

2020 NC Mental Health and Substance Use Services Client Perceptions of Care Survey Alliance Behavioral Healthcare

Data tabs in this workbook show results from 2020 MH/SUD Client Perceptions of Care Surveys. Surveys were administered between August 1, 2020 and September 21, 2020.

Adult Survey, Youth Survey, and Child Family Survey results are presented under separate tabs.

***Adult Survey** results are based on surveys of individuals with reported ages of 18 years and older or with unreported age.

***Youth Survey** results are based on surveys of individuals with reported age under 20 years or with unreported age.

***Child Family Survey** results are based on surveys of individuals who reported a child age under 18 years or did not report child age.

Results for Mental Health Statistics Improvement Program (MHSIP) survey domains are presented in separate tables under each tab. Summary tables include numbers and percentages of respondents with positive, neutral, and negative domain scores. Please refer to the 2019 or 2020 NC DHHS Perceptions of Care Survey report for a description of domain score calculation and the MHSIP survey items included in each domain.

Domain scores are presented by survey administration method and for the total sample/all survey methods combined.

***Web/Electronic** surveys included web-based surveys completed by clients at service locations using electronic devices supplied by the provider.

***Paper** surveys were completed by clients at provider service locations.

***Tele-Methods** included remote provider survey administration by telephone or two-way audio/video connection.

***Other** methods included provider-administered in person, a combination of methods, or method was unclear from the response.

For reporting purposes, the domain score is usually expressed as the overall sample percentage of positive scores, e.g.:

Domain Score		Survey Administration Method				Total	
		Web	Paper	Tele	Other		
Positive	Count	593	1319	1197	59	3168	Domain Score/Positive Percent Score
	%	96%	95%	97%	98%	96%	
Neutral	Count	24	63	33	1	121	
	%	4%	5%	3%	2%	4%	
Negative	Count	1	5	4	0	10	
	%	0%	0%	0%	0%	0%	
Total	Count	618	1387	1234	60	3299	
	%	100%	100%	100%	100%	100%	

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Adult Survey
Alliance Behavioral Healthcare

			Survey Administration Method				Total-
Domain Score			Web/ Electronic	Paper	Tele- Methods	Other	All Survey Methods
Access	Positive	Count	110	312	382	18	822
		% within Method	95.70%	94.30%	97.40%	94.70%	95.90%
	Neutral	Count	4	18	9	1	32
		% within Method	3.50%	5.40%	2.30%	5.30%	3.70%
	Negative	Count	1	1	1	0	3
		% within Method	0.90%	0.30%	0.30%	0.00%	0.40%
	Total	Count	115	331	392	19	857
		% within Method	100.00%	100.00%	100.00%	100.00%	100.00%

			Survey Administration Method				Total- All Survey Methods
			Web/ Electronic	Paper Survey	Tele- Methods	Other	
Treatment Planning	Domain Score						
	Positive	Count	97	284	342	18	741
		% within Method	87.40%	87.90%	93.40%	100.00%	90.60%
	Neutral	Count	12	37	21	0	70
		% within Method	10.80%	11.50%	5.70%	0.00%	8.60%
	Negative	Count	2	2	3	0	7
		% within Method	1.80%	0.60%	0.80%	0.00%	0.90%
	Total	Count	111	323	366	18	818
% within Method		100.00%	100.00%	100.00%	100.00%	100.00%	

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Adult Survey

Alliance Behavioral Healthcare

			Survey Administration Method				Total-
Domain Score			Web/ Electronic	Paper Survey	Tele- Methods	Other	All Survey Methods
Quality and Appropriateness	Positive	Count	109	319	385	18	831
		% within Method	97.30%	97.00%	98.70%	94.70%	97.80%
	Neutral	Count	3	8	5	1	17
		% within Method	2.70%	2.40%	1.30%	5.30%	2.00%
	Negative	Count	0	2	0	0	2
		% within Method	0.00%	0.60%	0.00%	0.00%	0.20%
	Total	Count	112	329	390	19	850
		% within Method	100.00%	100.00%	100.00%	100.00%	100.00%

			Survey Administration Method				Total-
Domain Score			Web/ Electronic	Paper Survey	Tele- Methods	Other	All Survey Methods
Outcomes	Positive	Count	87	258	330	11	686
		% within Method	79.80%	79.40%	85.90%	84.60%	82.60%
	Neutral	Count	19	60	49	1	129
		% within Method	17.40%	18.50%	12.80%	7.70%	15.50%
	Negative	Count	3	7	5	1	16
		% within Method	2.80%	2.20%	1.30%	7.70%	1.90%
	Total	Count	109	325	384	13	831
		% within Method	100.00%	100.00%	100.00%	100.00%	100.00%

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Adult Survey

Alliance Behavioral Healthcare

Domain Score			Survey Administration Method				Total- All Survey Methods
			Web/ Electronic	Paper Survey	Tele- Methods	Other	
Functioning	Positive	Count	93	261	336	13	703
		% within Method	83.00%	79.30%	87.30%	92.90%	83.70%
	Neutral	Count	14	58	47	0	119
		% within Method	12.50%	17.60%	12.20%	0.00%	14.20%
	Negative	Count	5	10	2	1	18
		% within Method	4.50%	3.00%	0.50%	7.10%	2.10%
	Total	Count	112	329	385	14	840
		% within Method	100.00%	100.00%	100.00%	100.00%	100.00%

Domain Score			Survey Administration Method				Total- All Survey Methods
			Web/ Electronic	Paper Survey	Tele- Methods	Other	
Social Connectedness	Positive	Count	92	227	322	15	656
		% within Method	81.40%	68.00%	83.20%	78.90%	76.90%
	Neutral	Count	16	78	55	4	153
		% within Method	14.20%	23.40%	14.20%	21.10%	17.90%
	Negative	Count	5	29	10	0	44
		% within Method	4.40%	8.70%	2.60%	0.00%	5.20%
	Total	Count	113	334	387	19	853
		% within Method	100.00%	100.00%	100.00%	100.00%	100.00%

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			Survey Administration Method				Total-
Domain Score			Web/ Electronic	Paper Survey	Tele- Methods	Other	All Survey Methods
General Satisfaction	Positive	Count	109	319	383	19	830
		% within Method	94.80%	94.70%	97.50%	100.00%	96.10%
	Neutral	Count	5	16	10	0	31
		% within Method	4.30%	4.70%	2.50%	0.00%	3.60%
	Negative	Count	1	2	0	0	3
		% within Method	0.90%	0.60%	0.00%	0.00%	0.30%
	Total	Count	115	337	393	19	864
		% within Method	100.00%	100.00%	100.00%	100.00%	100.00%

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Youth Survey
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			Survey Administration Method				Total- All Survey Methods
Domain Score			Web/ Electronic	Paper Survey	Tele- Methods	Other	
Access	Positive	Count	44	66	145	2	257
		% within Method	93.60%	73.30%	92.40%	100.00%	86.80%
	Neutral	Count	2	20	11	0	33
		% within Method	4.30%	22.20%	7.00%	0.00%	11.10%
	Negative	Count	1	4	1	0	6
		% within Method	2.10%	4.40%	0.60%	0.00%	2.00%
	Total	Count	47	90	157	2	296
		% within Method	100.00%	100.00%	100.00%	100.00%	100.00%

			Survey Administration Method				Total-
Domain			Web/	Paper	Tele-		All Survey
Score			Electronic	Survey	Methods	Other	Methods
Treatment Planning	Positive	Count	39	72	140	2	253
		% within Method	86.70%	79.10%	84.80%	100.00%	83.50%
	Neutral	Count	6	17	22	0	45
		% within Method	13.30%	18.70%	13.30%	0.00%	14.90%
	Negative	Count	0	2	3	0	5
		% within Method	0.00%	2.20%	1.80%	0.00%	1.70%
	Total	Count	45	91	165	2	303
		% within Method	100.00%	100.00%	100.00%	100.00%	100.00%

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Youth Survey
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Domain Score		Survey Administration Method				Total- All Survey Methods
		Web/ Electronic	Paper Survey	Tele- Methods	Other	
Cultural Appropriateness	Positive Count	43	85	155	2	285
	% within Method	95.60%	91.40%	98.10%	100.00%	95.60%
	Neutral Count	2	7	3	0	12
	% within Method	4.40%	7.50%	1.90%	0.00%	4.00%
	Negative Count	0	1	0	0	1
	% within Method	0.00%	1.10%	0.00%	0.00%	0.30%
Total	Count	45	93	158	2	298
	% within Method	100.00%	100.00%	100.00%	100.00%	100.00%

Domain Score		Survey Administration Method				Total- All Survey Methods
		Web/ Electronic	Paper Survey	Tele- Methods	Other	
Outcomes	Positive Count	35	74	128	1	238
	% within Method	74.50%	79.60%	79.00%	50.00%	78.30%
	Neutral Count	8	15	33	1	57
	% within Method	17.00%	16.10%	20.40%	50.00%	18.80%
	Negative Count	4	4	1	0	9
	% within Method	8.50%	4.30%	0.60%	0.00%	3.00%
Total	Count	47	93	162	2	304
	% within Method	100.00%	100.00%	100.00%	100.00%	100.00%

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Domain Score			Survey Administration Method				Total- All Survey Methods
			Web/ Electronic	Paper Survey	Tele- Methods	Other	
General Satisfaction	Positive	Count	41	81	151	2	275
		% within Method	87.20%	86.20%	92.60%	100.00%	89.90%
	Neutral	Count	6	10	10	0	26
		% within Method	12.80%	10.60%	6.10%	0.00%	8.50%
	Negative	Count	0	3	2	0	5
		% within Method	0.00%	3.20%	1.20%	0.00%	1.60%
	Total	Count	47	94	163	2	306
		% within Method	100.00%	100.00%	100.00%	100.00%	100.00%

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Child Family Survey
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			Survey Administration Method				Total- All Survey Methods
Domain Score			Web/ Electronic	Paper Survey	Tele- Methods	Other	
Access	Positive	Count	44	57	132	1	234
		% within Method	91.70%	96.60%	97.10%	50.00%	95.50%
	Neutral	Count	4	2	4	1	11
		% within Method	8.30%	3.40%	2.90%	50.00%	4.50%
	Negative	Count	0	0	0	0	0
		% within Method	0.00%	0.00%	0.00%	0.00%	0.00%
	Total	Count	48	59	136	2	245
		% within Method	100.0%	100.0%	100.0%	100.0%	100.0%

			Survey Administration Method				Total- All Survey Methods
Domain Score			Web/ Electronic	Paper Survey	Tele- Methods	Other	
Treatment Planning	Positive	Count	47	56	134	2	239
		% within Method	97.90%	94.90%	95.00%	100.00%	95.60%
	Neutral	Count	1	1	7	0	9
		% within Method	2.10%	1.70%	5.00%	0.00%	3.60%
	Negative	Count	0	2	0	0	2
		% within Method	0.00%	3.40%	0.00%	0.00%	0.80%
	Total	Count	48	59	141	2	250
		% within Method	100.00%	100.00%	100.00%	100.00%	100.00%

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Domain Score			Survey Administration Method				Total- All Survey Methods
			Web/ Electronic	Paper Survey	Tele- Methods	Other	
Cultural Appropriateness	Positive	Count	46	50	126	2	224
		% within Method	100.00%	98.00%	99.20%	100.00%	99.10%
	Neutral	Count	0	1	1	0	2
		% within Method	0.00%	2.00%	0.80%	0.00%	0.90%
	Negative	Count	0	0	0	0	0
		% within Method	0.00%	0.00%	0.00%	0.00%	0.00%
	Total	Count	46	51	127	2	226
		% within Method	100.00%	100.00%	100.00%	100.00%	100.00%

			Survey Administration Method				Total-
Domain Score			Web/ Electronic	Paper Survey	Tele- Methods	Other	All Survey Methods
Outcomes	Positive	Count	38	48	103	1	190
		% within Method	79.20%	82.80%	74.10%	50.00%	76.90%
	Neutral	Count	7	9	30	1	47
		% within Method	14.60%	15.50%	21.60%	50.00%	19.00%
	Negative	Count	3	1	6	0	10
		% within Method	6.30%	1.70%	4.30%	0.00%	4.00%
	Total	Count	48	58	139	2	247
		% within Method	100.00%	100.00%	100.00%	100.00%	100.00%

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Domain Score		Survey Administration Method				Total- All Survey Methods
		Web/ Electronic	Paper Survey	Tele- Methods	Other	
Functioning	Positive Count	38	48	105	1	192
	% within Method	79.20%	82.80%	75.50%	50.00%	77.70%
	Neutral Count	6	9	28	1	44
	% within Method	12.50%	15.50%	20.10%	50.00%	17.80%
	Negative Count	4	1	6	0	11
	% within Method	8.30%	1.70%	4.30%	0.00%	4.50%
	Total Count	48	58	139	2	247
	% within Method	100.00%	100.00%	100.00%	100.00%	100.00%

Domain Score		Survey Administration Method				Total- All Survey Methods
		Web/ Electronic	Paper Survey	Tele- Methods	Other	
Social Connectedness	Positive Count	41	52	122	0	215
	% within Method	87.20%	91.20%	86.50%	0.00%	87.40%
	Neutral Count	6	5	15	1	27
	% within Method	12.80%	8.80%	10.60%	100.00%	11.00%
	Negative Count	0	0	4	0	4
	% within Method	0.00%	0.00%	2.80%	0.00%	1.60%
	Total Count	47	57	141	1	246
	% within Method	100.00%	100.00%	100.00%	100.00%	100.00%

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			Survey Administration Method				Total- All Survey Methods
			Web/ Electronic	Paper Survey	Tele- Methods	Other	
General Satisfaction	Domain	Score					
	Positive	Count	47	56	138	2	243
		% within Method	97.90%	96.60%	98.60%	100.00%	98.00%
	Neutral	Count	1	2	2	0	5
		% within Method	2.10%	3.40%	1.40%	0.00%	2.00%
	Negative	Count	0	0	0	0	0
		% within Method	0.00%	0.00%	0.00%	0.00%	0.00%
	Total	Count	48	58	140	2	248
% within Method		100.00%	100.00%	100.00%	100.00%	100.00%	