2026 Satisfaction Survey Analysis

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Reviewed/Approved by QIC on
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MSHN
Mid-State Health Network

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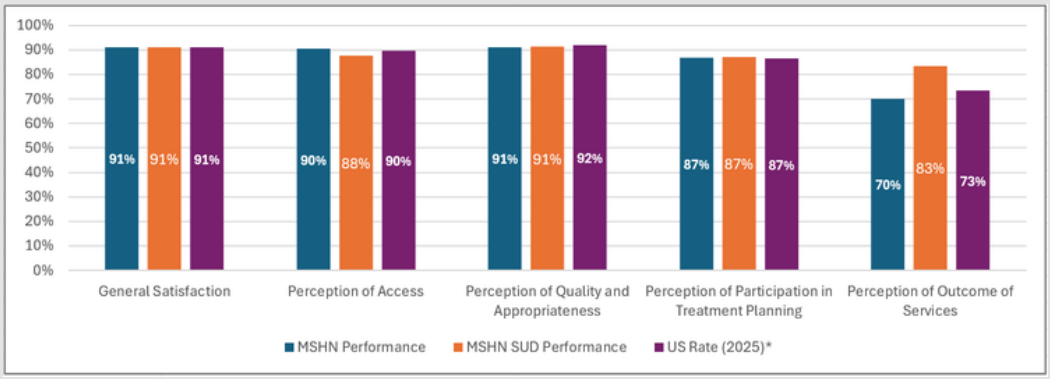
Executive Summary

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.

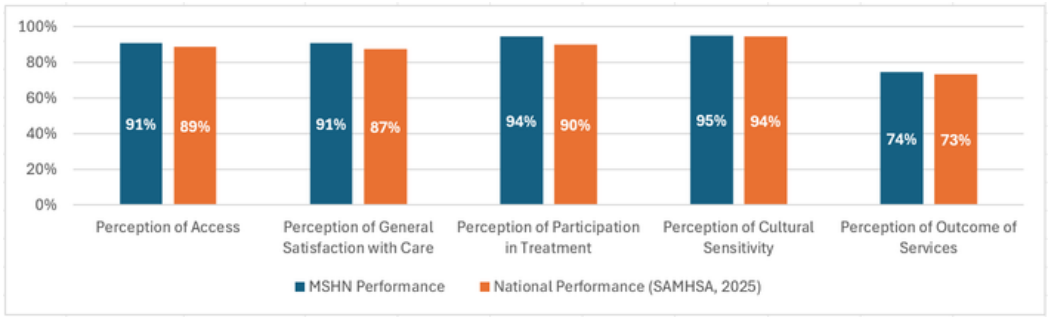
In FY2026, CMHSP participants collected 2,651 MHSIP surveys resulting in an approximate average response rate of 25 percent. CMHSP participants also collected 1,266 YSS surveys resulting in an approximate average response rate of 29 percent. SUD providers collected 1,860 surveys resulting in an average approximate response rate of 49 percent.

Figure 1: MSHN MHSIP Performance Compared to National Average



Compared to national averages (SAMHSA, 2025), MSHN CMHSPs and SUD providers performed at or above the rate of satisfaction in the areas of General Satisfaction, Access, and Participation in Treatment Planning. In addition, SUD services scored higher in Outcomes 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, 2025), MSHN outperformed national averages in all areas. These domains include Access, Satisfaction with Care, Participation in Treatment, and Cultural Sensitivity, reflecting strong family engagement and services across the MSHN region.

"I feel my life has turned completely around for the good"

"Therapy is what held me together and has gotten me to 8 months sobriety!!"

"I consider myself fortunate to be able to come here"

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 FY26 for a targeted set of four weeks (June 15th through July 17th).

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

"Every one is amazing I wouldn't be where I am without them. "

"I absolutely love my current care team and the staff that supports them! Very professional and friendly environment "

2026 Mental Health Statistics Improvement Program (MHSIP) Survey - CMHSP

“Staff is very kind and attentive, I love that they pay attention.”

"I am very happy with my therapist. She took the time to listen and help figure out what I need help with. I feel like she listens and takes the time to clarify if she doesn't understand. I feel like she is as invested in my success as I am."

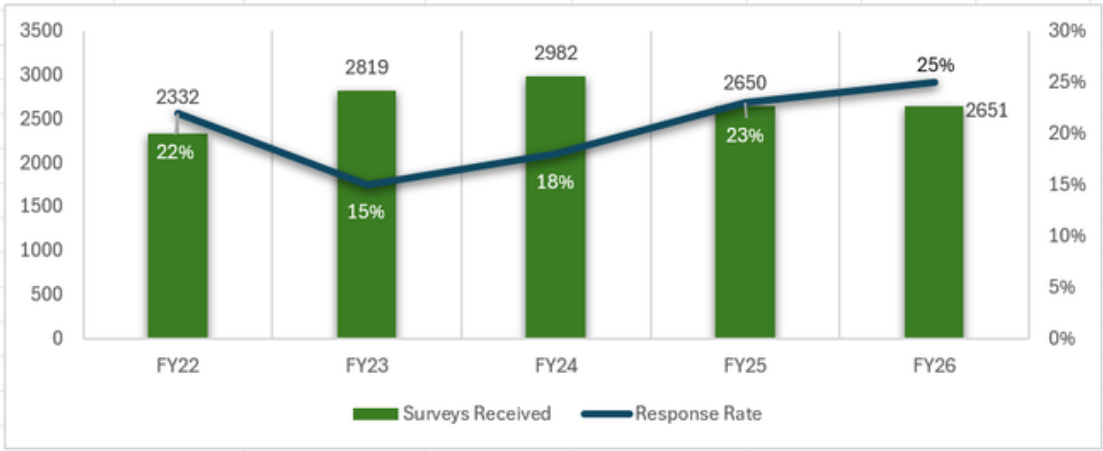
“My support team here are people I can honestly trust and I don't trust too many people so that's a big deal for me, I feel so blessed for all of them.”

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, FY26 had the highest response rate at 25 percent, however, there remains ongoing variability within the CMSHPs based on distribution method utilized which underscores challenges in achieving consistent engagement in survey participation of the MHSIP survey.

Figure 1: Longitudinal MHSIP Response Rates for MSHN Region

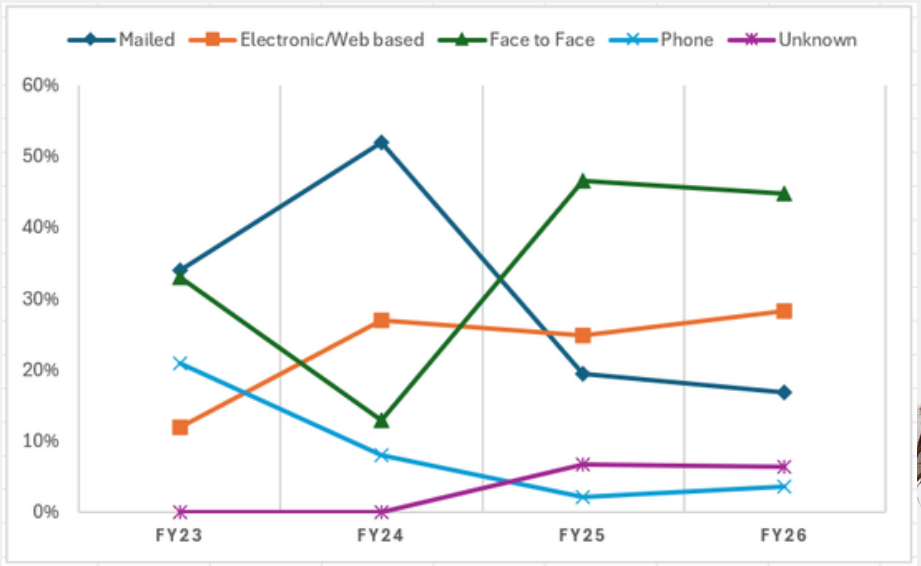
FY22		FY23		FY24		FY25		FY26	
Received	Response Rate	Received	Response Rate	Received	Response Rate	Received	Response Rate	Received	Response Rate
2332	22%	2819	15%	2982	18%	2650	23%	2651	25%



Over the last three fiscal years, distribution methods have moved away from phone and mail surveying, with FY26 marking a 45 percent adoption of face-to-face surveying. This demonstrates a strategic shift by the CMHSPs towards in-person surveying to facilitate increased engagement and collection of surveys.

Figure 2: Longitudinal Distribution Method Percentages

	FY23	FY24	FY25	FY26
Mailed	34%	52%	20%	17%
Electronic/Web based	12%	27%	25%	28%
Face to Face	33%	13%	47%	45%
Phone	21%	8%	2%	4%
Unknown	0%	0%	7%	6%



"I absolutely love my therapist she's very understanding, listens well, she's amazing and all the staff are very sweet and respectful and kind"

MHSIP Survey Analysis

Subscale scoring in FY26 for the MHSIP survey 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 FY26, 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	FY2026	Change FY25 to FY26	Change FY22 to FY26
General Satisfaction	**93%**	**90%**	**88%**	**91%**	**91%**	**0%**	**-2%**
Q1. I like the services that I received.	93%	92%	90%	92%	93%	1%	0%
Q2. If I had other choices, I would still choose to get services from this mental health agency.	89%	86%	85%	88%	87%	-1%	-2%
Q3. I would recommend this agency to a friend or family member.	92%	89%	87%	89%	89%	0%	-3%
Perception of Access	**91%**	**88%**	**87%**	**89%**	**90%**	**1%**	**-1%**
Q4. The location of services was convenient.	89%	89%	88%	89%	91%	2%	2%
Q5. Staff were willing to see me as often as I felt it was necessary.	92%	89%	89%	90%	91%	1%	-1%
Q6. Staff returned my calls within 24 hours.	89%	86%	84%	87%	87%	0%	-2%
Q7. Services were available at times that were good for me.	93%	90%	90%	91%	93%	2%	0%
Q8. I was able to get all the services I thought I needed.	89%	86%	83%	87%	87%	0%	-2%
Q9. I was able to see a psychiatrist when I wanted to.	81%	81%	81%	83%	82%	-1%	1%
Perception of Quality and Appropriateness	**93%**	**89%**	**88%**	**91%**	**91%**	**0%**	**-2%**
Q10. Staff believed that I could grow, change and recover.	91%	88%	87%	90%	90%	0%	-1%
Q12. I felt free to complain.	87%	84%	84%	86%	88%	2%	1%
Q13. I was given information about my rights.	94%	91%	91%	93%	93%	0%	-1%
Q14. Staff encouraged me to take responsibility for how I live my life.	91%	87%	86%	89%	91%	2%	0%
Q15. Staff told me what side effects to watch for.	81%	77%	78%	81%	80%	-1%	-1%
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	94%	90%	92%	93%	94%	1%	0%
Q18. Staff were sensitive to my cultural/ ethnic background.	90%	87%	88%	88%	89%	1%	-1%
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%	88%	-1%	-2%
Q20. I was encouraged to use consumer-run programs.	85%	81%	81%	82%	82%	0%	-3%
Perception of Participation in Treatment Planning	**88%**	**85%**	**83%**	**86%**	**87%**	**1%**	**-1%**
Q11. I felt comfortable asking questions about my treatment, services, and medication.	91%	90%	88%	91%	92%	1%	1%
Q17. I, not staff, decided my treatment goals.	89%	85%	84%	87%	88%	1%	-1%
Perception of Outcome of Services	**70%**	**71%**	**69%**	**69%**	**70%**	**1%**	**0%**
Q21. I deal more effectively with daily problems.	80%	77%	73%	72%	72%	0%	-8%
Q22. I am better able to control my life.	77%	75%	72%	71%	72%	1%	-5%
Q23. I am better able to deal with crisis.	74%	71%	64%	64%	65%	1%	-9%
Q24. I am getting along better with my family.	71%	72%	73%	72%	73%	1%	2%
Q25. I do better in social situations.	65%	66%	69%	71%	73%	2%	8%
Q26. I do better in school and/or work.	61%	62%	68%	69%	66%	-3%	5%
Q27. My housing situation has improved.	64%	71%	72%	72%	73%	1%	9%
Q28. My symptoms are not bothering me as much.	64%	62%	62%	62%	62%	0%	-2%
Perception of Functioning	**69%**	**71%**	**69%**	**65%**	**68%**	**3%**	**-1%**
Q29. I do things that are more meaningful to me.	72%	75%	62%	62%	78%	16%	6%
Q30. I am better able to take care of my needs.	76%	75%	77%	77%	74%	-3%	-2%
Q31. I am better able to handle things when they go wrong.	69%	69%	72%	72%	63%	-9%	-6%
Q32. I am better able to do things that I want to do.	72%	73%	62%	60%	71%	11%	-1%
Perception of Social Connectedness	**71%**	**74%**	**70%**	**71%**	**73%**	**2%**	**2%**
Q33. I am happy with the friendships I have.	75%	78%	72%	73%	76%	3%	1%
Q34. I have people with who I can do enjoyable things.	78%	79%	76%	77%	81%	4%	3%
Q35. I feel I belong in my community.	63%	67%	78%	80%	65%	-15%	2%
Q36. In a crisis, I would have the support I need from family or friends.	78%	79%	66%	65%	79%	14%	1%

MHSIP Survey Analysis (Continued)

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

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

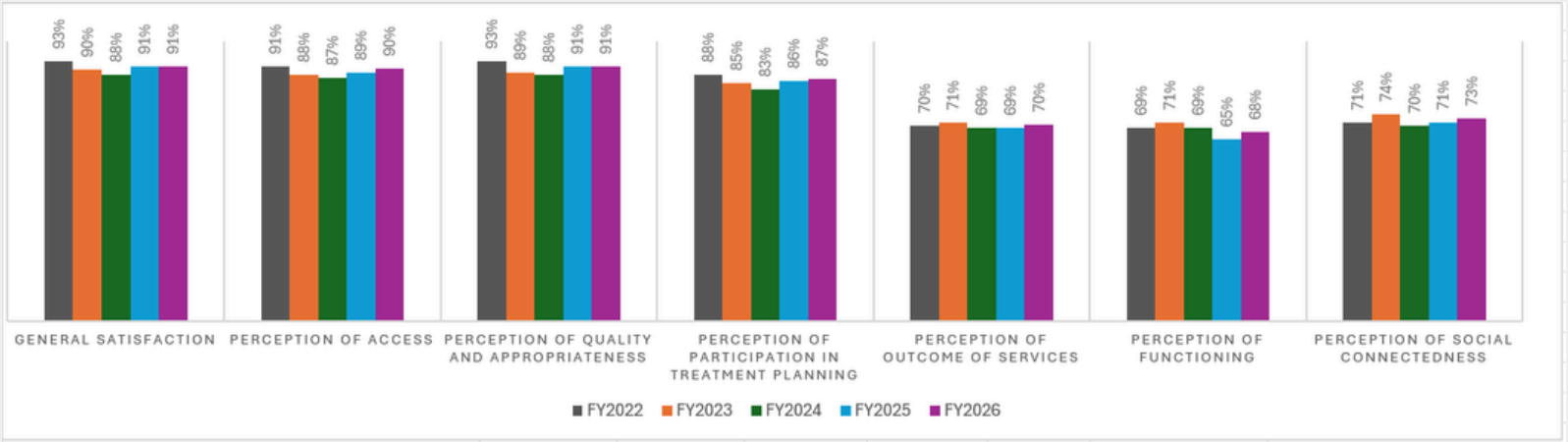
The lowest rated questions for the MSHN region were the following:

- Q23. I am able to deal with crisis.
- Q31. I am able to handle things when they go wrong.
- Q28. My symptoms are not bothering me as much.

Review of longitudinal performance indicates that FY26 demonstrated maintenance and improvement in key perception-of-care domains. Compared to FY25, General Satisfaction remained at 91%, Perception of Access increased to 90% (a 1 percent increase over FY25), Quality and Appropriateness remained stable at 91%, and Participation in Treatment Planning increased to 87% (up from 86% in FY25). All outcome-based domains increased in FY26: Perception of Outcome of Services increased by 1 percent from FY25 to 70%, Perception of Functioning increased from 65% in FY25 to 68% in FY26, and Perception of Social Connectedness increased by 2 percent to 73% when compared to FY25. Overall, consistent with national outcomes as well as historical regional outcomes; the outcome-based domains continue to have lower rates of satisfaction.

Lower satisfactions rates within these outcome domains are attributed to the complex and long-term nature of managing chronic mental health symptoms as compared to immediate service satisfaction. In addition, consumer outcome areas highlight the persistent gaps that exists in external social determinants of health which clinical interventions alone cannot solely impact. While FY26 results reflect improved rates around satisfaction and access measures overall, there remains the ongoing need for targeted interventions which can assist in addressing outcomes, functioning, and connectedness.

Figure 4: Longitudinal Percentages by Domain by FY

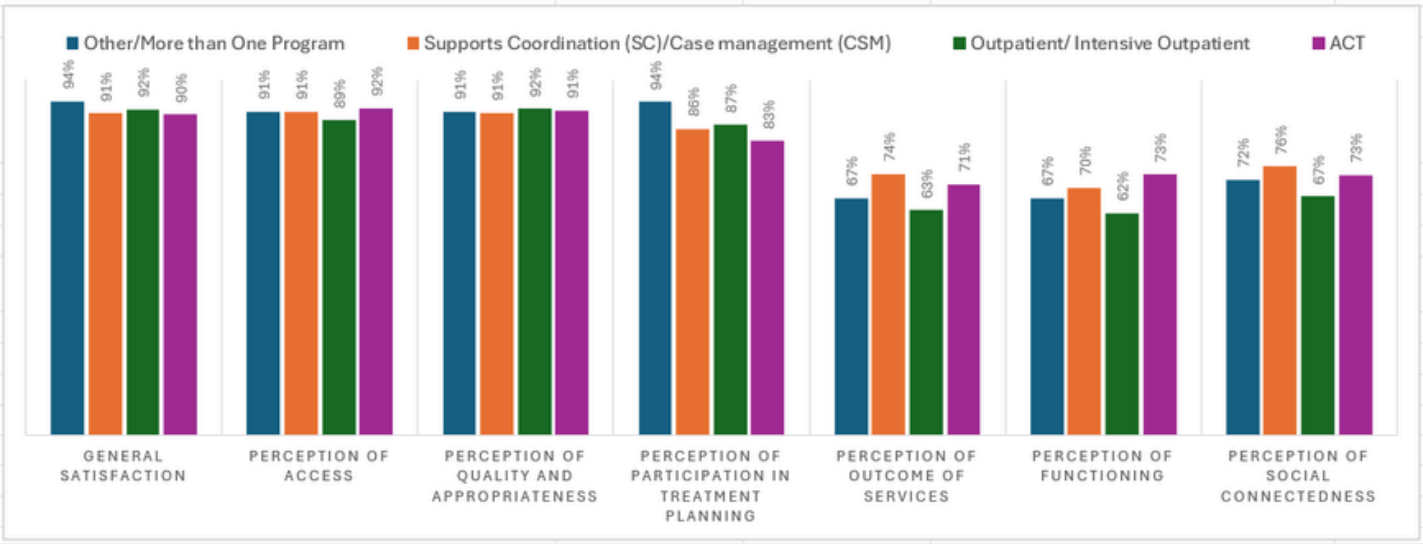


In addition to reviewing overall domain scoring, survey results were also broken down further by four additional subsets:

- 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))
- 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)

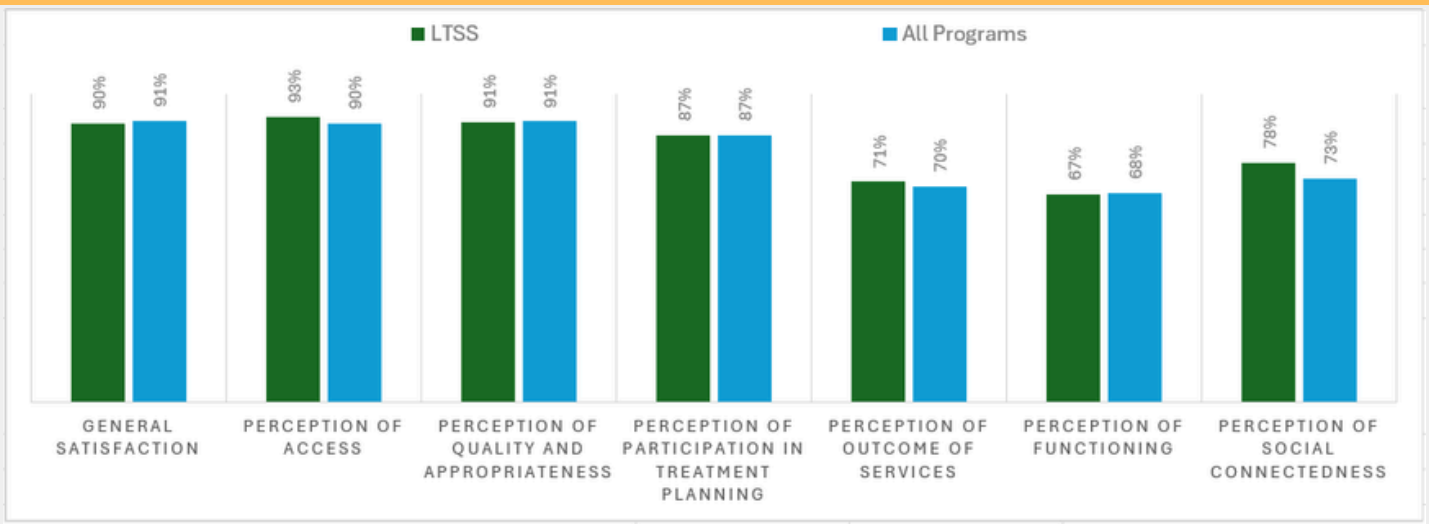
Figure 5: FY26 MHSIP Results by Program and Domain



*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% except for the Assertive Community Treatment (ACT) program participants scoring the Perception of Participation in Treatment Planning at 83%. Variation becomes more pronounced in the outcome-related domains. The Perception of Outcomes domain presented the widest disparity: Supports Coordination/Case Management reported the strongest score (74%), while Outpatient/Intensive Outpatient scored the lowest (63%). Perception of Functioning revealed similar challenges, with Supports Coordination/Case Management highest at 70% and the Outpatient/Intensive Outpatient being the lowest at 62%. Social Connectedness, while relatively stable compared to the other Outcome measures, showed a range from 67% (Outpatient/Intensive Outpatient) to 76% (Supports Coordination/Case Management).

Figure 6: FY26 MHSIP Results by Supplemental Program and Domain

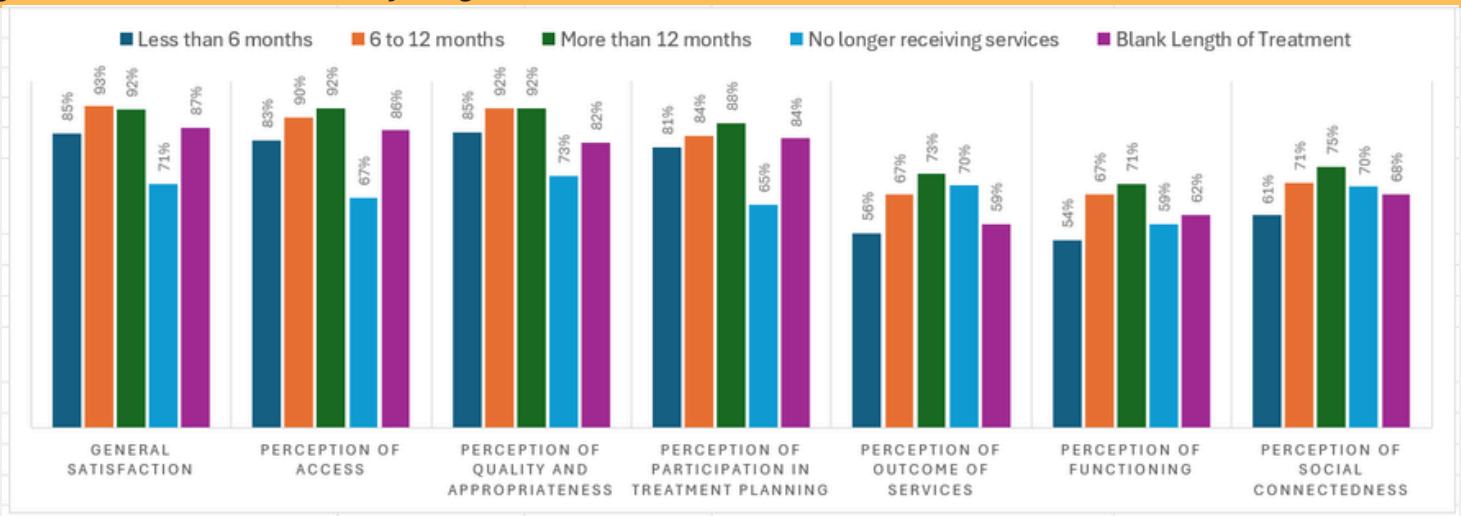


In addition to analyzing primary programming, MSHN also conducts regional analysis on Long Term Supports and Services (LTSS). Analysis across the LTSS population shows overall consistency in Satisfaction and Access domains, with all categories scoring at or above 87%; in addition, the Perception of Access for those receiving LTSS services was 3% higher when compared to all programs. These results demonstrate that core processes are being met reliably within LTSS settings.

Variations in satisfaction emerge when looking at outcome-related domains between LTSS services and all programs. Perception of Functioning scored the lowest across all programs, particularly LTSS (67%). Social Connectedness displayed one of the more positive results for the LTSS program (78%) and demonstrated a 5% higher rate of satisfaction than all programs overall. Scoring in this area suggests that individuals engaged in LTSS program supports may experience broader social support networks and community engagement.

MHSIP Survey Analysis (Continued)

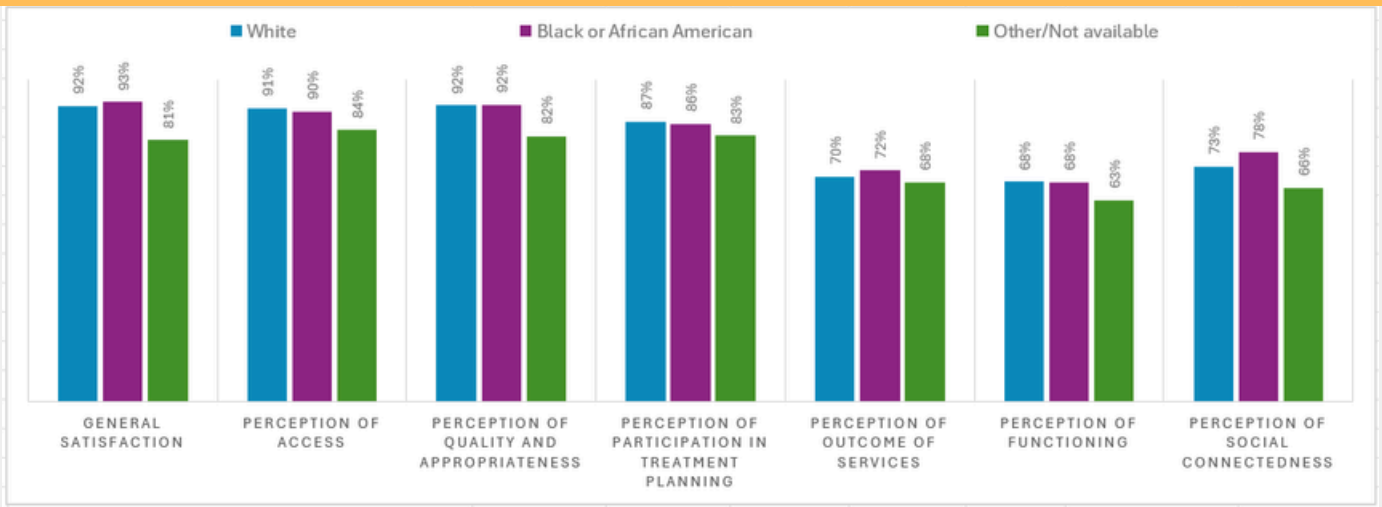
Figure 7: FY26 MHSIP Results by Length of Treatment and Domain



Review of FY26 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 (73%), Functioning (71%), 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 (56%), Functioning (54%), and Social Connectedness (61%) were significantly lower in the early treatment period for those in services less than 6 months, and dropped even further amongst those no longer in care.

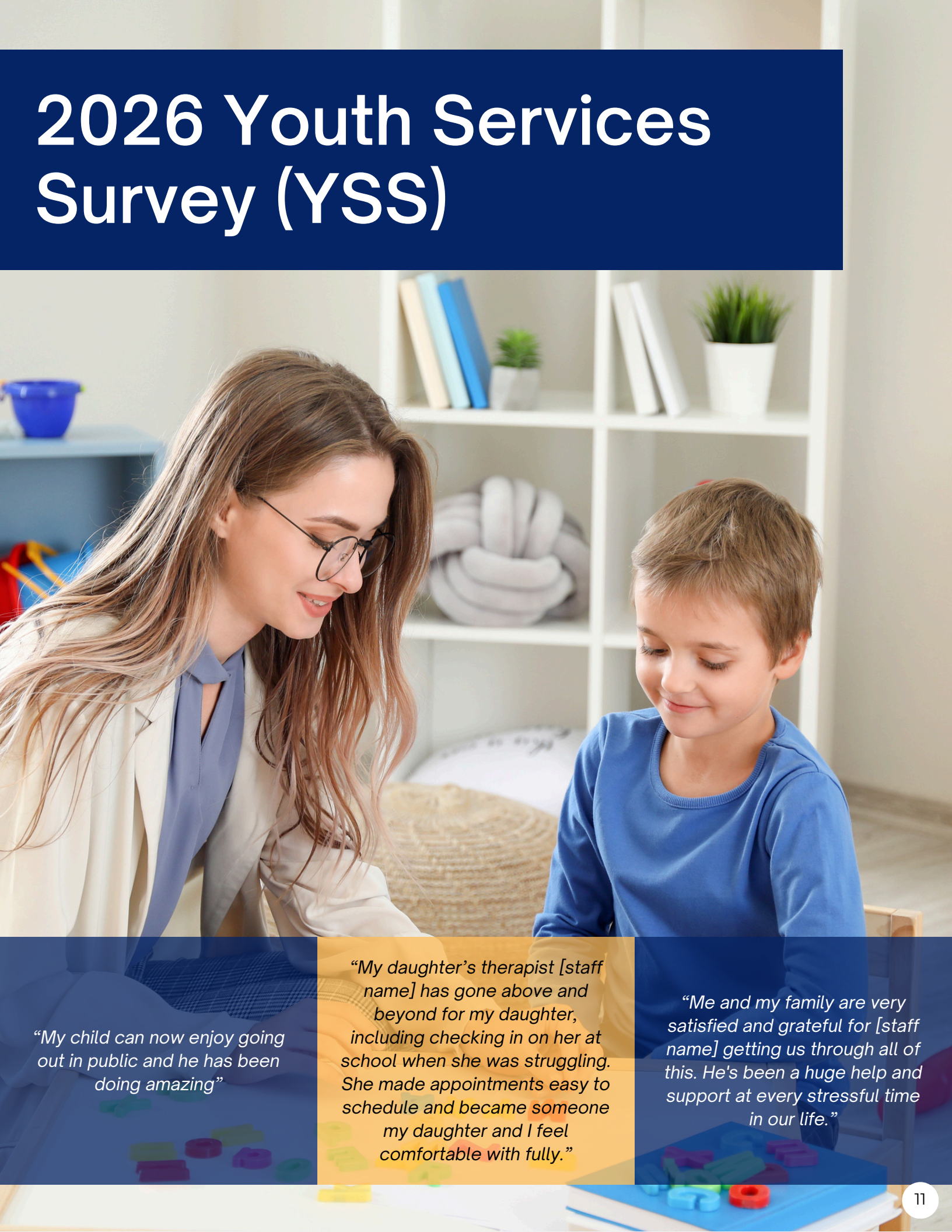
Figure 8: FY26 MHSIP Results by Race and Domain



***Due to less than 30 individuals responding with American Indian or Alaska Native, Native Hawaiian/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 the White and Black/African American groups with decreased satisfaction noted primarily for those that did not report their race or selected "Other Race". General Satisfaction ranged from 93% (Black/African American) to 81% for Other/Not Available, and 92% for the White population. Perception of Access remained stable between 90-91% for the White and Black/African American population, with the lowest rate for the Other Race/Not Available category at 84%. Similarly, Quality and Appropriateness scored variably, and ranged from 82–92% across all three groups. More notable variation emerges in outcome-related domains. Participation in Treatment Planning was strongest amongst White respondents at 87%, with Black/African American respondents scoring 86%, and the Other/Not Available group at 83%. Perception of Outcomes showed similar differences, with the White population at 70%, Black/African American at 72%, and the Other/Not Available group at 68%. Functioning reflected a similar pattern, with the White and Black/African American population scoring 68% and the Other/Not Available category scoring 63%. Social Connectedness showed greater differences with the Black/African American respondents reporting stronger connections at 78% compared to White at 73% and Other at 66%.

2026 Youth Services Survey (YSS)



“My child can now enjoy going out in public and he has been doing amazing”

“My daughter’s therapist [staff name] has gone above and beyond for my daughter, including checking in on her at school when she was struggling. She made appointments easy to schedule and became someone my daughter and I feel comfortable with fully.”

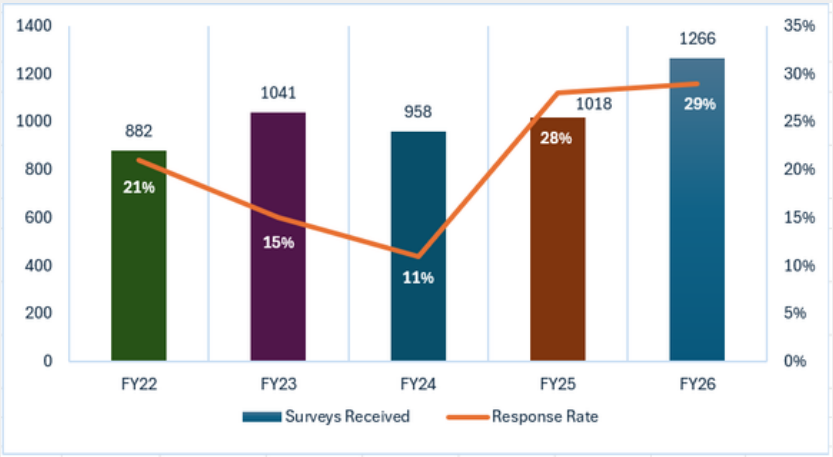
“Me and my family are very satisfied and grateful for [staff name] getting us through all of this. He's been a huge help and support at every stressful time in our life.”

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 the past five fiscal years with FY24 having the lowest response rate of 11 percent and FY26 having the highest response rate at 29 percent.

Figure 1: Longitudinal YSS Response Rates for MSHN Region

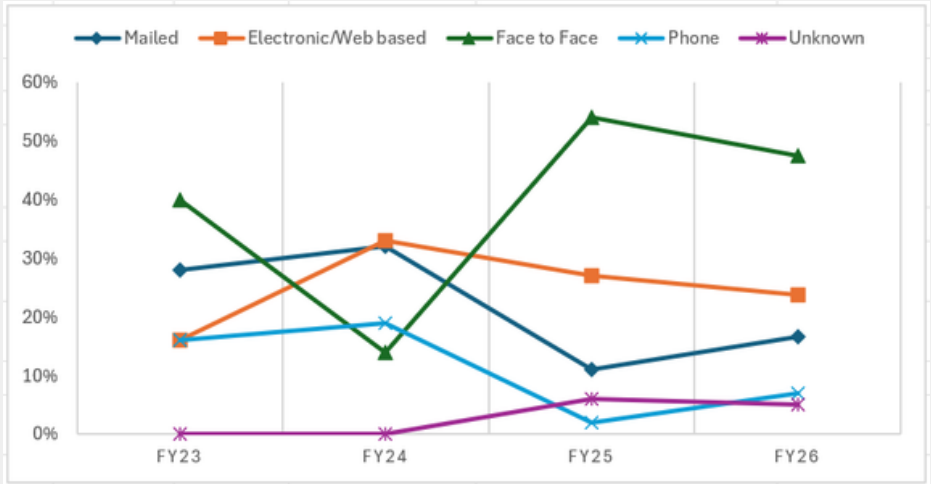
FY22		FY23		FY24		FY25		FY26	
Received	Response Rate	Received	Response Rate	Received	Response Rate	Received	Response Rate	Received	Response Rate
882	21%	1,041	15%	958	11%	1,018	28%	1,266	29%



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 and FY26 continuing this progression. This changeover to increased adoption of face-to-face surveys has increased engagement and response rates for the YSS and MHSIP surveys overall.

Figure 2: Longitudinal Distribution Method Percentages

	FY23	FY24	FY25	FY26
Mailed	28%	32%	11%	17%
Electronic/Web based	16%	33%	27%	24%
Face to Face	40%	14%	54%	47%
Phone	16%	19%	2%	7%
Unknown	0%	0%	6%	5%



"[Staff name] has been able to help both of my children in ways I couldn't have imagined. She has been amazing in so many ways and I couldn't have asked for a better experience ."

YSS Survey Analysis

MSHN's percentage of agreement for each subscale for FY26 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 (95%) and Participation in Treatment (94%) domains for FY26. 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	FY26	Change FY25 to FY26	Change FY22 to FY26
Perception of Access	**96%**	**90%**	**90%**	**93%**	**91%**	**-2%**	**-5%**
Q8. The location of services was convenient for us.	95%	93%	94%	96%	95%	-1%	0%
Q9. Services were available at times that were convenient for us.	93%	90%	90%	93%	91%	-1%	-2%
Perception of Participation in Treatment	**94%**	**92%**	**92%**	**95%**	**94%**	**0%**	**0%**
Q2. I helped to choose my child's services.	91%	89%	89%	93%	93%	0%	2%
Q3. I helped to choose my child's treatment goals.	94%	92%	92%	95%	95%	0%	1%
Q6. I participated in my child's treatment.	95%	93%	96%	95%	96%	0%	1%
Perception of Cultural Sensitivity	**98%**	**95%**	**95%**	**96%**	**95%**	**-1%**	**-3%**
Q12. Staff treated me with respect.	97%	95%	95%	96%	95%	-1%	-2%
Q13. Staff respected my family's religious/spiritual beliefs.	93%	91%	92%	94%	95%	1%	2%
Q14. Staff spoke with me in a way that I understand.	98%	96%	97%	97%	97%	0%	-1%
Q15. Staff were sensitive to my cultural/ethnic background.	93%	92%	93%	94%	94%	0%	1%
Appropriateness	**92%**	**84%**	**83%**	**87%**	**89%**	**2%**	**-3%**
Q1. Overall, I am satisfied with the services my child received.	92%	89%	87%	91%	92%	1%	0%
Q4. The people helping my child stuck with us no matter what.	88%	86%	86%	89%	89%	0%	1%
Q5. I felt my child had someone to talk to when she/he was troubled.	90%	85%	84%	86%	89%	2%	-1%
Q7. The services my child and/or family received were right for us.	89%	86%	84%	89%	90%	2%	1%
Q10. My family got the help we wanted for my child.	85%	82%	81%	85%	86%	1%	1%
Q11. My family got as much help as we needed for my child.	80%	79%	76%	79%	83%	4%	3%
Perception of Outcome of Services	**68%**	**66%**	**67%**	**71%**	**74%**	**3%**	**6%**
Q16. My child is better at handling daily life.	69%	66%	69%	75%	77%	3%	8%
Q17. My child gets along better with family.	70%	66%	73%	76%	76%	1%	6%
Q18. My child gets along better with friends and other people.	69%	64%	71%	76%	76%	0%	7%
Q19. My child is doing better in school and/or work.	62%	60%	63%	64%	67%	3%	5%
Q20. My child is better able to cope when things go wrong.	59%	60%	51%	49%	53%	4%	-6%
Q21. I am satisfied with our family life right now.	70%	66%	67%	69%	72%	3%	2%
Q22. My child is better able to do things he or she wants to do.	71%	70%	65%	74%	78%	3%	7%
Perception of Social Connectedness	**92%**	**92%**	**85%**	**87%**	**90%**	**3%**	**-2%**
Q23. I know people who will listen and understand me when I need to talk.	91%	89%	87%	90%	92%	2%	1%
Q24. I have people that I am comfortable talking with about my child's problems.	93%	90%	88%	92%	92%	0%	-1%
Q25. In a crisis, I would have the support I need from family or friends.	86%	86%	83%	83%	85%	3%	-1%
Q26. I have people with whom I can do enjoyable things.	89%	88%	87%	90%	90%	1%	1%
Perception of Social Functioning	**71%**	**68%**	**64%**	**66%**	**72%**	**6%**	**1%**
Q16. My child is better at handling daily life.	69%	66%	69%	75%	77%	3%	8%
Q17. My child gets along better with family.	70%	66%	73%	76%	76%	1%	6%
Q18. My child gets along better with friends and other people.	69%	64%	71%	76%	76%	0%	7%
Q19. My child is doing better in school and/or work.	62%	60%	63%	64%	67%	3%	5%
Q20. My child is better able to cope when things go wrong.	59%	60%	51%	49%	53%	4%	-6%
Q22. My child is better able to do things he or she wants to do.	71%	70%	65%	74%	78%	3%	7%

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.

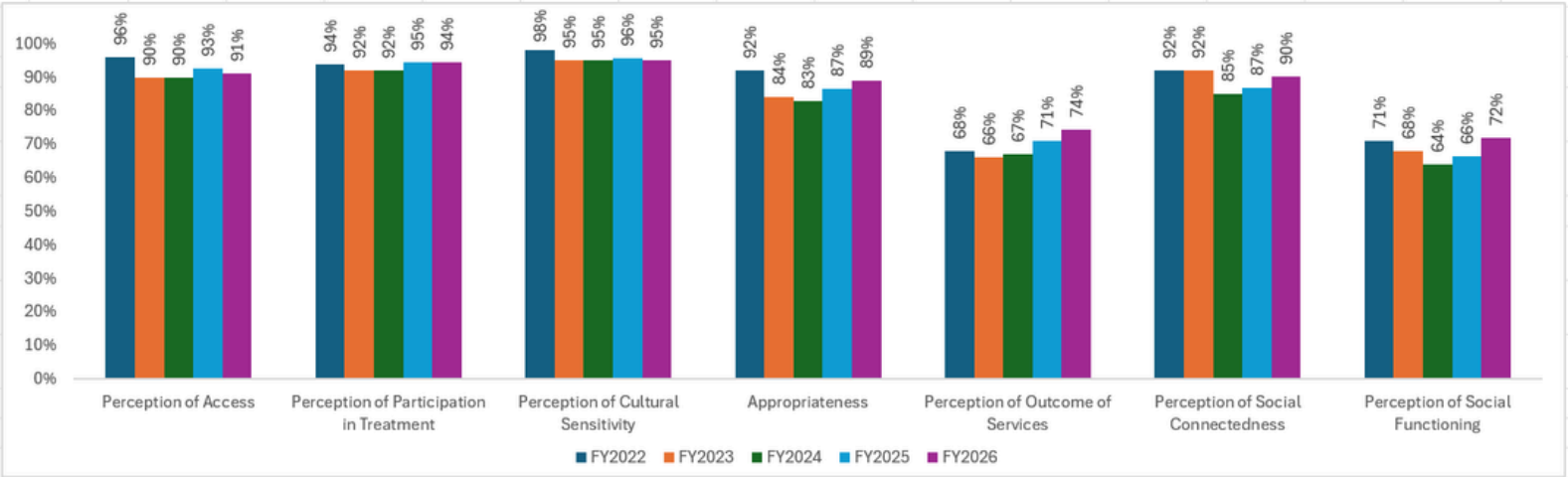
The lowest rated questions for the MSHN region were the following:

- 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 five fiscal years show that FY26 demonstrated an increase in several outcome domains with slight reductions in satisfaction in provider satisfaction domains. Perception of Outcome of Services improved to 74% in FY26 (71% in FY25), and Perception of Social Connectedness rose to 90% (87% in FY25). In addition, Perception of Social Functioning increased to 72%, up from 66% in FY26. Cultural Sensitivity continues to be the strongest domain, at 95% in FY26, consistent with sustained performance above 95% across all fiscal years.

Similar to the MHSIP survey, there continues to be challenges in meeting the 80% threshold for most outcome-focused domains with the YSS surveys. Perception of Outcomes increased to 74% in FY26 (a 3% increase when compared to FY25 (71%)). Social Functioning, which is historically the weakest domain, improved by 6% in FY26 (72%) when compared to 66% in FY25. Overall, FY26 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

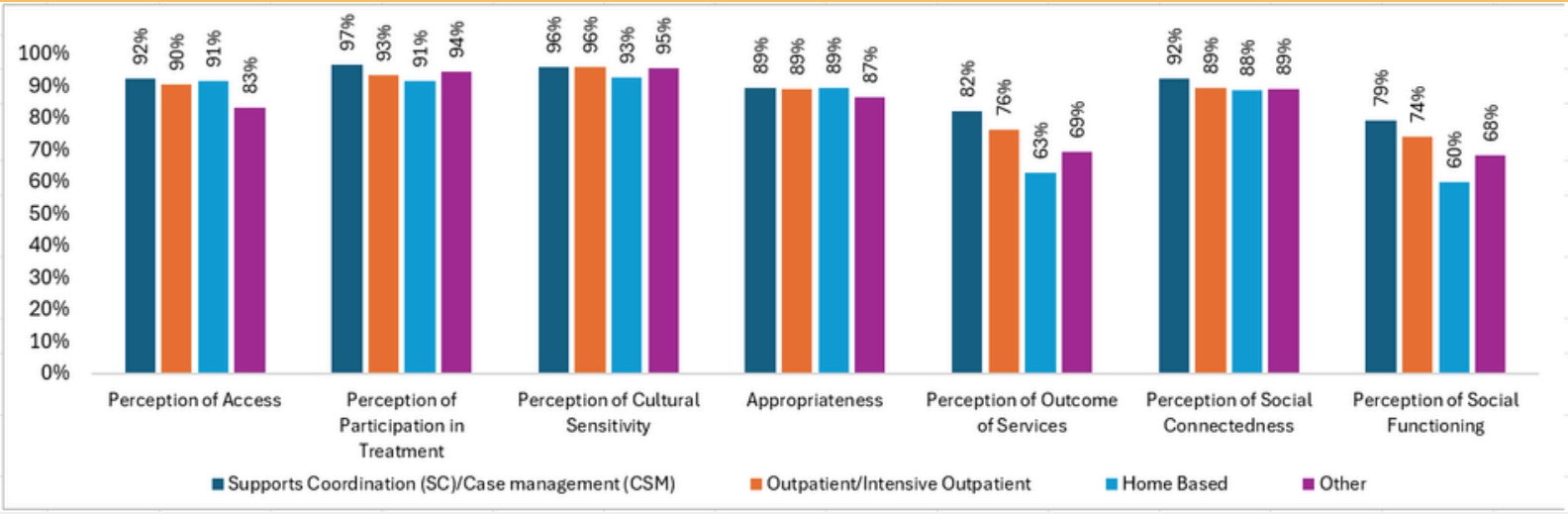


In addition to reviewing overall domain scoring, survey results were also broken down further by four additional subsets:

- 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))
- 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: FY26 YSS Results by Program and Domain

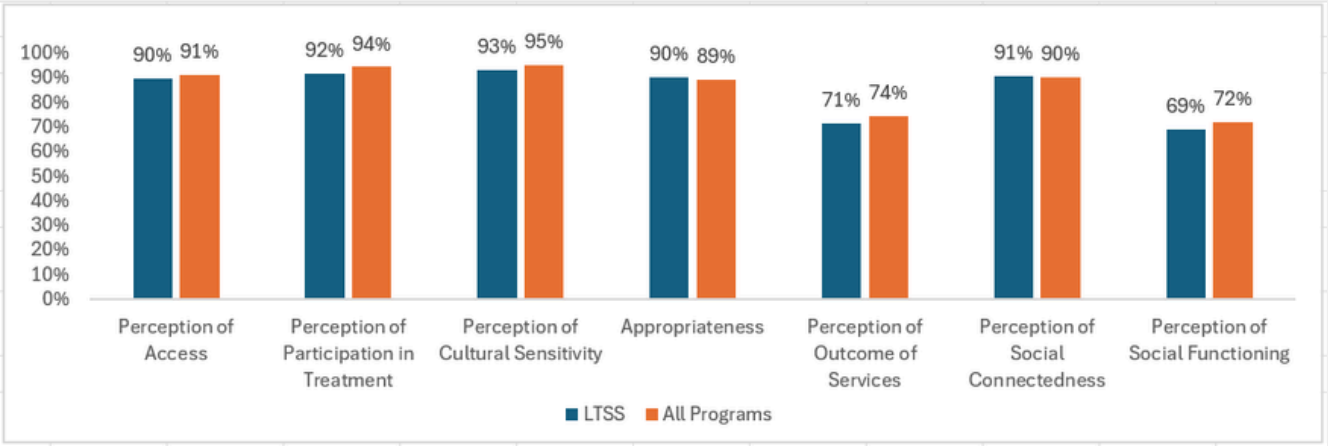


*Due to less than 30 individuals responding with Residential as their primary program, this program type was not included in analysis.

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

While SC/CSM demonstrated the highest levels of satisfaction across domains, Outpatient/Intensive Outpatient and Home-Based services demonstrated strong satisfaction and access scores across the majority of domains as well; however, outcome-related domains fell short of the 80 percent threshold (Perception of Outcomes of Services and Social Functioning). This indicates that while service delivery processes are highly valued and deemed satisfactory, families/youth perceive less improvements in daily life, outcomes, and recovery as these domains measure long term outcomes rather than point-in-time satisfaction questions.

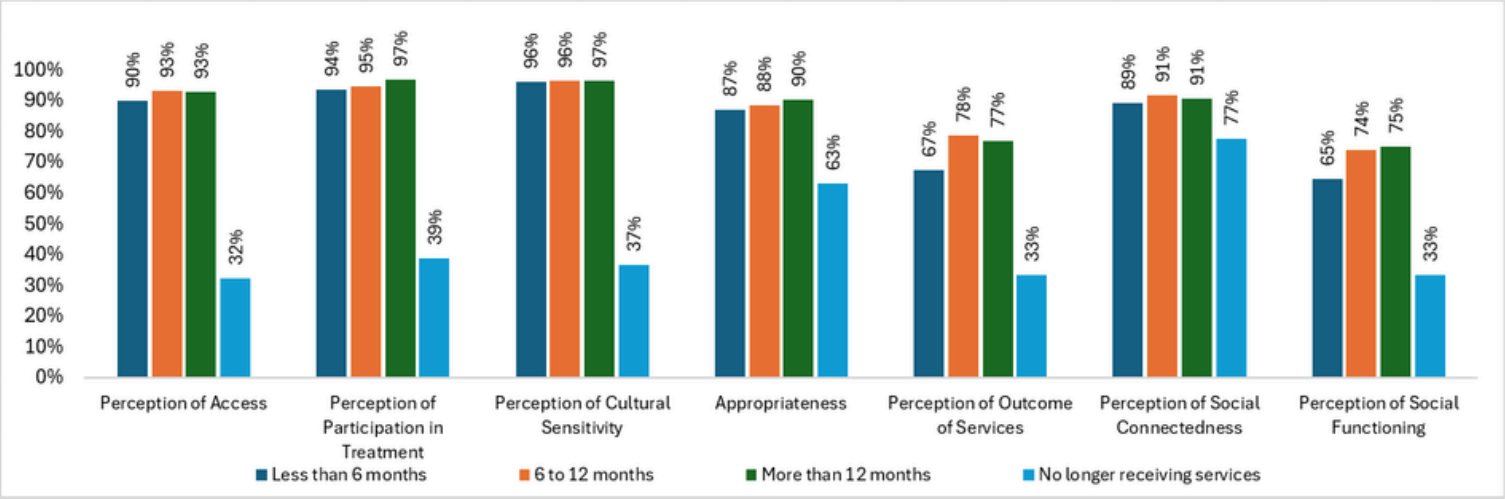
Figure 6: FY26 YSS Results by Supplemental Program and Domain



MSHN compares all program performance to those identifying themselves as receiving Long Term Supports and Services (LTSS). In reviewing FY26 data, those receiving LTSS services continue to indicate strong and consistent perceptions across domains, however, for the children/youth population, LTSS services slightly underperformed when compared to all programs, particularly in the domains of access, participation, cultural sensitivity, outcomes, and social functioning. Similar to other analysis, outcomes related domains continue to be under the 80 percent threshold for outcomes of service and perception of social functioning.

YSS Survey Analysis (Continued)

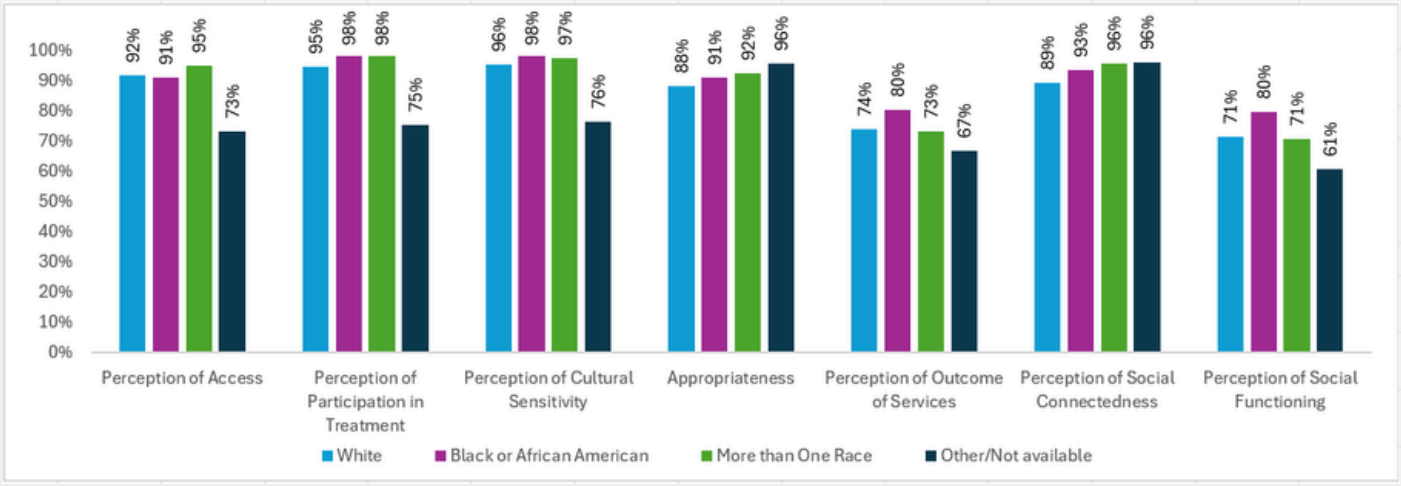
Figure 7: FY26 YSS Results by Length of Treatment and Domain



Analysis of FY26 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 all domains.

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

Figure 8: FY26 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 FY26 YSS results by reported primary race highlights Black or African American respondents and those of More than One Race consistently reported the highest levels of satisfaction across almost all domains. White respondents also reported strong perceptions in most domains. In contrast, the Other/Not Available race group consistently reported the lowest satisfaction scores.

Outcome-oriented domains had greater variation amongst the various racial categories. Black or African American respondents reported the highest perceptions of Outcomes (80%) and Social Functioning (80%), while the Other/Not Available race group rated Social Connectedness at 96%. Respondents identifying as White reported the lowest Outcomes score (74%) overall. Social Functioning was the weakest satisfaction domain across all racial groups, ranging from 61% amongst White respondents to 80% for Black or African American respondents, with More than One Race and the Other/Not available race both rating the domain at 71%. 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 for Outcomes and Social Functioning ratings.

2026 Mental Health Statistics Improvement Program (MHSIP) Survey - Substance Use Disorder Providers

"I am happy I am getting help."

"I think the staff works hard to provide the best possible service/ help they can give us/me. They are always willing to help with any concerns I/we may have."

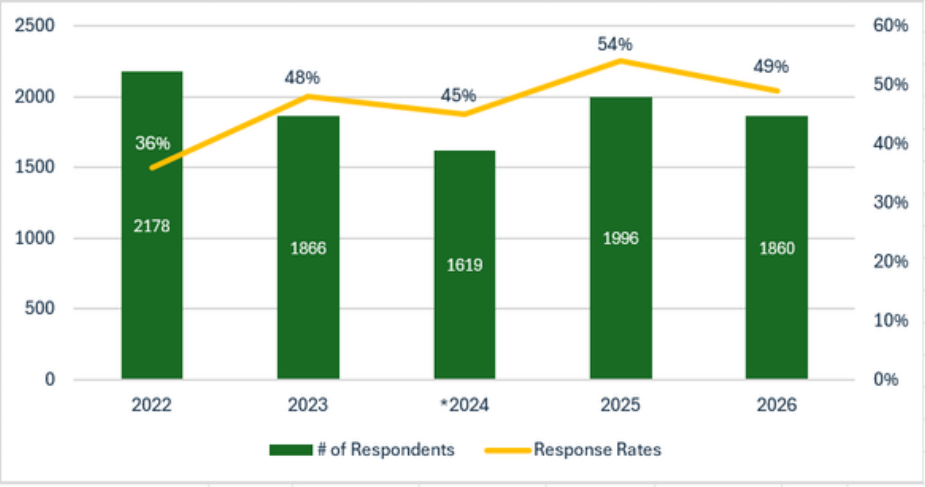
"The staff, counselors and therapists were amazing in my recovery."

SUD Survey Response Rates

Three thousand eight hundred and nineteen (3,819) individuals received an SUD service during the survey distribution period, of those, 1,860 individuals completed a MHSIP SUD survey: this equates to a response rate of 49% in FY26. 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, however FY26 still shows strong response rates of 49% which is significantly higher than national average response rates for the MHSIP (15-40% depending on distribution method). There remains ongoing variability amongst providers of survey distribution which underscores challenges in achieving consistent engagement in survey participation for the MSHIP survey.

Figure 1: Longitudinal SUD MHSIP Response Rates for MSHN Region

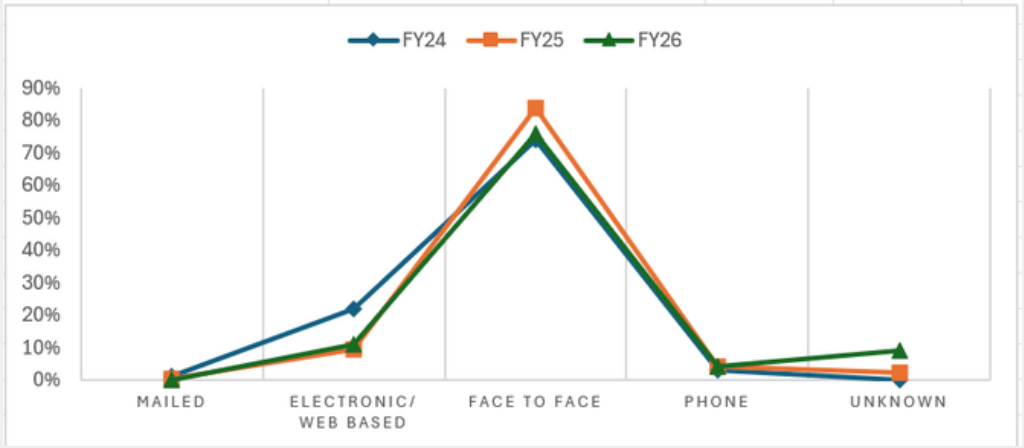
Program	2022	2023	*2024	2025	2026
# of Respondents	2178	1866	1619	1996	1860
Response Rates	36%	48%	45%	54%	49%



In FY26, distribution methods for the SUD MHSIP survey showed a continued reliance on face-to-face collection (76%) as the primary method of distribution and 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 for the SUD MHSIP surveying process.

Figure 2: Longitudinal Distribution Method Percentages

Method of Distribution	FY24	FY25	FY26
Mailed	1%	1%	0%
Electronic/ Web based	22%	9%	11%
Face to Face	74%	84%	76%
Phone	3%	4%	4%
Unknown	0%	2%	9%



SUD MHSIP Survey Analysis

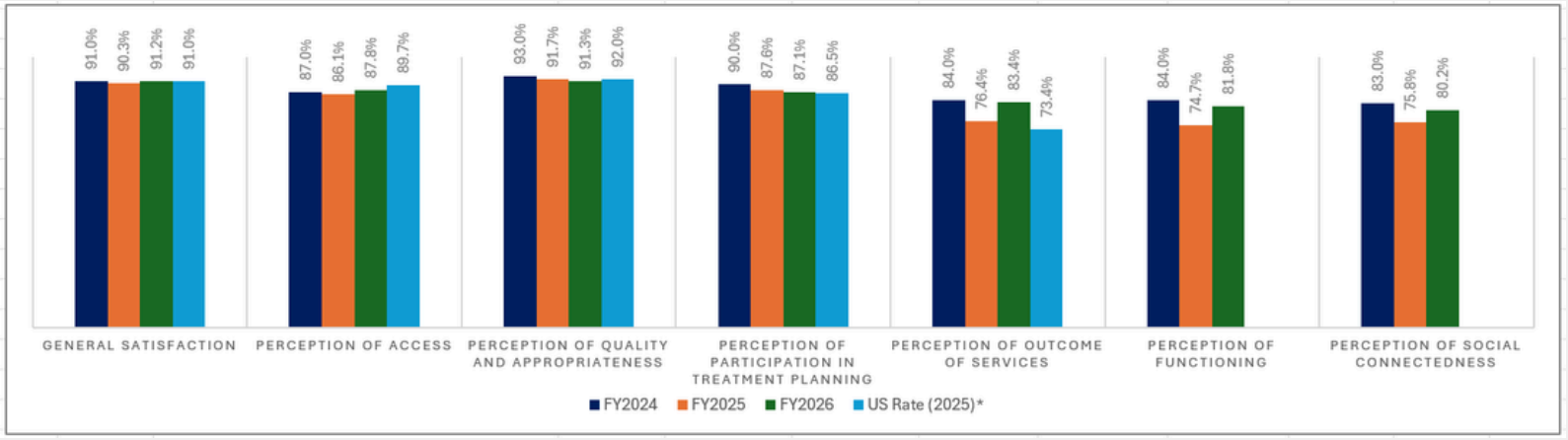
In FY26, the SUD Provider MHSIP survey achieved 1,860 total respondents with the largest program response group being those that received Medication Assisted Treatment (MAT) services. Outpatient and Medication Assisted Treatment programs continue to represent the largest group of respondents, with both programs showing slight decreases in overall participation compared to FY25. Case Management remained the smallest group of respondents with only 4 surveys being completed in FY26.

Figure 3: Longitudinal Response Rates by Program

Program	2020	2021	2022	2023	2024*	2025	2026
Case Management (CSM)	18	39	10	11	5	2	4
Outpatient (OPT)	520	671	572	691	441	519	389
Detox	25	10	51	29	21	31	26
Residential	179	183	283	347	188	241	324
Medication Assisted Treatment (MAT)	80	796	1204	783	846	1036	873
More than One Program					96	134	79
Blank	287	441	58	5	22	33	165
Total Respondents	1125	2140	2178	1866	1619	1996	1860
MSHN Response Rates	**16%**	**38%**	**36%**	**48%**	**45%**	**54%**	**49%**

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, 2025

When comparing FY26 to FY25, overall satisfaction and perceptions of access remain strong, with minimal increases across these domains. Domains relating to outcomes showed a significant increase when compared to FY25, specifically in the areas of outcome of services, functioning, and social connectedness. These results indicate that consumers continue to identify a positive view and high satisfaction with service quality and perceptions tied directly to recovery outcomes and broader social well-being.

When comparing FY26 results to national averages, MSHN SUD services are slightly below the U.S. benchmarks for perceptions of access and quality and appropriateness, whereas MSHN SUD satisfaction is higher than the national performance in the areas of general satisfaction, participation in treatment planning, and outcomes in service.

SUD MHSIP Survey Analysis (Continued)

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

- Q1: I like the services that I received
- Q3: I would recommend this agency to a friend or family member
- Q10: Staff believed that I could grow, change and recover

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

- Q27: I am satisfied with my housing situation
- Q28: My symptoms are not bothering me as much
- Q35: I feel I belong in my community

Figure 5: Longitudinal Percentages by Domain and Subscale Question

SUD MHSIP Survey Domains and Subscale Questions	FY2024	FY2025	FY2026	Change FY24 to FY26	Change FY25 to FY26
General Satisfaction	**91%**	**90%**	**91%**	**0%**	**1%**
Q1. I like the services that I received.	92%	93%	92%	0%	-1%
Q2. If I had other choices, I would still choose to get services from this mental health agency.	86%	85%	88%	2%	3%
Q3. I would recommend this agency to a friend or family member.	90%	90%	92%	2%	2%
Perception of Access	**87%**	**86%**	**88%**	**1%**	**2%**
Q4. The location of services was convenient.	80%	80%	79%	-1%	0%
Q5. Staff were willing to see me as often as I felt it was necessary.	89%	88%	90%	1%	2%
Q6. Staff returned my calls within 24 hours.	86%	82%	83%	-3%	2%
Q7. Services were available at times that were good for me.	88%	84%	88%	0%	4%
Q8. I was able to get all the services I thought I needed.	89%	86%	89%	0%	2%
Q9. I was able to see a psychiatrist when I wanted to.	80%	77%	83%	3%	6%
Perception of Quality and Appropriateness	**93%**	**92%**	**91%**	**-2%**	**0%**
Q10. Staff believed that I could grow, change and recover.	94%	91%	93%	-1%	2%
Q12. I felt free to complain.	83%	80%	84%	1%	4%
Q13. I was given information about my rights.	91%	91%	91%	0%	-1%
Q14. Staff encouraged me to take responsibility for how I live my life.	92%	91%	90%	-2%	-1%
Q15. Staff told me what side effects to watch for.	83%	84%	84%	1%	0%
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	93%	92%	92%	-1%	0%
Q18. Staff were sensitive to my cultural/ ethnic background.	91%	87%	89%	-2%	2%
Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness and disability.	91%	91%	89%	-2%	-1%
Q20. I was encouraged to use consumer-run programs.	88%	85%	85%	-3%	0%
Perception of Participation in Treatment Planning	**90%**	**88%**	**87%**	**-3%**	**-1%**
Q11. I felt comfortable asking questions about my treatment, services, and medication.	93%	91%	90%	-3%	0%
Q17. I, not staff, decided my treatment goals.	90%	89%	88%	-2%	-1%
Perception of Outcome of Services	**84%**	**76%**	**83%**	**-1%**	**7%**
Q21. I deal more effectively with daily problems.	84%	77%	82%	-2%	5%
Q22. I am better able to control my life.	84%	76%	82%	-2%	6%
Q23. I am better able to deal with crisis.	81%	73%	81%	0%	8%
Q24. I am getting along better with my family.	81%	75%	80%	-1%	5%
Q25. I do better in social situations.	85%	82%	84%	-1%	2%
Q26. I do better in school and/or work.	86%	79%	83%	-3%	4%
Q27. My housing situation has improved.	75%	68%	75%	0%	7%
Q28. My symptoms are not bothering me as much.	79%	71%	79%	0%	8%
Perception of Functioning	**84%**	**75%**	**82%**	**-2%**	**7%**
Q29. I do things that are more meaningful to me.	85%	78%	84%	-1%	6%
Q30. I am better able to take care of my needs.	86%	77%	85%	-1%	8%
Q31. I am better able to handle things when they go wrong.	83%	76%	82%	-1%	6%
Q32. I am better able to do things that I want to do.	81%	73%	80%	-1%	6%
Perception of Social Connectedness	**83%**	**76%**	**80%**	**-3%**	**4%**
Q33. I am happy with the friendships I have.	82%	77%	80%	-2%	3%
Q34. I have people with who I can do enjoyable things.	85%	80%	83%	-2%	3%
Q35. I feel I belong in my community.	78%	71%	76%	-2%	5%
Q36. In a crisis, I would have the support I need from family or friends.	85%	78%	82%	-3%	4%

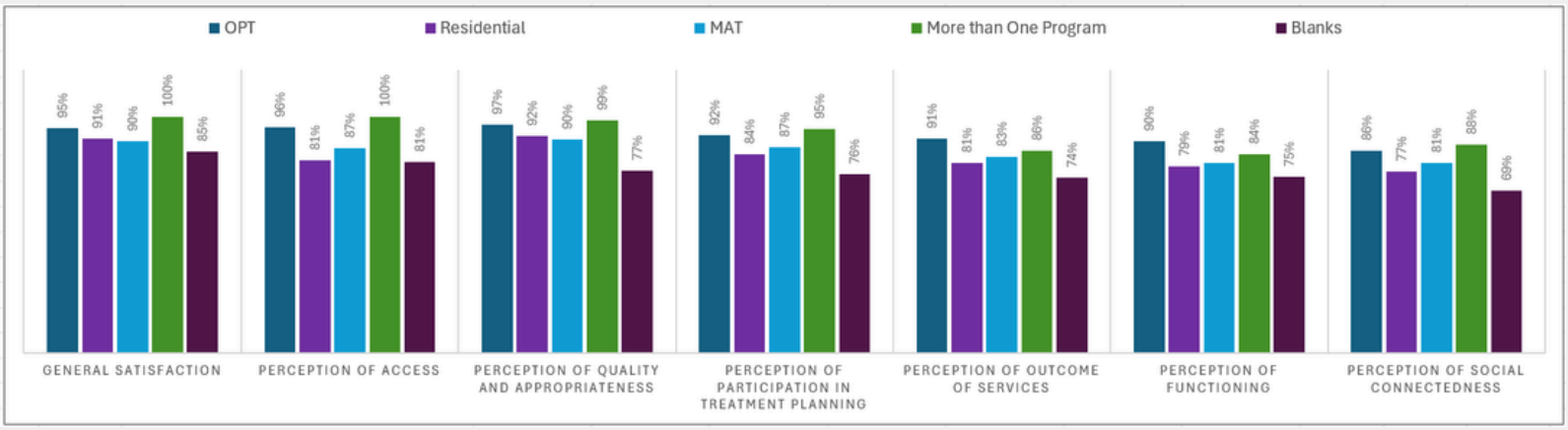
SUD MHSIP Survey Analysis (Continued)

Figure 6: FY26 SUD MHSIP Results by Program and Domain

MHSIP SUD Survey Domains and Subscale Questions	OPT	WM*	Residential	MAT	Case Management*	More than One Program	Blanks
General Satisfaction	95%	100%	91%	90%	100%	100%	85%
Perception of Access	96%	85%	81%	87%	100%	100%	81%
Perception of Quality and Appropriateness	97%	96%	92%	90%	100%	99%	77%
Perception of Participation in Treatment Planning	92%	92%	84%	87%	100%	95%	76%
Perception of Outcome of Services	91%	65%	81%	83%	100%	86%	74%
Perception of Functioning	90%	65%	79%	81%	100%	84%	75%
Perception of Social Connectedness	86%	68%	77%	81%	100%	88%	69%

*Less than 30 individuals responded in these programs

Across programs, satisfaction trends for SUD providers in FY26 highlight variations in consumer experience. Outpatient and consumers receiving More than one Program consistently reported the highest levels of satisfaction (95% and 100%, respectively). Those individuals receiving Residential and Medication Assisted Treatment (MAT) services showed more mixed results in satisfaction: while still strong in general satisfaction and quality, both groups reported lower perceptions of outcomes (Residential at 81% and MAT at 83%) and functioning (Residential at 79% and MAT at 81%). 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.



FY26 Follow-up/Recommendations

The FY26 MHSIP and YSS 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 performance within the MSHN region aligns closely with national averages overall. These results affirm that the foundation of service delivery including timeliness, access to care, respect for a consumer's desires and preferences, and overall satisfaction remain strong and consistent across service programs.

Consistent with previous fiscal years, outcome-related domains performed below the MSHN established 80% threshold. The persistence of lower results in these outcome domains is consistent with national averages as these measure the major changes in a consumer's overall living as well as a reduction in symptoms. These areas are long-term outcome goals impacted by many factors, but most importantly, external factors that CMHSPs and PIHPs cannot completely impact (these include socioeconomic factors as well as things like housing, employment, and social ties). These areas are often affected by poverty and community resources and are likely at risk of becoming worse in subsequent years due to federal and state cuts to services and coverage of health care.

FY26 Survey Recommendations/Follow-up

- The Satisfaction Survey report will be distributed in September and October to providers through relevant committees and councils for development of local improvement plans, identification of local and regional barriers, and discussion/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 FY27 QAPIP plan for ongoing monitoring of initiatives and strategies
  - Improvement strategy discussions will prioritize local interventions and development of community resources, as well as partnerships, that can increase social functioning and connectedness within a consumer's local community
  - Advocacy efforts should be completed with MDHHS to address the cuts and lack of funding for areas of Social Determinants of Health (SDOH) that directly impact satisfaction survey results and consumer outcomes, functioning, and care
- SUD Providers will be reminded to reach out to any individuals who requested to be followed-up with/contacted. MSHN Customer Service is reaching out to all individuals who completed the electronic MHSIP survey who requested additional follow-up based off of survey responses

The recommendations outlined above are designed to respond to the regional MSHN survey analysis and findings. Overall, most domains as well as question responses relating to satisfaction had increases when compared to FY25 surveying, and the MSHN CMHSP and SUD systems should celebrate the consistency in the provision of care as well as services that are taking place throughout the region at large.

"Once again so grateful for a place I can feel comfortable at my most vulnerable with pretty much every employee that I've been in contact with / that has helped me on my journey to better myself. Not sure where I'd be without them. Having support is beyond words. One of the things I look forward to the most even in a busy, chaotic week is walking in to [staff name] and knowing that people care."

Appendix A

2026 MHSIP Questions Ranked by Score and CMH

Scores are ranked in the top 10% by each CMH/PIHP (green) and the bottom 10% (red)

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.	1.43	1.39	1.52	1.45	1.35	1.30	1.53	1.50	1.32	1.47	1.50	1.39	1.44
Q13. I was given information about my rights.	1.48	1.40	1.60	1.47	1.48	1.39	1.55	1.54	1.36	1.49	1.57	1.34	1.51
Q1: I like the services that I received	1.48	1.49	1.52	1.50	1.46	1.36	1.71	1.48	1.36	1.50	1.61	1.35	1.38
Q7. Services were available at times that were good for me.	1.49	1.44	1.53	1.54	1.46	1.30	1.71	1.49	1.38	1.56	1.58	1.43	1.47
Q5. Staff were willing to see me as often as I felt it was necessary.	1.50	1.49	1.58	1.52	1.51	1.33	1.63	1.47	1.41	1.60	1.61	1.41	1.49
Q10. Staff believed that I could grow, change and recover.	1.51	1.52	1.61	1.51	1.42	1.27	1.73	1.58	1.35	1.65	1.48	1.43	1.52
Q11. I felt comfortable asking questions about my treatment, services, and medication.	1.52	1.53	1.55	1.56	1.41	1.42	1.70	1.63	1.39	1.57	1.52	1.49	1.52
Q18. Staff were sensitive to my cultural/ethnic background. (e.g., race, religion, language, etc)	1.54	1.52	1.63	1.60	1.50	1.33	1.73	1.66	1.41	1.59	1.50	1.43	1.54
Q4. The location of services was convenient.	1.54	1.59	1.64	1.45	1.38	1.55	1.65	1.39	1.48	1.55	1.87	1.52	1.42
Q14. Staff encouraged me to take responsibility for how I live my life.	1.55	1.56	1.60	1.52	1.53	1.36	1.67	1.69	1.44	1.61	1.61	1.47	1.56
Q3. I would recommend this agency to a friend or family member.	1.56	1.54	1.64	1.59	1.48	1.39	1.73	1.55	1.48	1.61	1.77	1.43	1.55
Q19. Staff helped me to obtain the information I needed so that I could take charge of managing my illness/disability.	1.59	1.65	1.65	1.67	1.49	1.30	1.80	1.69	1.46	1.71	1.67	1.43	1.55
Q6. Staff returned my calls within 24 hours.	1.60	1.58	1.70	1.64	1.52	1.45	1.76	1.71	1.47	1.74	1.47	1.52	1.60
Q17. I, not staff, decided my treatment goals.	1.61	1.59	1.70	1.58	1.55	1.42	1.85	1.69	1.51	1.71	1.71	1.44	1.62
Q12. I felt free to complain.	1.63	1.70	1.63	1.70	1.56	1.58	1.82	1.64	1.49	1.62	1.67	1.55	1.59
Q2: If I had other choices, I would still choose to get services from this agency	1.63	1.59	1.69	1.68	1.55	1.52	1.79	1.64	1.49	1.63	1.97	1.43	1.58
Q8. I was able to get all the services I thought I needed.	1.65	1.63	1.67	1.73	1.57	1.52	1.91	1.67	1.56	1.68	1.77	1.52	1.62
Q9. I was able to see a psychiatrist/prescriber when I wanted to.	1.72	1.64	1.83	1.77	1.67	1.48	1.90	1.84	1.55	1.74	1.88	1.77	1.63
Q20. I was encouraged to use consumer peer programs	1.73	2.12	1.77	1.70	1.56	1.92	1.88	1.76	1.66	1.80	1.41	1.49	1.71
Q15. Staff told me what side effects to watch for	1.75	1.70	1.89	1.75	1.63	1.41	2.00	1.84	1.66	1.77	1.81	1.75	1.78
Q36. In a crisis, I have the support I need from family or friends.	1.88	2.09	1.82	2.03	1.95	1.78	2.03	1.70	1.91	1.67	1.67	1.88	2.01
Q34. I have people with whom I can do enjoyable things.	1.90	2.03	1.80	2.08	1.93	1.91	2.03	1.72	1.80	1.71	2.14	1.70	2.03
Q29. I do things that are meaningful to me.	1.96	2.08	1.82	2.02	1.92	1.88	2.04	1.96	1.88	1.76	2.14	1.89	2.10
Q33. I am happy with the friendships I have.	2.01	2.14	1.88	2.14	1.98	2.13	2.06	1.88	1.91	1.70	2.23	1.84	2.21
Q24. I am getting along with my family.	2.04	2.12	1.91	2.11	2.21	1.97	2.18	1.89	2.10	1.71	2.00	2.03	2.25
Q26. I do better in school and/or work	2.04	2.39	1.91	2.06	2.26	1.83	2.48	2.08	2.08	1.93	1.50	1.83	2.15
Q27. I am satisfied with my housing situation.	2.05	2.03	1.96	2.13	2.23	1.94	2.35	1.89	2.15	1.85	2.11	1.89	2.09
Q30. I am able to take care of my needs.	2.05	2.10	2.08	2.11	1.97	2.03	2.05	2.08	2.00	2.09	2.21	1.80	2.11
Q21. I deal effectively with daily problems.	2.07	2.15	2.10	1.99	2.12	2.03	2.02	2.10	2.19	1.99	2.11	1.95	2.04
Q25. I am able to get along in social situations.	2.09	2.22	1.92	2.15	2.20	2.03	2.21	2.01	2.09	1.83	2.29	1.98	2.20
Q22. I am able to manage my life.	2.10	2.15	2.11	2.10	2.19	2.03	2.07	2.02	2.13	2.02	2.43	1.92	2.00
Q32. I am able to do things that I want to do.	2.14	2.30	2.04	2.28	2.15	2.00	2.15	2.10	2.18	1.95	2.31	2.06	2.14
Q35. I feel I belong in my community.	2.22	2.50	1.96	2.48	2.33	2.19	2.30	2.08	2.19	1.87	2.10	2.21	2.36
Q23. I am able to deal with crisis.	2.23	2.30	2.23	2.26	2.35	2.33	2.11	2.25	2.21	2.12	2.43	2.10	2.10
Q31. I am able to handle things when they go wrong.	2.32	2.35	2.28	2.37	2.29	2.39	2.17	2.35	2.35	2.25	2.75	2.04	2.20
Q28. My symptoms are not bothering me as much.	2.35	2.53	2.30	2.44	2.42	2.23	2.39	2.22	2.46	2.15	2.50	2.20	2.38

Appendix B

2026 YSS Questions Ranked by Score and CMH

Scores are ranked in the top 10% by each CMH/PIHP (green) and the bottom 10% (red)

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.	4.61	4.61	4.74	4.46	4.53	4.50	4.58	4.60	4.75	4.57	4.24	4.90	4.81
Q12. Staff treated me with respect.	4.61	4.74	4.68	4.39	4.51	4.42	4.54	4.67	4.78	4.55	4.33	4.90	4.76
Q13. Staff respected my family's religious/spiritual beliefs.	4.55	4.62	4.72	4.40	4.43	4.42	4.47	4.66	4.73	4.51	4.18	4.89	4.54
Q8. The location of services was convenient for us.	4.52	4.43	4.61	4.44	4.40	4.33	4.53	4.56	4.65	4.41	4.25	4.90	4.78
Q6. I participated in my child's treatment.	4.55	4.49	4.61	4.46	4.47	4.38	4.58	4.57	4.64	4.53	4.29	4.86	4.71
Q15. Staff were sensitive to my cultural/ethnic background.	4.54	4.54	4.66	4.40	4.51	4.50	4.52	4.63	4.64	4.44	4.22	4.91	4.54
Q3. I helped to choose my child's treatment goals.	4.50	4.53	4.64	4.30	4.40	4.37	4.47	4.59	4.54	4.35	4.23	4.81	4.71
Q9. Services were available at times that were convenient for us.	4.42	4.39	4.54	4.26	4.24	4.26	4.39	4.50	4.49	4.11	4.17	4.87	4.76
Q1. Overall, I am satisfied with the services my child received.	4.48	4.47	4.65	4.19	4.35	4.44	4.31	4.45	4.67	4.29	4.35	4.87	4.76
Q2. I helped to choose my child's services.	4.42	4.51	4.56	4.21	4.38	4.30	4.28	4.43	4.42	4.35	4.08	4.84	4.68
Q4. The people helping my child stuck with us no matter what.	4.39	4.41	4.58	4.23	4.33	4.15	4.26	4.31	4.68	4.02	4.19	4.84	4.69
Q24. I have people that I am comfortable talking with about my child's problems.	4.39	4.44	4.54	4.21	4.35	4.19	4.27	4.39	4.44	4.27	4.19	4.66	4.68
Q7. The services my child and/or family received were right for us.	4.41	4.38	4.58	4.21	4.22	4.41	4.30	4.35	4.57	4.23	4.15	4.84	4.75
Q26. I have people with whom I can do enjoyable things.	4.33	4.43	4.49	4.18	4.22	4.22	4.12	4.33	4.38	4.25	4.25	4.60	4.49
Q5. I felt my child had someone to talk to when she/he was troubled.	4.39	4.43	4.53	4.19	4.25	4.37	4.12	4.27	4.57	4.33	4.20	4.79	4.59
Q23. I know people who will listen and understand me when I need to talk.	4.33	4.35	4.52	4.10	4.23	4.11	4.17	4.34	4.43	4.19	4.17	4.63	4.68
Q10. My family got the help we wanted for my child.	4.29	4.27	4.52	4.06	4.04	4.22	4.16	4.30	4.49	3.90	4.10	4.77	4.66
Q25. In a crisis, I would have the support I need from family or friends.	4.26	4.35	4.37	4.05	4.10	4.41	4.08	4.21	4.26	4.05	4.22	4.51	4.54
Q11. My family got as much help as we needed for my child.	4.22	4.23	4.48	3.90	3.95	4.30	4.03	4.16	4.39	3.97	4.00	4.75	4.53
Q16. My child is better at handling daily life.	3.98	4.06	4.13	3.70	3.83	3.59	3.93	3.91	4.04	3.92	4.13	4.20	4.31
Q17. My child gets along better with family.	3.92	3.86	4.11	3.73	3.75	3.74	3.82	3.91	3.88	4.00	4.08	3.99	4.17
Q18. My child gets along better with friends and other people.	3.88	3.81	4.11	3.75	3.81	3.52	3.72	3.97	3.86	3.90	3.89	4.03	4.19
Q22. My child is better able to do things he or she wants to do.	3.92	3.96	4.06	3.87	3.88	3.56	3.84	3.95	3.90	3.73	4.08	4.03	4.14
Q21. I am satisfied with our family life right now.	3.83	3.75	4.03	3.52	3.76	3.48	3.76	3.78	3.75	3.90	4.08	4.00	4.12
Q19. My child is doing better in school and/or work.	3.78	3.74	3.96	3.62	3.75	3.38	3.72	3.73	3.87	3.78	3.95	4.03	3.88
Q20. My child is better able to cope when things go wrong.	3.51	3.34	3.45	3.41	3.42	3.33	3.65	3.38	3.45	3.49	3.66	3.51	4.08

Appendix C

FY26 SUD- MHSIP Questions Ranked by Score and Program

Scores are ranked in the top 10% by each Provider/PIHP (green) and the bottom 10% (red)

MHSIP Questions	MSHN	tensive Outpatient	Withdrawal Management	Residential	Assisted Treatment	Case Management	More than One Program	(blank)
Q10. Staff believed that I could grow, change and recover.	1.32	1.22	1.31	1.42	1.45	1.00	1.23	1.65
Q1: I like the services that I received	1.34	1.26	1.23	1.47	1.48	1.00	1.27	1.68
Q3. I would recommend this agency to a friend or family member.	1.36	1.27	1.27	1.52	1.47	1.00	1.22	1.76
Q11. I felt comfortable asking questions about my treatment, services, and medication.	1.36	1.26	1.27	1.51	1.46	1.00	1.21	1.82
Q16. Staff respected my wishes about who is and who is not to be given information about my treatment services.	1.36	1.27	1.35	1.51	1.45	1.00	1.18	1.79
Q14. Staff encouraged me to take responsibility for how I live my life.	1.38	1.26	1.35	1.45	1.52	1.00	1.30	1.80
Q18. Staff were sensitive to my cultural/ethnic background. (e.g., race, religion, language, etc)	1.40	1.34	1.31	1.53	1.54	1.00	1.28	1.82
Q2: If I had other choices, I would still choose to get services from this agency	1.41	1.32	1.31	1.52	1.61	1.00	1.28	1.84
Q13. I was given information about my rights.	1.41	1.31	1.42	1.48	1.52	1.00	1.27	1.90
Q5. Staff were willing to see me as often as I felt it was necessary.	1.42	1.30	1.38	1.68	1.52	1.00	1.25	1.77
Q19. Staff helped me to obtain the information I needed so that I could take charge of managing my illness/disability.	1.43	1.31	1.38	1.59	1.56	1.00	1.30	1.84
Q8. I was able to get all the services I thought I needed.	1.46	1.35	1.46	1.64	1.56	1.00	1.32	1.90
Q7. Services were available at times that were good for me.	1.47	1.33	1.50	1.66	1.63	1.00	1.32	1.83
Q20. I was encouraged to use consumer peer programs. (support groups, drop-in centers)	1.48	1.35	1.50	1.62	1.65	1.00	1.29	1.92
Q17. I, not staff, decided my treatment goals.	1.48	1.42	1.38	1.65	1.54	1.33	1.31	1.74
Q6. Staff returned my calls within 24 hours.	1.54	1.35	1.58	1.86	1.65	1.00	1.35	2.03
Q12. I felt free to complain.	1.56	1.40	1.54	1.81	1.65	1.00	1.33	2.18
Q15. Staff told me what side effects to watch for (choose NA if you are not prescribed medication)	1.56	1.59	1.60	1.94	1.61	1.00	1.30	1.89
Q4. The location of services was convenient.	1.56	1.47	1.54	1.82	1.84	1.00	1.49	1.79
Q26. I do better in school and/or work (choose N/A if you are not working or attending school)	1.59	1.53	1.75	1.85	1.66	1.00	1.45	1.90
Q9. I was able to see a psychiatrist/prescriber when I wanted to.	1.59	1.59	1.79	1.91	1.66	1.00	1.47	1.74
Q30. I am able to take care of my needs.	1.62	1.49	1.96	1.74	1.73	1.00	1.48	1.91
Q36. In a crisis, I have the support I need from family or friends.	1.64	1.48	1.80	1.81	1.71	1.25	1.47	1.97
Q25. I am able to get along in social situations.	1.65	1.52	1.73	1.73	1.70	1.33	1.62	1.88
Q21. I deal effectively with daily problems.	1.69	1.55	2.00	1.73	1.80	1.00	1.67	2.06
Q29. I do things that are meaningful to me.	1.69	1.47	2.08	1.77	1.74	1.25	1.62	1.89
Q34. I have people with whom I can do enjoyable things.	1.69	1.51	2.00	1.79	1.74	1.25	1.56	1.99
Q22. I am able to manage my life.	1.72	1.54	1.85	1.81	1.78	1.33	1.62	2.12
Q33. I am happy with the friendships I have.	1.74	1.55	1.92	1.82	1.78	1.25	1.70	2.12
Q31. I am able to handle things when they go wrong.	1.74	1.54	1.85	1.86	1.78	1.25	1.78	2.09
Q32. I am able to do things that I want to do.	1.75	1.64	1.96	1.93	1.80	1.25	1.70	1.94
Q24. I am getting along with my family.	1.75	1.56	1.73	1.89	1.76	1.67	1.74	1.89
Q23. I am able to deal with crisis.	1.75	1.54	1.96	1.82	1.82	1.33	1.72	2.06
Q28. My symptoms are not bothering me as much.	1.83	1.62	2.12	2.00	1.86	1.33	1.78	2.13
Q27. I am satisfied with my housing situation.	1.86	1.85	2.24	2.09	1.86	1.00	1.87	2.08
Q35. I feel I belong in my community.	1.90	1.67	2.20	1.85	1.89	1.75	1.73	2.20