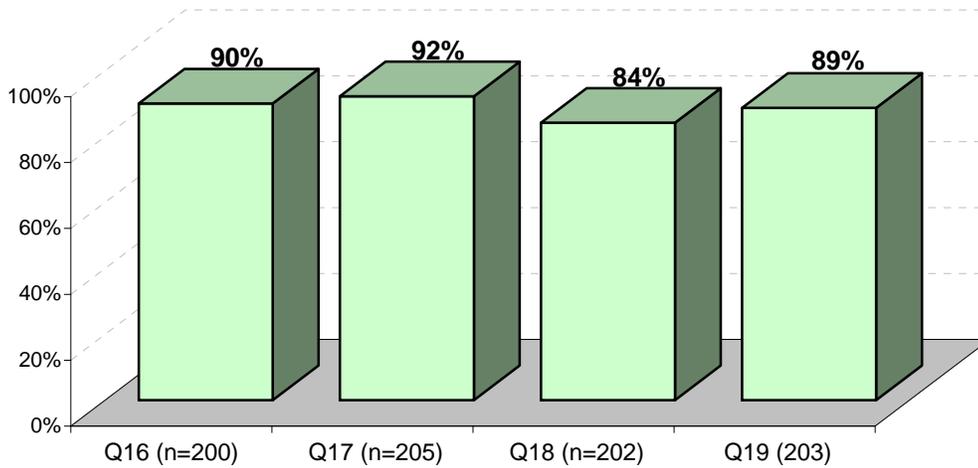


SOCIAL CONNECTEDNESS

The following graphs indicate the percentage of consumers who agreed or strongly agreed with each statement. The statement numbers correspond with the number of the actual question on the Family survey. The number of responses to each statement is given in the column heading of that statement on the graph.

- Q16 – I know people who will listen and understand me when I need to talk.
- Q17 – I have people that I am comfortable talking with about this child’s problems.
- Q18 – In a crisis, I would have the support I need from family or friends.
- Q19 – I have people with whom I can do enjoyable things.

Parent/Guardian Satisfaction

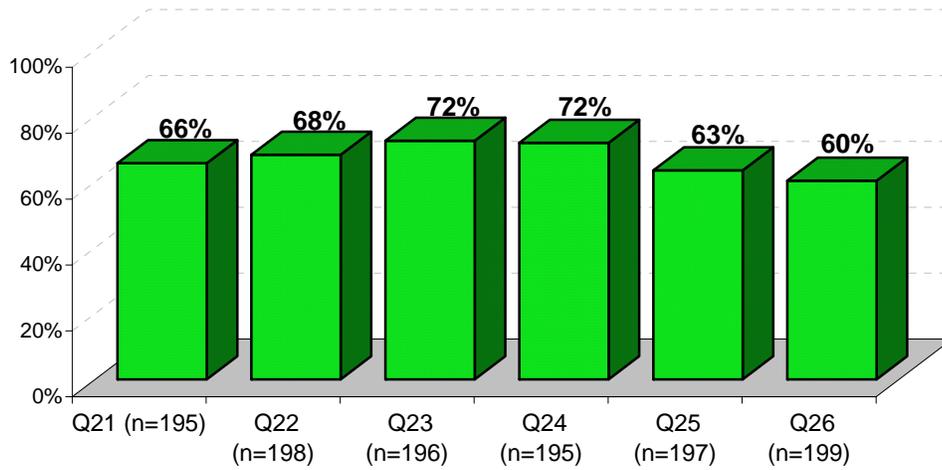


OUTCOMES

The following graphs indicate the percentage of consumers who agreed or strongly agreed with each statement. The statement numbers correspond with the number of the actual question on the Family survey. The number of responses to each statement is given in the column heading of that statement on the graph.

- Q21 – This child is better at handling daily life.
- Q22 – This child gets along better with family members.
- Q23 – This child gets along better with friends and other people.
- Q24 – This child is doing better in school and/or work.
- Q25 – This child is better able to cope when things go wrong.
- Q26 – I am satisfied with our family life right now.

Parent/Guardian Satisfaction



APPENDIX

Survey Administration Protocol

Adult Survey

Parent/Guardian Survey

