

# New Hampshire Public Mental Health Consumer Survey Report-2015

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## **Executive Summary**

The Social Science Research Center (SSRC) at Old Dominion University (ODU) conducted the New Hampshire Public Mental Health Survey from February 24, 2015 to July 16, 2015. A total of 1,463 useable surveys were collected from BBH-Eligible adult, family, and youth consumers. This document summarizes the results of the National Outcome Measures data as well as state-added questions.

For adult consumers the following data points are noted:

- The majority of respondents reported that they have received mental health services for more than one year (93%).
- The Quality and General Satisfaction domain scores were highest compared to the other domain scores (81% for both, respectively).
- Less than two-thirds of adult consumers reported being given a copy of their treatment plan or Individualized Service Plan (64%). (Note that providing a paper copy of the Individualized Service Plan is an Administrative Rule).
- Less than one-third of adult consumers were informed of Peer-Run Respite (32%) or are familiar with Assertive Community Treatment (20%).
- Less than half of adult consumers are familiar with supported employment (43%).
- Most adult consumers have not been arrested in the past 12 months (92%) or the 12 months prior to that (91%).

Families with children receiving services show the following:

- The Cultural Sensitivity domain score increased 4% from 2014 (88% to 92%).
- The Social Connectedness domain score decreased 5% from 2014 (79% to 74%).
- There was an increase in the percentage of families reporting that their child has been expelled or suspended during the past 12 months (15% in the past 12 months compared to 10% in the 12 months prior to that).
- 0% of parents of children 14 and older reported that their child was arrested in the past 12 months and only 0% reported that their child was arrested in the 12 months prior to that.
- Only 22% of families with children 14 years of age or older have started planning with the CMHC for their child's transition to adulthood.
- Only 38% of families have been informed of other family programs such as NAMI-NH, Family Voices, or Easter Seals.

For youth consumers, the following data points are noted:

- There were increases from last year to this year in the following domains: Social Connectedness (79% to 82%), Access (70% to 78%), Participation in Treatment (74% to 78%), General Satisfaction (74% to 77%), Functioning (61% to 64%), and Outcomes (58% to 61%).
- There was a 3% decrease from 2014 in the Cultural Sensitivity (91% to 88%).
- The vast majority of youth report that they are currently in school (94%).
- 16% of respondents indicated that they were expelled or suspended in the last 12 months.
- Less than two-thirds of youth were given a copy of their treatment plan or Individualized Service Plan (61%).
- Less than two-thirds are satisfied with their family life (59%).
- Less than two-thirds of youth consumers reported getting along better with family members (61%).

This document also includes summaries for 2013-2015 for each individual community mental health center. The data collected by the SSRC at ODU spanned the 2013, 2014, 2015 time periods. The combined data presents a general picture of CMHC-level response. The combination of several years also limits what may appear to be considerable changes in the data from year to year but are perhaps simply due to expected and reasonable variations in responses from consumers due to sampling variability in the relatively small CMHC level samples. The best way to use this information is to view it as the most current snapshot of how each of the centers is doing relative to the state as a whole.

The data for each individual center is provided and compared to the data for the entire state. Responses to demographic questions are included as well as the federal domain scores. The results for each CMHC and each consumer group are varied. Please refer to the individual CMHC and consumer group section to read those results.

## **Purpose and Methodology**

The Bureau of Behavioral Health (BBH) conducts a random survey of BBH-eligible consumers involved with the public mental health system's ten Community Mental Health Centers (CMHC). Adults who are BBH-Eligible have an eligibility category of Severe Mental Illness (SMI), Severe and Persistent Mental Illness (SPMI), or Low Utilizer (LU). Children who are BBH-eligible have an eligibility of Serious Emotional Disturbance (SED) or having current Interagency involvement (SED-IA). The data reported in this document reflects survey responses from BBH-eligible consumers and family members of consumers only. The purpose is two-fold: one, to gather input from the adults, parents of children, and youth who use, or have used the public services, and two, to gather input that is required for New Hampshire to maintain its eligibility for funding through the Mental Health Community Services Block Grant to the States. The grant requires certain recipient data to be reported, and the survey collects some of this data. Most of the survey questions are prescribed by the block grant, but states may add items that are specific to the states' individual interests.

The Social Science Research Center (SSRC) at Old Dominion University (ODU) requested information from each of the 10 Community Mental Health Centers (CMHC) to conduct the consumer surveys. An email was sent to each CMHC requesting a random sample of BBH-eligible consumers active from October 1, 2014 through December 31, 2014. The number of consumers sampled from each CMHC was based on center consumer population, with an over-sample of the youth population because of historic difficulties with response rates among youth, and because this is the smallest consumer sub-population. The following information was requested for each randomly selected consumer:

- CMHC Name
- Consumer First Name
- Consumer Last Name
- Parent First Name -- for youth/child surveys only
- Parent Last Name -- for youth/child surveys only
- Street Address
- City
- State
- Zip
- Phone
- Spanish-speaking consumer (yes/no)

The final contact lists for adults (n=2,002), families of children (n=1,517), and youth ages 14 to 17 (n=971) were compiled in Excel and individual tracking files were created for each consumer group.

The SSRC at Old Dominion University prepared a full survey packet consisting of a cover letter, information for informed consent, the survey instrument, and a business-reply, postage-paid envelope. The cover letter was prepared in English on one side and Spanish on the other, with information on how Spanish-speaking consumers could request a Spanish version of the survey via a toll-free phone number. The cover letter also informed consumers that if they completed the survey, they would be entered into a drawing for one of three \$100 gift cards. A total of nine \$100 gift cards were awarded (three per consumer group – adult, child/family, and youth). Approximately two weeks later, a postcard reminder/thank you was mailed to non-respondents. Approximately two to three weeks later, a final survey packet was mailed to non-respondents. The mail surveys were staggered such that the adult packets were mailed first, followed by child/family, and finally youth.

During the mail survey period, attempts were made to reach those consumers by telephone whose mail survey packet was returned due to incorrect/insufficient address information. After the mail survey period concluded, attempts were made to contact all non-responding consumers for whom telephone number information was available. Toward the end of the telephone survey data collection period, a message was left for non-responding consumers to inform them that the call was on behalf of New Hampshire Department of Health and Human Services and a toll-free number that could be used to return the call was provided. The data collection period began February 24, 2015 and concluded July 16, 2015.

The mail surveys were printed in a scannable format to reduce data entry time and error (please see the Appendix). The final scanned data files were merged with the completed telephone survey data for each consumer group. The tables on the following page show information on survey response rates.

Consumer Group	Total Number of Surveys Mailed	Number of Usable Mail Surveys Returned	Number of Usable Telephone Surveys Completed	Total Number of Usable Surveys	Number of Cases with Incorrect Contact Information <sup>1</sup>	Response Rate <sup>2</sup>
Adult	2,002	557 <sup>3</sup>	181	738	465	48.0%
Family	1,517	341 <sup>4</sup>	155	496	315	41.3%
Youth	971	200 <sup>5</sup>	29	229	190	29.3%

CMHC	Response Rate - Adult	Response Rate – Child/Family	Response Rate - Youth	Number of Cases with Incorrect Contact Information <sup>6</sup>
State of New Hampshire	48.0%	41.3%	29.3%	970
Center for Life Management	48.4%	44.1%	19.8%	97
Community Partners	54.6%	43.5%	27.5%	69
Genesis Behavioral Health	52.3%	44.9%	37.3%	101
Greater Nashua Mental Health Center	41.5%	37.4%	29.3%	96
Mental Health Center of Greater Manchester	49.6%	38.7%	20.2%	203
Monadnock Behavioral Health	39.5%	42.2%	35.6%	84
Northern Human Services	48.9%	39.8%	31.7%	68
Riverbend Community Mental Health	48.2%	41.8%	36.3%	103
Seacoast Mental Health Center	43.0%	37.8%	30.1%	70
West Central Behavioral Health	57.6%	47.8%	37.8%	79

<sup>1</sup> Includes consumers who had an incorrect address or an incorrect/out of service telephone number.

<sup>2</sup> The response rate was calculated as follows: the total number of usable surveys divided by the total number of surveys mailed minus cases with incorrect contact information. For example, the adult response rate was calculated as 738/(2002-465).

<sup>3</sup> Includes 4 surveys from Spanish-speaking consumers and 1 survey which was returned without the unique identification label.

<sup>4</sup> Includes 4 surveys from Spanish-speaking consumers.

<sup>5</sup> Includes 6 surveys from Spanish-speaking consumers.

<sup>6</sup> Includes consumers who had an incorrect address or an incorrect/out of service telephone number.

It is important to consider the characteristics of the consumers who responded to the survey. These are consumers who were successfully contacted either by postal mail or telephone. Survey requests most likely did not reach consumers who are currently homeless, incarcerated, or otherwise residing in an alternative setting, such as a group home. Similarly, the survey was only available in English and Spanish, thus excluding consumers who speak other languages. Those consumers who were not reached and did not respond are likely different in some ways from those consumers who did respond to the survey. Non-responding consumers' experiences with their CMHC and service delivery may also be different than those reported in this document.

The data in the statewide sections were weighted to adjust for the over-sample of some consumer populations in the initial sample design, with final weights set to match the portion of the consumer population utilizing the services of each CMHC with the portion of the sample drawn from each CMHC. Thus, the final weighted results should accurately reflect the views of the aggregate consumer population, within the appropriate margin of sampling error.

## Statewide Adult Survey Results

### Demographics

A total of 738 adult consumers responded to the Adult Service Survey (see Appendix 2) via mail or telephone. Respondents were asked a series of demographic questions, state-specific questions, and questions to measure the adult federal reporting domains.

#### Gender:

- ◆ 60% female (average age 48 years)
- ◆ 40% male (average age 46 years)

#### Racial Demographics:

- ◆ 91% White (Caucasian)
- ◆ 5% American Indian or Alaska Native

#### Spanish/Hispanic/Latino Origin:

- ◆ 5% Spanish/Hispanic/Latino origin

#### Age of Adult Respondents:

- ◆ 8% between the ages of 18-24
- ◆ 31% between the ages 25-44
- ◆ 52% between the ages 45-64
- ◆ 9% were 65 years and older

#### Annual Household Income:

- ◆ 72% less than \$15,000
- ◆ 21% \$15,000-\$29,999

Table 1: Race	%* (n)
White (Caucasian)	91% (668)
American Indian or Alaska Native	5% (34)
Other	6% (42)
Black (African American)	2% (12)
Asian	2% (13)
Native Hawaiian or Other Pacific Islander	0.4% (3)

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 1a: Spanish/Hispanic/Latino Origin	% (n)
No	95% (683)
Yes	5% (33)

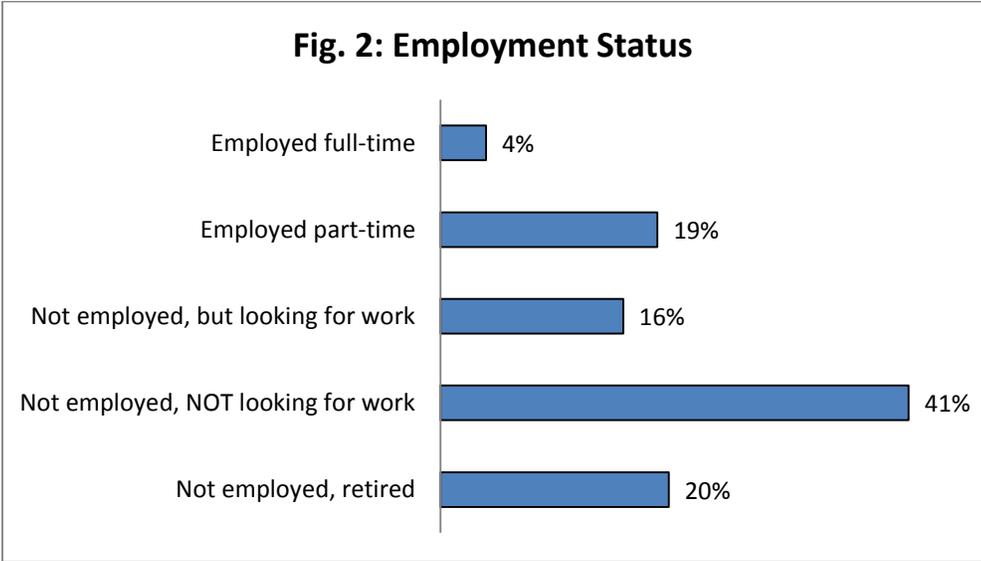


**Demographics (cont.)**

The majority of respondents indicated that they were not employed and not looking for work (41%) with only 4% indicating they were employed full-time. Another 19% reported being employed part-time.

*Employment Status:*

- ◆ 41% indicated they were not employed and not looking for work.
- ◆ 23% indicated they were either employed full-time or part-time.
- ◆ 16% reported they were not employed, but looking for work.
- ◆ 20% reported they were not employed because they were retired.

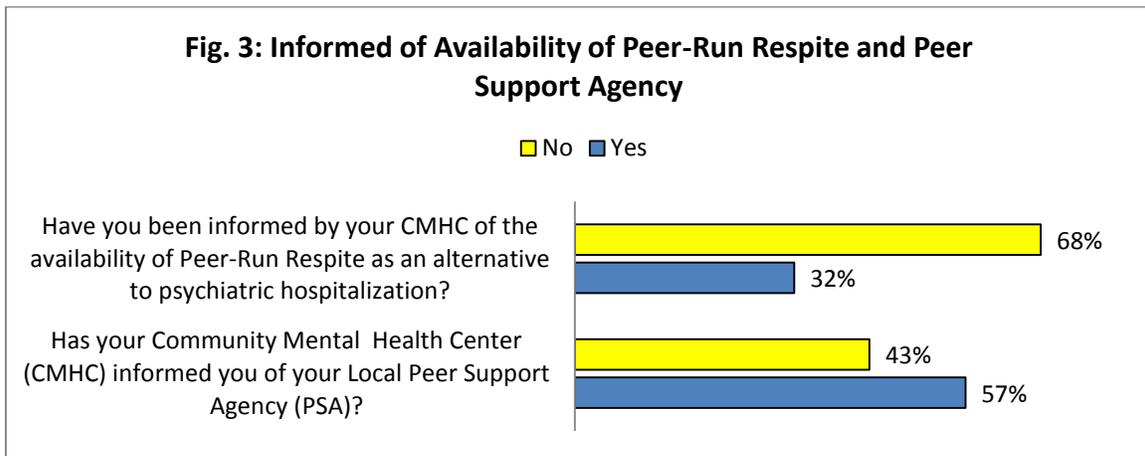


## Service Provision

The majority of respondents reported that they have received mental health services for more than one year (93%). Fewer respondents, however, indicated that they had been informed about other peer support programs and treatment practices.

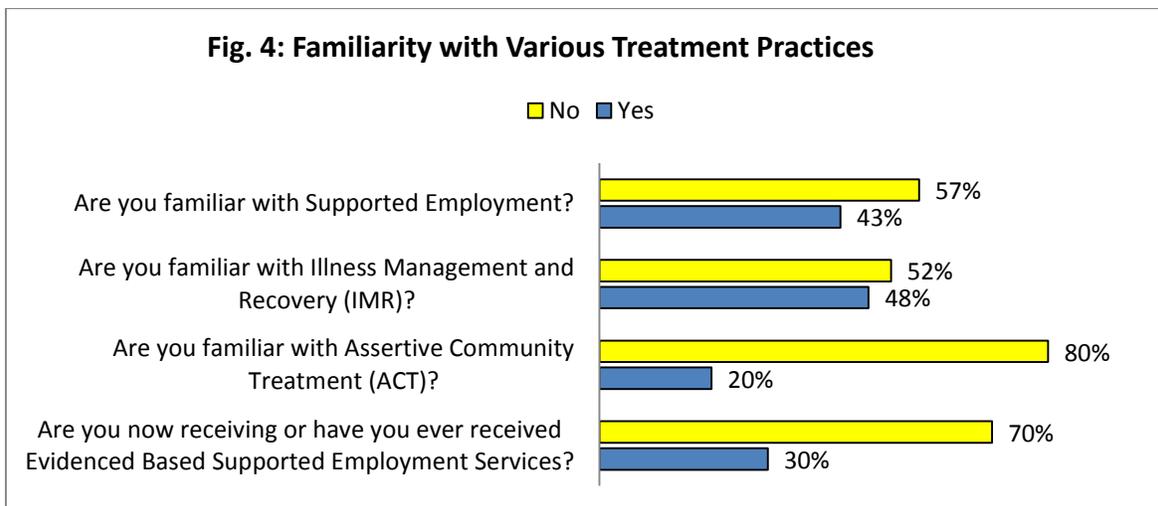
### Peer Support Programs

- ◆ 32% indicated they had been informed by their CMHC of the availability of Peer-Run Respite as an alternative to psychiatric hospitalization.
- ◆ 57% indicated their CMHC informed them of their Local Peer Support Agency.



### Treatment Practices

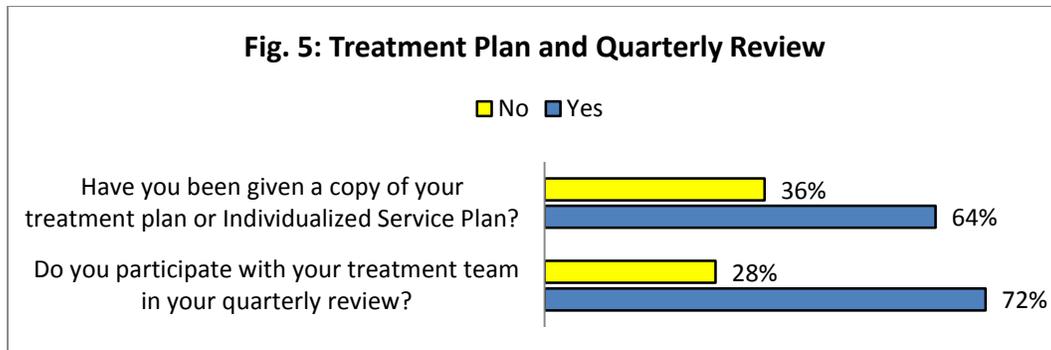
- ◆ Respondents were most familiar with Illness Management and Recovery (48%) and Supported Employment (43%).
- ◆ Less than one-third indicated they are either receiving or have received Evidence Based Supported Employment Services (30%).



## Participation with Treatment Team

Respondents were asked questions about their treatment plan and if they participated in their quarterly review.

- ◆ 64% indicated they had been given a copy of their treatment plan or Individualized Service Plan.
- ◆ 72% indicated they participated with their treatment team in their quarterly review.



## Behavioral Outcomes

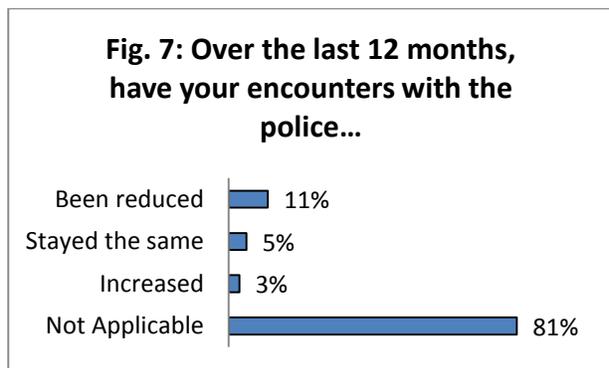
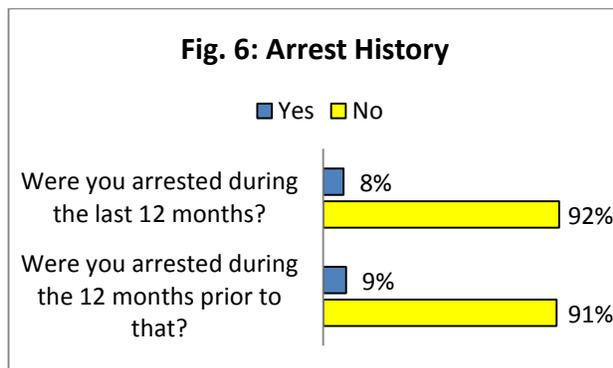
In an effort to measure behavioral outcomes, respondents were asked questions about arrest history and police encounters.

### Arrest History

- ◆ 8% reported being arrested in the past 12 months.
- ◆ 9% reported being arrested in the 12 months prior to that.

### Police Encounters

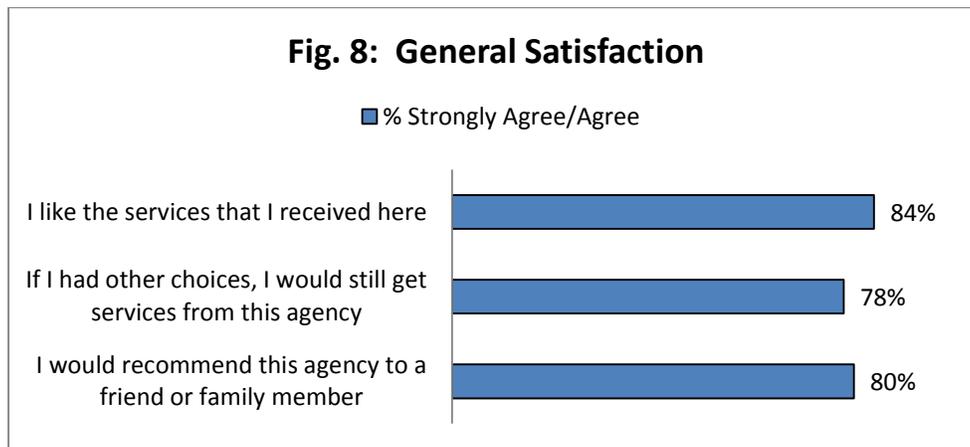
- ◆ 11% reported a reduction in police encounters.
- ◆ 5% reported their encounters with police stayed the same.
- ◆ 3% reported an increase in police encounters.



## General Satisfaction Domain Results

The majority of adults responded favorably to questions about their general satisfaction with the services they received.

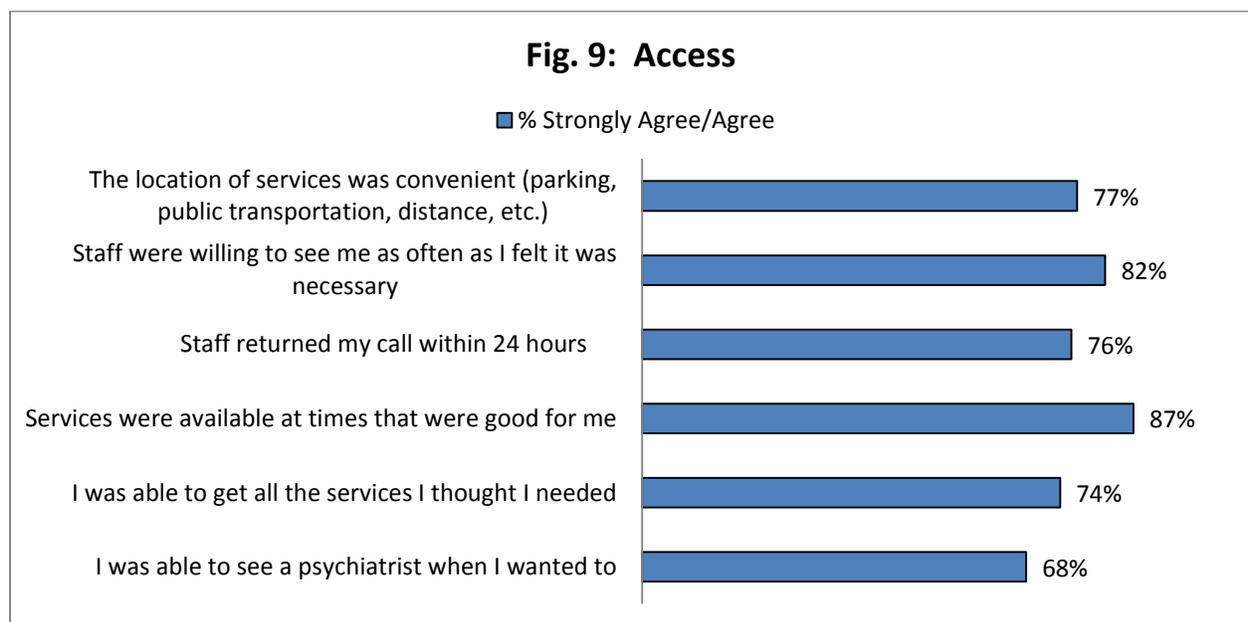
- ◆ 84% indicated they liked the services they received.
- ◆ 78% said if they had other choices they would still get services from this agency.



## Access Domain Results

Questions asked about access to services resulted in overall positive responses from adult consumers.

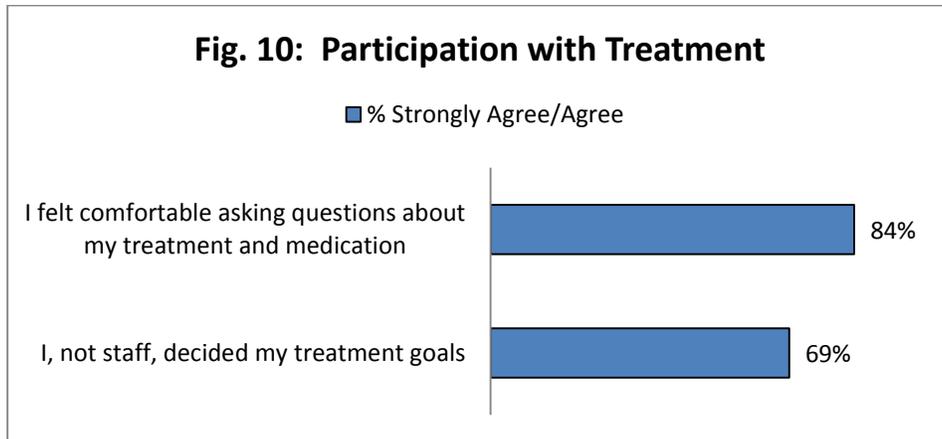
- ◆ 87% indicated services were available at times that were good for them.
- ◆ 82% said staff were willing to see them as often as they felt necessary.



## Participation in Treatment Domain Results

Overall, the responses to questions about participation in treatment were favorable, though there was some variance between the questions.

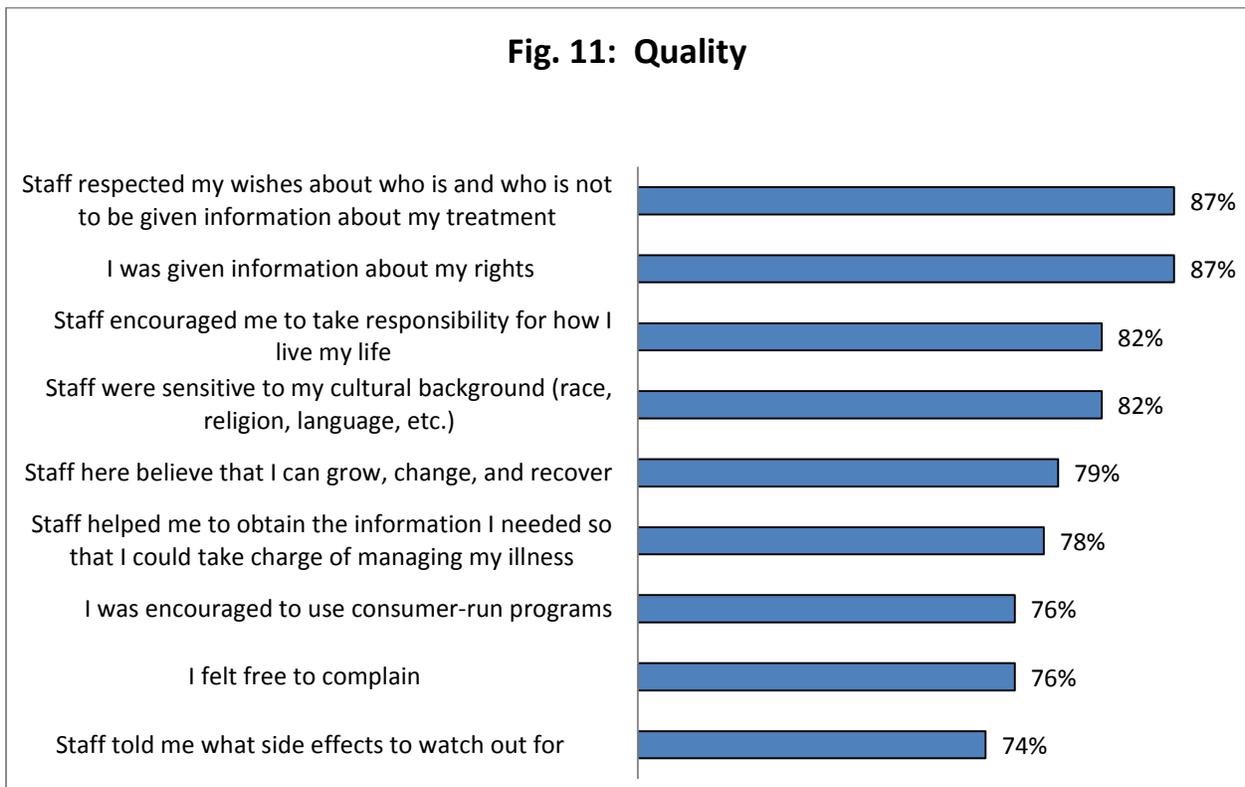
- ◆ 84% indicated they felt comfortable asking questions about their treatment and medication.
- ◆ 69% said they, not staff, decided their treatment goals.



## Quality Domain Results

Respondents were asked a series of questions about the quality of services received. Overall, the majority of respondents responded favorably to these questions; however, there is variation among some of the scores.

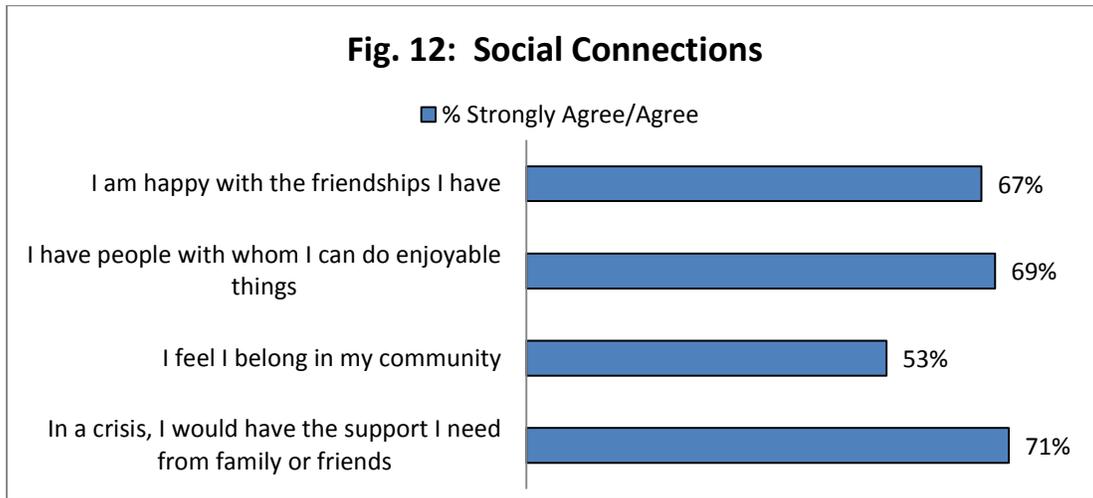
- ◆ 87% indicated staff respected my wishes about who is and who is not to be given information about their treatment.
- ◆ 87% said they were given information about their rights.
- ◆ 76% said they felt free to complain.
- ◆ 74% indicated staff told them what side effects to watch out for.



## Social Connections Domain Results

Results were not as favorable when respondents were asked questions about social connections, especially in regards to feeling they belong in their community.

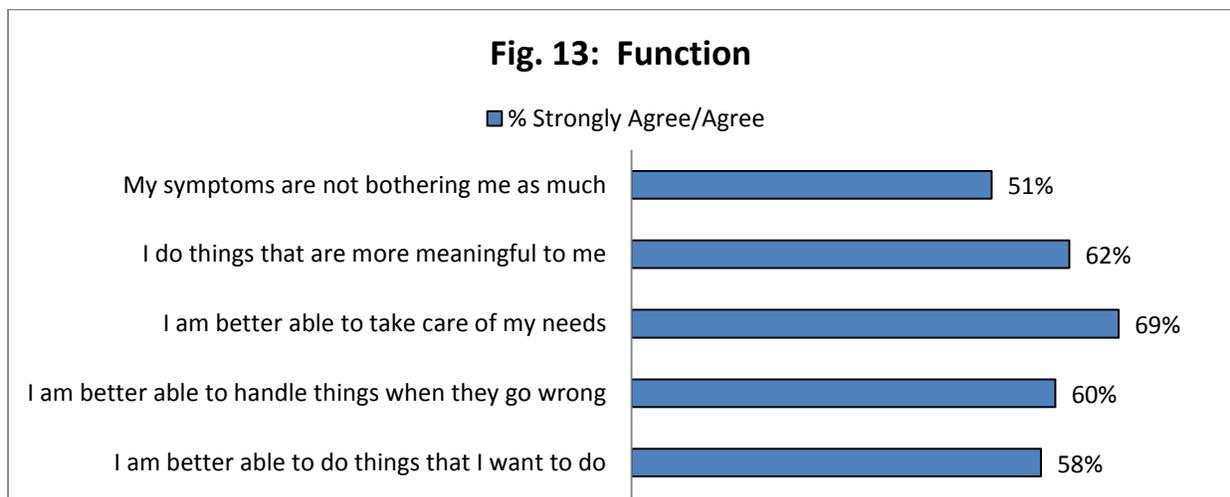
- ◆ 71% said in a crisis, they would have the support they need from family or friends.
- ◆ 53% indicated they feel they belong in their community.



## Function Domain Results

Respondents were asked a series of questions about functioning as a result of services they received and results were mixed.

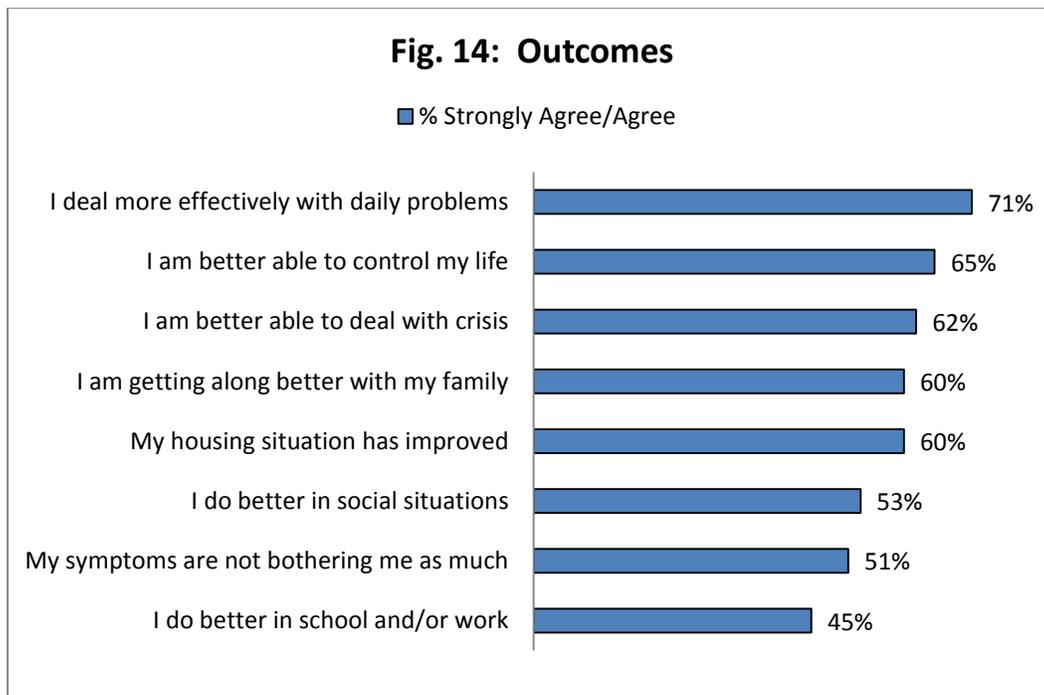
- ◆ 69% said they are better able to take care of their needs.
- ◆ 51% indicated their symptoms were not bothering them as much.



## Outcomes Domain Results

Responses to questions about the outcomes of services received also had varying results.

- ◆ 71% indicated they deal more effectively with daily problems.
- ◆ 65% said they are better able to control their life.
- ◆ 53% indicated they do better in social situations.
- ◆ 45% said they do better in school and/or work.



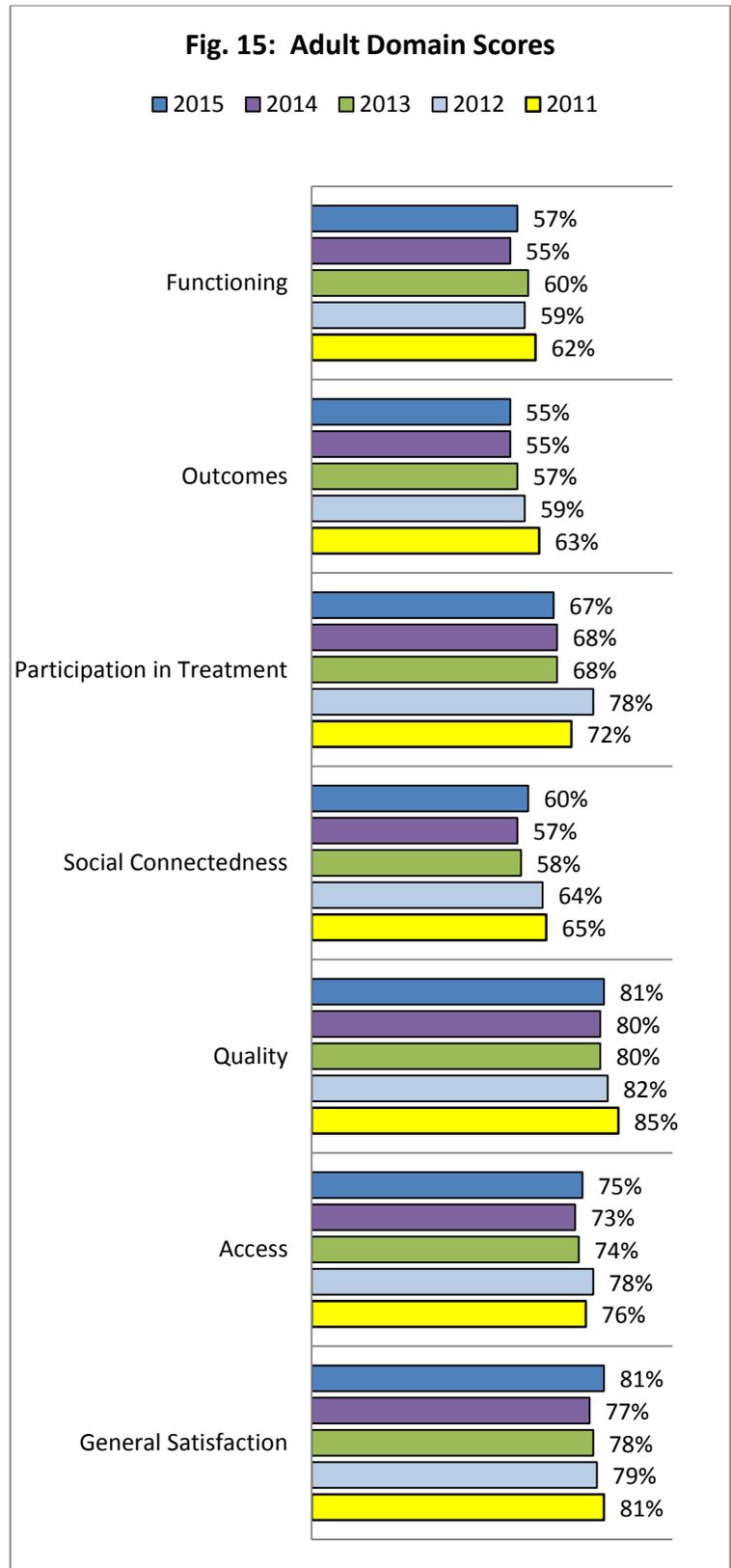
## Adult Domain Scores Across Years

Functioning, Social Connectedness, and Access saw small increases from 2014. The largest increase in 2015 was General Satisfaction (81%), which is 4% higher than 2014 and the highest since 2011. The Outcomes score had decreased over the previous four years, but remained the same from 2014 (55%) to 2015. Participation in Treatment (67%) and Quality (81%) remained relatively constant.

Scores for 2015 in each area include: (Five year average included in parenthesis)

- ◆ Functioning: 57% (59%)
- ◆ Outcomes: 55% (58%)
- ◆ Participation in Treatment: 67% (71%)
- ◆ Social Connectedness: 60% (61%)
- ◆ Quality: 81% (82%)
- ◆ Access: 75% (75%)
- ◆ General Satisfaction: 81% (79%)

Scores for each of the past five years can be seen in Figure 15.



# Statewide Families of Children Survey Results

## Demographics

A total of 496 families responded to the Child and Youth Services Survey (see Appendix 3) via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the federal reporting domains.

### Gender:

- ◆ 40% female (average age 10 years)
- ◆ 60% male (average age 9 years)

### Racial Demographics:

- ◆ 89% White (Caucasian)
- ◆ 6% Black (African American)

### Spanish/Hispanic/Latino Origin:

- ◆ 11% Spanish/Hispanic/Latino origin

### Age of Child:

- ◆ 11% between the ages of 0-5
- ◆ 60% between the ages 6-11
- ◆ 29% between the ages 12-17

### Annual Household Income:

- ◆ 28% reported less than \$15,000
- ◆ 28% reported between \$15,000-\$29,999

Table 2: Race	%* (n)
White (Caucasian)	89% (438)
American Indian or Alaska Native	3% (13)
Other	9% (43)
Black (African American)	6% (29)
Asian	1% (4)
Native Hawaiian or Other Pacific Islander	1% (3)

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

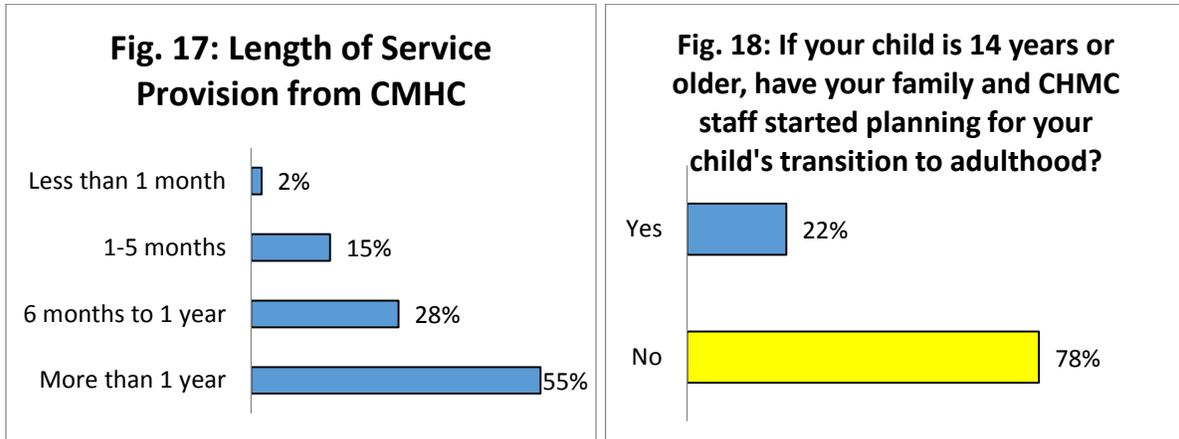
Table 2a: Spanish/Hispanic/Latino Origin	% (n)
No	89% (428)
Yes	11% (53)



## Service Provision

Respondents were asked about the services their child received as well as planning for transition to adulthood.

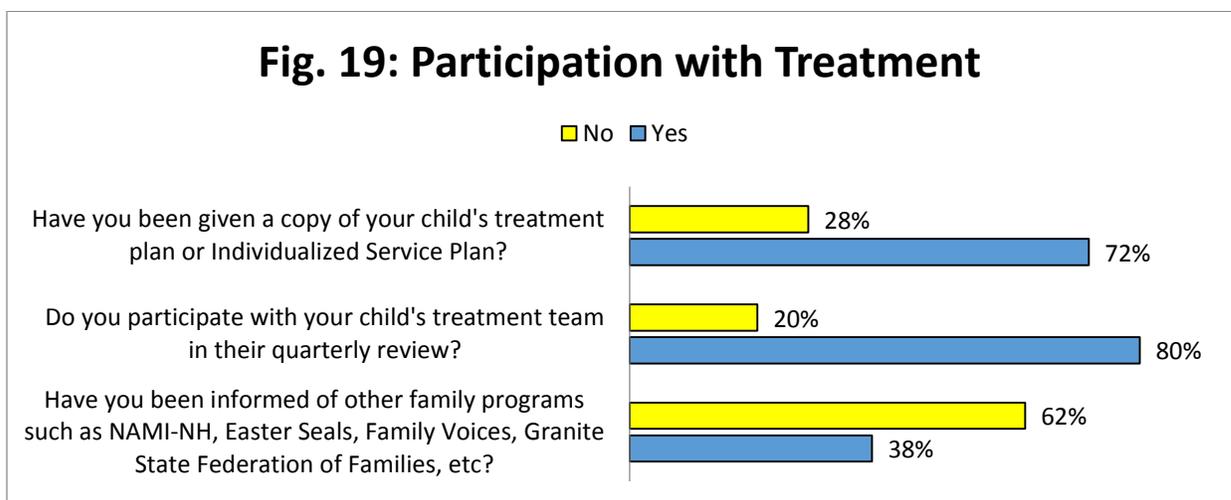
- ◆ 55% indicated their child received services for more than one year.
- ◆ 28% reported receiving services between 6 months and one year.
- ◆ 78% of respondents with children 14 and over indicated they had not yet started planning for their child's transition to adulthood.



## Participation with Treatment Team

Respondents were asked a series of questions about their treatment plan, family programs, and if they participated in their quarterly review.

- ◆ 72% were given a copy of their child's treatment plan or Individualized Service Plan.
- ◆ 80% participate with their child's treatment team in their quarterly review.
- ◆ 38% have been informed of other family programs.



## Behavioral Outcomes

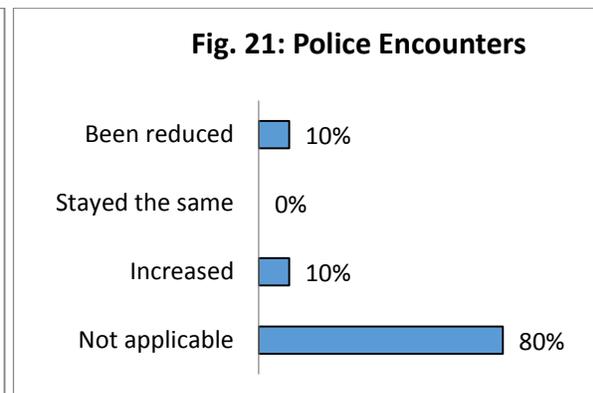
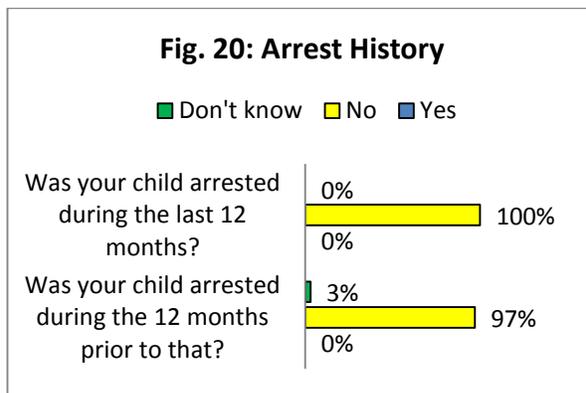
In an effort to measure behavioral outcomes, families with children 14 years and older were asked questions about their child's arrest history and police encounters.

### Arrest History

- ◆ 0% reported that their child was arrested in the past 12 months.
- ◆ 0% reported that their child was arrested in the 12 months prior to that.

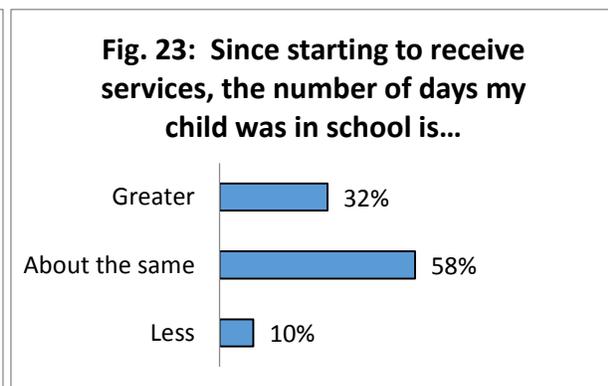
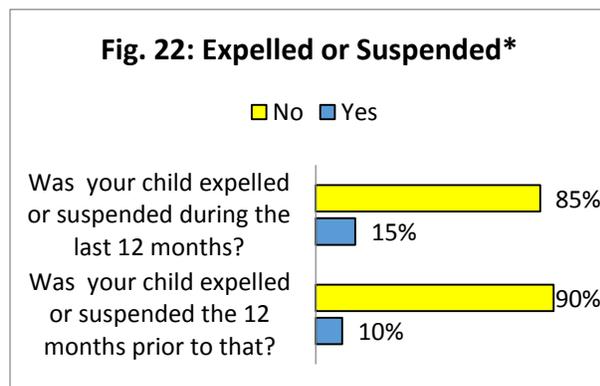
### Police Encounters

- ◆ 10% reported a reduction in police encounters.
- ◆ 0% reported their child's encounters with police stayed the same.
- ◆ 10% reported an increase in police encounters.



## School Attendance

- ◆ 15% of parents with a child 6 years or older said their child was expelled or suspended during the last 12 months.
- ◆ 10% reported their child was expelled or suspended the 12 months prior to that.
- ◆ 90% of parents reported the number of days their child was in school was about the same (58%) or greater (32%) since starting to receive services.

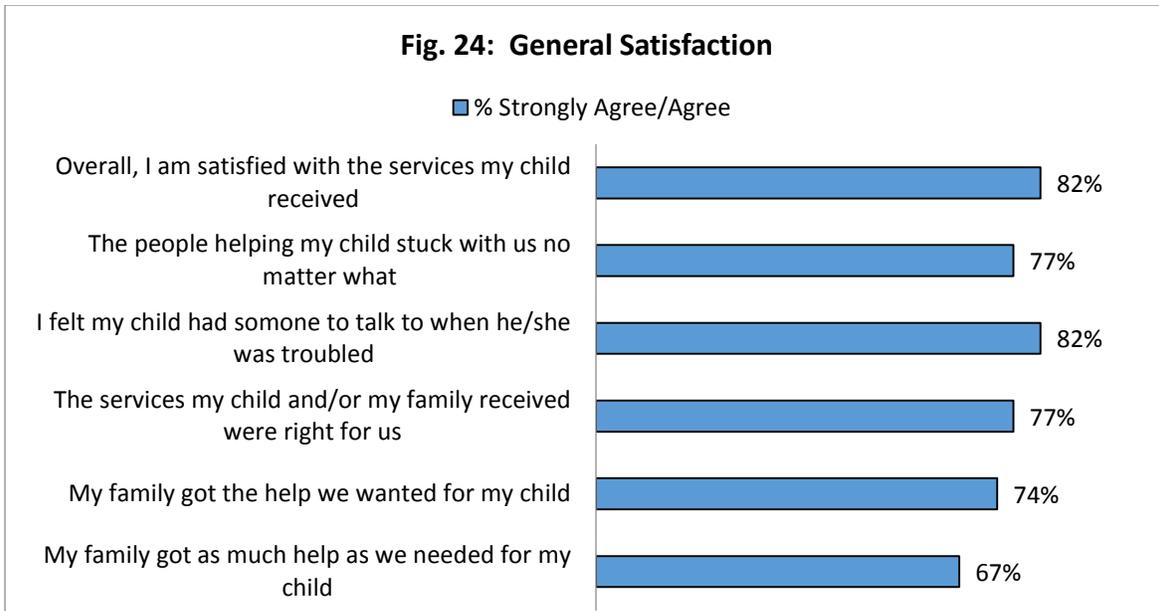


\*Data only reflects results from respondents 6 years and older.

## General Satisfaction Domain Results

A series of questions were asked of parents in order to estimate the level of general satisfaction with the services provided.

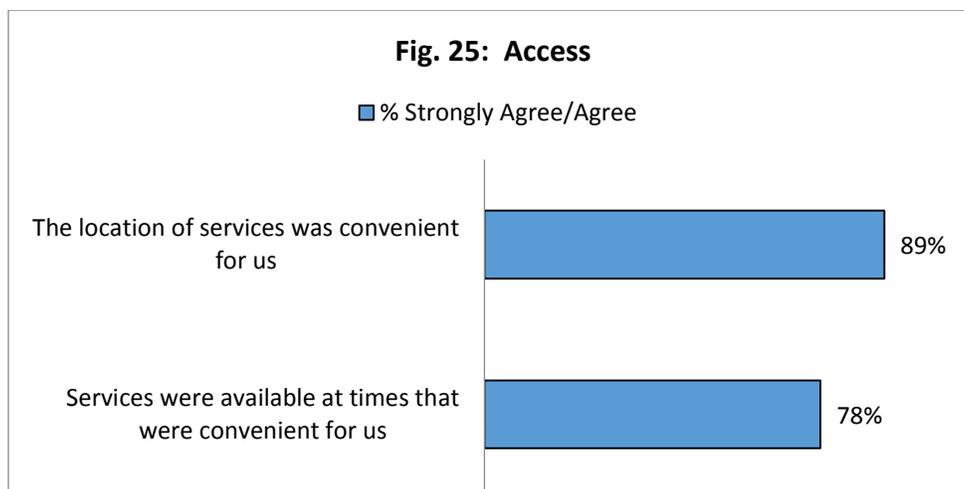
- ◆ 82% indicated they were satisfied with the services their child received.
- ◆ 82% felt their child had someone to talk to when he/she was troubled.
- ◆ 67% reported their family got as much help as they needed for their child.



## Access Domain Results

Questions about access to services resulted in overall positive responses from parents.

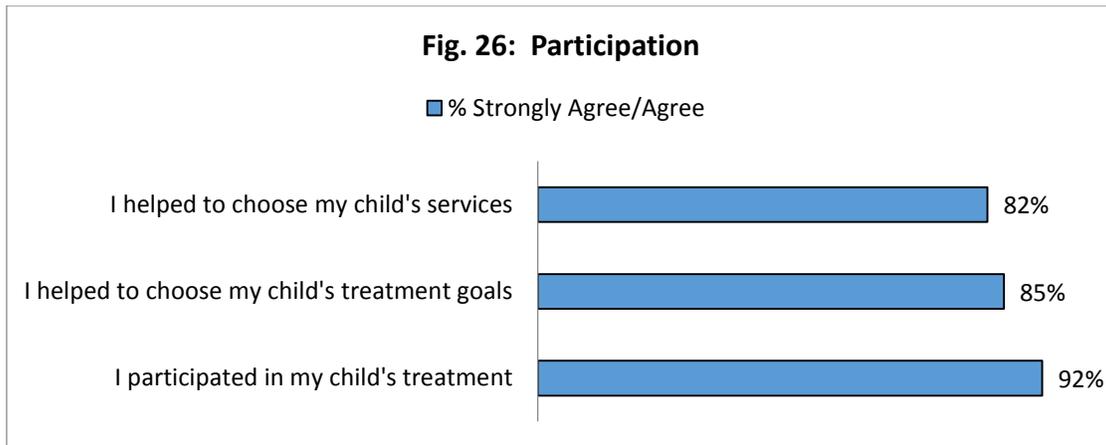
- ◆ 89% said the location of the services were convenient for them.
- ◆ 78% indicated services were available at convenient times.



## Participation in Treatment Domain Results

Overall, the responses to questions about participation in treatment were favorable.

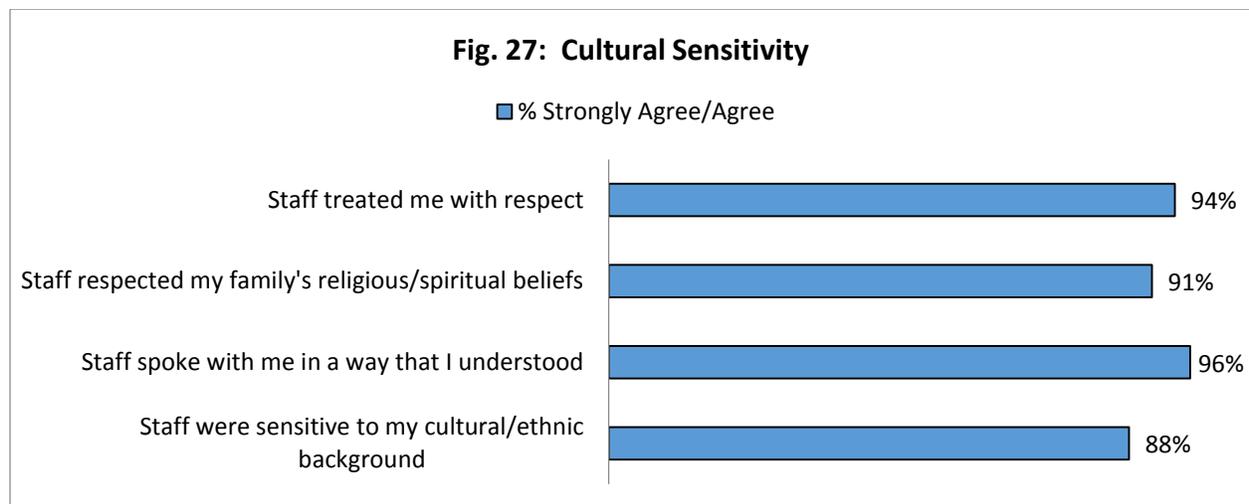
- ◆ 92% participated in their child's treatment.
- ◆ 85% said they helped choose their child's treatment goals.



## Cultural Sensitivity Domain Results

Respondents were asked a series of questions related to the staff's cultural sensitivity. Overall, the majority of respondents responded favorably to these questions.

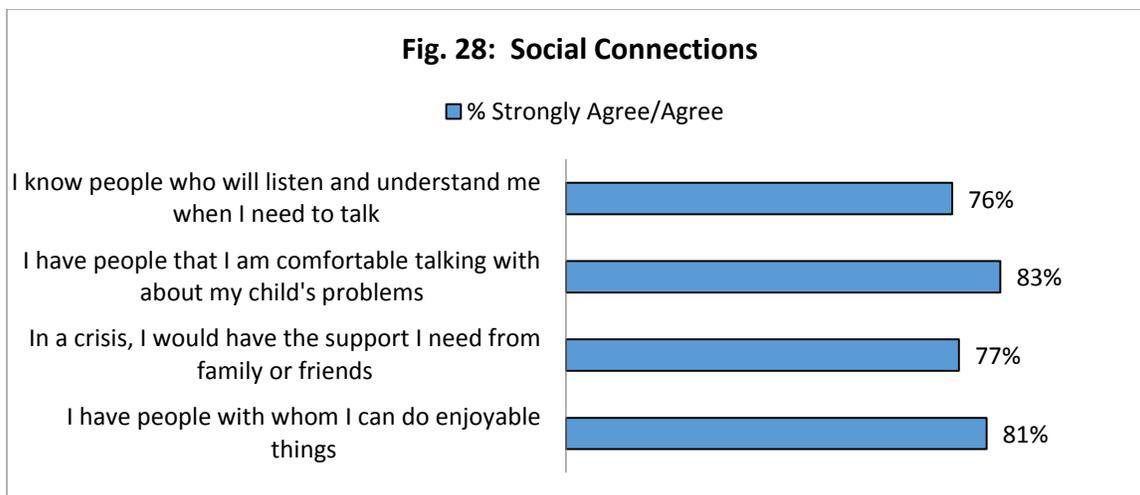
- ◆ 96% said staff spoke to them in a way they understood.
- ◆ 94% reported staff treated them with respect.
- ◆ 88% indicated staff was sensitive to their cultural/ethnic background.



## Social Connections Domain Results

Respondents were asked questions about social connections. Responses were relatively consistent for this series of questions.

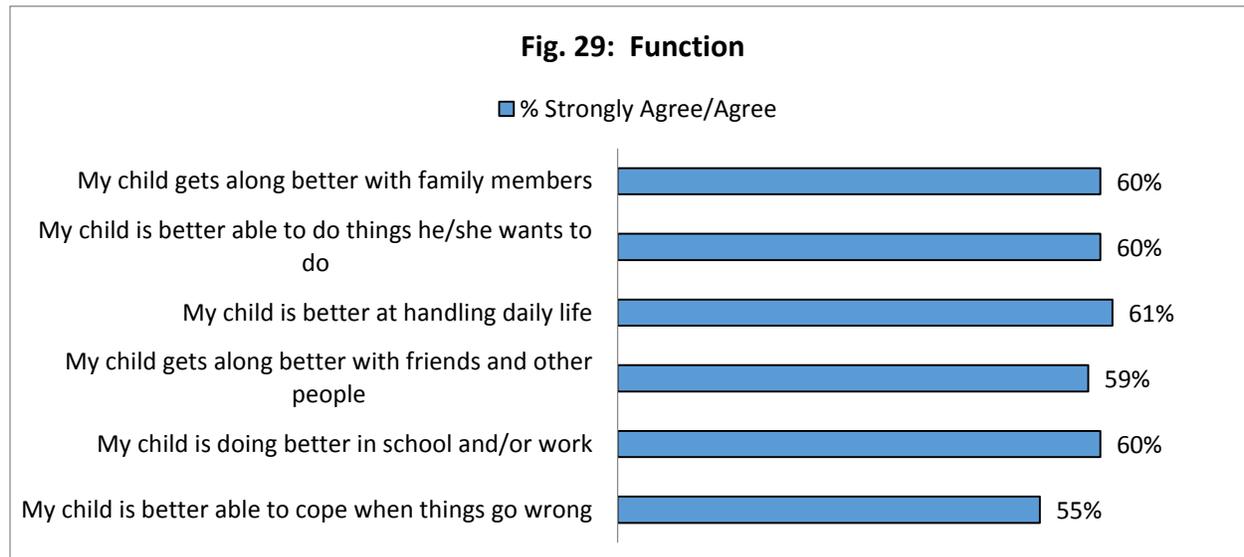
- ◆ 81% said they have people with whom they can do enjoyable things.
- ◆ 76% indicated they knew people who will listen and understand them when they need to talk.



## Function Domain Results

Results were not quite as favorable when respondents were asked a series of questions about functioning as a result of services received.

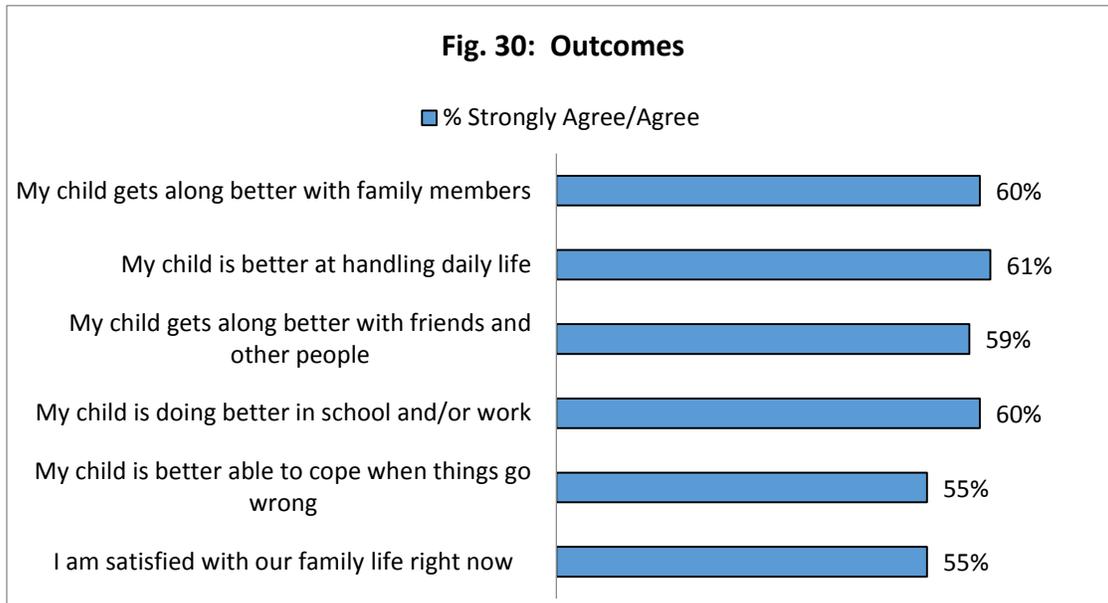
- ◆ 61% said their child is better at handling daily life.
- ◆ 55% indicated their child is better able to cope when things go wrong.



## Outcomes Domain Results

Responses to questions about the outcomes of services were similar to functioning.

- ◆ 60% indicated their child gets along better with family members and is doing better in school and/or work.
- ◆ 59% reported their child gets along better with friends and other people.
- ◆ 55% said my child is better able to cope when things go wrong and that they were satisfied with their family life right now.



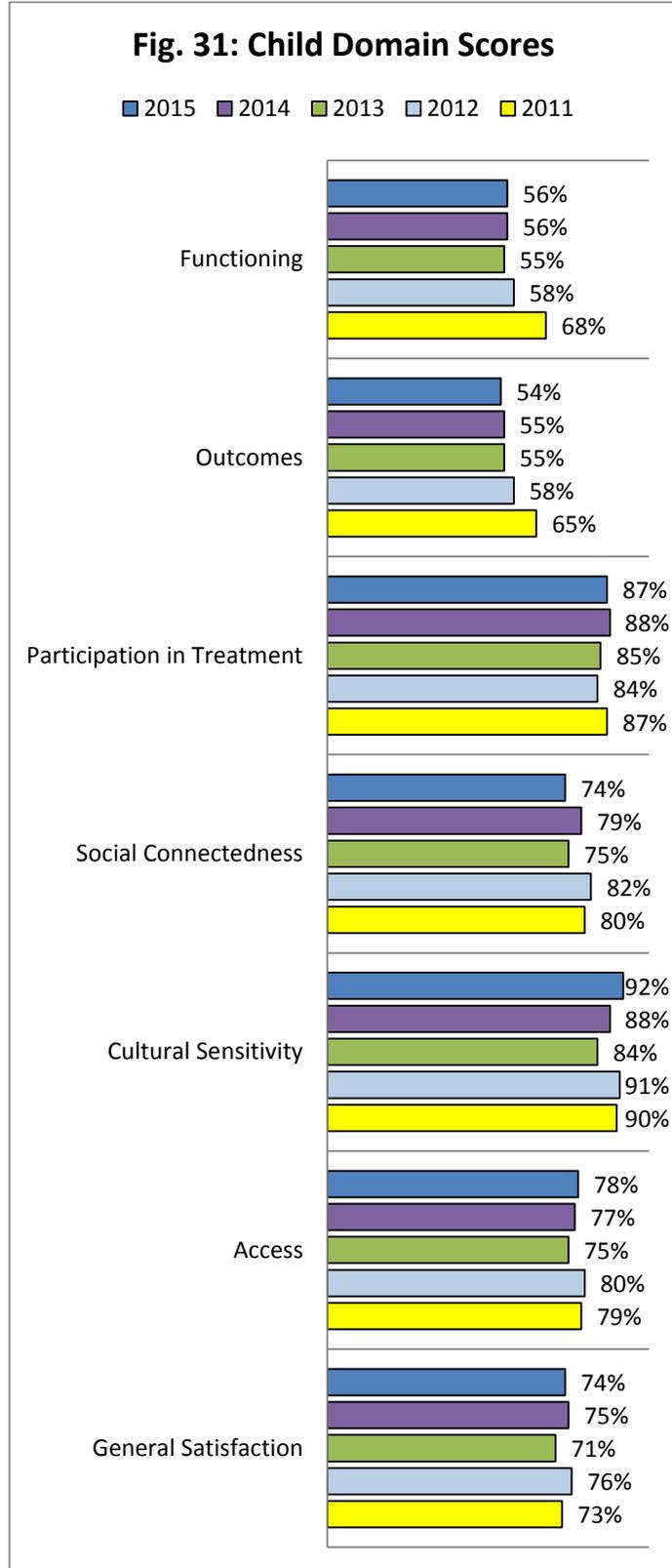
## Family (Child) Domain Scores Across Years

Functioning (56%), Outcomes (54%), Participation in Treatment (87%), Access (78%), and General Satisfaction (74%) all remained relatively constant since 2014. Social Connectedness (74%) saw a 5% decrease from 2014 (79%). Conversely, Cultural Sensitivity (92%) saw a 4% increase from 2014 (88%).

Scores for 2015 in each area include: (Five year averages included in parenthesis)

- ◆ Functioning: 56% (59%)
- ◆ Outcomes: 54% (57%)
- ◆ Participation in Treatment: 87% (86%)
- ◆ Social Connectedness: 74% (78%)
- ◆ Cultural Sensitivity: 92% (89%)
- ◆ Access: 78% (78%)
- ◆ General Satisfaction: 74% (74%)

Scores for each of the past five years can be seen in Figure 31.



## Statewide Youth Survey Results

### Demographics

There were a total of 229 respondents for the Youth Services Survey (see Appendix 4) via mail or telephone. The questionnaire was administered to youth between the ages of 14 and 17 and included demographic questions, state-added questions, and other questions, which are similar to the adult and child federal reporting domains.

#### *Gender:*

- ◆ 60% female (average age 16 years)
- ◆ 40% male (average age 15 years)

#### *Racial Demographics:*

- ◆ 86% White (Caucasian)
- ◆ 3% Black (African American)

#### *Spanish/Hispanic/Latino Origin:*

- ◆ 15% Spanish/Hispanic/Latino origin
- ◆ Only 9% reported being of Spanish/Hispanic/Latino origin in 2014

#### *Age of Youth Respondents:*

- ◆ 14 years = 24%
- ◆ 15 years = 23%
- ◆ 16 years = 29%
- ◆ 17 years = 24%
- ◆ Average age = 15.5 years

#### *Currently in School:*

- ◆ 94% currently in school
- ◆ 6% not currently in school

Table 3: Race	%* (n)
White (Caucasian)	86% (196)
American Indian or Alaska Native	2% (5)
Other	10% (23)
Black (African American)	3% (8)
Asian	0% (0)
Native Hawaiian or Other Pacific Islander	1% (2)

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

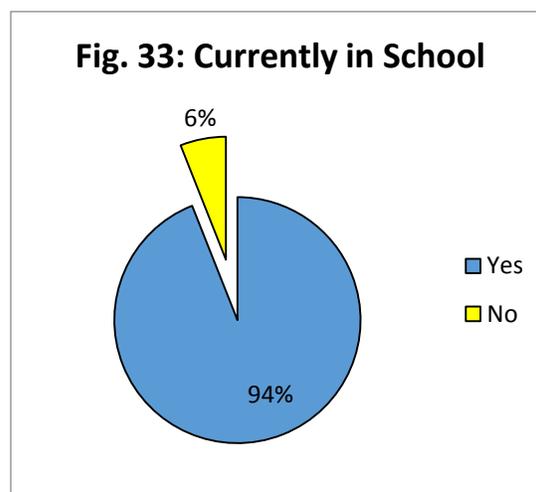
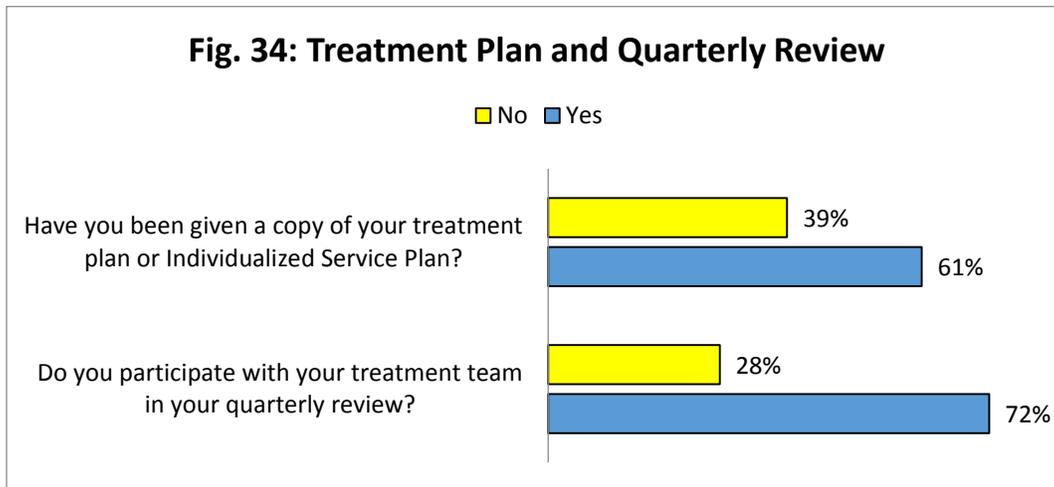


Table 3a: Spanish/Hispanic/Latino Origin	% (n)
No	85% (190)
Yes	15% (33)

## Participation with Treatment Team

Respondents were asked whether or not they participate with their treatment team in their quarterly review and if they have been given a copy of their treatment plan or Individualized Service Plan.

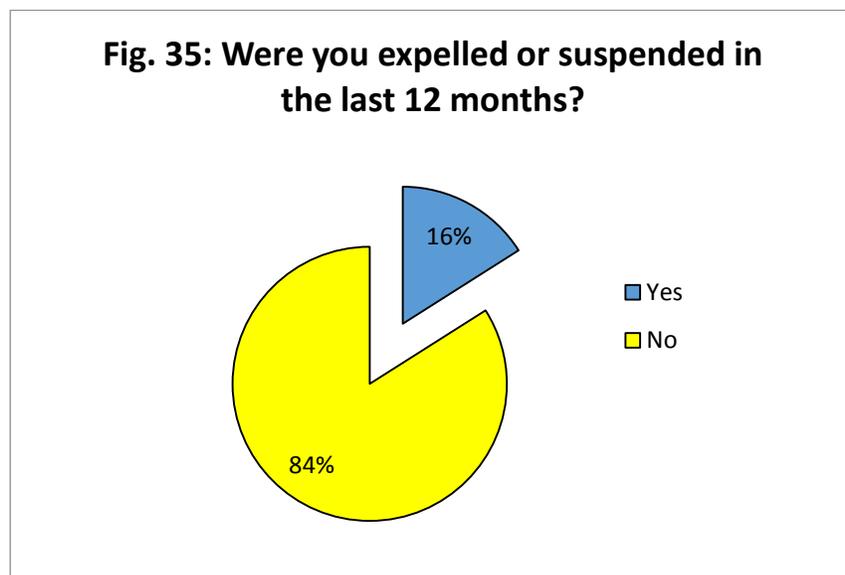
- ♦ 72% indicated they participated with their treatment team in their quarterly review.
- ♦ 61% said they were given a copy of their Individualized Service Plan (ISP).



## School Attendance

Respondents were asked if they had been suspended or expelled in the last 12 months.

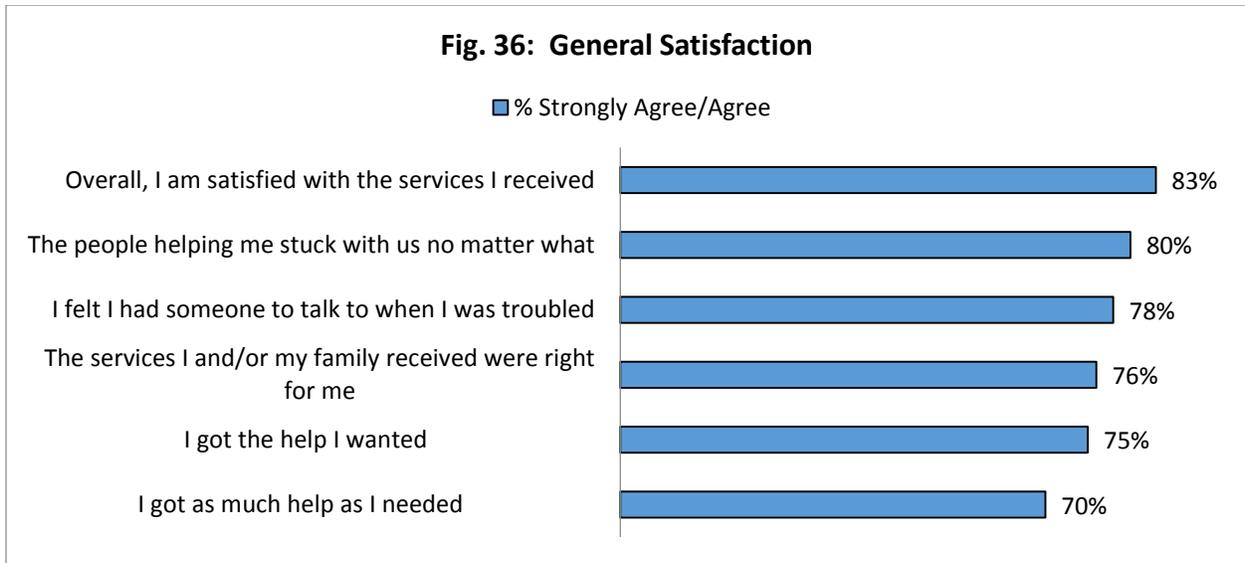
- ♦ 16% indicated they were expelled or suspended in the last 12 months.



## General Satisfaction Domain Results

A series of questions were asked of youth in order to estimate the level of general satisfaction with the services provided.

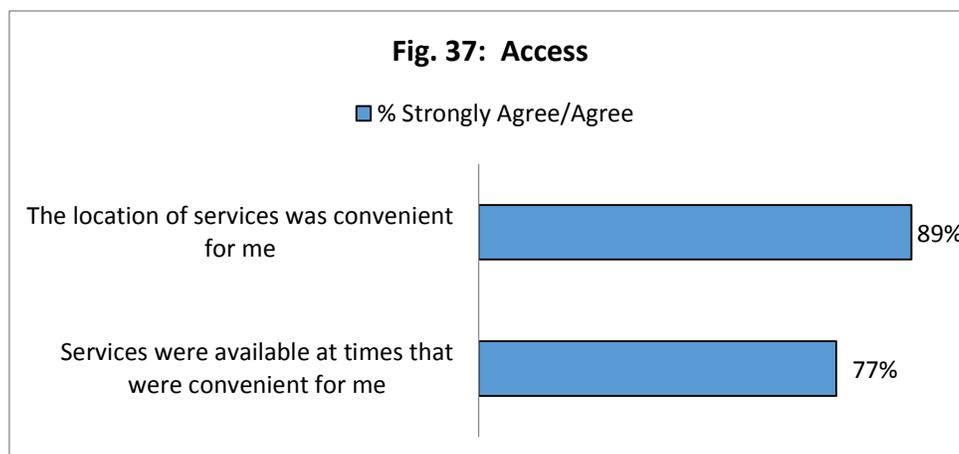
- ◆ 83% were satisfied with the services they received overall.
- ◆ 80% said the people helping them stuck with them no matter what.
- ◆ 75% reported they got the help they wanted.



## Access Domain Results

Questions asked about access to services resulted in generally positive responses from youth consumers.

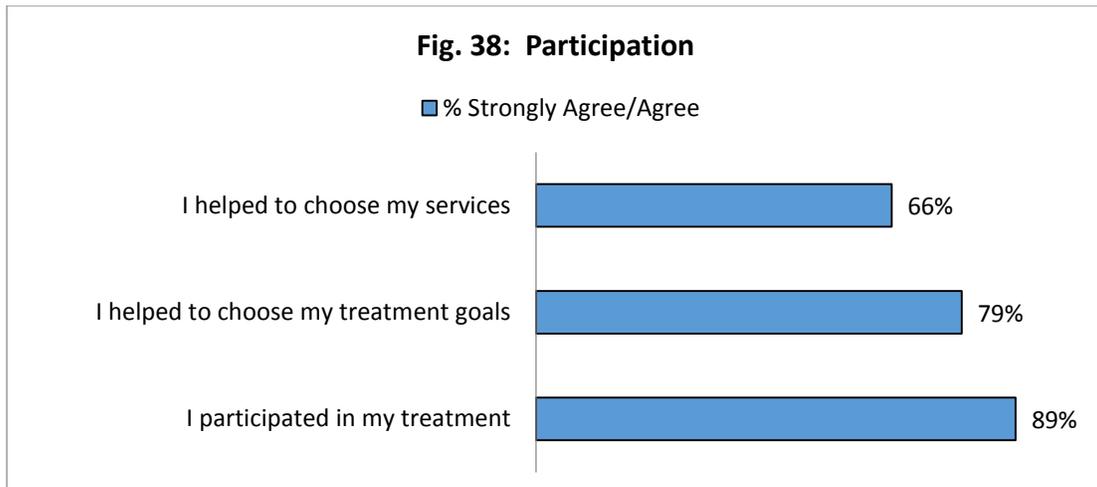
- ◆ 89% said the location of the services were convenient for them.
- ◆ 77% indicated that services were available at times that were convenient for them.



## Participation in Treatment Domain Results

Overall, the responses to questions about participation in treatment varied.

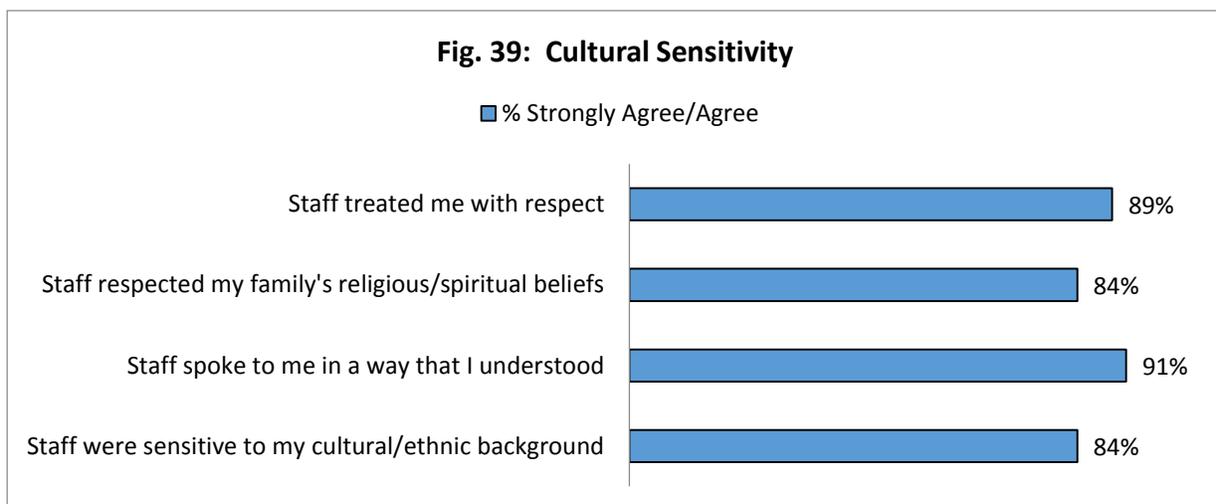
- ◆ 89% indicated they participated in their treatment.
- ◆ 66% said they helped choose their services.



## Cultural Sensitivity Domain Results

Respondents were asked a series of questions related to staff cultural sensitivity. Overall, the majority of respondents responded favorably to these questions.

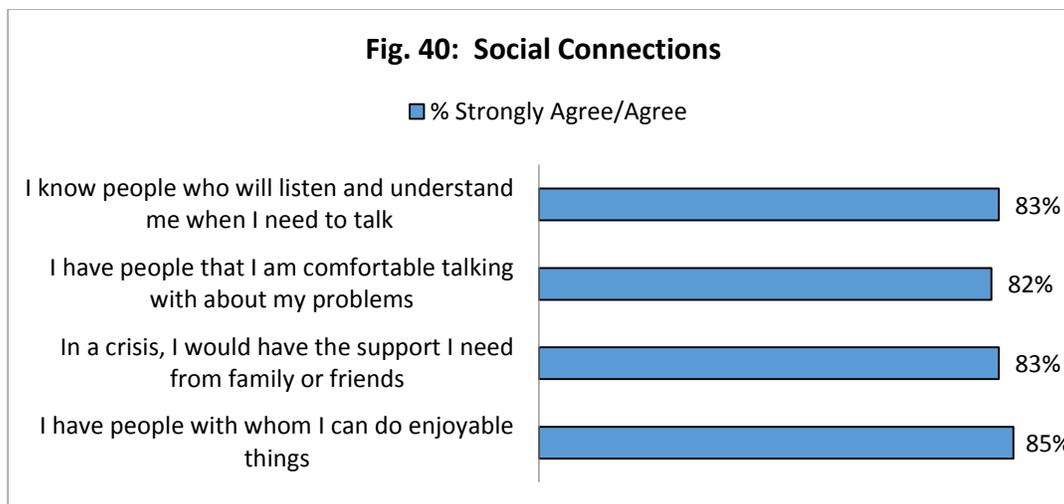
- ◆ 91% said staff spoke to them in a way they understood.
- ◆ 84% said staff respected my family's religious/spiritual beliefs and felt staff was sensitive to their cultural/ethnic background.



## Social Connections Domain Results

Respondents were asked a series of questions about their social connections. Results were overall favorable.

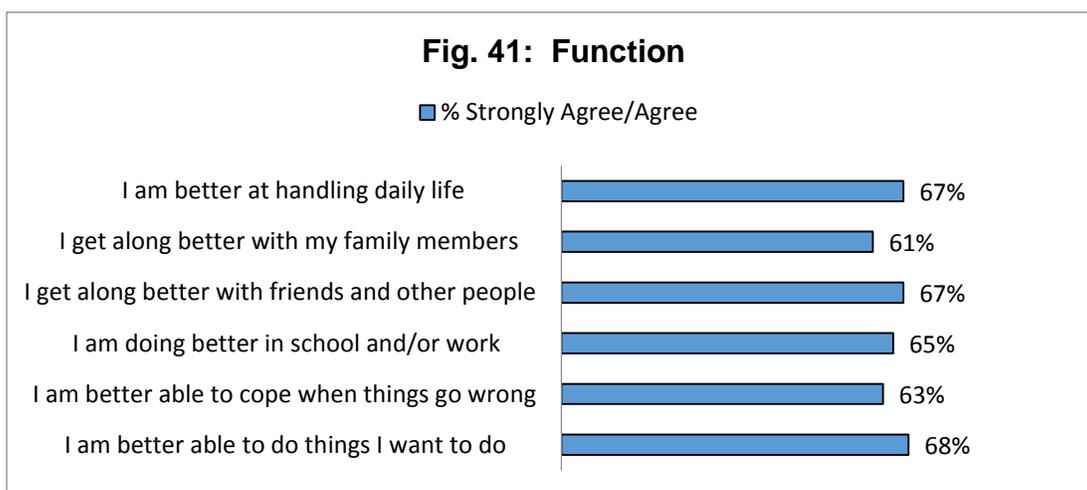
- ◆ 85% said they have people with whom they can do enjoyable things.
- ◆ 82% indicated they have people they are comfortable talking with about their problems.



## Function Domain Results

Respondents were asked a series of questions about functioning as a result of services received. Responses were generally less positive than in other domains.

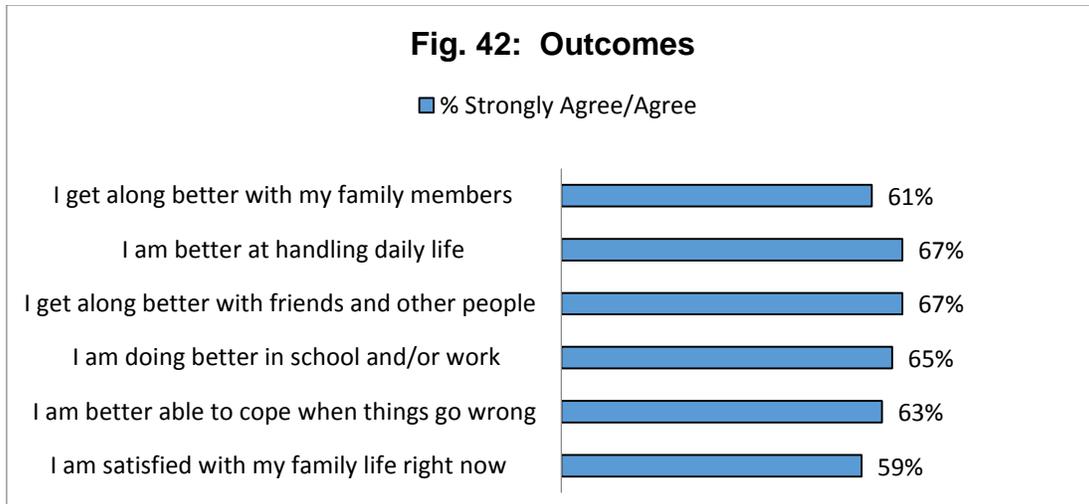
- ◆ 67% felt they are better at handling daily.
- ◆ 61% indicated they are getting along better with their family members.



## Outcomes Domain Results

Responses to questions about the outcomes of services received also had varying results.

- ◆ 67% reported they are getting along better with friends and others.
- ◆ 63% said they were better able to cope when things went wrong.
- ◆ 59% reported they are satisfied with their family life right now.



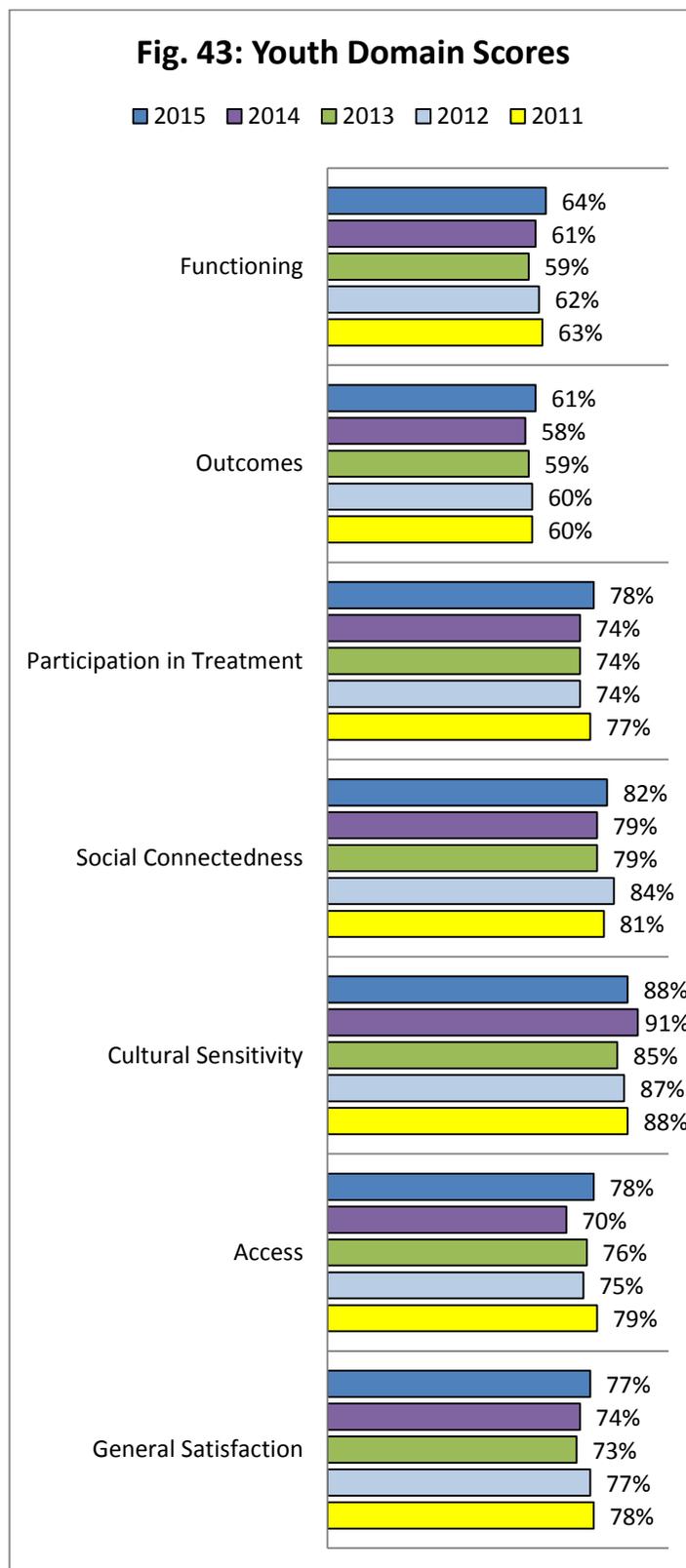
## Youth Domain Scores Across Years

General Satisfaction and Outcomes saw very small changes and remained fairly steady from 2014. While the score for Outcomes was low (61%), this is the highest score reported in five years. Participation in Treatment (78%), Social Connectedness (82%), and Functioning (64%) all saw a small increase (3-4%) from 2014. Access (78%) saw the largest increase (8%) from 2014. Cultural Sensitivity (88%) was the only score that decreased since 2014 (91%).

Scores for 2015 in each area include: (Five year average included in parenthesis)

- ◆ Functioning: 64% (62%)
- ◆ Outcomes: 61% (60%)
- ◆ Participation in Treatment: 78% (75%)
- ◆ Social Connectedness: 82% (81%)
- ◆ Cultural Sensitivity: 88% (88%)
- ◆ Access: 78% (76%)
- ◆ General Satisfaction: 77% (76%)

Scores for each of the past five years can be seen in Figure 43.





## **Statewide Conclusions**

### **Potential Areas for Improvement**

This year's survey effort identified some areas where the New Hampshire Bureau of Behavioral Health and the local CMHCs might want to focus some attention.

For adult consumers, the following data points are noted as potential areas of concern:

- Less than two-thirds of adult consumers reported being given a copy of their treatment plan or Individualized Service Plan (64%). (Note that providing a paper copy of the Individualized Service Plan is an Administrative Rule).
- Less than one-third of adult consumers were informed of Peer-Run Respite (32%) or are familiar with Assertive Community Treatment (20%).
- Less than half of adult consumers are familiar with supported employment (43%).

For child/family consumers, the following data points are noted as potential areas for improvement:

- Only 22% of families with children 14 years of age or older have started planning with the CMHC for their child's transition to adulthood.
- Only 38% of families have been informed of other family programs such as NAMI-NH, Family Voices, or Easter Seals.
- The Social Connectedness domain score decreased 5% from 2014 (79% to 74%).

For youth consumers, the following data points are noted as potential areas for improvement:

- Less than two-thirds of youth consumers were given a copy of their treatment plan or Individualized Service Plan (61%).
- Less than two-thirds are satisfied with their family life (59%).
- Less than two-thirds of youth consumers reported getting along better with family members (61%).

### **Noteworthy Results**

Consumers reported positive aspects of their treatment and daily lives. The following positive items are noted for adult consumers:

- The domain scores for Quality, Functioning, Social Connectedness, Access, and General Satisfaction all saw small increases this year compared to 2014.
- 87% of adults report being given information about their rights.
- Most adults report not being arrested in the past 12 months or the 12 months prior to that (92% and 91%, respectively).

The following are noted as positive results for child/family consumers:

- The Cultural Sensitivity domain score increased by 4% from 2014 (88% to 92%).
- The Participation in Treatment domain score remained high at 87%.
- All families with a child 14 years or older reported that their child was not arrested in the past 12 months.

The following are noted as positive results for youth consumers:

- The majority of youth consumers report currently being in school (94%).
- The Outcomes domain score is the highest it has been in five years (61%).
- General Satisfaction, Participation in Treatment, Social Connectedness, and Functioning all saw increases this year.
- The Access domain score increased by 8% this year from 2014 (70% to 78%).

## **Background and Guidance – CMHC Result Sections**

This is the second year that the survey results for each individual CMHC will be released publically. The information provided below should help the reader understand the data that is presented in the CMHC sections and how it differs from the statewide data presented in the previous sections.

The data in the CMHC sections includes all responses to the survey for the past three years: 2013-2015, as collected by the SSRC at ODU. The data are combined to present a general picture of CMHC-level response. The combination of several years also limits what may appear to be considerable changes in the data from year to year, but are perhaps simply due to expected and reasonable variations in responses from consumers due to sampling variability in the relatively small CMHC-level samples. The best way to use this information is to view it as the most current snapshot of how each of the centers is doing relative to the state as a whole.

The data for each individual center is provided and compared to the data for the entire state. Responses to demographic questions are included as well as the federal domain scores. States are permitted to add questions that are specific to the states' individual interests, therefore, BBH has included other survey items each year beyond those required for federal reporting. These are often referred to as "state-added" questions and include questions about service provision, participation with the treatment team, and behavioral outcomes. In some cases, a state-added question may be new to the survey this year (2015). For these questions, only the 2015 responses are included and a notation is made in the text. Data are presented in tables and graphs and explained with limited text and bullet points.

Statistical analysis was conducted on the results to determine if any of the CMHCs had significantly different results from the rest of the state. Significant results discussed in this report are those that were statistically significant at the  $p < .05$  level meaning that the reader can be more than 95% confident that the differences are not due to chance. Survey items that are statistically significant from the statewide average are denoted in tables and graphs with two asterisks (\*\*). It should be noted that many CMHCs may have identical percentages for a given survey item yet only one might be statistically significant. This is due to the fact that sample sizes and populations served for each CMHC vary substantially, resulting in differences in confidence intervals and significance testing.



## Center for Life Management (Region X) - Adult Survey Results

### Demographics

A total of 129 adult consumers from Center for Life Management responded to the Adult Service Survey via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

#### Gender:

- ◆ 60% female (NH=62%)
- ◆ 40% male (NH=38%)

#### Racial Demographics:

- ◆ 98% White (Caucasian)
- ◆ 4% American Indian or Alaska Native

#### Spanish/Hispanic/Latino Origin:

- ◆ 2% Spanish/Hispanic/Latino origin

#### Age of Adult Respondents:

- ◆ 9% between the ages of 18-24
- ◆ 28% between the ages 25-44
- ◆ 53% between the ages 45-64
- ◆ 10% were 65 years and older

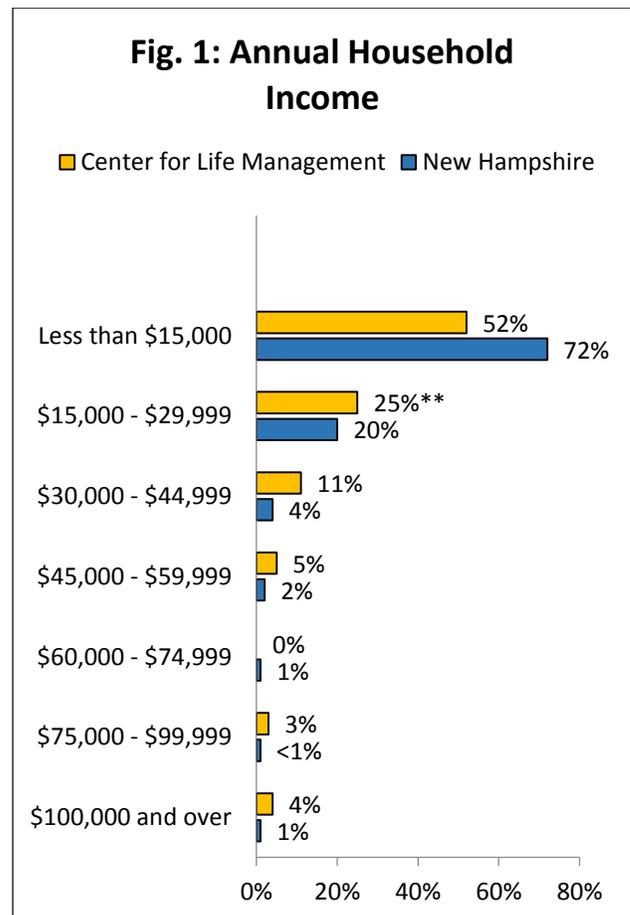
#### Annual Household Income:

- ◆ 52% less than \$15,000
- ◆ 25% between \$15,000-\$29,999

Table 1: Race	% CLM*	% State
White (Caucasian)	98%	92%
American Indian or Alaska Native	4%	5%
Other	3%	5%
Black (African American)	0.8%	2%
Asian	0%	1%
Native Hawaiian or Other Pacific Islander	0%	0.3%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 1a: Spanish/Hispanic/Latino Origin	% CLM	% State
No	98%	96%
Yes	2%	4%



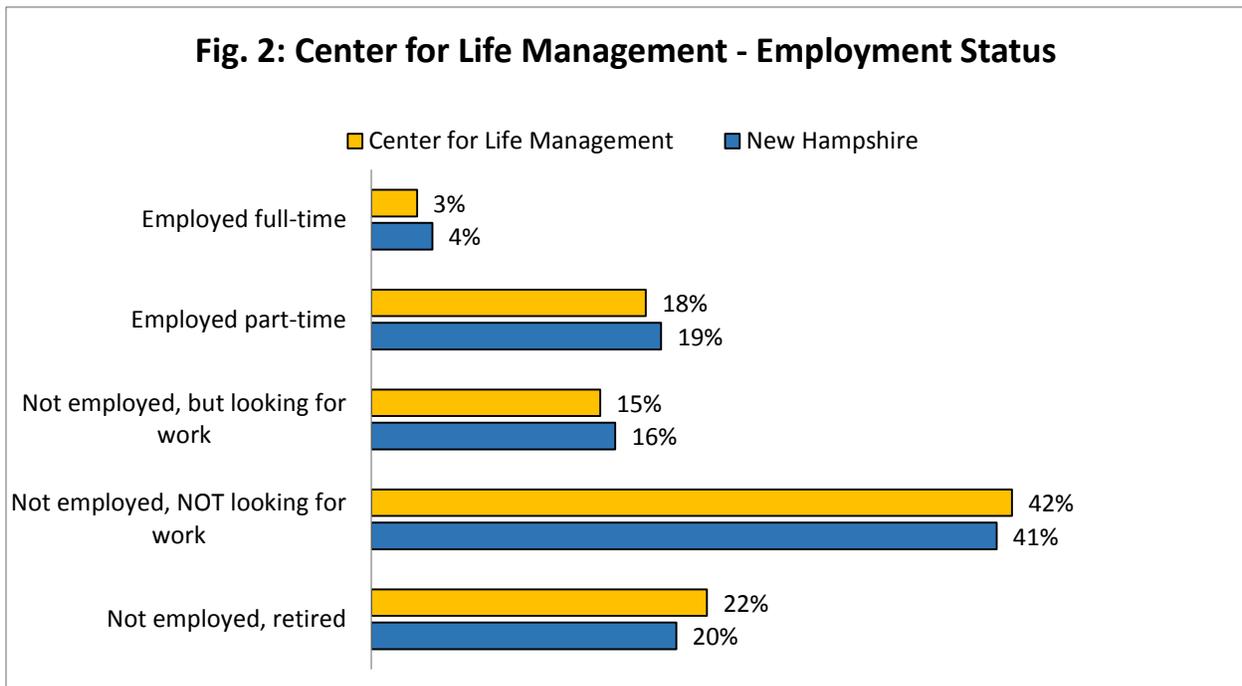
\*\*p<.05 statistically significant, 2-tailed test for those making less than \$30,000

## Demographics (cont.)

The majority of respondents indicated that they were not employed and not looking for work (42%) with only 3% indicating they were employed full-time. Another 18% reported being employed part-time.

*Employment Status (2015 data only):*

- ◆ 42% said they were not employed and not looking for work (NH=41%).
- ◆ 21% indicated they were either employed full-time or part-time (NH=23%).
- ◆ 15% said they were not employed, but looking for work (NH=16%).
- ◆ 22% said they were not employed because they were retired (NH=20%).

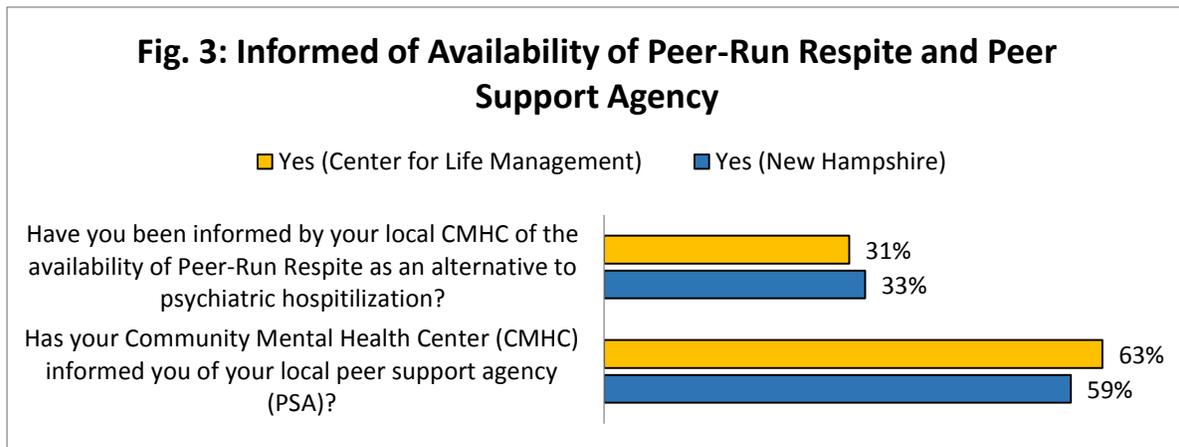


## Service Provision

The majority of respondents reported that they have received mental health services for more than one year (91%). Fewer respondents, however, indicated that they had been informed about other peer support programs and treatment practices.

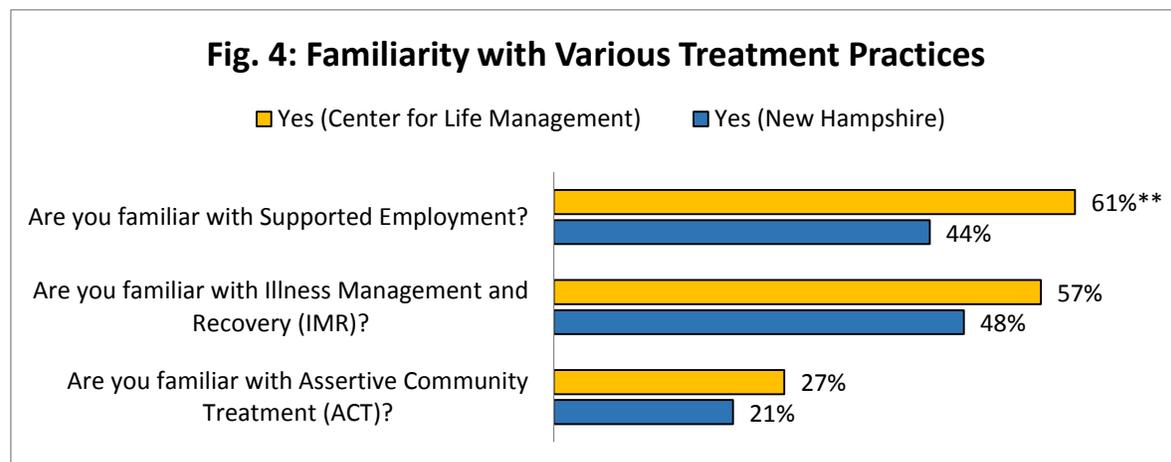
### Peer Support Programs

- ◆ 31% indicated they had been informed by their CMHC of the availability of Peer-Run Respite as an alternative to psychiatric hospitalization (NH=33%).
- ◆ 63% indicated their CMHC informed them of their Local Peer Support Agency (NH=59%).



### Treatment Practices (2014/2015 data only)

- ◆ Respondents were most familiar with Supported Employment (61%) and Illness Management and Recovery (57%). Familiarity with Supported Employment was significantly higher than the statewide average (44%).
- ◆ Respondents were less familiar with Assertive Community Treatment (27%).

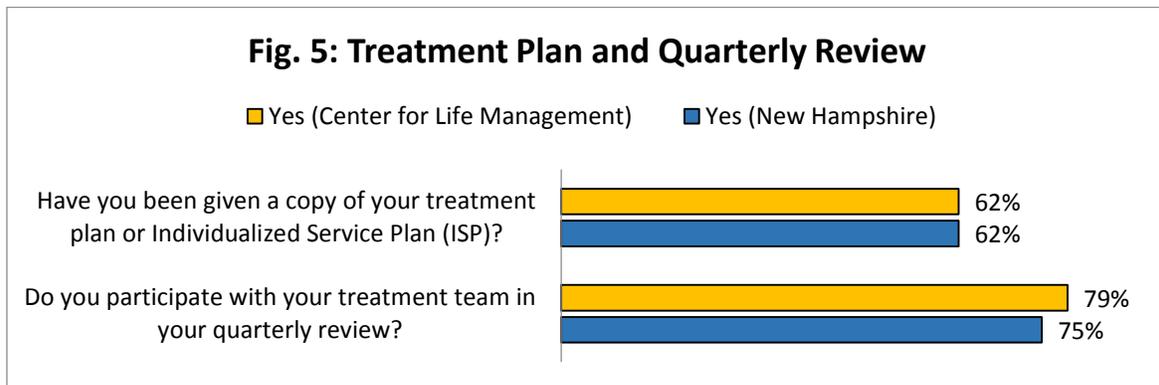


\*\*p<.05 statistically significant, 2-tailed test

## Participation with Treatment Team

Respondents were asked questions about their treatment plan and if they participated in their quarterly review.

- ◆ 62% indicated they had been given a copy of their treatment plan or Individualized Service Plan (ISP) (NH=62%).
- ◆ 79% indicated they participated with their treatment team in their quarterly review (NH=75%).



## Behavioral Outcomes

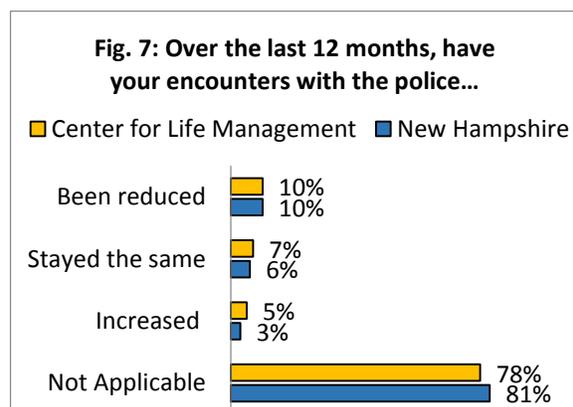
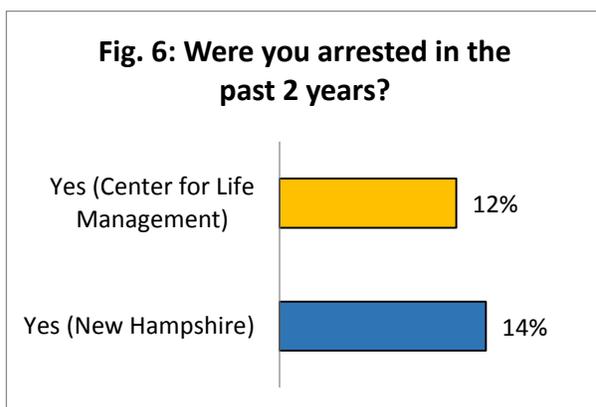
In an effort to measure behavioral outcomes, respondents were asked questions about arrest history and police encounters.

### Arrest History

- ◆ 12% reported being arrested in the past 2 years (NH=14%).

### Police Encounters

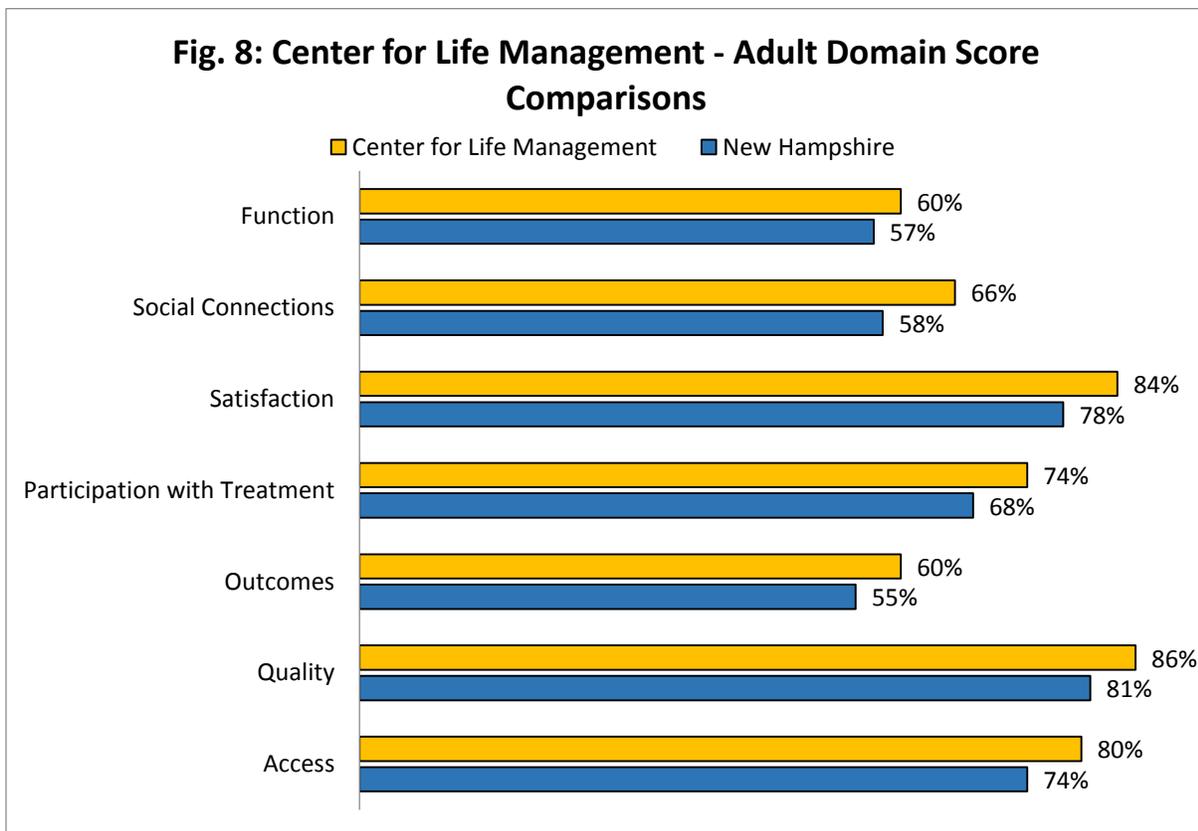
- ◆ 10% reported a reduction in police encounters (NH=10%).
- ◆ 5% reported an increase in police encounters (NH=3%).



## Domain Results

Figure 8 shows the domain scores from Center for Life Management as compared to the statewide average of New Hampshire. Center for Life Management reported a higher domain score than the statewide average in all categories.

- ◆ Social Connections (66%) was 8% higher than the statewide average (58%).
- ◆ Center for Life Management reported a domain score of 74% for Participation with Treatment which is 6% higher than the statewide average of 68%.
- ◆ Satisfaction (84%) was 6% higher than the statewide average (78%).
- ◆ Function (60%) was 3% higher than the statewide average (57%).





## Center for Life Management (Region X) - Families of Children Receiving Services Survey Results

### Demographics

A total of 163 families responded to the Child and Youth Services Survey for the Center for Life Management via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the federal reporting domains.

#### Gender:

- ◆ 37% female (NH=40%)
- ◆ 63% male (NH=60%)

#### Racial Demographics:

- ◆ 91% White (Caucasian)
- ◆ 4% Black (African American)

#### Spanish/Hispanic/Latino Origin:

- ◆ 6% Spanish/Hispanic/Latino origin

#### Age of Child:

- ◆ 5% between the ages of 0-5
- ◆ 46% between the ages 6-11
- ◆ 49% between the ages 12-17

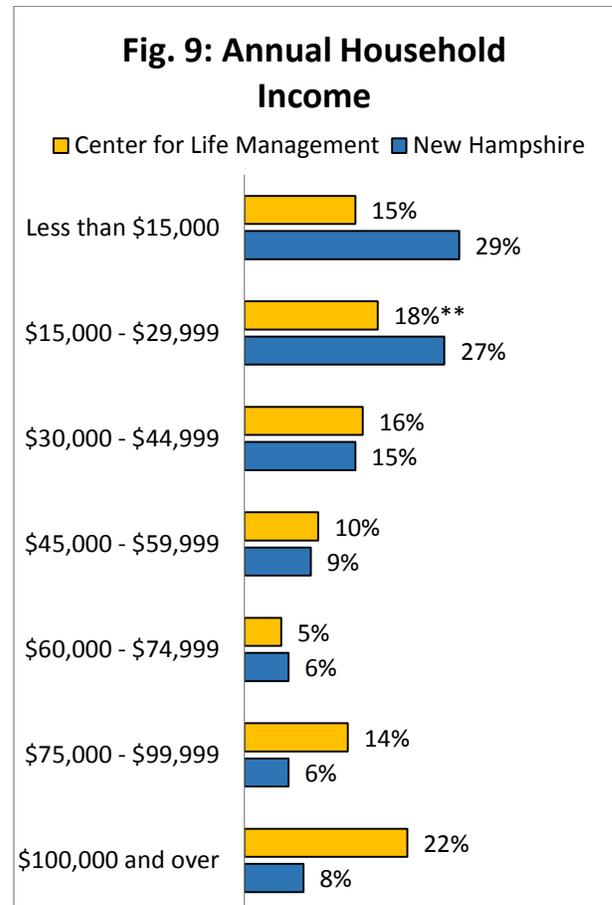
#### Annual Household Income:

- ◆ 15% less than \$15,000
- ◆ 18% between \$15,000-\$29,999

Table 2: Race	% CLM*	% State
White (Caucasian)	91%	92%
American Indian or Alaska Native	3%	3%
Other	4%	6%
Black (African American)	4%	5%
Asian	2%	1%
Native Hawaiian or Other Pacific Islander	0%	0.7%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 2a: Spanish/Hispanic/Latino Origin	% CLM	% State
No	94%	90%
Yes	6%	10%

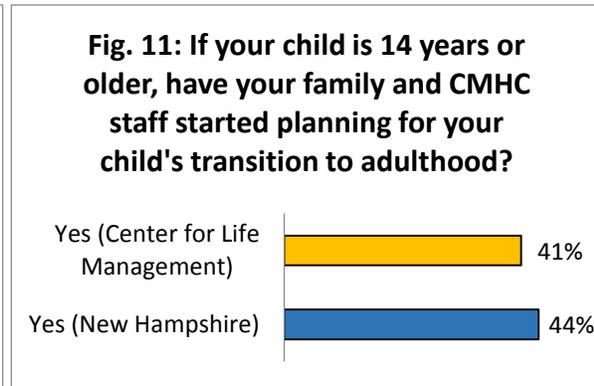
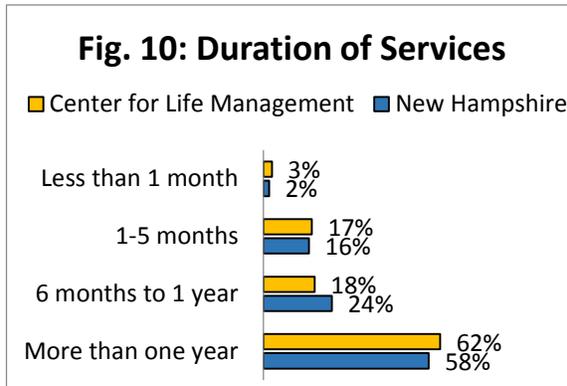


\*\*p<.05 statistically significant, 2-tailed test for those making under \$30,000.

## Service Provision

Respondents were asked about the services their child received as well as planning for transition to adulthood.

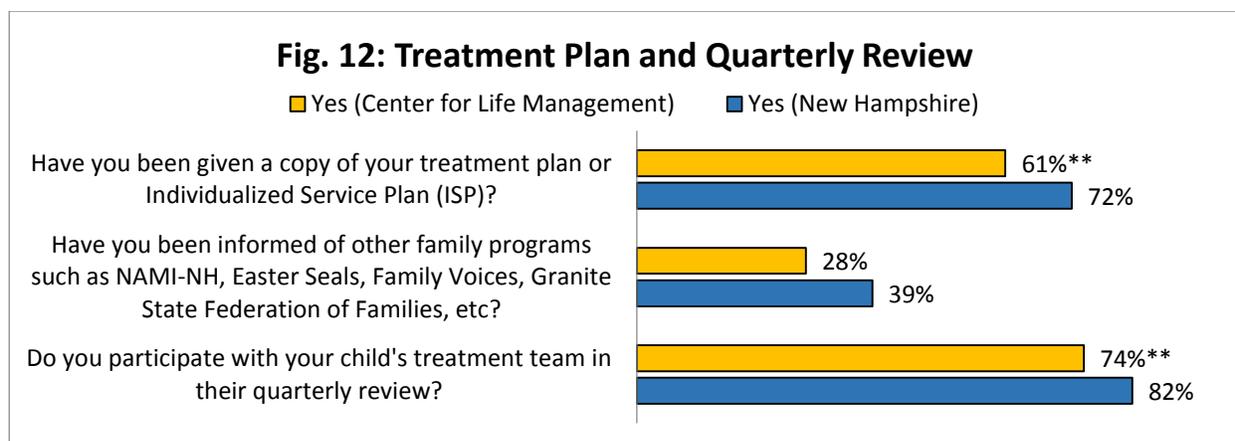
- ◆ 62% indicated their child received services for more than one year (NH=58%).
- ◆ 41% of respondents with children over 14 indicated they had started planning for their child's transition to adulthood (NH=44%).



## Participation with Treatment Team

Respondents were asked a series of questions about their treatment plan, family programs, and if they participated in their quarterly review.

- ◆ 61% were given a copy of their treatment plan or Individualized Service Plan which is significantly lower than the statewide average of 72%.
- ◆ 28% had been informed of other family programs, which is lower than the statewide average of 39%.
- ◆ 74% participated with their child's treatment team in their quarterly review, which is significantly lower than the statewide average of 82%.



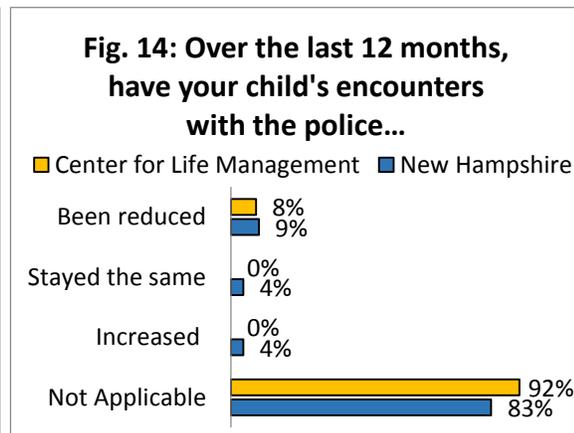
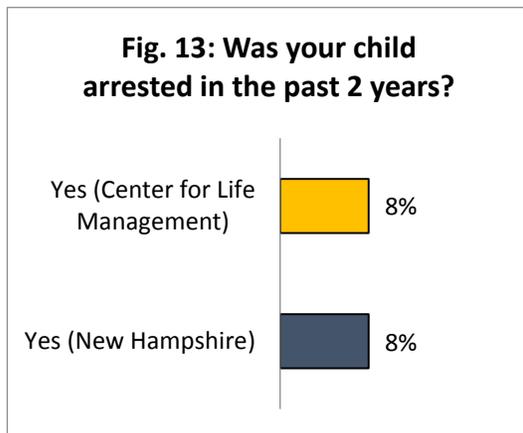
\*\*p<.05 statistically significant, 2-tailed test.

## Behavioral Outcomes

In an effort to measure behavioral outcomes, families with children 14 years and older were asked questions about their child's arrest history and police encounters.

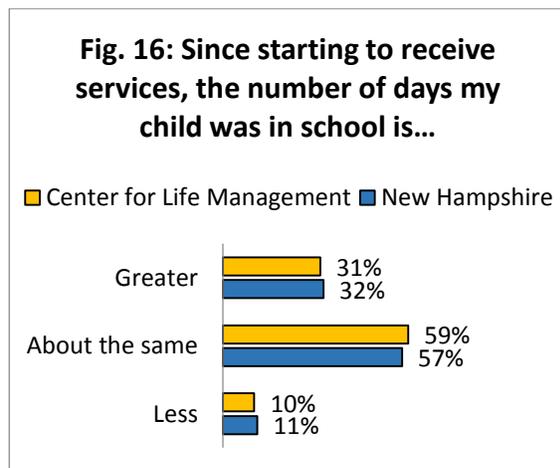
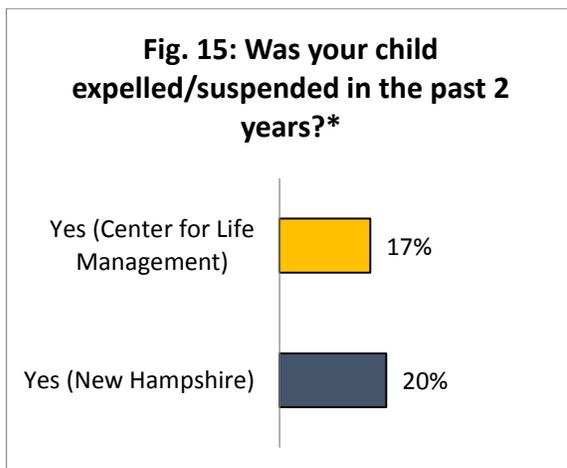
### Arrest History and Police Encounters

- ◆ 8% reported that their child was arrested in the past 2 years (NH=8%).
- ◆ 8% reported a reduction in police encounters (NH=9%).
- ◆ 0% reported an increase in police encounters (NH=4%).



## School Attendance

- ◆ 17% said their child was expelled or suspended in the past 2 years (NH=20%).
- ◆ 31% said the number of days their child was in school was greater since starting to receive services (NH=32%).
- ◆ 10% said the number of days their child was in school was less since starting to receive services (NH=11%).

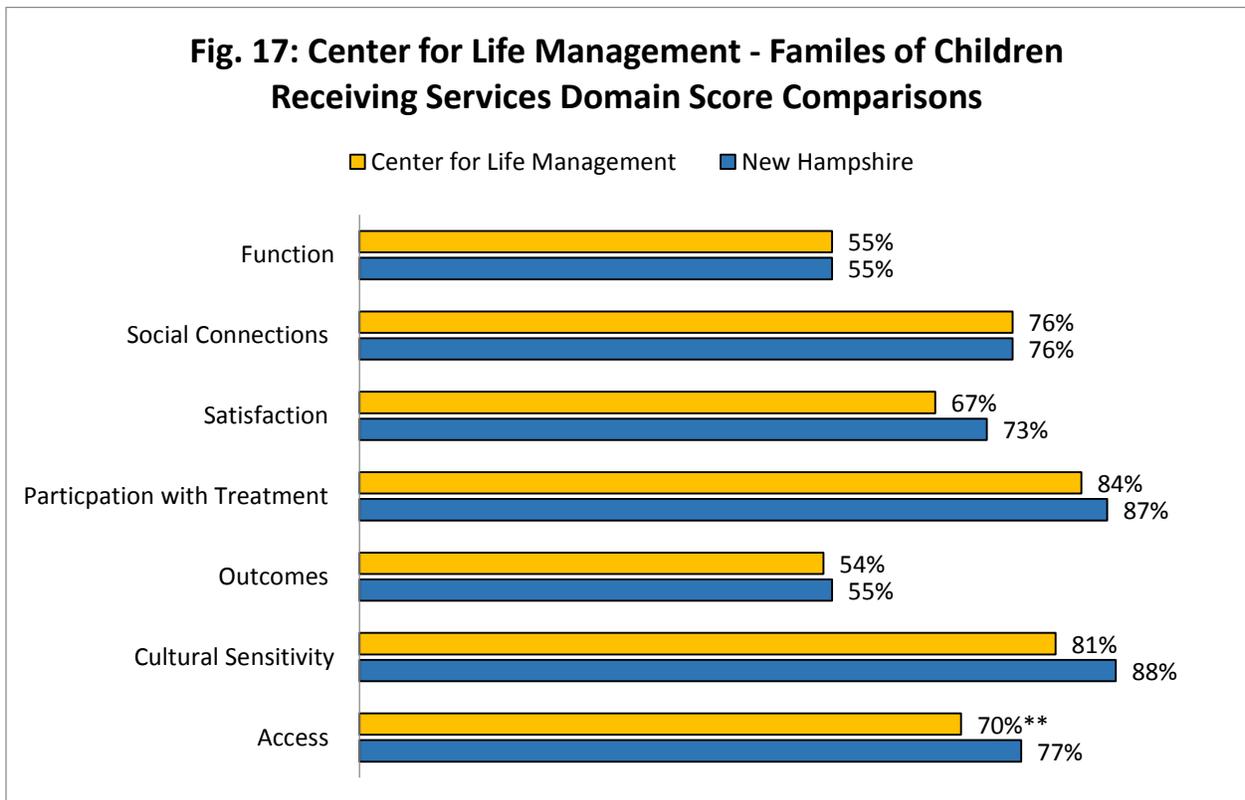


\*Results only include school-aged children, 6 or older.

## Domain Results

Figure 17 shows the domain scores from Center for Life Management as compared to the statewide average for New Hampshire. Most domain scores were consistent compared to the statewide averages; however, five of the domain scores were lower than the reported figures for the state of New Hampshire.

- ◆ Center for Life Management's domain score for Satisfaction was 67%, which is lower than the statewide average of 73%.
- ◆ Center for Life Management's domain score for Access was 70%, which is significantly lower than the statewide average of 77%.
- ◆ Center for Life Management's domain score for Cultural Sensitivity was 81%, which is lower than the statewide average of 88%.



\*\*p<.05 statistically significant, 2-tailed test.

## Center for Life Management (Region X) - Youth Survey Results

### Demographics

There were a total of 103 respondents for the Youth Services Survey from Center for Life Management via mail or telephone. The questionnaire was administered to youth between the ages of 14 and 17 and included demographic questions, state-added questions, and questions similar to the child/adult federal reporting domains.

#### Gender:

- ◆ 59% female (NH=60%)
- ◆ 41% male (NH=40%)

#### Age of Respondents:

- ◆ Range = 14-17 years
- ◆ Average age = 15.5 (NH=15.4)

#### Racial Demographics:

- ◆ 94% White (Caucasian)
- ◆ 3% Black (African American)

#### Currently in School:

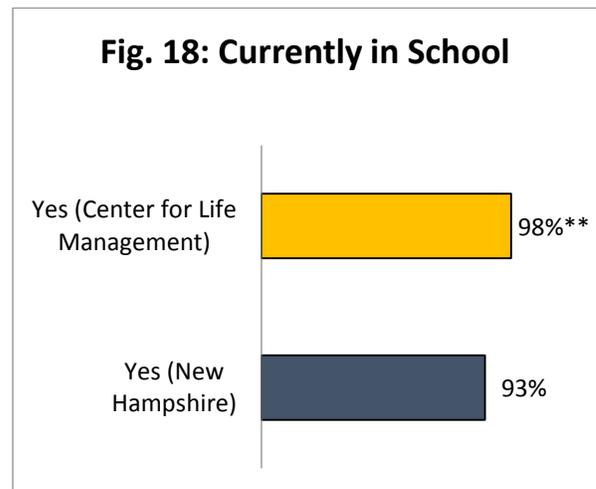
- ◆ 98% reported currently being in school which is significantly higher than the statewide average of 93%.

#### Spanish/Hispanic/Latino Origin:

- ◆ 6% Spanish/Hispanic/Latino origin

Table 3: Race	% CLM*	% State*
White (Caucasian)	94%	90%
American Indian or Alaska Native	2%	4%
Other	3%	6%
Black (African American)	3%	3%
Asian	0%	0%
Native Hawaiian or Other Pacific Islander	1%	0.7%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.



\*\*p<.05 statistically significant, 2-tailed test.

Table 3a: Spanish/Hispanic/Latino Origin	% CLM	% State
No	94%	91%
Yes	6%	9%

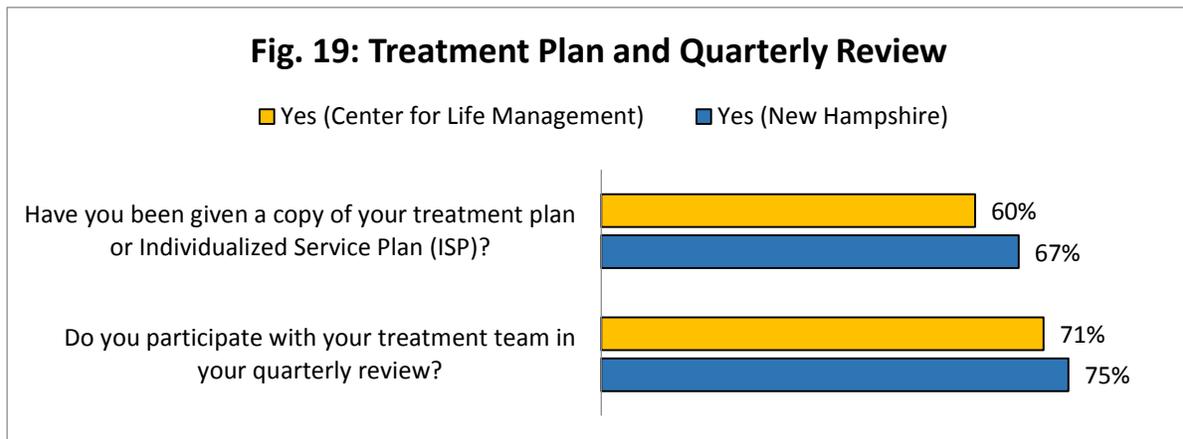
#### Race: Comparison to State

- ◆ A smaller percentage of respondents from Center for Life Management reported being a race other than/in addition to white compared to the statewide average.

## Participation with Treatment Team

Respondents were asked whether or not they participate with their treatment team in their quarterly review and if they have been given a copy of their treatment plan or Individualized Service Plan.

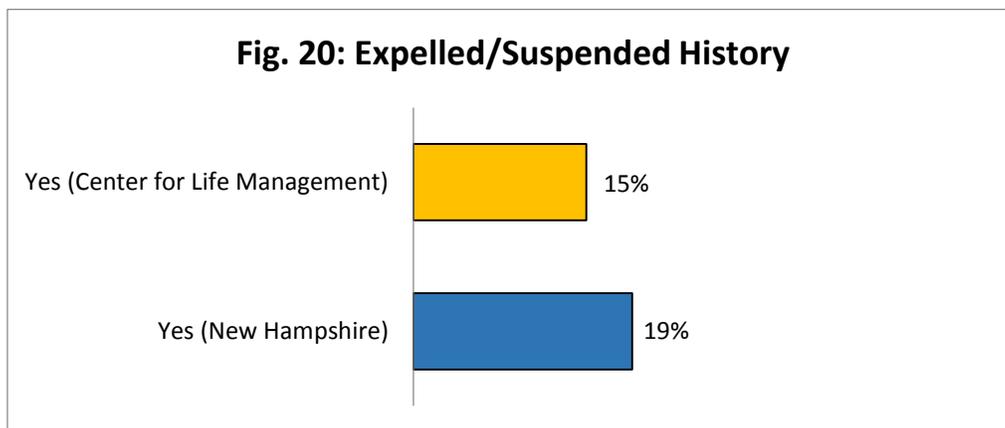
- ♦ 71% indicated they participated with their treatment team in their quarterly review (NH=75%).
- ♦ 60% said they were given a copy of their Individualized Service Plan (ISP) (NH=67%).



## School Attendance

Respondents were asked if they had been suspended or expelled in the last 12 months.

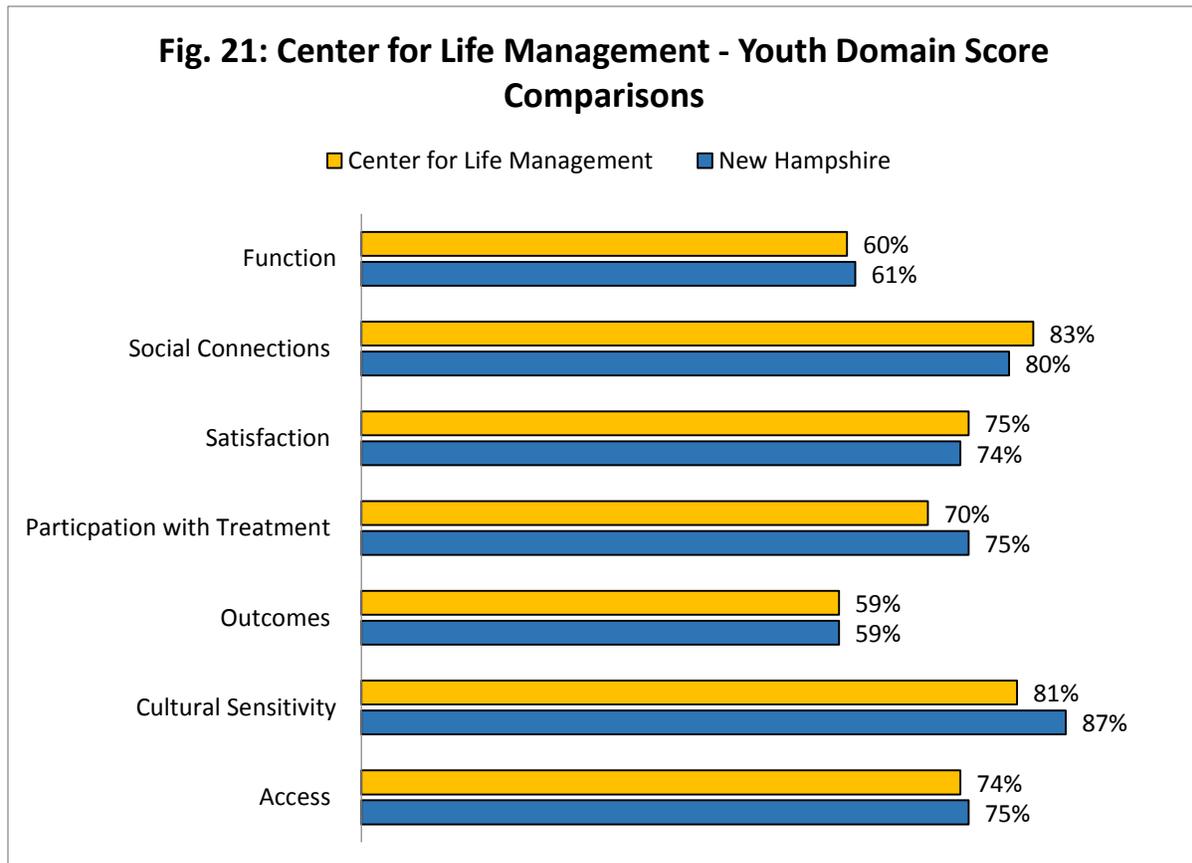
- ♦ 15% indicated they were expelled or suspended in the last 12 months (NH=19%).



## Domain Results

Figure 21 shows the domain scores from Center for Life Management as compared to the statewide average of New Hampshire. None of the scores were statistically significant, though there was some variation for some of the scores. Social Connections was higher than the statewide average and Participation with Treatment and Cultural Sensitivity were both lower than the statewide average.

- ◆ Social Connections: 83% (NH=80%)
- ◆ Participation with Treatment: 70% (NH=75%)
- ◆ Cultural Sensitivity: 81% (NH=87%)





## Community Partners (Region IX) - Adult Survey Results

### Demographics

A total of 170 adult consumers from Community Partners responded to the Adult Service Survey via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

#### Gender:

- ◆ 60% female (NH=62%)
- ◆ 40% male (NH=38%)

#### Racial Demographics:

- ◆ 94% White (Caucasian)
- ◆ 4% American Indian or Alaska Native

#### Spanish/Hispanic/Latino Origin:

- ◆ 4% Spanish/Hispanic/Latino origin

#### Age of Adult Respondents:

- ◆ 8% between the ages of 18-24
- ◆ 32% between the ages 25-44
- ◆ 53% between the ages 45-64
- ◆ 7% were 65 years and older

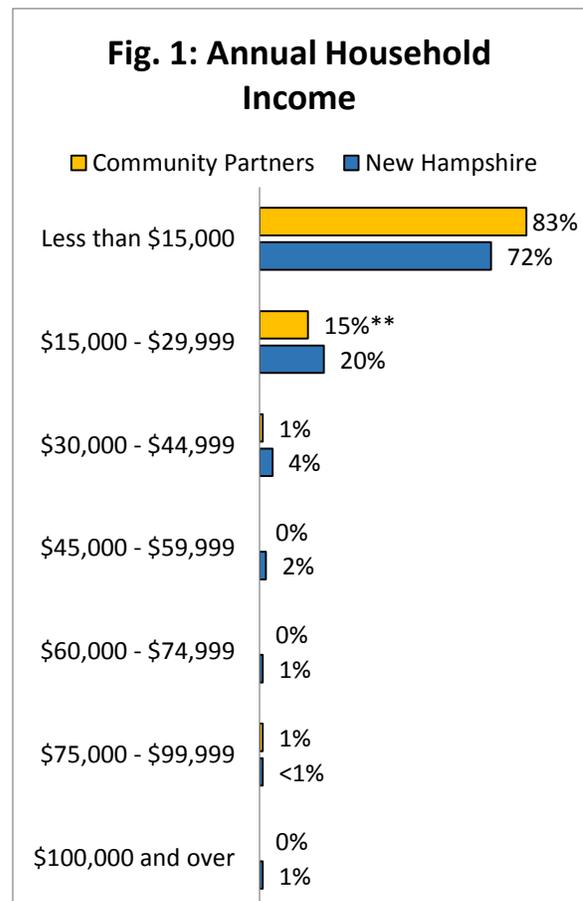
#### Annual Household Income:

- ◆ 83% less than \$15,000
- ◆ 15% between \$15,000-\$29,999

Table 1: Race	% CP*	% State
White (Caucasian)	94%	92%
American Indian or Alaska Native	4%	5%
Other	5%	5%
Black (African American)	2%	2%
Asian	0.6%	1%
Native Hawaiian or Other Pacific Islander	0%	0.3%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 1a: Spanish/Hispanic/Latino Origin	% CP	% State
No	96%	96%
Yes	4%	4%



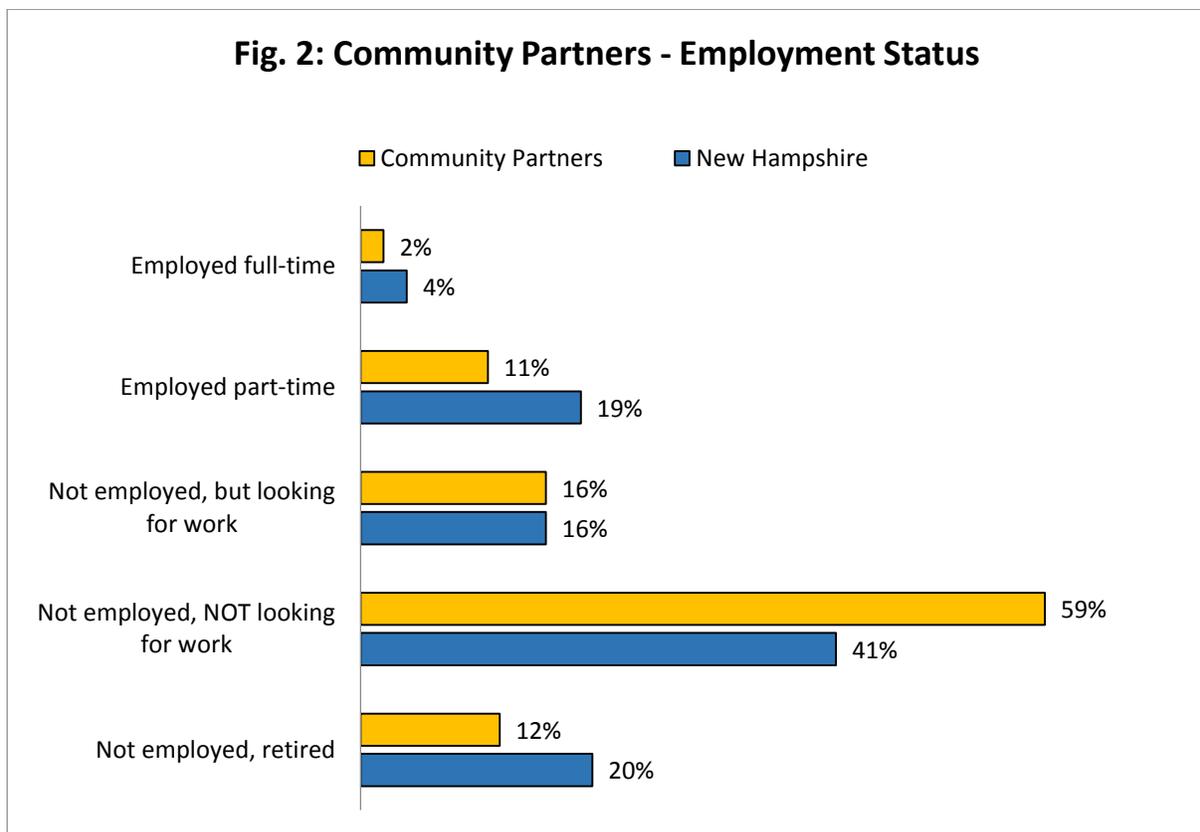
\*\*p<.05 statistically significant, 2-tailed test for those making less than \$30,000

## Demographics (cont.)

The majority of respondents indicated that they were not employed and not looking for work (59%) with only 2% indicating they were employed full-time. Another 11% reported being employed part-time.

*Employment Status (2015 data only):*

- ◆ 59% said they were not employed and not looking for work (NH=41%).
- ◆ 13% indicated they were either employed full-time or part-time (NH=23%).
- ◆ 16% said they were not employed, but looking for work (NH=16%).
- ◆ 12% said they were not employed because they were retired (NH=20%).

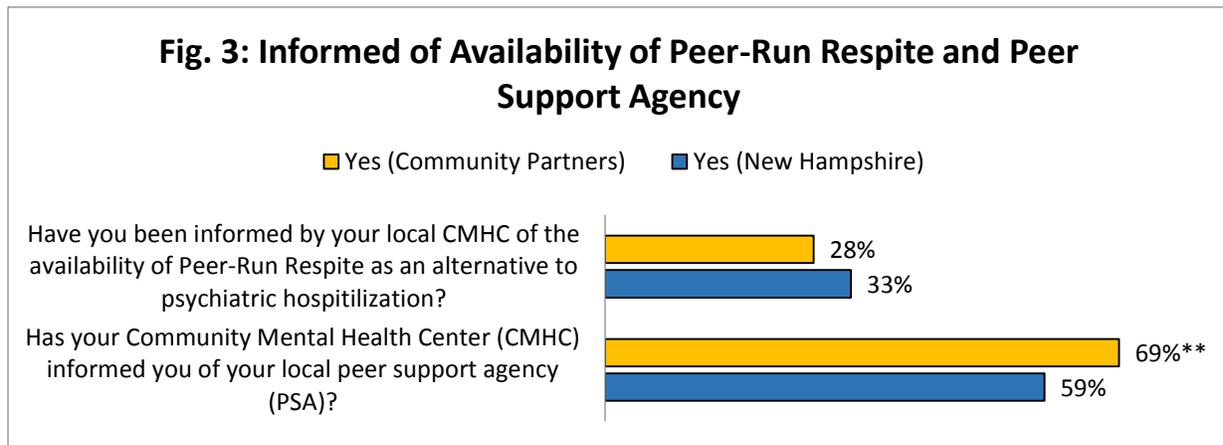


## Service Provision

The majority of respondents reported that they have received mental health services for more than one year (91%). Fewer respondents, however, indicated that they had been informed about other peer support programs and treatment practices.

### Peer Support Programs

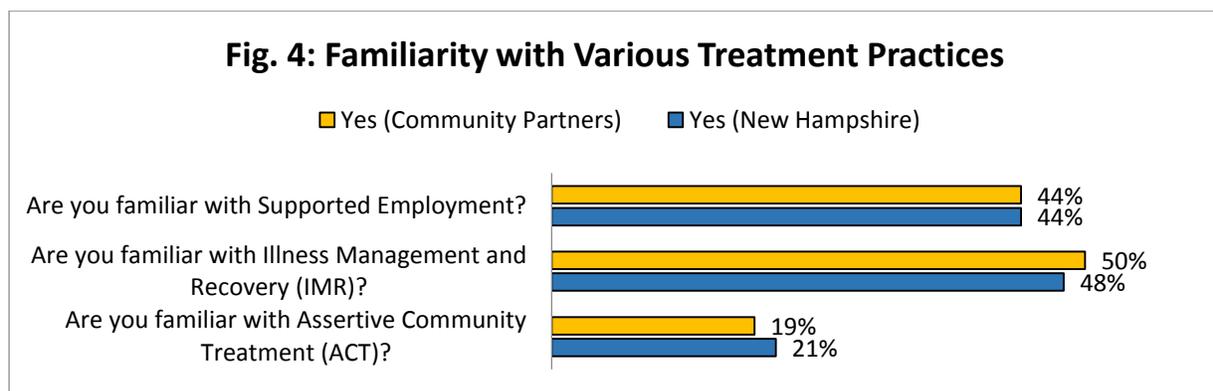
- ◆ 28% indicated they had been informed by their CMHC of the availability of the Peer-Run Respite as an alternative to psychiatric hospitalization (NH=33%).
- ◆ 69% indicated their CMHC informed them of their Local Peer Support Agency, which is significantly higher than the statewide average of 59%.



\*\*p<.05 statistically significant, 2-tailed test

### Treatment Practices (2014/2015 data only)

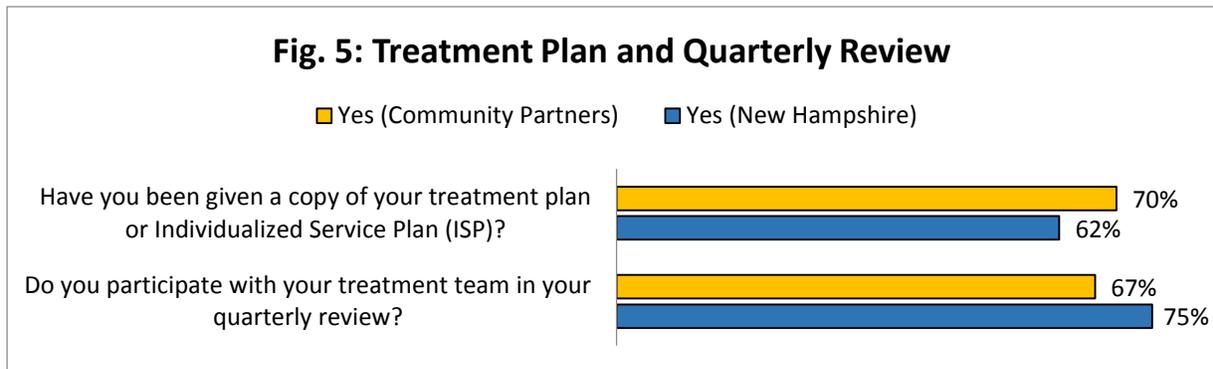
- ◆ Respondents were most familiar with Illness Management and Recovery (50%), 2% higher than the statewide average.
- ◆ Respondents were just as familiar with Supported Employment as the statewide average (44%).
- ◆ Respondents were less familiar with Assertive Community Treatment (19%) than the statewide average (21%).



## Participation with Treatment Team

Respondents were asked questions about their treatment plan and if they participated in their quarterly review.

- ◆ 70% indicated they had been given a copy of their treatment plan or Individualized Service Plan (ISP), which is higher than the statewide average (62%).
- ◆ 67% indicated they participated with their treatment team in their quarterly review. This percentage is notably lower than the statewide percentage (75%).



## Behavioral Outcomes

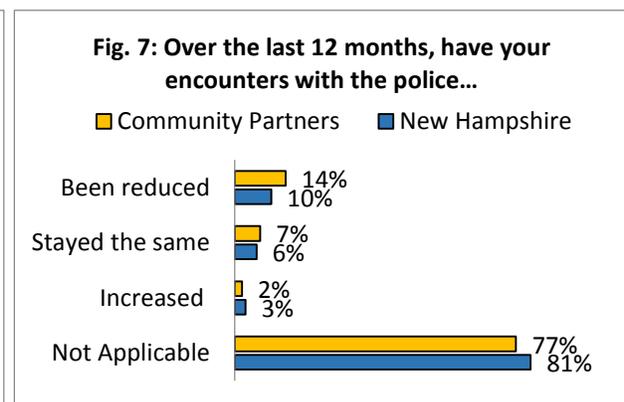
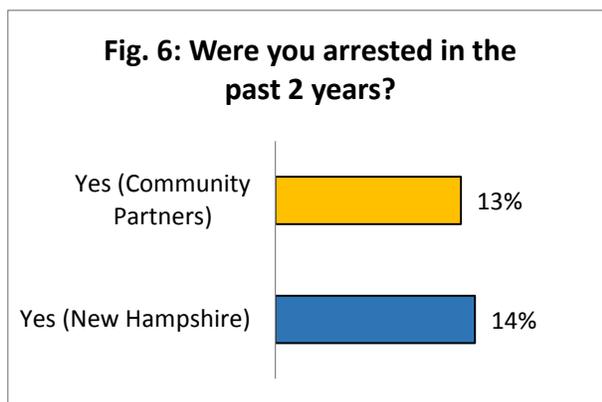
In an effort to measure behavioral outcomes, respondents were asked questions about arrest history and police encounters.

### Arrest History

- ◆ 13% reported being arrested in the past 2 years (NH=14%).

### Police Encounters

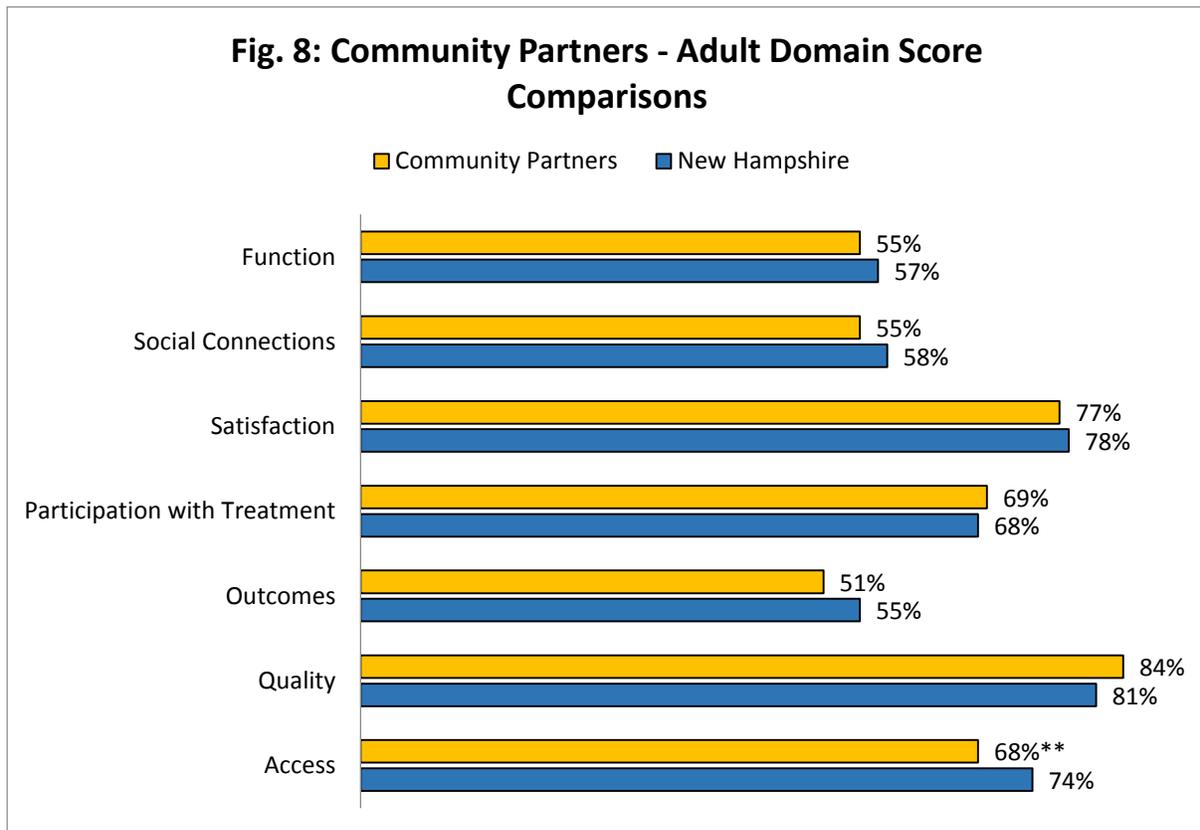
- ◆ 14% reported a reduction in police encounters (NH=10%).
- ◆ 2% reported an increase in police encounters (NH=3%).



## Domain Results

Figure 8 shows the domain scores from Community Partners as compared to the statewide average of New Hampshire. Community Partners reported lower domain scores than the statewide average in five of the seven categories, with Access being significantly lower.

- ◆ Social Connections (55%) was 3% lower than the statewide average (58%).
- ◆ Outcomes (51%) was 4% lower than the statewide average (55%).
- ◆ Access (68%) was significantly lower than the statewide average (74%).
- ◆ Quality (84%) was 3% higher than the statewide average (81%).



\*\*p<.05 statistically significant, 2-tailed test



# Community Partners (Region IX) - Families of Children Receiving Services Survey Results

## Demographics

A total of 145 families responded to the Child and Youth Services Survey for Community Partners via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the federal reporting domains.

### Gender:

- ◆ 42% female (NH=40%)
- ◆ 58% male (NH=60%)

### Racial Demographics:

- ◆ 92% White (Caucasian)
- ◆ 7% Other
- ◆ 6% Black (African American)

### Spanish/Hispanic/Latino Origin:

- ◆ 6% Spanish/Hispanic/Latino origin

### Age of Child:

- ◆ 5% between the ages of 0-5
- ◆ 40% between the ages 6-11
- ◆ 55% between the ages 12-17

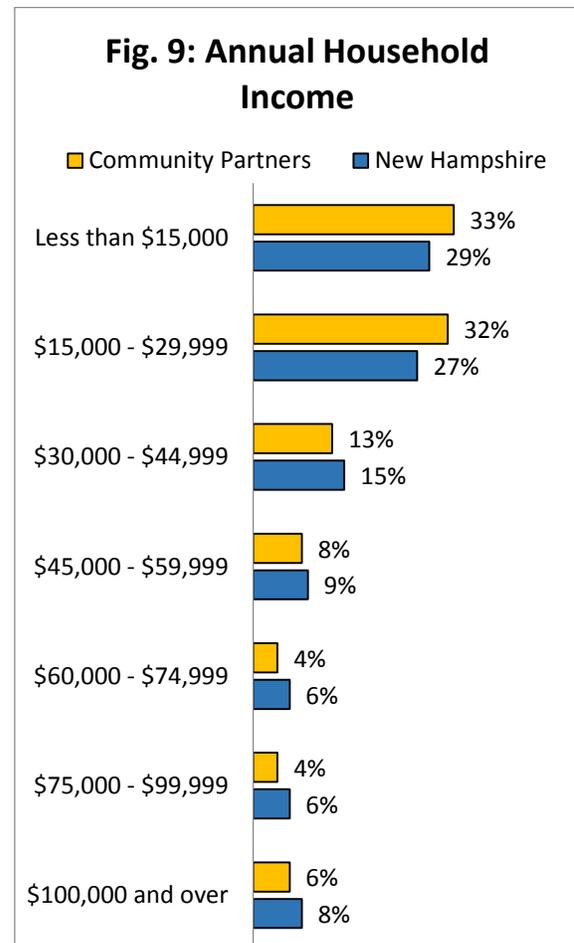
### Annual Household Income:

- ◆ 33% less than \$15,000
- ◆ 32% between \$15,000-\$29,999

Table 2: Race	% CP*	% State
White (Caucasian)	92%	92%
American Indian or Alaska Native	2%	3%
Other	7%	6%
Black (African American)	6%	5%
Asian	0.7%	1%
Native Hawaiian or Other Pacific Islander	0.7%	0.7%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

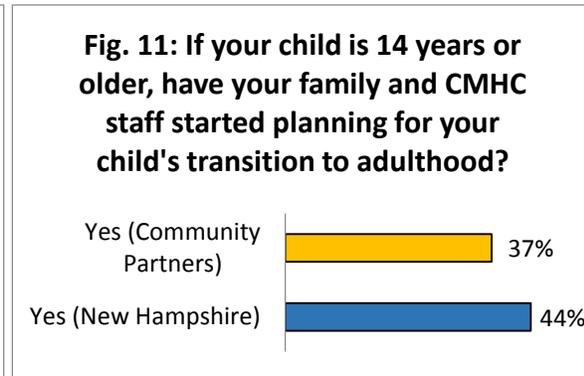
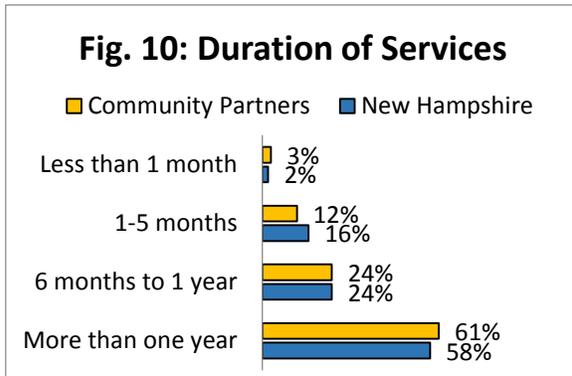
Table 2a: Spanish/Hispanic/Latino Origin	% CP	% State
No	94%	90%
Yes	6%	10%



## Service Provision

Respondents were asked about the services their child received as well as planning for transition to adulthood.

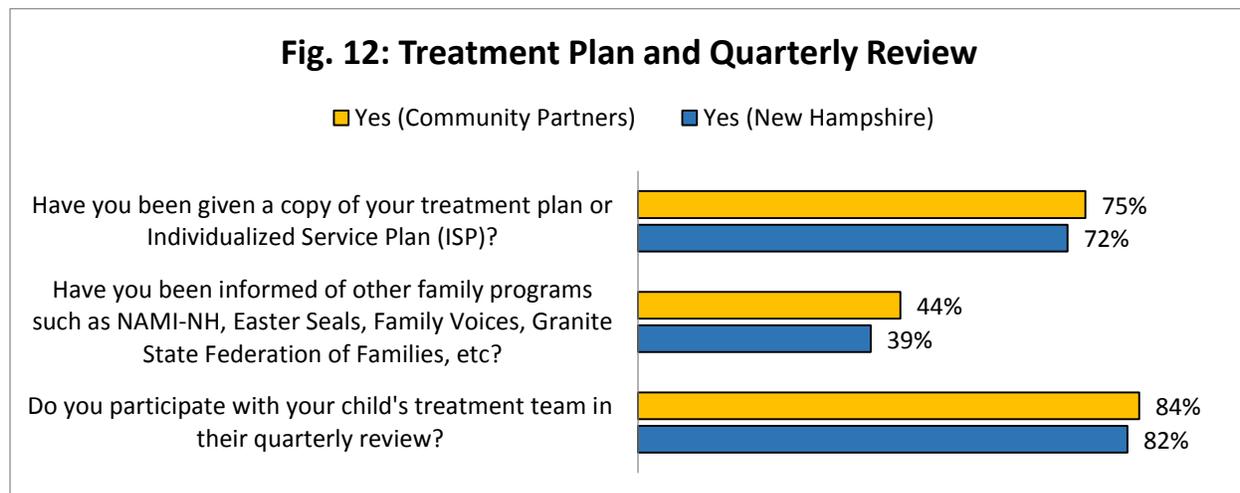
- ◆ 61% indicated their child received services for more than one year (NH=58%).
- ◆ 37% of respondents with children over 14 indicated they had started planning for their child's transition to adulthood, which is lower than the statewide average (44%).



## Participation with Treatment Team

Respondents were asked a series of questions about their treatment plan, family programs, and if they participated in their quarterly review.

- ◆ 75% were given a copy of their treatment plan or Individualized Service Plan (NH=72%).
- ◆ 44% had been informed of other family programs (NH=39%).
- ◆ 84% participate with their child's treatment team in their quarterly review (NH=82%).

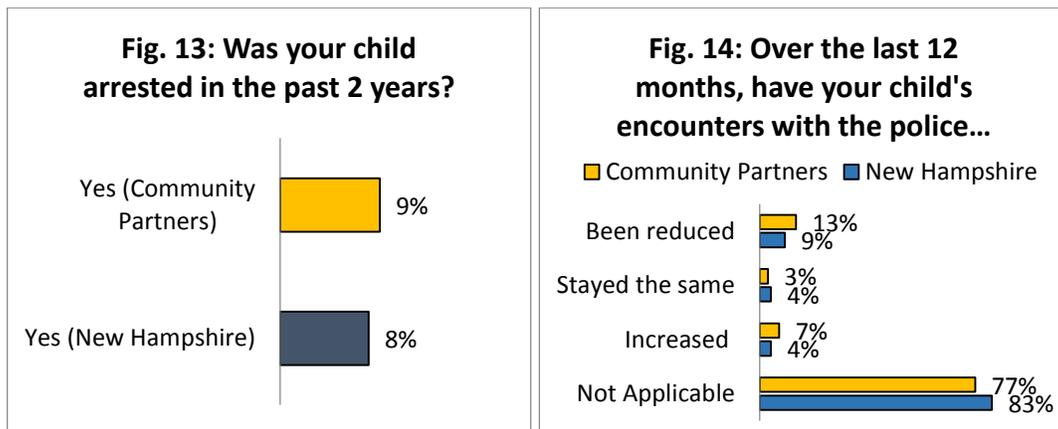


## Behavioral Outcomes

In an effort to measure behavioral outcomes, families with children 14 years and older were asked questions about their child's arrest history and police encounters.

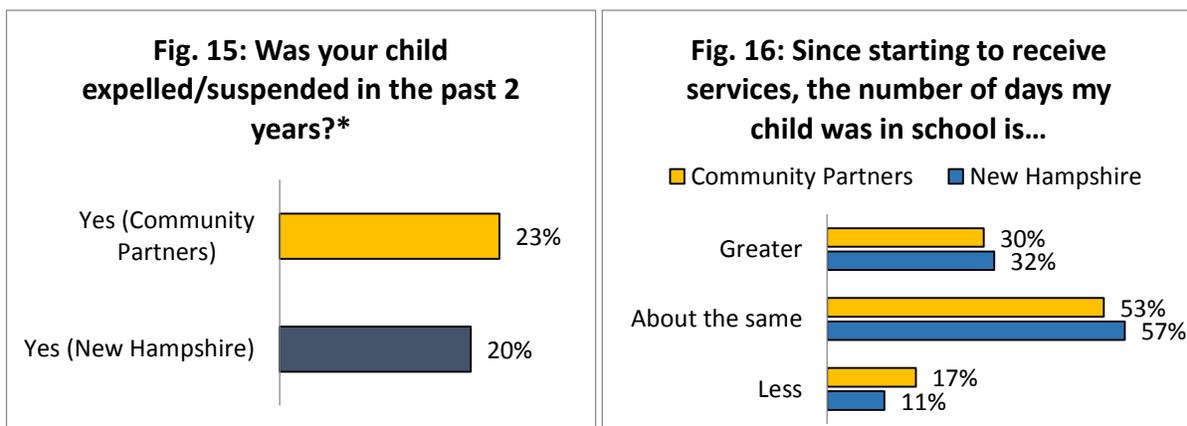
### Arrest History and Police Encounters

- ◆ 9% reported their child was arrested in the past 2 years (NH=8%).
- ◆ 13% reported a reduction in police encounters, which is higher than the statewide average (9%).
- ◆ 7% reported an increase in police encounters (NH=4%).



## School Attendance

- ◆ 23% said their child was expelled or suspended in the past 2 years (NH=20%).
- ◆ 30% said the number of days their child was in school was greater since starting to receive services (NH=32%).

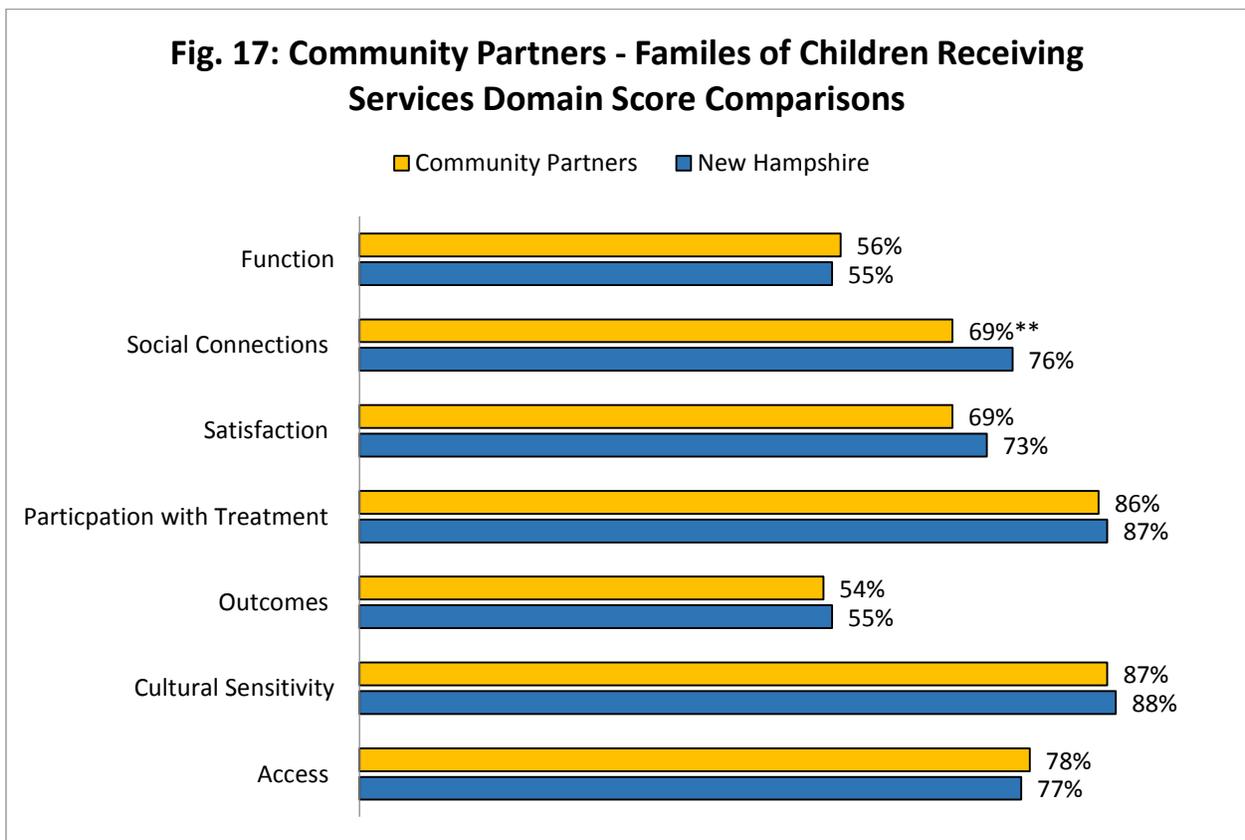


\*Data only reflects results from respondents 6 years and older.

## Domain Results

Figure 17 shows the domain scores from Community Partners as compared to the average for New Hampshire. Community Partners scored similarly to the overall state of New Hampshire on almost all categories, although they did score lower on Satisfaction and significantly lower on Social Connections than the statewide averages.

- ◆ Social Connections (69%) was significantly lower than the statewide average (76%).
- ◆ Satisfaction (69%) was lower than the statewide average (73%).
- ◆ All other domains were within 1% of the statewide average.



\*\*p<.05 statistically significant, 2-tailed test.

## Community Partners (Region IX) - Youth Survey Results

### Demographics

There were a total of 56 respondents for the Youth Services Survey from Community Partners via mail or telephone. The questionnaire was administered to youth between the ages of 14 and 17 and included demographic questions, state-added questions, and questions similar to the adult/child federal reporting domains.

#### Gender:

- ◆ 50% female (NH=60%)
- ◆ 50% male (NH=40%)

#### Age of Respondents:

- ◆ Range = 14-17 years
- ◆ Average age = 15.3 (NH=15.4)

#### Racial Demographics:

- ◆ 88% White (Caucasian)
- ◆ 7% Other
- ◆ 5% American Indian or Alaska Native

#### Currently in School:

- ◆ 93% reported currently being in school (NH=93%).

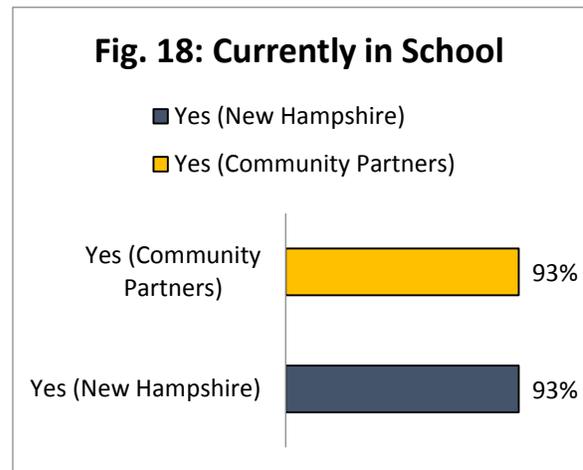
#### Spanish/Hispanic/Latino Origin:

- ◆ 9% Spanish/Hispanic/Latino origin

Table 3: Race	% CP*	% State*
White (Caucasian)	88%	90%
American Indian or Alaska Native	5%	4%
Other	7%	6%
Black (African American)	2%	3%
Asian	0%	0%
Native Hawaiian or Other Pacific Islander	0%	0.7%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 3a: Spanish/Hispanic/Latino Origin	% CP	% State
No	91%	91%
Yes	9%	9%



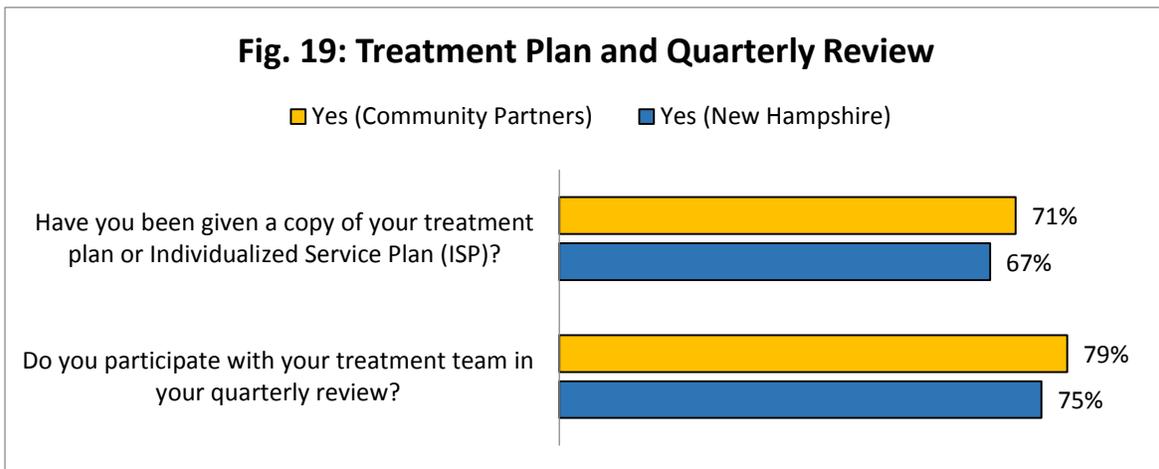
#### Race: Comparison to State

- ◆ A slightly smaller percentage of respondents from Community Partners reported being White (Caucasian) (88%) than the statewide average (90%).

## Participation with Treatment Team

Respondents were asked whether or not they participate with their treatment team in their quarterly review and if they have been given a copy of their treatment plan or Individualized Service Plan.

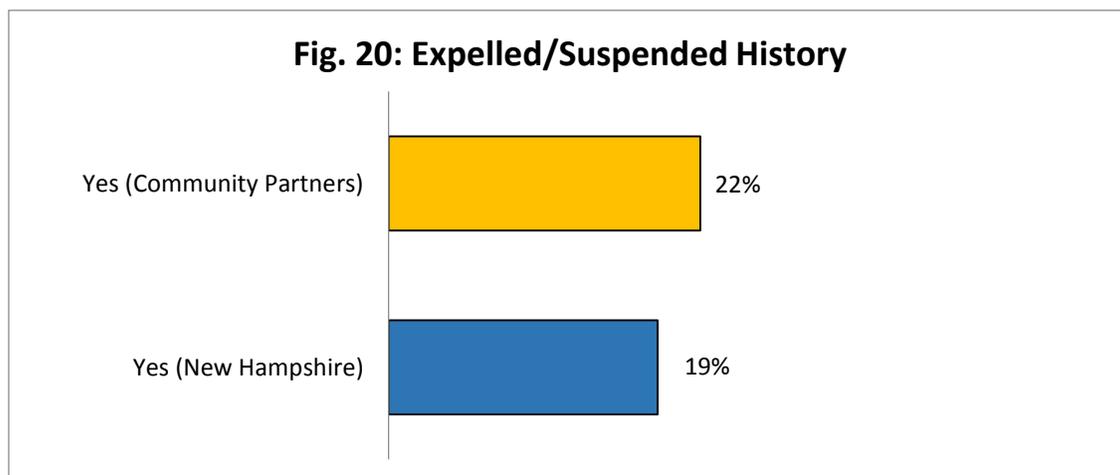
- ♦ 79% indicated they participated with their treatment team in their quarterly review (NH=75%).
- ♦ 71% said they were given a copy of their Individualized Service Plan (ISP) (NH=67%).



## School Attendance

Respondents were asked if they had been suspended or expelled in the last 12 months.

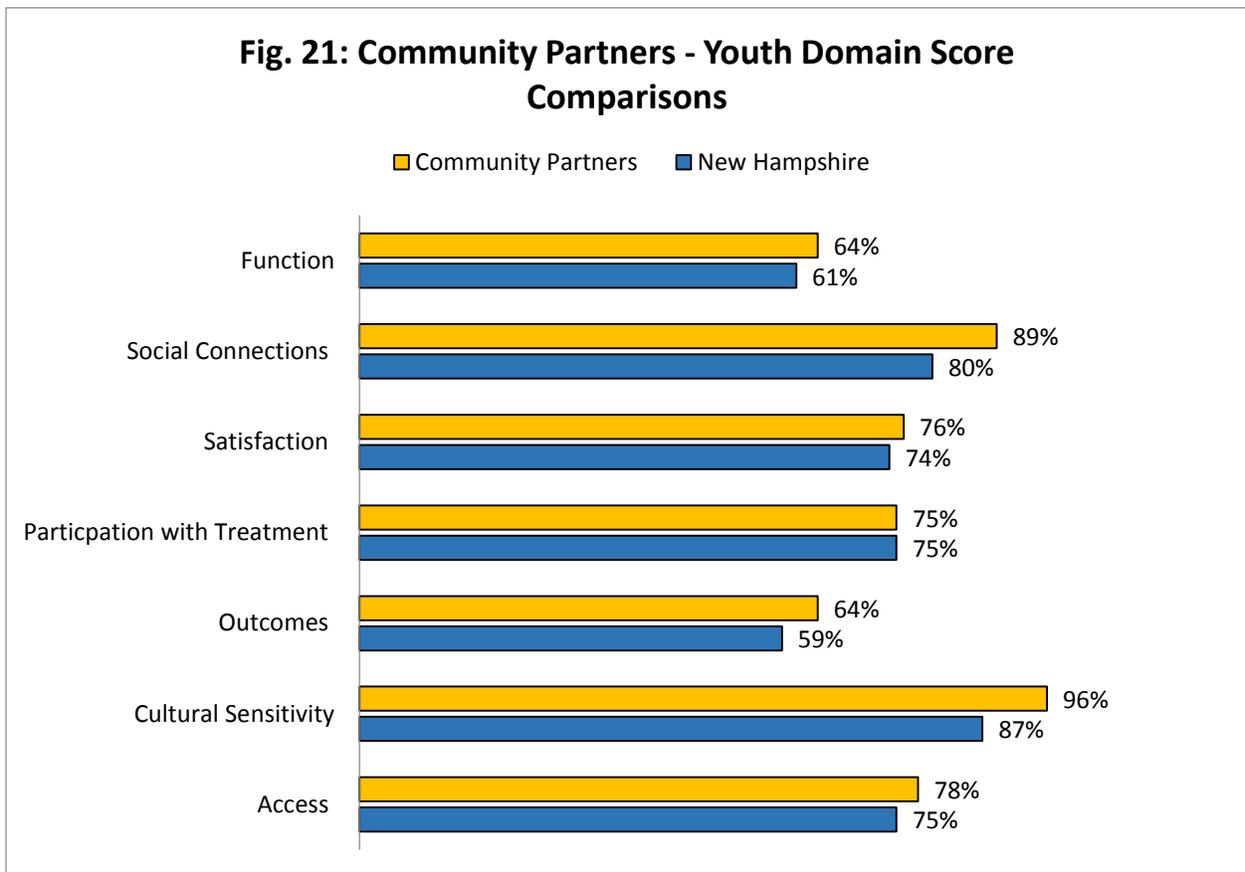
- ♦ 22% indicated they were expelled or suspended in the last 12 months (NH=19%).



## Domain Results

Figure 21 shows the domain scores from Community Partners as compared to the statewide average of New Hampshire. None of the scores were statistically significant, though there was some variation for some of the scores. Some examples include Cultural Sensitivity, Social Connections, and Outcomes, all of which were higher than the statewide average. None of the domain scores were lower than the statewide average.

- ◆ Cultural Sensitivity (96%) was 11% higher than the statewide average (87%).
- ◆ Social Connections (89%) was 9% higher than the statewide average (80%).
- ◆ Outcomes (64%) was 5% higher than the statewide average (59%).
- ◆ Access (78%) was 3% higher than the statewide average (75%).





# Genesis Behavioral Health (Region III) - Adult Survey Results

## Demographics

A total of 198 adult consumers from Genesis Behavioral Health responded to the Adult Service Survey via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

### Gender:

- ◆ 64% female (NH=62%)
- ◆ 36% male (NH=38%)

### Racial Demographics:

- ◆ 92% White (Caucasian)
- ◆ 6% American Indian or Alaskan Native

### Spanish/Hispanic/Latino Origin:

- ◆ 2% Spanish/Hispanic/Latino origin

### Age of Adult Respondents:

- ◆ 7% between the ages of 18-24
- ◆ 40% between the ages 25-44
- ◆ 46% between the ages 45-64
- ◆ 7% were 65 years and older

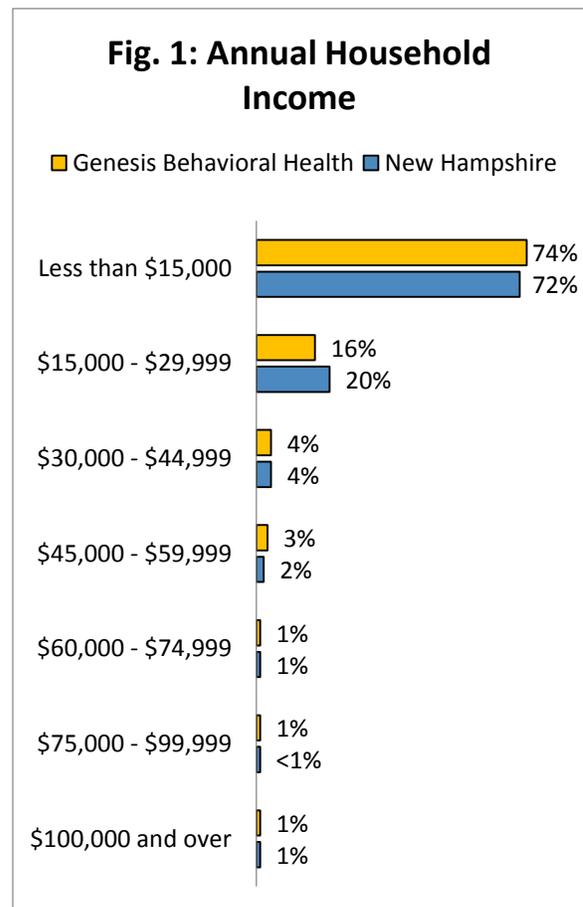
### Annual Household Income:

- ◆ 74% less than \$15,000
- ◆ 16% between \$15,000-\$29,999

Table 1: Race	% GEN*	% State
White (Caucasian)	92%	92%
American Indian or Alaska Native	6%	5%
Other	7%	5%
Black (African American)	0.5%	2%
Asian	0%	1%
Native Hawaiian or Other Pacific Islander	0%	0.3%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 1a: Spanish/Hispanic/Latino Origin	% GEN	% State
No	98%	96%
Yes	2%	4%

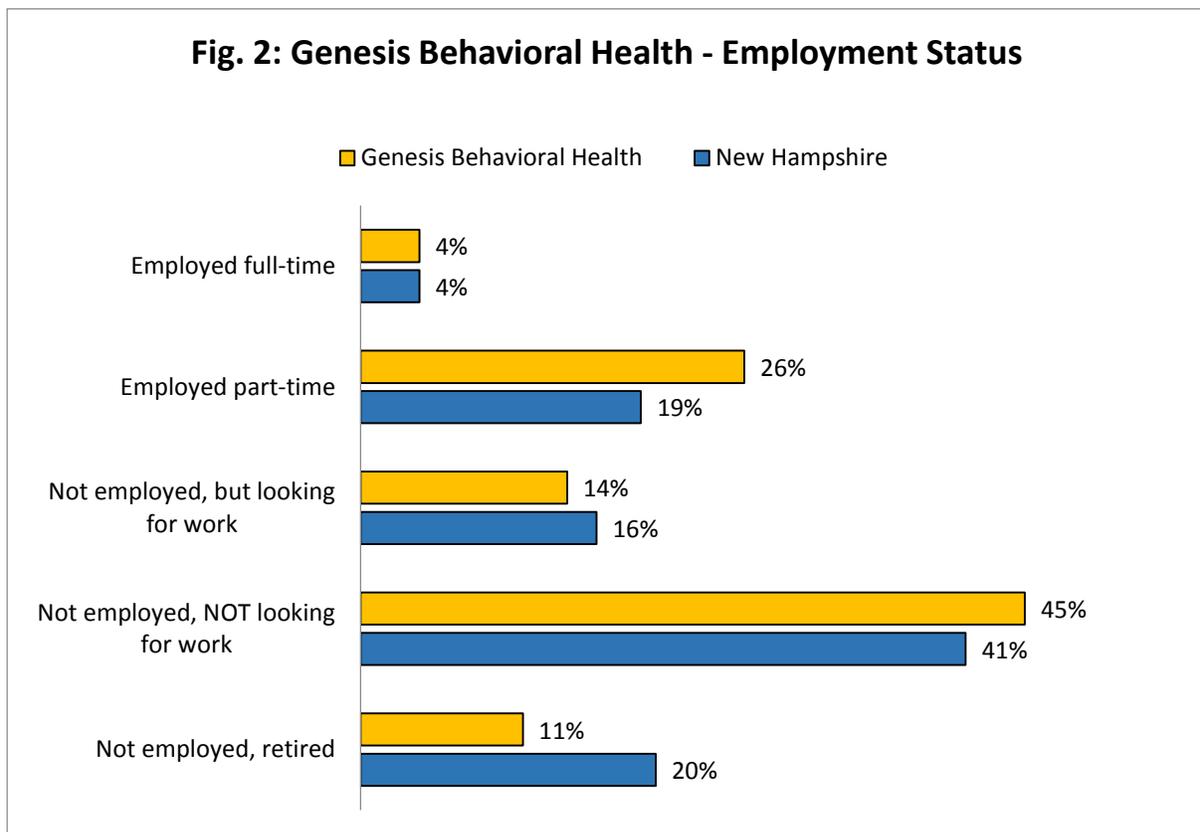


## Demographics (cont.)

The majority of respondents indicated that they were not employed and not looking for work (45%) with only 4% indicating they were employed full-time. Another 26% reported being employed part-time.

*Employment Status (2015 data only):*

- ◆ 45% said they were not employed and not looking for work (NH=41%).
- ◆ 30% indicated they were either employed full-time or part-time (NH=23%).
- ◆ 14% said they were not employed, but looking for work (NH=16%).
- ◆ 11% said they were not employed because they were retired (NH=20%).

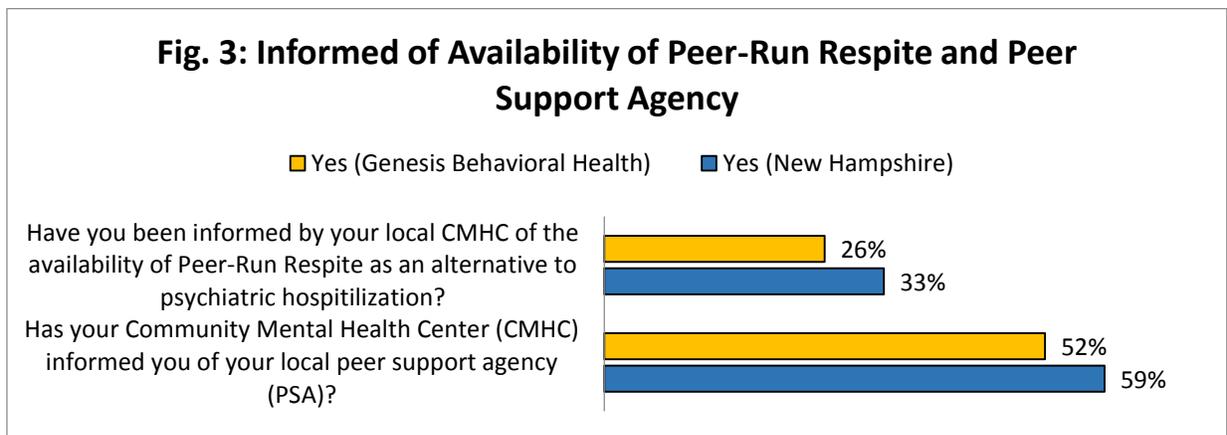


## Service Provision

The majority of respondents reported that they have received mental health services for more than one year (86%), which is significantly lower than the statewide average (91%). Furthermore, even fewer respondents indicated that they had been informed about other peer support programs and treatment practices.

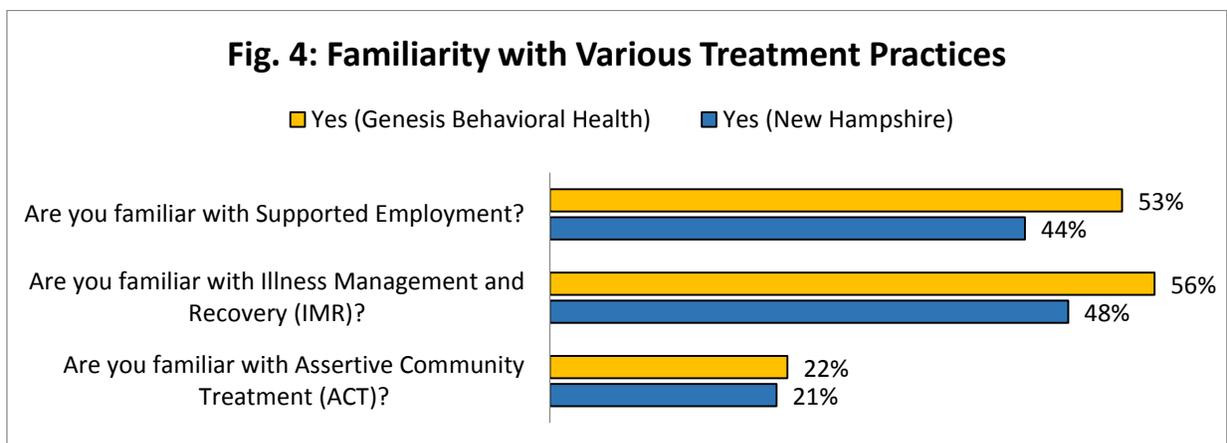
### Peer Support Programs

- ◆ 26% indicated they had been informed by their CMHC of the availability of the Peer-Run Respite as an alternative to psychiatric hospitalization (NH=33%).
- ◆ 52% indicated their CMHC informed them of their Local Peer Support Agency (NH=59%).



### Treatment Practices (2014/2015 data only)

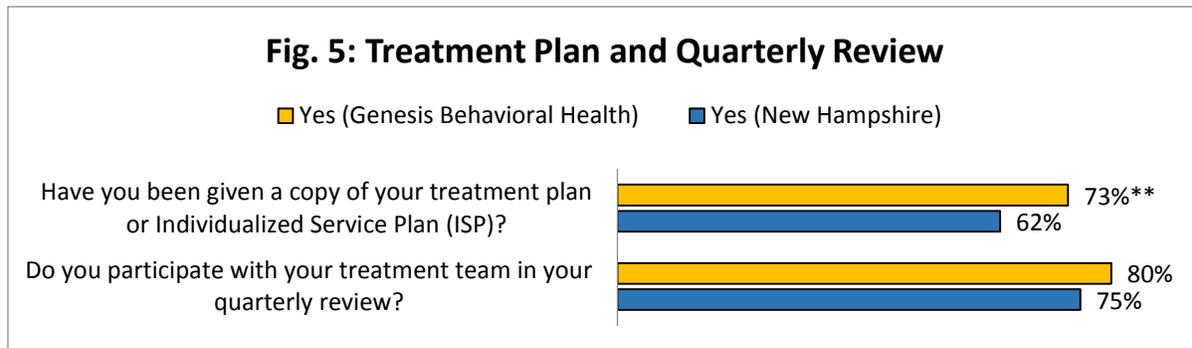
- ◆ Respondents were most familiar with Supported Employment (53%) and Illness Management and Recovery (56%). These percentages are higher than the statewide percentages of 44% and 48%, respectively.
- ◆ Respondents were less familiar with Assertive Community Treatment (22%).



## Participation with Treatment Team

Respondents were asked questions about their treatment plan and if they participated in their quarterly review.

- ◆ 73% indicated they had been given a copy of their treatment plan or Individualized Service Plan (ISP), which is significantly higher than the statewide average (62%).
- ◆ 80% indicated they participated with their treatment team in their quarterly review. This percentage is higher than the statewide percentage (75%).



\*\*p<.05 statistically significant, 2-tailed test

## Behavioral Outcomes

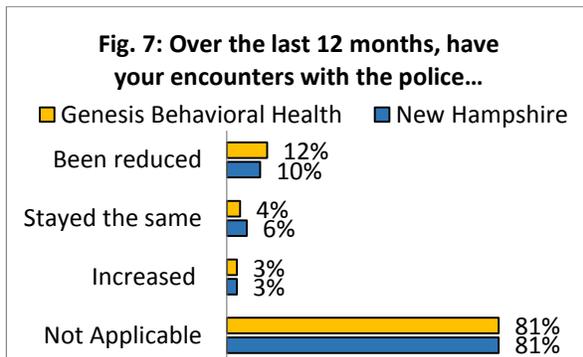
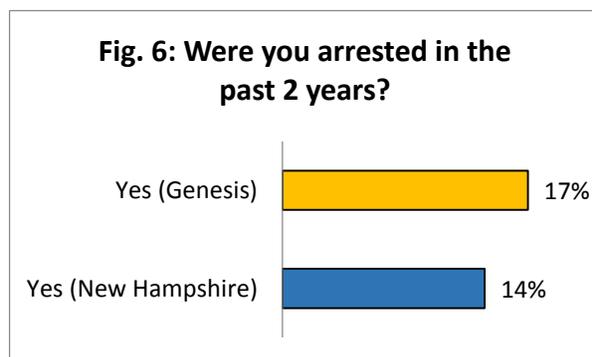
In an effort to measure behavioral outcomes, respondents were asked questions about arrest history and police encounters.

### Arrest History

- ◆ 17% reported being arrested in the past 2 years, which is higher than the statewide average (14%).

### Police Encounters

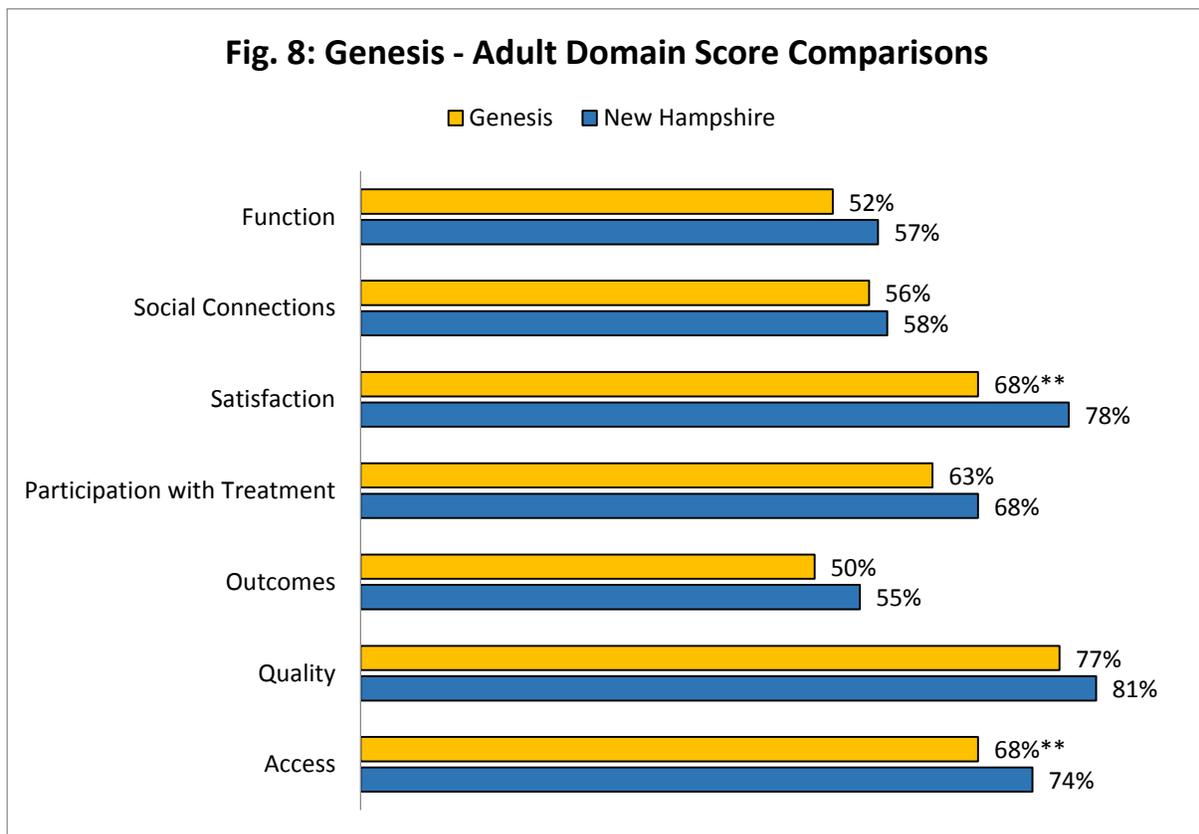
- ◆ 12% reported a reduction in police encounters (NH=10%).
- ◆ 3% reported an increase in police encounters (NH=3%).



## Domain Results

Figure 8 shows the domain scores from Genesis Behavioral Health as compared to the statewide average of New Hampshire. Genesis Behavioral Health reported a lower domain score than the statewide average in all categories.

- ◆ Genesis Behavioral Health reported a domain score of 68% for Satisfaction, which is significantly lower than the statewide average of 78%.
- ◆ Participation with Treatment (63%) was lower than the statewide average (68%).
- ◆ Access (68%) was significantly lower than the statewide average (74%).
- ◆ Social Connections (56%) was lower than the statewide average (58%).



\*\*p<.05 statistically significant, 2-tailed test



## Genesis Behavioral Health (Region III) - Families of Children Receiving Services Survey Results

### Demographics

A total of 106 families responded to the Child and Youth Services Survey for Genesis Behavioral Health via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the federal reporting domains.

#### Gender:

- ◆ 38% female (NH=40%)
- ◆ 62% male (NH=60%)

#### Racial Demographics:

- ◆ 94% White (Caucasian)
- ◆ 4% Other

#### Spanish/Hispanic/Latino Origin:

- ◆ 1% Spanish/Hispanic/Latino origin

#### Age of Child:

- ◆ 11% between the ages of 0-5
- ◆ 63% between the ages 6-11
- ◆ 26% between the ages 12-17

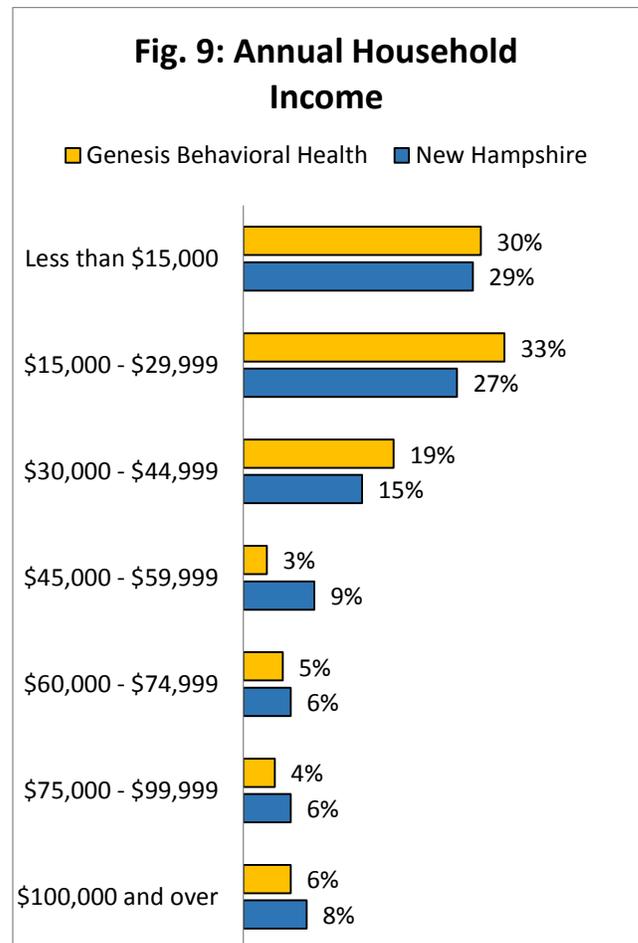
#### Annual Household Income:

- ◆ 30% less than \$15,000
- ◆ 33% between \$15,000-\$29,999

Table 2: Race	% GEN*	% State
White (Caucasian)	94%	92%
American Indian or Alaska Native	1%	3%
Other	4%	6%
Black (African American)	2%	5%
Asian	1%	1%
Native Hawaiian or Other Pacific Islander	0%	0.7%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

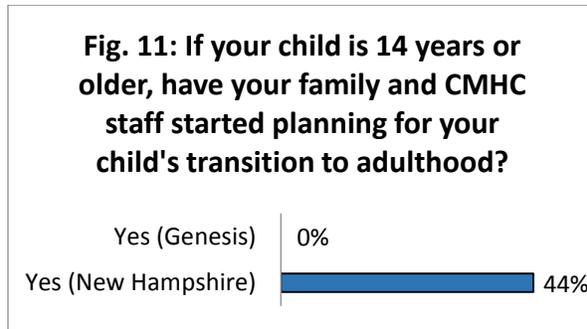
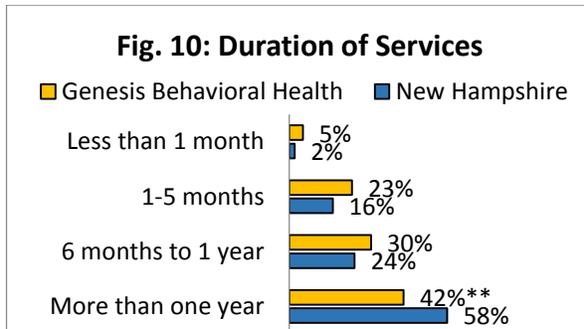
Table 2a: Spanish/Hispanic/Latino Origin	% GEN	% State
No	99%	90%
Yes	1%	10%



## Service Provision

Respondents were asked about the services their child received as well as planning for transition to adulthood.

- ◆ 42% indicated their child received services for more than one year, which is significantly lower than the statewide average (58%).
- ◆ 0% of respondents with children over 14 indicated they had started planning for their child's transition to adulthood, which is lower than the statewide average (44%).

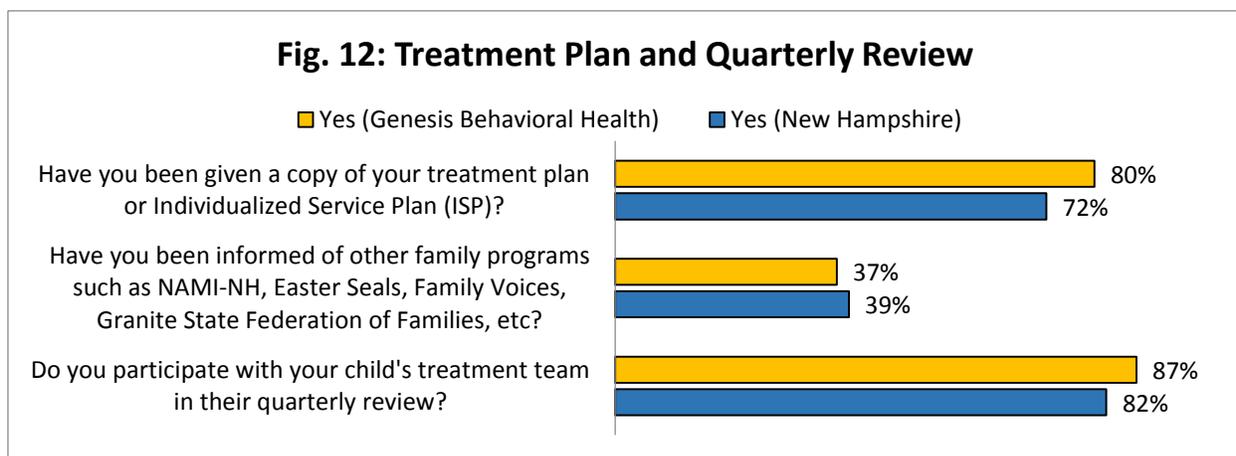


\*\*p<.05 statistically significant, 2-tailed test.

## Participation with Treatment Team

Respondents were asked a series of questions about their treatment plan, family programs, and if they participated in their quarterly review.

- ◆ 80% were given a copy of their treatment plan or Individualized Service Plan which is higher than the statewide average of 72%.
- ◆ 37% had been informed of other family programs which is lower than the statewide average of 39%.
- ◆ 87% participate with their child's treatment team in their quarterly review which is higher than the statewide average of 82%.

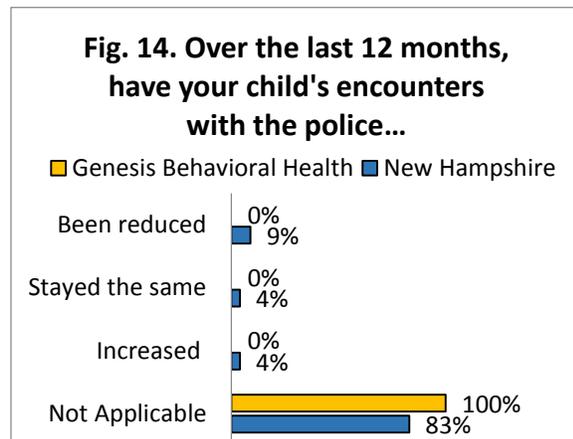
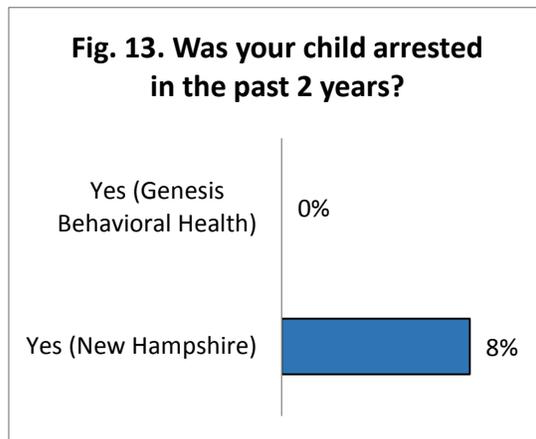


## Behavioral Outcomes

In an effort to measure behavioral outcomes families with children 14 years and older were asked questions about their child's arrest history and police encounters.

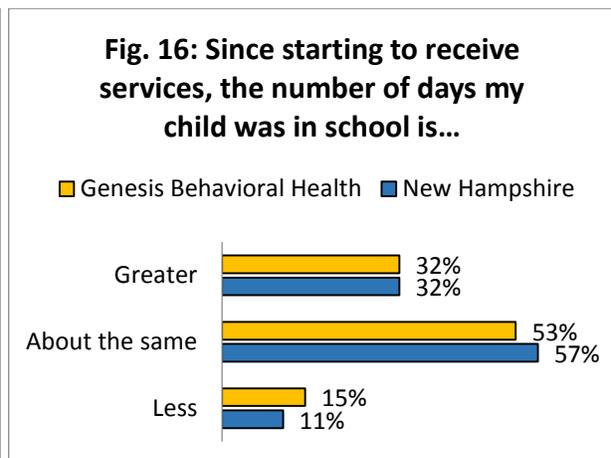
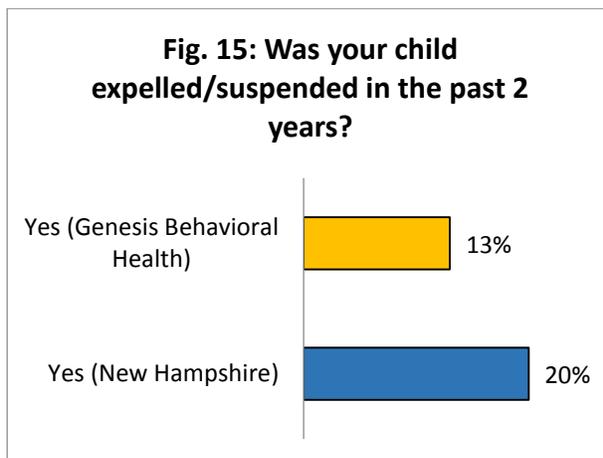
### Arrest History and Police Encounters

- ◆ 0% reported that their child was arrested in the past 2 years (NH=8%).
- ◆ 0% reported a reduction in police encounters (NH=9%).
- ◆ 0% reported an increase in police encounters (NH=4%).



## School Attendance

- ◆ 13% said their child was expelled or suspended in the past 2 years (NH=20%).
- ◆ 32% said the number of days their child was in school was greater since starting to receive services (NH=32%).
- ◆ 15% said the number of days their child was in school was less since starting to receive services (NH=11%).

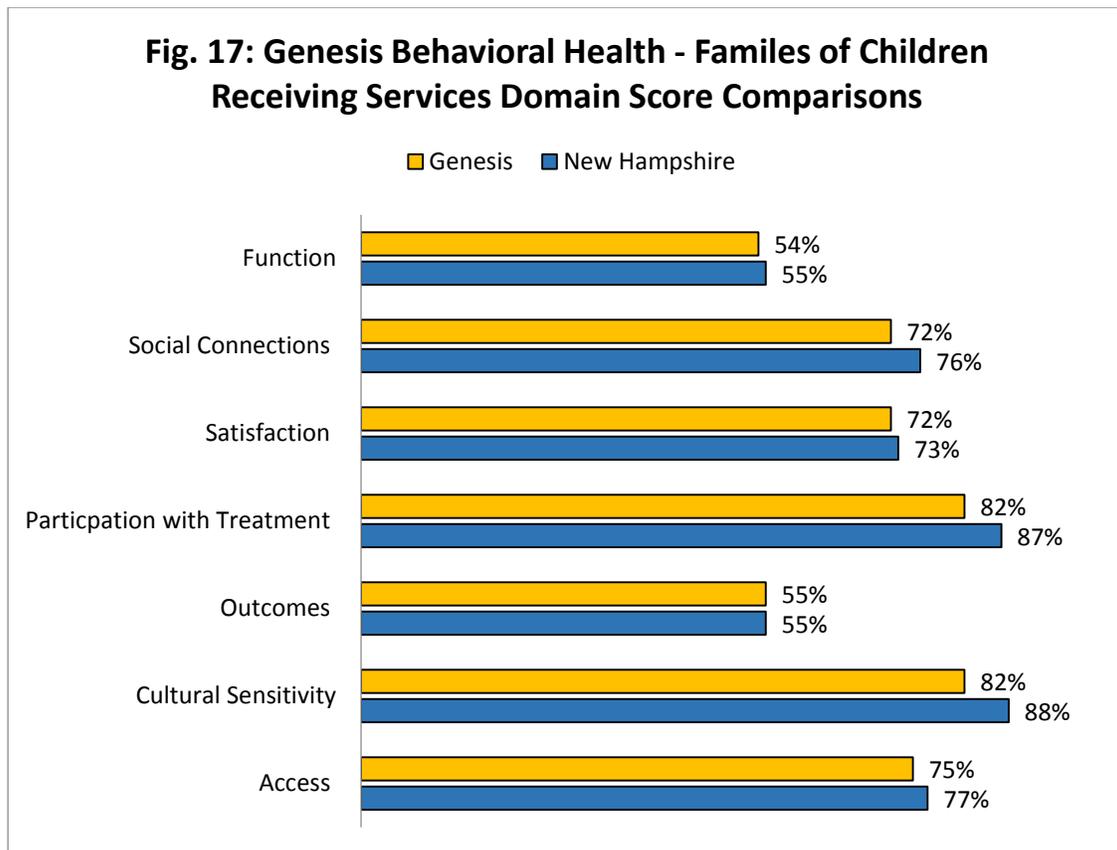


\*Data only reflects results from respondents 6 years and older.

## Domain Results

Figure 17 shows the domain scores from Genesis as compared to the statewide average for New Hampshire. None of the differences in scores were statistically significant, though there was some variation for some of the scores. Genesis scored lower on almost all domain scores compared to the state of New Hampshire, with the exception of Outcomes in which it scored the same as the statewide average (55%).

- ◆ Function (54%) was lower than the statewide average (55%).
- ◆ Satisfaction (72%) was slightly lower than the statewide average (73%).
- ◆ Participation with Treatment (82%) was 5% lower than the statewide average (87%).



## Genesis Behavioral Health (Region III) - Youth Survey Results

### Demographics

There were a total of 55 respondents for the Youth Services Survey from Genesis Behavioral Health via mail or telephone. The questionnaire was administered to youth between the ages of 14 and 17 and included demographic questions, state-added questions, and questions similar to the adult/child federal reporting domains.

#### Gender:

- ◆ 47% female (NH=60%)
- ◆ 53% male (NH=40%)

#### Age of Respondents:

- ◆ Range = 14-17 years
- ◆ Average age = 15.4 (NH=15.4)

#### Racial Demographics:

- ◆ 95% White (Caucasian)
- ◆ 7% American Indian or Alaska Native
- ◆ 2% Other

#### Currently in School:

- ◆ 91% reported currently being in school which is slightly lower than the statewide average of 93%.

#### Spanish/Hispanic/Latino Origin:

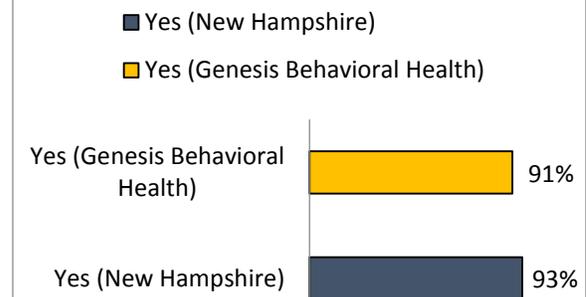
- ◆ 2% Spanish/Hispanic/Latino origin

Table 3: Race	% GEN*	% State*
White (Caucasian)	95%	90%
American Indian or Alaska Native	7%	4%
Other	2%	6%
Black (African American)	0%	3%
Asian	0%	0%
Native Hawaiian or Other Pacific Islander	0%	0.7%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 3a: Spanish/Hispanic/Latino Origin	% GEN	% State
No	98%	91%
Yes	2%	9%

**Fig. 18: Currently in School**



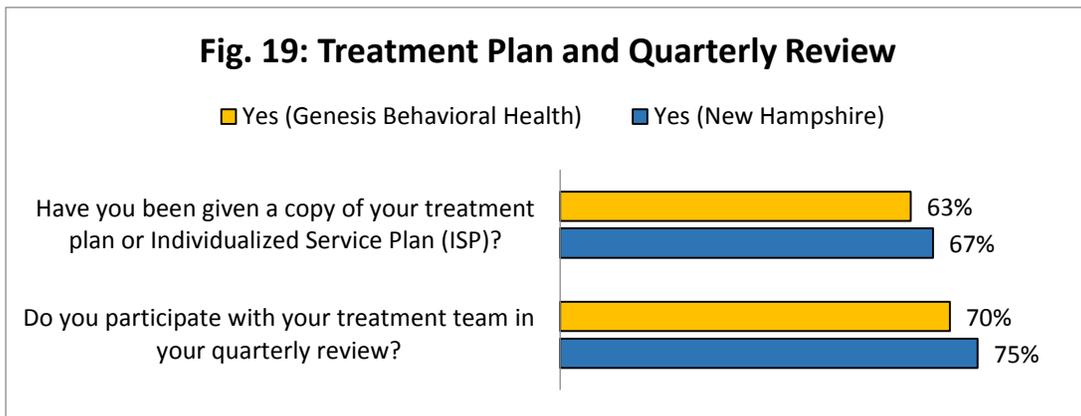
#### Gender: Comparison to State

- ◆ Genesis Behavioral Health respondents' gender (Female=47% and Male=53%) was more equally proportionate than the statewide average (Female=60% and Male =40%).

## Participation with Treatment Team

Respondents were asked whether or not they participate with their treatment team in their quarterly review and if they have been given a copy of their treatment plan or Individualized Service Plan.

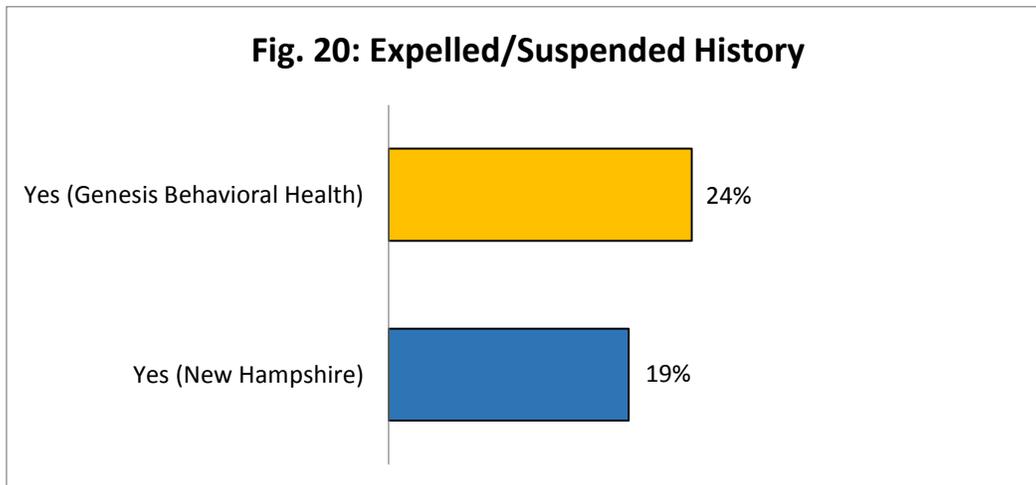
- ♦ 70% indicated they participated with their treatment team in their quarterly review (NH=75%).
- ♦ 63% said they were given a copy of their Individualized Service Plan (ISP) (NH=67%).



## School Attendance

Respondents were asked if they had been suspended or expelled in the last 12 months.

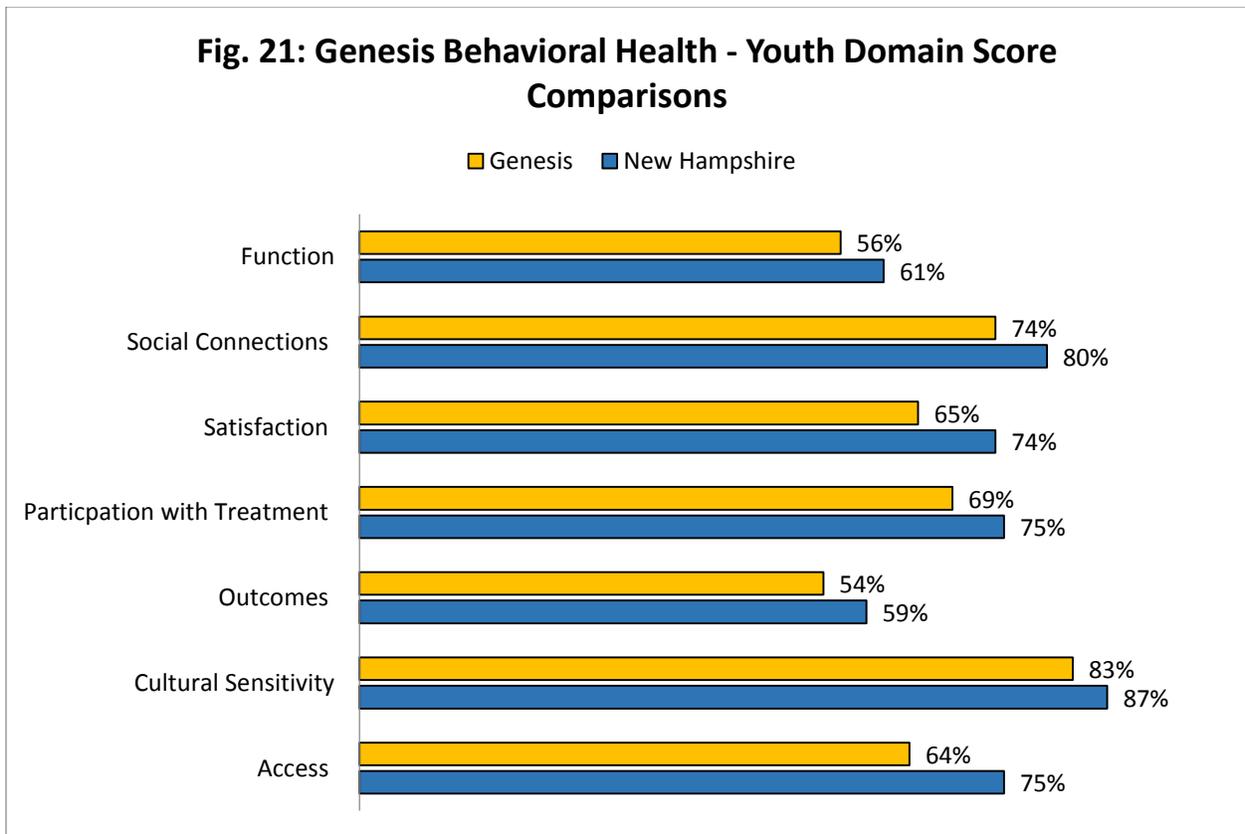
- ♦ 24% indicated they were expelled or suspended in the last 12 months (NH=19%).



## Domain Results

Figure 21 shows the domain scores from Genesis Behavioral Health as compared to the statewide average of New Hampshire. Genesis Behavioral Health scored lower in all seven of the categories than the statewide averages; however, none of the differences in scores were statistically significant.

- ◆ Participation with Treatment (69%) was lower than the statewide average (75%).
- ◆ Function (56%) was lower than the statewide average (61%).
- ◆ Social Connections (74%) was lower than the statewide average (80%).
- ◆ Satisfaction (65%) was 9% lower than the statewide average (74%).
- ◆ Outcomes (54%) was lower than the statewide average (59%).
- ◆ Access (64%) was 11% lower than the statewide average (75%).





# Mental Health Center of Greater Manchester (Region VII) - Adult Survey Results

## Demographics

A total of 490 adult consumers from Manchester responded to the Adult Service Survey via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

### Gender:

- ◆ 59% female (NH=62%)
- ◆ 41% male (NH=38%)

### Racial Demographics:

- ◆ 86% White (Caucasian)
- ◆ 8% Other
- ◆ 4% Black (African American)

### Spanish/Hispanic/Latino Origin:

- ◆ 8% Spanish/Hispanic/Latino origin

### Age of Adult Respondents:

- ◆ 9% between the ages of 18-24
- ◆ 30% between the ages 25-44
- ◆ 53% between the ages 45-64
- ◆ 8% were 65 years and older

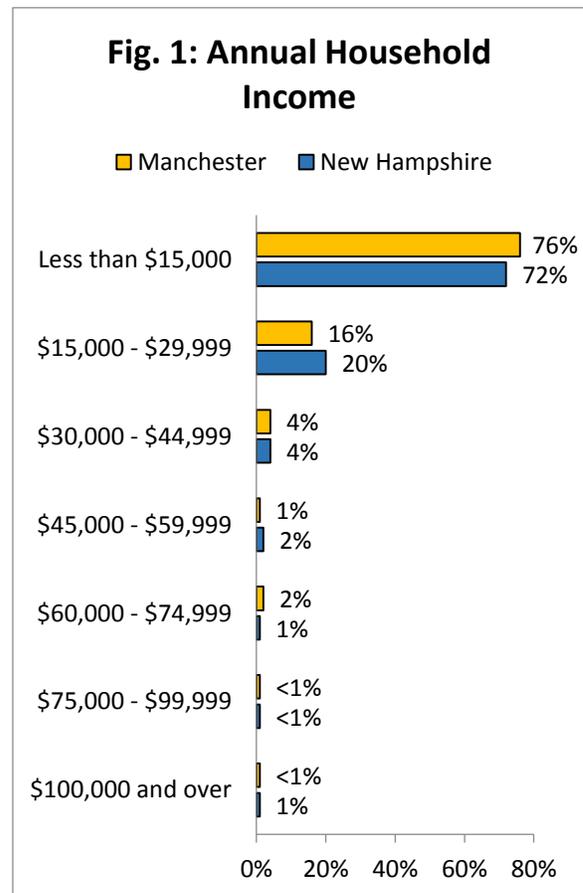
### Annual Household Income:

- ◆ 76% less than \$15,000
- ◆ 16% between \$15,000-\$29,999

Table 1: Race	% MAN*	% State
White (Caucasian)	86%	92%
American Indian or Alaska Native	4%	5%
Other	8%	5%
Black (African American)	4%	2%
Asian	1%	1%
Native Hawaiian or Other Pacific Islander	0.4%	0.3%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 1a: Spanish/Hispanic/Latino Origin**	% MAN	% State
No	92%	96%
Yes	8%	4%

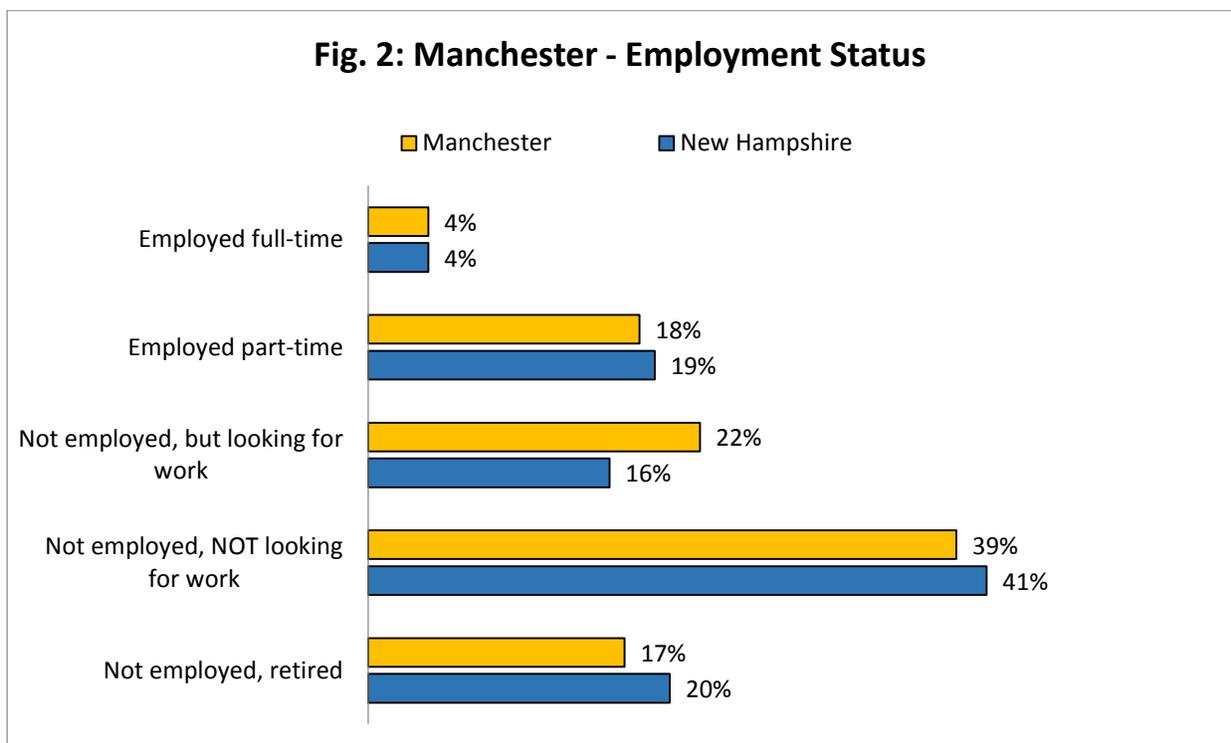


## Demographics (cont.)

The majority of respondents indicated that they were not employed and not looking for work (39%) with only 4% indicating they were employed full-time. Another 18% reported being employed part-time.

*Employment Status (2015 data only):*

- ◆ 39% said they were not employed and not looking for work (NH=41%).
- ◆ 22% indicated they were either employed full-time or part-time (NH=23%).
- ◆ 22% said they were not employed, but looking for work (NH=16%).
- ◆ 17% said they were not employed because they were retired (NH=20%).

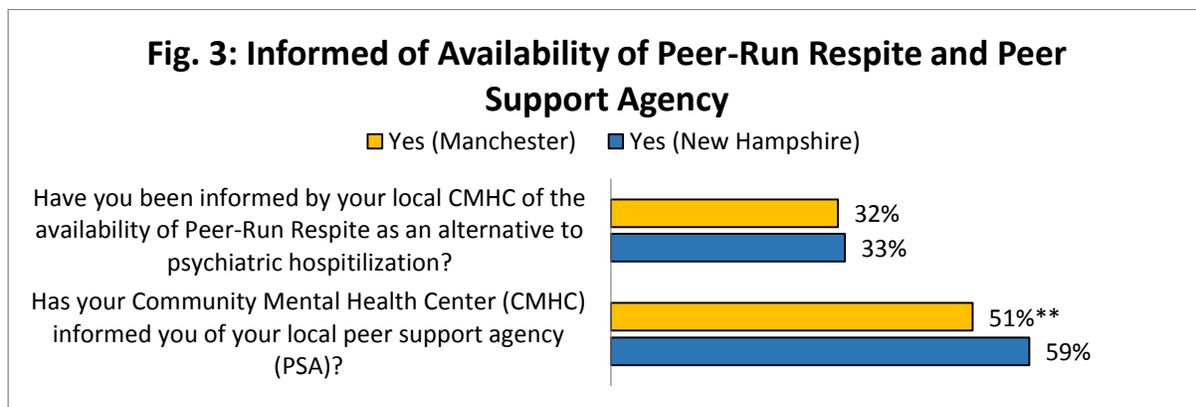


## Service Provision

The majority of respondents reported that they have received mental health services for more than one year (91%). Fewer respondents, however, indicated that they had been informed about other peer support programs and treatment practices.

### Peer Support Programs

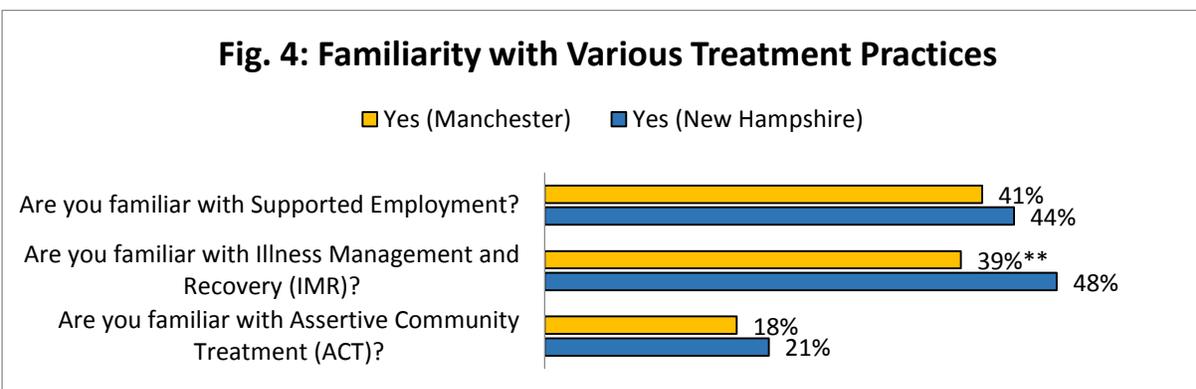
- ◆ 32% indicated they had been informed by their CMHC of the availability of Peer-Run Respite as an alternative to psychiatric hospitalization, which is lower than the statewide average (33%).
- ◆ 51% indicated their CMHC informed them of their Local Peer Support Agency, which is significantly lower than the statewide average (59%).



\*\*p<.05 statistically significant, 2-tailed test

### Treatment Practices (2014/2015 data only)

- ◆ Respondents were most familiar with Illness Management and Recovery (39%) and Supported Employment (41%). Familiarity with Illness Management and Recovery was significantly lower than the statewide average (48%).
- ◆ Respondents were less familiar with Assertive Community Treatment (18%) compared to the statewide average (21%).

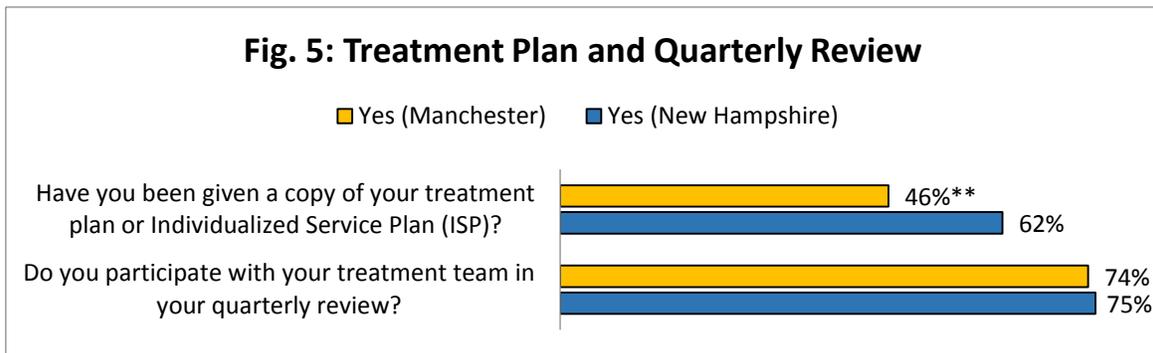


\*\*p<.05 statistically significant, 2-tailed test

## Participation with Treatment Team

Respondents were asked questions about their treatment plan and if they participated in their quarterly review.

- ◆ 46% indicated they had been given a copy of their treatment plan or Individualized Service Plan (ISP), which is significantly lower than the statewide average (62%).



\*\*p<.05 statistically significant, 2-tailed test

## Behavioral Outcomes

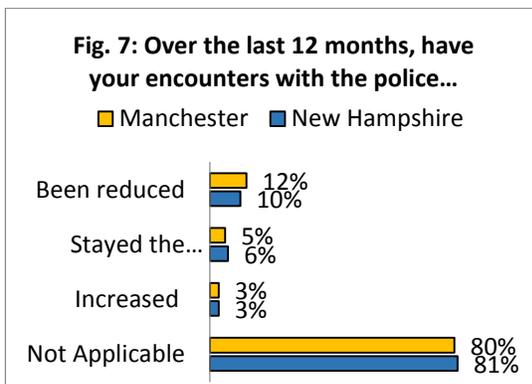
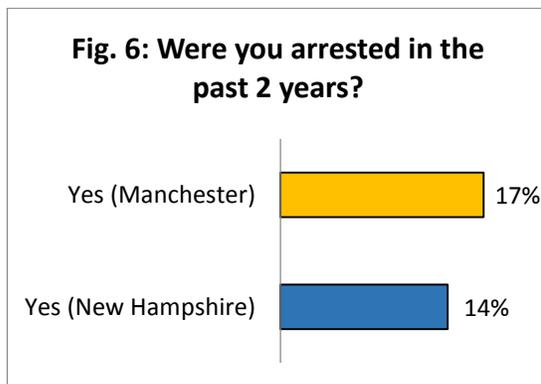
In an effort to measure behavioral outcomes, respondents were asked questions about arrest history and police encounters.

### Arrest History

- ◆ 17% reported being arrested in the past 2 years, which is higher than the statewide average (14%).

### Police Encounters

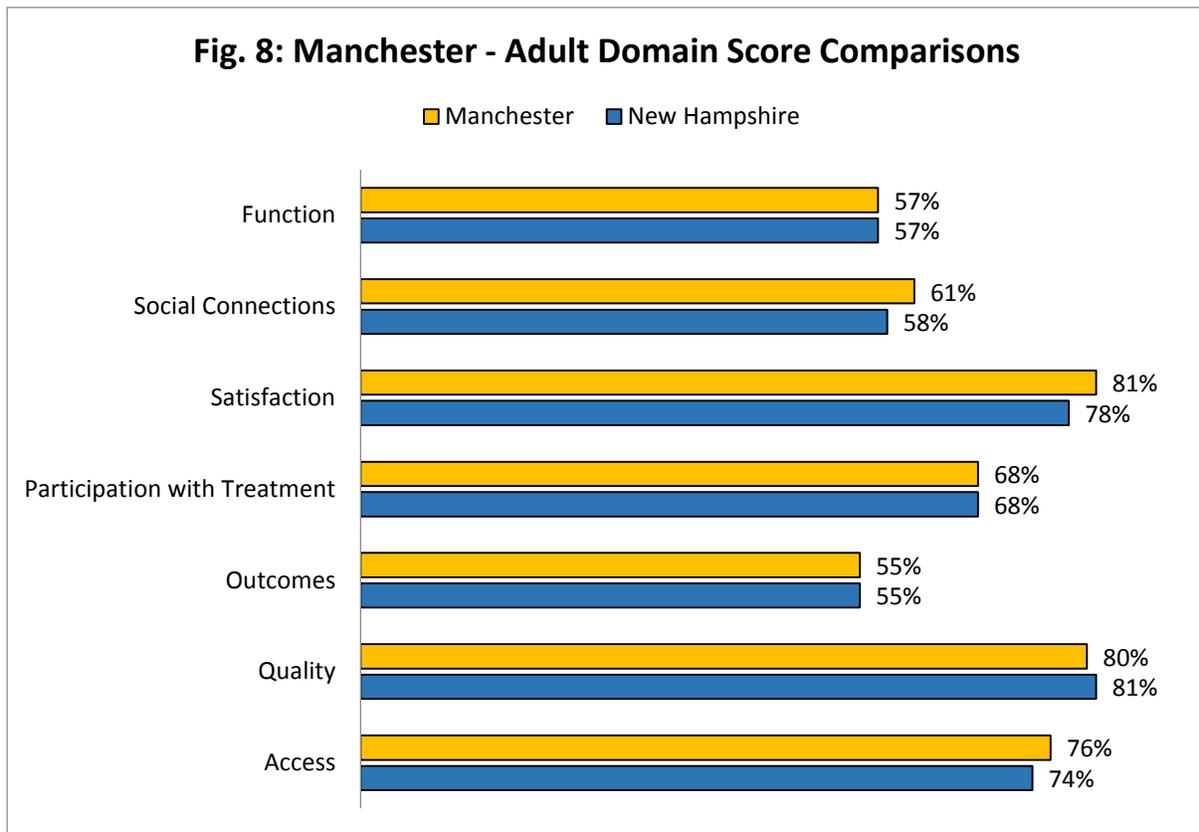
- ◆ 12% reported a reduction in police encounters, which is higher than the statewide average (10%).



## Domain Results

Figure 8 shows the domain scores from Manchester as compared to the statewide average of New Hampshire. Manchester reported an equal or higher domain score than the statewide average in all categories other than Quality.

- ◆ Social Connections (61%) was 3% higher than the statewide average (58%).
- ◆ Satisfaction (81%) was 3% higher than the statewide average (78%).
- ◆ Access (76%) was slightly higher than the statewide average (74%).
- ◆ Quality (80%) was slightly lower than the statewide average (81%).





# Mental Health Center of Greater Manchester (Region VII) - Families of Children Receiving Services Survey Results

## Demographics

A total of 249 families responded to the Child and Youth Services Survey for Manchester via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the federal reporting domains.

### Gender:

- ◆ 39% female (NH=40%)
- ◆ 61% male (NH=60%)

### Racial Demographics:

- ◆ 87% White (Caucasian)
- ◆ 11% Other
- ◆ 9% Black (African American)

### Spanish/Hispanic/Latino Origin:

- ◆ 21% Spanish/Hispanic/Latino origin

### Age of Child:

- ◆ 13% between the ages of 0-5
- ◆ 60% between the ages 6-11
- ◆ 27% between the ages 12-17

### Annual Household Income:

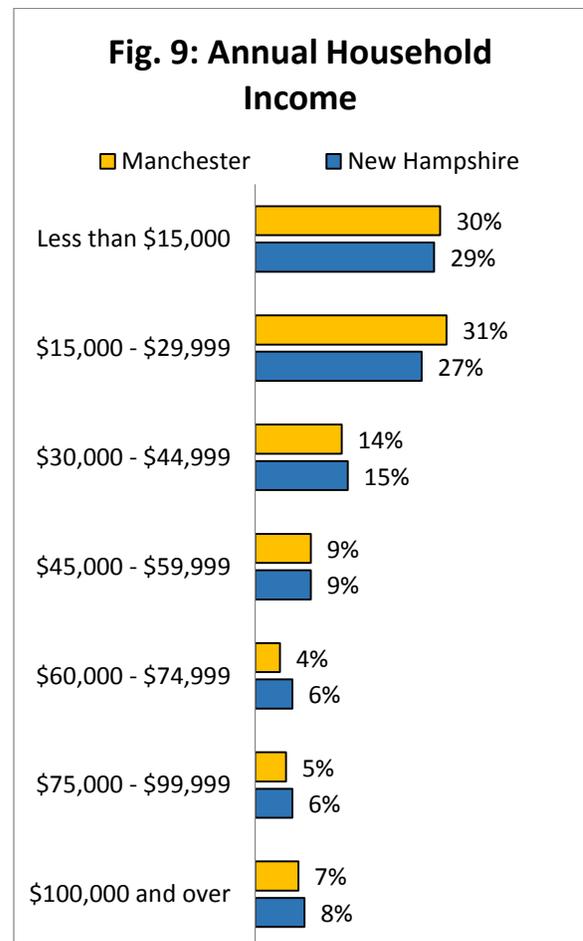
- ◆ 30% less than \$15,000
- ◆ 31% between \$15,000-\$29,999

Table 2: Race	% MAN*	% State
White (Caucasian)	87%	92%
American Indian or Alaska Native	3%	3%
Other	11%	6%
Black (African American)	9%	5%
Asian	1%	1%
Native Hawaiian or Other Pacific Islander	0%	0.7%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 2a: Spanish/Hispanic/Latino Origin**	% MAN	% State
No	79%	90%
Yes	21%**	10%

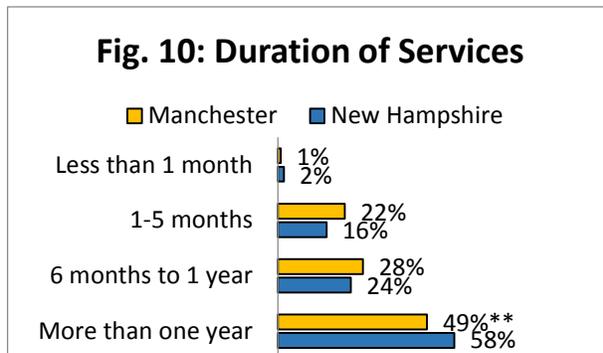
\*\*p<.05 statistically significant, 2-tailed test. Spanish/Hispanic/Latino origin.



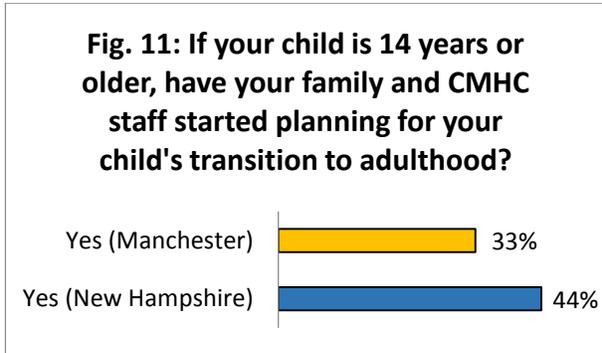
## Service Provision

Respondents were asked about the services their child received as well as planning for transition to adulthood.

- ◆ 49% indicated their child received services for more than one year, which is significantly lower than the statewide average (58%).
- ◆ 33% of respondents with children over 14 indicated they had started planning for their child's transition to adulthood (NH=44%).



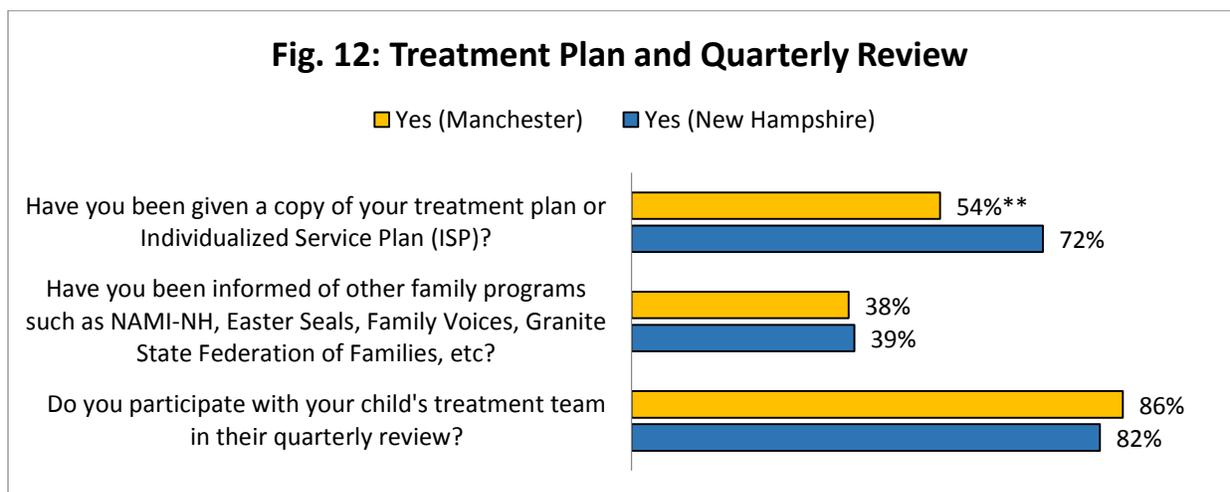
\*\*p<.05 statistically significant, 2-tailed test.



## Participation with Treatment Team

Respondents were asked a series of questions about their treatment plan, family programs, and if they participated in their quarterly review.

- ◆ 54% were given a copy of their treatment plan or Individualized Service Plan, which is significantly lower than the statewide average of 72%.
- ◆ 86% participate with their child's treatment team in their quarterly review, which is higher than the statewide average of 82%.



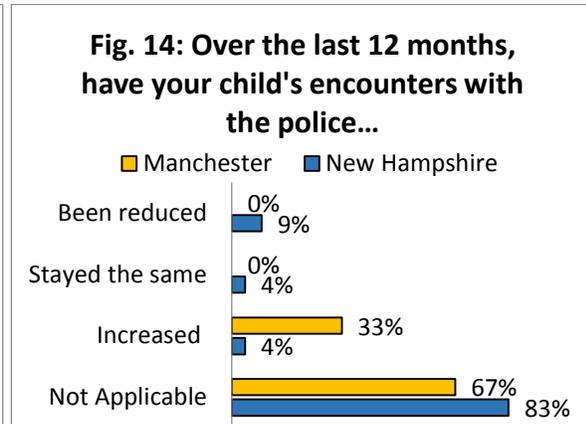
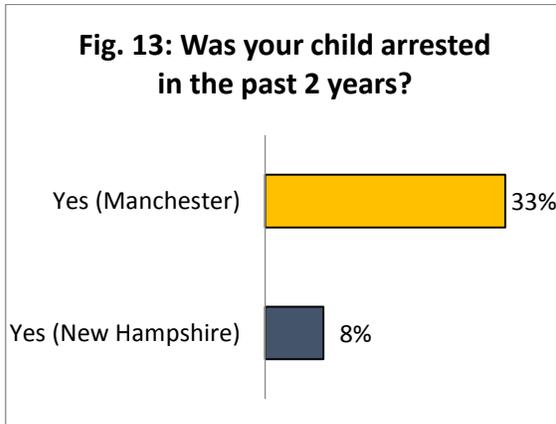
\*\*p<.05 statistically significant, 2-tailed test.

## Behavioral Outcomes

In an effort to measure behavioral outcomes, families with children 14 years and older were asked questions about their child's arrest history and police encounters.

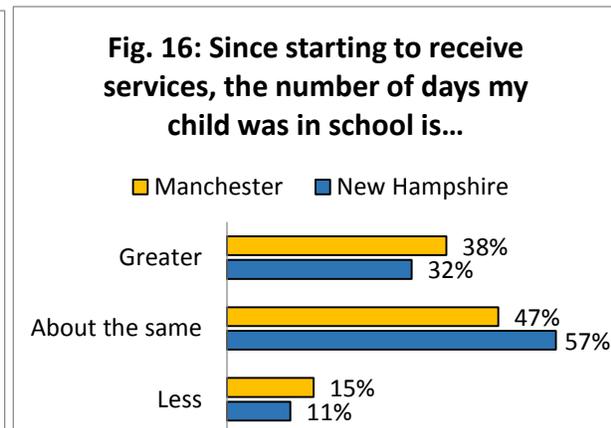
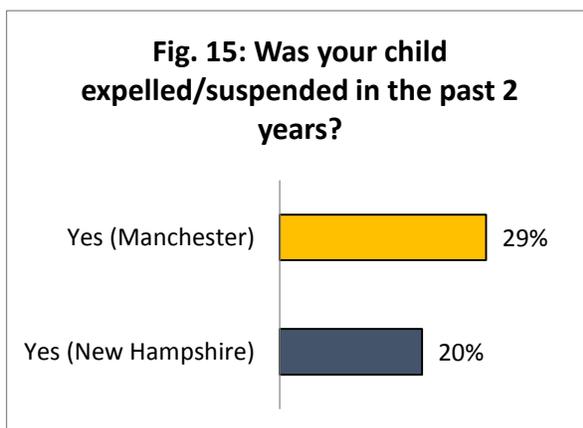
### Arrest History and Police Encounters

- ◆ 33% reported that their child was arrested in the past 2 years (NH=8%).
- ◆ 33% reported an increase in police encounters over the last 12 months (NH=4%).



## School Attendance

- ◆ 29% said their child was expelled or suspended in the past 2 years (NH=20%).
- ◆ 38% said the number of days their child was in school was greater since starting to receive services (NH=32%).
- ◆ 15% said the number of days their child was in school was less since starting to receive services (NH=11%).

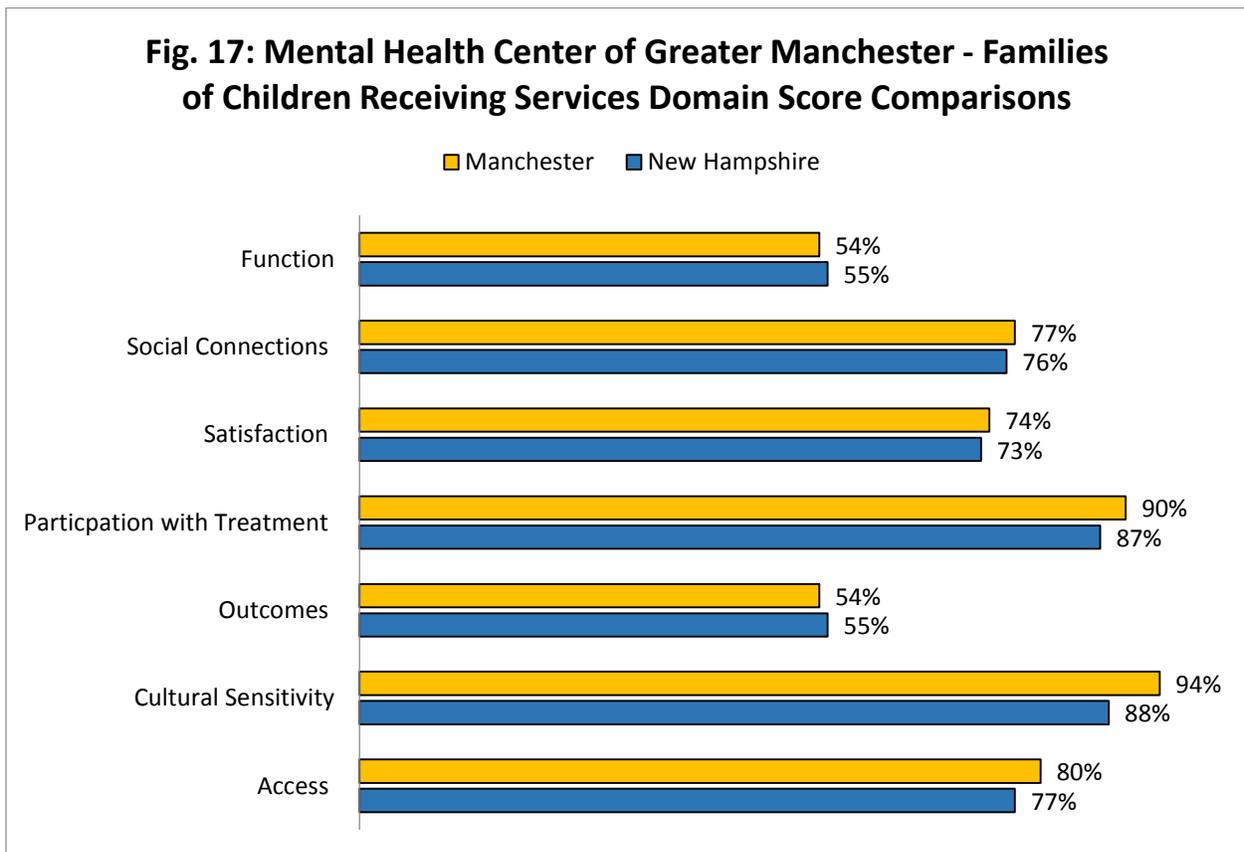


\*Data only reflects results from respondents 6 years and older

## Domain Results

Figure 17 shows the domain scores from Manchester as compared to the statewide average for New Hampshire. Manchester scored higher than the overall state of New Hampshire on all categories other than Function and Outcomes.

- ◆ Cultural Sensitivity (94%) was 8% higher than the statewide average (88%).
- ◆ Access (80%) was 3% higher than the statewide average (77%).
- ◆ Participation with Treatment (90%) was also 3% higher than the statewide average (87%).



\*\*p<.05 statistically significant, 2-tailed test.

# Mental Health Center of Greater Manchester (Region VII) - Youth Survey Results

## Demographics

There were a total of 102 respondents for the Youth Services Survey from Manchester via mail or telephone. The questionnaire was administered to youth between the ages of 14 and 17 and included demographic questions, state-added questions, and questions similar to the adult/child federal reporting domains.

### Gender:

- ◆ 63% female (NH=60%)
- ◆ 37% male (NH=40%)

### Age of Respondents:

- ◆ Range = 14-17 years
- ◆ Average age = 15.5 (NH=15.4)

### Racial Demographics:

- ◆ 81% White (Caucasian)
- ◆ 16% Other

### Currently in School:

- ◆ 95% reported currently being in school which is higher than the statewide average of 93%.

### Spanish/Hispanic/Latino Origin:

- ◆ 25% Spanish/Hispanic/Latino origin

Table 3: Race**	% MAN*	% State*
White (Caucasian)	81%	90%
American Indian or Alaska Native	7%	4%
Other	16%	6%
Black (African American)	4%	3%
Asian	0%	0%
Native Hawaiian or Other Pacific Islander	0%	0.7%

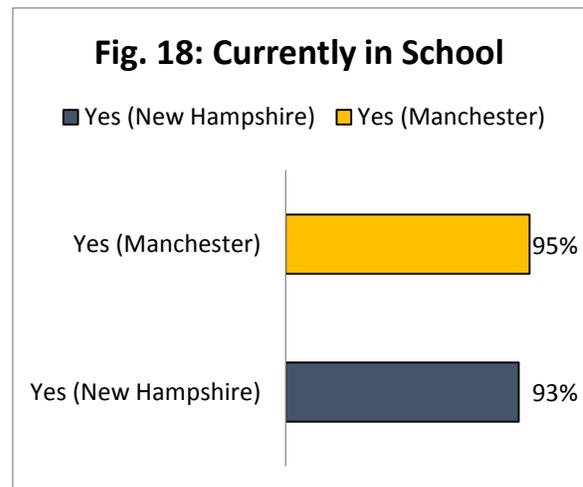
\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

\*\*p<.05 statistically significant; 2-tailed test. Race (other than/in addition to white).

Table 3a: Spanish/Hispanic/Latino Origin**	% MAN	% State
No	75%	91%
Yes	25%**	9%

\*\*p<.05 statistically significant, 2-tailed test. Spanish/Hispanic/Latino origin.

**Fig. 18: Currently in School**



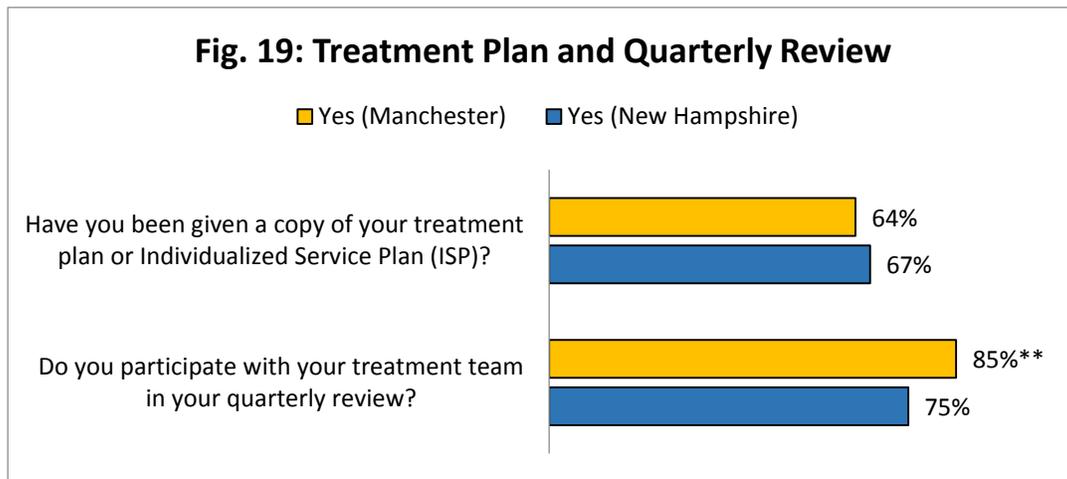
### Race and Gender: Comparison to State

- ◆ Significantly more respondents from Manchester reported being a race other than/in addition to white. The gender distribution of respondents was similar to the statewide average.

## Participation with Treatment Team

Respondents were asked whether or not they participate with their treatment team in their quarterly review and if they have been given a copy of their treatment plan or Individualized Service Plan.

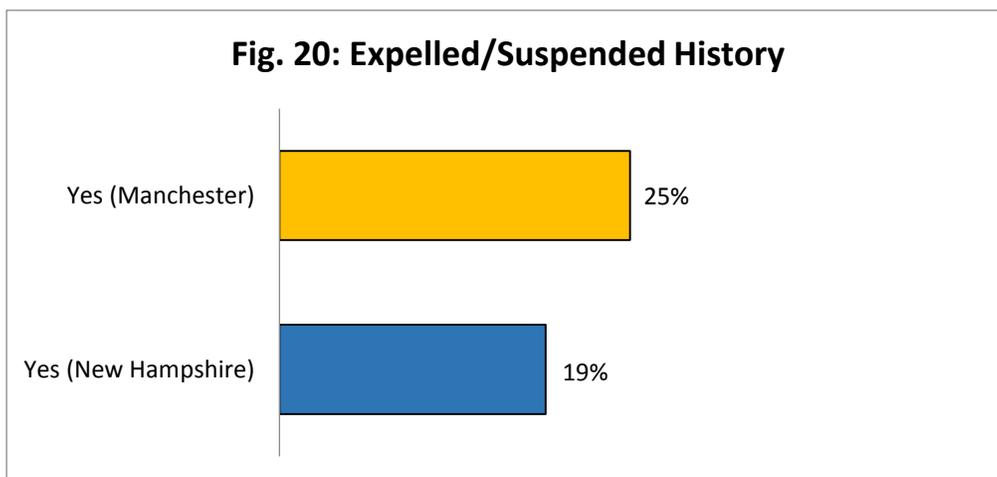
- ◆ 85% indicated they participated with their treatment team in their quarterly review, which is significantly higher than the statewide average (NH=75%).
- ◆ 64% said they were given a copy of their Individualized Service Plan (ISP) (NH=67%).



## School Attendance

Respondents were asked if they had been suspended or expelled in the last 12 months.

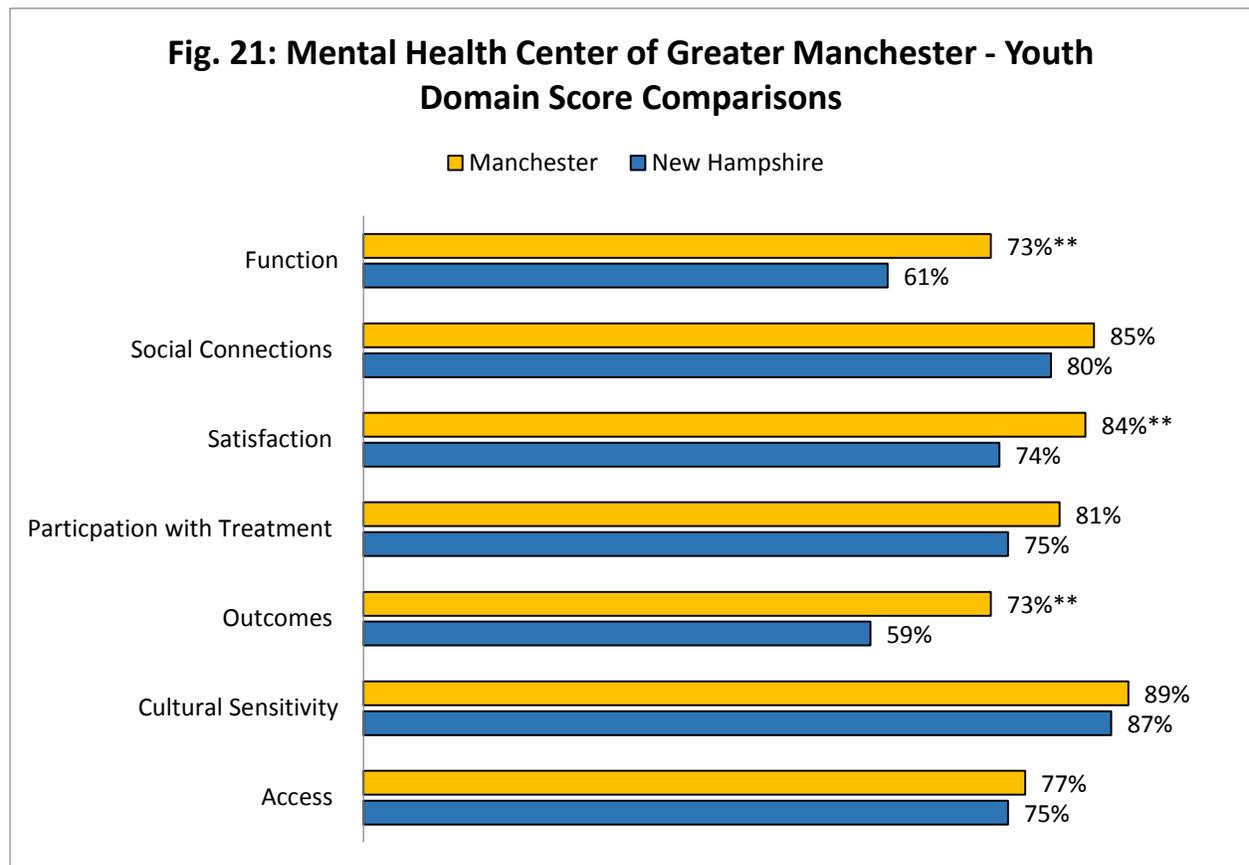
- ◆ 25% indicated they were expelled or suspended in the last 12 months (NH=19%).



## Domain Results

Figure 21 shows the domain scores from Manchester as compared to the statewide average of New Hampshire. Manchester scored higher in all categories. The scores for Function (73%), Satisfaction (84%) and Outcomes (73%) were significantly higher than the statewide averages.

- ◆ Function (73%) was significantly higher than the statewide average (61%).
- ◆ Satisfaction (84%) was significantly higher than the statewide average (74%).
- ◆ Outcomes (73%) was significantly higher than the statewide average (59%).



\*\*p<.05 statistically significant, 2-tailed test



# Monadnock Behavioral Health (Region V) - Adult Survey Results

## Demographics

A total of 163 adult consumers from Monadnock responded to the Adult Service Survey via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

### Gender:

- ◆ 66% female (NH=62%)
- ◆ 34% male (NH=38%)

### Racial Demographics:

- ◆ 90% White (Caucasian)
- ◆ 5% American Indian or Alaskan Native

### Spanish/Hispanic/Latino Origin:

- ◆ 3% Spanish/Hispanic/Latino origin

### Age of Adult Respondents:

- ◆ 4% between the ages of 18-24
- ◆ 32% between the ages 25-44
- ◆ 55% between the ages 45-64
- ◆ 9% were 65 years and older

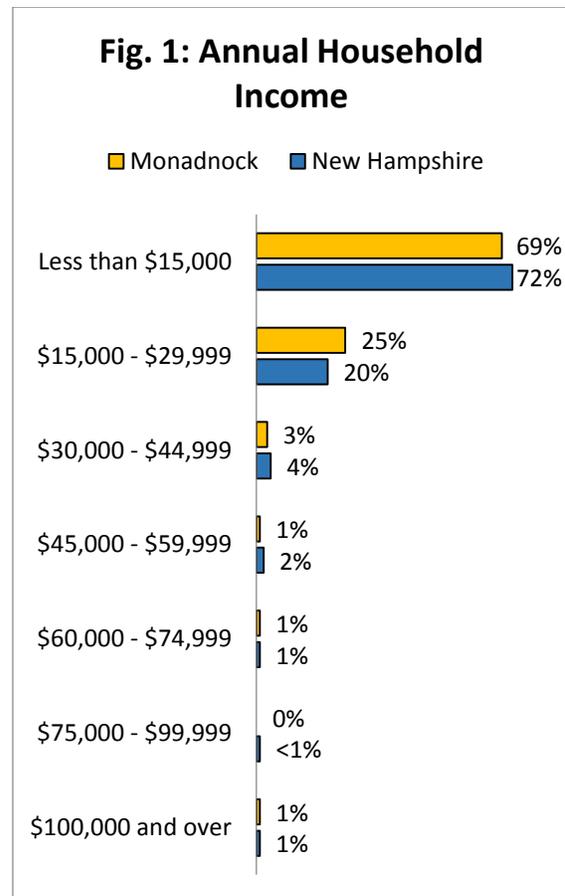
### Annual Household Income:

- ◆ 69% less than \$15,000
- ◆ 25% between \$15,000-\$29,999

Table 1: Race	% MON*	% State
White (Caucasian)	90%	92%
American Indian or Alaska Native	5%	5%
Other	4%	5%
Black (African American)	3%	2%
Asian	2%	1%
Native Hawaiian or Other Pacific Islander	0.6%	0.3%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 1a: Spanish/Hispanic/Latino Origin	% MON	% State
No	97%	96%
Yes	3%	4%

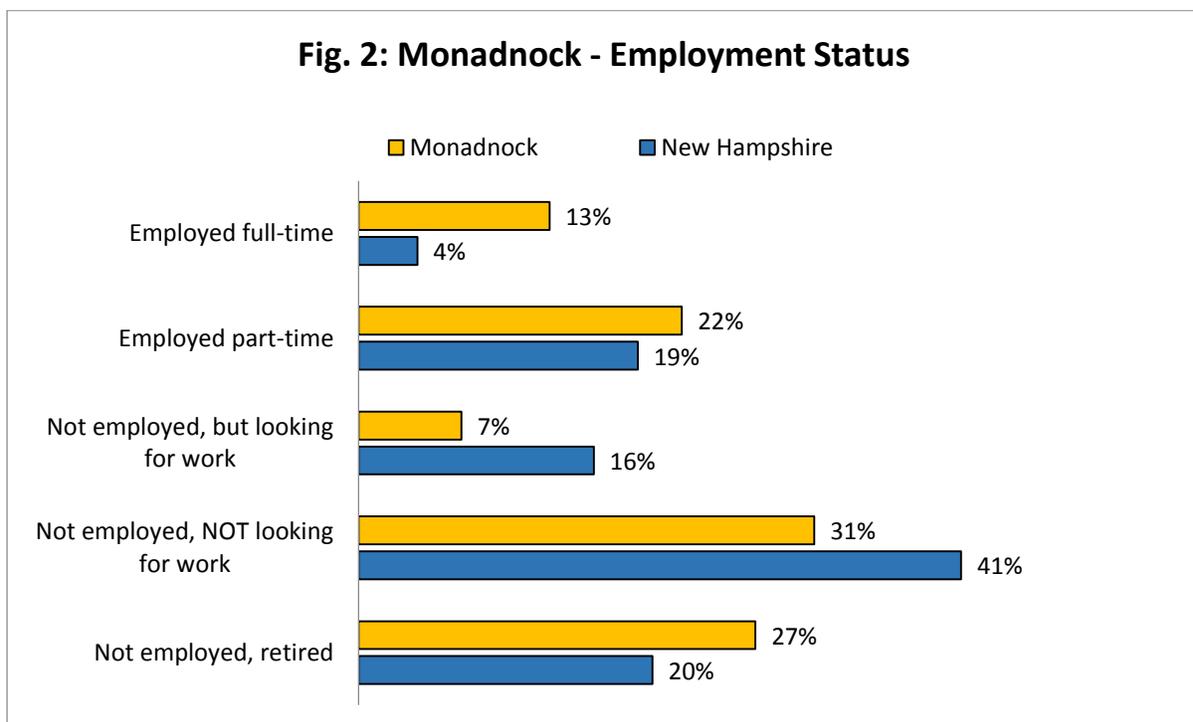


## Demographics (cont.)

The majority of respondents indicated that they were not employed and not looking for work (31%) or not employed, retired (27%). Another 13% reported being employed full-time and 22% reported being employed part-time.

*Employment Status (2015 data only):*

- ◆ 31% said they were not employed and not looking for work (NH=41%).
- ◆ 35% indicated they were either employed full-time or part-time (NH=23%).
- ◆ 7% said they were not employed, but looking for work (NH=16%).
- ◆ 27% said they were not employed because they were retired (NH=20%).

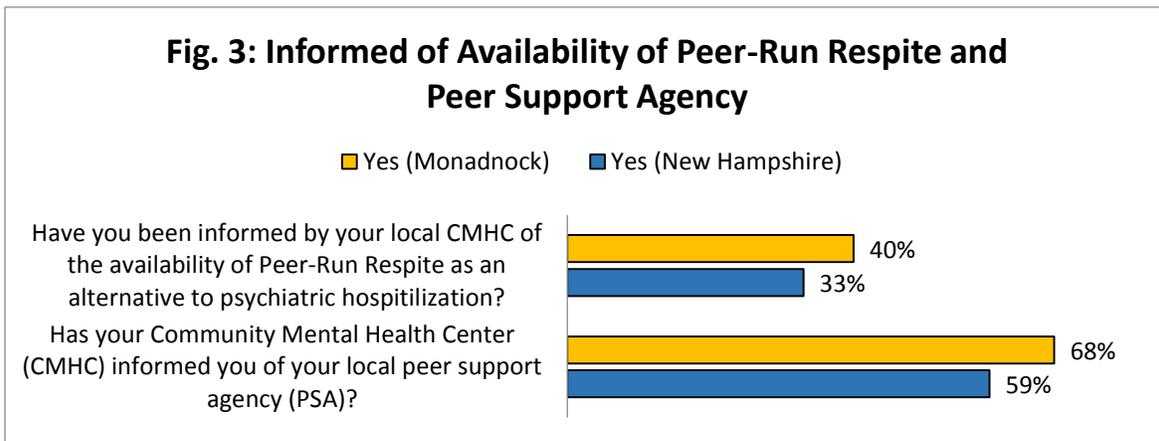


## Service Provision

The majority of respondents reported that they have received mental health services for more than one year (94%). Fewer respondents, however, indicated that they had been informed about other peer support programs and treatment practices.

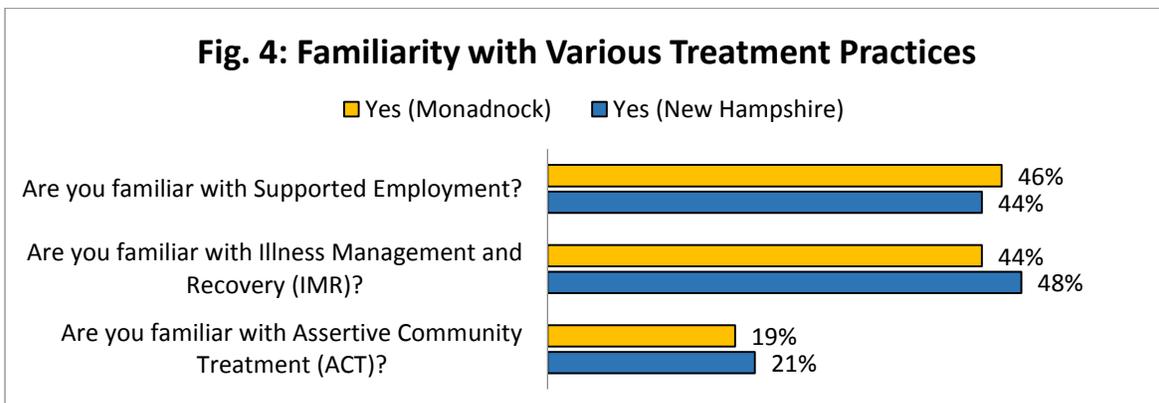
### Peer Support Programs

- ◆ 40% indicated they had been informed by their CMHC of the availability of Peer-Run Respite as an alternative to psychiatric hospitalization (NH=33%).
- ◆ 68% indicated their CMHC informed them of their Local Peer Support Agency (NH=59%).



### Treatment Practices (2014/2015 data only)

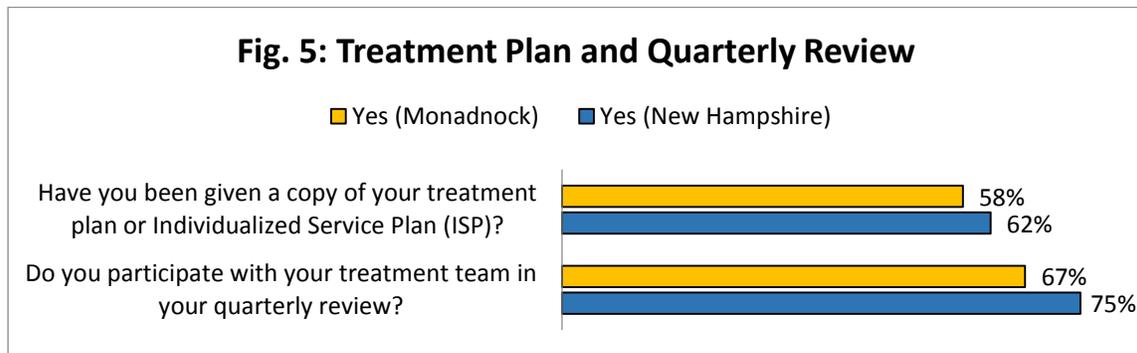
- ◆ Respondents were most familiar with Supported Employment (46%) and Illness Management and Recovery (44%). These percentages are similar to the statewide percentages of 44% and 48%, respectively.
- ◆ Respondents were less familiar with Assertive Community Treatment (19%) (NH=21%).



## Participation with Treatment Team

Respondents were asked questions about their treatment plan and if they participated in their quarterly review.

- ◆ 58% indicated they had been given a copy of their treatment plan or Individualized Service Plan (ISP) (NH=62%).
- ◆ 67% indicated they participated with their treatment team in their quarterly review. This percentage is notably lower than the statewide percentage (75%).



## Behavioral Outcomes

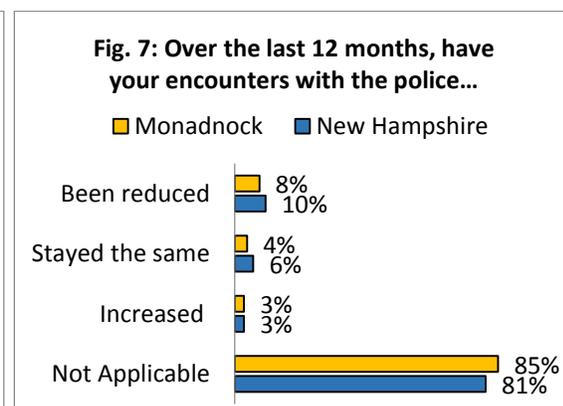
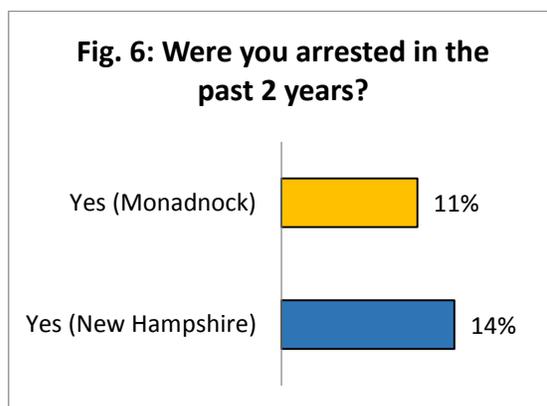
In an effort to measure behavioral outcomes, respondents were asked questions about arrest history and police encounters.

### Arrest History

- ◆ 11% reported being arrested in the past 2 years (NH=14%).

### Police Encounters

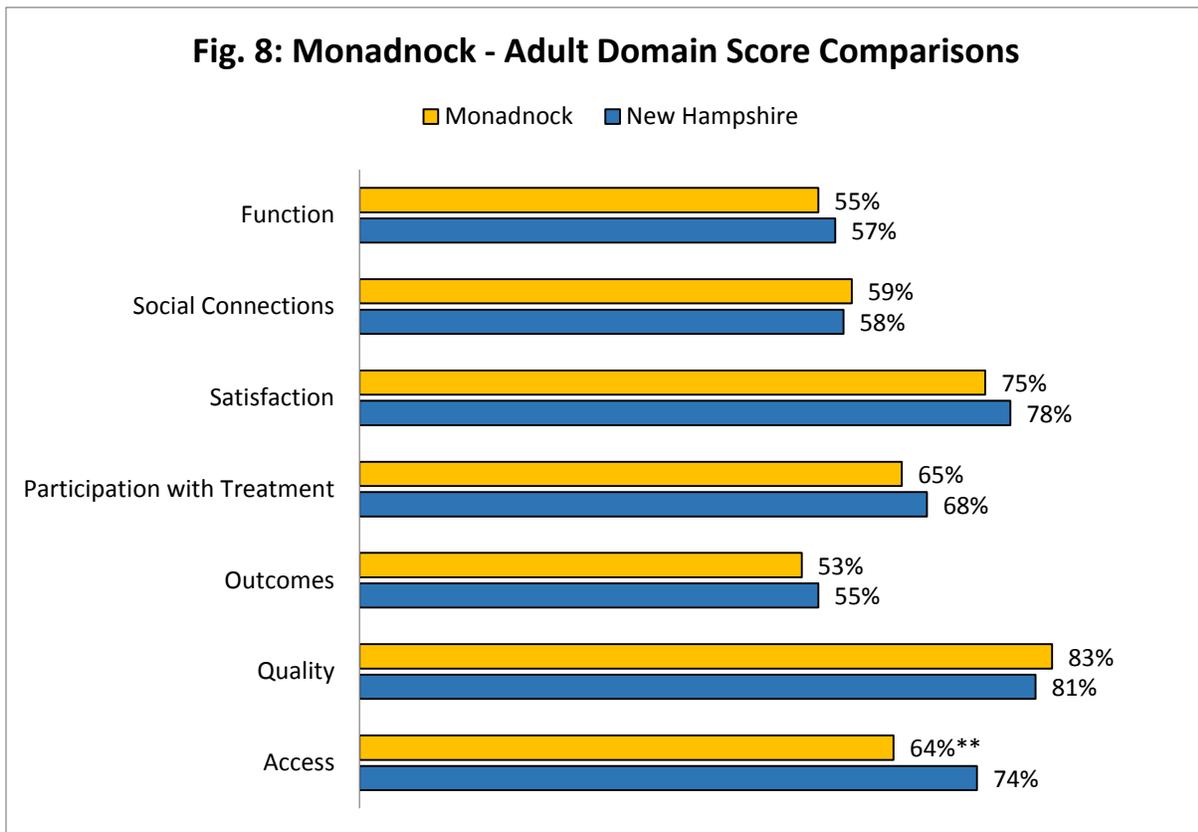
- ◆ 8% reported a reduction in police encounters (NH=10%).
- ◆ 3% reported an increase in police encounters (NH=3%).



## Domain Results

Figure 8 shows the domain scores from Monadnock as compared to the statewide average of New Hampshire. Monadnock reported a lower domain score than the statewide average in five of the seven categories.

- ◆ Access (64%) was significantly lower than the statewide average (74%).
- ◆ Satisfaction (75%) was 3% lower than the statewide average (78%).
- ◆ Participation with Treatment (65%) was 3% lower than the statewide average (68%).
- ◆ Quality (83%) was 2% higher than the statewide average (81%).



\*\*p<.05 statistically significant, 2-tailed test



# Monadnock Behavioral Health (Region V) - Families of Children Receiving Services Survey Results

## Demographics

A total of 81 families responded to the Child and Youth Services Survey for Monadnock via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the federal reporting domains.

### Gender:

- ◆ 51% female (NH=40%)
- ◆ 49% male (NH=60%)

### Age of Child:

- ◆ 17% between the ages of 0-5
- ◆ 64% between the ages 6-11
- ◆ 19% between the ages 12-17

### Racial Demographics:

- ◆ 95% White (Caucasian)
- ◆ 5% Black (African American)
- ◆ 4% American Indian or Alaska Native

### Annual Household Income:

- ◆ 39% less than \$15,000
- ◆ 29% between \$15,000-\$29,999

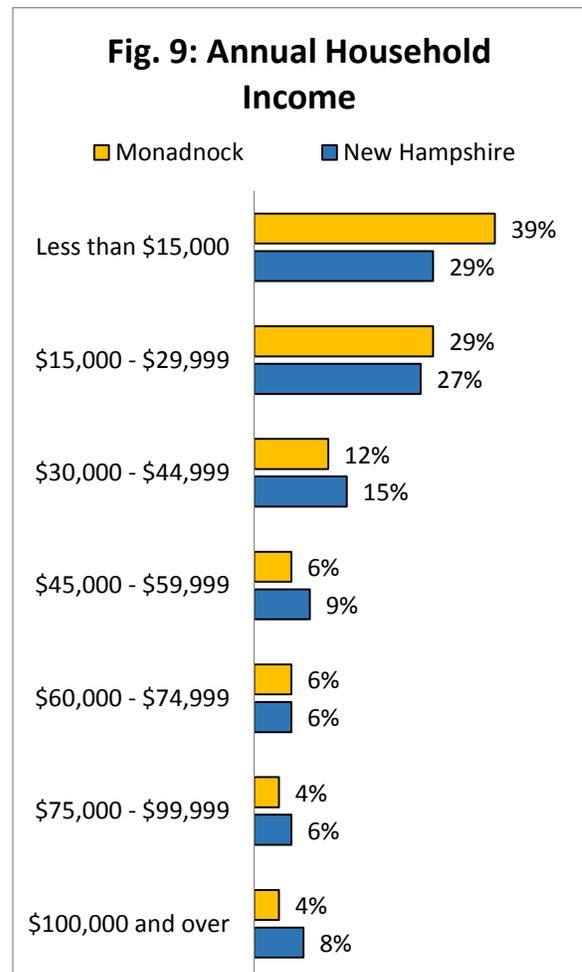
### Spanish/Hispanic/Latino Origin:

- ◆ 6% Spanish/Hispanic/Latino origin

Table 2: Race	% MON*	% State
White (Caucasian)	95%	92%
American Indian or Alaska Native	4%	3%
Other	6%	6%
Black (African American)	5%	5%
Asian	3%	1%
Native Hawaiian or Other Pacific Islander	1%	0.7%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

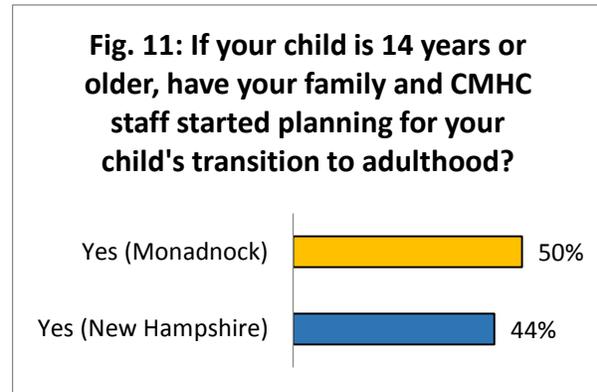
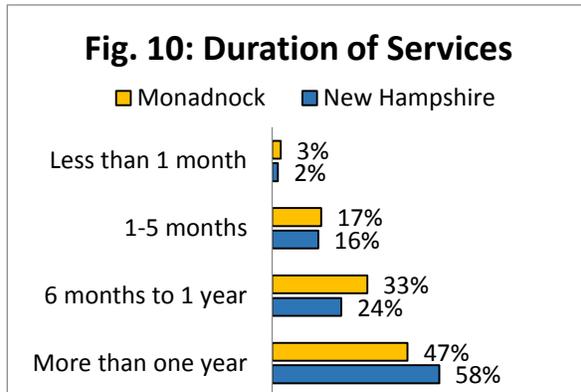
Table 2a: Spanish/Hispanic/Latino Origin	% MON	% State
No	94%	90%
Yes	6%	10%



## Service Provision

Respondents were asked about the services their child received as well as planning for transition to adulthood.

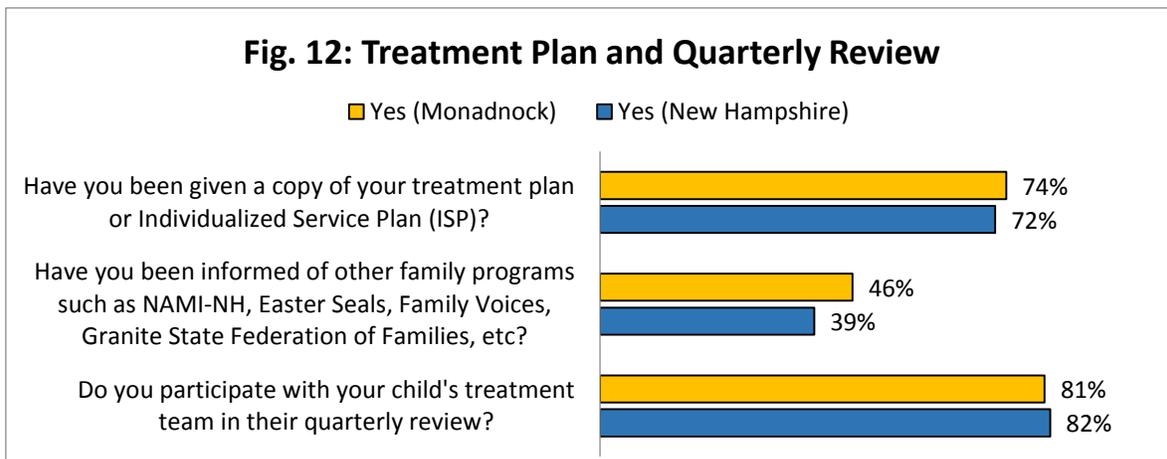
- ◆ 47% indicated their child received services for more than one year (NH=58%).
- ◆ 50% of respondents with children over 14 indicated they had started planning for their child's transition to adulthood (NH=44%).



## Participation with Treatment Team

Respondents were asked a series of questions about their treatment plan, family programs, and if they participated in their quarterly review.

- ◆ 74% were given a copy of their treatment plan or Individualized Service Plan which is higher than the statewide average of 72%.
- ◆ 46% had been informed of other family programs which is higher than the statewide average of 39%.
- ◆ 81% participate with their child's treatment team in their quarterly review which is lower than the statewide average of 82%.

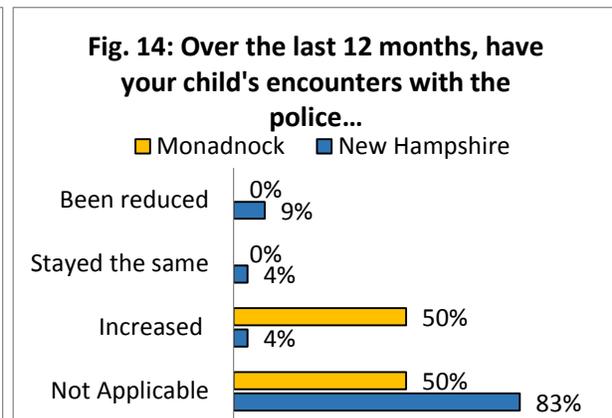
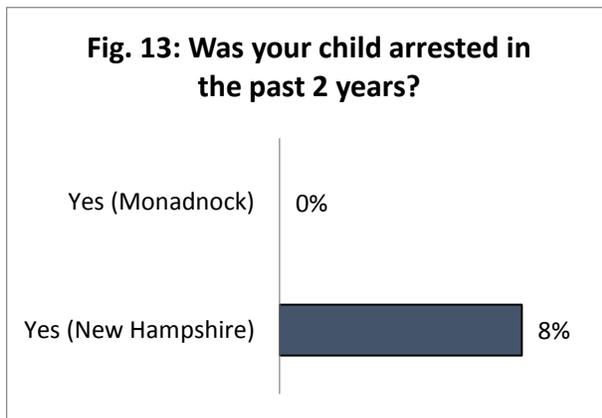


## Behavioral Outcomes

In an effort to measure behavioral outcomes, families with children 14 years and older were asked questions about their child's arrest history and police encounters.

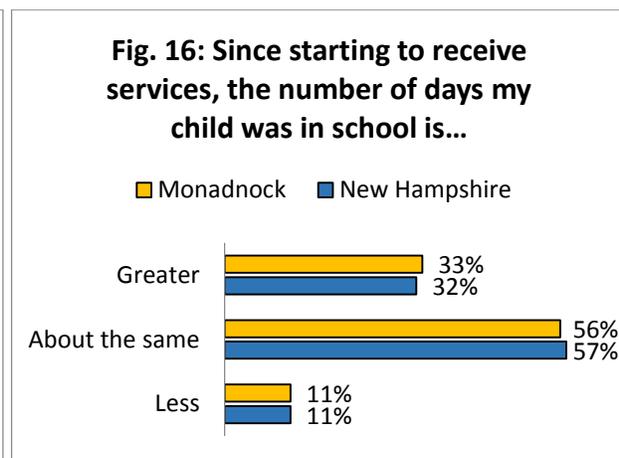
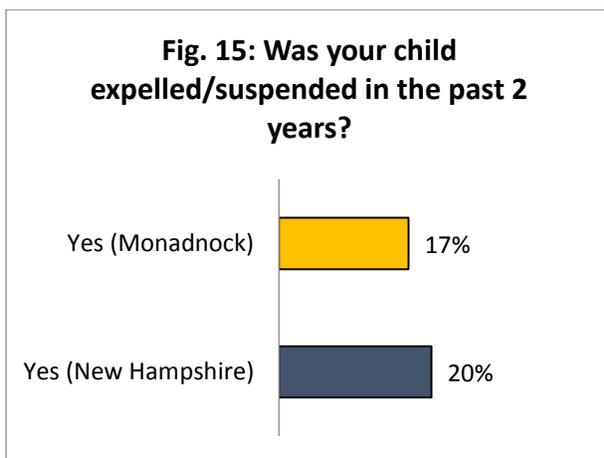
### *Arrest History and Police Encounters*

- ◆ 0% reported that their child was arrested in the past 2 years (NH=8%).
- ◆ 0% reported a reduction in police encounters (NH=9%).
- ◆ 50% reported an increase in police encounters (NH=4%).



## School Attendance

- ◆ 17% said their child was expelled or suspended during the past 2 years (NH=20%).
- ◆ 33% said the number of days their child was in school was greater since starting to receive services (NH=32%).
- ◆ 11% said the number of days their child was in school was less since starting to receive services (NH=11%).

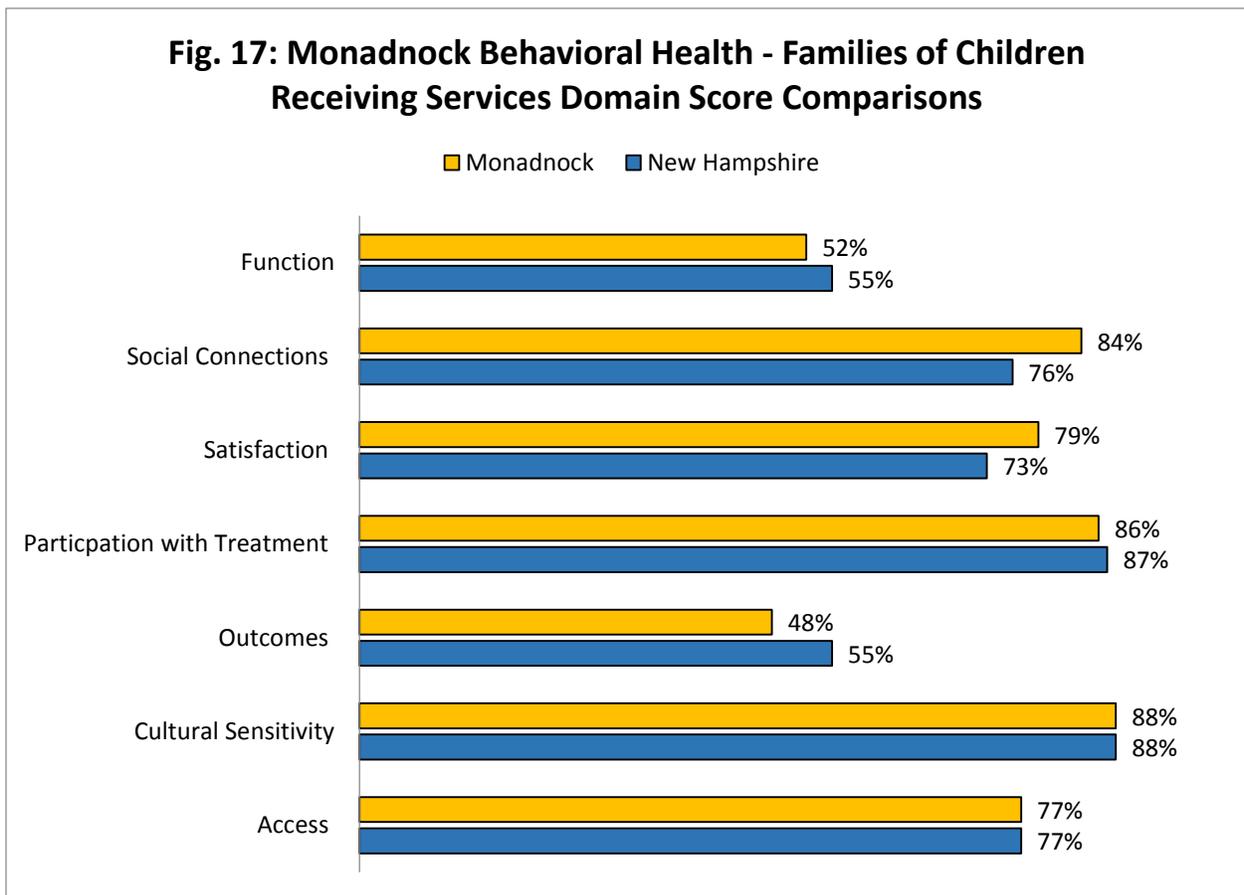


\*Data only reflects results from respondents 6 years and older.

## Domain Results

Figure 17 shows the domain scores from Monadnock as compared to the statewide average for New Hampshire. Monadnock scored similarly to the statewide averages on most domain scores and none of the scores were statistically significant. However, there were two scores (Social Connections and Satisfaction) that were considerably higher and one that was notably lower (Outcomes).

- ◆ Social Connections (84%) was 8% higher than the statewide average (76%).
- ◆ Satisfaction (79%) was higher than the statewide average (73%).
- ◆ Outcomes (48%) was 7% lower than the statewide average (55%).



# Monadnock Behavioral Health (Region V) - Youth Survey Results

## Demographics

There were a total of 58 respondents for the Youth Services Survey from Monadnock via mail or telephone. The questionnaire was administered to youth between the ages of 14 and 17 and included demographic questions, state-added questions, and questions similar to the adult/child federal reporting domains.

### Gender:

- ◆ 45% female (NH=60%)
- ◆ 55% male (NH=40%)

### Age of Respondents:

- ◆ Range = 14-17 years
- ◆ Average age = 15.1 (NH=15.4)

### Racial Demographics:

- ◆ 96% White (Caucasian)
- ◆ 7% Black (African American)
- ◆ 2% Other

### Currently in School:

- ◆ 88% reported currently being in school which is lower than the statewide average of 93%.

### Spanish/Hispanic/Latino Origin:

- ◆ 0% Spanish/Hispanic/Latino origin

Table 3: Race	% MON*	% State*
White (Caucasian)	96%	90%
American Indian or Alaska Native	0%	4%
Other	2%	6%
Black (African American)	7%	3%
Asian	0%	0%
Native Hawaiian or Other Pacific Islander	0%	0.7%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100

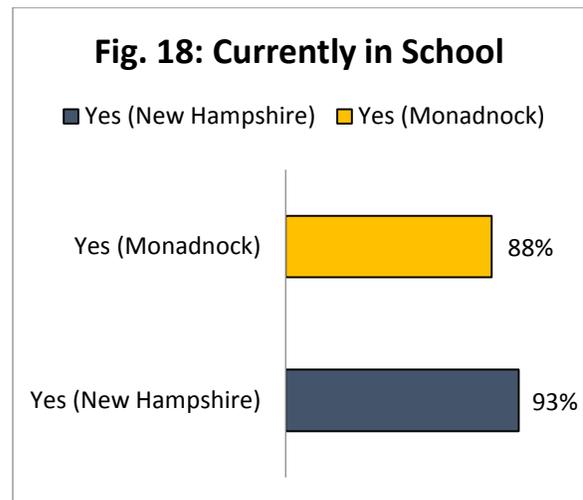


Table 3a: Spanish/Hispanic/Latino Origin**	% MON	% State
No	100%	91%
Yes	0%	9%

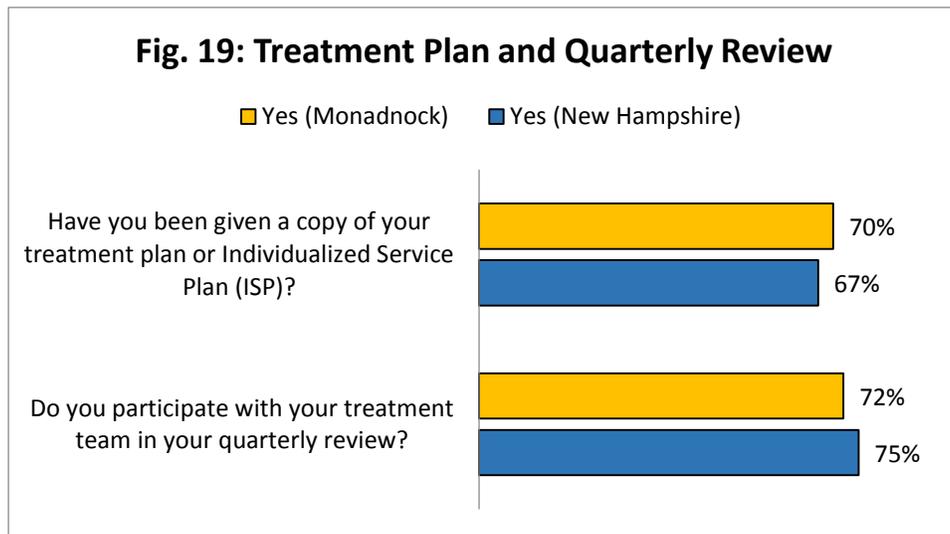
### Spanish/Hispanic/Latino: Comparison to State

- ◆ No respondents from Monadnock reported being of Spanish/Hispanic/Latino Origin which is notably lower than the statewide average of 9%.

## Participation with Treatment Team

Respondents were asked whether or not they participate with their treatment team in their quarterly review and if they have been given a copy of their treatment plan or Individualized Service Plan.

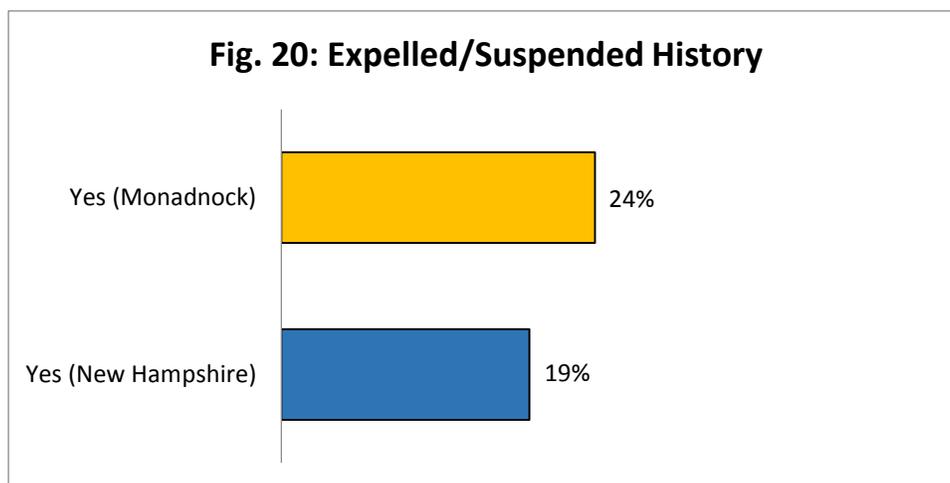
- ♦ 72% indicated they participated with their treatment team in their quarterly review (NH=75%).
- ♦ 70% said they were given a copy of their Individualized Service Plan (ISP) (NH=67%).



## School Attendance

Respondents were asked if they had been suspended or expelled in the last 12 months.

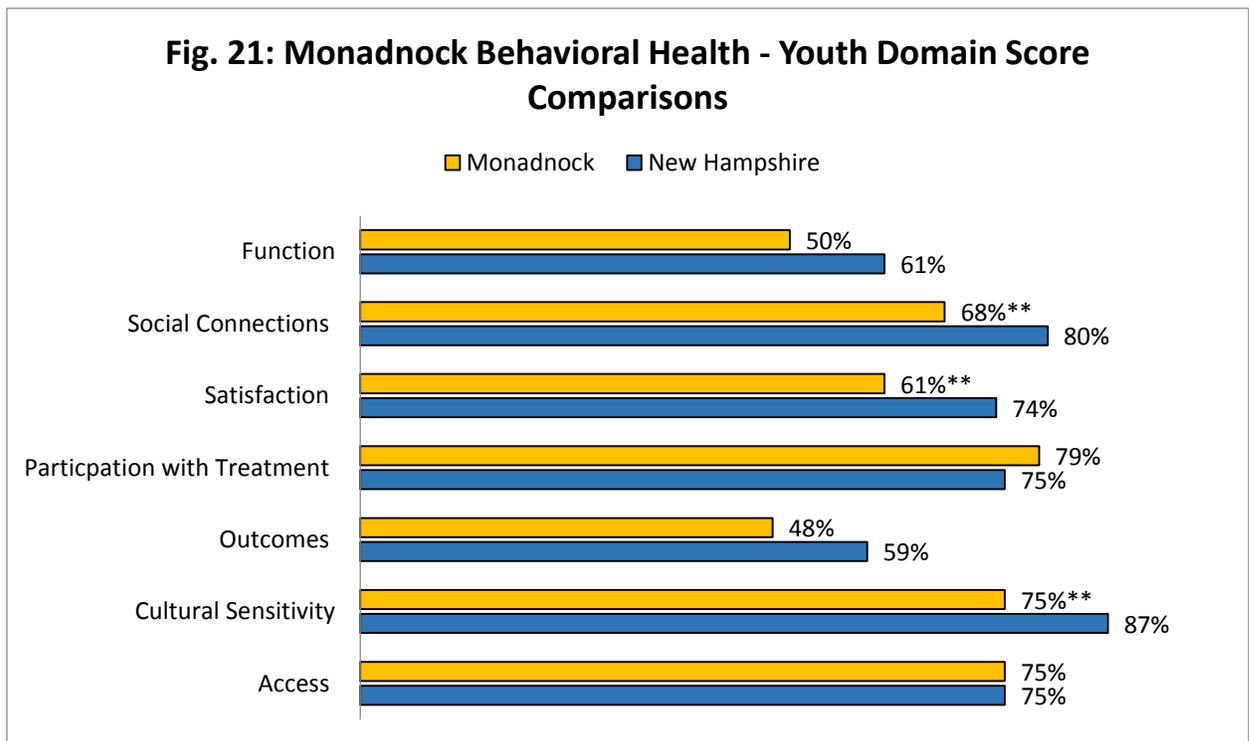
- ♦ 24% indicated they were expelled or suspended in the last 12 months (NH=19%).



## Domain Results

Figure 21 shows the domain scores from Monadnock as compared to the statewide average of New Hampshire. Monadnock scored lower on five of the seven categories compared to the statewide average. The scores for Social Connections (68%), Satisfaction (61%), and Cultural Sensitivity (75%) were all significantly lower than the statewide averages.

- ◆ Social Connections (68%) was significantly lower than the statewide average (80%)
- ◆ Satisfaction (61%) was significantly lower than the statewide average (74%)
- ◆ Cultural Sensitivity (75%) was significantly lower than the statewide average (87%)



\*\*p<.05 statistically significant, 2-tailed test



# Greater Nashua Mental Health Center (Region VI) - Adult Survey

## Results

### Demographics

A total of 245 adult consumers from Nashua responded to the Adult Service Survey via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

*Gender:*

- ◆ 62% female (NH=62%)
- ◆ 38% male (NH=38%)

*Racial Demographics:*

- ◆ 89% White (Caucasian)
- ◆ 9% Other

*Spanish/Hispanic/Latino Origin:*

- ◆ 7% Spanish/Hispanic/Latino origin

*Age of Adult Respondents:*

- ◆ 7% between the ages of 18-24
- ◆ 29% between the ages 25-44
- ◆ 52% between the ages 45-64
- ◆ 12% were 65 years and older

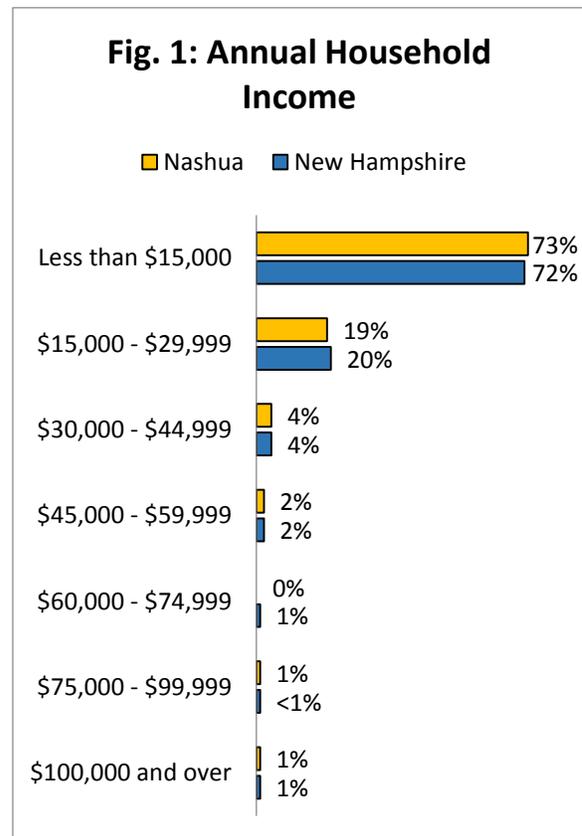
*Annual Household Income:*

- ◆ 73% less than \$15,000
- ◆ 19% between \$15,000-\$29,999

Table 1: Race	% NAS*	% State
White (Caucasian)	89%	92%
American Indian or Alaska Native	4%	5%
Other	9%	5%
Black (African American)	1%	2%
Asian	2%	1%
Native Hawaiian or Other Pacific Islander	0%	0.3%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 1a: Spanish/Hispanic/Latino Origin	% NAS	% State
No	93%	96%
Yes	7%	4%

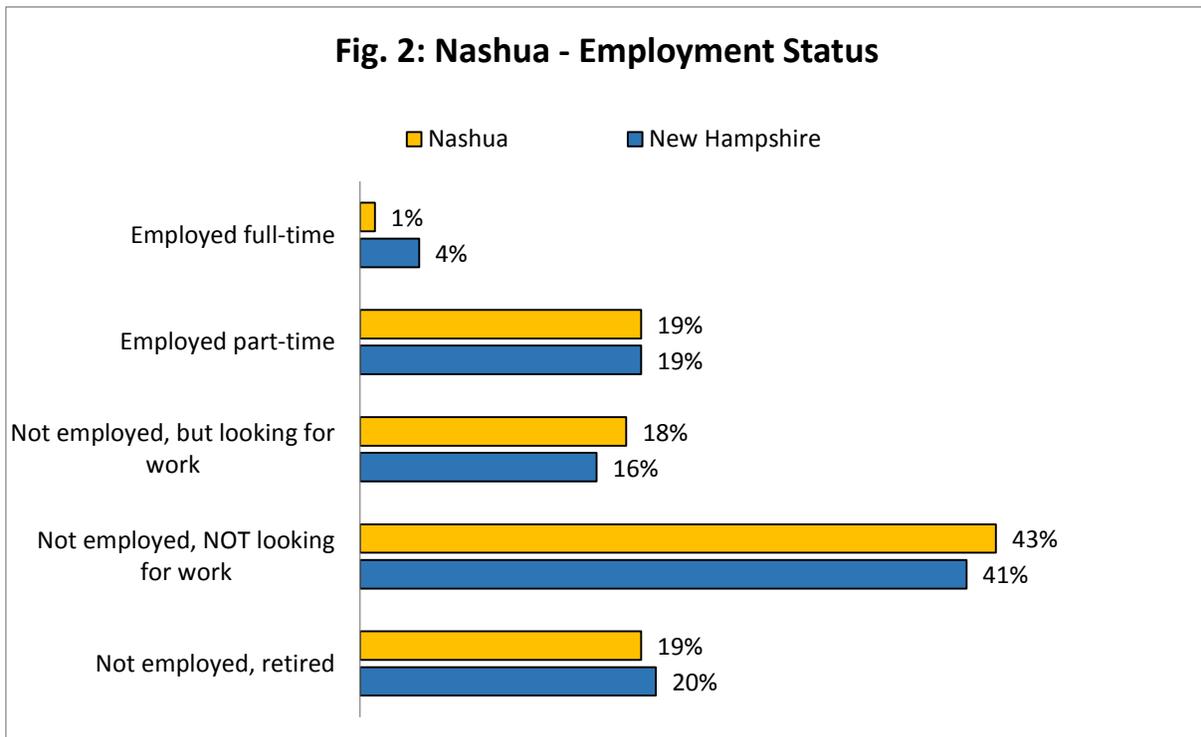


## Demographics (cont.)

The majority of respondents indicated that they were not employed and not looking for work (43%) with only 1% indicating they were employed full-time. Another 19% reported being employed part-time.

*Employment Status (2015 data only):*

- ◆ 43% said they were not employed and not looking for work (NH=41%).
- ◆ 20% indicated they were either employed full-time or part-time (NH=23%).
- ◆ 18% said they were not employed, but looking for work (NH=16%).
- ◆ 19% said they were not employed because they were retired (NH=20%).

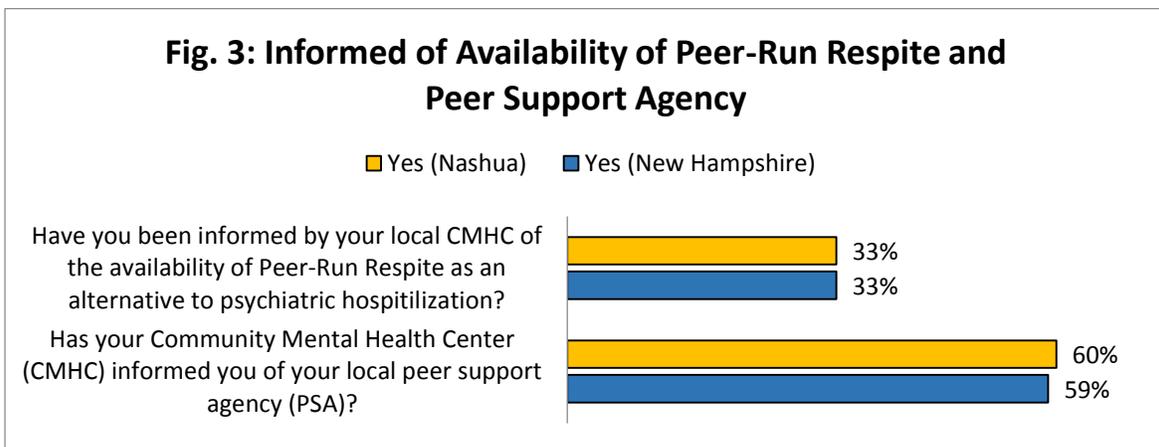


## Service Provision

The majority of respondents reported that they have received mental health services for more than one year (95%), which is significantly higher than the statewide average (91%). Fewer respondents, however, indicated that they had been informed about other peer support programs and treatment practices.

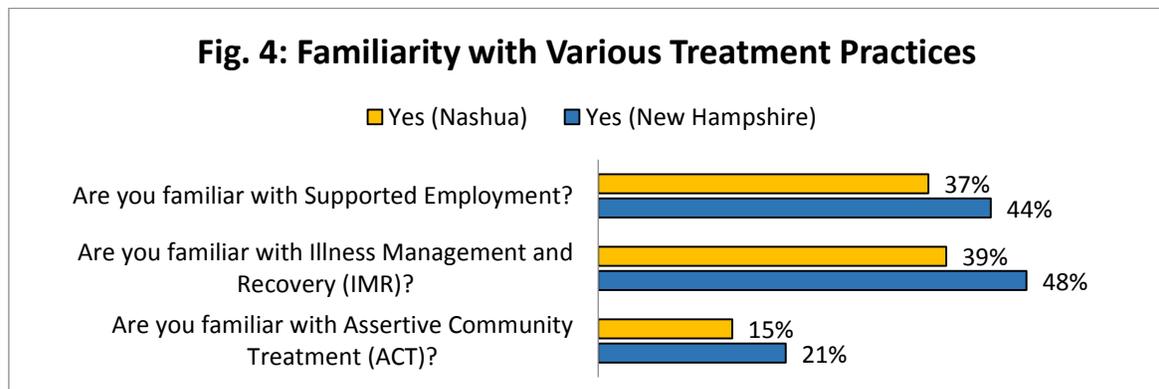
### Peer Support Programs

- ◆ 33% indicated they had been informed by their CMHC of the availability of the Peer-Run Respite as an alternative to psychiatric hospitalization (NH=33%).
- ◆ 60% indicated their CMHC informed them of their Local Peer Support Agency (NH=59%).



### Treatment Practices (2014/2015 data only)

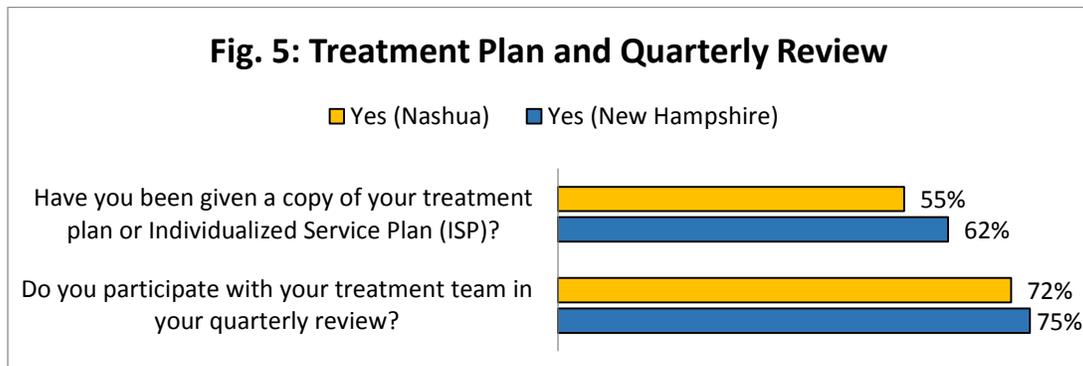
- ◆ Respondents were most familiar with Illness Management and Recovery (39%) and Supported Employment (37%). These percentages are lower than the statewide percentages of 48% and 44%, respectively.
- ◆ Respondents were less familiar with Assertive Community Treatment (15%) (NH=21%).



## Participation with Treatment Team

Respondents were asked questions about their treatment plan and if they participated in their quarterly review.

- ◆ 55% indicated they had been given a copy of their treatment plan or Individualized Service Plan (ISP) (NH=62%).
- ◆ 72% indicated they participated with their treatment team in their quarterly review (NH=75%).



## Behavioral Outcomes

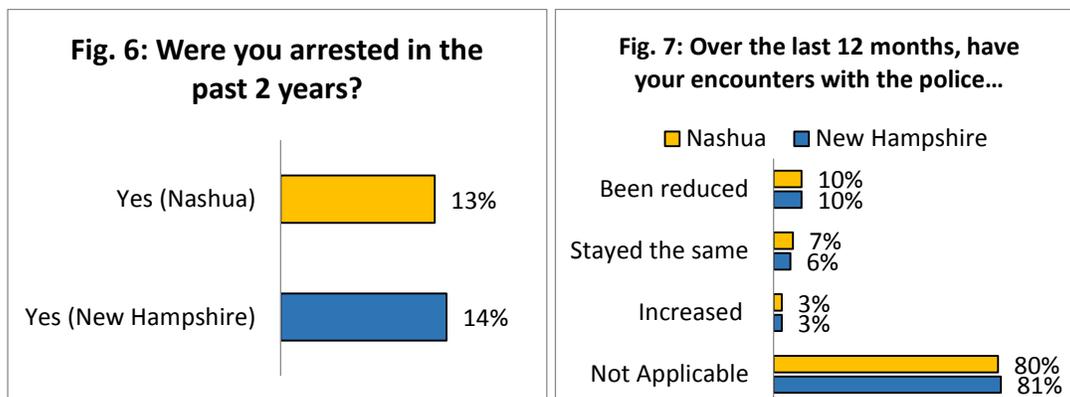
In an effort to measure behavioral outcomes, respondents were asked questions about arrest history and police encounters.

### Arrest History

- ◆ 13% reported being arrested in the past 2 years (NH=14%).

### Police Encounters

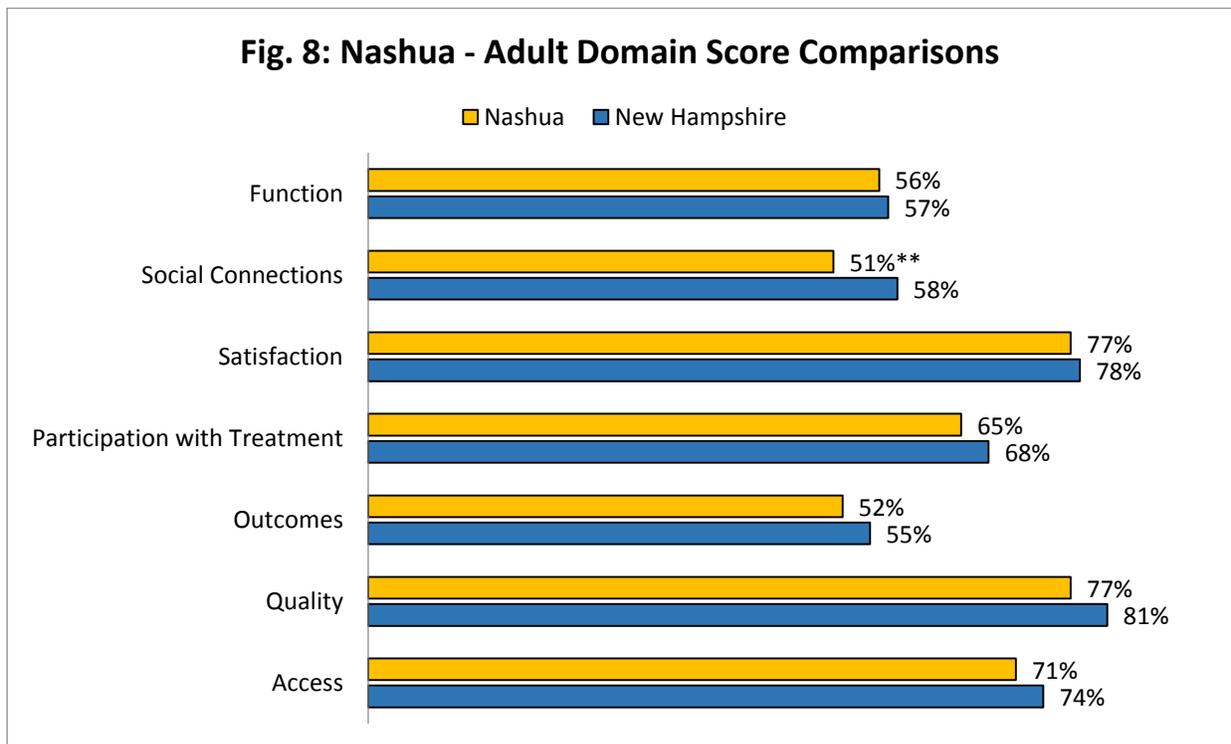
- ◆ 10% reported a reduction in police encounters (NH=10%).
- ◆ 3% reported an increase in police encounters (NH=3%).



## Domain Results

Figure 8 shows the domain scores from Nashua as compared to the statewide average of New Hampshire. Nashua's reported lower domain across all categories compared to the statewide averages.

- ◆ Social Connections (51%) was significantly lower than the statewide average (58%).
- ◆ Participation with Treatment (65%) was 3% lower than the statewide average (68%).
- ◆ Quality (77%) was 4% lower than the statewide average (81%).



\*\*p<.05 statistically significant, 2-tailed test



## Greater Nashua Mental Health Center (Region VI) - Families of Children Receiving Services Survey Results

### Demographics

A total of 136 families responded to the Child and Youth Services Survey for Nashua via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the federal reporting domains.

#### Gender:

- ◆ 38% female (NH=40%)
- ◆ 62% male (NH=60%)

#### Racial Demographics:

- ◆ 82% White (Caucasian)
- ◆ 16% Other
- ◆ 6% Black (African American)

#### Spanish/Hispanic/Latino Origin:

- ◆ 28% Spanish/Hispanic/Latino origin

#### Age of Child:

- ◆ 8% between the ages of 0-5
- ◆ 63% between the ages 6-11
- ◆ 29% between the ages 12-17

#### Annual Household Income:

- ◆ 40% less than \$15,000
- ◆ 30% between \$15,000-\$29,999

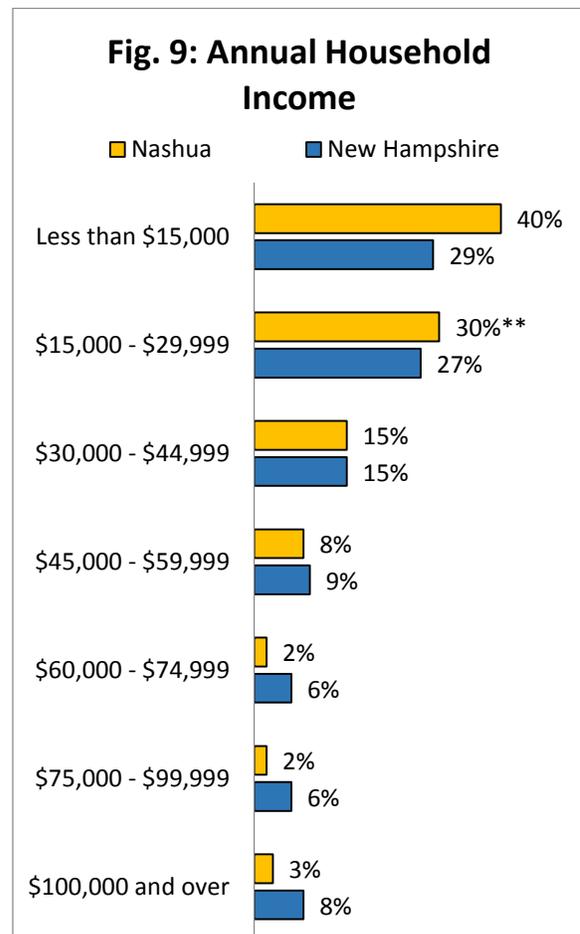
Table 2: Race**	% NAS*	% State
White (Caucasian)	82%	92%
American Indian or Alaska Native	3%	3%
Other	16%**	6%
Black (African American)	6%	5%
Asian	2%	1%
Native Hawaiian or Other Pacific Islander	0.8%	0.7%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

\*\*p<.05 statistically significant, 2-tailed test. Race (Other than/in addition to white).

Table 2a: Spanish/Hispanic/Latino Origin**	% NAS	% State
No	72%	90%
Yes	28%**	10%

\*\*p<.05 statistically significant, 2-tailed test. Spanish/Hispanic/Latino origin.

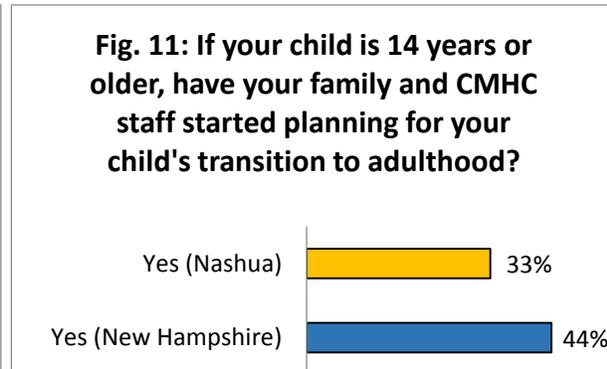
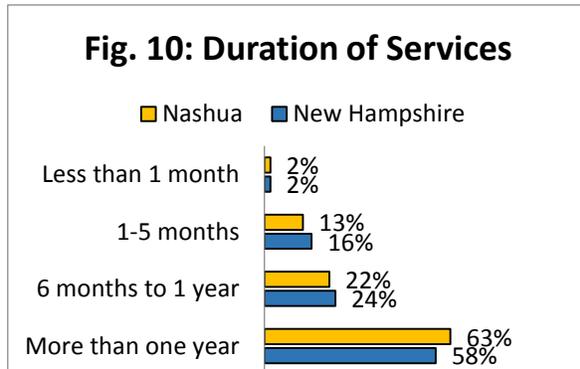


\*\*p<.05 statistically significant, 2-tailed test for those making less than \$30,000

## Service Provision

Respondents were asked about the services their child received as well as planning for transition to adulthood.

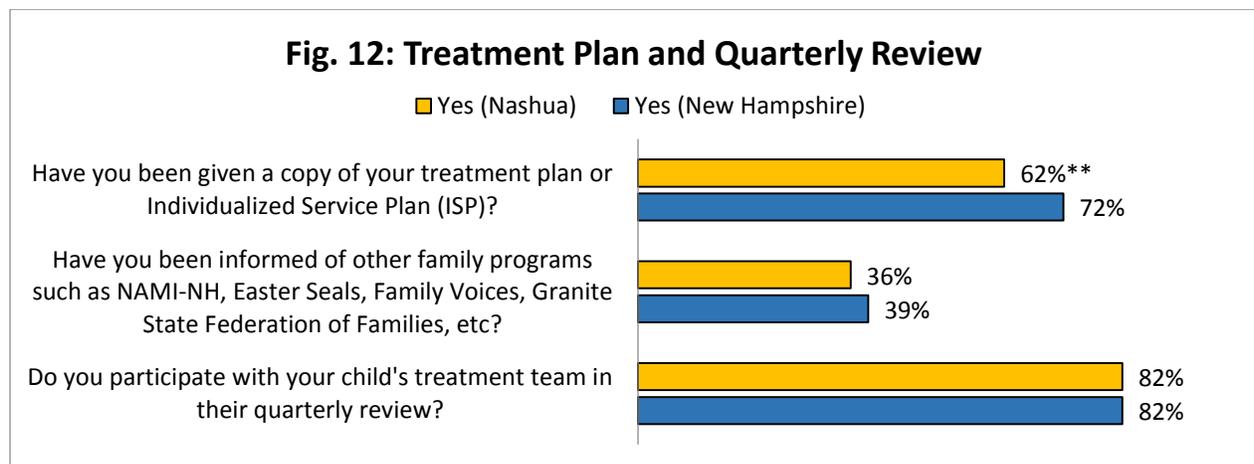
- ◆ 63% indicated their child received services for more than one year (NH=58%).
- ◆ 33% of respondents with children over 14 indicated they had started planning for their child's transition to adulthood (NH=44%).



## Participation with Treatment Team

Respondents were asked a series of questions about their treatment plan, family programs, and if they participated in their quarterly review.

- ◆ 62% were given a copy of their treatment plan or Individualized Service Plan, which is significantly lower than the statewide average of 72%.
- ◆ 36% had been informed of other family programs, which is lower than the statewide average of 39%.
- ◆ 82% participate with their child's treatment team in their quarterly review (NH=82%).



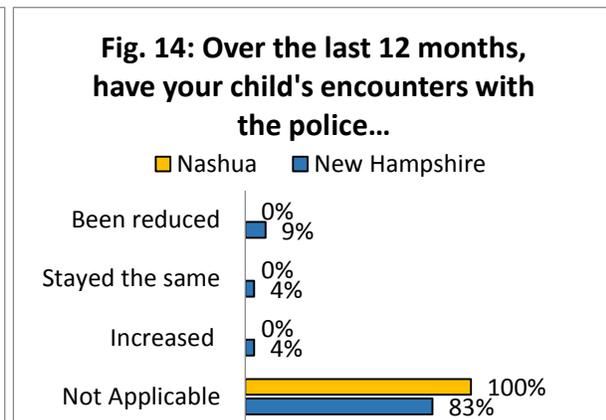
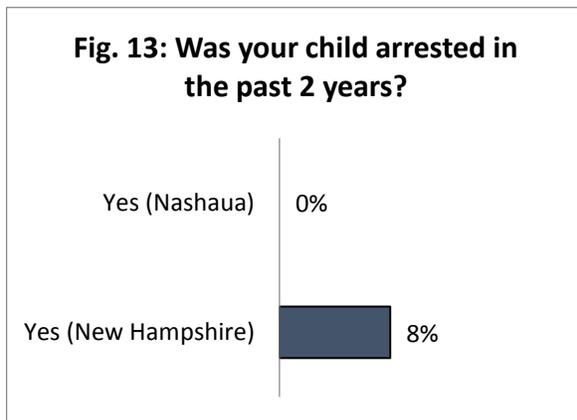
\*\*p<.05 statistically significant, 2-tailed test.

## Behavioral Outcomes

In an effort to measure behavioral outcomes, families with children 14 years and older were asked questions about their child's arrest history and police encounters.

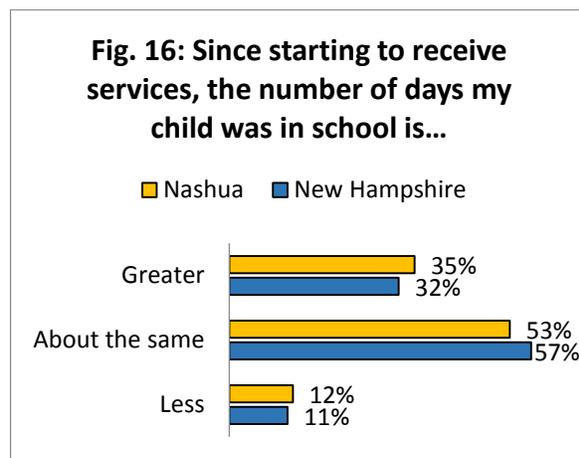
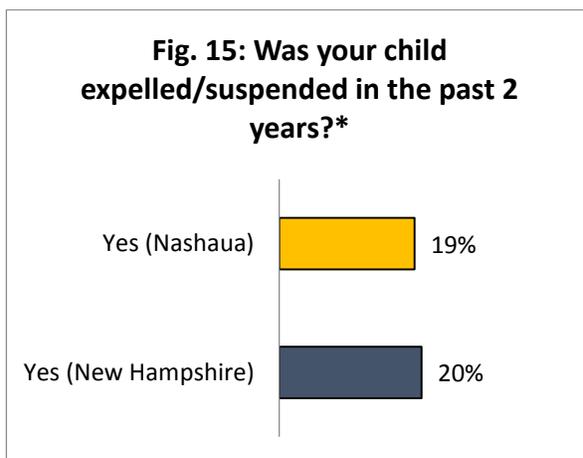
### Arrest History and Police Encounters

- ◆ 0% reported that their child was arrested in the past 2 years (NH=8%).
- ◆ 0% reported a reduction in police encounters (NH=9%).
- ◆ 0% reported an increase in police encounters (NH=4%).



## School Attendance

- ◆ 19% said their child was expelled or suspended in the past 2 years (NH=20%).
- ◆ 35% said the number of days their child was in school was greater since starting to receive services (NH=32%).
- ◆ 12% said the number of days their child was in school was less since starting to receive services (NH=11%).

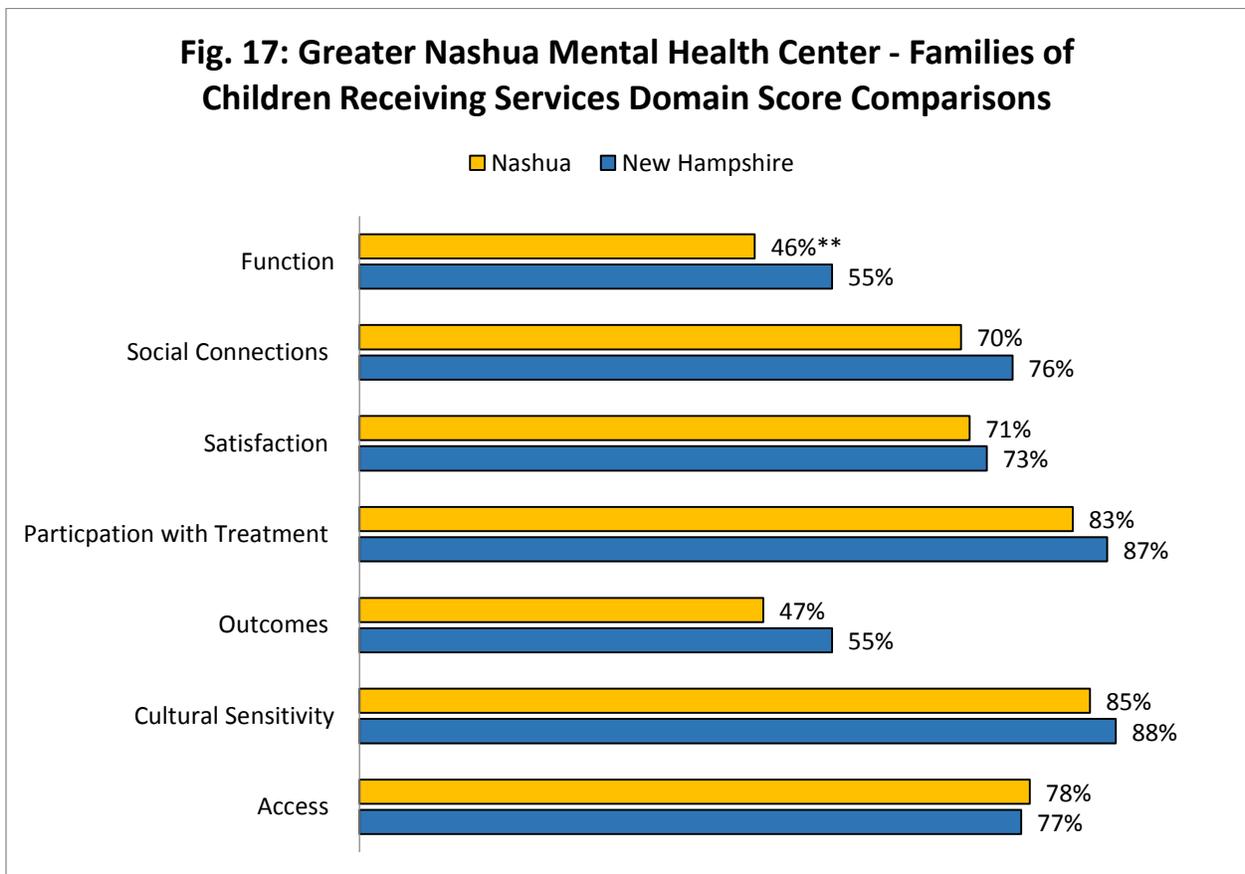


\*Data only reflects results from respondents 6 years and older.

## Domain Results

Figure 17 shows the domain scores from Nashua as compared to the statewide average for New Hampshire. Nashua scored lower than the overall state of New Hampshire in all categories except Access, which was slightly higher than the statewide average. The Nashua score for Function (46%) was significantly lower than the statewide average (55%).

- ◆ Function (46%) was 9% lower than the statewide average (55%).
- ◆ Social Connections (70%) was 6% lower than the statewide average (76%).
- ◆ Participation with Treatment (83%) was 5% lower than the statewide average (87%).
- ◆ Outcomes (47%) was 8% lower than the statewide average (55%).
- ◆ Access (78%) was slightly higher than the statewide average (77%).



\*\*p<.05 statistically significant, 2-tailed test.

# Greater Nashua Mental Health Center (Region VI) - Youth Survey

## Results

### Demographics

There were a total of 69 respondents for the Youth Services Survey from Nashua via mail or telephone. The questionnaire was administered to youth between the ages of 14 and 17 and included demographic questions, state-added questions, and questions similar to the adult/child federal reporting domains.

#### Gender:

- ◆ 71% female (NH=60%)
- ◆ 29% male (NH=40%)

#### Age of Respondents:

- ◆ Range = 14-17 years
- ◆ Average age = 15.5 (NH=15.4)

#### Racial Demographics:

- ◆ 78% White (Caucasian)
- ◆ 13% Other

#### Currently in School:

- ◆ 87% reported currently being in school which is lower than the statewide average of 93%.

#### Spanish/Hispanic/Latino Origin:

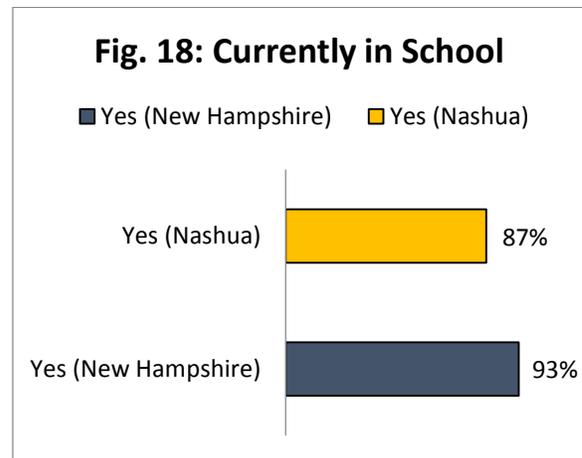
- ◆ 22% Spanish/Hispanic/Latino origin

Table 3: Race	% NAS*	% State*
White (Caucasian)	78%	90%
American Indian or Alaska Native	3%	4%
Other	13%	6%
Black (African American)	3%	3%
Asian	0%	0%
Native Hawaiian or Other Pacific Islander	6%	0.7%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 3a: Spanish/Hispanic/Latino Origin**	% NAS	% State
No	78%	91%
Yes	22%	9%

\*\*p<.05 statistically significant, 2-tailed test. Spanish/Hispanic/Latino origin.



#### Spanish/Hispanic/Latino: Comparison to State

- ◆ A significantly higher percentage of respondents from Nashua reported being of Spanish/Hispanic/Latino Origin than the statewide average.

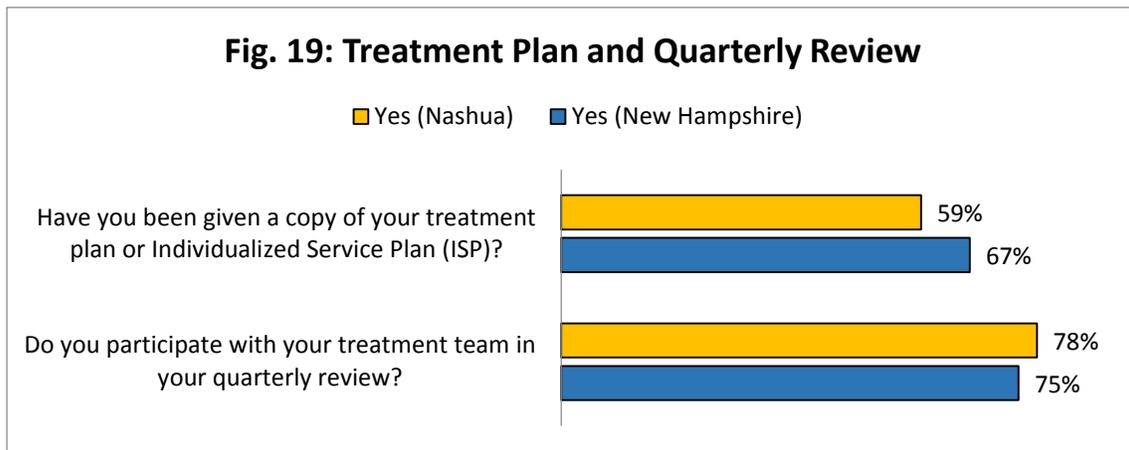
#### Gender: Comparison to State

- ◆ In comparison to the statewide average, a higher percentage of Nashua respondents reported as female than male.

## Participation with Treatment Team

Respondents were asked whether or not they participate with their treatment team in their quarterly review and if they have been given a copy of their treatment plan or Individualized Service Plan.

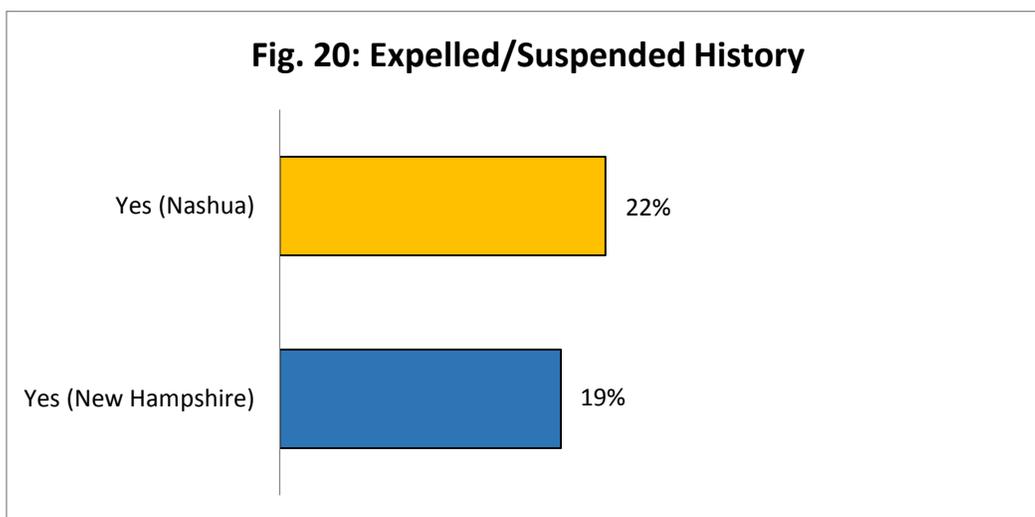
- ♦ 78% indicated they participated with their treatment team in their quarterly review (NH=75%).
- ♦ 59% said they were given a copy of their Individualized Service Plan (ISP) (NH=67%).



## School Attendance

Respondents were asked if they had been suspended or expelled in the last 12 months.

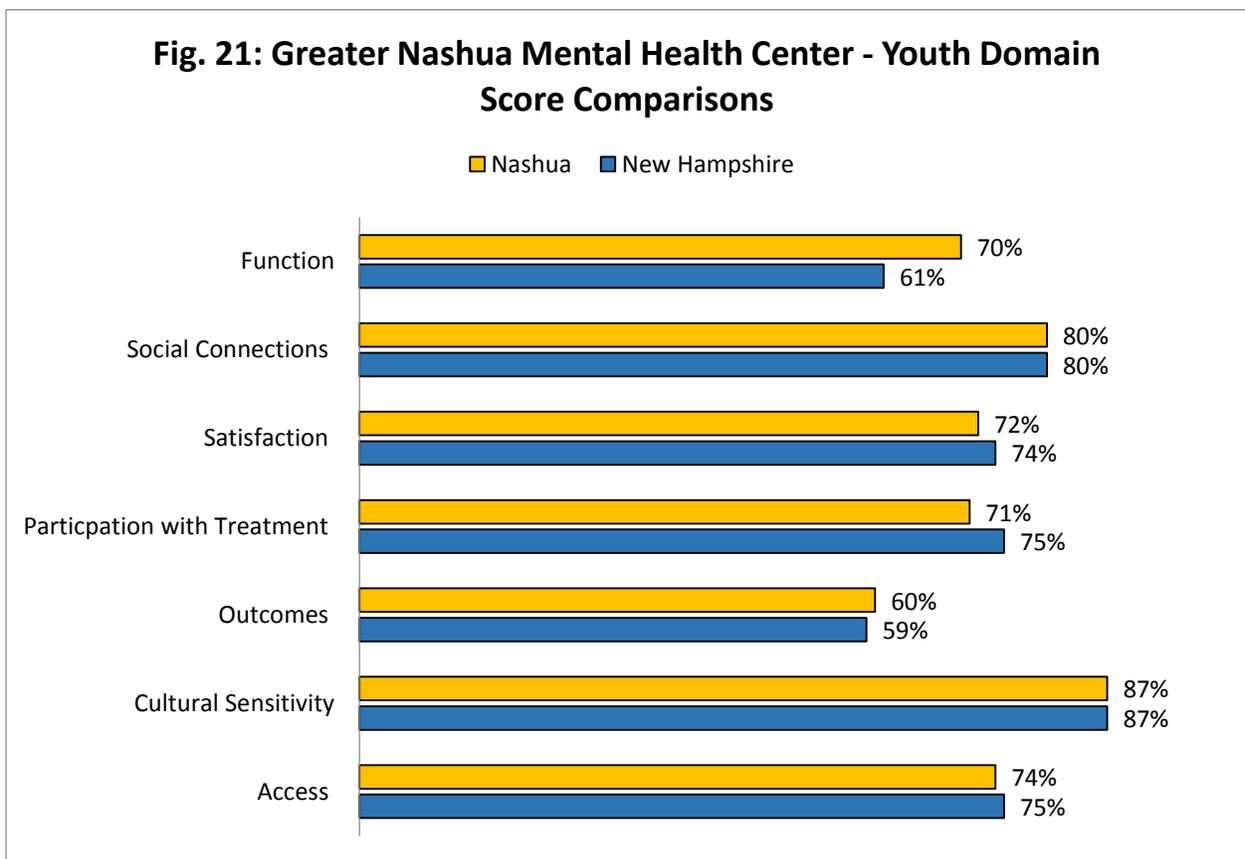
- ♦ 22% indicated they were expelled or suspended in the last 12 months (NH=19%).



## Domain Results

Figure 21 shows the domain scores from Nashua as compared to the statewide average of New Hampshire. None of the differences in scores were statistically significant, though there was some variation for a few of the scores. Some examples include Function and Outcomes, both of which were higher than the statewide average. Participation with Treatment and Satisfaction were both lower than the statewide average.

- ◆ Function (70%) was 9% higher than the statewide average (61%).
- ◆ Participation with Treatment (71%) was lower than the statewide average (75%).
- ◆ Satisfaction (72%) was slightly lower than the statewide average (74%).





# Northern Human Services (Region I) - Adult Survey Results

## Demographics

A total of 183 adult consumers from Northern Human Services responded to the Adult Service Survey via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

### Gender:

- ◆ 56% female (NH=62%)
- ◆ 44% male (NH=38%)

### Racial Demographics:

- ◆ 97% White (Caucasian)
- ◆ 6% American Indian or Alaskan Native

### Spanish/Hispanic/Latino Origin:

- ◆ 1% Spanish/Hispanic/Latino origin

### Age of Adult Respondents:

- ◆ 7% between the ages of 18-24
- ◆ 26% between the ages 25-44
- ◆ 59% between the ages 45-64
- ◆ 8% were 65 years and older

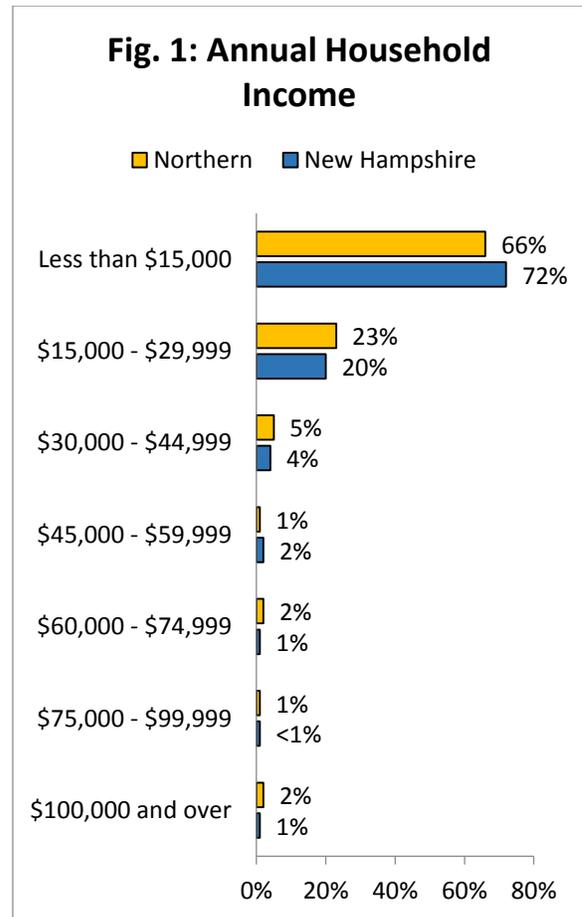
### Annual Household Income:

- ◆ 66% less than \$15,000
- ◆ 23% between \$15,000-\$29,999

Table 1: Race	% NOR*	% State
White (Caucasian)	97%	92%
American Indian or Alaska Native	6%	5%
Other	4%	5%
Black (African American)	0%	2%
Asian	0%	1%
Native Hawaiian or Other Pacific Islander	0%	0.3%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 1a: Spanish/Hispanic/Latino Origin	% NOR	% State
No	99%	96%
Yes	1%	4%

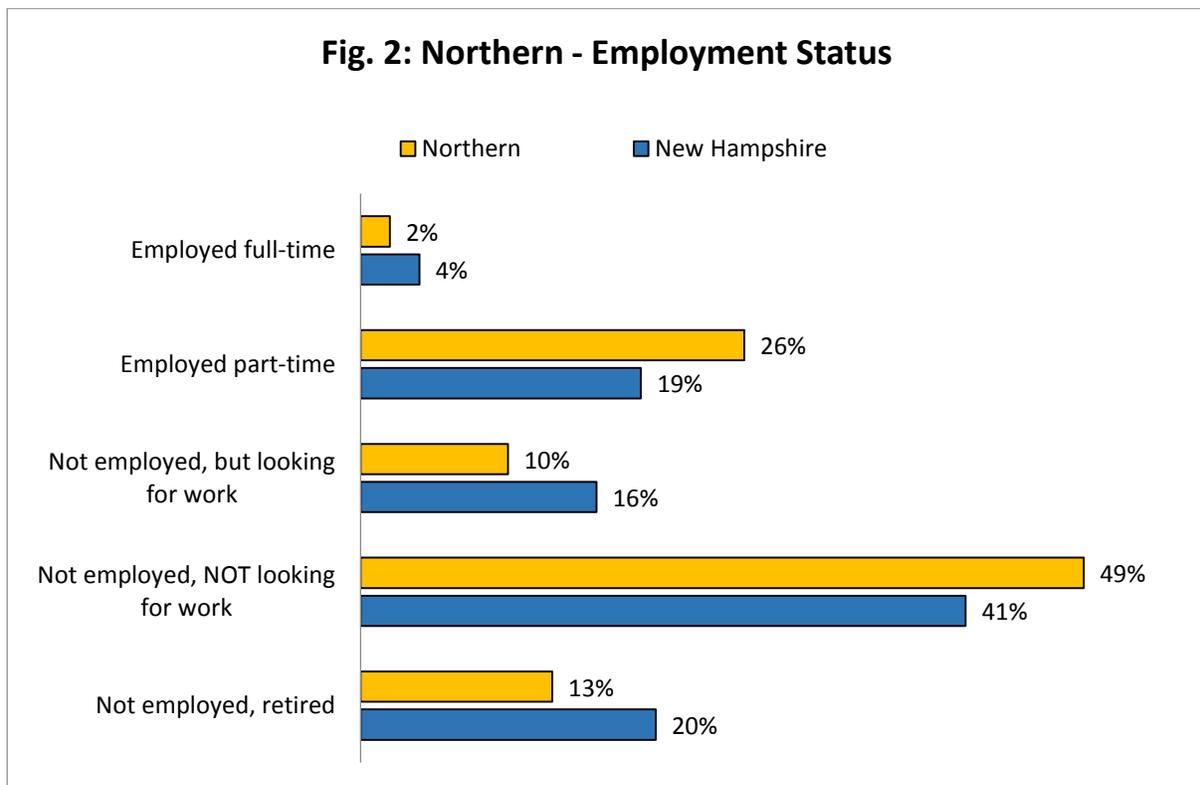


## Demographics (cont.)

The majority of respondents indicated that they were not employed and not looking for work (49%) with only 2% indicating they were employed full-time. Another 26% reported being employed part-time.

*Employment Status (2015 data only):*

- ◆ 49% said they were not employed and not looking for work (NH=41%).
- ◆ 28% indicated they were either employed full-time or part-time (NH=23%).
- ◆ 10% said they were not employed, but looking for work (NH=16%).
- ◆ 13% said they were not employed because they were retired (NH=20%).

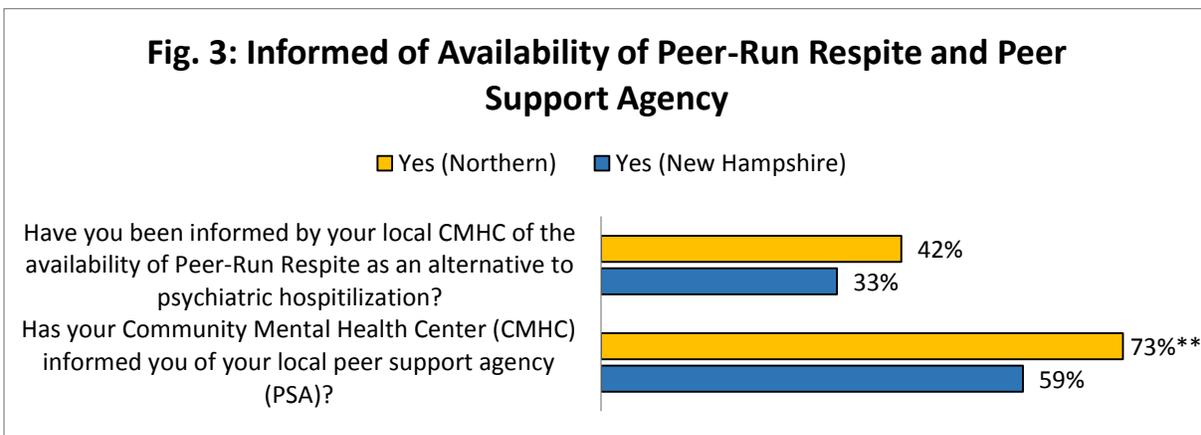


## Service Provision

The majority of respondents reported that they have received mental health services for more than one year (84%), which is significantly lower than the statewide average (91%). Fewer respondents indicated that they had been informed about other peer support programs and treatment practices.

### Peer Support Programs

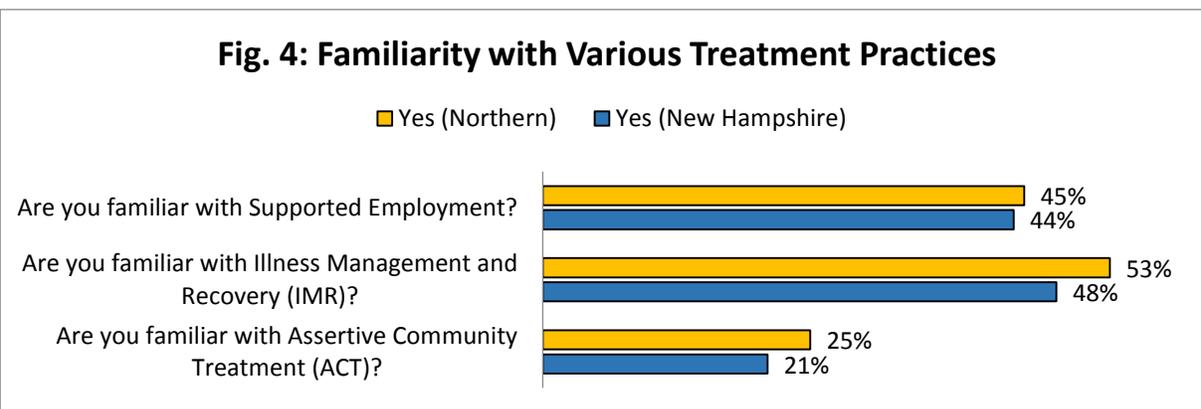
- ◆ 42% indicated they had been informed by their CMHC of the availability of the Peer-Run Respite as an alternative to psychiatric hospitalization (NH=33%).
- ◆ 73% indicated their CMHC informed them of their Local Peer Support Agency, which is significantly higher than the statewide average (59%).



\*\*p<.05 statistically significant, 2-tailed test

### Treatment Practices (2014/2015 data only)

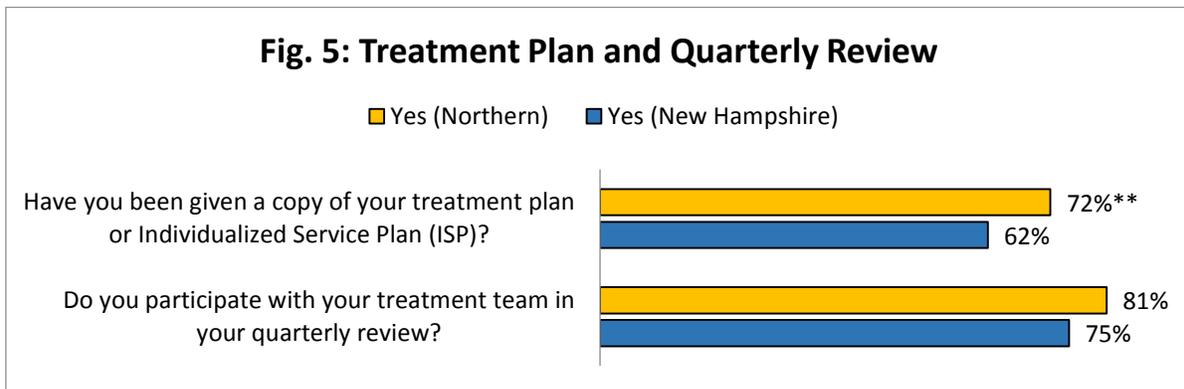
- ◆ Respondents were most familiar with Illness Management and Recovery (53%) and Supported Employment (45%). Both of these averages were higher than the statewide averages, 48% and 44%, respectively.
- ◆ Respondents were less familiar with Assertive Community Treatment (25%) (NH=21%).



## Participation with Treatment Team

Respondents were asked questions about their treatment plan and if they participated in their quarterly review.

- ◆ 72% indicated they had been given a copy of their treatment plan or Individualized Service Plan (ISP), which is significantly higher than the statewide average (62%).
- ◆ 81% indicated they participated with their treatment team in their quarterly review. This percentage is significantly higher than the statewide percentage (75%).



\*\*p<.05 statistically significant, 2-tailed test

## Behavioral Outcomes

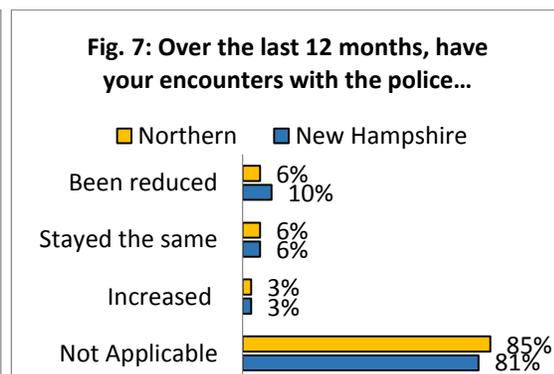
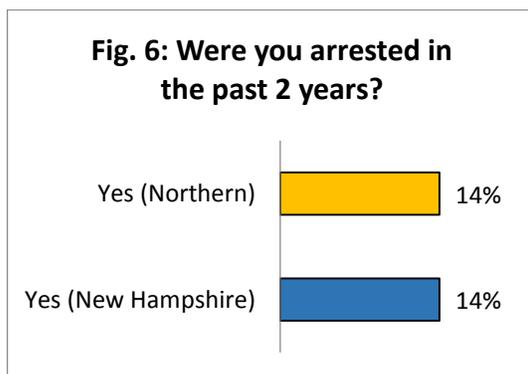
In an effort to measure behavioral outcomes, respondents were asked questions about arrest history and police encounters.

### Arrest History

- ◆ 14% reported being arrested in the past 2 years (NH=14%).

### Police Encounters

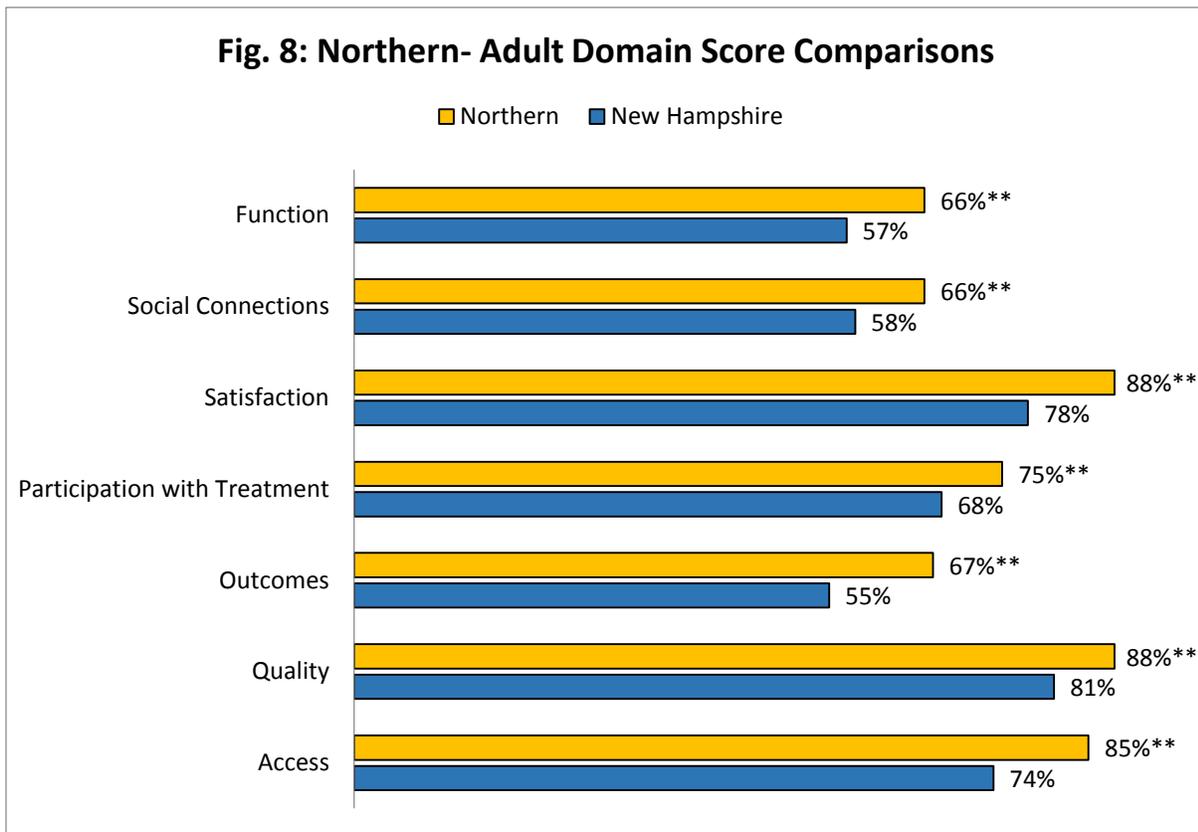
- ◆ 6% reported a reduction in police encounters (NH=10%).
- ◆ 3% reported an increase in police encounters (NH=3%).



## Domain Results

Figure 8 shows the domain scores from Northern Human Services as compared to the statewide average of New Hampshire. Northern Human Services reported a significantly higher domain score than the statewide average in all of the categories.

- ◆ Access (85%) was significantly higher than the statewide average (74%).
- ◆ Satisfaction (88%) was significantly higher than the statewide average (78%).
- ◆ Outcomes (67%) was significantly higher than the statewide average (55%).
- ◆ Function (66%) was significantly higher than the statewide average (57%).



\*\*p<.05 statistically significant, 2-tailed test



# Northern Human Services (Region I) - Families of Children Receiving Services Survey Results

## Demographics

A total of 114 families responded to the Child and Youth Services Survey for Northern Human Services via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the federal reporting domains.

### Gender:

- ◆ 33% female (NH=40%)
- ◆ 67% male (NH=60%)

### Racial Demographics:

- ◆ 94% White (Caucasian)
- ◆ 6% Black (African American)

### Spanish/Hispanic/Latino Origin:

- ◆ 2% Spanish/Hispanic/Latino origin

### Age of Child:

- ◆ 15% between the ages of 0-5
- ◆ 59% between the ages 6-11
- ◆ 26% between the ages 12-17

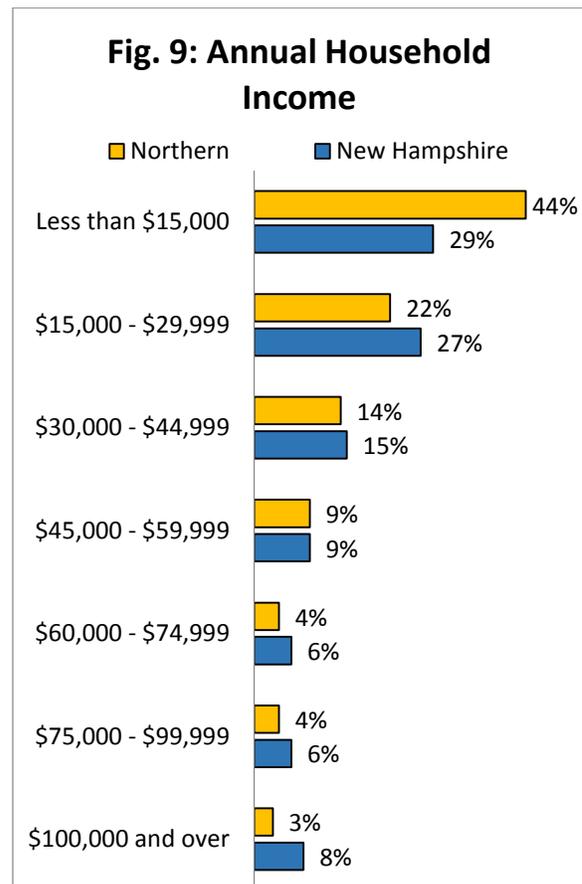
### Annual Household Income:

- ◆ 44% less than \$15,000
- ◆ 22% between \$15,000-\$29,999

Table 2: Race	% NOR*	% State
White (Caucasian)	94%	92%
American Indian or Alaska Native	2%	3%
Other	2%	6%
Black (African American)	6%	5%
Asian	0.9%	1%
Native Hawaiian or Other Pacific Islander	2%	0.7%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

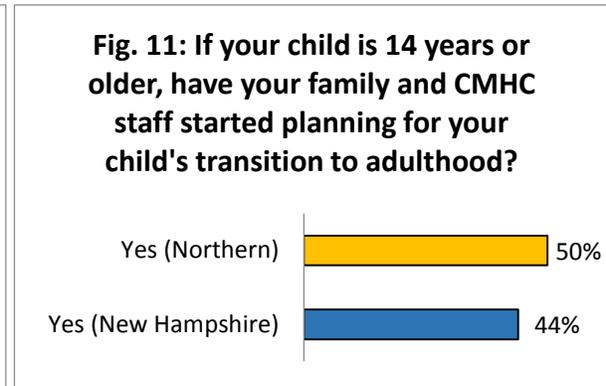
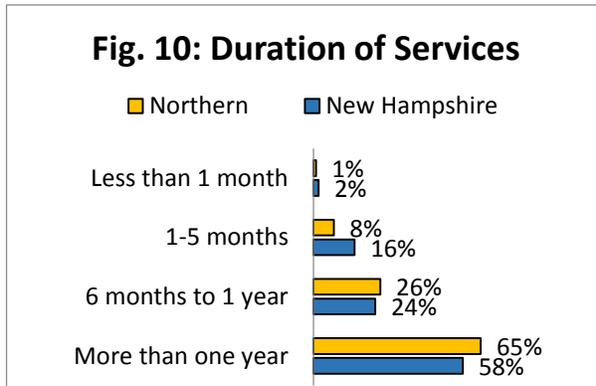
Table 2a: Spanish/Hispanic/Latino Origin**	% NOR	% State
No	98%	90%
Yes	2%	10%



## Service Provision

Respondents were asked about the services their child received as well as planning for transition to adulthood.

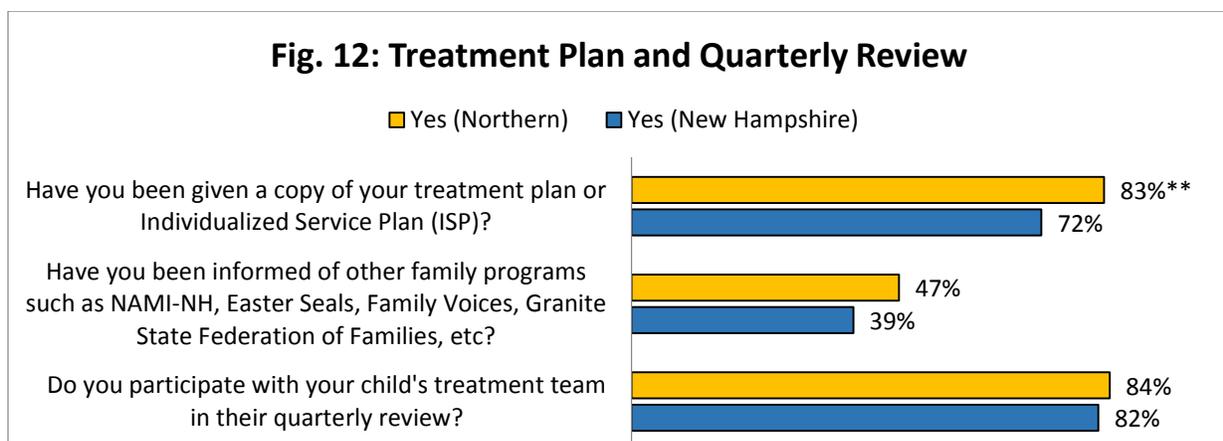
- ◆ 65% indicated their child received services for more than one year (NH=58%).
- ◆ 50% of respondents with children over 14 indicated they had started planning for their child's transition to adulthood (NH=44%).



## Participation with Treatment Team

Respondents were asked a series of questions about their treatment plan, family programs, and if they participated in their quarterly review.

- ◆ 83% were given a copy of their treatment plan or Individualized Service Plan which is significantly higher than the statewide average of 72%.
- ◆ 47% had been informed of other family programs, which is higher than the statewide average of 39%.
- ◆ 84% participate with their child's treatment team in their quarterly review, which is higher than the statewide average of 82%.



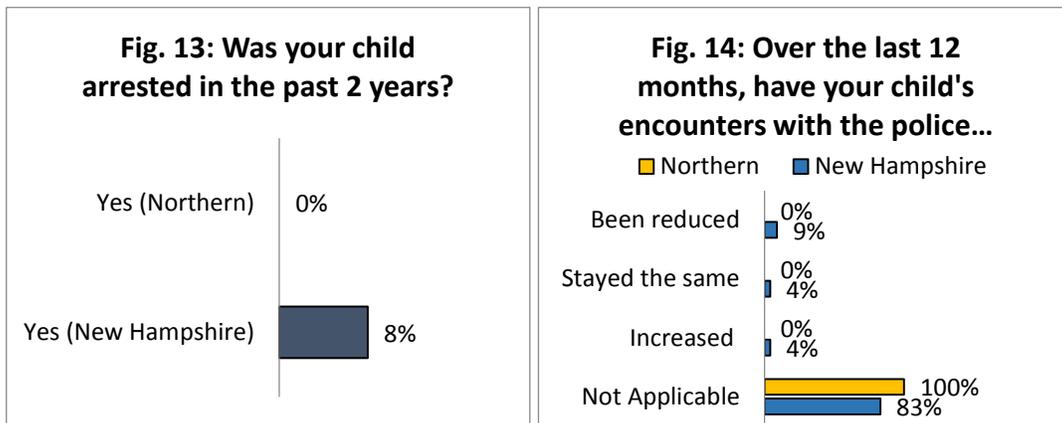
\*\*p<.05 statistically significant, 2-tailed test.

## Behavioral Outcomes

In an effort to measure behavioral outcomes, families with children 14 years and older were asked questions about their child's arrest history and police encounters.

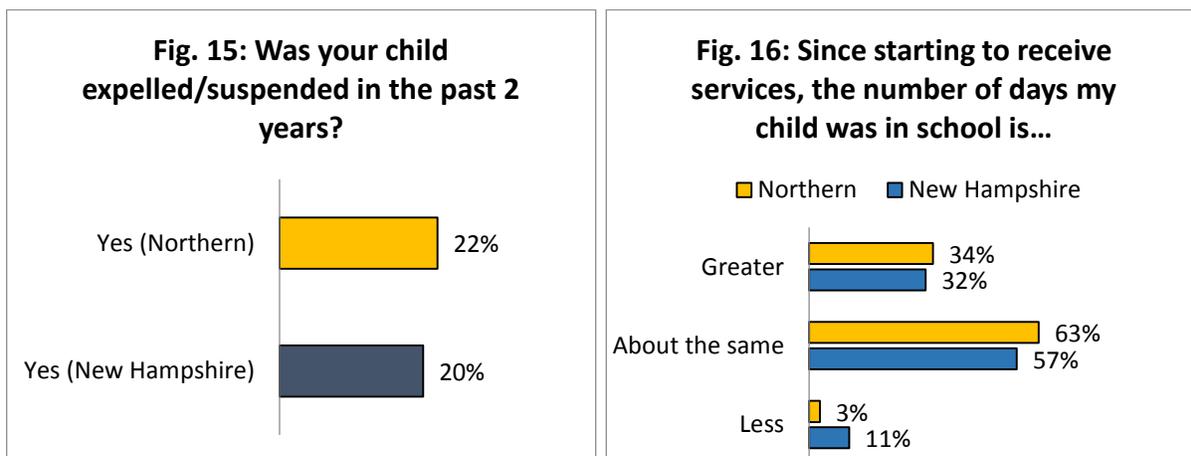
### *Arrest History and Police Encounters*

- ◆ 0% reported that their child was arrested in the past 2 years (NH=8%).
- ◆ 0% reported a reduction in police encounters (NH=9%).
- ◆ 0% reported an increase in police encounters (NH=4%).



## School Attendance

- ◆ 22% said their child was expelled or suspended in the past 2 years (NH=20%).
- ◆ 34% said the number of days their child was in school was greater since starting to receive services (NH=32%).
- ◆ 3% said the number of days their child was in school was less since starting to receive services (NH=11%).

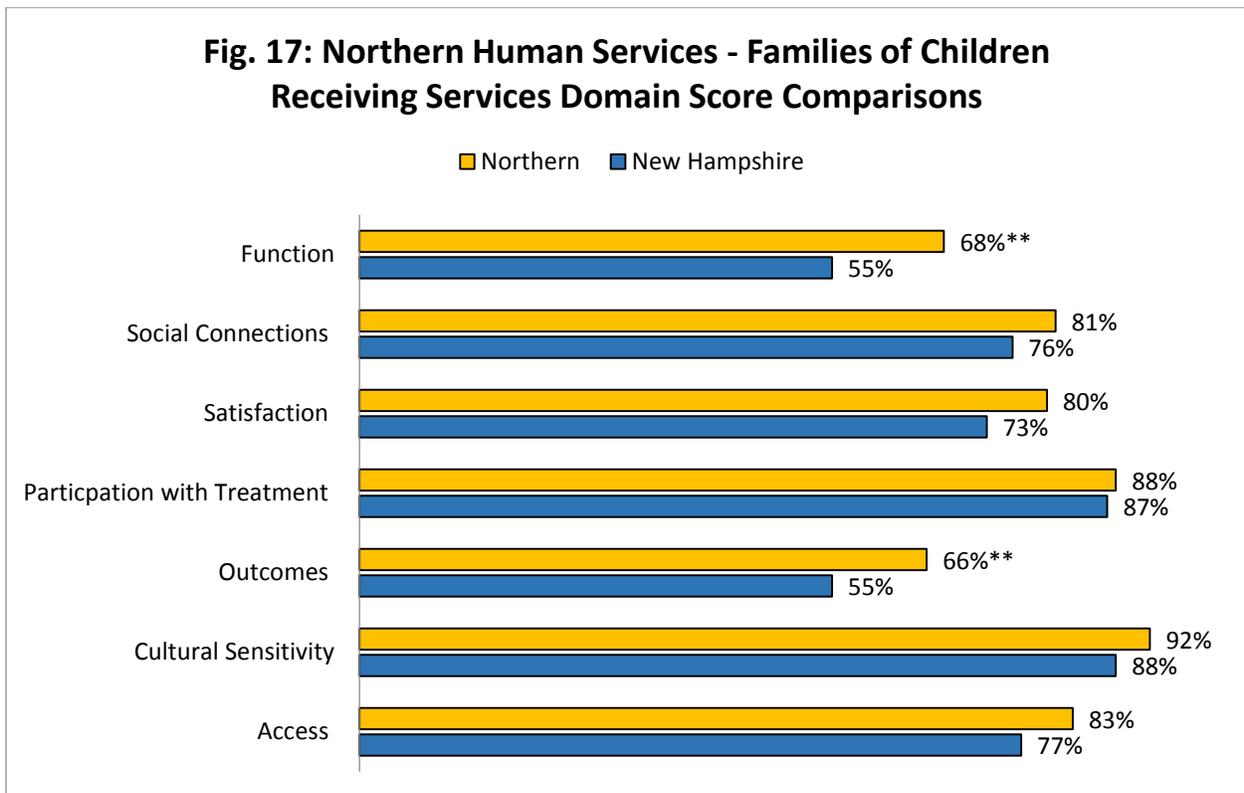


\*Data only reflects results from respondents 6 years and older.

## Domain Results

Figure 17 shows the domain scores from Northern Human Services as compared to the statewide average for New Hampshire. Northern Human Services scored higher than the state of New Hampshire in all seven categories and significantly higher in Functions and Outcomes than the statewide average.

- ◆ Function (68%) was significantly higher than the statewide average (55%).
- ◆ Satisfaction (80%) was higher than the statewide average (73%).
- ◆ Outcomes (66%) was significantly higher than the statewide average (55%).
- ◆ Access (83%) was higher than the statewide average (77%).



\*\*p<.05 statistically significant, 2-tailed test.

# Northern Human Services (Region I) - Youth Survey Results

## Demographics

There were a total of 59 respondents for the Youth Services Survey from Northern Human Services via mail or telephone. The questionnaire was administered to youth between the ages of 14 and 17 and included demographic questions, state-added questions, and questions similar to the adult/child federal reporting domains.

### Gender:

- ◆ 62% female (NH=60%)
- ◆ 38% male (NH=40%)

### Age of Respondents:

- ◆ Range = 14-17 years
- ◆ Average age = 15.6 (NH=15.4)

### Racial Demographics:

- ◆ 92% White (Caucasian)
- ◆ 7% Other
- ◆ 3% American Indian or Alaska Native

### Currently in School:

- ◆ 95% reported currently being in school which is higher than the statewide average of 93%.

### Spanish/Hispanic/Latino Origin:

- ◆ 5% Spanish/Hispanic/Latino origin

Table 3: Race	% NOR*	% State*
White (Caucasian)	92%	90%
American Indian or Alaska Native	3%	4%
Other	7%	6%
Black (African American)	2%	3%
Asian	0%	0%
Native Hawaiian or Other Pacific Islander	0%	0.7%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

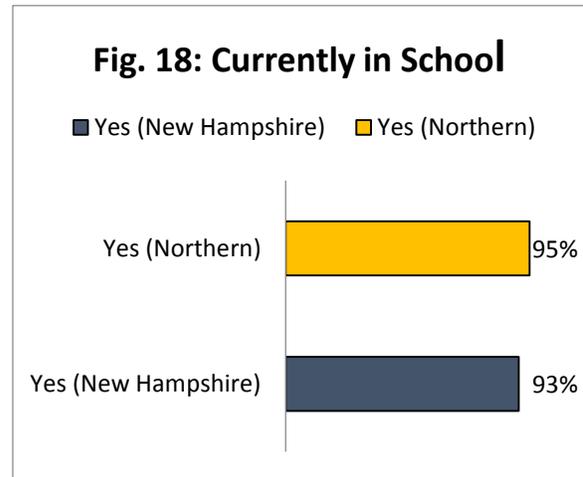


Table 3a: Spanish/Hispanic/Latino Origin	% NOR	% State
No	95%	91%
Yes	5%	9%

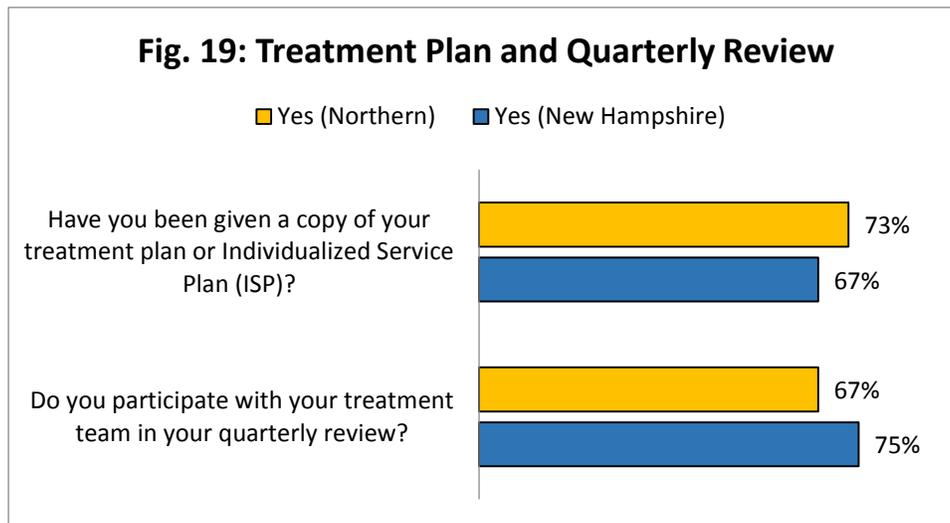
### Race: Comparison to State

- ◆ The racial composition of Northern Human Services' youth population is very similar to that of the state of New Hampshire.

## Participation with Treatment Team

Respondents were asked whether or not they participate with their treatment team in their quarterly review and if they have been given a copy of their treatment plan or Individualized Service Plan.

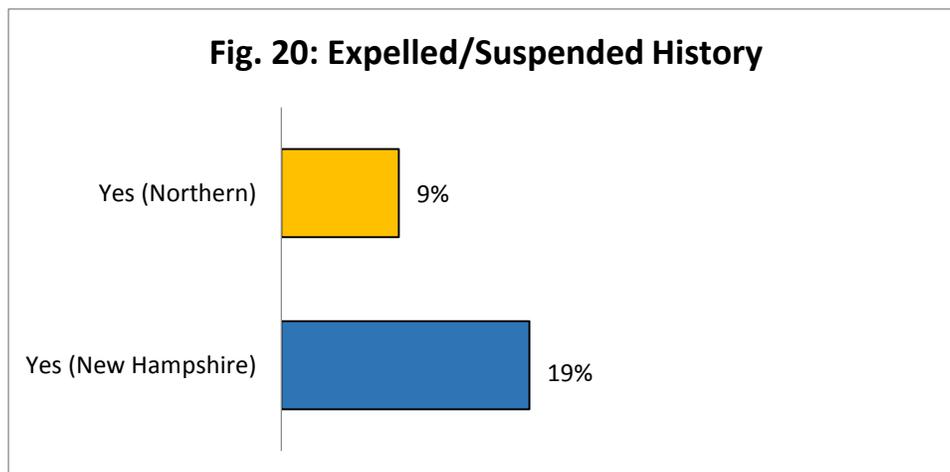
- ◆ 67% indicated they participated with their treatment team in their quarterly review (NH=75%).
- ◆ 73% said they were given a copy of their Individualized Service Plan (ISP) (NH=67%).



## School Attendance

Respondents were asked if they had been suspended or expelled in the last 12 months.

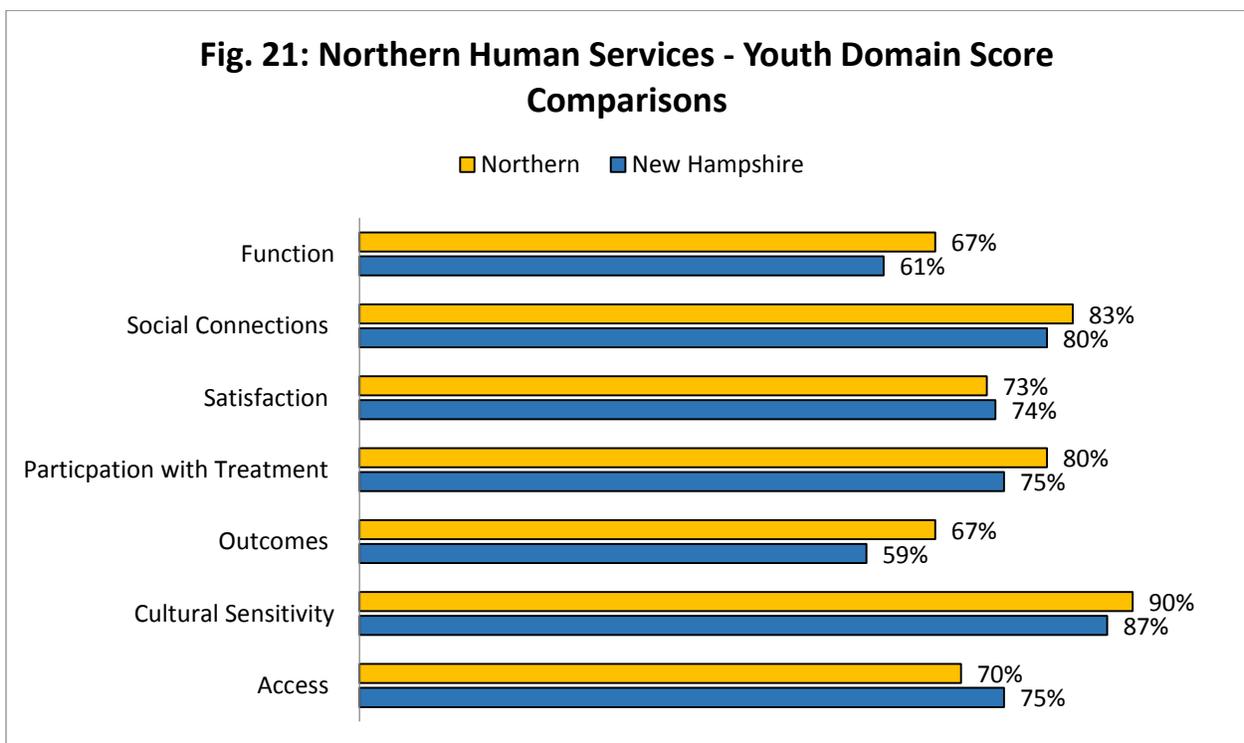
- ◆ 9% indicated they were expelled or suspended in the last 12 months (NH=19%).



## Domain Results

Figure 21 shows the domain scores from Northern Human Services as compared to the statewide average of New Hampshire. None of the differences in scores were statistically significant, though there was some variation for some of the scores. Northern Human Services scored higher in all categories with the exception of Satisfaction and Access compared to the statewide average.

- ◆ Social Connections (83%) was higher than the statewide average (80%).
- ◆ Satisfaction (73%) was slightly lower than the statewide average (74%).
- ◆ Cultural Sensitivity (90%) was higher than the statewide average (87%).
- ◆ Access (70%) was 5% lower than the statewide average (75%).





# Riverbend Community Mental Health (Region IV) - Adult Survey

## Results

### Demographics

A total of 286 adult consumers from Riverbend responded to the Adult Service Survey via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

#### Gender:

- ◆ 63% female (NH=62%)
- ◆ 37% male (NH=38%)

#### Racial Demographics:

- ◆ 92% White (Caucasian)
- ◆ 8% American Indian or Alaskan Native

#### Spanish/Hispanic/Latino Origin:

- ◆ 2% Spanish/Hispanic/Latino origin

#### Age of Adult Respondents:

- ◆ 8% between the ages of 18-24
- ◆ 34% between the ages 25-44
- ◆ 51% between the ages 45-64
- ◆ 7% were 65 years and older

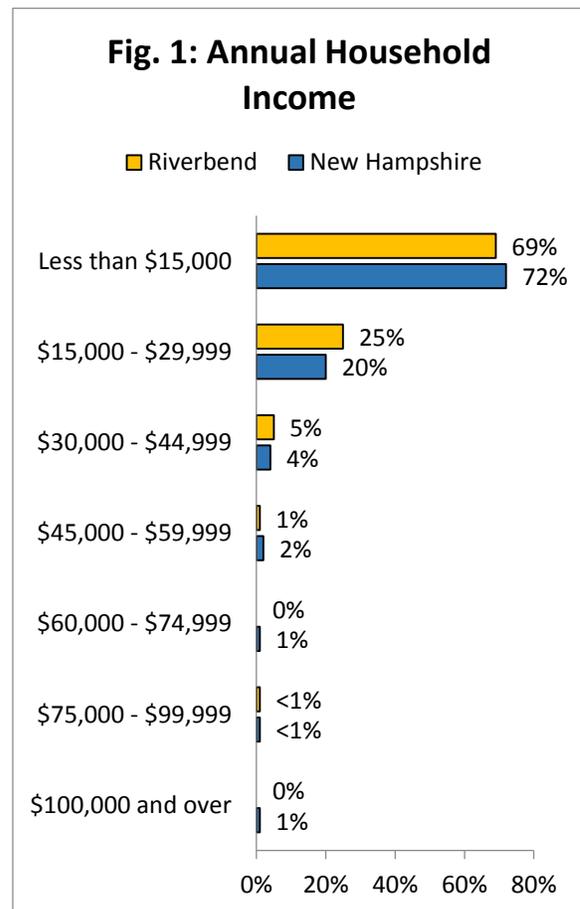
#### Annual Household Income:

- ◆ 69% less than \$15,000
- ◆ 25% between \$15,000-\$29,999

Table 1: Race	% RIV*	% State
White (Caucasian)	92%	92%
American Indian or Alaska Native	8%	5%
Other	3%	5%
Black (African American)	3%	2%
Asian	3%	1%
Native Hawaiian or Other Pacific Islander	0.7%	0.3%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 1a: Spanish/Hispanic/Latino Origin	% RIV	% State
No	98%	96%
Yes	2%	4%

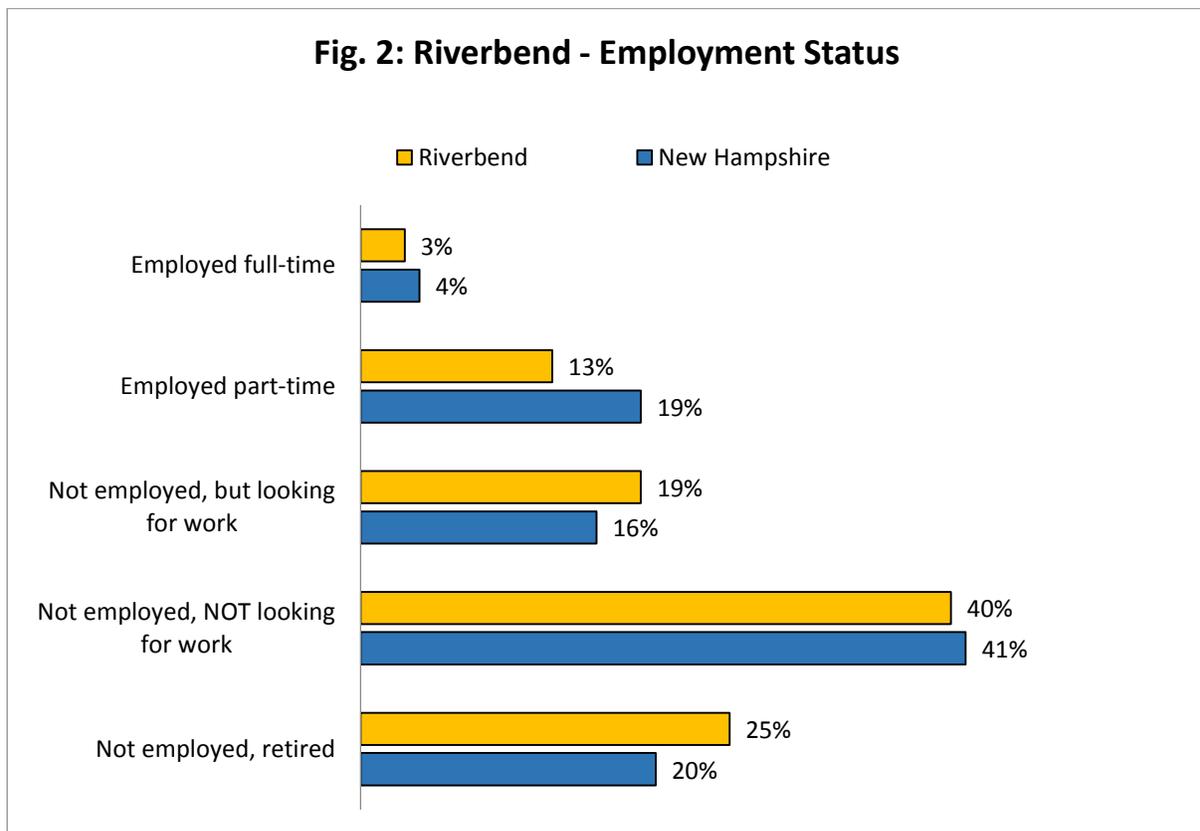


## Demographics (cont.)

The majority of respondents indicated that they were not employed and not looking for work (40%) with only 3% indicating they were employed full-time. Another 13% reported being employed part-time.

*Employment Status (2015 data only):*

- ◆ 40% said they were not employed and not looking for work (NH=41%).
- ◆ 16% indicated they were either employed full-time or part-time (NH=23%).
- ◆ 19% said they were not employed, but looking for work (NH=16%).
- ◆ 25% said they were not employed because they were retired (NH=20%).

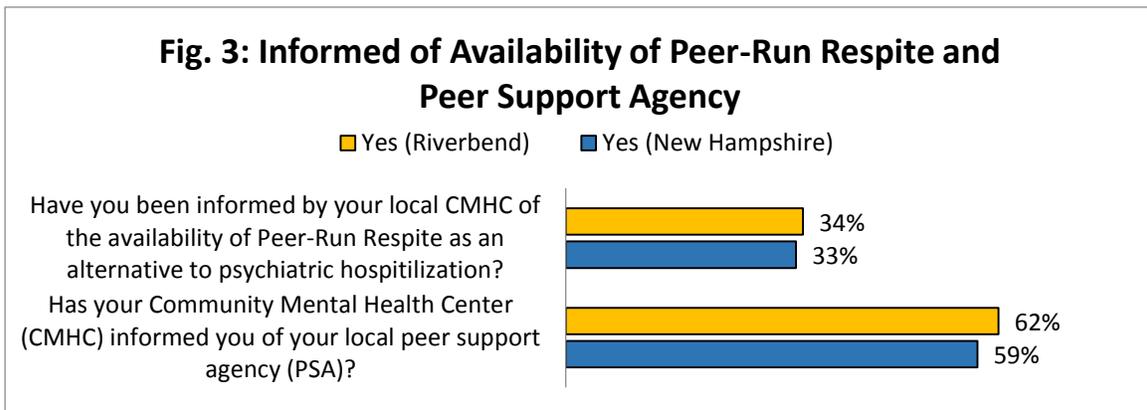


## Service Provision

The majority of respondents reported that they have received mental health services for more than one year (94%). Fewer respondents, however, indicated that they had been informed about other peer support programs and treatment practices.

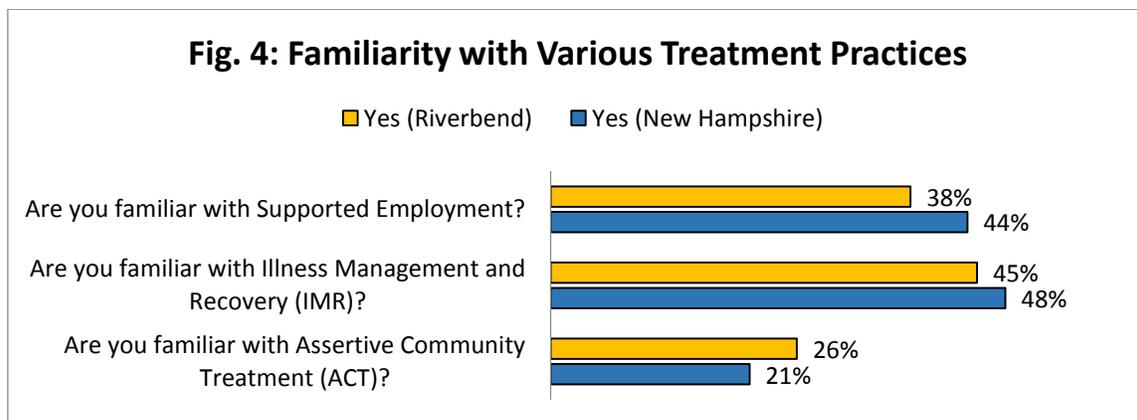
### Peer Support Programs

- ◆ 34% indicated they had been informed by their CMHC of the availability of Peer-Run Respite as an alternative to psychiatric hospitalization (NH=33%).
- ◆ 62% indicated their CMHC informed them of their Local Peer Support Agency (NH=59%).



### Treatment Practices (2014/2015 data only)

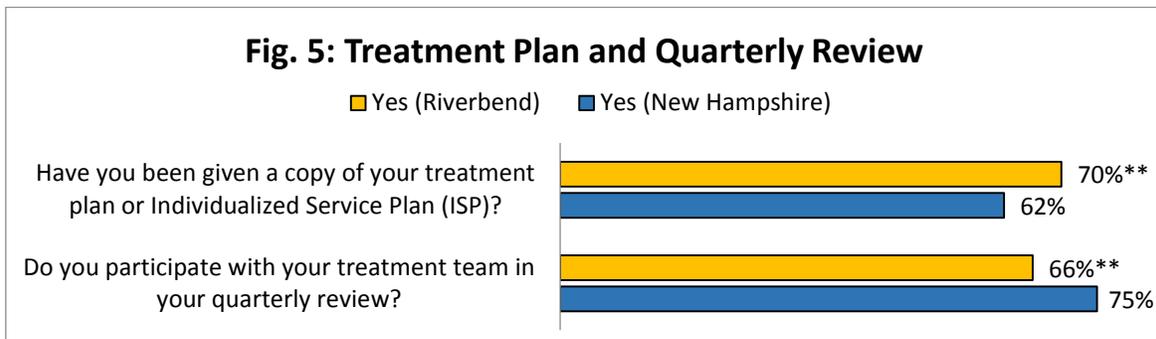
- ◆ Respondents were most familiar with Illness Management and Recovery (45%) and Supported Employment (38%). These percentages are lower than the statewide percentages of 48% and 44%, respectively.
- ◆ Respondents were less familiar with Assertive Community Treatment (26%) but the score was higher than the statewide average (NH=21%).



## Participation with Treatment Team

Respondents were asked questions about their treatment plan and if they participated in their quarterly review.

- ◆ 70% indicated they had been given a copy of their treatment plan or Individualized Service Plan (ISP), which is significantly higher than the statewide average (62%).
- ◆ 66% indicated they participated with their treatment team in their quarterly review. This percentage is significantly lower than the statewide percentage (75%).



## Behavioral Outcomes

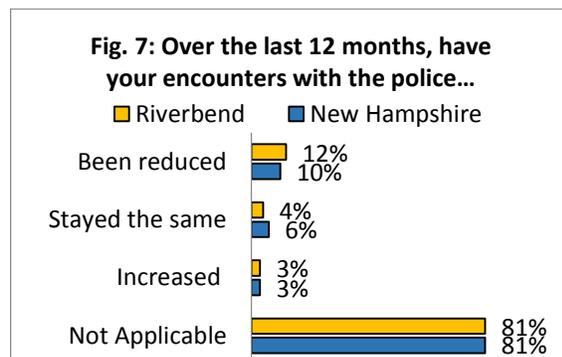
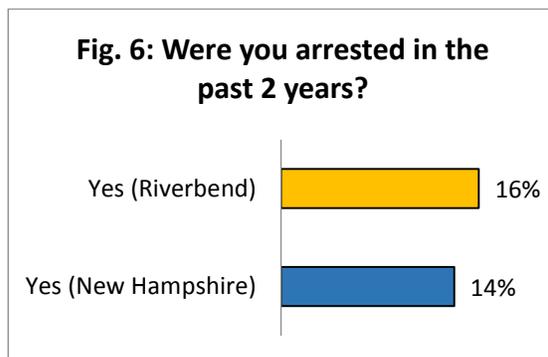
In an effort to measure behavioral outcomes, respondents were asked questions about arrest history and police encounters.

### Arrest History

- ◆ 16% reported being arrested in the past 2 years (NH=14%).

### Police Encounters

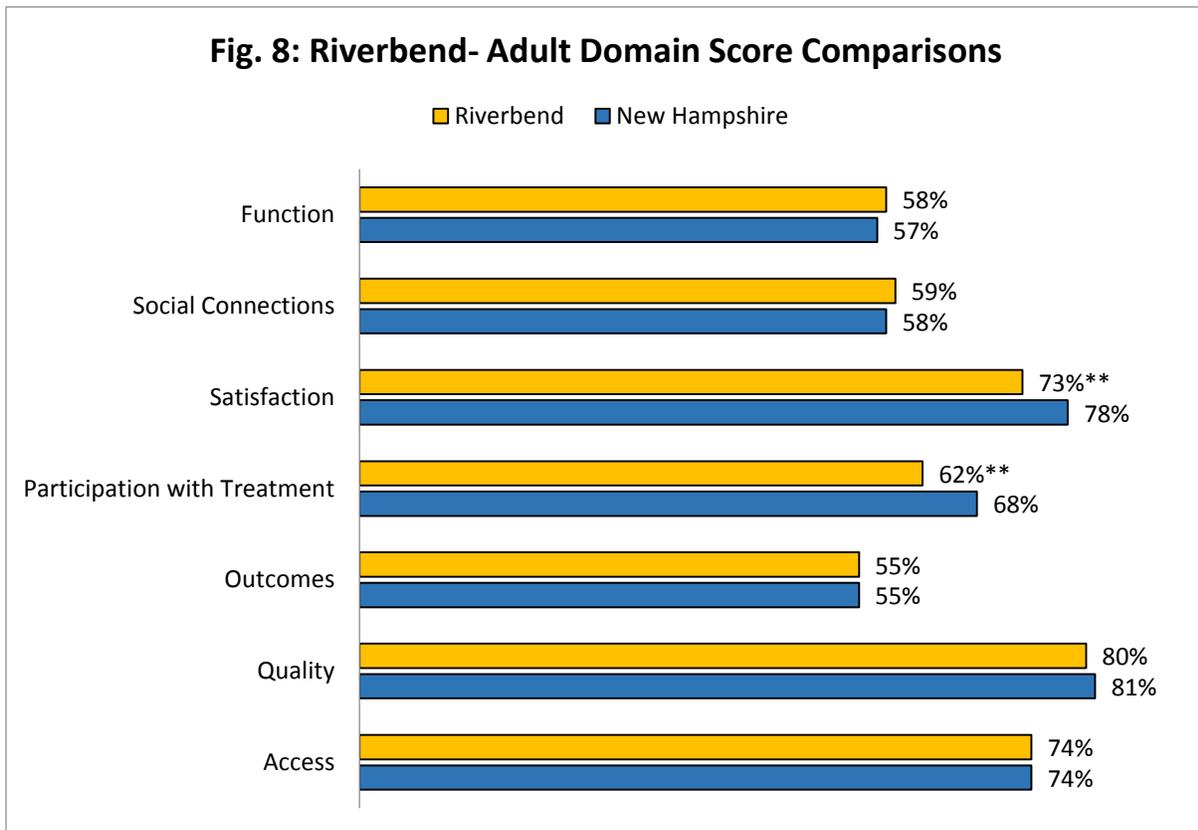
- ◆ 12% reported a reduction in police encounters (NH=10%).
- ◆ 3% reported an increase in police encounters (NH=3%).



## Domain Results

Figure 8 shows the domain scores from Riverbend as compared to the statewide average of New Hampshire. Riverbend reported similar domain scores across most of the categories, although they did have two scores that were significantly lower than the statewide average.

- ◆ Satisfaction (73%) was significantly lower than the statewide average (78%).
- ◆ Participation with Treatment (62%) was significantly lower than the statewide average (68%).
- ◆ Function (58%) was slightly higher than the statewide average (57%).



\*\*p<.05 statistically significant, 2-tailed test



## Riverbend Community Mental Health (Region IV) - Families of Children Receiving Services Survey Results

### Demographics

A total of 261 families responded to the Child and Youth Services Survey for the Riverbend via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the federal reporting domains.

#### Gender:

- ◆ 41% female (NH=40%)
- ◆ 59% male (NH=60%)

#### Racial Demographics:

- ◆ 95% White (Caucasian)
- ◆ 2% Other

#### Spanish/Hispanic/Latino Origin:

- ◆ 4% Spanish/Hispanic/Latino origin

#### Age of Child:

- ◆ 6% between the ages of 0-5
- ◆ 47% between the ages 6-11
- ◆ 47% between the ages 12-17

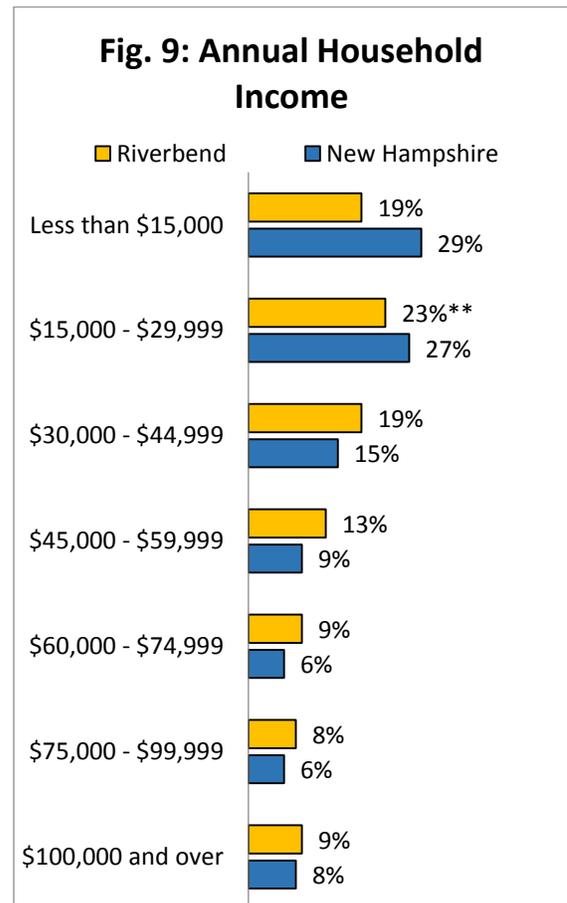
#### Annual Household Income:

- ◆ 19% less than \$15,000
- ◆ 23% between \$15,000-\$29,999

Table 2: Race	% RIV*	% State
White (Caucasian)	95%	92%
American Indian or Alaska Native	2%	3%
Other	2%	6%
Black (African American)	2%	5%
Asian	0.4%	1%
Native Hawaiian or Other Pacific Islander	0%	0.7%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 2a: Spanish/Hispanic/Latino Origin**	% RIV	% State
No	96%	90%
Yes	4%	10%

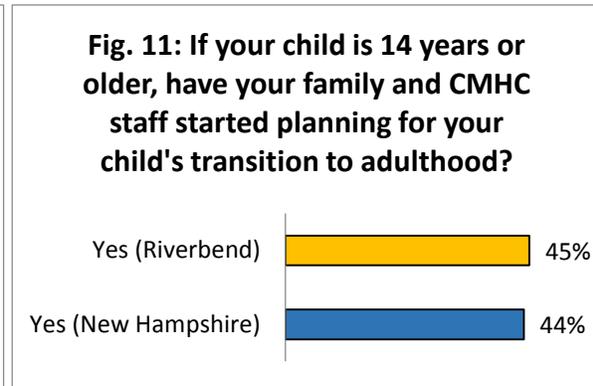
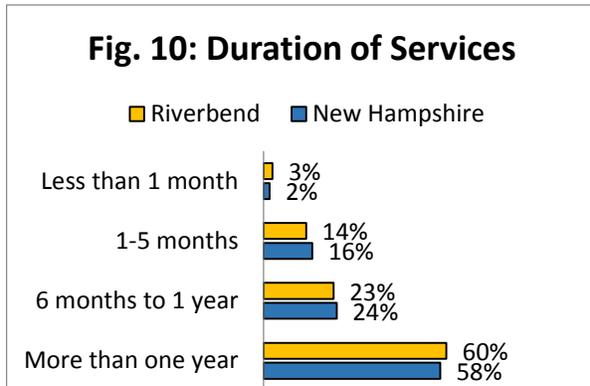


\*\*p<.05 statistically significant, 2-tailed test for those making less than \$30,000.

## Service Provision

Respondents were asked about the services their child received as well as planning for transition to adulthood.

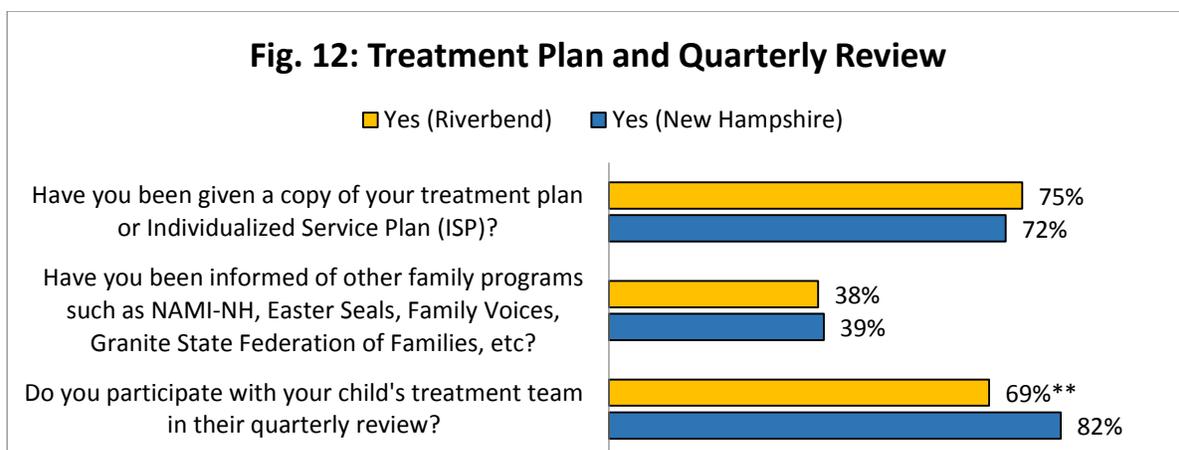
- ◆ 60% indicated their child received services for more than one year (NH=58%).
- ◆ 45% of respondents with children over 14 indicated they had started planning for their child's transition to adulthood (NH=44%).



## Participation with Treatment Team

Respondents were asked a series of questions about their treatment plan, family programs, and if they participated in their quarterly review.

- ◆ 75% were given a copy of their treatment plan or Individualized Service Plan which is higher than the statewide average of 72%.
- ◆ 38% had been informed of other family programs, which is slightly lower than the statewide average of 39%.
- ◆ 69% participate with their child's treatment team in their quarterly review, which is significantly lower than the statewide average of 82%.



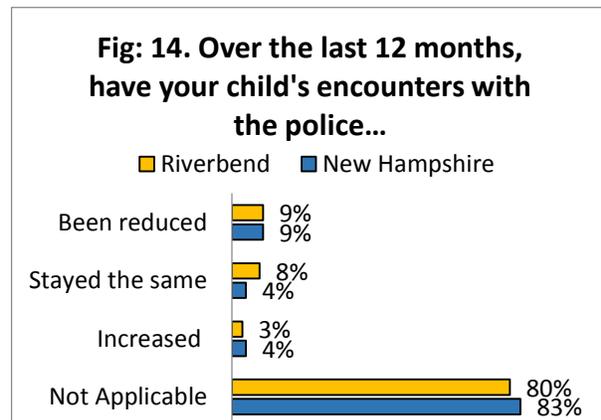
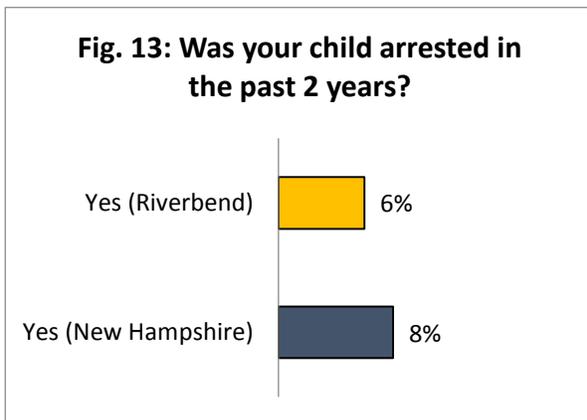
\*\*p<.05 statistically significant, 2-tailed test.

## Behavioral Outcomes

In an effort to measure behavioral outcomes, families with children 14 years and older were asked questions about their child's arrest history and police encounters.

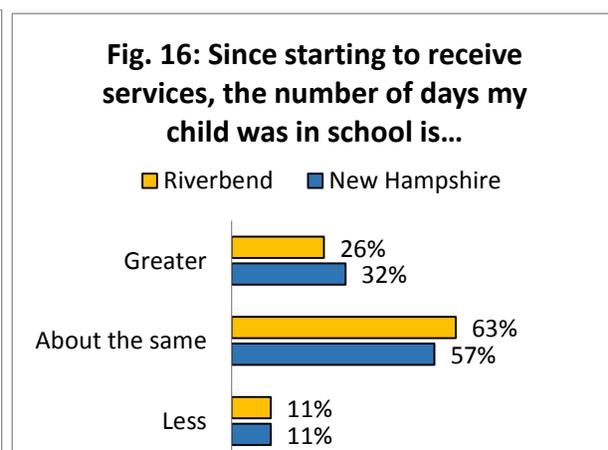
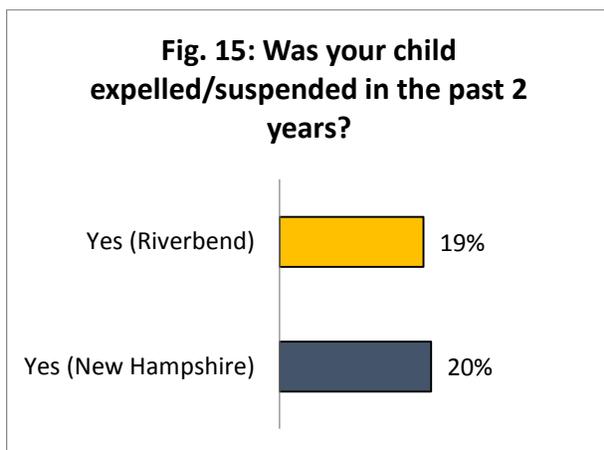
### Arrest History and Police Encounters

- ◆ 6% reported that their child was arrested in the past 2 years (NH=8%).
- ◆ 9% reported a reduction in police encounters (NH=9%).
- ◆ 3% reported an increase in police encounters (NH=4%).



## School Attendance

- ◆ 19% said their child was expelled or suspended in the past 2 years (NH=20%).
- ◆ 26% said the number of days their child was in school was greater since starting to receive services (NH=32%).
- ◆ 11% said the number of days their child was in school was less since starting to receive services (NH=11%).

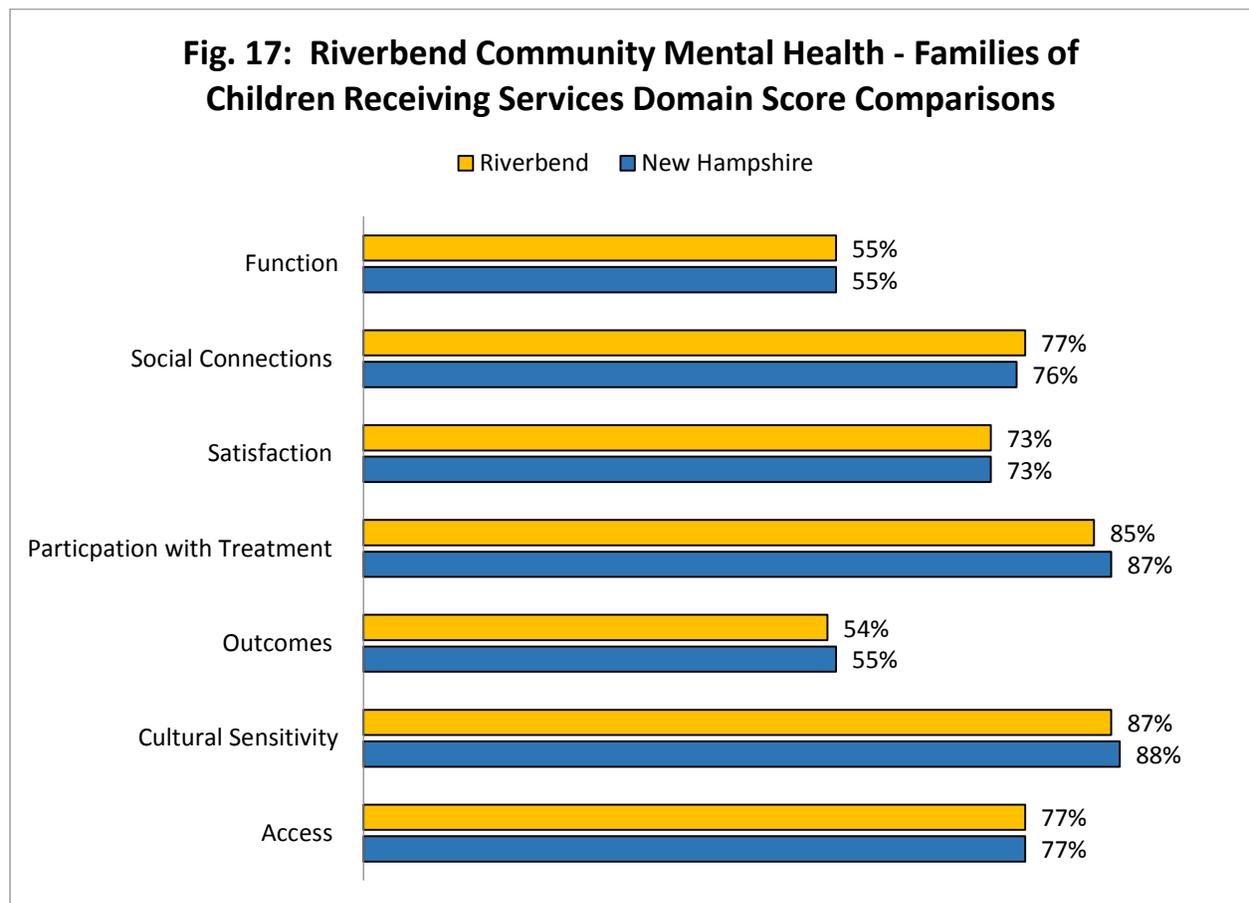


\*Data only reflects results from respondents 6 years and older.

## Domain Results

Figure 17 shows the domain scores from Riverbend as compared to the statewide average for New Hampshire. Riverbend scored similarly to the overall state of New Hampshire in all categories with some minor variations. None of the differences in scores were statistically significant.

- ◆ Social Connections (77%) was slightly higher than the statewide average (76%).
- ◆ Participation with Treatment (85%) was lower than the statewide average (87%).
- ◆ Cultural Sensitivity (87%) was slightly lower than the statewide average (88%).



# Riverbend Community Mental Health (Region IV) - Youth Survey

## Results

### Demographics

There were a total of 137 respondents for the Youth Services Survey from Riverbend via mail or telephone. The questionnaire was administered to youth between the ages of 14 and 17 and included demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

*Gender:*

- ◆ 67% female (NH=60%)
- ◆ 33% male (NH=40%)

*Age of Respondents:*

- ◆ Range = 14-17 years
- ◆ Average age = 15.3 (NH=15.4)

*Racial Demographics:*

- ◆ 91% White (Caucasian)
- ◆ 5% Other
- ◆ 4% American Indian or Alaska Native

*Currently in School:*

- ◆ 93% reported currently being in school (NH=93%).

*Spanish/Hispanic/Latino Origin:*

- ◆ 5% Spanish/Hispanic/Latino origin

Table 3: Race	% RIV*	% State*
White (Caucasian)	91%	90%
American Indian or Alaska Native	4%	4%
Other	5%	6%
Black (African American)	4%	3%
Asian	0%	0%
Native Hawaiian or Other Pacific Islander	0%	0.7%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

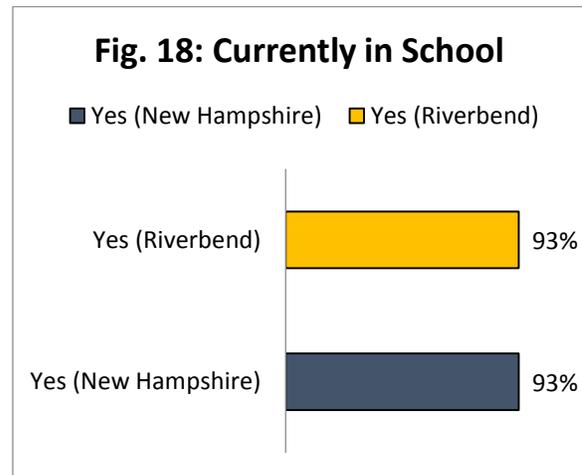


Table 3a: Spanish/Hispanic/Latino Origin	% RIV	% State
No	95%	91%
Yes	5%	9%

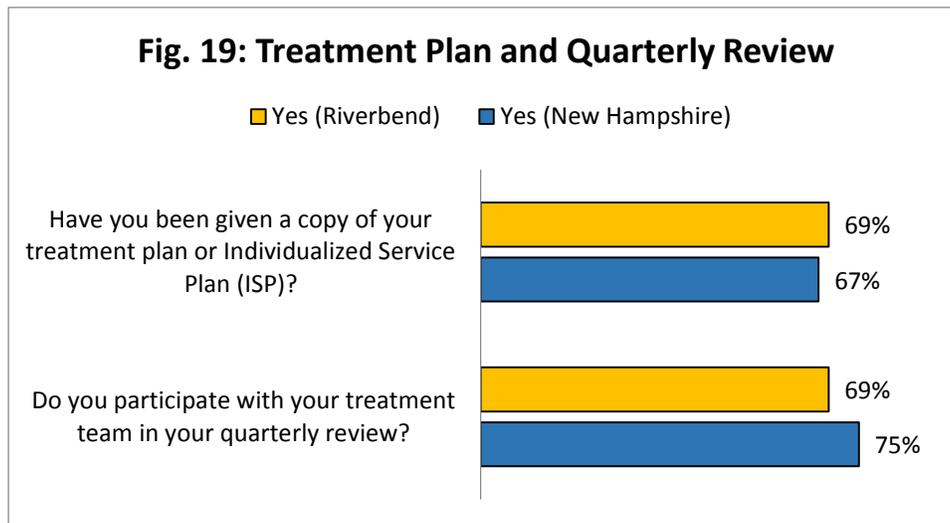
*Race: Comparison to State*

- ◆ The racial composition of Riverbend is very similar to that of the overall state of New Hampshire.

## Participation with Treatment Team

Respondents were asked whether or not they participate with their treatment team in their quarterly review and if they have been given a copy of their treatment plan or Individualized Service Plan.

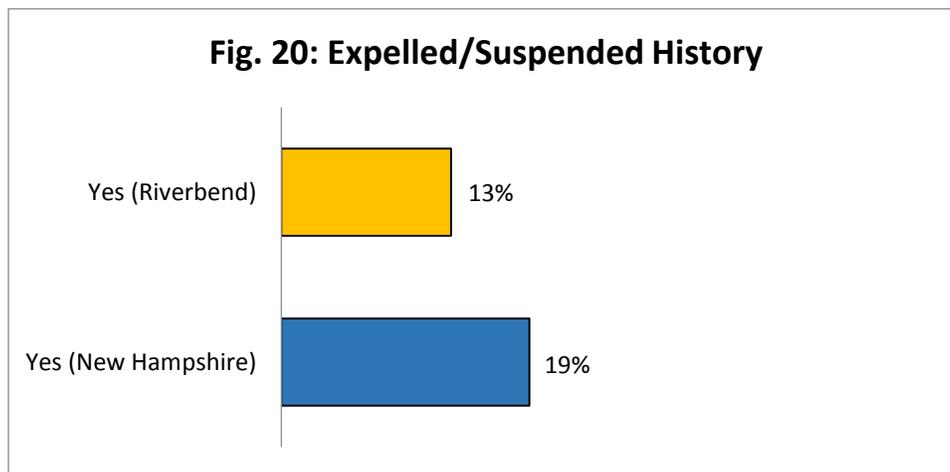
- ◆ 69% indicated they participated with their treatment team in their quarterly review (NH=75%).
- ◆ 69% said they were given a copy of their Individualized Service Plan (ISP) (NH=67%).



## School Attendance

Respondents were asked if they had been suspended or expelled in the last 12 months.

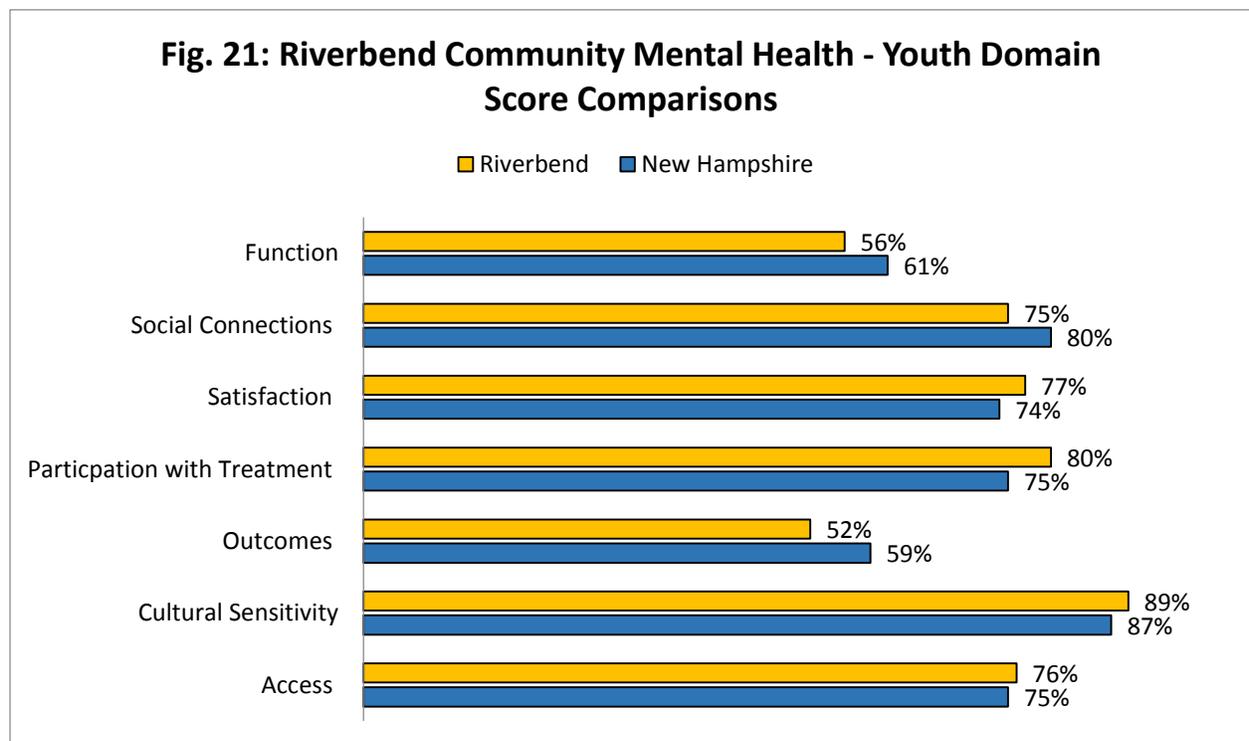
- ◆ 13% indicated they were expelled or suspended in the last 12 months (NH=19%).



## Domain Results

Figure 21 shows the domain scores from Riverbend as compared to the statewide average of New Hampshire. None of the differences in scores were statistically significant, though there was some variation for some of the scores. Riverbend scored higher on Satisfaction, Participation with Treatment, Cultural Sensitivity, and Access compared to the statewide average. Riverbend scored lower on Function, Social Connections and Outcomes compared to the statewide average.

- ◆ Social Connections (75%) was 5% lower than the statewide average (80%).
- ◆ Satisfaction (77%) was 3% higher than the statewide average (74%).
- ◆ Cultural Sensitivity (89%) was 2% higher than the statewide average (87%).
- ◆ Access (76%) was slightly higher than the statewide average (75%).





# Seacoast Mental Health Center (Region VIII) - Adult Survey Results

## Demographics

A total of 187 adult consumers from Seacoast Mental Health Center responded to the Adult Service Survey via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

### Gender:

- ◆ 66% female (NH=62%)
- ◆ 34% male (NH=38%)

### Racial Demographics:

- ◆ 94% White (Caucasian)
- ◆ 6% American Indian or Alaskan Native

### Spanish/Hispanic/Latino Origin:

- ◆ 3% Spanish/Hispanic/Latino origin

### Age of Adult Respondents:

- ◆ 9% between the ages of 18-24
- ◆ 32% between the ages 25-44
- ◆ 45% between the ages 45-64
- ◆ 14% were 65 years and older

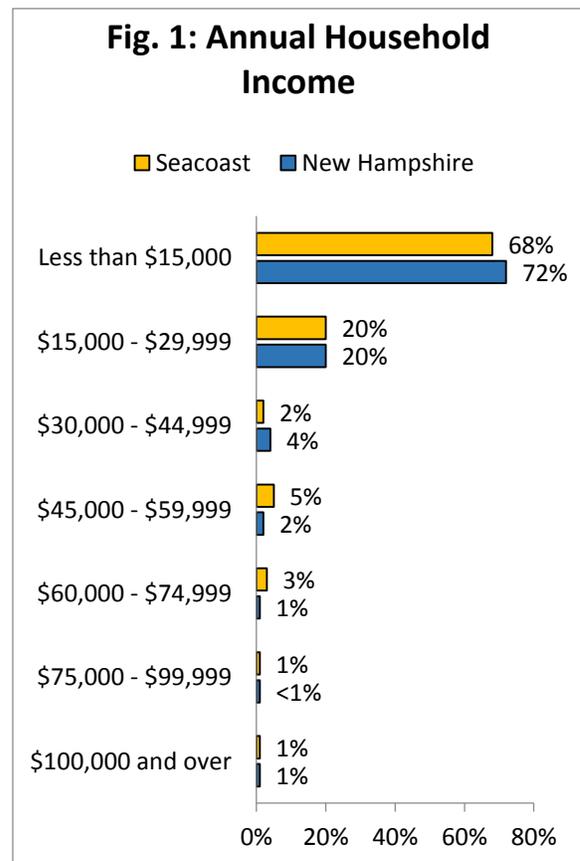
### Annual Household Income:

- ◆ 68% less than \$15,000
- ◆ 20% between \$15,000-\$29,999

Table 1: Race	% SEA*	% State
White (Caucasian)	94%	92%
American Indian or Alaska Native	6%	5%
Other	2%	5%
Black (African American)	2%	2%
Asian	1%	1%
Native Hawaiian or Other Pacific Islander	1%	0.3%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 1a: Spanish/Hispanic/Latino Origin	% SEA	% State
No	97%	96%
Yes	3%	4%

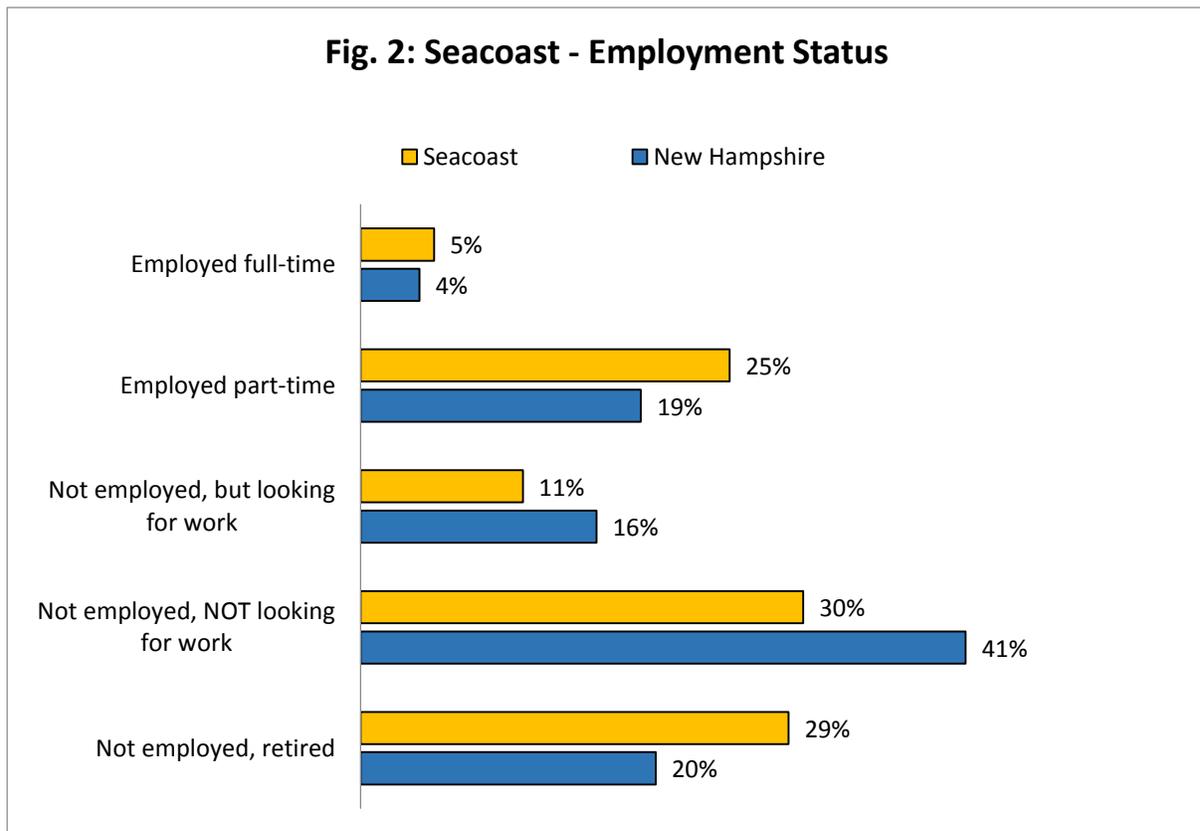


## Demographics (cont.)

An equal amount of respondents indicated that either they were not employed and not looking for work (30%) or employed in some capacity either full time or part time (30%).

*Employment Status (2015 data only):*

- ◆ 30% said they were not employed and not looking for work (NH=41%).
- ◆ 30% indicated they were either employed full-time or part-time (NH=23%).
- ◆ 11% said they were not employed, but looking for work (NH=16%).
- ◆ 29% said they were not employed because they were retired (NH=20%).

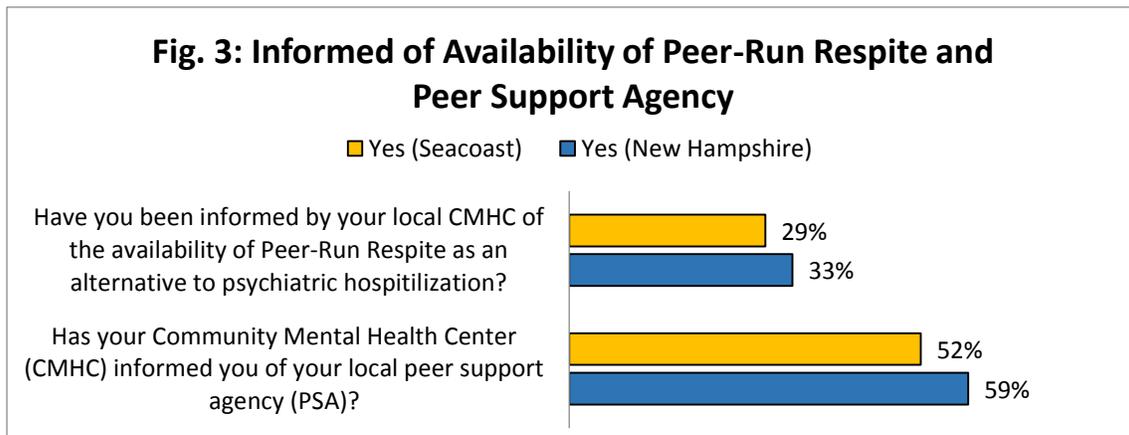


## Service Provision

The majority of respondents reported that they have received mental health services for more than one year (90%). Fewer respondents, however, indicated that they had been informed about other peer support programs and treatment practices.

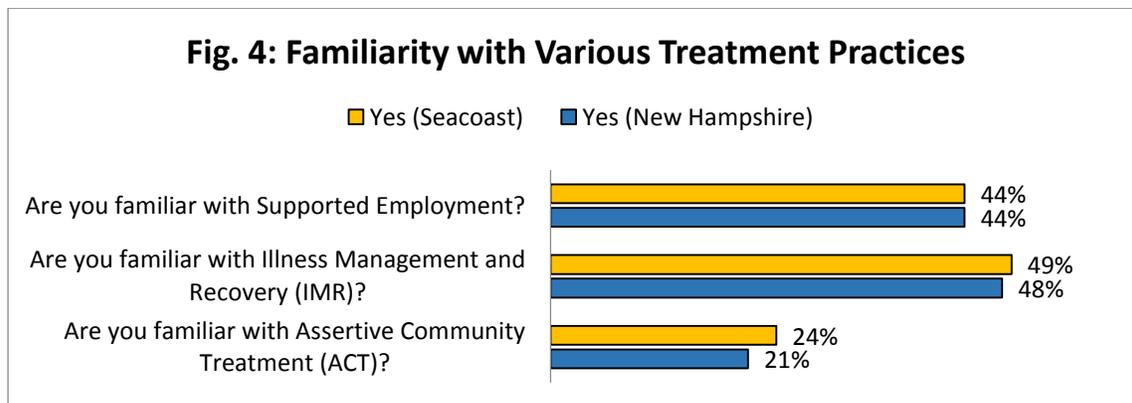
### Peer Support Programs

- ◆ 29% indicated they had been informed by their CMHC of the availability of the Peer-Run Respite as an alternative to psychiatric hospitalization (NH=33%).
- ◆ 52% indicated their CMHC informed them of their Local Peer Support Agency (NH=59%).



### Treatment Practices (2014/2015 data only)

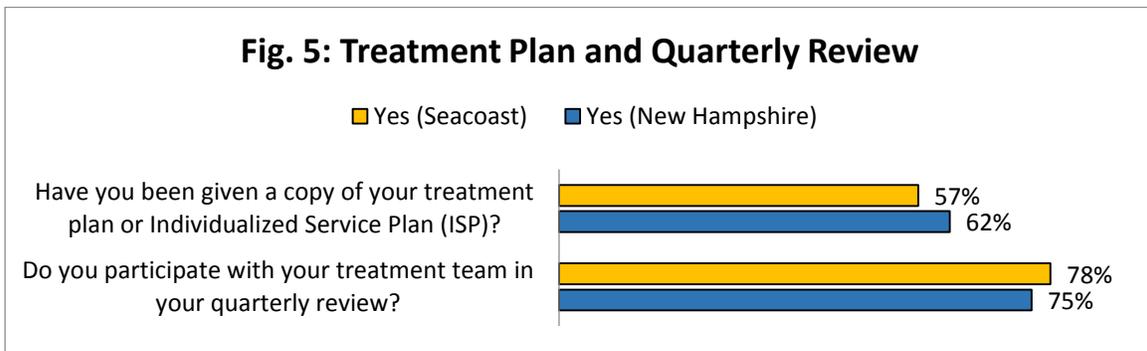
- ◆ Respondents were most familiar with Supported Employment (44%) and Illness Management and Recovery (49%). The statewide percentages are 44% and 48%, respectively.
- ◆ Respondents were less familiar with Assertive Community Treatment (24%) (NH=21%).



## Participation with Treatment Team

Respondents were asked questions about their treatment plan and if they participated in their quarterly review.

- ◆ 57% indicated they had been given a copy of their treatment plan or Individualized Service Plan (ISP) (NH=62%).
- ◆ 78% indicated they participated with their treatment team in their quarterly review. This percentage is higher than the statewide percentage (75%).



## Behavioral Outcomes

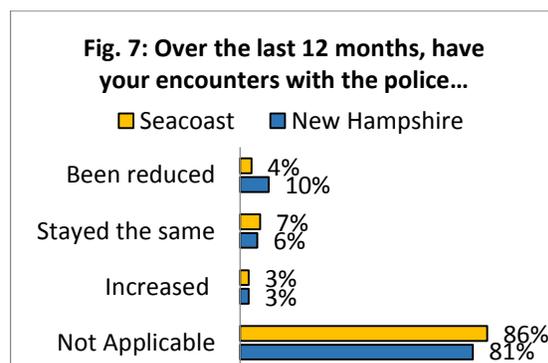
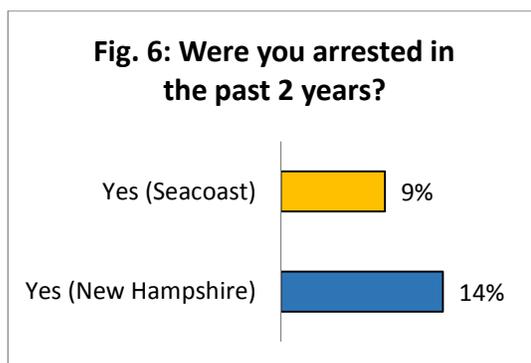
In an effort to measure behavioral outcomes, respondents were asked questions about arrest history and police encounters.

### Arrest History

- ◆ 9% reported being arrested in the past 2 years (NH=14%).

### Police Encounters

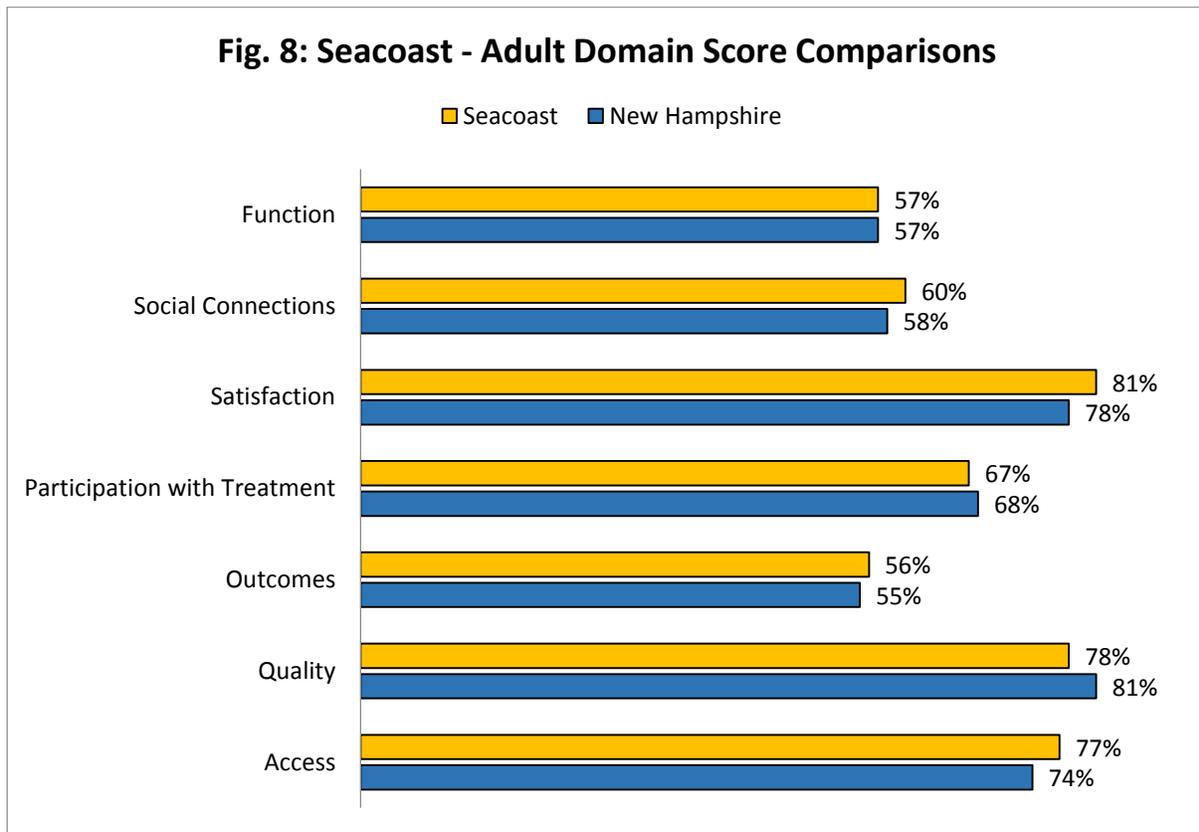
- ◆ 4% reported a reduction in police encounters, which is lower than the statewide average (10%).



## Domain Results

Figure 8 shows the domain scores from Seacoast as compared to the statewide average of New Hampshire. Seacoast reported very similar domain scores across all of the categories with no more than a 3% difference than the statewide average in any category.

- ◆ Satisfaction (81%) was slightly higher than the statewide average (78%).
- ◆ Access (77%) was slightly higher than the statewide average (74%).
- ◆ Quality (78%) was slightly lower than the statewide average (81%).





## Seacoast Mental Health Center (Region VIII) - Families of Children Receiving Services Survey Results

### Demographics

A total of 167 families responded to the Child and Youth Services Survey for Seacoast via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the federal reporting domains.

#### Gender:

- ◆ 40% female (NH=40%)
- ◆ 60% male (NH=60%)

#### Racial Demographics:

- ◆ 92% White (Caucasian)
- ◆ 7% Other

#### Spanish/Hispanic/Latino Origin:

- ◆ 8% Spanish/Hispanic/Latino origin

#### Age of Child:

- ◆ 10% between the ages of 0-5
- ◆ 59% between the ages 6-11
- ◆ 31% between the ages 12-17

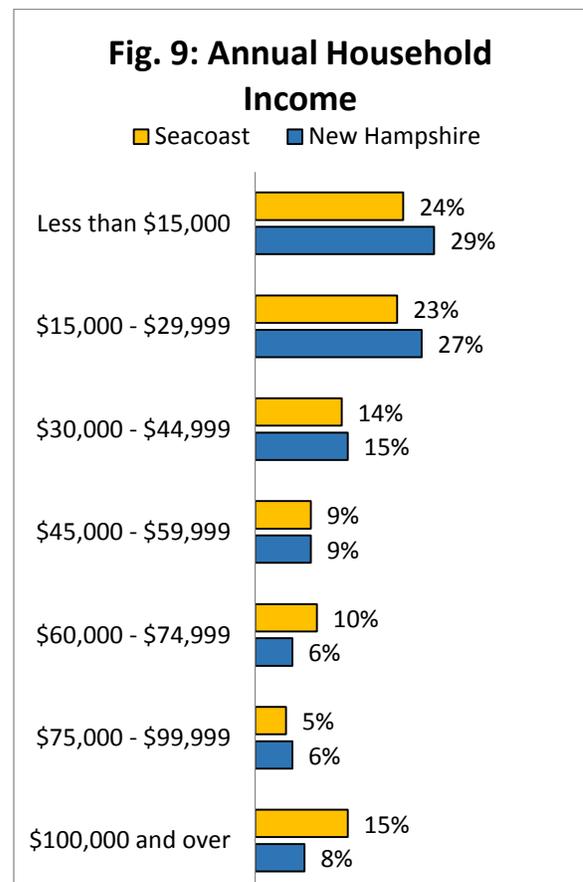
#### Annual Household Income:

- ◆ 24% less than \$15,000
- ◆ 23% between \$15,000-\$29,999

Table 2: Race	% SEA*	% State
White (Caucasian)	92%	92%
American Indian or Alaska Native	1%	3%
Other	7%	6%
Black (African American)	6%	5%
Asian	3%	1%
Native Hawaiian or Other Pacific Islander	2%	0.7%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

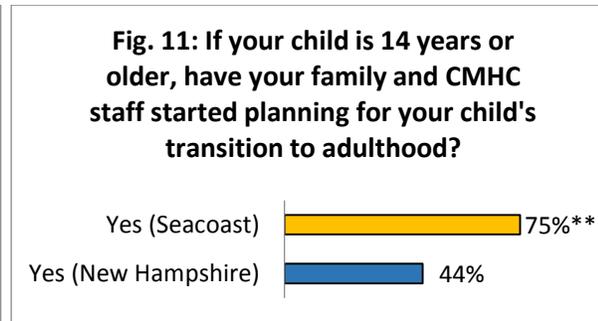
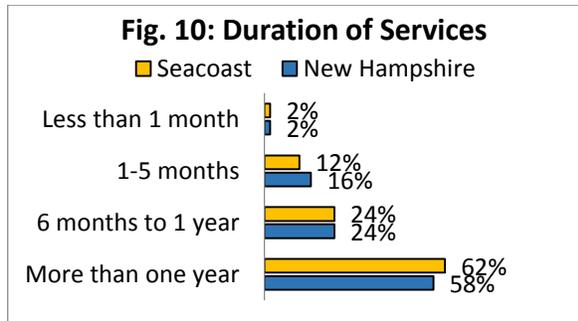
Table 2a: Spanish/Hispanic/Latino Origin**	% SEA	% State
No	92%	90%
Yes	8%	10%



## Service Provision

Respondents were asked about the services their child received as well as planning for transition to adulthood.

- ◆ 62% indicated their child received services for more than one year (NH=58%).
- ◆ 75% of respondents with children over 14 indicated they had started planning for their child's transition to adulthood which was significantly higher than the statewide average (NH=44%).

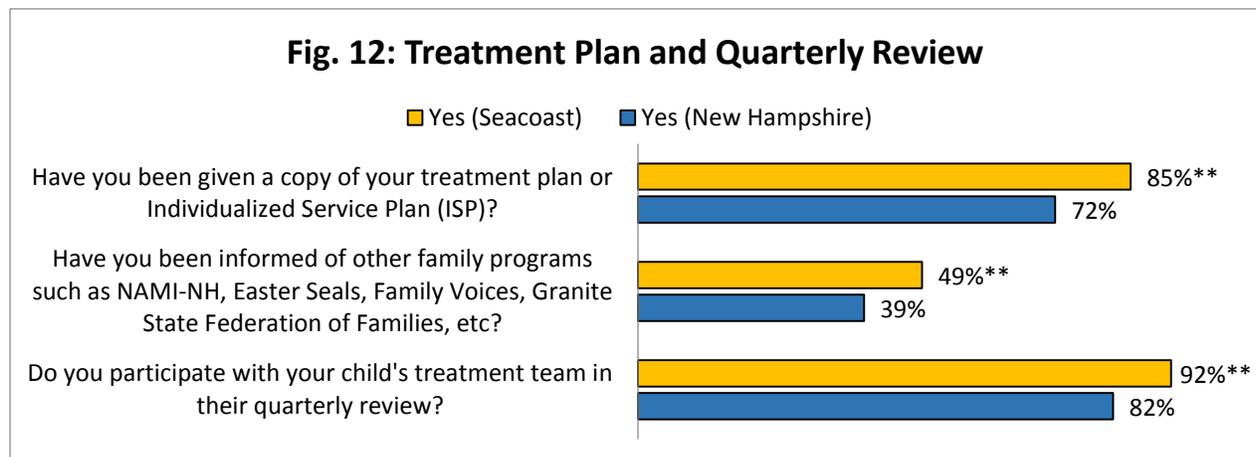


\*\*p<.05 statistically significant, 2-tailed test.

## Participation with Treatment Team

Respondents were asked a series of questions about their treatment plan, family programs, and if they participated in their quarterly review.

- ◆ 85% were given a copy of their treatment plan or Individualized Service Plan, which is significantly higher than the statewide average of 72%.
- ◆ 49% had been informed of other family programs, which is significantly higher than the statewide average of 39%.
- ◆ 92% participate with their child's treatment team in their quarterly review, which is significantly higher than the statewide average of 82%.



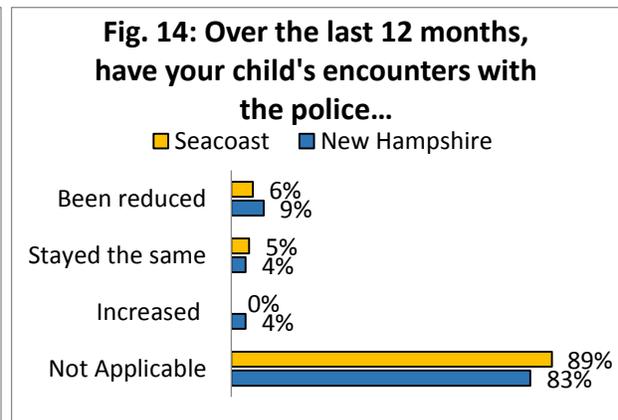
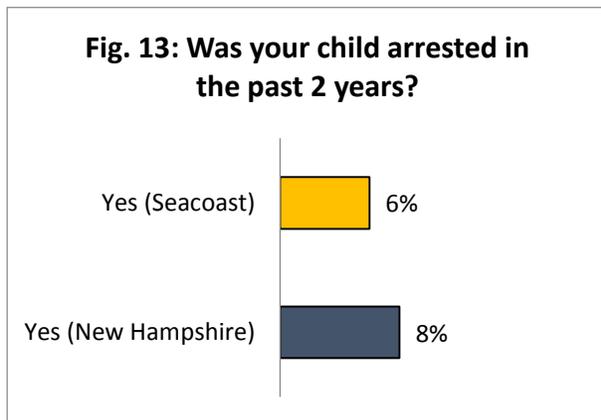
\*\*p<.05 statistically significant, 2-tailed test.

## Behavioral Outcomes

In an effort to measure behavioral outcomes, families with children 14 years and older were asked questions about their child's arrest history and police encounters.

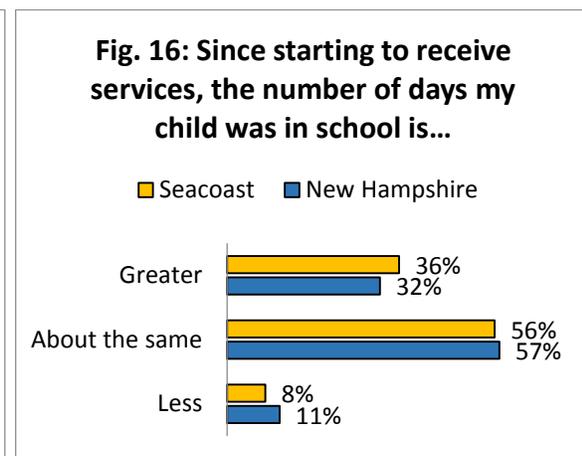
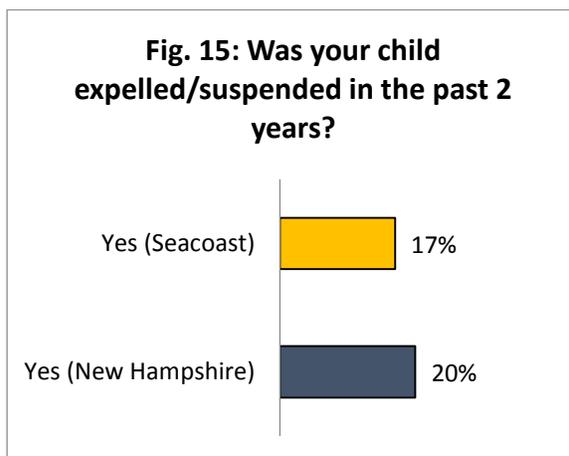
### *Arrest History and Police Encounters*

- ◆ 6% reported that their child was arrested in the past 2 years (NH=8%).
- ◆ 6% reported a reduction in police encounters (NH=9%).
- ◆ 0% reported an increase in police encounters (NH=4%).



## School Attendance

- ◆ 17% said their child was expelled or suspended in the past 2 years (NH=20%).
- ◆ 36% said the number of days their child was in school was greater since starting to receive services (NH=32%).
- ◆ 8% said the number of days their child was in school was less since starting to receive services (NH=11%).

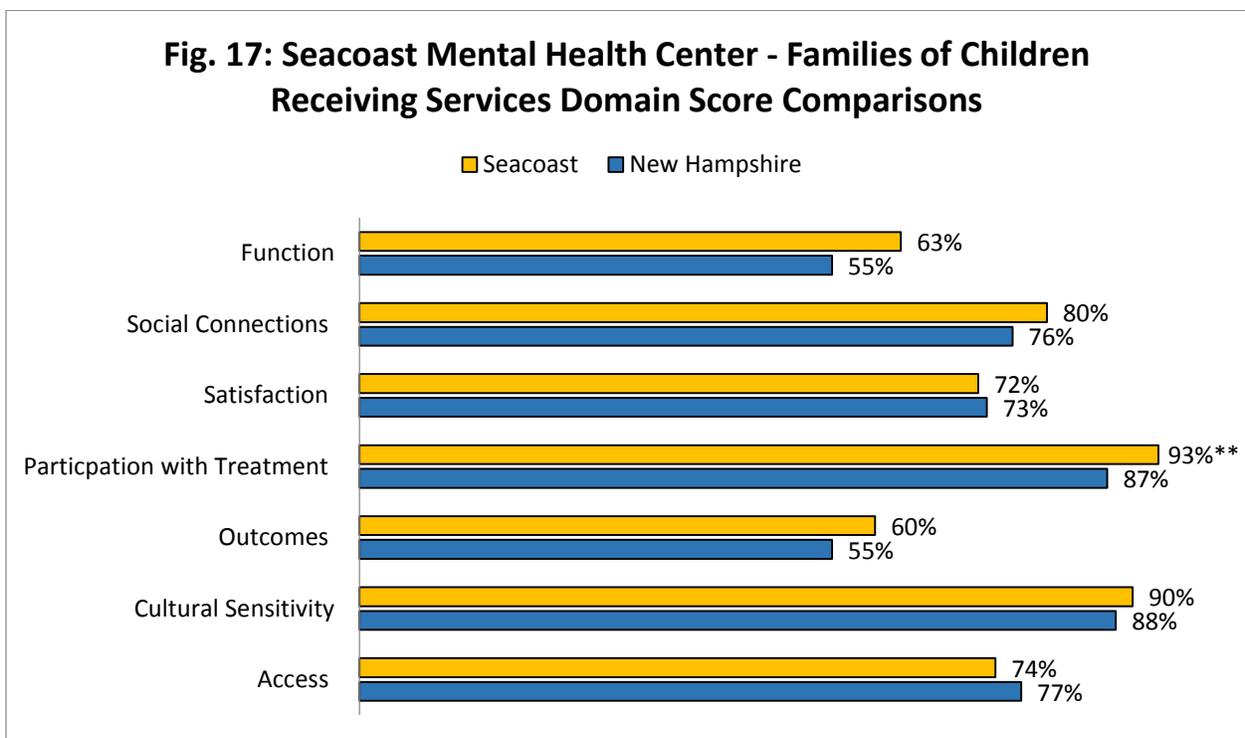


\*Data only reflects results from respondents 6 years and older.

## Domain Results

Figure 17 shows the domain scores from Seacoast as compared to the statewide average for New Hampshire. Seacoast scored higher than the overall state of New Hampshire in all categories except for Access and Satisfaction. Participation with Treatment (93%) was significantly higher than the statewide average (87%).

- ◆ Function (63%) was 8% higher than the statewide average (55%).
- ◆ Participation with Treatment (93%) was significantly higher than the statewide average (87%).
- ◆ Outcomes (60%) was 5% higher than the statewide average (55%).
- ◆ Access (74%) was 3% lower than the statewide average (77%).



\*\*p<.05 statistically significant, 2-tailed test.

# Seacoast Mental Health Center (Region VIII) - Youth Survey Results

## Demographics

There were a total of 72 respondents for the Youth Services Survey from Seacoast via mail or telephone. The questionnaire was administered to youth between the ages of 14 and 17 and included demographic questions, state-added questions, and questions similar to the adult/child federal reporting domains.

### Gender:

- ◆ 66% female (NH=60%)
- ◆ 34% male (NH=40%)

### Age of Respondents:

- ◆ Range = 14-17 years
- ◆ Average age = 15.6 (NH=15.4)

### Racial Demographics:

- ◆ 94% White (Caucasian)
- ◆ 1% American Indian or Alaska Native
- ◆ 4% Black (African American)

### Currently in School:

- ◆ 93% reported currently being in school (NH=93%).

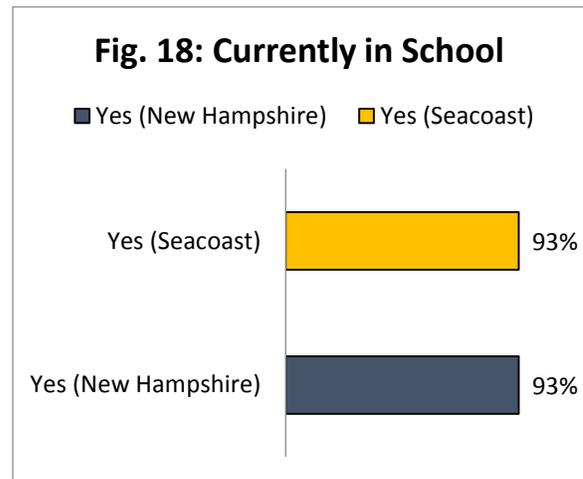
### Spanish/Hispanic/Latino Origin:

- ◆ 1% Spanish/Hispanic/Latino origin

Table 3: Race	% SEA*	% State*
White (Caucasian)	94%	90%
American Indian or Alaska Native	1%	4%
Other	1%	6%
Black (African American)	4%	3%
Asian	0%	0%
Native Hawaiian or Other Pacific Islander	0%	0.7%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 3a: Spanish/Hispanic/Latino Origin	% SEA	% State
No	99%	91%
Yes	1%	9%



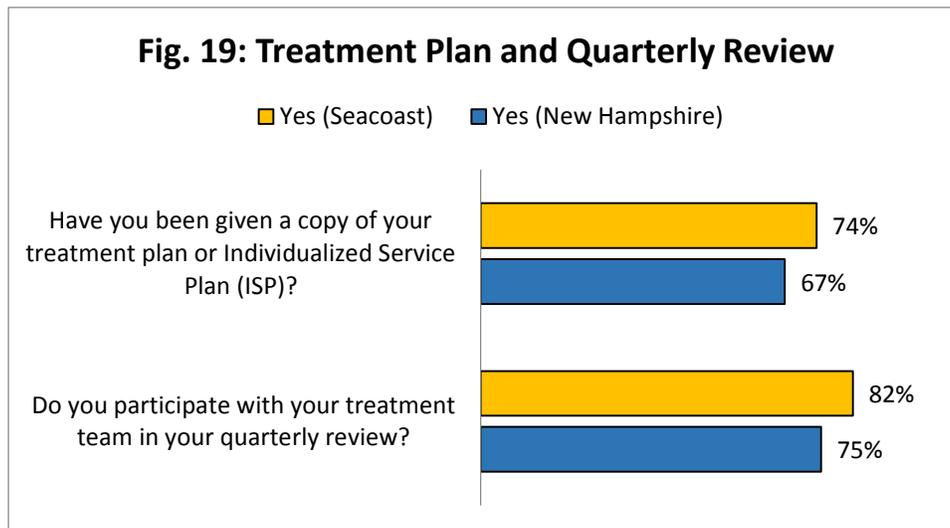
### Race: Comparison to State

- ◆ The demographic composition of Seacoast is very similar to that of the overall state of New Hampshire.

## Participation with Treatment Team

Respondents were asked whether or not they participate with their treatment team in their quarterly review and if they have been given a copy of their treatment plan or Individualized Service Plan.

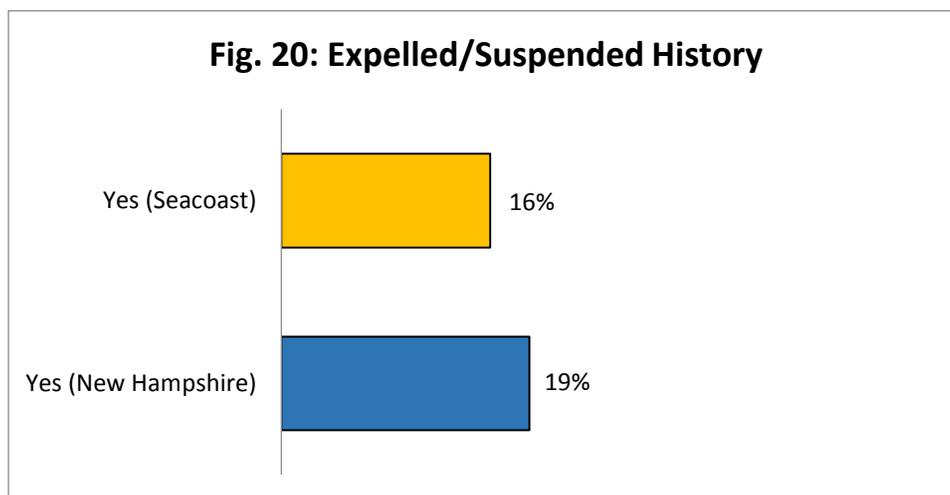
- ◆ 82% indicated they participated with their treatment team in their quarterly review (NH=75%).
- ◆ 74% said they were given a copy of their Individualized Service Plan (ISP) (NH=67%)



## School Attendance

Respondents were asked if they had been suspended or expelled in the last 12 months.

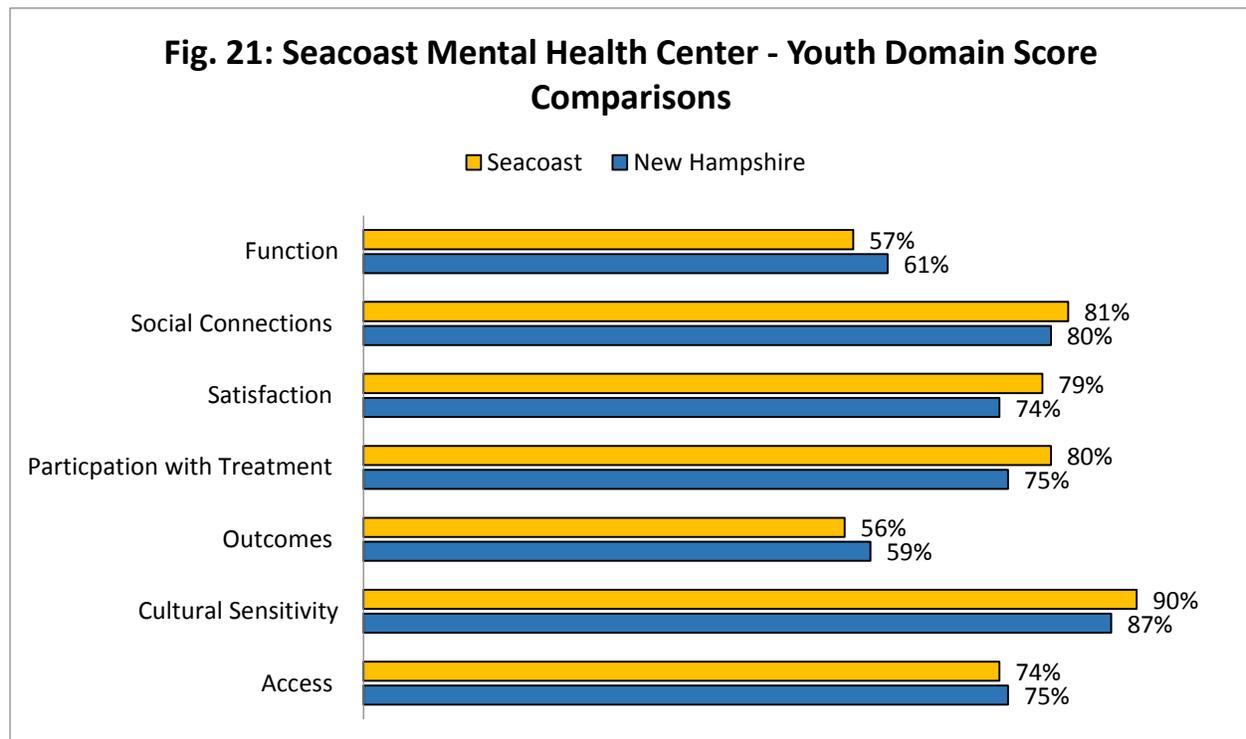
- ◆ 16% indicated they were expelled or suspended in the last 12 months (NH=19%).



## Domain Results

Figure 21 shows the domain scores from Seacoast as compared to the statewide average of New Hampshire. None of the differences in scores were statistically significant, though there was some variation for some of the scores. Seacoast scored higher on some categories (Social Connections, Satisfaction, Participation with Treatment, and Cultural Sensitivity) and scored lower on other categories (Function, Outcomes, and Access) compared to the statewide average.

- ◆ Function (57%) was 4% lower than the statewide average (61%).
- ◆ Social Connections (81%) was slightly higher than the statewide average (80%).
- ◆ Participation with Treatment (80%) was 5% higher than the statewide average (75%).
- ◆ Outcomes (56%) was 3% lower than the statewide average (59%).
- ◆ Cultural Sensitivity (90%) was 3% higher than the statewide average (87%).
- ◆ Access (74%) was slightly lower than the statewide average (75%).





# West Central Behavioral Health (Region II) - Adult Survey Results

## Demographics

A total of 188 adult consumers from West Central Behavioral Health responded to the Adult Service Survey via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions to measure the adult federal reporting domains.

### Gender:

- ◆ 71% female (NH=62%)
- ◆ 29% male (NH=38%)

### Racial Demographics:

- ◆ 97% White (Caucasian)
- ◆ 7% American Indian or Alaskan Native

### Spanish/Hispanic/Latino Origin:

- ◆ 1% Spanish/Hispanic/Latino origin

### Age of Adult Respondents:

- ◆ 4% between the ages of 18-24
- ◆ 22% between the ages 25-44
- ◆ 57% between the ages 45-64
- ◆ 17% were 65 years and older

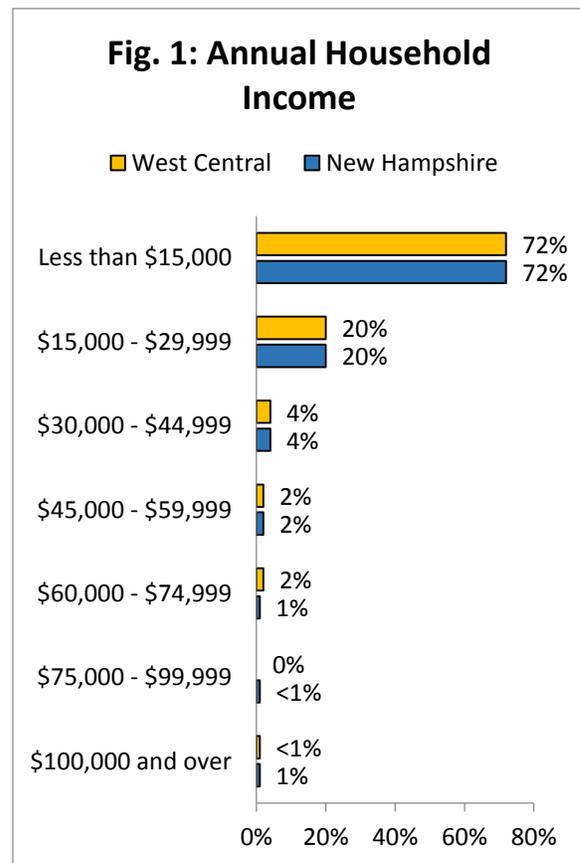
### Annual Household Income:

- ◆ 72% less than \$15,000
- ◆ 20% between \$15,000-\$29,999

Table 1: Race	% WC*	% State
White (Caucasian)	97%	92%
American Indian or Alaska Native	7%	5%
Other	2%	5%
Black (African American)	0.5%	2%
Asian	0%	1%
Native Hawaiian or Other Pacific Islander	0%	0.3%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 1a: Spanish/Hispanic/Latino Origin	% WC	% State
No	99%	96%
Yes	1%	4%

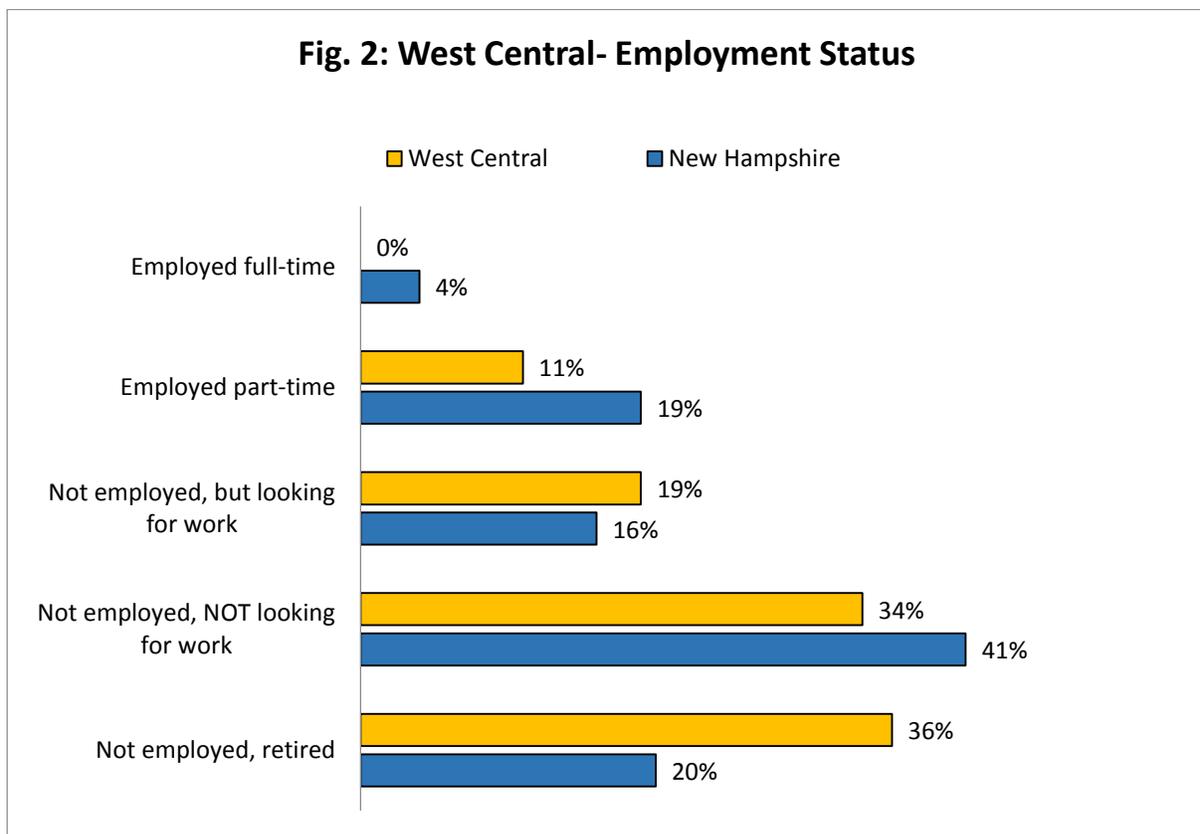


## Demographics (cont.)

The majority of respondents indicated that they were not employed and not looking for work (34%) with 0% indicating they were employed full-time. Another 11% reported being employed part-time.

*Employment Status (2015 data only):*

- ◆ 0% reported being employed full time (NH=4%).
- ◆ 34% said they were not employed and not looking for work (NH=41%).
- ◆ 11% indicated they were employed part-time (NH=19%).
- ◆ 19% said they were not employed, but looking for work (NH=16%).
- ◆ 36% said they were not employed because they were retired (NH=20%).

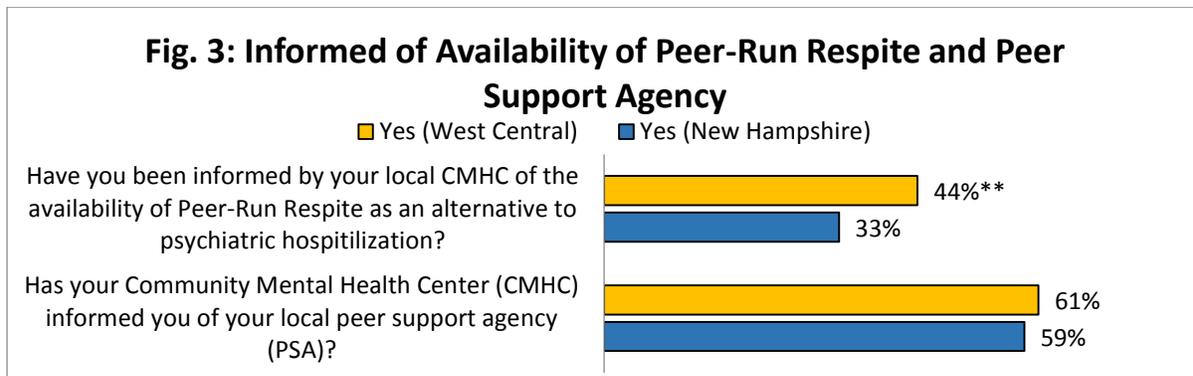


## Service Provision

The majority of respondents reported that they have received mental health services for more than one year (95%), which is higher than the statewide average (91%). Fewer respondents, however, indicated that they had been informed about other peer support programs and treatment practices.

### Peer Support Programs

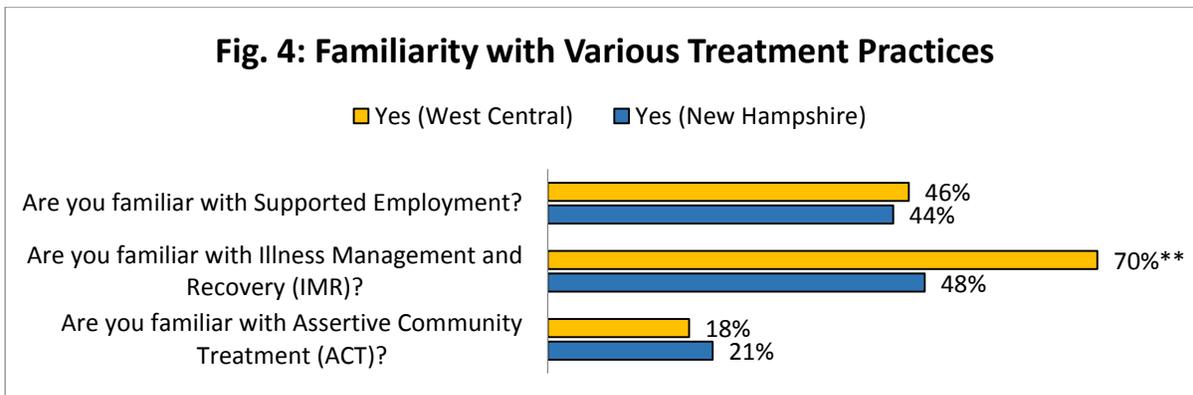
- ◆ 44% indicated they had been informed by their CMHC of the availability of Peer-Run Respite as an alternative to psychiatric hospitalization, which is significantly higher than the statewide average (33%).
- ◆ 61% indicated their CMHC informed them of their Local Peer Support Agency (NH=59%).



\*\*p<.05 statistically significant, 2-tailed test

### Treatment Practices (2014/2015 data only)

- ◆ Respondents were most familiar with Illness Management and Recovery (70%) and Supported Employment (46%). The percentage for being familiar with Illness Management and Recovery is significantly higher than the statewide average (48%).
- ◆ Respondents were less familiar with Assertive Community Treatment (18%). (NH=21%).

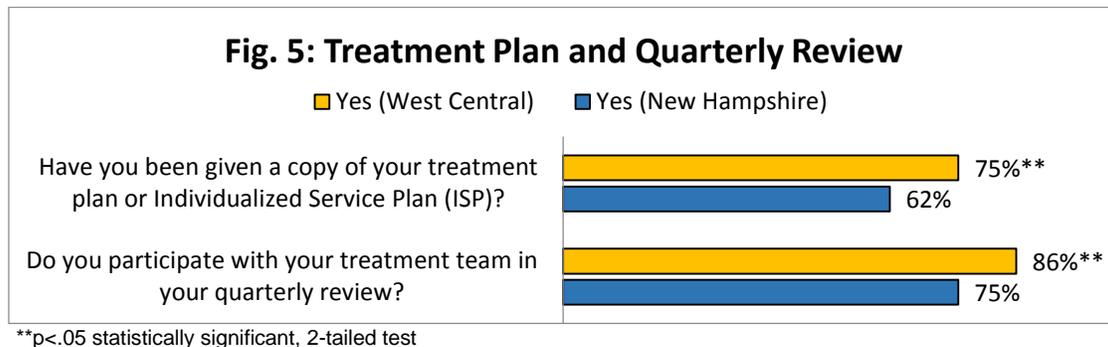


\*\*p<.05 statistically significant, 2-tailed test

## Participation with Treatment Team

Respondents were asked questions about their treatment plan and if they participated in their quarterly review.

- ◆ 75% indicated they had been given a copy of their treatment plan or Individualized Service Plan (ISP), which is significantly higher than the statewide average (62%).
- ◆ 86% indicated they participated with their treatment team in their quarterly review. This percentage is significantly higher than the statewide percentage (75%).



## Behavioral Outcomes

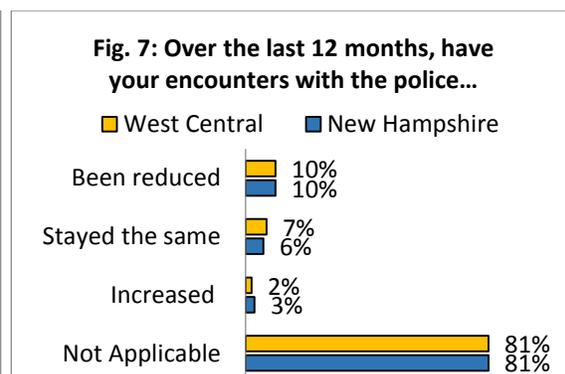
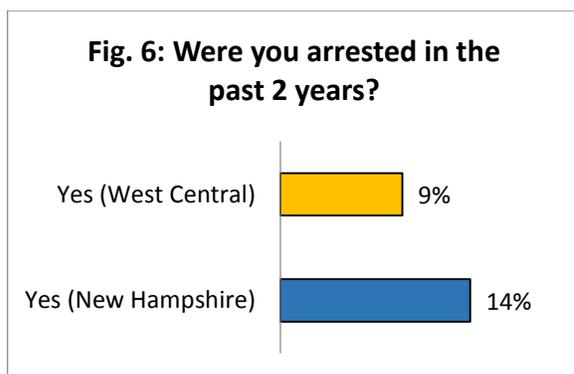
In an effort to measure behavioral outcomes, respondents were asked questions about arrest history and police encounters.

### Arrest History

- ◆ 9% reported being arrested in the past 2 years, which is lower than the statewide average (14%).

### Police Encounters

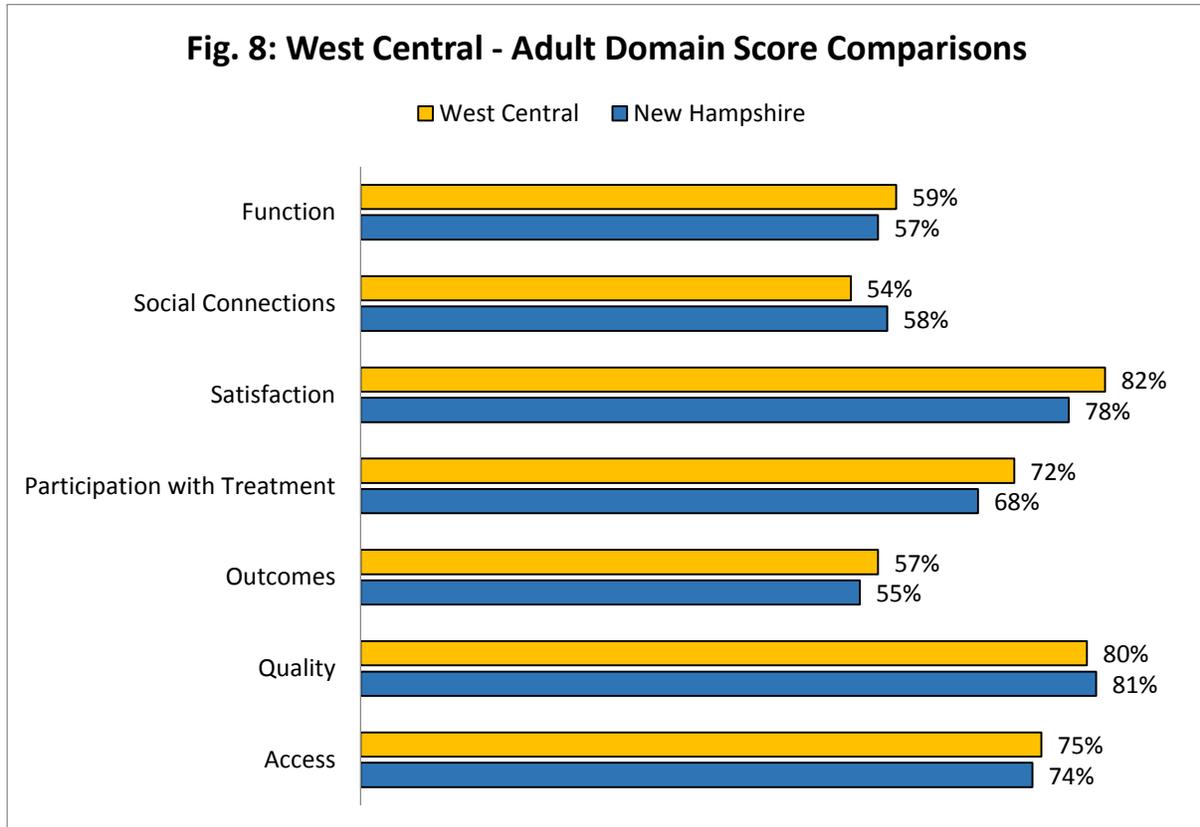
- ◆ 10% reported a reduction in police encounters (NH=10%).
- ◆ 2% reported an increase in police encounters (NH=3%).



## Domain Results

Figure 8 shows the domain scores from West Central Behavioral Health as compared to the statewide average of New Hampshire. West Central Behavioral Health reported similar domain scores compared to the statewide average.

- ◆ Satisfaction (82%) was higher than the statewide average (78%).
- ◆ Function (59%) was higher than the statewide average (57%).
- ◆ Participation with Treatment (72%) was higher than the statewide average (68%).





## West Central Behavioral Health (Region II) - Families of Children Receiving Services Survey Results

### Demographics

A total of 91 families responded to the Child and Youth Services Survey for West Central Behavioral Health via mail or telephone. Respondents were asked a series of demographic questions, state-added questions, and questions similar to the adult/child federal reporting domains.

#### Gender:

- ◆ 41% female (NH=40%)
- ◆ 59% male (NH=60%)

#### Racial Demographics:

- ◆ 93% White (Caucasian)
- ◆ 8% American Indian or Alaska Native
- ◆ 4% Black (African American)

#### Spanish/Hispanic/Latino Origin:

- ◆ 3% Spanish/Hispanic/Latino origin

#### Age of Child:

- ◆ 6% between the ages of 0-5
- ◆ 70% between the ages 6-11
- ◆ 24% between the ages 12-17

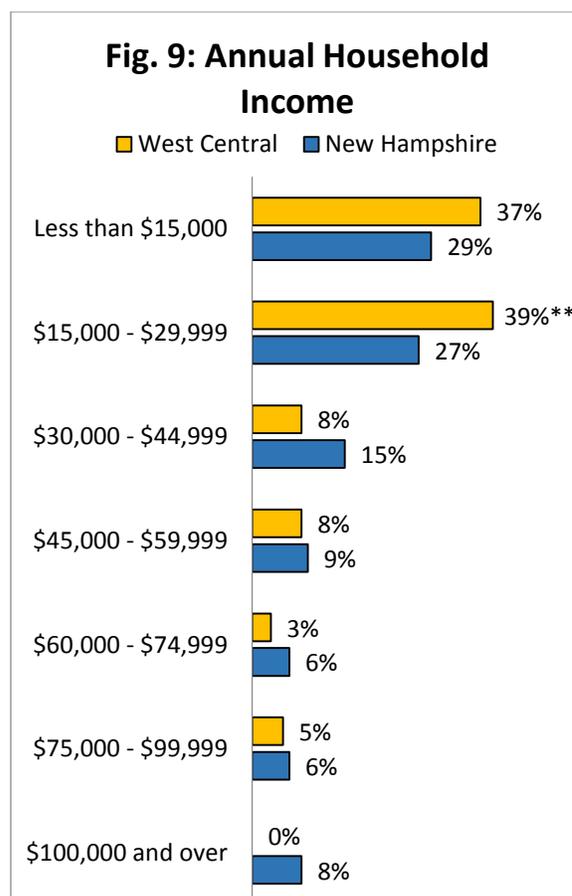
#### Annual Household Income:

- ◆ 37% less than \$15,000
- ◆ 39% between \$15,000-\$29,999

Table 2: Race	% WC*	% State
White (Caucasian)	93%	92%
American Indian or Alaska Native	8%	3%
Other	1%	6%
Black (African American)	4%	5%
Asian	0%	1%
Native Hawaiian or Other Pacific Islander	2%	0.7%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

Table 2a: Spanish/Hispanic/Latino Origin	% WC	% State
No	97%	90%
Yes	3%	10%

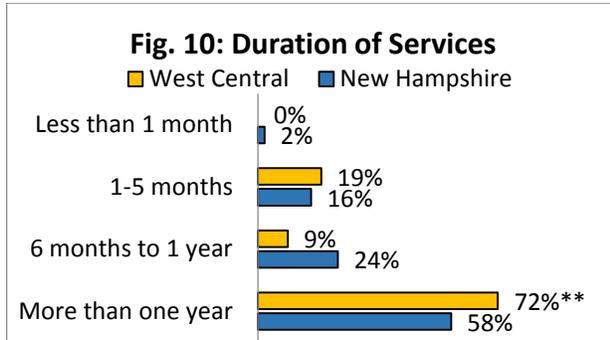


\*\*p<.05 statistically significant, 2-tailed test for those making less than \$30,000.

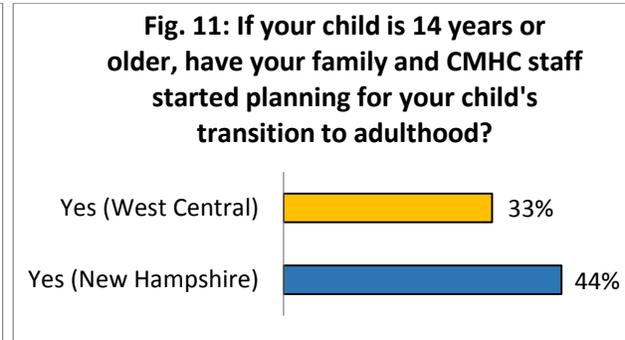
## Service Provision

Respondents were asked about the services their child received as well as planning for transition to adulthood.

- ♦ 72% indicated their child received services for more than one year, which is significantly higher than the statewide average (58%).
- ♦ 33% of respondents with children over 14 indicated they had started planning for their child's transition to adulthood, which is lower than the statewide average (44%).



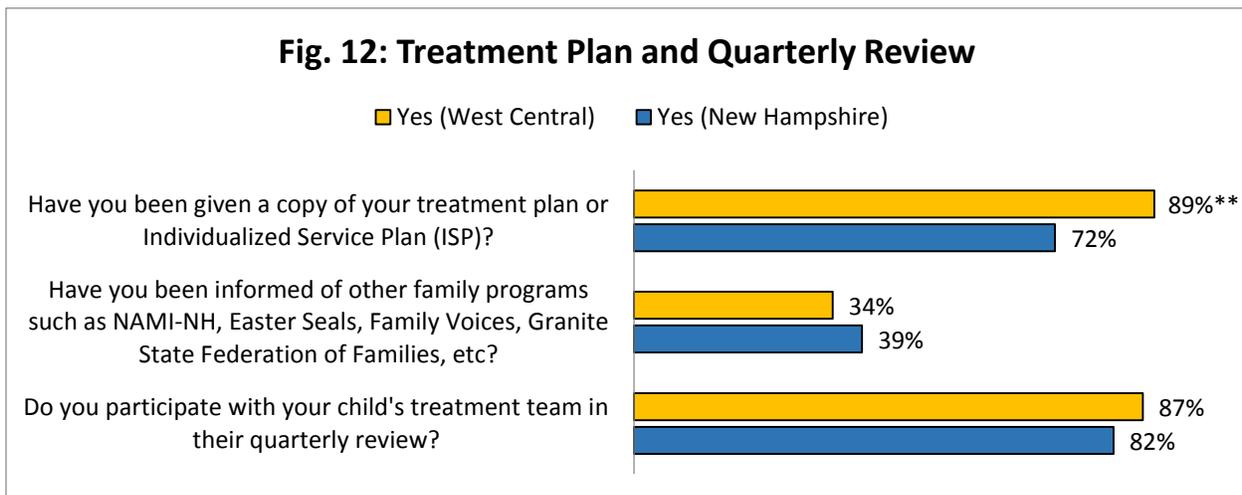
\*\*p<.05 statistically significant, 2-tailed test.



## Participation with Treatment Team

Respondents were asked a series of questions about their treatment plan, family programs, and if they participated in their quarterly review.

- ♦ 89% were given a copy of their treatment plan or Individualized Service Plan which is significantly higher than the statewide average of 72%.
- ♦ 34% had been informed of other family programs which is lower than the statewide average of 39%.



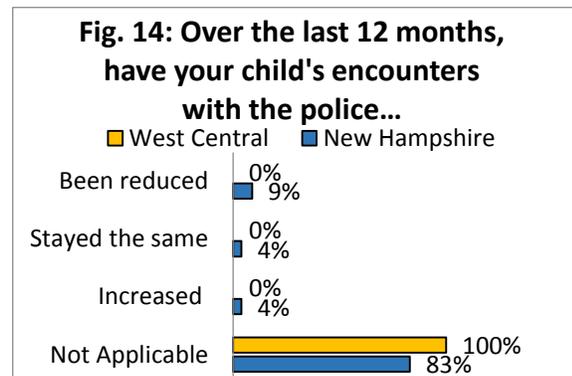
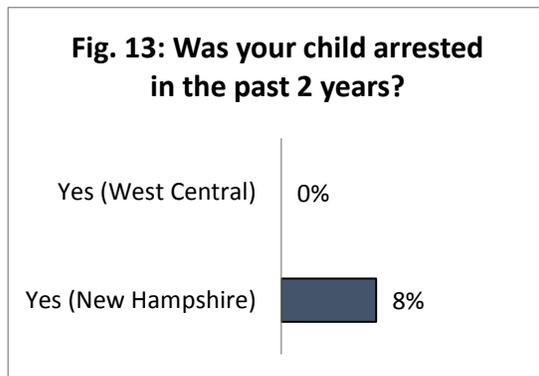
\*\*p<.05 statistically significant, 2-tailed test.

## Behavioral Outcomes

In an effort to measure behavioral outcomes, families with children 14 years and older were asked questions about their child's arrest history and police encounters.

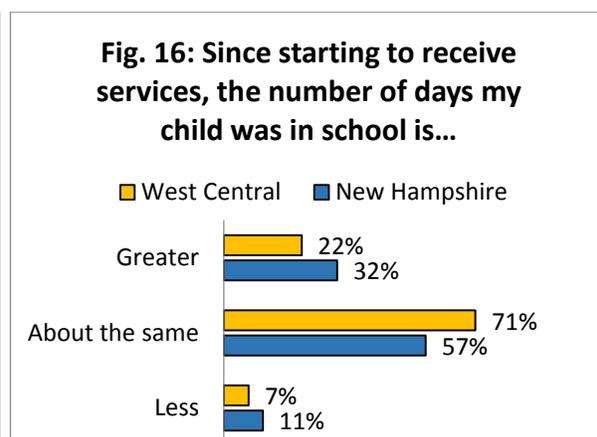
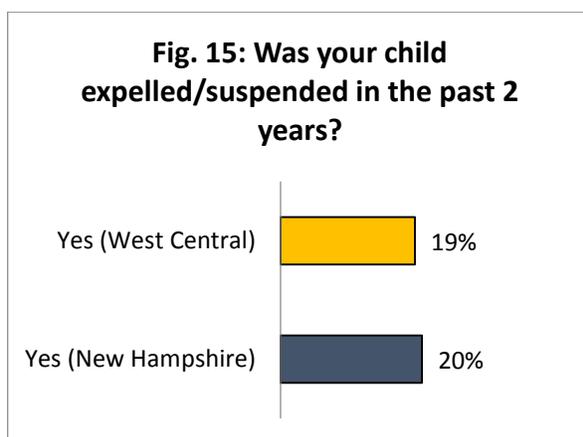
### Arrest History and Police Encounters

- ◆ 0% reported that their child was arrested in the past 2 years (NH=8%).
- ◆ 0% reported a reduction in police encounters (NH=9%).
- ◆ 0% reported an increase in police encounters (NH=4%).



## School Attendance

- ◆ 19% said their child was expelled or suspended in the past 2 years (NH=20%).
- ◆ 22% said the number of days their child was in school was greater since starting to receive services (NH=32%).
- ◆ 7% said the number of days their child was in school was less since starting to receive services (NH=11%).

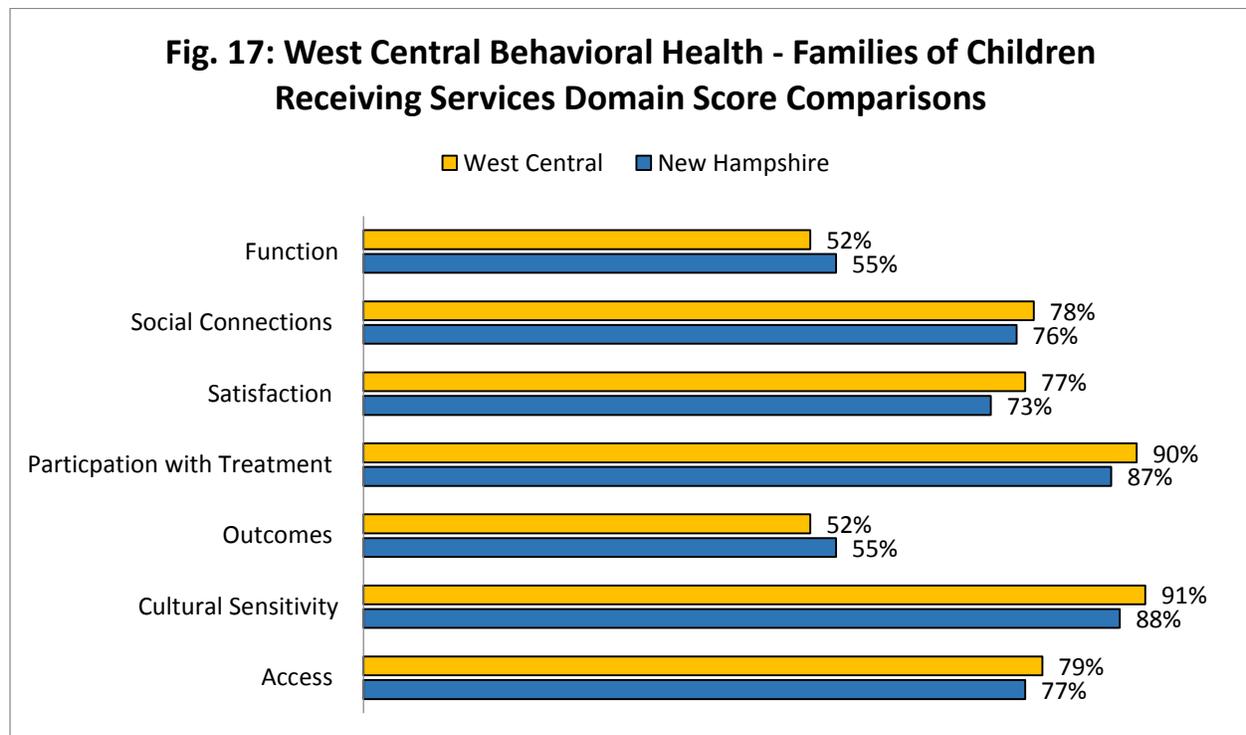


\*Data only reflects results from respondents 6 years and older.

## Domain Results

Figure 17 shows the domain scores from West Central Behavioral Health as compared to the statewide average for New Hampshire. None of the differences in scores were statistically significant, though there was some variation for some of the scores. West Central Behavioral Health scored higher than the overall state of New Hampshire on most categories, with the exception of Function and Outcomes.

- ◆ Social Connections (78%) was 2% higher than the statewide average (76%).
- ◆ Participation with Treatment (90%) was 3% higher than the statewide average (87%).
- ◆ Function (52%) and Outcomes (52%) were both 3% lower than the statewide averages (55%, respectively).



# West Central Behavioral Health (Region II) - Youth Survey Results

## Demographics

There were a total of 46 respondents for the Youth Services Survey from West Central via mail or telephone. The questionnaire was administered to youth between the ages of 14 and 17 and included demographic questions, state-added questions, and questions similar to the adult/child federal reporting domains.

### Gender:

- ◆ 54% female (NH=60%)
- ◆ 46% male (NH=40%)

### Age of Respondents:

- ◆ Range = 14-17 years
- ◆ Average age = 15.3 (NH=15.4)

### Racial Demographics:

- ◆ 98% White (Caucasian)
- ◆ 2% American Indian or Alaska Native

### Currently in School:

- ◆ 91% reported currently being in school which is slightly lower than the statewide average of 93%.

### Spanish/Hispanic/Latino Origin:

- ◆ 7% Spanish/Hispanic/Latino origin

Table 3: Race	% WC*	% State*
White (Caucasian)	98%	90%
American Indian or Alaska Native	2%	4%
Other	2%	6%
Black (African American)	0%	3%
Asian	0%	0%
Native Hawaiian or Other Pacific Islander	0%	0.7%

\*Respondents were able to select more than one option for race; therefore percentages may total more than 100.

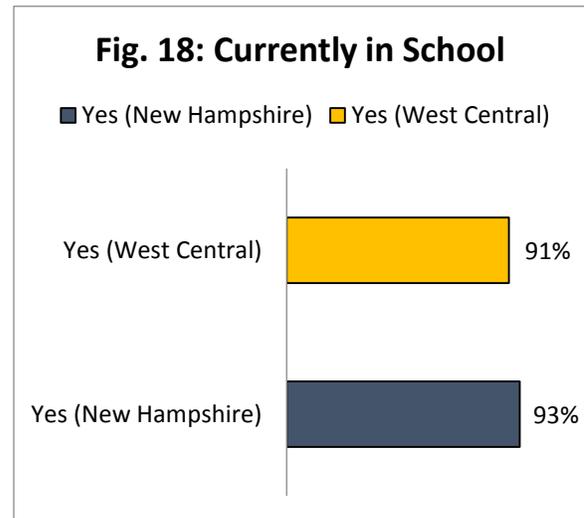


Table 3a: Spanish/Hispanic/Latino Origin	% WC	% State
No	93%	91%
Yes	7%	9%

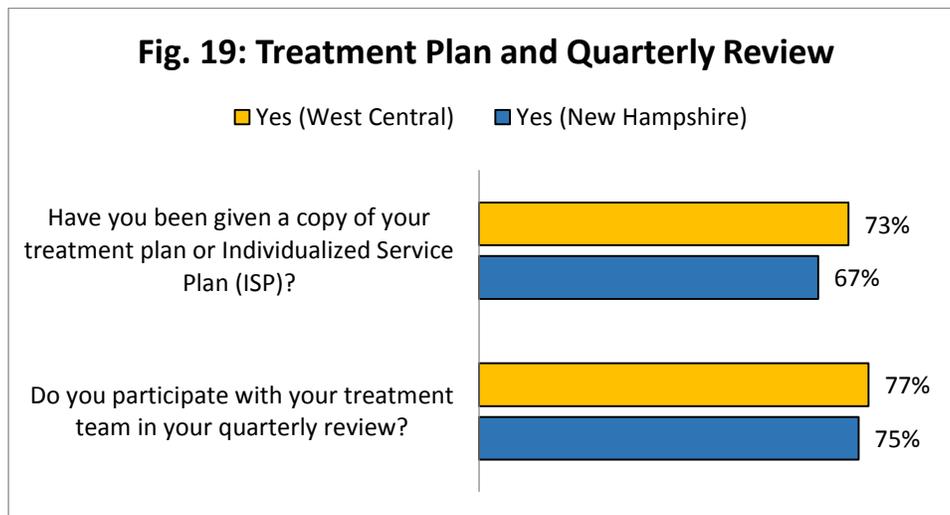
### Race: Comparison to State

- ◆ West Central has a lower percentage of people reporting being a race other than/in addition to White than the state of New Hampshire.

## Participation with Treatment Team

Respondents were asked whether or not they participate with their treatment team in their quarterly review and if they have been given a copy of their treatment plan or Individualized Service Plan.

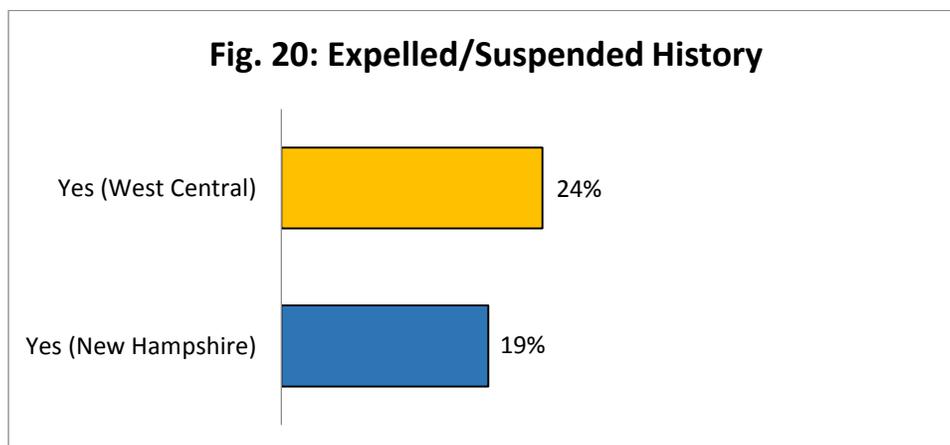
- ♦ 77% indicated they participated with their treatment team in their quarterly review (NH=75%).
- ♦ 73% said they were given a copy of their Individualized Service Plan (ISP) (NH=67%).



## School Attendance

Respondents were asked if they had been suspended or expelled in the last 12 months.

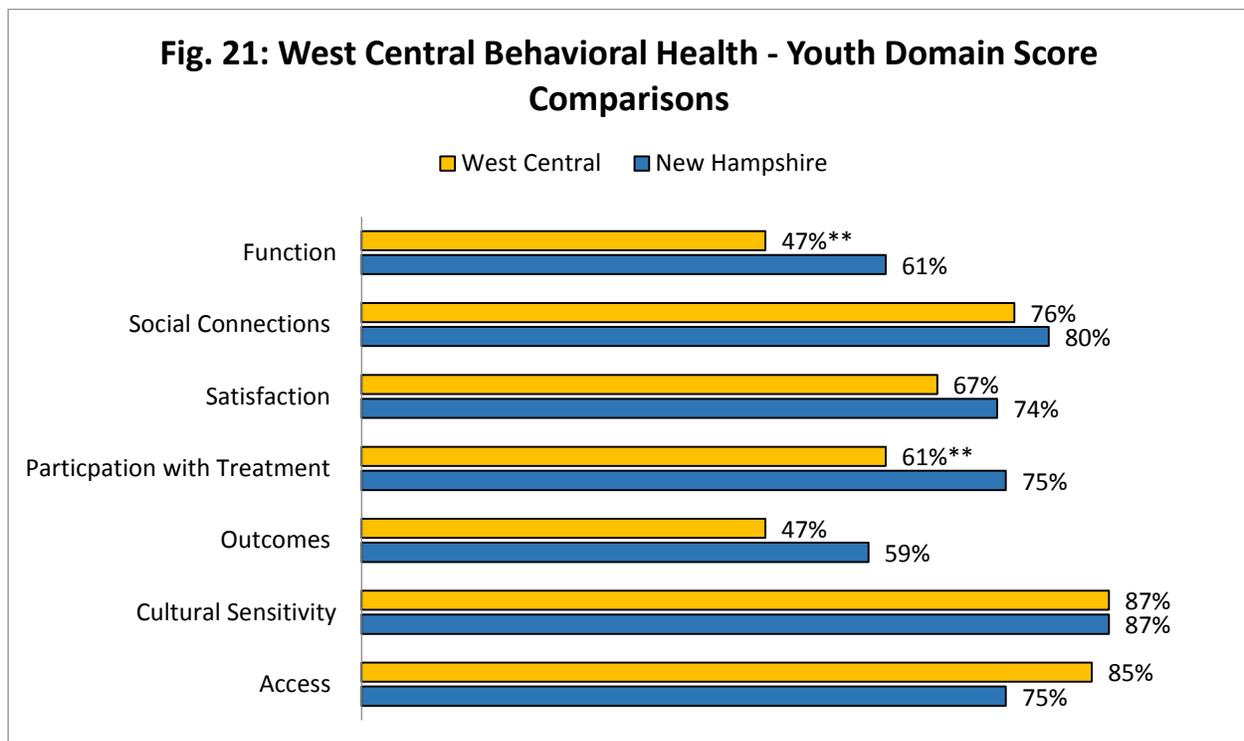
- ♦ 24% indicated they were expelled or suspended in the last 12 months, which is higher than the statewide average (NH=19%).



## Domain Results

Figure 21 shows the domain scores from West Central as compared to the statewide average of New Hampshire. West Central scored lower in all categories compared with the statewide average with the exception of Cultural Sensitivity which it scored the same as the statewide average (87%) and Access (85%) in which it scored higher than the statewide average (75%).

- ◆ Function (47%) was significantly lower than the statewide average (61%).
- ◆ Participation with Treatment (61%) was significantly lower than the statewide average (75%).
- ◆ Social Connections (76%) was 4% lower than the statewide average (80%).
- ◆ Outcomes (47%) was 12% lower than the statewide average (59%).
- ◆ Access (85%) was 10% higher than the statewide average (75%).





## Appendix 1: Statewide Result Tables by Survey Domain

<b>Questions Included in the General Satisfaction Domain, Percent Respondents Agreeing</b>		<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
<b>Adult</b>	I like the services that I received here	84%	83%	82%	82%	85%
	If I had other choices, I would still get services from this agency	78%	75%	74%	77%	77%
	I would recommend this agency to a friend or family member	80%	77%	80%	81%	82%
<b>Family</b>	Overall, I am satisfied with the services my child received	82%	83%	80%	82%	78%
	The people helping my child stuck with us no matter what	77%	78%	75%	82%	75%
	I felt my child had someone to talk to when he/she was troubled	82%	79%	78%	81%	77%
	The services my child and/or my family received were right for us	77%	76%	75%	75%	78%
	My family got the help we wanted for my child	74%	75%	70%	75%	76%
	My family got as much help as we needed for my child	67%	70%	63%	70%	71%
<b>Youth</b>	Overall, I am satisfied with the services I received	83%	78%	81%	82%	81%
	The people helping me stuck with us no matter what	80%	78%	75%	79%	81%
	I felt I had someone to talk to when I was troubled	78%	76%	78%	76%	81%
	The services I and/or my family received were right for us	76%	77%	77%	78%	75%
	I got the help I wanted	75%	70%	73%	72%	78%
	I got as much help as I needed	70%	71%	67%	71%	72%

<b>Questions Included in the Access Domain, Percent Respondents Agreeing</b>		<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
<b>Adult</b>	The location of services was convenient (parking, public transportation, distance, etc.)	77%	77%	79%	80%	84%
	Staff were willing to see me as often as I felt it was necessary	82%	80%	80%	85%	82%
	Staff returned my call within 24 hours	76%	77%	75%	82%	77%
	Services available at times that were good for me	87%	85%	86%	87%	84%
	I was able to get all the services I thought I needed	74%	73%	73%	73%	75%
	I was able to see a psychiatrist when I wanted to	68%	66%	64%	72%	66%

<b>Questions Included in the Access Domain, Percent Respondents Agreeing</b>		<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
Family	The location of services was convenient for us	89%	85%	86%	89%	86%
	Services were available at times that were convenient for us	78%	81%	79%	82%	81%
Youth	The location of services was convenient for me	89%	81%	84%	87%	87%
	Services were available at times that were convenient for me	77%	73%	79%	79%	77%

<b>Questions Included in the Participation in Treatment Domain, Percent Respondents Agreeing</b>		<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
Adult	I felt comfortable asking questions about my treatment and medication	84%	84%	81%	86%	85%
	I, not staff, decided my treatment goals	69%	67%	70%	74%	73%
Family	I helped to choose my child's services	82%	83%	80%	77%	81%
	I helped to choose my child's treatment goals	85%	85%	83%	85%	84%
	I participated in my child's treatment	92%	93%	90%	91%	91%
Youth	I helped to choose my services	66%	66%	65%	61%	66%
	I helped to choose my treatment goals	79%	77%	77%	80%	84%
	I participated in my treatment	89%	88%	86%	82%	82%

<b>Questions Included in the Quality Domain, Percent Respondents Agreeing</b>		<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
Adult	Staff here believe that I can grow, change and recover	79%	77%	76%	80%	84%
	I felt free to complain	76%	76%	74%	77%	78%
	I was given information about my rights	87%	86%	86%	86%	90%
	Staff encouraged me to take responsibility for how I live my life	82%	83%	81%	83%	89%
	Staff told me what side effects to watch out for	74%	72%	70%	76%	74%
	Staff respected my wishes about who is and who is not to be given information about my treatment	87%	88%	87%	89%	89%
	Staff were sensitive to my cultural background (race, religion, language, etc.)	82%	82%	81%	85%	84%
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	78%	74%	77%	78%	79%
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone, etc.)	76%	73%	74%	76%	74%

<b>Questions Included in the Cultural Sensitivity Domain, Percent Respondents Agreeing</b>		<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
Family	Staff treated me with respect	94%	92%	89%	90%	90%
	Staff respected my family's religious/spiritual beliefs	91%	83%	80%	86%	85%
	Staff spoke with me in a way that I understood	96%	95%	95%	95%	94%
	Staff were sensitive to my cultural/ethnic background	88%	80%	76%	85%	87%
Youth	Staff treated me with respect	89%	90%	89%	90%	90%
	Staff respected my family's religious/spiritual beliefs	84%	91%	79%	89%	89%
	Staff spoke with me in a way that I understood	91%	91%	91%	87%	91%
	Staff were sensitive to my cultural/ethnic background	84%	84%	77%	86%	86%

<b>Questions Included in the Social Connections Domain, Percent Respondents Agreeing</b>		<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
Adult	I am happy with the friendships I have	67%	64%	64%	71%	67%
	I have people with whom I can do enjoyable things	69%	69%	69%	72%	77%
	I feel I belong in my community	53%	50%	51%	59%	55%
	In a crisis, I would have the support I need from family or friends	71%	68%	70%	74%	75%
Family	I know people who will listen and understand me when I need to talk	76%	80%	74%	87%	82%
	I have people that I am comfortable talking with about my child's problems	83%	86%	79%	88%	85%
	In a crisis, I would have the support I need from family or friends	77%	79%	78%	82%	80%
	I have people with whom I can do enjoyable things	81%	82%	82%	84%	83%
Youth	I know people who will listen and understand me when I need to talk	83%	80%	80%	85%	82%
	I have people that I am comfortable talking with about my problems	82%	77%	81%	84%	79%
	In a crisis, I would have the support I need from family or friends	83%	83%	84%	87%	84%
	I have people with whom I can do enjoyable things	85%	84%	82%	87%	91%

<b>Questions Included in the Function Domain, Percent Respondents Agreeing</b>		<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
Adult	My symptoms are not bothering me as much	51%	48%	51%	53%	54%
	I do things that are more meaningful to me	62%	62%	61%	62%	64%
	I am better able to take care of my needs	69%	67%	68%	72%	75%
	I am better able to handle things when they go wrong	60%	57%	62%	59%	62%
	I am better able to do things that I want to do	58%	59%	62%	63%	64%
Family	My child is better at handling daily life	61%	62%	60%	64%	73%
	My child gets along better with family members	60%	58%	61%	60%	66%
	My child gets along better with friends and other people	59%	62%	60%	62%	68%
	My child is doing better in school and/or work	60%	60%	58%	65%	70%
	My child is better able to cope when things go wrong	55%	57%	54%	53%	65%
	My child is better able to do things he/she wants to do	60%	62%	61%	66%	72%
Youth	I am better at handling daily life	67%	67%	64%	65%	70%
	I get along better with family members	61%	57%	66%	62%	55%
	I get along better with friends and other people	67%	65%	63%	68%	72%
	I am doing better in school and/or work	65%	59%	62%	61%	64%
	I am better able to cope when things go wrong	63%	65%	59%	61%	63%
	I am better able to do things I want to do	68%	65%	62%	65%	68%

<b>Questions Included in the Outcomes Domain, Percent Respondents Agreeing</b>		<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
Adult	I deal more effectively with daily problems	71%	70%	69%	76%	73%
	I am better able to control my life	65%	66%	64%	69%	75%
	I am better able to deal with crisis	62%	59%	64%	69%	68%
	I am getting along better with my family	60%	60%	64%	64%	67%
	I do better in social situations	53%	51%	54%	56%	57%
	I do better in school and/or work	45%	42%	47%	60%	55%
	My housing situation has improved	60%	53%	55%	62%	54%
	My symptoms are not bothering me as much	51%	48%	51%	53%	54%
Family	My child is better at handling daily life	61%	62%	60%	64%	73%
	My child gets along better with family members	60%	58%	61%	60%	66%
	My child gets along better with friends and other people	59%	62%	60%	62%	68%

<b>Questions Included in the Outcomes Domain, Percent Respondents Agreeing</b>		<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>
	My child is doing better in school and/or work	60%	60%	58%	65%	70%
	My child is better able to cope when things go wrong	55%	57%	54%	53%	65%
	I am satisfied with our family life right now	55%	59%	52%	61%	58%
Youth	I am better at handling daily life	67%	67%	64%	65%	70%
	I get along better with family members	61%	57%	66%	62%	55%
	I get along better with friends and other people	67%	65%	63%	68%	72%
	I am doing better in school and/or work	65%	59%	62%	61%	64%
	I am better able to cope when things go wrong	63%	65%	59%	61%	63%
	I am satisfied with my family life right now	59%	58%	59%	63%	57%



# Appendix 2: Adult Services Survey 2015

## ADULT SERVICES SURVEY 2015



In order to provide the best possible mental health services, we need to know what you think about the services you received during the last year or so, the people who provided those services, and the results.

Please indicate your agreement/disagreement with each of the following statements by filling in the circle that best represents your opinion. If the question is about something you have not experienced, fill in the "Does Not Apply" circle (last column) to indicate that this item does not apply to you.



		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
1. I like the services that I received here.....		<input type="radio"/>					
2. If I had other choices, I would still get services from this agency.....		<input type="radio"/>					
3. I would recommend this agency to a friend or family member.....		<input type="radio"/>					
4. The location of services was convenient (parking, public transportation, distance, etc.).....		<input type="radio"/>					
5. Staff were willing to see me as often as I felt it was necessary.....		<input type="radio"/>					
6. Staff returned my call in 24 hours.....		<input type="radio"/>					
7. Services were available at times that were good for me.....		<input type="radio"/>					
8. I was able to get all the services I thought I needed.....		<input type="radio"/>					
9. I was able to see a psychiatrist when I wanted to.....		<input type="radio"/>					
10. Staff here believe that I can grow, change, and recover.....		<input type="radio"/>					
11. I felt comfortable asking questions about my treatment and medication.....		<input type="radio"/>					
12. I felt free to complain.....		<input type="radio"/>					
13. I was given information about my rights.....		<input type="radio"/>					
14. Staff encouraged me to take responsibility for how I live my life.....		<input type="radio"/>					
15. Staff told me what side effects to watch out for.....		<input type="radio"/>					
16. Staff respected my wishes about who is and who is not to be given information about my treatment.....		<input type="radio"/>					
17. I, not staff, decided my treatment goals.....		<input type="radio"/>					
18. Staff were sensitive to my cultural background (race, religion, language, etc.).....		<input type="radio"/>					
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.....		<input type="radio"/>					
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).....		<input type="radio"/>					
<b><u>As a direct result of the services I received:</u></b>							
21. I deal more effectively with daily problems.....		<input type="radio"/>					
22. I am better able to control my life.....		<input type="radio"/>					
23. I am better able to deal with crisis.....		<input type="radio"/>					
24. I am getting along better with my family.....		<input type="radio"/>					
25. I do better in social situations.....		<input type="radio"/>					
26. I do better in school and/or work.....		<input type="radio"/>					
27. My housing situation has improved.....		<input type="radio"/>					
28. My symptoms are not bothering me as much.....		<input type="radio"/>					
29. I do things that are more meaningful to me.....		<input type="radio"/>					

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Please turn page over to continue on page 2.

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**As a direct result of the services I received:**

- |  | Strongly<br>Agree     | Agree                 | Neutral               | Disagree              | Strongly<br>Disagree  | Does<br>Not<br>Apply  |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 30. I am better able to take care of my needs. ....            | <input type="radio"/> |
| 31. I am better able to handle things when they go wrong. .... | <input type="radio"/> |
| 32. I am better able to do things that I want to do. ....      | <input type="radio"/> |

**For questions 33-36 please answer for relationships with persons other than your mental health provider(s):**

- |   |                       |                       |                       |                       |                       |                       |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 33. I am happy with the friendships I have. ....                              | <input type="radio"/> |
| 34. I have people with whom I can do enjoyable things. ....                   | <input type="radio"/> |
| 35. I feel I belong in my community. ....                                     | <input type="radio"/> |
| 36. In a crisis, I would have the support I need from family or friends. .... | <input type="radio"/> |

**For questions 37-44 please answer based on your experience with your community mental health center:**

- |   |                           |                          |
|---|---------------------------|--------------------------|
| 37. Do you participate with your treatment team in your quarterly review? .....   | <input type="radio"/> Yes | <input type="radio"/> No |
| 38. Have you been given a copy of your treatment plan or Individualized Service Plan (ISP)? .....                                       | <input type="radio"/> Yes | <input type="radio"/> No |
| 39. Has your Community Mental Health Center (CMHC) informed you of your local peer support agency (PSA)? .....                          | <input type="radio"/> Yes | <input type="radio"/> No |
| 40. Have you been informed by your CMHC of the availability of Peer-Run Respite as an alternative to psychiatric hospitalization? ..... | <input type="radio"/> Yes | <input type="radio"/> No |
| 41. Are you now receiving or have you ever received Evidence Based Supported Employment services? .....                                 | <input type="radio"/> Yes | <input type="radio"/> No |
| 42. Are you familiar with Assertive Community Treatment (ACT)? .....  | <input type="radio"/> Yes | <input type="radio"/> No |
| 43. Are you familiar with Illness Management and Recovery (IMR)? .....  | <input type="radio"/> Yes | <input type="radio"/> No |
| 44. Are you familiar with Supported Employment? .....   | <input type="radio"/> Yes | <input type="radio"/> No |

**Please answer the following:**

45. I have received mental health services for more than 1 year.  Yes  No
46. Were you arrested during the last 12 months?  Yes  No
47. Were you arrested during the 12 months prior to that?  Yes  No
48. Over the last 12 months, have your encounters with the police...
- Been reduced (for example, I have not been arrested, hassled by police, taken by police to a shelter or crisis program)
  - Stayed the same
  - Increased
  - Not applicable (I had no police encounters during the last 12 months)

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Survey continues on page 3.

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49. Have you discussed your treatment at your community mental health center with your primary medical provider (the doctor, physician, nurse practitioner, etc. that you see most often for your physical health)?
- Yes, I have discussed this
  - No, we have not discussed
  - I do not have a primary medical provider
  - I do not know

Please provide the following information for statistical purposes:

50. Are you of Spanish/Hispanic/Latino origin?  Yes  No
51. What is your race? (mark one or more races to indicate what you consider yourself to be)
- American Indian or Alaska Native
  - Native Hawaiian or Other Pacific Islander
  - Asian
  - White (Caucasian)
  - Black (African American)
  - Other (please describe): \_\_\_\_\_
52. Birth Date: \_\_\_\_\_
53. Gender:  Male  Female
54. What best describes your employment status?
- Employed full-time
  - Employed part-time
  - Not employed, but looking for work
  - Not employed, NOT looking for work
  - Not employed, retired
55. What is your annual household income for last year?
- Less than \$15,000
  - \$15,000-\$29,999
  - \$30,000-\$44,999
  - \$45,000-\$59,999
  - \$60,000-\$74,999
  - \$75,000-\$99,999
  - \$100,000 and over

**Thank you for taking the time to answer these questions!**

If you would like to receive a copy of the final report for the consumer surveys, please go to the following website <http://tinyurl.com/l8twjq5> and enter your email address. You will be contacted when the report is available later this year.

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# Appendix 3: Family (Child) Services Survey 2015

## CHILD/YOUTH SERVICES SURVEY FOR FAMILIES 2015

Please help our agency make services better by answering some questions about the services your child received OVER THE LAST 6 MONTHS. Your answers are confidential and will not influence the services you or your child receive.

Please indicate your agreement/disagreement with each of the following statements by filling in the circle that best represents your opinion. If the question is about something you have not experienced, fill in the "Does Not Apply" circle (last column) to indicate that this item does not apply to you.



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
1. Overall, I am satisfied with the services my child received.....	<input type="radio"/>					
2. I helped to choose my child's services.....	<input type="radio"/>					
3. I helped to choose my child's treatment goals.....	<input type="radio"/>					
4. The people helping my child stuck with us no matter what.....	<input type="radio"/>					
5. I felt my child had someone to talk to when he/she was troubled.....	<input type="radio"/>					
6. I participated in my child's treatment.....	<input type="radio"/>					
7. The services my child and/or my family received were right for us.....	<input type="radio"/>					
8. The location of services was convenient for us.....	<input type="radio"/>					
9. Services were available at times that were convenient for us.....	<input type="radio"/>					
10. My family got the help we wanted for my child.....	<input type="radio"/>					
11. My family got as much help as we needed for my child.....	<input type="radio"/>					
12. Staff treated me with respect.....	<input type="radio"/>					
13. Staff respected my family's religious/spiritual beliefs.....	<input type="radio"/>					
14. Staff spoke with me in a way that I understood.....	<input type="radio"/>					
15. Staff were sensitive to my cultural/ethnic background.....	<input type="radio"/>					

**As a result of the services my child and/or family received:**

16. My child is better at handling daily life.....	<input type="radio"/>					
17. My child gets along better with family members.....	<input type="radio"/>					
18. My child gets along better with friends and other people.....	<input type="radio"/>					
19. My child is doing better in school and/or work.....	<input type="radio"/>					
20. My child is better able to cope when things go wrong.....	<input type="radio"/>					
21. I am satisfied with our family life right now.....	<input type="radio"/>					
22. My child is better able to do things he/she wants to do.....	<input type="radio"/>					

**As a result of the services my child and/or my family received: Please answer for relationships with persons other than your mental health providers(s).**

23. I know people who will listen and understand me when I need to talk.....	<input type="radio"/>					
24. I have people that I am comfortable talking with about my child's problems.....	<input type="radio"/>					
25. In a crisis, I would have the support I need from family or friends.....	<input type="radio"/>					
26. I have people with whom I can do enjoyable things.....	<input type="radio"/>					

Please turn page over to continue on page 2.

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CHILD/YOUTH SERVICES SURVEY FOR FAMILIES 2015



54793

For questions 27-29 please answer based on your experience with your community mental health center:

- 27. Do you participate with your child's treatment team in their quarterly review?  Yes  No
- 28. Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, etc.?  Yes  No
- 29. Have you been given a copy of your child's treatment plan or Individualized Service Plan (ISP)?  Yes  No

- 30. How long did your child receive services from this Center?
  - Less than 1 month
  - 1-5 months
  - 6 months to 1 year
  - More than 1 year
- 31. Was your child arrested during the last 12 months?  Yes  No
- 32. Was your child arrested during the 12 months prior to that?  Yes  No
- 33. Over the last 12 months, have your child's encounters with the police...
  - Been reduced (for example, they have not been arrested, hassled by police, taken by police to a shelter or crisis program)
  - Stayed the same
  - Increased
  - Not applicable (Your child had no police encounters during the last 12 months)
- 34. Was your child expelled or suspended during the last 12 months?  Yes  No
- 35. Was your child expelled or suspended during the 12 months prior to that?  Yes  No
- 36. Since starting to receive services, the number of days my child was in school is...
  - Greater (skip to question 37)
  - About the same (skip to question 37)
  - Less (skip to question 37)
  - Does not apply (please select why this does not apply in 36a)
  - 36a.  Child did not have a problem with attendance before starting services
    - Child is too young to be in school
    - Child was expelled from school
    - Child is home schooled
    - Child dropped out of school
    - Other (please specify): \_\_\_\_\_
- 37. If your child is 14 years or older, have your family and CMHC staff started planning for your child's transition to adulthood?  Yes  No  Does not apply because my child is not 14 years or older

Survey continues on page 3.

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CHILD/YOUTH SERVICES SURVEY FOR FAMILIES 2015



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Please provide the following information for statistical purposes:

38. Are either of your child's parents of Spanish/Hispanic/Latino origin?  Yes  No
39. What is your child's race? (choose all that apply)
- American Indian or Alaska Native
  - Native Hawaiian or Other Pacific Islander
  - Asian
  - White (Caucasian)
  - Black (African American)
  - Other (please describe): \_\_\_\_\_
40. Child's Birth Date: \_\_\_\_\_
41. Child's gender:  Male  Female
42. What is your annual household income for last year?
- Less than \$15,000
  - \$15,000-\$29,999
  - \$30,000-\$44,999
  - \$45,000-\$59,999
  - \$60,000-\$74,999
  - \$75,000-\$99,999
  - \$100,000 and over

Thank you for taking the time to answer these questions!

If you would like to receive a copy of the final report for the consumer surveys, please go to the following website <http://tinyurl.com/l8twjq5> and enter your email address. You will be contacted when the report is available later this year.

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# Appendix 4: Youth Services Survey 2015

## YOUTH SERVICES SURVEY 2015



42704

Please help our agency make services better by answering some questions about the services you received OVER THE LAST 6 MONTHS. Your answers are confidential and will not influence the services you or your family receive.

Please indicate your agreement/disagreement with each of the following statements by filling in the circle that best represents your opinion. If the question is about something you have not experienced, fill in the "Does Not Apply" circle (last column) to indicate that this item does not apply to you.

Shade Circles Like This--> ●

Not Like This--> ○

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
1. Overall, I am satisfied with the services I received.....	<input type="radio"/>					
2. I helped to choose my services.....	<input type="radio"/>					
3. I helped to choose my treatment goals.....	<input type="radio"/>					
4. The people helping me stuck with us no matter what.....	<input type="radio"/>					
5. I felt I had someone to talk to when I was troubled.....	<input type="radio"/>					
6. I participated in my treatment.....	<input type="radio"/>					
7. The services I and/or my family received were right for me.....	<input type="radio"/>					
8. The location of services was convenient for me.....	<input type="radio"/>					
9. Services were available at times that were convenient for me.....	<input type="radio"/>					
10. I got the help I wanted.....	<input type="radio"/>					
11. I got as much help as I needed.....	<input type="radio"/>					
12. Staff treated me with respect.....	<input type="radio"/>					
13. Staff respected my family's religious/spiritual beliefs.....	<input type="radio"/>					
14. Staff spoke with me in a way that I understood.....	<input type="radio"/>					
15. Staff were sensitive to my cultural/ethnic background.....	<input type="radio"/>					

**As a result of the services I and/or my family received:**

16. I am better at handling daily life.....	<input type="radio"/>					
17. I get along better with family members.....	<input type="radio"/>					
18. I get along better with friends and other people.....	<input type="radio"/>					
19. I am doing better in school and/or work.....	<input type="radio"/>					
20. I am better able to cope when things go wrong.....	<input type="radio"/>					
21. I am satisfied with my family life right now.....	<input type="radio"/>					
22. I am better able to do things I want to do.....	<input type="radio"/>					

**As a result of the services I and/or my family received: Please answer for relationships with persons other than your mental health provider(s).**

23. I know people who will listen and understand me when I need to talk.....	<input type="radio"/>					
24. I have people that I am comfortable talking with about my problems.....	<input type="radio"/>					
25. In a crisis, I would have the support I need from family or friends.....	<input type="radio"/>					
26. I have people with whom I can do enjoyable things.....	<input type="radio"/>					

Please turn page over to continue on page 2.

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YOUTH SERVICES SURVEY 2015



42704

*For questions 27-28 please answer based on your experience with your community mental health center:*

27. Do you participate with your treatment team in your quarterly review?  Yes  No
28. Have you been given a copy of your treatment plan or Individualized Service Plan (ISP)?  Yes  No
29. Were you expelled or suspended during the last 12 months?  Yes  No
- 

**Please provide the following information for statistical purposes:**

30. Are either of your parents of Spanish/Hispanic/Latino origin?  Yes  No
31. What is your race? (mark one or more races to indicate what you consider yourself to be)
- American Indian or Alaska Native
  - Native Hawaiian or Other Pacific Islander
  - Asian
  - White (Caucasian)
  - Black (African American)
  - Other (please describe): \_\_\_\_\_
32. Birth Date: \_\_\_\_\_
33. Gender:  Male  Female
34. Are you currently in school?  Yes  No

**Thank you for taking the time to answer these questions!**

**If you would like to receive a copy of the final report for the consumer surveys, please go to the following website <http://tinyurl.com/l8twjq5> and enter your email address. You will be contacted when the report is available later this year.**

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## Appendix 5: 2015 Survey Cover Letter



STATE OF NEW HAMPSHIRE

DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF COMMUNITY BASED CARE SERVICES

*BUREAU OF BEHAVIORAL HEALTH*

Nicholas A. Toumpas  
Commissioner

Diane Langley, Director

Sheri Rockburn, Director

105 PLEASANT STREET, CONCORD, NH 03301

603-271-5000 1-800-852-3345 Ext. 5000

Fax: 603-271-5058 TDD Access: 1-800-735-2964

2/20/2015

«ID»

Dear «Consumer\_First\_Name» «Consumer\_Last\_Name»,

I am writing to invite you to participate in the eighth annual Public Mental Health Consumer Survey. Each year consumers are randomly selected to tell us about their experiences with community mental health centers (CMHC). Based on past survey results, the Bureau of Behavioral Health (BBH) provided reports that raise public awareness about New Hampshire's services for those affected by mental illness and serious emotional disturbance. The CMHCs across the state also use the data to improve their planning for future services.

You were chosen at random to participate in this year's survey about the services you have received from «CMHC\_Name». The Social Science Research Center (SSRC) at Old Dominion University will conduct the survey on our behalf. Results of the survey will be collected by the SSRC and will be reported only as grouped data. Your answers will be combined with all other answers and no one person can be identified from the data. Please be sure to read the enclosed Informed Consent sheet. By filling out the survey and returning it, you are allowing your responses to be included.

You can choose not to participate or to answer only some of the questions. A decision not to participate will not affect the services you receive now or may receive in the future. However, we are only asking a limited number of people to participate so your answers are important to us. If you complete and return the survey, you will be entered in a drawing to win one of three (3) \$100 gift cards. If you have any questions, please contact «Staff», at your CMHC, at «Staff\_PH».

The survey data will be summarized in a report which will be available in the fall of 2015. The report will be made available at your CMHC, the Office of Consumer & Family Affairs at BBH, and online at the BBH website. Survey results may also be used in other reports, publications, and presentations, such as to advisory councils and advocacy groups.

We hope you will answer the questions on the survey. We need your help! By taking a few minutes to give us your feedback you will be helping us a great deal. If you have answered this survey in the past, we encourage you to provide us with feedback about your recent experiences by completing this year's survey. After completing the survey, please mail it back in the enclosed envelope. If you need a Spanish version of this survey, please call 1-866-268-4214 to leave a message with your name, address, and telephone number.

Thank you for your help with this important survey.

Sincerely,  
*Geoffrey C. Souther*  
Geoffrey C. Souther  
Interim Bureau Administrator



## **Appendix 6: 2015 Survey Consent Form**

Your choice whether to participate in this survey, or to permit your youth, age 14-17 to participate, is up to you. If you participate in the survey you are giving consent for the responses you provide to be used in reports related to consumers' experiences with community mental health centers. This consent applies to mail and telephone responses. This year, all consumers who complete and return the survey or complete the survey over the telephone will be entered into a drawing for one of three (3) \$100 gift cards.

Your responses will be combined with those of other participants from your community mental health center and all centers across the state. Your responses are confidential and the data is anonymous. Your name is not connected with the data. Only the Social Science Research Center at ODU will know whether you have answered the survey (but NOT BBH or your CMHC).

### **EXCEPTIONS TO CONFIDENTIALITY**

There are two exceptions to the guarantee of anonymity and confidentiality.

1. If there is an implied or direct expression about abuse or neglect of self or others, that must be reported through the proper channels. In that case, the research staff will identify the survey participant from the confidential database and follow the appropriate procedure.
2. If there is an implied or direct expression about harm to self or harm to another that must be reported through the proper channels. In that case, the research staff will identify the survey participant from the confidential data base and follow the appropriate procedure.

### **HOW THE DATA IS USED**

There is no connection between the survey and the services you receive from the mental health center. Your services will not change in any way, whether or not you complete the survey. The responses to the survey are presented as data representing three groups: adults, families, and youth. The data are reported as numbers and percentages.

The survey data is used to improve public community mental health services over time. By conducting an annual survey, the multi-year data can be analyzed for trends that deserve attention, whether positive or otherwise.

The survey research center conducting the survey is located out of state and the survey researchers cannot accommodate personal comments. If individuals wish to submit comments, please send them to the Office of Community and Family Affairs, 105 Pleasant St., Concord, NH 03301 or call 603-271-5138.

### **WHERE THE SURVEY REPORT WILL BE LOCATED**

The reports summarizing the answers of all participants, adults, families, and youth will be made available at your community mental health center, at the Bureau of Behavioral Health's Office of Consumer and Family Affairs, and online at the BBH website.

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