

Adult Consumer Satisfaction Survey 2017 combined MH and SA Clients

11/14/2017

Agency	Number Served FY2016	Number of Forms Returned		Percent of Clients Sampled	General Satisfaction		Good Service Access		Quality & Appropriateness of Services		Participation in Treatment Planning		Positive Service Outcomes		Social Connectedness		Improved Functioning		Wellness		
		2016	2017		↑	↓	↑	↓	↑	↓	↑	↓	↑	↓	↑	↓					
Bear River Health Dept.	845	↑	80	89	10.5%	↑	91	↑	85	↑	94	→	77	→	85	→	86	→	89	→	94
Bear River Mental Health	1,799	↓	522	458	25.5%	→	91	→	92	→	92	→	85	↓	75	→	68	→	75	→	90
Central Utah	983	↑	249	376	38.3%	→	95	→	92	→	92	↓	83	↑	76	→	75	→	76	→	91
Davis Behavioral	3,862	↑	435	649	16.8%	→	92	↓	85	→	91	→	80	→	71	→	65	→	71	→	87
Four Corners	1,234	↑	253	316	25.6%	→	92	→	88	→	91	↓	89	↓	75	→	77	→	76	→	91
Northeastern	1,882	↑	482	542	28.8%	→	89	→	89	→	90	→	89	→	77	→	77	→	76	→	83
Salt Lake County	14,700	↑	2,263	3,340	22.7%	→	86	→	80	→	86	→	78	→	77	→	77	→	78	↑	87
San Juan	434	↑	82	150	34.6%	→	94	→	93	→	94	→	86	→	77	↓	73	→	80	→	91
Southwest	2,144	↑	280	284	13.2%	↓	88	↓	84	→	91	→	78	↓	69	↓	68	↓	70	→	89
Summit Co.	508	↓	161	129	25.4%	→	89	→	77	→	85	→	73	↑	82	→	86	↑	85	→	85
Tooele Co.	1,044	↑	149	365	35.0%	→	88	↑	88	→	88	→	83	→	70	↓	88	↑	70	↑	88
Utah Co. - Wasatch Mental Health	5,433	↑	576	733	13.5%	↓	86	↓	79	→	82	→	76	→	69	→	59	→	65	→	84
Utah County Substance Abuse	964	↑	205	262	27.2%	→	81	↓	72	→	85	→	74	→	82	→	83	→	85	↓	84
Wasatch Co.	395	↑	51	62	15.7%	→	95	→	95	→	98	→	88	→	86	→	87	→	81	→	97
Weber	4,021	↓	819	798	19.8%	→	90	→	87	→	91	↓	80	→	67	→	68	→	70	→	86
State	39,253	↑	6,067	8,553	21.8%		88		83		88		79		74		73		75		87
National (2016)							90		87		90		85		76		74		74		

Adult Consumer Satisfaction Survey 2017 MH Clients

11/14/2017

Agency	Number Served FY2016	Number of Forms Returned		Percent of Clients Sampled	General Satisfaction		Good Service Access		Quality & Appropriateness of Services		Participation in Treatment Planning		Positive Service Outcomes		Social Connectedness		Improved Functioning		Wellness		
		2016	2017		↑	↓	↑	↓	↑	↓	↑	↓	↑	↓							
Bear River Mental Health	1,794	↓	522	458	25.5%	→	91	→	92	→	92	→	85	↓	75	→	68	→	75	→	90
Central Utah	682	↑	217	255	37.4%	→	96	→	92	→	90	↓	83	↓	71	↓	69	↓	68	→	89
Davis Behavioral	3,103	↑	306	513	16.5%	→	92	↓	85	→	91	→	79	→	70	→	64	→	70	→	87
Four Corners	901	↑	170	198	22.0%	→	92	→	88	→	92	→	84	→	73	↑	74	↓	71	→	91
Northeastern	1,585	↑	363	417	26.3%	↑	92	→	91	→	90	→	84	→	77	→	74	↑	75	↑	88
Salt Lake County	10,041	↑	832	1,704	17.0%	→	92	→	87	→	90	→	84	→	76	→	72	↑	76	→	89
San Juan	399	↑	70	132	33.1%	→	94	→	94	→	95	→	85	→	77	↓	71	→	80	→	92
Southwest	1,663	↑	192	196	11.8%	↑	90	→	88	→	92	→	75	↓	64	→	61	↓	63	→	88
Summit Co.	368	↓	103	47	12.8%	→	81	→	75	→	84	→	73	↑	83	→	86	↓	88	→	83
Tooele Co.	898	↑	115	208	23.2%	↑	92	↑	92	→	93	↑	89	→	72	↑	74	→	71	→	93
Utah Co. - Wasatch Mental Health	5,416	↑	576	733	13.5%	↓	86	↓	79	→	82	→	76	→	69	→	59	→	65	→	84
Wasatch Co.	332	↑	27	38	11.4%	→	100	→	100	→	100	→	92	→	90	→	87	→	79	→	97
Weber	3,061	↑	548	559	18.3%	→	88	→	85	↑	89	→	78	→	59	→	61	→	63	→	82
State	29,779	↑	4,055	5,458	18.3%		91		87		90		82		71		68		71		87
National (2016)							90		87		90		85		76		74		74		

Adult Consumer Satisfaction Survey 2017 SA Clients

11/14/2017

Agency	Number Served FY2016	Number of Forms Returned		Percent of Clients Sampled	General Satisfaction		Good Service Access		Quality & Appropriateness of Services		Participation in Treatment Planning		Positive Service Outcomes		Social Connectedness		Improved Functioning		Wellness		
		2016	2017		↑	↓	↑	↓	↑	↓	↑	↓	↑	↓							
Bear River Health Dept.	887	↑	80	89	10.0%	↑	91	↓	85	→	94	→	77	→	85	→	86	→	89	→	94
Central Utah	363	↑	32	121	33.3%	→	93	→	91	→	96	→	82	→	87	→	87	→	91	→	95
Davis Behavioral	1003	↑	129	136	13.6%	→	94	→	87	→	92	→	86	↓	73	→	80	→	75	→	88
Four Corners	512	↑	83	118	23.0%	↑	92	→	88	↓	89	↓	79	→	79	→	83	→	84	→	90
Northeastern	427	↑	119	125	29.3%	↓	83	↓	85	↓	90	→	75	→	77	→	87	→	81	→	87
Salt Lake County	6575	↑	1,431	1,623	24.7%	→	86	→	72	→	82	→	71	→	78	→	81	→	79	→	84
San Juan	63	↑	12	18	** 28.6%	↓	89	→	89	↓	89	↑	89	→	78	↑	89	→	83	↓	83
Southwest	591	→	88	88	14.9%	↓	85	↓	74	→	90	→	76	→	80	→	82	→	85	→	93
Summit Co.	237	↑	58	82	34.6%	→	74	↑	69	→	84	→	65	↑	83	→	92	↑	85	↑	87
Tooele Co.	346	↑	34	157	45.4%	↑	82	↑	83	→	81	↑	74	→	69	↓	66	↓	69	↑	81
Utah Co.	971	↑	205	262	27.0%	→	81	↓	72	→	85	→	74	→	82	→	83	→	85	↓	84
Wasatch Co.	131	→	24	24	** 18.3%	↓	88	→	88	→	96	↓	80	→	79	→	88	→	83	→	96
Weber	1460	↑	271	239	16.4%	→	95	→	90	→	95	↓	83	→	87	→	82	→	87	→	95
State	13,400	↑	2,566	3,082	23.0%		83		77		86		75		80		82		82		87
National (2016)							90		87		90		85		76		74		74		

Youth Satisfaction Survey 2017 (Youth Ages 12-17)

11/14/2017

Agency	Number Served FY2016	Number of Forms Returned		Percent of Clients Sampled	General Satisfaction	Good Service Access	Cultural Sensitivity	Participation in Treatment Planning	Positive Service Outcomes	Wellness							
		2016	2017														
Bear River Health Dept.	61	↓	9	4	6.6%	*	*	*	*	*							
Bear River Mental Health	682	↓	196	186	27.3%	→	84	→	80	→	80	↑	74	→	84		
Central Utah	271	↓	66	49	18.1%	↑	86	↓	67	↓	86	↑	78	↑	69	↓	73
Davis Behavioral	1,133	↑	151	217	19.2%	→	77	→	66	↑	90	↑	77	→	59	↑	83
Four Corners	260	↑	45	95	36.5%	→	74	↑	75	↓	80	↓	68	↓	64	→	79
Northeastern	546	↑	137	144	26.4%	↑	81	→	72	→	94	→	78	→	64	↑	85
Salt Lake County	3,416	↓	616	543	15.9%	→	83	→	69	↑	91	→	74	→	73	→	86
San Juan	138	↑	20	30	** 21.7%	→	80	→	83	→	93	↓	73	→	67	→	83
Southwest	856	↑	123	130	15.2%	→	73	↑	71	↑	92	↑	75	→	62	→	81
Summit Co.	159	↑	41	50	31.4%	→	88	→	94	↑	92	↓	72	↑	74	↑	90
Tooele Co.	307	↑	27	71	23.1%	↓	79	→	82	→	96	↑	75	↑	68	↑	90
Utah Co. - Wasatch Mental Health	1,895	↓	446	316	16.7%	↓	73	↓	66	↓	86	→	72	→	62	→	86
Utah County Substance Abuse	66	↑	6	16	** 24.2%	↑	81	→	50	↑	94	↑	75	↑	63	↓	69
Wasatch Co.	92	↑	21	24	** 26.1%	→	96	→	92	→	100	→	75	→	88	→	92
Weber	914	↓	234	188	20.6%	↓	75	→	62	→	91	↓	74	↓	65	↓	80
State	10,583	↓	2,138	2,063	19.5%		80		71		90		75		67		83
National (2016)							89		86		95		91		73		

Youth Satisfaction Survey (Family) 2017

11/14/2017

Agency	Number Served FY2016	Number of Forms Returned		Percent of Clients Sampled	General Satisfaction	Good Service Access	Cultural Sensitivity	Participation in Treatment Planning	Positive Service Outcomes	Social Connectiveness	Improved Functioning	Wellness									
		2016	2017																		
Bear River Health Dept.	61	↓	7	1	1.6%	*	*	*	*	*	*	*									
Bear River Mental Health	1,588	↓	241	178	11.2%	↑	90	→	88	↑	98	→	92	→	66	↑	89	→	65	→	93
Central Utah	557	↑	104	107	19.2%	→	90	→	88	↑	94	↑	91	→	61	↓	79	→	62	↑	94
Davis Behavioral	2,194	↑	337	391	17.8%	→	82	→	74	↑	95	→	88	↓	57	↓	82	↓	59	→	94
Four Corners	477	↑	34	89	18.7%	→	90	→	90	→	94	→	86	→	66	→	84	→	66	→	94
Northeastern	939	↑	140	149	15.9%	↑	86	→	85	↓	93	→	84	↑	64	→	85	↑	64	↓	93
Salt Lake County	7,192	↑	728	832	11.6%	→	89	→	80	→	95	→	89	→	69	↑	88	→	70	→	96
San Juan	217	↓	53	46	21.2%	↑	100	→	89	↑	100	↑	89	→	67	→	91	→	70	↑	100
Southwest	1,729	↑	201	210	12.1%	→	84	→	75	↓	93	↓	86	↑	64	→	79	↑	64	↓	91
Summit Co.	247	↓	43	33	13.4%	↓	76	→	82	→	97	↓	84	→	73	→	88	→	73	→	94
Tooele Co.	550	↑	38	57	10.4%	↑	91	→	88	↑	98	→	86	↑	68	→	91	↑	67	→	95
Utah Co. - Wasatch Mental Health	3,712	↓	771	489	13.2%	→	82	→	71	↓	93	→	85	→	56	→	78	→	59	→	98
Utah Co. Substance Abuse	66	↑	3	13	** 19.7%	→	77	→	62	↓	92	↓	54	→	46	→	92	↑	67	↑	100
Wasatch Co.	185	→	17	25	** 13.5%	→	100	→	92	↑	100	→	96	→	88	→	88	→	84	→	96
Weber	1,935	→	251	251	13.0%	↓	83	↓	76	→	90	↓	85	→	68	→	82	→	63	↑	96
State	21,308	↓	2968	2,871	13.5%		86		79		94		87		63		84		64		94
National (2016)							89		86		95		91		73		86		73		

* Insufficient sample rate.

** Small numbers of surveys may make for unreliable comparisons year-to-year.

Green = Percentage meets or exceeds National Average for MHSIP (except Wellness) or Statewide Average for the YSS and YSS-F Surveys.
 Yellow = Percentage between 75% of the National Average and the National Average for MHSIP (except Wellness) or 75% of the Statewide Average and the Statewide Average on YSS and YSS-F.
 Red = Percentage below 75% of the National Average for the MHSIP (except Wellness) or of the Statewide Average for the YSS and YSS-F.
 ↑ ↓ Indicates change in color from prior year. → No change from prior year.
 Chart results are based on round numbers.
 Client served counts for each provider are unduplicated for that provider and across substance abuse and mental health combined.
 State client served count is unduplicated across substance abuse and mental health combined and is not a sum of the provider client counts.