

Adult Consumer Satisfaction Survey 2020 combined MH and SA Clients

10/9/2020

Agency	Number Served FY2019	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 (%)	
		2019	2020		2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
		Bear River Health Dept.	966		199	108	11.2%	95	94	95	89	98	98	90	94	91	91	88	83	92
Bear River Mental Health	1,636	498	587	35.9%	93	93	93	92	93	94	87	86	79	80	74	72	80	78	91	91
Central Utah	1,285	346	327	25.4%	92	93	89	91	90	93	78	87	74	80	75	74	78	75	84	92
Davis Behavioral	5,510	791	914	16.6%	91	93	89	86	92	94	83	84	74	75	68	72	75	73	75	90
Four Corners	1,524	280	258	16.9%	89	88	86	90	90	89	80	82	77	74	71	77	75	74	76	85
Northeastern	2,008	544	548	27.3%	89	88	89	88	91	89	79	76	75	70	74	71	77	71	90	84
Salt Lake County	14,859	3,928	3,780	25.4%	86	86	81	82	87	88	79	79	75	80	75	76	76	81	87	87
San Juan	455	72	103	22.6%	96	91	97	93	96	94	93	88	87	80	82	69	86	80	97	90
Southwest	2,432	339	396	16.3%	88	89	86	88	89	89	81	77	75	77	75	73	78	75	87	87
Summit Co.	644	123	6	0.9%	84	*	90	*	91	*	81	*	80	*	80	*	77	*	86	*
Tooele Co.	1,641	279	287	17.5%	88	83	89	81	87	90	82	81	68	73	69	68	70	74	86	86
Utah Co. - Wasatch Mental Health	6,038	759	860	14.2%	86	85	83	83	87	86	74	79	71	71	68	65	71	71	84	84
Utah County Substance Abuse	1,031	241	206	20.0%	79	81	74	77	87	86	78	77	87	87	81	82	86	88	87	89
Wasatch Co.	496	107	81	16.3%	90	94	91	95	93	94	85	83	81	78	86	74	83	78	89	90
Weber	4,259	805	565	13.3%	88	85	85	86	89	88	78	75	70	67	65	66	72	66	85	84
State	43,307	9,311	9,026	20.8%	88	88	84	85	89	89	80	81	75	77	74	74	76	74	88	78
National (2019)					90	90	87	87	90	90	85	85	72	75	71	76	71	76		

Adult Consumer Satisfaction Survey 2020 MH Clients

10/9/2020

Agency	Number Served FY2019	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 (%)	
		2019	2020		2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020		
		Bear River Mental Health	1,636		498	587	35.9%	93	93	93	92	93	94	87	86	79	80	74	72	80
Central Utah	821	242	212	25.8%	91	95	89	91	89	93	79	91	71	79	70	68	76	79	84	92
Davis Behavioral	4,343	730	785	18.1%	91	92	89	85	92	93	83	83	74	72	68	69	75	73	89	89
Four Corners	1,147	167	168	14.6%	91	90	89	92	89	90	85	83	74	70	68	74	70	74	84	84
Northeastern	1,680	403	457	27.2%	90	89	90	89	91	89	79	76	75	69	72	69	77	70	91	84
Salt Lake County	8,557	2,234	1,570	18.3%	89	92	85	89	90	92	84	86	72	76	70	70	73	77	88	90
San Juan	423	62	91	21.5%	95	93	97	96	85	97	93	89	86	80	81	67	85	80	97	91
Southwest	1,977	252	314	15.9%	90	90	89	89	88	89	84	79	74	78	73	71	77	74	86	87
Summit Co.	555	64	6	1.1%	83	*	91	*	88	*	84	*	76	*	77	*	76	*	87	*
Tooele Co.	1,501	175	209	13.9%	87	81	87	79	90	91	81	81	62	70	62	60	62	71	82	85
Utah Co. - Wasatch Mental Health	6,038	759	860	14.2%	86	85	83	83	87	86	78	79	71	71	77	65	71	71	84	84
Wasatch Co.	336	55	51	15.2%	83	94	87	96	89	96	85	81	80	78	76	69	83	76	89	90
Weber	3,152	558	386	12.2%	86	83	82	84	87	85	78	76	62	59	61	58	64	59	81	80
State	31,558	6,199	5,696	18.0%	88	90	84	81	89	87	80	82	75	73	74	68	76	74	87	87
National (2019)					90	90	88	87	90	90	85	85	74	75	71	76	71	76		

Adult Consumer Satisfaction Survey 2020 SA Clients

10/9/2020

Agency	Number Served FY2019	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 (%)	
		2019	2020		2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020		
		Bear River Health Dept.	966		199	108	11.2%	89	94	90	89	94	98	79	94	85	91	89	83	86
Central Utah	538	104	115	21.4%	91	90	93	91	94	91	85	81	79	83	84	86	81	91	93	92
Davis Behavioral	1644	61	129	7.8%	95	95	92	92	92	98	87	94	83	91	79	89	80	90	92	95
Four Corners	525	113	90	17.1%	88	85	88	87	92	88	81	82	78	78	80	82	79	78	89	87
Northeastern	441	141	91	20.6%	87	86	85	87	89	87	82	73	72	76	74	80	75	74	88	86
Salt Lake County	7397	1,694	2,210	29.9%	86	82	75	77	85	86	73	75	80	82	81	80	81	83	85	86
San Juan	56	10	12	21.4%	96	75	89	75	92	75	81	84	76	82	89	82	84	82	96	83
Southwest	544	87	82	15.1%	84	83	86	87	91	89	80	73	82	74	84	84	86	78	91	85
Summit Co.	251	59	0	0.0%	88	*	84	*	89	*	75	*	83	*	90	*	86	*	83	*
Tooele Co.	489	104	78	16.0%	94	89	93	85	98	87	82	81	79	82	84	89	84	83	93	90
Utah Co.	1031	241	206	20.0%	83	81	78	77	88	86	77	77	88	87	81	82	91	88	92	89
Wasatch Co.	239	52	30	12.6%	91	93	94	93	97	90	91	86	91	77	88	83	94	82	94	90
Weber	1536	247	179	11.7%	95	94	91	92	97	95	86	84	87	83	89	83	89	82	94	93
State	15,325	3,112	3,330	21.7%	88	85	82	80	89	88	78	77	82	83	83	81	83	84	89	87
National (2019)					90	90	88	87	90	90	86	85	78	75	78	76	78	76		

Youth Satisfaction Survey 2020 (Youth Ages 12-17)

10/9/2020

Agency	Number Served FY2019	Number of Forms Returned		Percent of Clients Sampled	General Satisfaction (%)		Good Service Access (%)		Cultural Sensitivity (%)		Participation in Treatment Planning (%)		Positive Service Outcomes (%)		Wellness (%)	
		2019	2020		2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
		Bear River Health Dept.	48		9	3	6.3%	*	*	*	*	*	*	*	*	*
Bear River Mental Health	688	237	151	21.9%	78	80	78	76	94	91	79	80	69	67	85	82
Central Utah	353	93	83	23.5%	83	88	84	77	85	86	75	84	66	74	82	87
Davis Behavioral	1,414	211	210	14.9%	81	80	75	69	94	91	75	79	61	61	83	83
Four Corners	293	88	51	17.4%	83	61	71	70	84	90	81	75	69	75	88	73
Northeastern	501	122	97	19.4%	80	75	72	79	93	91	75	78	66	64	84	79
Salt Lake County	2,759	816	693	25.1%	81	85	72	73	88	91	73	76	66	72	82	85
San Juan	157	15	31	19.7%	87	87	73	74	87	84	87	64	80	61	87	71
Southwest	1,000	181	175	17.5%	75	81	70	76	91	92	74	79	65	66	82	83
Summit Co.	176	40	0	0.0%	88	*	78	*	90	*	83	*	80	*	93	*
Tooele Co.	451	92	38	8.4%	71	89	76	89	86	97	72	89	55	82	75	95
Utah Co. - Wasatch Mental Health	2,143	332	265	12.4%	80	80	65	65	91	91	75	75	64	64	81	81
Utah County Substance Abuse	81	27	11	13.6%	78	*	70	*	93	*	82	*	74	*	82	*
Wasatch Co.	78	5	25	32.1%	*	76	*	71	*	83	*	56	*	60	*	63
Weber	1,008	165	157	15.6%	76	80	72	68	90	92	78	77	64	64	83	83
State	10,938	2,433	1,990	18.2%	79	82	72	73	90	91	76	77	66	68	83	83
National (2019)					87	88	85	87	93	94	87	89	72	72		

Youth Satisfaction Survey Family 2020

10/9/2020

Agency	Number Served FY2019	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 (%)	
		2019	2020		2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020
		Bear River Health Dept.	48		10	0	0.0%	*	*	*	*	*	*	*	*	*	*	*	*	*
Bear River Mental Health	1,483	242	136	9.2%	92	90	89	85	98	96	91	91	70	67	84	86	70	70	84	91
Central Utah	688	110	112	16.3%	85	90	92	89	99	96	93	88	64	71	90	89	70	71	81	92
Davis Behavioral	2,500	267	154	6.2%	90	86	74	73	98	91	93	92	56	64	91	86	61	66	90	92
Four Corners	511	86	36	7.0%	79	83	76	73	94	92	72	75	61	61	82	86	61	67	79	89
Northeastern	836	136	102	12.2%	82	74	86	85	90	90	89	80	63	58	85	82	60	50	81	80
Salt Lake County	5,560	1,055	821	14.8%	88	92	80	82	83	95	89	90	64	68	83	85	66	70	85	93
San Juan	263	15	38	14.4%	100	90	67	68	100	87	87	87	87	66	87	84	87	61	80	95
Southwest	1,895	236	244	12.9%	82	86	77	82	96	91	82	78	56	58	83	88	57	62	82	87
Summit Co.	251	14	1	0.4%	92	*	79	*	86	*	93	*	64	*	86	*	71	*	57	*
Tooele Co.	842	99	78	9.3%	69	91	74	89	92	99	81	87	50	76	83	79	53	77	66	91
Utah Co. - Wasatch Mental Health	4,103	561	452	11.0%	83	88	72	72	96	95	83	85	59	66	85	88	60	70	82	87
Utah Co. Substance Abuse	81	12	6	7.4%	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Wasatch Co.	163	17	20	12.3%	94	88	88	80	93	95	77	90	77	80	93	95	82	70	100	95
Weber	1,930	212	116	6.0%	87	85	88	88	92	96	87	85	69	62	85	83	70	70	66	94
State	20,813	3,072	2,316	11.1%	86	88	79	80	95	94	87	86	62	66	85	86	64	68	84	90
National (2019)					87	88	85	87	93	94	87	89	72	72	85	88	69	72		

\* Insufficient sample rate.

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.