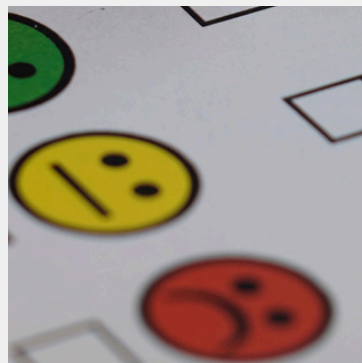


# 2025 Satisfaction Survey Analysis



# Table of Contents ↘

<u>Executive Summary</u>	3
<u>Methodology</u>	4
<u>MHSIP CMHSP Survey Response Rates</u>	6
<u>MHSIP Survey Analysis</u>	7
<u>YSS CMHSP Survey Response Rates</u>	12
<u>YSS Survey Analysis</u>	13
<u>SUD MHSIP Survey Response Rates</u>	18
<u>SUD MHSIP Survey Analysis</u>	19
<u>FY25 Follow-up/Recommendations</u>	22
<u>Appendices</u>	23

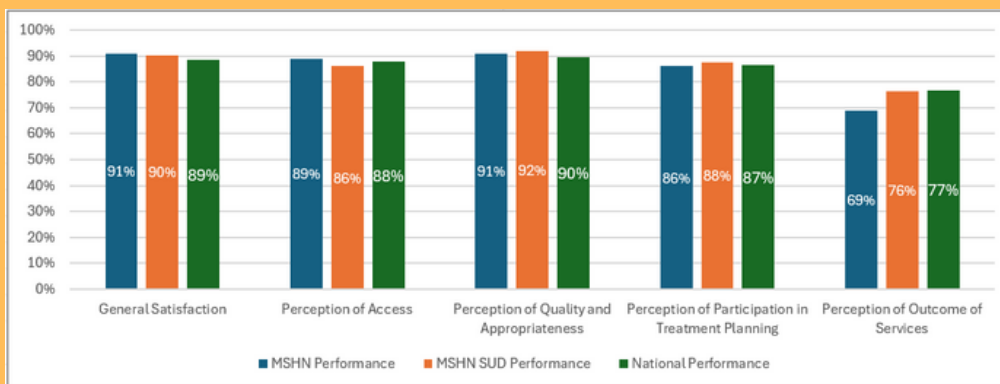


# Executive Summary

The Mid-State Health Network (MSHN) Quality Assessment and Performance Improvement Program, as required by the Michigan Department of Health and Human Services (MDHHS), administers a satisfaction survey to a representative group of individuals served on an annual basis. MSHN, in collaboration with the Community Mental Health Services Programs (CMHSPs) and their contracted providers, along with MSHN's Substance Use Disorder Treatment Providers (SUDTP) utilize the Mental Health Statistics Improvement Program (MHSIP) to survey adults experiencing a mental illness and/or intellectual and developmental disability or substance use disorder, and the Youth Satisfaction Survey (YSS) survey tool for children/families. These surveys obtain feedback related to the perception of care for a representative sample of individuals served within the MSHN region to highlight the areas that providers are excelling and to identify improvement opportunities for future growth.

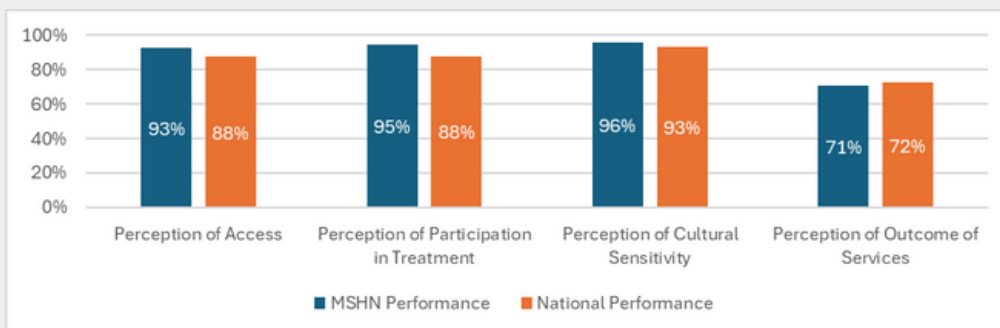
In FY2025, CMHSP participants collected 2,650 MHSIP surveys resulting in an approximate average response rate of 23 percent and a distribution rate of 76 percent (the number of surveys distributed/number of consumers served). CMHSP participants also collected 1,018 YSS surveys resulting in an approximate average response rate of 28 percent and a distribution rate of 77 percent. SUD providers collected 1,996 surveys resulting in an average approximate response rate of 52 percent.

Figure 1: MSHN MHSIP Performance Compared to National Average



Compared to national averages (SAMHSA, 2023), MSHN performed at or above benchmark levels in General Satisfaction, Access, and Quality/Appropriateness in the MHSIP survey, reflecting consistently strong consumer experiences with service delivery.

Figure 2: MSHN YSS Performance Compared to National Average



Compared to national averages of the YSS survey (SAMHSA, 2023), MSHN outperformed national averages in Access, Participation in Treatment, and Cultural Sensitivity, reflecting strong family engagement and respect across the system.

"As a trans-woman, I was treated with the utmost respect. Absolutely loved the DBT Program!!!"



"I feel I have improved and if I need any help I can always call on you folks for help."

"Great people doing great things. Thank you."

# Methodology

CMHSP providers selected a four week period between June and August to complete satisfaction surveying of adults, youth, and families served. SUD providers completed satisfaction surveying for FY25 for a targeted set of four weeks (June 16th through July 18th).

Survey results are analyzed by domain and subscale items for both the PIHP and the CMHSP for all surveys. In calculating the subscales and domains, the following are excluded from calculation:

- Individuals missing more than 1/3 of the questions in that domain
- Blanks/Not Applicable

Individual mean scores greater than 3.5 (YSS) or less than 2.5 (MHSIP) are classified as being “in agreement.” The total number of respondents “in agreement” is divided by the total number of respondents with the result multiplied by 100 to calculate domain agreement. To obtain individual subscale scores, each response is assigned the following numerical values:

	MHSIP-Adult Version	YSS-Child/Family Version
Standard-“In Agreement”	<2.5	>3.5
Strongly Agree	1	5
Agree	2	4
Neutral	3	3
Disagree	4	2
Strongly Disagree	5	1

MSHN has established 80% agreement as the performance standard for all perception-of-care domains. This threshold represents the minimum level of positive consumer response required to demonstrate that services are being delivered effectively and that individuals perceive meaningful benefit.

Each survey includes multiple questions which are aggregated into overarching domains. For both the MHSIP and the YSS surveys, there are seven total domains. The first four domains reflect the performance of each provider and the remaining three domains reflect the consumer’s status in clinical improvement, daily functioning, and overall well-being:

## MHSIP Domains

General Satisfaction  
Access to Care  
Quality and Appropriateness of Care  
Participation in Treatment Planning  
Outcomes  
Functioning  
Social Connectedness

## YSS Domains

General Satisfaction  
Access to Care  
Participation in Treatment  
Cultural Sensitivity  
Outcome of Services  
Social Functioning  
Social Connectedness



*“The services I received have helped me. My trauma has been holding me down for so long. My worst trauma happened 25 years ago [and] I did not receive the help I truly needed. But the help I am receiving now is really starting to help me...This means so much to me. I feel so much better.”*



# 2025 Mental Health Statistics Improvement Program (MHSIP) Survey - CMHSP



*"I have the best therapist. She is amazing and helps me to make my life better or I should say she teaches me ways that I can. She is amazing, thank you."*

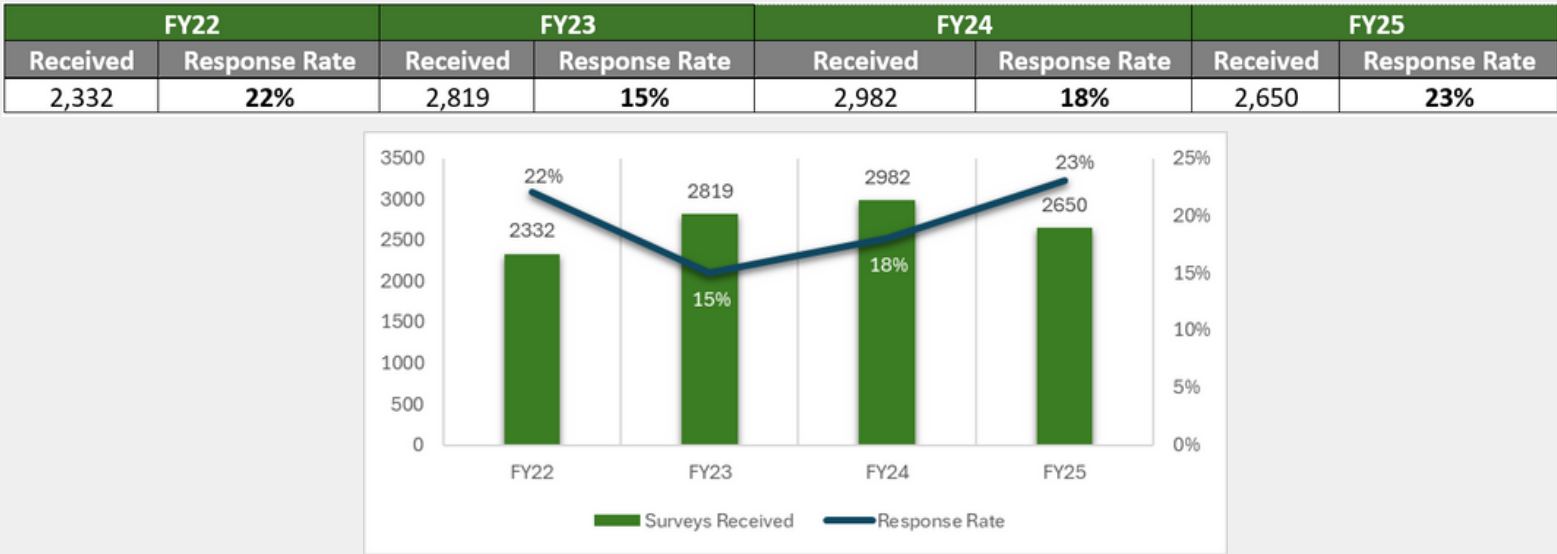
*"I feel staff have been really good at making me feel like a person and not a number. My therapist has been helpful with getting me to talk about things I needed to. I'm really happy with the services provided."*

*"Very grateful to CMH services and support and all staff! Main support in my recovery!"*

# MHSIP CMHSP Survey Response Rates

Response rates are calculated by dividing the total number of surveys received by the number of individuals distributed a survey during the surveying period. MHSIP survey response rates have shown notable fluctuations over time. Compared to the past three fiscal years, FY25 had the highest response rate at 23 percent, however, there remains ongoing variability which underscores persistent challenges in achieving consistent engagement in survey participation of the MSHIP survey.

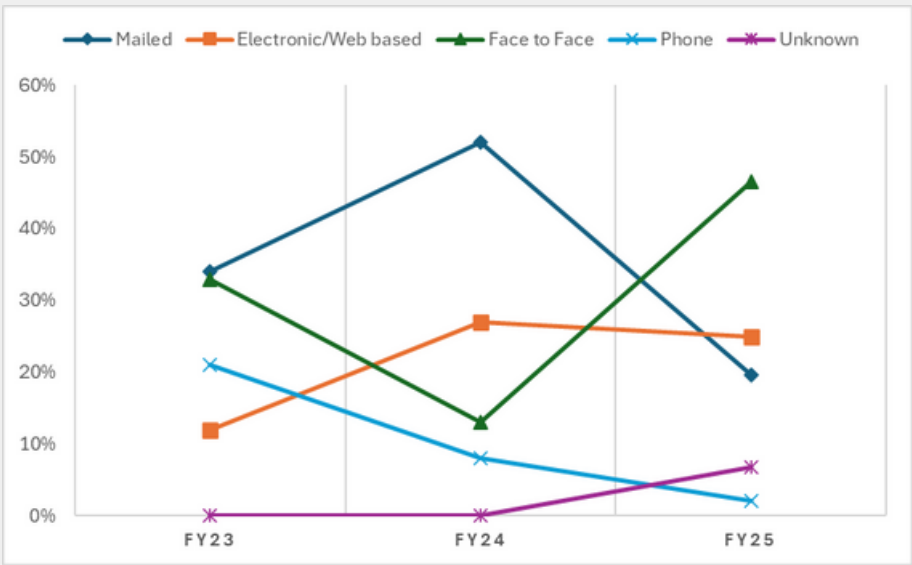
Figure 1: Longitudinal MHSIP Response Rates for MSHN Region



Over the last three fiscal years, distribution methods have moved away from phone and mailed surveying, with FY25 marking the highest adoption of face-to-face surveying to date. This demonstrates a strategic shift towards in-person surveying for increased engagement and collection of surveys.

Figure 2: Longitudinal Distribution Method Percentages

	FY23	FY24	FY25
Mailed	34%	52%	20%
Electronic/Web based	12%	27%	25%
Face to Face	33%	13%	47%
Phone	21%	8%	2%
Unknown	0%	0%	7%



“You have a very gifted staff! I love all of the people that worked with me.”





# MHSIP Survey Analysis

MSHN's percentage of agreement for each subscale for FY25 scored above the desired threshold (80 percent) for four out of seven domains as indicated below in Figure 3. MSHN scored the highest in the General Satisfaction and Quality and Appropriateness domains in FY25, which continues the trend of these domains scoring with the highest in consumer agreement. A full question ranking by score for both MSHN overall totals as well as CMHSPs can be found under Appendix A.

Figure 3: Longitudinal Percentages by Domain and Subscale Question

MHSIP Survey Domains and Subscale Questions	FY2022	FY2023	FY2024	FY2025
<b>General Satisfaction</b>	<b>93%</b>	<b>90%</b>	<b>88%</b>	<b>91%</b>
Q1. I like the services that I received.	93%	92%	90%	92%
Q2. If I had other choices, I would still choose to get services from this mental health agency.	89%	86%	85%	88%
Q3. I would recommend this agency to a friend or family member.	92%	89%	87%	89%
<b>Perception of Access</b>	<b>91%</b>	<b>88%</b>	<b>87%</b>	<b>89%</b>
Q4. The location of services was convenient.	89%	89%	88%	89%
Q5. Staff were willing to see me as often as I felt it was necessary.	92%	89%	89%	90%
Q6. Staff returned my calls within 24 hours.	89%	86%	84%	87%
Q7. Services were available at times that were good for me.	93%	90%	90%	91%
Q8. I was able to get all the services I thought I needed.	89%	86%	83%	87%
Q9. I was able to see a psychiatrist when I wanted to.	81%	81%	81%	83%
<b>Perception of Quality and Appropriateness</b>	<b>93%</b>	<b>89%</b>	<b>88%</b>	<b>91%</b>
Q10. Staff believed that I could grow, change and recover.	91%	88%	87%	90%
Q12. I felt free to complain.	87%	84%	84%	86%
Q13. I was given information about my rights.	94%	91%	91%	93%
Q14. Staff encouraged me to take responsibility for how I live my life.	91%	87%	86%	89%
Q15. Staff told me what side effects to watch for.	81%	77%	78%	81%
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	94%	90%	92%	93%
Q18. Staff were sensitive to my cultural/ ethnic background.	90%	87%	88%	88%
Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	90%	86%	85%	89%
Q20. I was encouraged to use consumer-run programs.	85%	81%	81%	82%
<b>Perception of Participation in Treatment Planning</b>	<b>88%</b>	<b>85%</b>	<b>83%</b>	<b>86%</b>
Q11. I felt comfortable asking questions about my treatment, services, and medication.	91%	90%	88%	91%
Q17. I, not staff, decided my treatment goals.	89%	85%	84%	87%
<b>Perception of Outcome of Services</b>	<b>70%</b>	<b>71%</b>	<b>69%</b>	<b>69%</b>
Q21. I deal more effectively with daily problems.	80%	77%	73%	72%
Q22. I am better able to control my life.	77%	75%	72%	71%
Q23. I am better able to deal with crisis.	74%	71%	64%	64%
Q24. I am getting along better with my family.	71%	72%	73%	72%
Q25. I do better in social situations.	65%	66%	69%	71%
Q26. I do better in school and/or work.	61%	62%	68%	69%
Q27. My housing situation has improved.	64%	71%	72%	72%
Q28. My symptoms are not bothering me as much.	64%	62%	62%	62%
<b>Perception of Functioning</b>	<b>69%</b>	<b>71%</b>	<b>69%</b>	<b>65%</b>
Q29. I do things that are more meaningful to me.	72%	75%	62%	62%
Q30. I am better able to take care of my needs.	76%	75%	77%	77%
Q31. I am better able to handle things when they go wrong.	69%	69%	72%	72%
Q32. I am better able to do things that I want to do.	72%	73%	62%	60%
<b>Perception of Social Connectedness</b>	<b>71%</b>	<b>74%</b>	<b>70%</b>	<b>71%</b>
Q33. I am happy with the friendships I have.	75%	78%	72%	73%
Q34. I have people with who I can do enjoyable things.	78%	79%	76%	77%
Q35. I feel I belong in my community.	63%	67%	78%	80%
Q36. In a crisis, I would have the support I need from family or friends.	78%	79%	66%	65%

# MHSIP Survey Analysis (Continued)



## The highest rated questions for the MSHN region were the following:

- Q1: I like the services that I received
- Q13: I was given information about my rights
- Q16: Staff respected my wishes about who is and who is not to be given information about my treatment services



## The lowest rated questions for the MSHN region were the following:

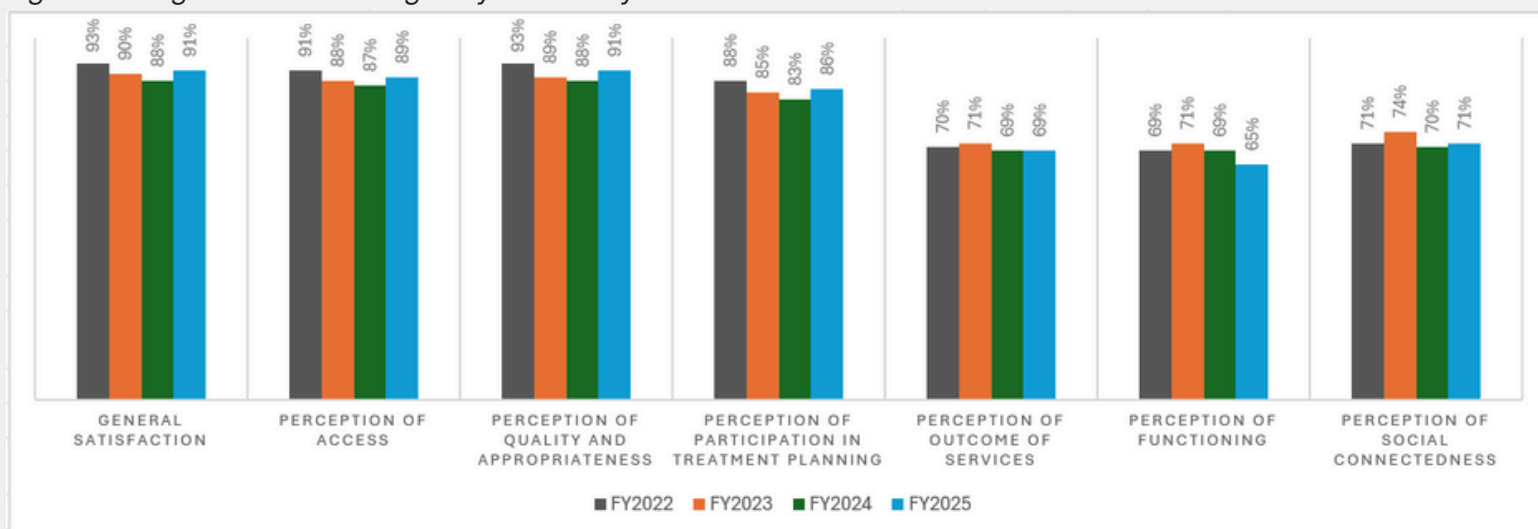
- Q28: My symptoms are not bothering me as much
- Q31: I am able to handle things when they go wrong
- Q35: I feel I belong in my community

Review of longitudinal performance indicates that FY25 demonstrated measurable improvement in key perception-of-care domains following two consecutive years of decline. General Satisfaction increased to 91% (demonstrating a 3% increase over FY24), Perception of Access rose to 89% (an increase of 2% from FY24), Quality and Appropriateness improved to 91% (a 3% increase over FY24), and Participation in Treatment Planning increased to 86% (up from 83% in FY24).

In comparison, the outcome-based domains continue to have lower rates of satisfaction overall; which highlights persistent gaps in clinical outcomes despite improvements in overall consumer service experiences.

Overall, FY25 results reflect improved rates around satisfaction and access measures while also highlighting an ongoing need for targeted interventions addressing outcomes, functioning, and connectedness. These areas remain below the 80% performance threshold and will require continued regional focus for quality improvement planning.

Figure 4: Longitudinal Percentages by Domain by FY



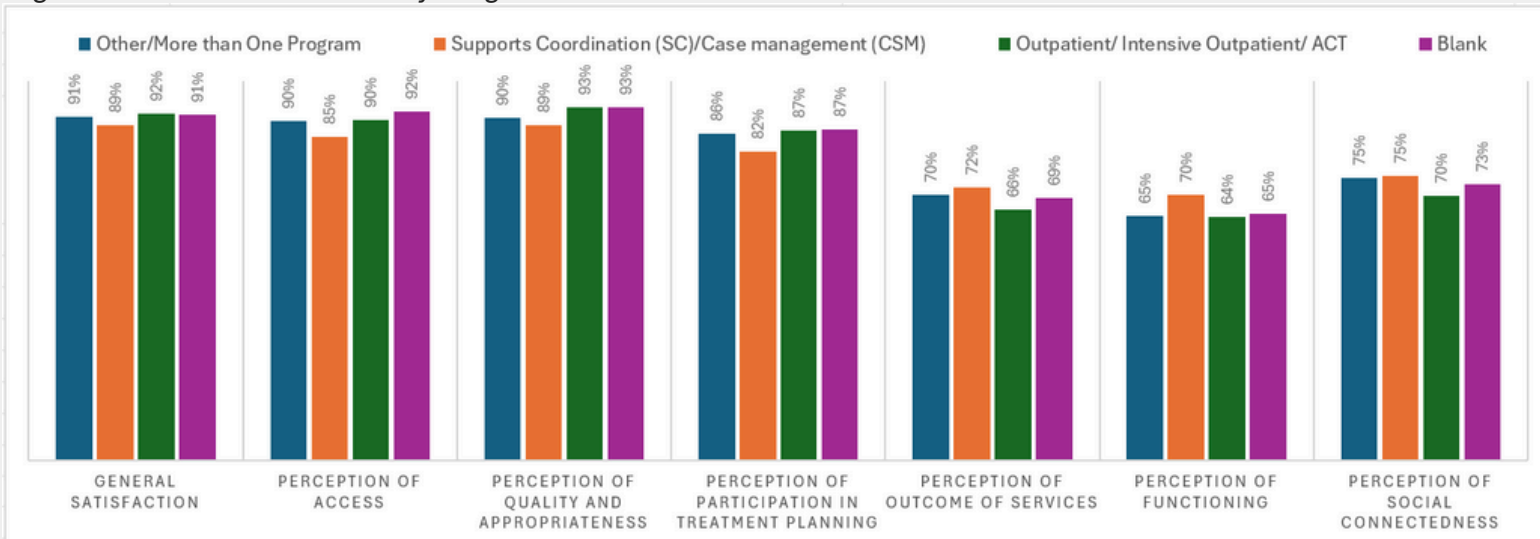
In addition to reviewing overall domain scoring, survey results were also broken down further by four additional subsets:

- Length of Treatment (Less than 6 months, 6 to 12 months, More than 12 months, No longer receiving services, and Blank (where no treatment length was provided))
- Program (Outpatient/Intensive Outpatient/Assertive Community Treatment, Supports Coordination/Case Management, Residential, and Other (which includes multiple programs))
- Supplemental Programs (Long Term Supports and Services (LTSS), Certified Community Behavioral Health Clinic (CCBHC), and CCBHC/LTSS)
- Race (American Indian or Alaska Native, Native Hawaiian or Other Pacific Islander, Asian, White, Black or African American, and Other/Not available)



# MHSIP Survey Analysis (Continued)

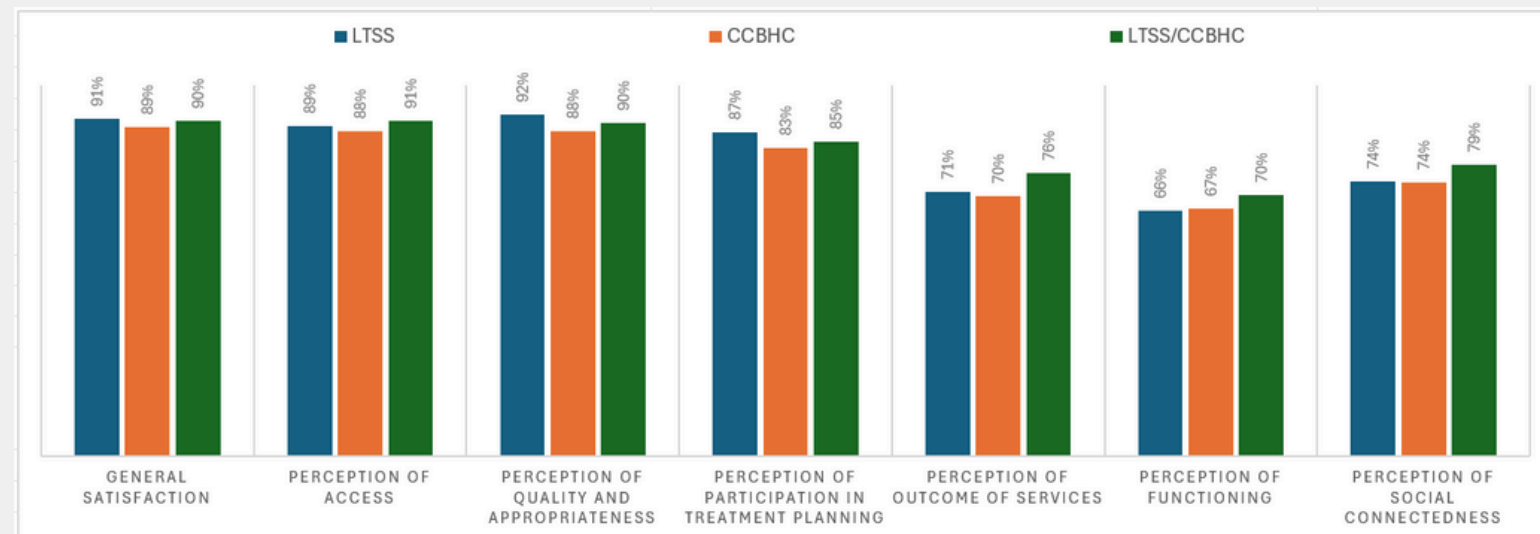
Figure 5: FY25 MHSIP Results by Program and Domain



\*Due to less than 30 individuals responding with Residential as their primary program, this program type was not included in analysis.

Analysis of MHSIP results by program reveals consistent strengths across core satisfaction and access domains, with all program types reporting results above 85%. Variation becomes more pronounced in the outcome-related domains; Participation in Treatment Planning demonstrated modest differences, with Outpatient/ACT highest at 87% and Supports Coordination lowest at 82%. Perception of Outcomes presented the widest disparity: Supports Coordination reported the strongest score (72%), while Outpatient/ACT scored the lowest (66%). Functioning revealed similar challenges, with Supports Coordination highest at 70% and the Other/More than One Program and Blank programs being the lowest at 65%. Social Connectedness, while stable, showed a range from 70% (Outpatient/ACT) to 77% (Supports Coordination).

Figure 6: FY25 MHSIP Results by Supplemental Program and Domain



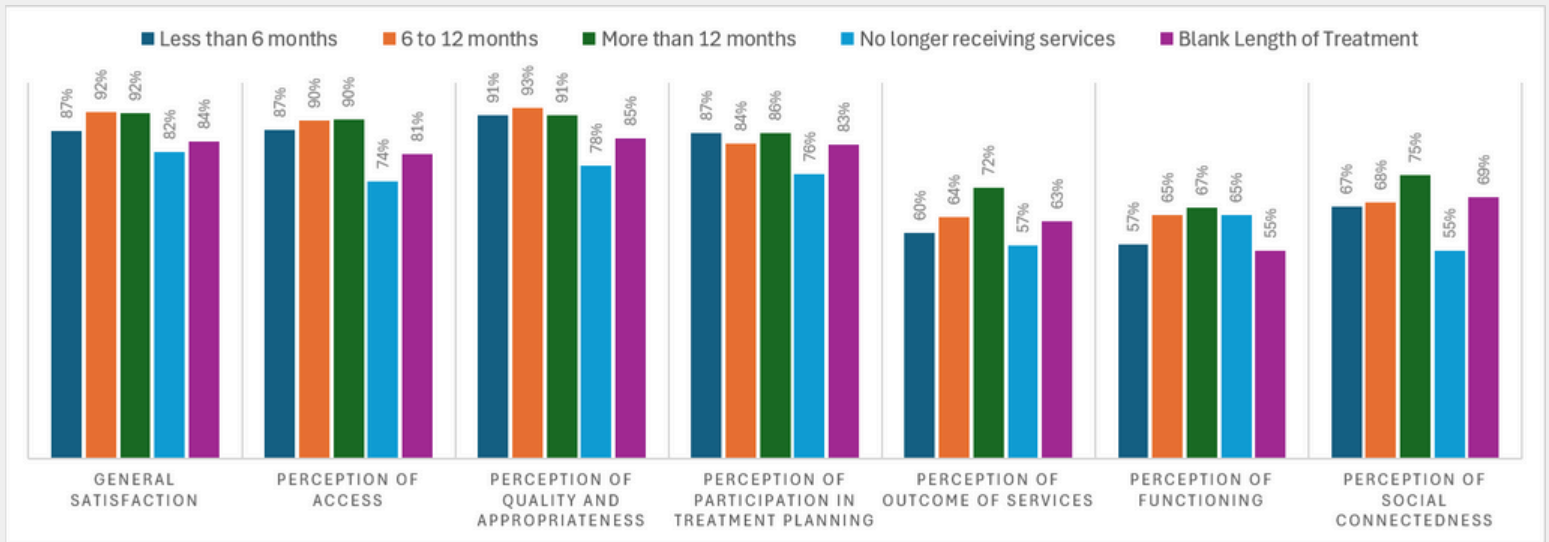
Analysis across supplemental program groupings shows overall consistency in satisfaction and access domains, with all categories scoring at or above 88%. These results demonstrate that core processes are being met reliably across both Long Term Supports and Services (LTSS) and Certified Community Behavioral Health Clinic (CCBHC) settings.

Differences emerge when looking at outcome-related domains. Perception of Participation in Treatment Planning demonstrated moderate variability, with LTSS scoring 87% and CCBHC 83%. Perception of functioning scored the lowest across all programs, particularly LTSS (66%) and CCBHC (67%), while the combined LTSS/CCBHC group performed slightly better (70%).

Social Connectedness displayed one of the more positive results for supplemental programs. The LTSS/CCBHC combined category scored highest at 79%, this suggests that individuals engaged in both program types may experience broader social support networks and community engagement.

# MHSIP Survey Analysis (Continued)

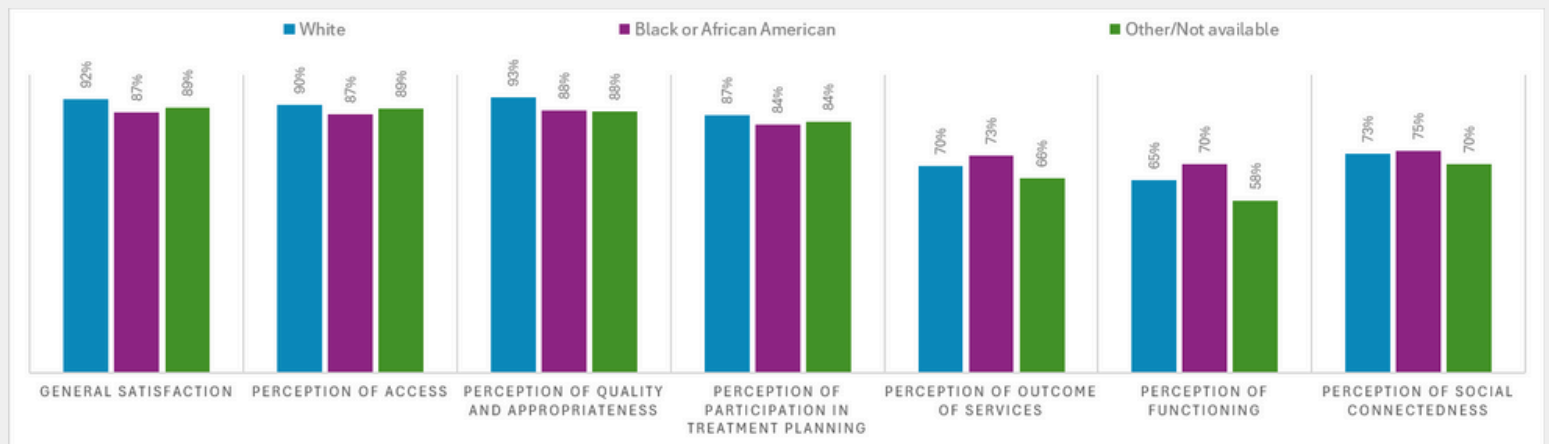
Figure 7: FY25 MHSIP Results by Length of Treatment and Domain



Review of FY25 satisfaction data stratified by length of treatment reveals a clear relationship between a consumer's duration of treatment and reported satisfaction across domains. Individuals that were engaged in services for more than 12 months consistently reported the highest agreement across nearly all domains, particularly in the domains of Outcomes (72%), Functioning (67%), and Social Connectedness (75%). These results suggest that sustained involvement in services contributes to stronger perceptions of recovery progress/outcomes, functioning, and social connection.

Conversely, the lowest scores were observed amongst individuals no longer receiving services and those with limited treatment exposure (<6 months). For example, Outcomes (60%), Functioning (57%), and Social Connectedness (67%) were significantly lower in the early treatment period, and dropped even further among those no longer in care.

Figure 8: FY25 MHSIP Results by Race and Domain



\*Due to less than 30 individuals responding with American Indian or Alaska Native, Native Hawaiian or Other Pacific Islander, or Asian as their primary race these were not included in analysis.

Analysis by race demonstrates consistently high performance in satisfaction, access, and quality across White, Black/African American, and Other groups. General Satisfaction ranged from 87% (Black/African American) to 92% (White), and Perception of Access remained stable between 87–90%. Similarly, Quality and Appropriateness scored strongly, ranging from 88–89% across all three groups. These results indicate equitable perceptions of core service delivery processes across the major reporting populations.

More notable variation emerges in outcome-related domains. Participation in Treatment Planning was strongest among White respondents at 87%, with Black/African American and Other groups both at 84%. Perception of Outcomes showed wider differences, with White at 70%, Black/African American at 73%, and the Other group at 66%. Functioning reflected a similar pattern, with White highest at 71%, Other at 58%, and Black/African American at 65%. Social Connectedness was generally stable, though Black/African American respondents reported slightly stronger connections at 75% compared to White at 73% and Other at 70%.



# 2025 Youth Services Survey (YSS)



*“Staff are great at helping us to learn how to manage and cope efficiently and lovingly. While we are still not where I would like to be, we are actively working in a positive direction.”*

*“[Staff name] does a great job working with our daughter. We have seen great strides with her behavior and learned how to be better parents for someone who suffers from PTSD.”*

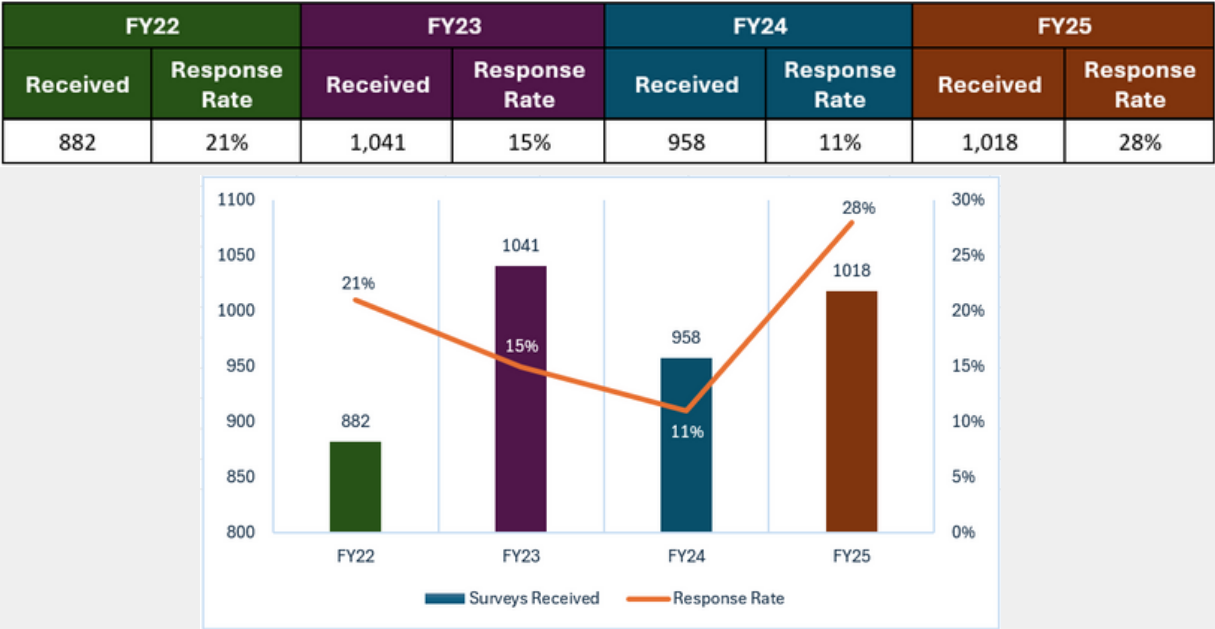
*[Staff name] has been amazing with our little one. Thanks to her support, he’s now able to express his big feelings and has learned healthy ways to manage them. She has become a safe, trusted person he can talk to, a truly important part of his healing journey!”*



# YSS CMHSP Survey Response Rates

Response rates are calculated by dividing the total number of surveys received by the number of individuals distributed a survey during the surveying period. YSS survey response rates have shown notable fluctuations over time with FY24 having the lowest response rate of 11 percent. Compared to the past three fiscal years, FY25 had the highest response rate at 28 percent.

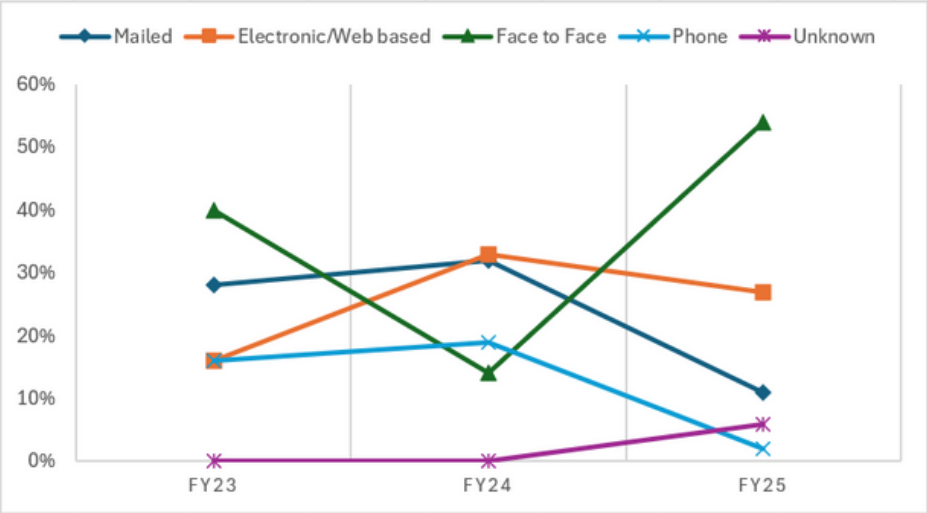
Figure 1: Longitudinal YSS Response Rates for MSHN Region



Similar to the MHSIP survey, distribution methods have varied over the past three fiscal years with methods moving away from phone and mailed surveying, with FY25 marking the highest adoption of face-to-face surveying to date. This changeover to increased adoption of face-to-face surveys has increased engagement and response rates overall.

Figure 2: Longitudinal Distribution Method Percentages

	FY23	FY24	FY25
Mailed	28%	32%	11%
Electronic/Web based	16%	33%	27%
Face to Face	40%	14%	54%
Phone	16%	19%	2%
Unknown	0%	0%	6%



“The team we have working with our son does an amazing job! Couldn't be any happier with the support and the help we get.”





# YSS Survey Analysis

MSHN's percentage of agreement for each subscale for FY25 scored above the desired threshold (80 percent) for five out of seven domains as indicated below in Figure 3. MSHN scored the highest in the Cultural Sensitivity and Participation in Treatment domains for FY25. A full question ranking by score for both MSHN overall totals as well as CMHSPs can be found under Appendix B.

Figure 3: Longitudinal Percentages by Domain and Subscale Question

YSS Domains and Questions	FY22	FY23	FY24	FY25
<b>Perception of Access</b>	<b>96%</b>	<b>90%</b>	<b>90%</b>	<b>93%</b>
Q8. The location of services was convenient for us.	95%	93%	94%	96%
Q9. Services were available at times that were convenient for us.	93%	90%	90%	93%
<b>Perception of Participation in Treatment</b>	<b>94%</b>	<b>92%</b>	<b>92%</b>	<b>95%</b>
Q2. I helped to choose my child's services.	91%	89%	89%	93%
Q3. I helped to choose my child's treatment goals.	94%	92%	92%	95%
Q6. I participated in my child's treatment.	95%	93%	96%	95%
<b>Perception of Cultural Sensitivity</b>	<b>98%</b>	<b>95%</b>	<b>95%</b>	<b>96%</b>
Q12. Staff treated me with respect.	97%	95%	95%	96%
Q13. Staff respected my family's religious/spiritual beliefs.	93%	91%	92%	94%
Q14. Staff spoke with me in a way that I understand.	98%	96%	97%	97%
Q15. Staff were sensitive to my cultural/ethnic background.	93%	92%	93%	94%
<b>Appropriateness</b>	<b>92%</b>	<b>84%</b>	<b>83%</b>	<b>87%</b>
Q1. Overall, I am satisfied with the services my child received.	92%	89%	87%	91%
Q4. The people helping my child stuck with us no matter what.	88%	86%	86%	89%
Q5. I felt my child had someone to talk to when she/he was troubled.	90%	85%	84%	86%
Q7. The services my child and/or family received were right for us.	89%	86%	84%	89%
Q10. My family got the help we wanted for my child.	85%	82%	81%	85%
Q11. My family got as much help as we needed for my child.	80%	79%	76%	79%
<b>Perception of Outcome of Services</b>	<b>68%</b>	<b>66%</b>	<b>67%</b>	<b>71%</b>
Q16. My child is better at handling daily life.	69%	66%	69%	75%
Q17. My child gets along better with family.	70%	66%	73%	76%
Q18. My child gets along better with friends and other people.	69%	64%	71%	76%
Q19. My child is doing better in school and/or work.	62%	60%	63%	64%
Q20. My child is better able to cope when things go wrong.	59%	60%	51%	49%
Q21. I am satisfied with our family life right now.	70%	66%	67%	69%
Q22. My child is better able to do things he or she wants to do.	71%	70%	65%	74%
<b>Perception of Social Connectedness</b>	<b>92%</b>	<b>92%</b>	<b>85%</b>	<b>87%</b>
Q23. I know people who will listen and understand me when I need to talk.	91%	89%	87%	90%
Q24. I have people that I am comfortable talking with about my child's problems.	93%	90%	88%	92%
Q25. In a crisis, I would have the support I need from family or friends.	86%	86%	83%	83%
Q26. I have people with whom I can do enjoyable things.	89%	88%	87%	90%
<b>Perception of Social Functioning</b>	<b>71%</b>	<b>68%</b>	<b>64%</b>	<b>66%</b>
Q16. My child is better at handling daily life.	69%	66%	69%	75%
Q17. My child gets along better with family.	70%	66%	73%	76%
Q18. My child gets along better with friends and other people.	69%	64%	71%	76%
Q19. My child is doing better in school and/or work.	62%	60%	63%	64%
Q20. My child is better able to cope when things go wrong.	59%	60%	51%	49%
Q22. My child is better able to do things he or she wants to do.	71%	70%	65%	74%

# YSS Survey Analysis (Continued)



## The highest rated questions for the MSHN region were the following:

- Q12. Staff treated me with respect.
- Q13. Staff respected my family's religious/spiritual beliefs.
- Q14. Staff spoke with me in a way that I understand.



## The lowest rated questions for the MSHN region were the following:

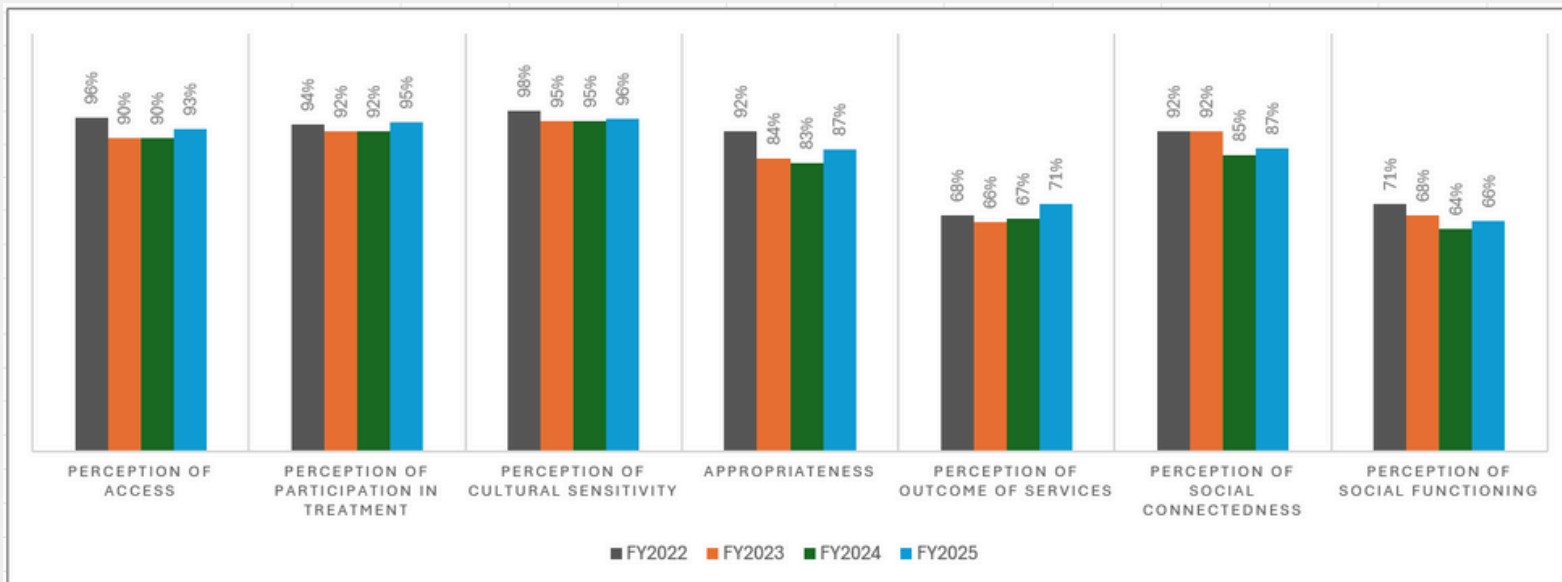
- Q19. My child is doing better in school and/or work.
- Q20. My child is better able to cope when things go wrong.
- Q21. I am satisfied with our family life right now.

Results across the past four fiscal years show that FY25 demonstrated an increase in several domains. Perception of Access improved to 93% in FY25 (90% in FY24), and Participation in Treatment rose slightly to 95% (92% in FY24), both remaining well above the 80% threshold. Cultural Sensitivity continues to be the strongest domain, at 96% in FY25, consistent with sustained performance above 95% across all fiscal years.

There continues to be challenges in meeting the 80% threshold for outcome-focused domains in particular. Perception of Outcomes increased modestly to 71% in FY25 (67% in FY24). Social Functioning, which is historically, the weakest domain, improved slightly in FY25 to 66% after reaching a low of 64% in FY24.

FY25 YSS results indicate that while satisfaction, access, and treatment participation remain consistently strong, ongoing gaps remain in Outcomes and Social Functioning.

Figure 4: Longitudinal Percentages by Domain by FY

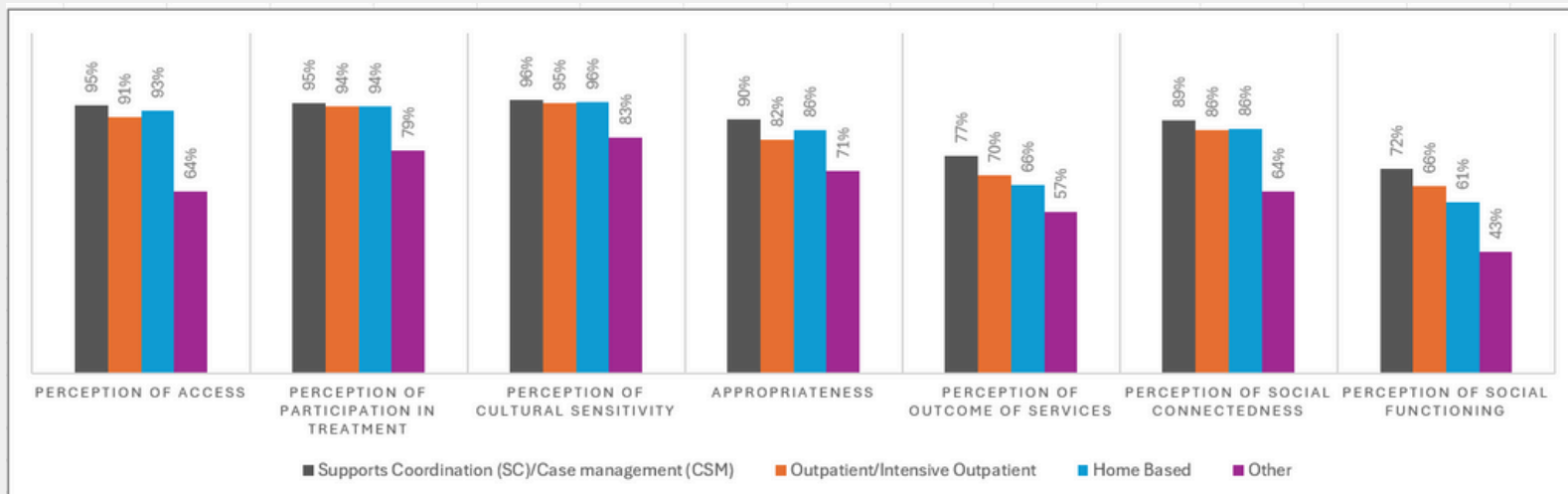


In addition to reviewing overall domain scoring, survey results were also broken down further by four additional subsets:

- Length of Treatment (Less than 6 months, 6 to 12 months, More than 12 months, No longer receiving services, and Blank (where no treatment length was provided))
- Program (Outpatient/Intensive Outpatient, Supports Coordination/Case Management, Residential, Home Based, and Other (which includes multiple programs))
- Supplemental Programs (Long Term Supports and Services (LTSS), Certified Community Behavioral Health Clinic (CCBHC), and CCBHC/LTSS)
- Race (American Indian or Alaska Native, Native Hawaiian or Other Pacific Islander, Asian, White, Black or African American, and Other/Not available)

# YSS Survey Analysis (Continued)

Figure 5: FY25 YSS Results by Program and Domain

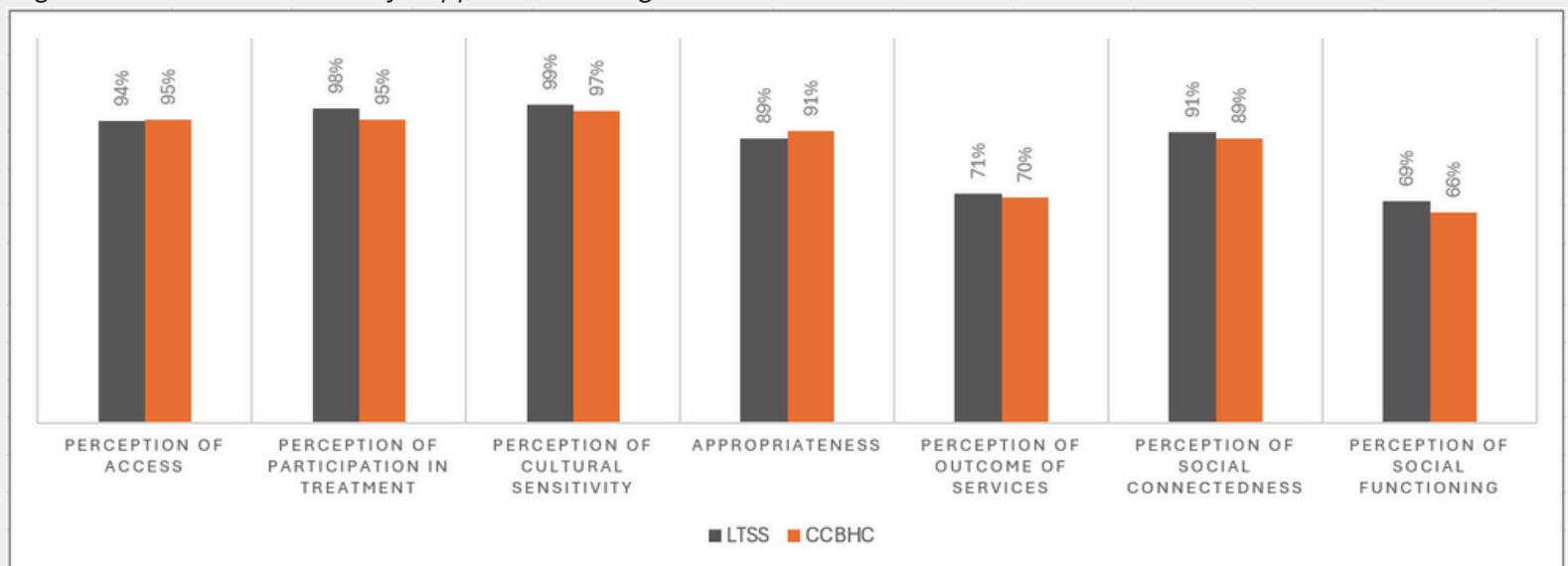


\*Due to less than 30 individuals responding with Residential as their primary program, this program type was not included in analysis.

Supports Coordination/Case Management (SC/CSM) services consistently outperformed other program types, reporting the highest agreement across most YSS domains. These results suggest that case management and coordination models provide strong engagement, effective communication, and more tangible impacts on functioning and connectedness.

Outpatient/Intensive Outpatient and Home-Based services demonstrated strong satisfaction and access scores, however, outcome-related domains fell short of the 80 percent threshold. This indicates that while service delivery processes are highly valued in these settings, families/youth perceive less improvements in daily life and recovery. The “Other” program category reported the lowest perceptions across nearly all domains.

Figure 6: FY25 YSS Results by Supplemental Program and Domain

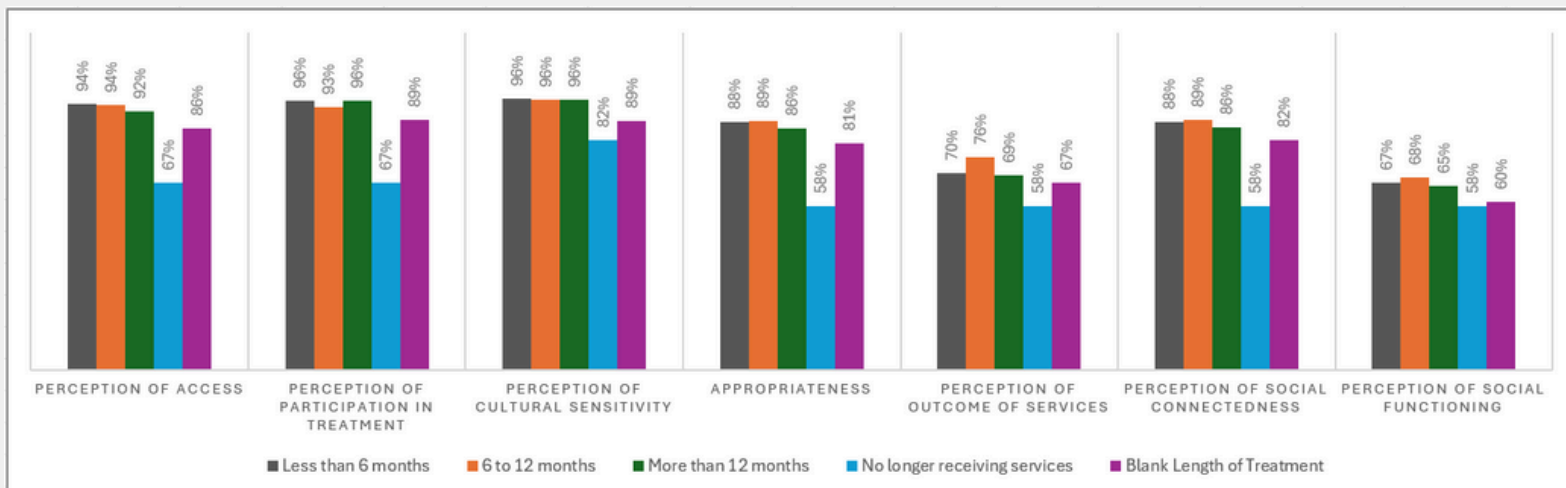


\*Due to less than 30 individuals responding with CCBHC/LTSS as their supplemental program, this program type was not included in analysis.

Comparison of supplemental program performance for Long Term Supports and Services (LTSS) and Certified Community Behavioral Health Clinics (CCBHCs) indicates strong and consistent perceptions across both LTSS and CCBHC populations, particularly in the domains of satisfaction, access, and participation. Similar to other analysis, outcomes related domains continue to be under the 80 percent threshold.

# YSS Survey Analysis (Continued)

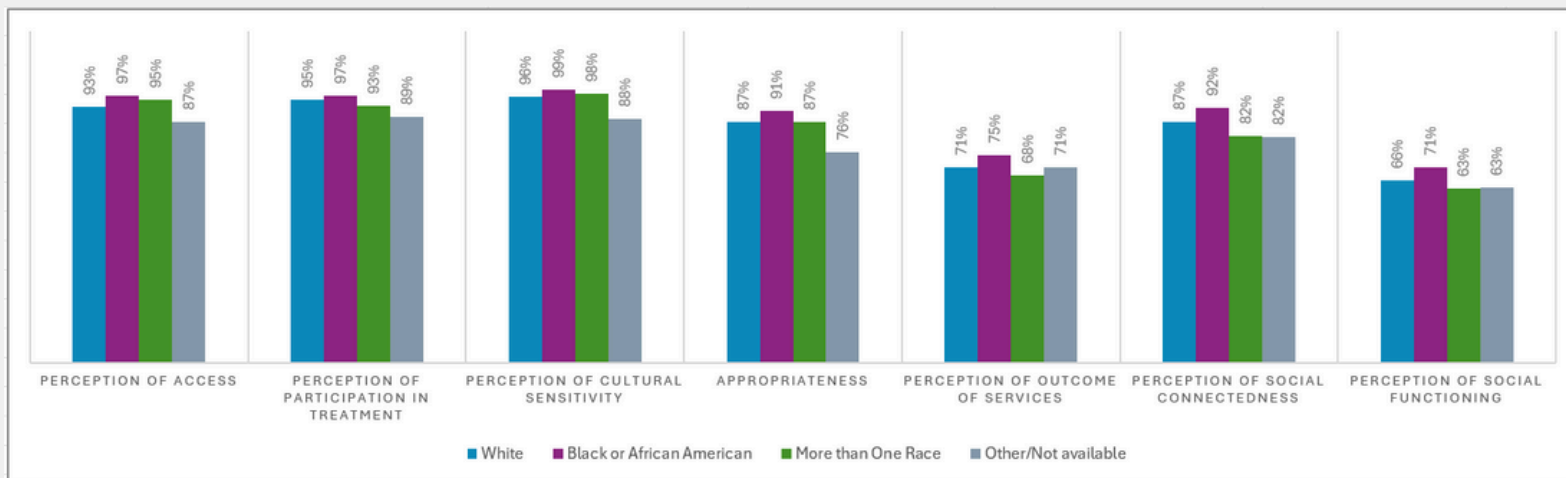
Figure 7: FY25 YSS Results by Length of Treatment and Domain



Analysis of FY25 YSS results stratified by length of treatment highlights a consistent relationship between longer engagement in services and higher satisfaction scores. Youth and families engaged between 6–12 months, or more than 12 months, reported the strongest results across nearly all domains.

By contrast, individuals no longer receiving services reported the lowest perceptions across nearly every domain. Families in care less than 6 months showed relatively strong satisfaction, but outcome-related domains remained lower. This indicates that while service delivery processes are meeting expectations early on, families are less likely to perceive improvements in functioning or daily life within the first months of treatment.

Figure 8: FY25 YSS Results by Race and Domain



\*Due to less than 30 individuals responding with American Indian or Alaska Native, Native Hawaiian or Other Pacific Islander, or Asian as their primary race these were not included in analysis.

Analysis of FY25 YSS results by reported primary race highlights Black or African American respondents consistently reporting the highest levels of satisfaction. White respondents also reported strong perceptions in these areas. In contrast, the “Other/Not Available” group consistently reported the lowest scores, including 87% in Access, 89% in Participation, and 88% in Cultural Sensitivity.

Outcome-oriented domains had greater variation. Black or African American respondents reported the highest perceptions of Outcomes (75%) and Social Connectedness (92%), while White and Other/Not Available groups both rated Outcomes at 71%. Respondents identifying as more than one race reported the lowest Outcomes score (68%). Functioning was the weakest domain across all groups, ranging from 66% among White respondents to 71% for Black or African American respondents, with “More than One Race” and “Other/Not Available” both at 63%. Results indicate that while satisfaction, access, and cultural sensitivity are consistently high across racial groups, outcome and functioning domains remain below the 80% standard for all groups.



# 2025 Mental Health Statistics Improvement Program (MHSIP) Survey - Substance Use Disorder Providers



*"I am getting better every day"*

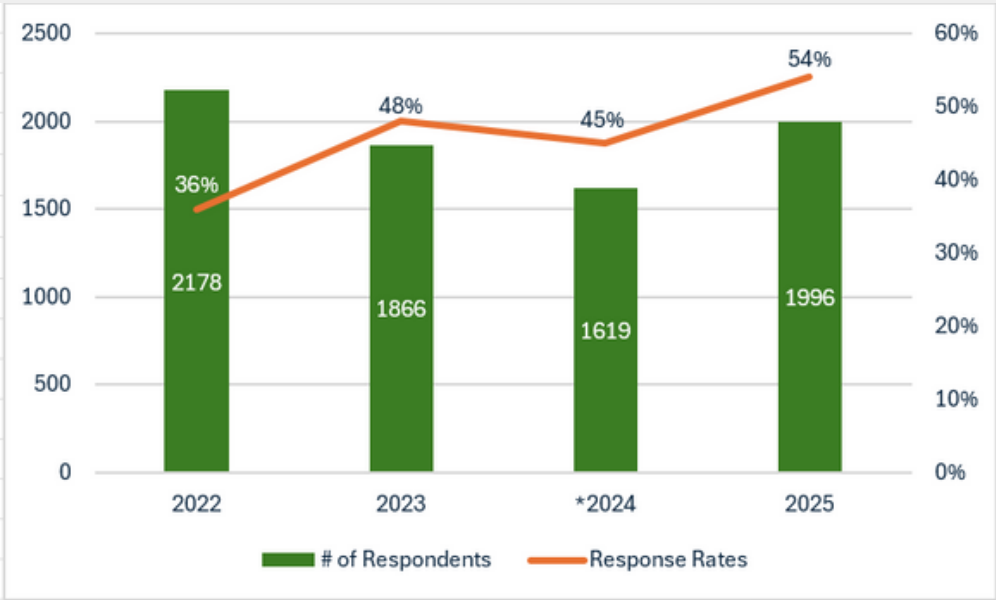
*"This place, including staff and clients, is the most positive empowering inpatient facility I have ever been privileged to be a part of. I think I will also find it to be the most effective. Thank you so much for making me feel my life matters."*

*"The staff was awesome and always there. I enjoyed my time at [provider name]. I hope I don't have to come back, but if I feel the need for help again I won't hesitate to come back here."*

# SUD Survey Response Rates

Three thousand six hundred and sixty-five (3,665) received an SUD service during the distribution period, of those 1,996 individuals completed a survey. This equates to a response rate of 54% in FY25. Response rates for the SUD surveying are calculated by dividing the total number of surveys received by the number of individuals served by SUD providers during the surveying period. Compared to the previous three fiscal years, FY25 had the highest response rate at 54 percent. There remains ongoing variability which underscores persistent challenges in achieving consistent engagement in survey participation of the MSHIP survey.

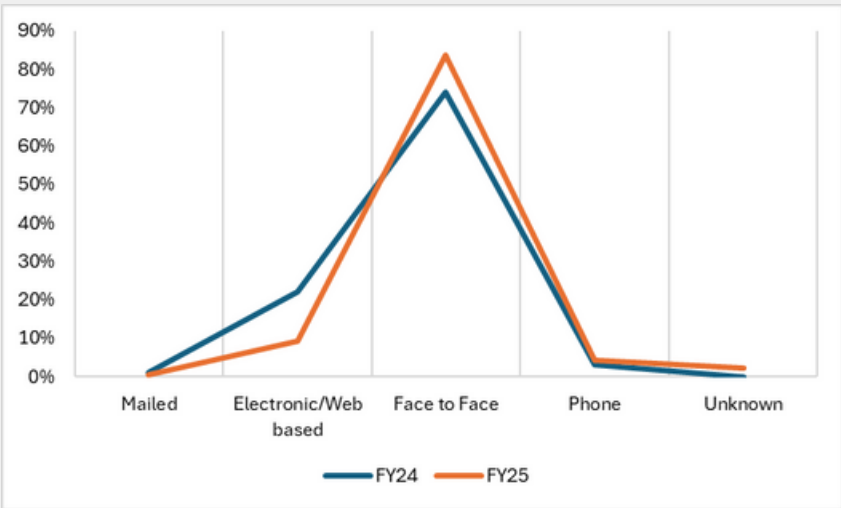
Figure 1: Longitudinal SUD MHSIP Response Rates for MSHN Region



In FY25, distribution methods for the SUD MHSIP survey showed a continued reliance on face-to-face collection as the primary method of distribution. Electronic distribution declined conversely with this face-to-face distribution method. Mailed and phone surveys remained minimal and largely unchanged, underscoring a regional shift toward face-to-face engagement overall.

Figure 2: Longitudinal Distribution Method Percentages

	FY24	FY25
Mailed	1%	1%
Electronic/Web based	22%	9%
Face to Face	74%	84%
Phone	3%	4%
Unknown	0%	2%



“This program saved my life.”





# SUD MHSIP Survey Analysis

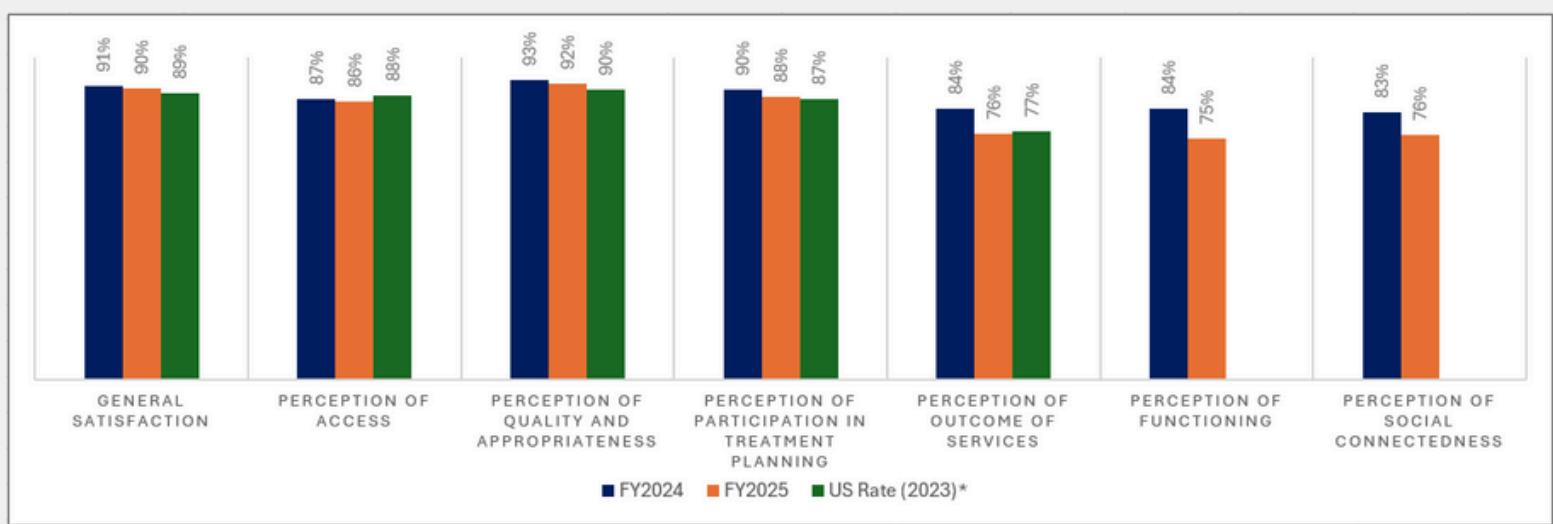
In FY25, the SUD Provider MHSIP survey achieved 1,996 total respondents, marking the highest participation since FY22 and a notable increase from 1,619 respondents in FY24. Outpatient (519) and Medication Assisted Treatment (1,036) programs continued to represent the largest respondent groups, with both showing increases compared to FY24. Case Management remained the smallest group with only 2 respondents. Overall, the response rate for FY25 totaled 54%, the strongest performance in six fiscal years, demonstrating improved engagement across nearly all program types.

Figure 3: Longitudinal Response Rates by Program

Program	2020	2021	2022	2023	*2024	2025
Case Management (CSM)	18	39	10	11	5	2
Outpatient (OPT)	520	671	572	691	441	519
Detox	25	10	51	29	21	31
Residential Substance Use Disorder (Res. SUD)	179	183	283	347	188	241
Medication Assisted Treatment (MAT)	80	796	1204	783	846	1036
(blank)	287	441	58	5	22	33
More than one program					96	134
Total Respondents	1125	2140	2178	1866	1619	1996
MSHN Response Rate	16%	38%	36%	48%	45%	54%

Please note that for the measurement periods of 2020-2023 the counts represent participation in more than one program, therefore the total involved in individual programs is larger than the total number of respondents. \*Beginning in 2024 the MHSIP was used and a category of “More than one program was added”. Therefore, the count equals the number of respondents.

Figure 4: Longitudinal Percentages by Domain by FY



\*SAMHSA, 2023

When comparing FY25 to FY24, overall satisfaction and perceptions of access, quality, and participation in treatment planning remain strong, with only minimal declines of one to two percentage points across these domains. Sharper decreases are observed in outcomes-related areas: perception of outcomes of services fell from 84% to 76%, functioning dropped from 84% to 75%, and social connectedness declined from 83% to 76%. These results indicate that while consumers continue to report high satisfaction with service quality and engagement, perceptions tied directly to recovery outcomes and broader social well-being show a downward trend.

When comparing FY25 results to national averages, MSHN continues to meet or exceed U.S. benchmarks in nearly all domains where data exists. General satisfaction, access, quality and appropriateness, and participation in treatment planning remain slightly above or aligned with national levels.



# SUD MHSIP Survey Analysis (Continued)



The highest rated questions for the MSHN region were the following:

- Q1: I like the services that I received
- Q10: Staff believed that I could grow, change and recover.
- Q16: Staff respected my wishes about who is and who is not to be given information about my treatment services.



The lowest rated questions for the MSHN region were the following:

- Q23: I am able to deal with crisis.
- Q27: I am satisfied with my housing situation.
- Q28: My symptoms are not bothering me as much.

Figure 5: Longitudinal Percentages by Domain and Subscale Question

SUD MHSIP Survey Domains and Subscale Questions	FY2024	FY2025
<b>General Satisfaction</b>	<b>91%</b>	<b>90%</b>
Q1. I like the services that I received.	92%	93%
Q2. If I had other choices, I would still choose to get services from this mental health agency.	86%	85%
Q3. I would recommend this agency to a friend or family member.	90%	90%
<b>Perception of Access</b>	<b>87%</b>	<b>86%</b>
Q4. The location of services was convenient.	80%	80%
Q5. Staff were willing to see me as often as I felt it was necessary.	89%	88%
Q6. Staff returned my calls within 24 hours.	86%	82%
Q7. Services were available at times that were good for me.	88%	84%
Q8. I was able to get all the services I thought I needed.	89%	86%
Q9. I was able to see a psychiatrist when I wanted to.	80%	77%
<b>Perception of Quality and Appropriateness</b>	<b>93%</b>	<b>92%</b>
Q10. Staff believed that I could grow, change and recover.	94%	91%
Q12. I felt free to complain.	83%	80%
Q13. I was given information about my rights.	91%	91%
Q14. Staff encouraged me to take responsibility for how I live my life.	92%	91%
Q15. Staff told me what side effects to watch for.	83%	84%
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	93%	92%
Q18. Staff were sensitive to my cultural/ ethnic background.	91%	87%
Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	91%	91%
Q20. I was encouraged to use consumer-run programs.	88%	85%
<b>Perception of Participation in Treatment Planning</b>	<b>90%</b>	<b>88%</b>
Q11. I felt comfortable asking questions about my treatment, services, and medication.	93%	91%
Q17. I, not staff, decided my treatment goals.	90%	89%
<b>Perception of Outcome of Services</b>	<b>84%</b>	<b>76%</b>
Q21. I deal more effectively with daily problems.	84%	77%
Q22. I am better able to control my life.	84%	76%
Q23. I am better able to deal with crisis.	81%	73%
Q24. I am getting along better with my family.	81%	75%
Q25. I do better in social situations.	85%	82%
Q26. I do better in school and/or work.	86%	79%
Q27. My housing situation has improved.	75%	68%
Q28. My symptoms are not bothering me as much.	79%	71%
<b>Perception of Functioning</b>	<b>84%</b>	<b>75%</b>
Q29. I do things that are more meaningful to me.	85%	78%
Q30. I am better able to take care of my needs.	86%	77%
Q31. I am better able to handle things when they go wrong.	83%	76%
Q32. I am better able to do things that I want to do.	81%	73%
<b>Perception of Social Connectedness</b>	<b>83%</b>	<b>76%</b>
Q33. I am happy with the friendships I have.	82%	77%
Q34. I have people with who I can do enjoyable things.	85%	80%
Q35. I feel I belong in my community.	78%	71%
Q36. In a crisis, I would have the support I need from family or friends.	85%	78%



# SUD MHSIP Survey Analysis (Continued)

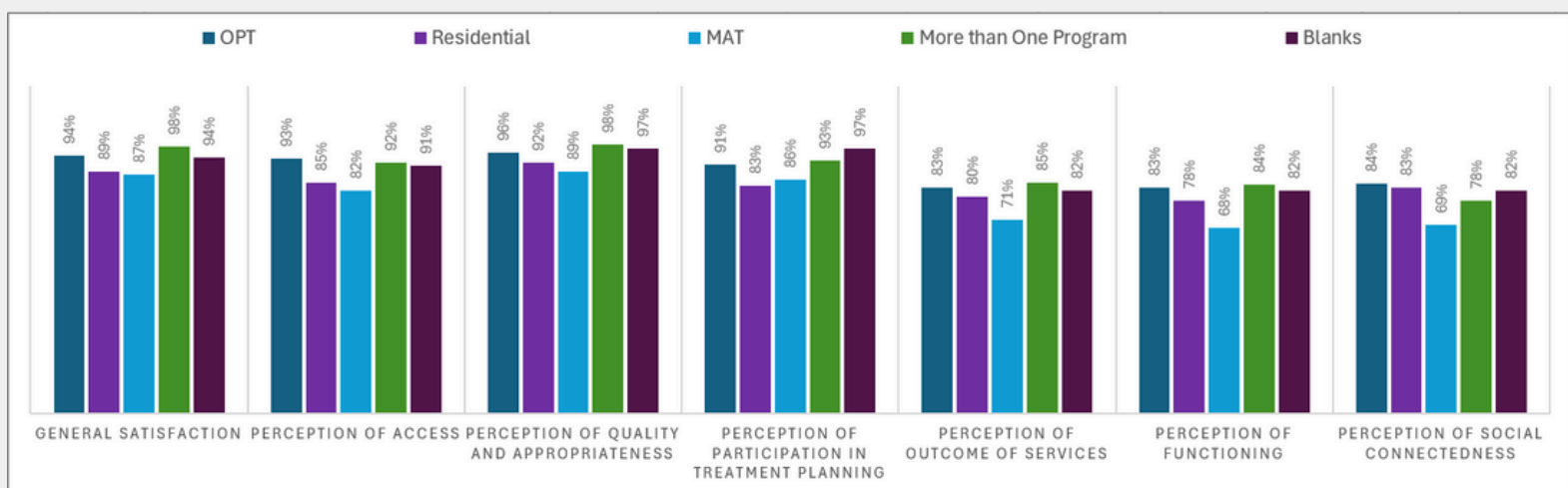


Figure 6: FY25 SUD MHSIP Results by Program and Domain

MHSIP SUD Survey Domains and Subscale Questions	Outpatient/ Intensive Outpatient	Withdrawal Management*	Residential	Medication Assisted Treatment (MAT)	Case Management*	More than One Program	Blanks
General Satisfaction	94%	90%	89%	87%	100%	98%	94%
Perception of Access	93%	90%	85%	82%	100%	92%	91%
Perception of Quality and Appropriateness	96%	93%	92%	89%	100%	98%	97%
Perception of Participation in Treatment Planning	91%	90%	83%	86%	100%	93%	97%
Perception of Outcome of Services	83%	77%	80%	71%	100%	85%	82%
Perception of Functioning	83%	80%	78%	68%	100%	84%	82%
Perception of Social Connectedness	84%	77%	83%	69%	50%	78%	82%

\*Less than 30 individuals responded in these programs

Across programs, satisfaction trends for SUD providers in FY25 highlight variations in consumer experience. Outpatient and consumers receiving More than one Program consistently reported the highest levels of satisfaction, with ratings above 90% in most domains, including general satisfaction (94% and 98%, respectively) as well as perceptions of quality and appropriateness. Residential and Medication Assisted Treatment (MAT) participants showed more mixed results: while still strong in general satisfaction and quality, both groups reported lower perceptions of outcomes (Residential at 80% and MAT at 71%) and functioning (Residential at 78% and MAT at 68%). These results suggest that while core service delivery is viewed positively across programs, MAT and Residential services face the most significant challenges in demonstrating improvements in functioning, outcomes, and connectedness.





# FY25 Follow-up/Recommendations

The FY25 satisfaction survey results provide a comprehensive view of consumer perception across Mid-State Health Network's region and partners while reinforcing areas of strength and identifying ongoing opportunities for improvement. Core domains such as General Satisfaction, Access, and Quality/Appropriateness continue to perform above the established 80% benchmark and align closely with national averages. These results affirm that the foundation of service delivery including timeliness, respect, and overall satisfaction remain strong and consistent across service programs.

Outcome-related domains once again performed below the 80% threshold. The persistence of lower results in these domains, coupled with observed differences by length of treatment, program type, and racial identity, underscores a need for targeted interventions both regionally, as well as locally.

## FY25 Survey Recommendations/Follow-up

- The Satisfaction Survey report will be distributed in October to providers through relevant committees and councils for development of local improvement plans, identification of local and regional barriers, and development of interventions for the domains of Social Functioning, Outcome of Services, and Social Connectedness. These interventions will then be compiled in November's Quality Improvement Council (QIC) meeting and will be monitored through a region-wide goal which will be established in the FY26 QAPIP plan for ongoing quarterly monitoring of initiatives and strategies. Specific regional interventions will be established for areas with the greatest percentage change between FYs (Appendix D). These initiatives will then be measured for impact through FY26 satisfaction surveying with comparisons of these domains.
  - Improvement strategies should prioritize local interventions such as enhancing early treatment planning and supports within the first six months of care, as well as implementing structured transition and aftercare supports to maintain improvements once individuals exit services (standardize post-discharge/transition supports)
  - Leveraging cross-program collaboration should be reviewed to replicate the gains observed in the combined group of those receiving LTSS/CCBHC. The stronger performance in the combined group highlights the value of integrated supports that addresses both medical and community-based needs
  - Strengthen employment and housing interventions that drive functional gains (expand Individual Placement & Support (IPS) supported employment)
- SUD Providers to reach out to any individuals who requested to be followed-up with/contacted

The recommendations outlined above are designed to respond to the survey analysis and findings. Implementation of these interventions or similar interventions will not only potentially address gaps in outcomes and functioning but will also provide a structured pathway for aligning MSHN's quality improvement priorities.

*"If it wasn't for this team and especially for my personal therapist, I may not be here. Everyone is so caring and helpful. I have an amazing personal therapist."*



*"Finding the help I needed and continuing with care here has helped me beyond what even I expected.."*



*"I greatly appreciate everything the services provide and feel they have helped me get to where I am when I might not have before."*





# Appendix A

## MHSIP Questions Ranked by Score and CMH

MHSIP Questions	MSHN	BABH	CEI	CMHCM	GIHN	HBH	LifeWays	MCN	NCMH	SCCMHA	SHW	TBHS	TRD
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	1.41	1.42	1.56	1.50	1.38	1.36	1.47	1.46	1.27	1.58	1.22	1.42	1.35
Q1: I like the services that I received	1.44	1.42	1.52	1.63	1.53	1.32	1.52	1.38	1.33	1.61	1.31	1.37	1.33
Q13. I was given information about my rights.	1.44	1.43	1.61	1.51	1.39	1.30	1.49	1.50	1.38	1.57	1.33	1.47	1.36
Q7. Services were available at times that were good for me.	1.48	1.48	1.57	1.65	1.43	1.30	1.57	1.54	1.40	1.65	1.41	1.47	1.34
Q5. Staff were willing to see me as often as I felt it was necessary.	1.49	1.48	1.55	1.68	1.38	1.37	1.60	1.59	1.40	1.65	1.44	1.40	1.31
Q3. I would recommend this agency to a friend or family member.	1.50	1.50	1.64	1.69	1.44	1.42	1.54	1.48	1.48	1.67	1.26	1.45	1.41
Q11. I felt comfortable asking questions about my treatment, services, and medication.	1.50	1.50	1.56	1.60	1.49	1.46	1.57	1.48	1.44	1.70	1.36	1.48	1.40
Q10. Staff believed that I could grow, change and recover.	1.51	1.46	1.60	1.61	1.49	1.34	1.59	1.50	1.37	1.80	1.39	1.44	1.47
Q18. Staff were sensitive to my cultural/ethnic background. (e.g., race, religion, language, etc)	1.52	1.50	1.60	1.60	1.38	1.39	1.62	1.66	1.42	1.68	1.44	1.57	1.44
Q4. The location of services was convenient.	1.52	1.52	1.65	1.58	1.36	1.40	1.59	1.60	1.45	1.68	1.54	1.52	1.40
Q19. Staff helped me to obtain the information I needed so that I could take charge of managing my illness/disability.	1.54	1.50	1.66	1.71	1.49	1.33	1.72	1.54	1.47	1.75	1.34	1.51	1.40
Q14. Staff encouraged me to take responsibility for how I live my life.	1.55	1.54	1.62	1.68	1.43	1.47	1.67	1.59	1.42	1.77	1.46	1.46	1.43
Q2: If I had other choices, I would still choose to get services from this agency	1.55	1.54	1.67	1.79	1.52	1.31	1.61	1.62	1.45	1.72	1.42	1.46	1.49
Q6. Staff returned my calls within 24 hours.	1.55	1.53	1.72	1.73	1.34	1.42	1.68	1.74	1.48	1.79	1.34	1.43	1.38
Q17. I, not staff, decided my treatment goals.	1.58	1.55	1.73	1.70	1.58	1.45	1.64	1.59	1.50	1.81	1.45	1.52	1.46
Q12. I felt free to complain.	1.59	1.58	1.66	1.77	1.52	1.44	1.76	1.62	1.61	1.81	1.36	1.43	1.52
Q8. I was able to get all the services I thought I needed.	1.59	1.57	1.67	1.84	1.60	1.40	1.72	1.55	1.52	1.77	1.51	1.50	1.47
Q9. I was able to see a psychiatrist/prescriber when I wanted to.	1.66	1.64	1.77	1.91	1.56	1.48	1.83	1.72	1.57	1.96	1.43	1.61	1.44
Q20. I was encouraged to use consumer peer programs	1.66	1.76	1.78	1.76	1.45	1.40	1.84	1.67	1.70	1.84	1.60	1.62	1.52
Q15. Staff told me what side effects to watch for	1.73	1.76	1.90	1.84	1.71	1.64	1.88	1.74	1.63	1.94	1.53	1.66	1.49
Q34. I have people with whom I can do enjoyable things.	1.90	2.01	1.95	2.08	1.91	1.85	1.91	1.58	1.82	1.83	2.00	1.92	1.93
Q36. In a crisis, I have the support I need from family or friends.	1.90	2.00	1.90	2.08	1.97	1.94	1.96	1.63	1.71	1.87	1.90	2.03	1.84
Q33. I am happy with the friendships I have.	1.94	2.05	1.99	2.12	1.89	2.00	2.01	1.69	1.84	1.88	1.95	1.91	1.97
Q29. I do things that are meaningful to me.	1.95	2.08	1.91	2.05	1.92	1.92	1.96	1.94	1.95	1.91	1.90	1.98	1.82
Q26. I do better in school and/or work	1.98	2.11	2.00	1.97	2.00	1.65	2.32	1.86	2.00	2.18	1.79	2.10	1.83
Q21. I deal effectively with daily problems.	2.04	2.23	2.03	2.06	2.09	1.79	1.97	2.18	2.18	2.14	1.74	2.21	1.92
Q30. I am able to take care of my needs.	2.05	2.13	2.09	2.22	2.09	1.88	2.03	1.97	1.99	2.21	2.00	2.03	1.94
Q24. I am getting along with my family.	2.05	2.21	1.91	2.15	2.05	2.06	2.13	1.95	2.10	1.97	2.03	2.12	1.95
Q27. I am satisfied with my housing situation.	2.06	2.09	2.00	2.25	2.24	2.23	2.05	1.77	2.09	1.80	2.15	2.15	1.86
Q22. I am able to manage my life.	2.06	2.18	2.05	2.09	2.11	2.02	2.01	1.98	2.06	2.19	2.05	2.16	1.83
Q25. I am able to get along in social situations.	2.09	2.25	2.03	2.18	2.08	2.02	2.14	2.10	2.13	2.10	1.97	2.18	1.94
Q32. I am able to do things that I want to do.	2.12	2.25	2.01	2.26	2.21	2.17	2.07	1.93	2.14	2.11	2.21	2.17	1.91
Q23. I am able to deal with crisis.	2.22	2.45	2.23	2.17	2.36	2.17	2.05	2.24	2.38	2.33	2.05	2.30	1.90
Q35. I feel I belong in my community.	2.23	2.39	2.13	2.46	2.44	2.26	2.34	1.81	2.15	2.05	2.26	2.31	2.17
Q31. I am able to handle things when they go wrong.	2.29	2.44	2.31	2.37	2.28	2.00	2.20	2.36	2.43	2.50	2.13	2.37	2.04
Q28. My symptoms are not bothering me as much.	2.30	2.48	2.28	2.45	2.53	2.38	2.29	2.21	2.22	2.31	2.11	2.36	2.04

# Appendix B

## YSS Questions Ranked by Score and CMH

YSS Survey Question	MSHN	BABH	CEI	CMCMH	GIHN	HBH	LifeWays	MCN	NCMH	SCCMHA	SHW	TBHS	TRD
Q14. Staff spoke with me in a way that I understand.	4.62	4.66	4.76	4.52	4.57	4.50	4.49	4.53	4.64	4.74	4.54	4.84	4.71
Q12. Staff treated me with respect.	4.62	4.69	4.77	4.53	4.70	4.43	4.42	4.47	4.74	4.72	4.42	4.88	4.70
Q13. Staff respected my family's religious/spiritual beliefs.	4.56	4.61	4.72	4.45	4.52	4.52	4.32	4.53	4.72	4.61	4.29	4.82	4.67
Q8. The location of services was convenient for us.	4.56	4.57	4.68	4.51	4.53	4.61	4.46	4.18	4.72	4.65	4.45	4.76	4.63
Q6. I participated in my child's treatment.	4.55	4.41	4.63	4.54	4.49	4.55	4.58	4.35	4.60	4.59	4.62	4.73	4.51
Q15. Staff were sensitive to my cultural/ethnic background.	4.54	4.54	4.69	4.44	4.54	4.50	4.41	4.29	4.61	4.75	4.36	4.72	4.59
Q3. I helped to choose my child's treatment goals.	4.51	4.37	4.60	4.47	4.35	4.40	4.41	4.35	4.58	4.56	4.52	4.85	4.61
Q9. Services were available at times that were convenient for us.	4.45	4.49	4.65	4.38	4.24	4.48	4.00	4.24	4.63	4.65	4.38	4.76	4.57
Q1. Overall, I am satisfied with the services my child received.	4.44	4.46	4.65	4.33	4.34	4.43	4.02	4.29	4.68	4.56	4.28	4.71	4.51
Q2. I helped to choose my child's services.	4.41	4.44	4.49	4.39	4.37	4.34	4.10	4.18	4.51	4.59	4.45	4.67	4.41
Q4. The people helping my child stuck with us no matter what.	4.39	4.41	4.64	4.24	4.24	4.50	3.97	4.00	4.69	4.44	4.39	4.64	4.48
Q24. I have people that I am comfortable talking with about my child's problems.	4.37	4.34	4.46	4.26	4.09	4.27	4.00	4.53	4.62	4.61	4.38	4.49	4.42
Q7. The services my child and/or family received were right for us.	4.37	4.43	4.53	4.24	4.15	4.43	3.92	4.35	4.62	4.53	4.10	4.62	4.48
Q26. I have people with whom I can do enjoyable things.	4.33	4.49	4.37	4.37	4.26	4.03	3.69	4.53	4.54	4.44	4.34	4.57	4.31
Q5. I felt my child had someone to talk to when she/he was troubled.	4.29	4.49	4.56	4.14	4.18	4.45	3.90	3.94	4.49	4.34	3.96	4.63	4.44
Q23. I know people who will listen and understand me when I need to talk.	4.28	4.29	4.42	4.19	4.09	4.32	3.76	4.24	4.59	4.51	4.17	4.49	4.32
Q10. My family got the help we wanted for my child.	4.25	4.34	4.50	4.14	4.00	4.40	3.75	4.06	4.47	4.45	3.86	4.60	4.37
Q25. In a crisis, I would have the support I need from family or friends.	4.17	4.40	4.21	4.09	4.18	3.97	3.58	4.47	4.34	4.17	4.17	4.31	4.21
Q11. My family got as much help as we needed for my child.	4.04	4.29	4.36	3.97	4.00	4.47	3.49	3.88	4.44	4.34	2.41	4.53	4.27
Q16. My child is better at handling daily life.	3.93	4.03	3.97	3.97	3.88	4.03	3.32	3.88	4.11	4.09	3.89	4.16	3.83
Q17. My child gets along better with family.	3.91	3.78	3.96	4.08	3.79	3.83	3.32	3.94	4.13	4.18	3.83	4.19	3.85
Q18. My child gets along better with friends and other people.	3.89	3.97	4.03	3.94	3.88	3.83	3.24	3.71	4.12	4.23	3.90	4.09	3.80
Q22. My child is better able to do things he or she wants to do.	3.85	3.94	3.97	3.83	3.65	3.77	3.46	3.82	4.24	3.96	3.66	4.02	3.84
Q21. I am satisfied with our family life right now.	3.81	3.85	3.84	3.87	3.62	3.72	3.51	3.94	4.03	3.97	3.62	3.86	3.89
Q19. My child is doing better in school and/or work.	3.73	3.81	3.84	3.66	3.42	3.79	3.17	3.59	4.16	4.04	3.56	4.04	3.74
Q20. My child is better able to cope when things go wrong.	3.39	3.22	3.40	3.56	3.38	3.17	3.10	3.29	3.77	3.37	3.14	3.57	3.74



# Appendix C

## SUD- MHSIP Questions Ranked by Score and Program

MHSIP Questions	MSHN	Outpatient/ Intensive Outpatient	Withdrawal Management	Residential	Medication Assisted Treatment (MAT)	Other/ More than One Program	(blank)
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	1.36	1.38	1.47	1.39	1.49	1.29	1.12
Q10. Staff believed that I could grow, change and recover.	1.36	1.37	1.43	1.40	1.58	1.23	1.15
Q1: I like the services that I received	1.39	1.40	1.45	1.48	1.53	1.19	1.27
Q11. I felt comfortable asking questions about my treatment, services, and medication.	1.40	1.39	1.40	1.45	1.58	1.37	1.18
Q3. I would recommend this agency to a friend or family member.	1.41	1.42	1.48	1.47	1.61	1.17	1.33
Q14. Staff encouraged me to take responsibility for how I live my life.	1.43	1.45	1.57	1.38	1.61	1.31	1.27
Q13. I was given information about my rights.	1.43	1.42	1.47	1.52	1.58	1.28	1.33
Q2: If I had other choices, I would still choose to get services from this agency	1.47	1.51	1.39	1.55	1.74	1.27	1.39
Q19. Staff helped me to obtain the information I needed so that I could take charge of managing my illness/disability.	1.48	1.47	1.53	1.54	1.58	1.30	1.42
Q5. Staff were willing to see me as often as I felt it was necessary.	1.48	1.45	1.52	1.59	1.66	1.43	1.27
Q18. Staff were sensitive to my cultural/ethnic background. (e.g., race, religion, language, etc)	1.49	1.51	1.50	1.57	1.59	1.37	1.39
Q7. Services were available at times that were good for me.	1.52	1.53	1.52	1.51	1.79	1.41	1.36
Q8. I was able to get all the services I thought I needed.	1.53	1.46	1.61	1.62	1.68	1.40	1.39
Q17. I, not staff, decided my treatment goals.	1.53	1.56	1.57	1.70	1.54	1.38	1.42
Q20. I was encouraged to use consumer peer programs. (support groups, drop-in centers)	1.54	1.54	1.57	1.64	1.73	1.37	1.39
Q12. I felt free to complain.	1.64	1.48	1.79	1.80	2.01	1.42	1.33
Q4. The location of services was convenient.	1.64	1.56	1.52	1.78	1.88	1.50	1.64
Q25. I am able to get along in social situations.	1.66	1.72	1.63	1.68	1.82	1.68	1.45
Q6. Staff returned my calls within 24 hours.	1.68	1.52	1.74	1.73	1.94	1.57	1.58
Q29. I do things that are meaningful to me.	1.70	1.69	1.70	1.71	1.98	1.50	1.61
Q34. I have people with whom I can do enjoyable things.	1.71	1.68	1.84	1.70	1.88	1.61	1.55
Q26. I do better in school and/or work (choose N/A if you are not working or attending school)	1.73	1.73	1.60	1.67	1.77	1.90	1.71
Q15. Staff told me what side effects to watch for (choose NA if you are not prescribed medication)	1.74	1.57	1.67	1.80	1.71	1.84	1.85
Q30. I am able to take care of my needs.	1.75	1.69	1.80	1.75	2.03	1.67	1.55
Q36. In a crisis, I have the support I need from family or friends.	1.75	1.67	1.81	1.69	2.00	1.82	1.52
Q31. I am able to handle things when they go wrong.	1.76	1.76	1.77	1.86	1.99	1.62	1.58
Q9. I was able to see a psychiatrist/prescriber when I wanted to.	1.79	1.61	1.71	1.85	2.02	1.81	1.75
Q22. I am able to manage my life.	1.80	1.76	2.07	1.81	1.96	1.74	1.47
Q33. I am happy with the friendships I have.	1.83	1.74	1.94	1.76	1.95	1.78	1.79
Q21. I deal effectively with daily problems.	1.84	1.75	2.03	1.78	1.94	1.67	1.88
Q24. I am getting along with my family.	1.86	1.77	2.07	1.89	2.04	1.81	1.59
Q32. I am able to do things that I want to do.	1.86	1.88	1.87	2.06	1.99	1.66	1.73
Q35. I feel I belong in my community.	1.88	1.80	1.94	1.82	2.09	1.94	1.70
Q28. My symptoms are not bothering me as much.	1.90	1.84	1.97	1.94	2.11	1.87	1.69
Q23. I am able to deal with crisis.	1.92	1.82	2.03	1.89	1.99	1.93	1.88
Q27. I am satisfied with my housing situation.	2.01	2.04	2.03	2.03	2.18	1.66	2.09

# Appendix D

## CMHSP- MHSIP Questions Percentage Change over FY

MHSIP Survey Domains and Subscale Questions	FY2022	FY2023	FY2024	FY2025	Change FY24 to FY25	Change FY22 to FY25
<b>General Satisfaction</b>	<b>93%</b>	<b>90%</b>	<b>88%</b>	<b>91%</b>	<b>3%</b>	<b>-2%</b>
Q1. I like the services that I received.	93%	92%	90%	92%	2%	-1%
Q2. If I had other choices, I would still choose to get services from this mental health agency.	89%	86%	85%	88%	3%	-1%
Q3. I would recommend this agency to a friend or family member.	92%	89%	87%	89%	2%	-3%
<b>Perception of Access</b>	<b>91%</b>	<b>88%</b>	<b>87%</b>	<b>89%</b>	<b>2%</b>	<b>-2%</b>
Q4. The location of services was convenient.	89%	89%	88%	89%	1%	0%
Q5. Staff were willing to see me as often as I felt it was necessary.	92%	89%	89%	90%	1%	-2%
Q6. Staff returned my calls within 24 hours.	89%	86%	84%	87%	3%	-2%
Q7. Services were available at times that were good for me.	93%	90%	90%	91%	1%	-2%
Q8. I was able to get all the services I thought I needed.	89%	86%	83%	87%	4%	-2%
Q9. I was able to see a psychiatrist when I wanted to.	81%	81%	81%	83%	2%	2%
<b>Perception of Quality and Appropriateness</b>	<b>93%</b>	<b>89%</b>	<b>88%</b>	<b>91%</b>	<b>3%</b>	<b>-2%</b>
Q10. Staff believed that I could grow, change and recover.	91%	88%	87%	90%	3%	-1%
Q12. I felt free to complain.	87%	84%	84%	86%	2%	-1%
Q13. I was given information about my rights.	94%	91%	91%	93%	2%	-1%
Q14. Staff encouraged me to take responsibility for how I live my life.	91%	87%	86%	89%	3%	-2%
Q15. Staff told me what side effects to watch for.	81%	77%	78%	81%	3%	0%
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	94%	90%	92%	93%	1%	-1%
Q18. Staff were sensitive to my cultural/ ethnic background.	90%	87%	88%	88%	0%	-2%
Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	90%	86%	85%	89%	4%	-1%
Q20. I was encouraged to use consumer-run programs.	85%	81%	81%	82%	1%	-3%
<b>Perception of Participation in Treatment Planning</b>	<b>88%</b>	<b>85%</b>	<b>83%</b>	<b>86%</b>	<b>3%</b>	<b>-2%</b>
Q11. I felt comfortable asking questions about my treatment, services, and medication.	91%	90%	88%	91%	3%	0%
Q17. I, not staff, decided my treatment goals.	89%	85%	84%	87%	3%	-2%
<b>Perception of Outcome of Services</b>	<b>70%</b>	<b>71%</b>	<b>69%</b>	<b>69%</b>	<b>0%</b>	<b>-1%</b>
Q21. I deal more effectively with daily problems.	80%	77%	73%	72%	-1%	-8%
Q22. I am better able to control my life.	77%	75%	72%	71%	-1%	-6%
Q23. I am better able to deal with crisis.	74%	71%	64%	64%	0%	-10%
Q24. I am getting along better with my family.	71%	72%	73%	72%	-1%	1%
Q25. I do better in social situations.	65%	66%	69%	71%	2%	6%
Q26. I do better in school and/or work.	61%	62%	68%	69%	1%	8%
Q27. My housing situation has improved.	64%	71%	72%	72%	0%	8%
Q28. My symptoms are not bothering me as much.	64%	62%	62%	62%	0%	-2%
<b>Perception of Functioning</b>	<b>69%</b>	<b>71%</b>	<b>69%</b>	<b>65%</b>	<b>-4%</b>	<b>-4%</b>
Q29. I do things that are more meaningful to me.	72%	75%	62%	62%	0%	-10%
Q30. I am better able to take care of my needs.	76%	75%	77%	77%	0%	1%
Q31. I am better able to handle things when they go wrong.	69%	69%	72%	72%	0%	3%
Q32. I am better able to do things that I want to do.	72%	73%	62%	60%	-2%	-12%
<b>Perception of Social Connectedness</b>	<b>71%</b>	<b>74%</b>	<b>70%</b>	<b>71%</b>	<b>1%</b>	<b>0%</b>
Q33. I am happy with the friendships I have.	75%	78%	72%	73%	1%	-2%
Q34. I have people with who I can do enjoyable things.	78%	79%	76%	77%	1%	-1%
Q35. I feel I belong in my community.	63%	67%	78%	80%	2%	17%
Q36. In a crisis, I would have the support I need from family or friends.	78%	79%	66%	65%	-1%	-13%

# Appendix D Continued

CMHSP- YSS Questions Percentage Change over FY

YSS Domains and Questions	FY22	FY23	FY24	FY25	Change FY24 to FY25	Change FY22 to FY25
<b>Perception of Access</b>	<b>96%</b>	<b>90%</b>	<b>90%</b>	<b>93%</b>	<b>3%</b>	<b>-3%</b>
Q8. The location of services was convenient for us.	95%	93%	94%	96%	2%	1%
Q9. Services were available at times that were convenient for us.	93%	90%	90%	93%	3%	0%
<b>Perception of Participation in Treatment</b>	<b>94%</b>	<b>92%</b>	<b>92%</b>	<b>95%</b>	<b>3%</b>	<b>1%</b>
Q2. I helped to choose my child's services.	91%	89%	89%	93%	4%	2%
Q3. I helped to choose my child's treatment goals.	94%	92%	92%	95%	3%	1%
Q6. I participated in my child's treatment.	95%	93%	96%	95%	-1%	0%
<b>Perception of Cultural Sensitivity</b>	<b>98%</b>	<b>95%</b>	<b>95%</b>	<b>96%</b>	<b>1%</b>	<b>-2%</b>
Q12. Staff treated me with respect.	97%	95%	95%	96%	1%	-1%
Q13. Staff respected my family's religious/spiritual beliefs.	93%	91%	92%	94%	2%	1%
Q14. Staff spoke with me in a way that I understand.	98%	96%	97%	97%	0%	-1%
Q15. Staff were sensitive to my cultural/ethnic background.	93%	92%	93%	94%	1%	1%
<b>Appropriateness</b>	<b>92%</b>	<b>84%</b>	<b>83%</b>	<b>87%</b>	<b>4%</b>	<b>-5%</b>
Q1. Overall, I am satisfied with the services my child received.	92%	89%	87%	91%	4%	-1%
Q4. The people helping my child stuck with us no matter what.	88%	86%	86%	89%	3%	1%
Q5. I felt my child had someone to talk to when she/he was troubled.	90%	85%	84%	86%	2%	-4%
Q7. The services my child and/or family received were right for us.	89%	86%	84%	89%	5%	0%
Q10. My family got the help we wanted for my child.	85%	82%	81%	85%	4%	0%
Q11. My family got as much help as we needed for my child.	80%	79%	76%	79%	3%	-1%
<b>Perception of Outcome of Services</b>	<b>68%</b>	<b>66%</b>	<b>67%</b>	<b>71%</b>	<b>4%</b>	<b>3%</b>
Q16. My child is better at handling daily life.	69%	66%	69%	75%	6%	6%
Q17. My child gets along better with family.	70%	66%	73%	76%	3%	6%
Q18. My child gets along better with friends and other people.	69%	64%	71%	76%	5%	7%
Q19. My child is doing better in school and/or work.	62%	60%	63%	64%	1%	2%
Q20. My child is better able to cope when things go wrong.	59%	60%	51%	49%	-2%	-10%
Q21. I am satisfied with our family life right now.	70%	66%	67%	69%	2%	-1%
Q22. My child is better able to do things he or she wants to do.	71%	70%	65%	74%	9%	3%
<b>Perception of Social Connectedness</b>	<b>92%</b>	<b>92%</b>	<b>85%</b>	<b>87%</b>	<b>2%</b>	<b>-5%</b>
Q23. I know people who will listen and understand me when I need to talk.	91%	89%	87%	90%	3%	-1%
Q24. I have people that I am comfortable talking with about my child's problems.	93%	90%	88%	92%	4%	-1%
Q25. In a crisis, I would have the support I need from family or friends.	86%	86%	83%	83%	0%	-3%
Q26. I have people with whom I can do enjoyable things.	89%	88%	87%	90%	3%	1%
<b>Perception of Social Functioning</b>	<b>71%</b>	<b>68%</b>	<b>64%</b>	<b>66%</b>	<b>2%</b>	<b>-5%</b>
Q16. My child is better at handling daily life.	69%	66%	69%	75%	6%	6%
Q17. My child gets along better with family.	70%	66%	73%	76%	3%	6%
Q18. My child gets along better with friends and other people.	69%	64%	71%	76%	5%	7%
Q19. My child is doing better in school and/or work.	62%	60%	63%	64%	1%	2%
Q20. My child is better able to cope when things go wrong.	59%	60%	51%	49%	-2%	-10%
Q22. My child is better able to do things he or she wants to do.	71%	70%	65%	74%	9%	3%



# Appendix D Continued

SUD- MHSIP Questions Percentage Change over FY

SUD MHSIP Survey Domains and Subscale Questions	FY2024	FY2025	Change FY24 to FY25
<b>General Satisfaction</b>	<b>91%</b>	<b>90%</b>	<b>-1%</b>
Q1. I like the services that I received.	92%	93%	1%
Q2. If I had other choices, I would still choose to get services from this mental health agency.	86%	85%	-1%
Q3. I would recommend this agency to a friend or family member.	90%	90%	0%
<b>Perception of Access</b>	<b>87%</b>	<b>86%</b>	<b>-1%</b>
Q4. The location of services was convenient.	80%	80%	0%
Q5. Staff were willing to see me as often as I felt it was necessary.	89%	88%	-1%
Q6. Staff returned my calls within 24 hours.	86%	82%	-4%
Q7. Services were available at times that were good for me.	88%	84%	-4%
Q8. I was able to get all the services I thought I needed.	89%	86%	-3%
Q9. I was able to see a psychiatrist when I wanted to.	80%	77%	-3%
<b>Perception of Quality and Appropriateness</b>	<b>93%</b>	<b>92%</b>	<b>-1%</b>
Q10. Staff believed that I could grow, change and recover.	94%	91%	-3%
Q12. I felt free to complain.	83%	80%	-3%
Q13. I was given information about my rights.	91%	91%	0%
Q14. Staff encouraged me to take responsibility for how I live my life.	92%	91%	-1%
Q15. Staff told me what side effects to watch for.	83%	84%	1%
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	93%	92%	-1%
Q18. Staff were sensitive to my cultural/ ethnic background.	91%	87%	-4%
Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	91%	91%	0%
Q20. I was encouraged to use consumer-run programs.	88%	85%	-3%
<b>Perception of Participation in Treatment Planning</b>	<b>90%</b>	<b>88%</b>	<b>-2%</b>
Q11. I felt comfortable asking questions about my treatment, services, and medication.	93%	91%	-2%
Q17. I, not staff, decided my treatment goals.	90%	89%	-1%
<b>Perception of Outcome of Services</b>	<b>84%</b>	<b>76%</b>	<b>-8%</b>
Q21. I deal more effectively with daily problems.	84%	77%	-7%
Q22. I am better able to control my life.	84%	76%	-8%
Q23. I am better able to deal with crisis.	81%	73%	-8%
Q24. I am getting along better with my family.	81%	75%	-6%
Q25. I do better in social situations.	85%	82%	-3%
Q26. I do better in school and/or work.	86%	79%	-7%
Q27. My housing situation has improved.	75%	68%	-7%
Q28. My symptoms are not bothering me as much.	79%	71%	-8%
<b>Perception of Functioning</b>	<b>84%</b>	<b>75%</b>	<b>-9%</b>
Q29. I do things that are more meaningful to me.	85%	78%	-7%
Q30. I am better able to take care of my needs.	86%	77%	-9%
Q31. I am better able to handle things when they go wrong.	83%	76%	-7%
Q32. I am better able to do things that I want to do.	81%	73%	-8%
<b>Perception of Social Connectedness</b>	<b>83%</b>	<b>76%</b>	<b>-7%</b>
Q33. I am happy with the friendships I have.	82%	77%	-5%
Q34. I have people with who I can do enjoyable things.	85%	80%	-5%
Q35. I feel I belong in my community.	78%	71%	-7%
Q36. In a crisis, I would have the support I need from family or friends.	85%	78%	-7%