

Adult Consumer Satisfaction Survey 2019 combined MH and SA Clients

6/11/2020

Agency	Number Served FY2018	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 Connectiveness (%)		Improved Functioning (%)		Wellness (%)		
		2018	2019		2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	
Bear River Health Dept.	911	↑	184	199	21.8%	91	95	85	95	94	98	77	90	85	91	86	88	89	92	94	98
Bear River Mental Health	1,543	↑	480	498	32.3%	91	93	92	93	92	93	85	87	75	79	68	74	75	80	90	91
Central Utah	1,235	↑	274	346	28.0%	95	92	92	89	92	90	83	78	76	74	75	75	76	78	91	87
Davis Behavioral	4,750	↓	953	791	16.7%	92	91	85	89	91	92	80	83	71	74	65	68	71	75	87	89
Four Corners	1,486	↑	265	280	18.8%	92	89	88	86	91	90	82	80	75	77	77	71	76	75	91	86
Northeastern	1,963	↓	565	544	27.7%	89	89	89	89	90	91	82	79	77	75	77	74	76	77	83	90
Salt Lake County	14,815	↑	3,876	3,928	26.5%	86	86	80	81	86	87	78	79	77	75	77	75	78	76	87	87
San Juan	487	↓	137	72	14.8%	94	96	93	97	94	96	86	93	77	87	73	82	80	86	91	97
Southwest	2,329	↑	307	339	14.6%	88	88	84	86	91	89	78	81	69	75	68	75	70	78	89	87
Summit Co.	616	↓	172	123	20.0%	80	84	77	90	85	91	73	81	82	80	86	80	85	77	85	86
Tooele Co.	1,406	↓	283	279	19.8%	88	88	88	89	88	87	83	83	70	68	71	69	70	70	88	86
Utah Co. - Wasatch Mental Health	5,811	↑	752	759	13.1%	86	86	79	88	82	87	76	74	63	71	59	68	65	71	81	84
Utah County Substance Abuse	1,024	↑	201	241	23.5%	81	79	72	74	85	87	74	78	82	87	83	81	85	86	84	87
Wasatch Co.	531	↑	81	107	20.2%	95	90	95	91	98	93	88	85	86	81	87	86	81	83	97	89
Weber	4,108	↑	775	805	19.6%	90	88	87	85	91	89	80	78	67	79	68	69	70	72	86	85
State	41,721	↑	9,305	9,311	22.3%	88	88	84	84	88	89	80	80	75	75	73	74	76	76	86	88
National (2018)						90	90	88	87	90	90	86	85	78	74	78	71	78	71		

Adult Consumer Satisfaction Survey 2019 MH Clients

6/11/2020

Agency	Number Served FY2018	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 Connectiveness (%)		Improved Functioning (%)		Wellness (%)		
		2018	2019		2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	
Bear River Mental Health	1,543	↑	458	498	32.3%	91	93	92	93	92	93	85	87	75	79	68	74	75	80	90	91
Central Utah	816	↓	255	242	29.7%	96	91	92	89	90	89	83	79	71	71	69	70	68	76	89	84
Davis Behavioral	3,725	↑	513	730	19.6%	92	91	85	89	91	92	79	83	70	74	64	68	70	75	87	89
Four Corners	1,124	↓	198	167	14.9%	92	91	88	89	92	89	84	85	73	74	74	68	71	70	91	84
Northeastern	1,579	↓	417	403	25.5%	92	90	91	90	90	91	84	79	77	75	74	72	75	77	88	91
Salt Lake County	9,146	↑	1,704	2,234	24.4%	92	89	87	85	90	90	84	84	76	72	72	70	76	73	89	88
San Juan	442	↑	132	62	14.0%	94	95	94	97	95	95	85	93	77	86	71	81	80	85	92	97
Southwest	1,877	↑	196	252	13.4%	90	90	88	89	92	88	79	84	64	74	61	73	62	77	88	86
Summit Co.	546	↑	47	64	11.7%	81	83	75	91	84	88	73	84	83	76	86	77	88	76	83	87
Tooele Co.	1,267	↓	208	175	13.8%	92	87	92	87	93	90	89	81	72	62	74	62	71	62	93	82
Utah Co. - Wasatch Mental Health	5,811	↑	733	759	13.1%	86	86	79	88	82	87	76	78	63	71	59	68	65	71	81	84
Wasatch Co.	363	↑	38	55	15.2%	100	84	100	87	100	89	92	85	90	80	87	76	79	83	97	89
Weber	3,028	↓	559	558	18.4%	88	86	85	82	89	87	78	78	59	64	61	61	63	64	82	81
State	30,677	↑	5,458	6,199	20.2%	88	88	86	84	88	89	80	80	72	75	69	74	73	76	86	87
National (2018)						90	90	88	87	90	90	86	85	78	74	78	71	78	71		

Adult Consumer Satisfaction Survey 2019 SA Clients

6/11/2020

Agency	Number Served FY2018	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 Connectiveness (%)		Improved Functioning (%)		Wellness (%)		
		2018	2019		2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	
Bear River Health Dept.	911	↑	184	199	21.8%	89	95	90	95	94	98	79	90	85	91	89	88	86	92	95	98
Central Utah	487	↓	111	104	21.4%	91	94	93	90	94	92	85	74	79	82	84	85	81	84	93	92
Davis Behavioral	1451	↓	200	61	** 4.2%	95	97	92	85	92	93	87	88	83	81	79	72	80	80	92	93
Four Corners	501	↑	106	113	22.6%	88	86	88	81	92	92	81	71	78	80	80	76	79	82	89	87
Northeastern	261	↑	126	141	54.0%	87	84	85	87	89	91	82	78	72	77	74	81	75	77	88	89
Salt Lake County	6021	↑	1,304	1,694	28.1%	86	83	75	74	85	84	73	73	80	79	81	81	81	81	85	85
San Juan	59	↓	26	10	** 16.9%	96	100	89	100	92	100	81	90	76	90	89	90	84	90	96	100
Southwest	579	↑	85	87	15.0%	84	83	86	77	91	82	80	71	82	80	84	84	86	83	91	89
Summit Co.	225	↓	75	59	26.2%	84	85	84	89	89	86	75	78	83	84	90	83	86	79	83	84
Tooele Co.	314	↑	100	104	33.1%	94	89	93	91	98	92	82	83	79	79	84	82	84	84	93	91
Utah Co.	921	↑	201	241	26.2%	83	79	78	74	88	87	77	76	88	83	81	81	91	86	92	87
Wasatch Co.	123	↑	34	52	42.3%	91	96	94	94	97	98	91	85	91	82	88	96	94	83	94	90
Weber	1353	↑	218	247	18.3%	95	93	91	89	97	95	86	78	87	88	89	86	89	89	94	92
State	14,665	↑	2,770	3,112	21.2%	88	85	82	80	89	88	78	76	82	81	83	82	83	83	89	88
National (2018)						90	90	88	87	90	90	86	85	78	74	78	71	78	71		

Youth Satisfaction Survey 2019 (Youth Ages 12-17)

6/28/2019

Agency	Number Served FY2018	Number of Forms Returned		Percent of Clients Sampled	General Satisfaction (%)		Good Service Access (%)		Cultural Sensitivity (%)		Participation in Treatment Planning (%)		Positive Service Outcomes (%)		Wellness (%)			
		2018	2019		2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019		
Bear River Health Dept.	61	↑	6	9	**	14.8%	*	*	*	*	*	*	*	*	*	*		
Bear River Mental Health	682	↑	171	237		34.8%	84	78	80	78	90	94	84	79	74	69	87	85
Central Utah	271	↑	79	93		34.3%	86	83	91	84	96	85	74	74	65	66	90	89
Davis Behavioral	1,133	↓	347	211		18.6%	83	81	73	75	93	94	73	75	64	63	84	83
Four Corners	260	↑	78	88		33.8%	73	83	73	71	85	84	73	81	64	69	73	88
Northeastern	546	↓	148	122		22.3%	83	80	73	72	84	93	80	75	64	66	81	84
Salt Lake County	3,416	↑	765	816		23.9%	80	81	73	72	89	88	75	75	70	66	84	82
San Juan	138	↓	24	15	**	10.9%	83	87	75	73	96	87	83	87	67	80	75	87
Southwest	856	↓	194	181		21.1%	76	75	66	70	87	91	74	74	61	65	76	82
Summit Co.	159	↓	72	40		25.2%	90	88	78	78	89	90	90	83	82	80	88	93
Tooele Co.	307	↑	72	92		30.0%	76	71	73	76	93	86	74	72	65	55	85	75
Utah Co. - Wasatch Mental Health	1,895	↓	355	332		17.5%	75	80	73	65	89	91	73	75	63	64	81	81
Utah County Substance Abuse	66	↑	15	27	**	40.9%	73	78	73	70	88	93	67	82	80	74	73	82
Wasatch Co.	92	↓	28	5	**	5.4%	96	*	100	*	96	*	93	*	96	*	93	*
Weber	914	↓	189	165		18.1%	77	76	77	72	90	90	80	78	66	64	86	83
State	10,583	↓	2,543	2,433		23.0%	80	79	74	72	89	90	76	76	67	66	83	83
National (2018)							88	87	88	85	95	93	89	87	73	72		

Youth Satisfaction Survey (Family) 2019

6/28/2019

Agency	Number Served FY2018	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 (%)			
		2018	2019		2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019	2018	2019		
Bear River Health Dept.	61	↑	3	10		16.4%	*	*	*	*	*	*	*	*	*	*	*	*	*	*		
Bear River Mental Health	1,588	↑	202	242		15.2%	96	92	89	89	98	98	94	91	68	70	85	84	72	70	99	84
Central Utah	557	↓	158	110		19.7%	88	85	85	92	97	99	92	93	58	64	79	90	56	70	99	81
Davis Behavioral	2,194	↓	284	267		12.2%	87	90	73	74	95	98	90	93	49	56	86	91	56	61	96	90
Four Corners	477	↑	80	86		18.0%	83	79	80	76	95	94	88	71	66	61	89	82	63	61	95	79
Northeastern	939	↓	155	136		14.5%	76	82	79	86	92	90	83	89	57	63	83	85	56	60	94	81
Salt Lake County	7,192	↓	1517	1,055		14.7%	89	88	81	80	94	93	86	89	67	64	87	82	68	66	98	85
San Juan	217	↓	49	15	**	6.9%	92	100	80	67	98	100	88	87	78	87	82	87	82	87	98	80
Southwest	1,729	↓	275	236		13.6%	83	82	79	77	91	96	83	82	54	56	82	83	54	57	94	82
Summit Co.	247	↓	20	14		5.7%	95	92	84	79	100	86	84	93	90	64	100	86	90	71	100	57
Tooele Co.	550	↑	75	99		18.0%	84	69	89	74	93	92	92	81	39	50	91	83	49	53	93	65
Utah Co. - Wasatch Mental Health	3,712	↓	575	561		15.1%	84	83	72	72	96	96	82	83	61	59	82	85	62	68	95	82
Utah Co. Substance Abuse	66	→	12	12	**	18.2%	80	91	73	73	100	100	73	75	100	58	100	100	100	67	73	92
Wasatch Co.	185	↓	31	17	**	9.2%	100	94	97	88	100	93	100	77	97	77	100	93	97	82	100	100
Weber	1,935	↓	258	212		11.0%	81	87	79	88	91	92	86	87	61	69	86	85	63	70	92	90
State	21,308	↓	3694	3,072		14.4%	87	86	79	79	94	95	86	87	62	62	85	85	64	64	93	84
National (2018)							88	87	88	85	93	93	89	87	73	72	87	85	74	69		

\* 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.