

Adult Consumer Satisfaction Survey 2016 combined MH and SA Clients

8/25/2016

Scorecard

Agency	Number Served FY2015	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 Connectivity		Improved Functioning		Wellness		
		2015	2016																		
Bear River Health Dept.	871	↓	147	80	9.2%	→	*	↑	*	→	*	→	*	→	*	→	*	→	*	→	*
Bear River Mental Health	1,719	↑	458	522	30.4%	→	93	→	93	→	93	→	85	→	79	→	67	→	77	→	92
Central Utah	996	↓	337	249	25.0%	→	93	→	92	→	91	→	83	→	75	→	77	→	76	→	91
Davis Behavioral	3,375	↓	919	435	12.9%	↑	89	↑	86	→	92	↓	83	↓	71	→	62	→	70	↑	89
Four Corners	1,319	↓	289	253	19.2%	→	90	→	91	→	92	↑	82	→	73	→	74	→	80	→	91
Northeastern	1,712	↑	437	482	28.2%	→	87	→	88	→	89	↓	77	→	74	→	76	→	74	↓	86
Salt Lake County	14,879	↓	2,300	2,263	15.2%	→	84	→	78	→	86	→	77	→	78	↑	78	→	78	→	85
San Juan	430	↓	110	82	19.1%	→	95	→	93	→	94	→	84	→	77	→	73	→	80	→	95
Southwest	1,981	↑	250	280	14.1%	→	90	↑	86	→	92	→	75	→	77	↑	75	→	77	→	90
Summit Co.	483	↑	42	161	33.3%	→	74	→	65	↓	79	→	73	→	64	→	86	↓	65	→	78
Tooele Co.	1,222	↑	26	149	12.2%	→	77	→	76	→	86	↑	72	→	66	↑	71	→	69	→	87
Utah Co. - Wasatch Mental Health	5,219	↓	1,008	576	11.0%	↑	90	→	83	→	84	↓	79	→	67	→	63	→	67	→	84
Utah County Substance Abuse	908	↓	303	205	22.6%	→	85	↑	83	↓	87	→	84	→	88	→	90	→	90	→	91
Wasatch Co.	431	↓	94	51	11.8%	→	100	→	98	→	98	↑	94	→	96	→	90	→	94	→	98
Weber	3,839	↑	808	819	21.3%	↑	89	→	87	→	88	→	82	→	67	→	68	→	71	↓	85
State	38,586	↓	7,528	6,607	17.1%	→	87	→	83	→	88	→	79	→	74	→	74	→	75	→	89
National (2015)							88		83		88		82		72		71		72		

Adult Consumer Satisfaction Survey 2016 MH Clients

Agency	Number Served FY2015	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 Connectivity		Improved Functioning		Wellness		
		2015	2016																		
Bear River Mental Health	1,719	↑	458	522	30.4%	→	93	→	93	→	93	→	85	→	79	→	67	→	77	→	92
Central Utah	681	↓	268	217	31.9%	→	93	→	91	→	91	→	84	→	73	→	91	→	74	→	91
Davis Behavioral	2,624	↓	693	306	11.7%	↑	90	↑	84	↑	91	→	80	→	64	→	54	→	62	↑	88
Four Corners	937	↓	188	170	18.1%	→	92	→	89	→	90	→	79	→	65	→	68	↑	75	→	88
Northeastern	1,445	↑	337	363	25.1%	→	85	→	89	→	89	↓	77	→	72	↑	72	↓	70	↓	85
Salt Lake County	9,268	↓	1,342	832	9.0%	→	*	→	*	→	*	→	*	→	*	→	*	→	*	→	*
San Juan	389	↓	87	70	18.0%	→	96	→	91	→	94	→	87	→	77	→	75	→	78	→	96
Southwest	1,482	↑	162	192	13.0%	→	89	→	88	→	93	→	76	↑	74	→	70	↑	73	↑	88
Summit Co.	238	↑	17	103	43.3%	↑	78	↑	67	↑	80	↑	73	↑	63	→	85	↑	63	↑	78
Tooele Co.	947	↑	10	115	12.1%	↓	83	↓	81	→	92	→	80	↑	67	↑	68	↑	67	↑	88
Utah Co. - Wasatch Mental Health	5,218	↓	1,008	576	11.0%	↑	90	→	83	→	84	↓	79	→	67	→	63	→	67	→	84
Wasatch Co.	389	↓	61	27	6.9%	→	*	→	*	→	*	→	*	→	*	→	*	→	*	→	*
Weber	2,971	↓	557	548	18.4%	→	85	↓	82	↓	84	→	79	→	59	→	60	→	63	→	81
State	27,830	↓	5,188	4,041	14.5%	→	90	→	87	→	89	→	81	→	70	→	67	→	70	→	87
National (2015)							88		83		88		82		72		71		72		

Adult Consumer Satisfaction Survey 2016 SA Clients

Agency	Number Served FY2015	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 Connectivity		Improved Functioning		Wellness		
		2015	2016																		
Bear River Health Dept.	876	↓	147	80	9.1%	→	*	→	*	→	*	→	*	→	*	→	*	→	*	→	*
Central Utah	390	↓	69	32	8.2%	→	*	→	*	→	*	→	*	→	*	→	*	→	*	→	*
Davis Behavioral	896	↓	226	129	14.4%	→	89	→	89	→	95	→	85	→	87	→	83	→	88	→	92
Four Corners	488	↓	101	83	17.0%	↓	85	→	95	→	96	↑	87	→	88	→	84	→	90	→	96
Northeastern	375	↑	100	119	31.7%	↑	92	→	86	→	90	→	76	→	82	→	89	→	87	↑	89
Salt Lake County	6925	↑	958	1,431	20.7%	→	81	→	70	→	83	→	73	→	80	→	83	→	82	→	85
San Juan	73	↓	23	12	16.4%	→	92	→	100	→	92	→	67	→	82	↓	88	→	92	↑	91
Southwest	603	↓	88	88	14.6%	→	93	↑	83	→	91	→	73	→	84	→	85	→	85	→	93
Summit Co.	293	↑	25	58	19.8%	→	69	↓	61	→	77	↑	67	→	66	→	86	→	67	↑	77
Tooele Co.	431	↑	16	34	7.9%	→	*	→	*	→	*	→	*	→	*	→	*	→	*	→	*
Utah Co.	908	↓	303	205	22.6%	→	85	↑	83	↓	87	↓	81	→	88	→	90	→	90	→	91
Wasatch Co.	117	↓	33	24	20.5%	→	100	→	96	→	96	↑	91	→	92	→	96	→	92	→	96
Weber	1336	↑	251	271	20.3%	→	95	→	96	→	96	→	87	→	84	→	85	→	86	→	96
State	13,596	↑	2,340	2,566	18.9%	→	84	→	78	→	86	→	76	→	81	→	84	→	84	→	88
National (2015)							88		83		88		82		72		71		72		

Youth Satisfaction Survey 2016 (Youth Ages 12-17)

Agency	Number Served FY2015	Number of Forms Returned		Percent of Clients Sampled	General Satisfaction	Good Service Access	Cultural Sensitivity	Participation in Treatment Planning	Positive Service Outcomes	Wellness	
		2015	2016								
Bear River Health Dept.	77	↓	20	9	** 11.7%	→	67	→	56	→	89
Bear River Mental Health	574	↑	112	196	34.1%	→	81	→	77	→	95
Central Utah	272	↓	100	66	24.3%	→	74	↑	72	↑	89
Davis Behavioral	1,020	↑	44	151	14.8%	↓	75	→	62	↓	86
Four Corners	257	↑	5	45	17.5%	↑	73	↑	67	↑	91
Northeastern	454	↑	93	137	30.2%	→	74	↑	79	↑	90
Salt Lake County	3,178	↓	670	616	19.4%	↑	80	↓	64	→	88
San Juan	141	↓	41	20	14.2%	→	95	→	70	→	90
Southwest	884	↑	101	123	13.9%	→	72	→	66	↓	87
Summit Co.	116	↑	5	41	35.3%	↓	78	→	81	→	83
Tooele Co.	343	↑	0	27	7.9%	*	*	*	*	*	*
Utah Co. - Wasatch Mental Health	1,961	↑	435	446	22.7%	↑	78	→	70	→	90
Utah County Substance Abuse	44	↓	8	6	** 13.6%	↓	50	→	33	↓	83
Wasatch Co.	82	↓	30	21	25.6%	→	95	→	89	→	100
Weber	877	↑	194	234	26.7%	↑	79	→	68	↑	90
State	10,106	↑	1,858	2,138	21.2%		78		69		89
National (2015)							86		85		93

Youth Satisfaction Survey (Family) 2016

Agency	Number Served FY2015	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
		2015	2016									
Bear River Health Dept.	77	↓	12	7	9.1%	*	*	*	*	*	*	*
Bear River Mental Health	1,419	↑	200	241	17.0%	↓	84	→	89	→	96	→
Central Utah	537	↓	147	104	19.4%	→	86	→	86	↓	93	→
Davis Behavioral	2,015	↓	490	337	16.7%	↓	84	→	74	→	93	→
Four Corners	532	↑	10	34	6.4%	*	*	*	*	*	*	*
Northeastern	847	↑	120	140	16.5%	→	75	→	84	↑	96	↓
Salt Lake County	6,638	↑	625	728	11.0%	→	90	↑	80	→	96	↑
San Juan	197	↑	38	53	26.9%	→	79	→	81	↓	92	↓
Southwest	1,750	↑	197	201	11.5%	↓	84	↓	76	→	94	→
Summit Co.	171	↑	12	43	25.1%	↑	98	↑	83	↑	98	↑
Tooele Co.	665	↑	0	38	5.7%	*	*	*	*	*	*	*
Utah Co. - Wasatch Mental Health	3,764	↑	549	771	20.5%	→	83	→	72	→	95	↓
Utah Co. Substance Abuse	44	→	3	3	6.8%	*	*	*	*	*	*	*
Wasatch Co.	163	↓	28	17	** 10.4%	→	100	→	100	↑	94	→
Weber	1,841	→	251	251	13.6%	↑	85	↑	78	→	87	→
State	20,370	↑	2682	2,968	14.6%		85		78		94	
National (2015)							86		85		93	

\* 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.