

2025 Arkansas' CMHCs Consumer Survey Report Card

ARKANSAS DEPARTMENT OF HUMAN SERVICES,
DIVISION OF AGING, ADULT, AND BEHAVIORAL HEALTH SERVICES



DATA COLLECTION
AND ANALYSIS BY



Division of Aging, Adult
& Behavioral Health

About the Survey

In 2025, AFMC conducted a survey to evaluate beneficiaries' satisfaction with the services they received from Arkansas' Community Mental Health Centers and Clinics (CMHCs). The survey was conducted on behalf of the Arkansas Department of Human Services (DHS) Division of Aging, Adult, and Behavioral Health Services (DAABHS) Office of Substance Abuse and Mental Health (OSAMH). The CMHCs were also active partners in this project.

The major areas of interest were satisfaction with access, outcomes, participation in treatment planning, social connectedness, improved functioning and overall satisfaction with services. The adult version of the survey also measured satisfaction with quality and appropriateness of services, while the child/adolescent version measured satisfaction with staff cultural sensitivity.

OSAMH/DAABHS contracts with the state's CMHCs to provide a wide variety of behavioral health services including emergency services, traditional outpatient clinic services and psychosocial rehabilitative services. Medicaid pays for a substantial portion of the services provided by CMHCs, who also serve as the point of entry for the public mental health system. As the certifying agency for the facilities, OSAMH/DAABHS is responsible for monitoring their performance. The purpose of the survey was to help with performance evaluation by identifying areas of accomplishment and opportunities for improvement in service delivery.

The survey was conducted using modified versions of the Wisconsin Mental Health Statistics Improvement Project (MHSIP) adult and child/adolescent consumer satisfaction surveys. New in 2025 is the implementation of a multi-mode survey administration (mail/online) approach aimed at maximizing engagement and response rate.

The adult version is completed by the adult recipient of service, while the child/adolescent version is completed by the parent (or other caretaker) of the child/adolescent recipient of service who is age 17 or younger. A number of items of local interest were added to both the adult and child/adolescent MHSIP surveys. The adult survey had a total of 56 items and there were 59 items in the child/adolescent survey.

These surveys were conducted utilizing multi-mode survey administration (mail/online). Online options included a public URL or QR code and additionally emailed survey links to beneficiaries. CMHCs also had printed surveys with return postage available for those beneficiaries who may prefer a hard copy. Both the adult and child surveys were available in Spanish and Marshallese in addition to English for print and online accessibility.

This type of cross-sectional survey is defined as a convenience sample. As a convenience sample, the study population may not be representative of the broader beneficiary population and limitations should be considered. Limitations include technical accessibility, different levels of mental health needs, or privacy and trust concerns.

This report card highlights the survey findings. A more detailed report will be available through a link at AFMC's website, <https://medicaid.afmc.org/services/surveys-reporting>.

Survey Response Rates

2025 ADULT 2025 CHILD

Convenience sample size	11,739	8,543
Refusal*	33	34
Nonresponse	11,349	8,283
Analyzable surveys returned	357	226

*Refusals include surveys received with none of the questions answered

Responses by Clinic and Survey Type

AGENCY	ADULT 2025		CHILD 2025	
	ONLINE	PAPER	ONLINE	PAPER
Arisa - formally known as Mid-South Health Systems	94	4	76	2
Centers for Youth and Families Inc.	7	2	9	2
Counseling Associates Inc - now an affiliate of Arisa	37	0	25	2
Delta Counseling Associates	0	6	2	1
Ouachita Behavioral Health and Wellness	28	2	20	0
Ozark Guidance Center - now an affiliate of Arisa	57	2	37	0
Professional Counseling Associates - now an affiliate of Arisa	7	0	1	0
South Arkansas Regional Health Center (New Haven)	35	2	19	0
Southeast Arkansas Behavioral Healthcare System Inc.	10	3	0	1
Southwest Arkansas Counseling & Mental Health Center	21	1	2	0
The Counseling Clinic	17	0	14	0
Western Arkansas Counseling and Guidance Center	20	0	13	0
Unknown	0	2	0	0

Adult and Child Domains

Responses from certain related questions were combined to form domains of various aspects of beneficiary satisfaction. The domains reflect respondents' perceptions of areas related to their care at CMHCs and include overall satisfaction with services, access to services, participation in treatment planning, outcomes, social connectedness, and improved functioning. The adult survey version also measured satisfaction with quality and appropriateness, while the child/adolescent survey version also measured satisfaction with cultural sensitivity of staff. Federal guidelines used to score the survey domains specify that only respondents who answered at least two-thirds of the questions comprising that domain were to be included in the domain calculation.

The percentage of respondents "reporting positively" for each of the surveys is the percentage of respondents included in the domain calculation with an average score from all answered questions indicating that he or she, on average, "agreed" or "strongly agreed" with the questions in that domain.

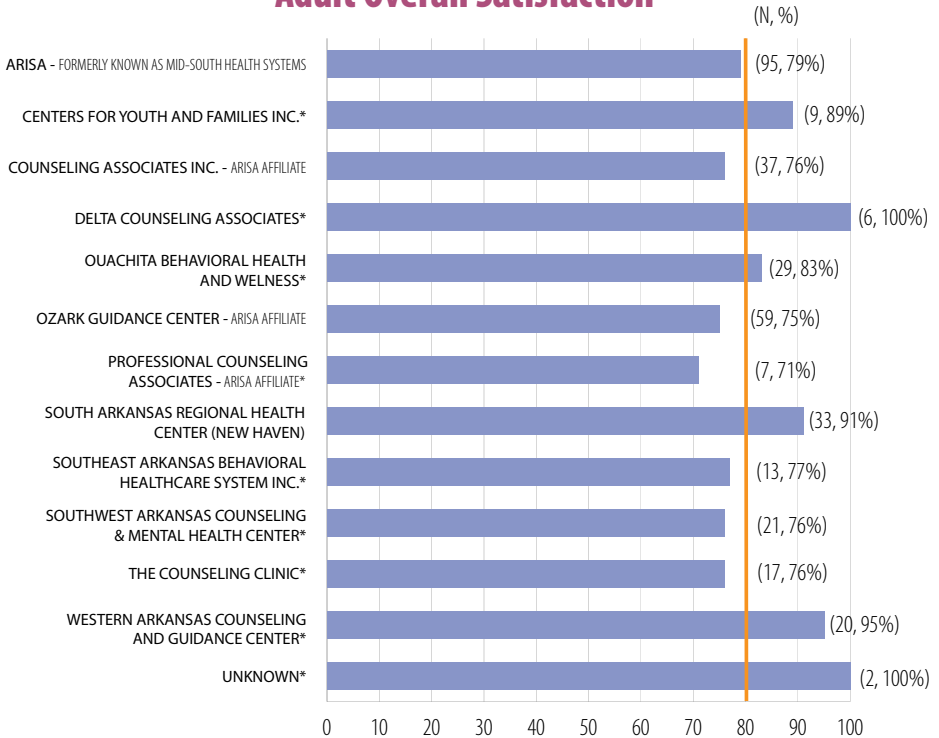
DOMAINS	2025 ADULT	2024 ADULT	2023 ADULT
Overall Satisfaction	80%	84%	82%
Access to Services	80%	83%	83%
Perceptions of Outcomes	66%	69%	64%
Participation in Treatment Planning	76%	74%	69%
Quality and Appropriateness	86%	81%	80%
Social Connectedness	58%	63%	63%
Improved Functioning	68%	67%	67%

DOMAINS	2025 CHILD	2024 CHILD	2023 CHILD
Overall Satisfaction	73%	77%	76%
Access to Services	80%	85%	82%
Perceptions of Outcomes	61%	63%	62%
Participation in Treatment Planning	81%	85%	82%
Cultural Sensitivity of Staff	89%	95%	90%
Social Connectedness	84%	86%	81%
Improved Functioning	62%	66%	64%

Adult Overall Satisfaction

On average, 80% of qualifying **adult** respondents reported positively to the satisfaction domain. Among agencies with 30 or more responses, South Arkansas Regional Health Center (New Haven) had the highest Adult Overall Satisfaction Domain measure at 91%.

Adult Overall Satisfaction



The bar chart shows domain scores by agency, with the orange vertical line indicating the average score.

*Results based on fewer than 30 responses should be interpreted with caution.

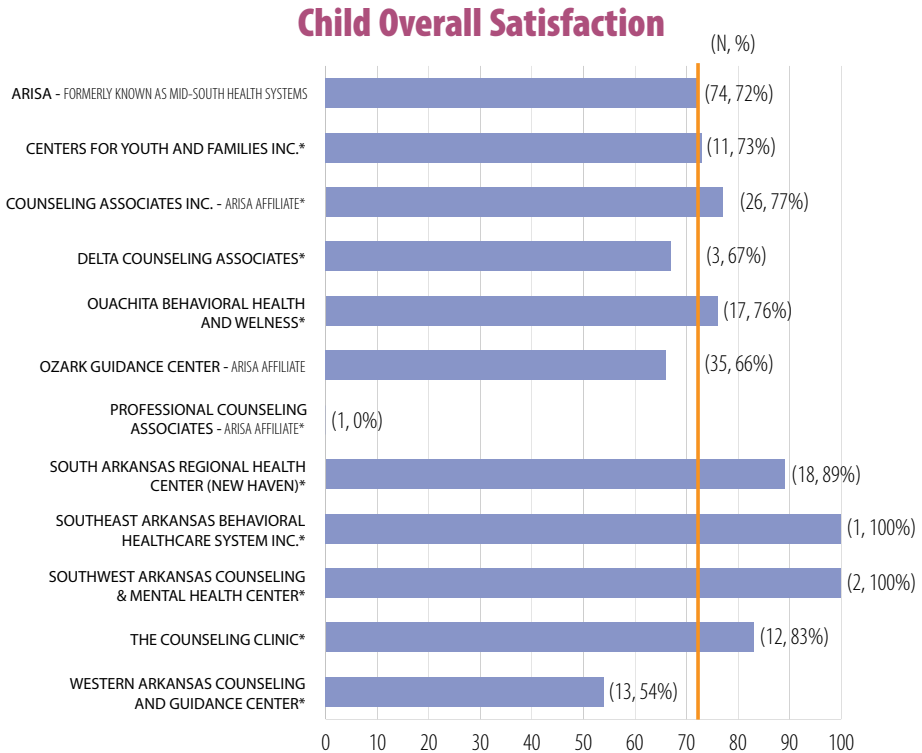
EXAMPLES OF SURVEY MEASURES

ADULT

- I liked the services I received here.
- If I had other choices, I would still get services from this agency.
- I would recommend this agency to a friend or family member.

Child Overall Satisfaction

On average, 73% of **parents/caregivers** of **child/adolescent** beneficiaries reported positively to the satisfaction domain. Among agencies with 30 or more responses, ARISA – formally known as Mid-South Health Systems had the highest Child Overall Satisfaction Domain measure at 72%.



The bar chart shows domain scores by agency, with the orange vertical line indicating the average score.

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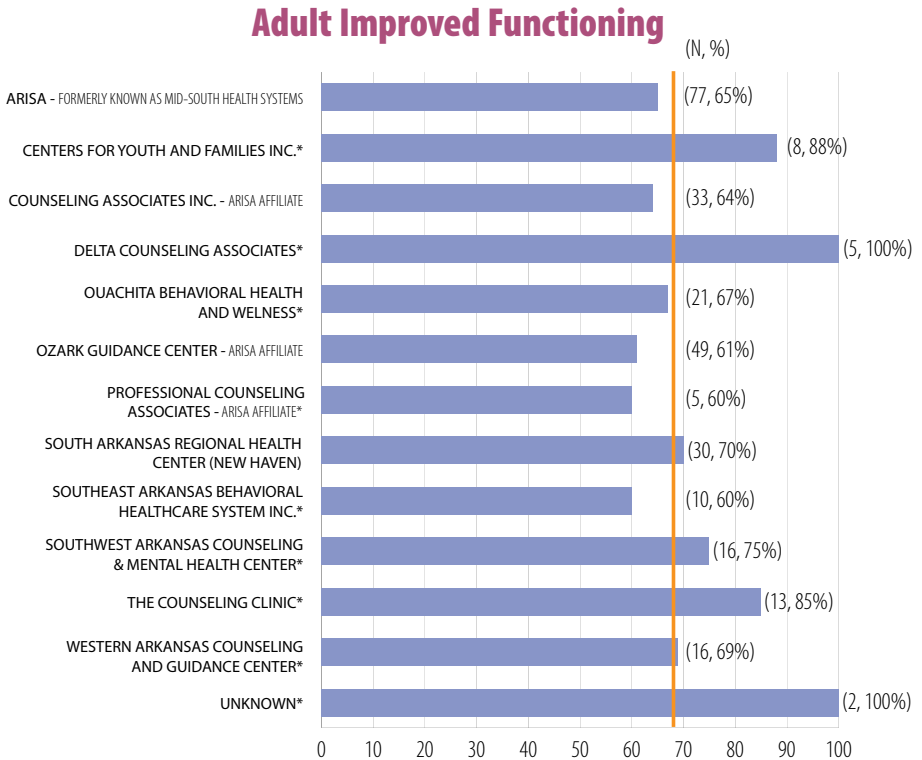
EXAMPLES OF SURVEY MEASURES

CHILD

- Overall, I am satisfied with the services my child received.
- I felt my child had someone to talk to when he/she was troubled.
- My family got the help we wanted for my child.
- The services my child and/or family received were right for us.

Adult Improved Functioning

Regarding improved functioning, an average of 68% of **adult** respondents reported positively in this domain. Among agencies with 30 or more responses, South Arkansas Regional Health Center (New Haven) had the highest Adult Improved Functioning Domain measure of 70%.



The bar chart shows domain scores by agency, with the orange vertical line indicating the average score.

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EXAMPLES OF SURVEY MEASURES

ADULT

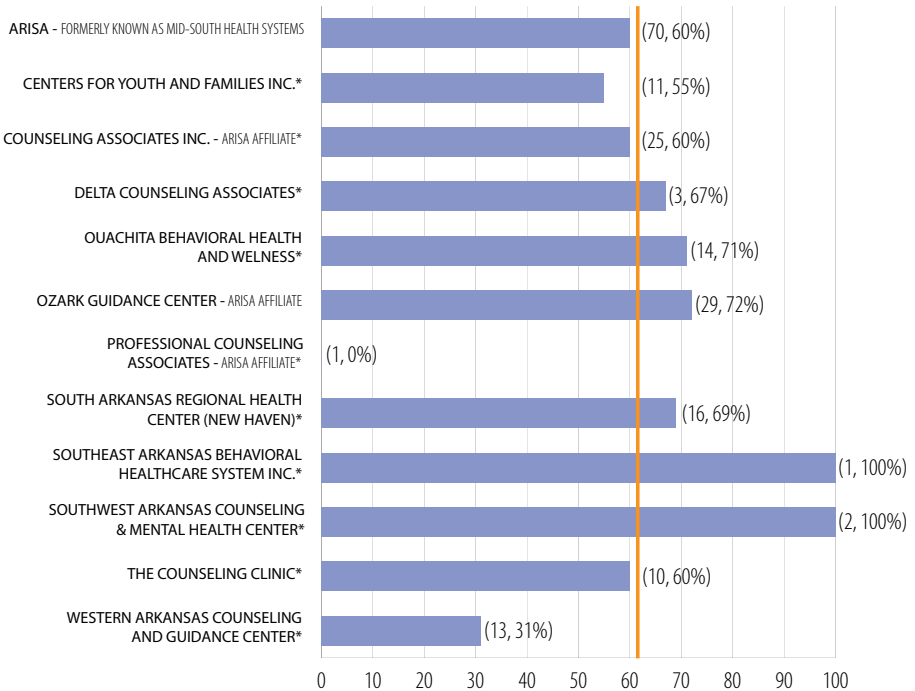
- I do things that are more meaningful to me.
- I am better able to take care of my needs.
- I am better able to handle things when they go wrong.
- My symptoms are not bothering me as much.

Child Improved Functioning

Sixty-two percent of qualifying **child/adolescent** respondents reported positively to the improved functioning domain. Among agencies with 30 or more responses, ARISA – formally known as Mid-South Health Systems had the highest Child Overall Satisfaction Domain measure at 60%.

Child Improved Functioning

(N, %)



The bar chart shows domain scores by agency, with the orange vertical line indicating the average score.

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EXAMPLES OF SURVEY MEASURES

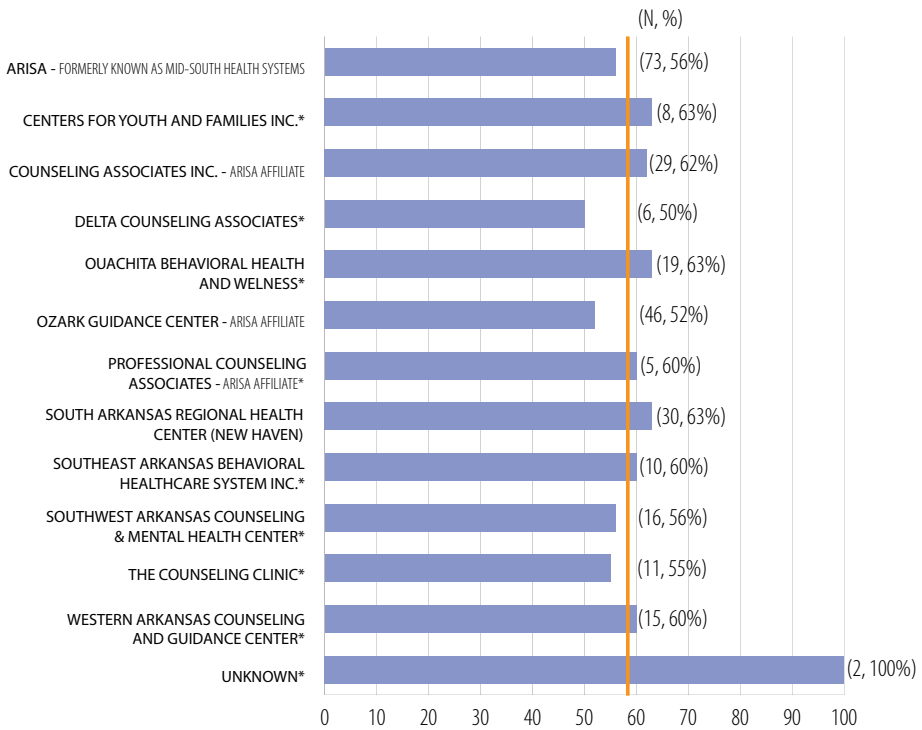
CHILD

- My child is better able to do things he or she wants to do.
- My child is better at handling daily life.
- My child gets along better with family members.
- My child is better able to cope when things go wrong.

Adult Social Connectedness

The social connectedness domain had an average of 58% of **adult** respondents that reported positively. Among agencies with 30 or more responses, South Arkansas Regional Health Center (New Haven) had the highest Adult Improved Functioning Domain measure of 63%.

Adult Social Connectedness



The bar chart shows domain scores by agency, with the orange vertical line indicating the average score.

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EXAMPLES OF SURVEY MEASURES

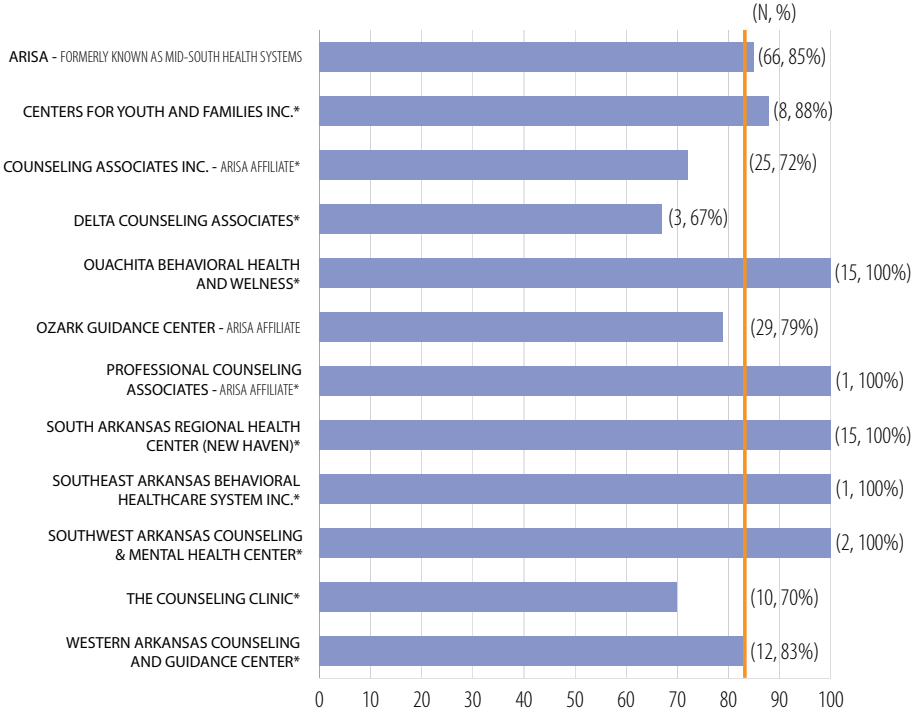
ADULT

- I am happy with the friendships I have.
- I have people with whom I can do enjoyable things.
- In a crisis, I would have the support I need from family or friends.

Child Social Connectedness

More than half, 84%, of qualifying **child/adolescent** respondents reported positively to the social connectedness domain. Among agencies with 30 or more responses, ARISA – formally known as Mid-South Health Systems had the highest Child Overall Satisfaction Domain measure at 85%.

Child Social Connectedness



The bar chart shows domain scores by agency, with the orange vertical line indicating the average score. *Results based on fewer than 30 responses should be interpreted with caution.

EXAMPLES OF SURVEY MEASURES

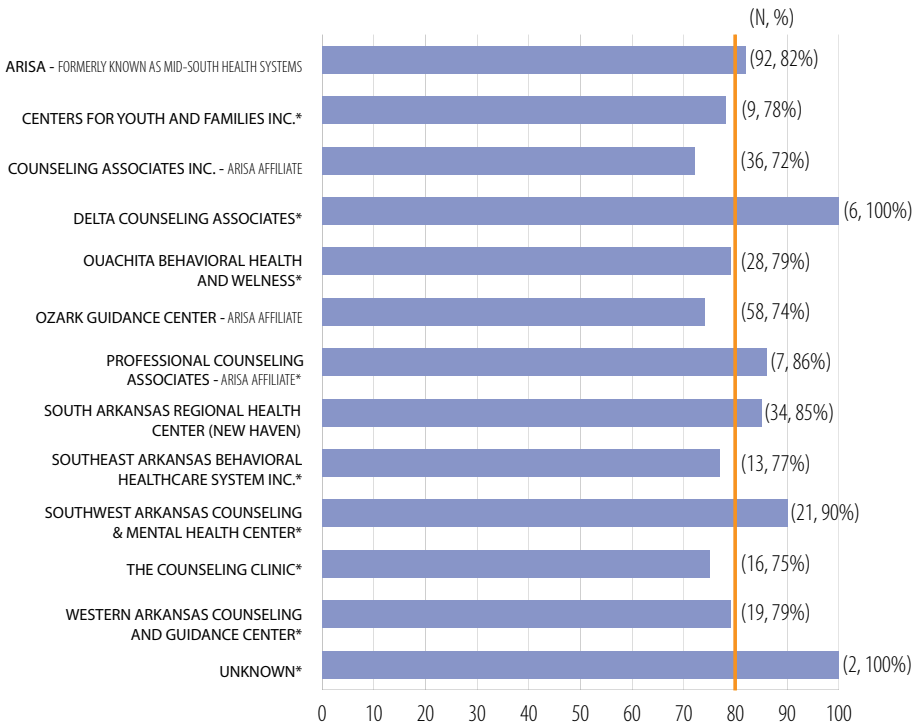
CHILD

- I know people who will listen and understand me when I need to talk.
- I have people that I am comfortable talking with about my child’s problems.

Adult Access to Services

On average, 80% of qualifying **adult** respondents reported positively to this domain. Among agencies with 30 or more responses, South Arkansas Regional Health Center (New Haven) had the highest Adult Access to Services Domain measure at 85%.

Adult Access to Services



The bar chart shows domain scores by agency, with the orange vertical line indicating the average score.

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EXAMPLES OF SURVEY MEASURES

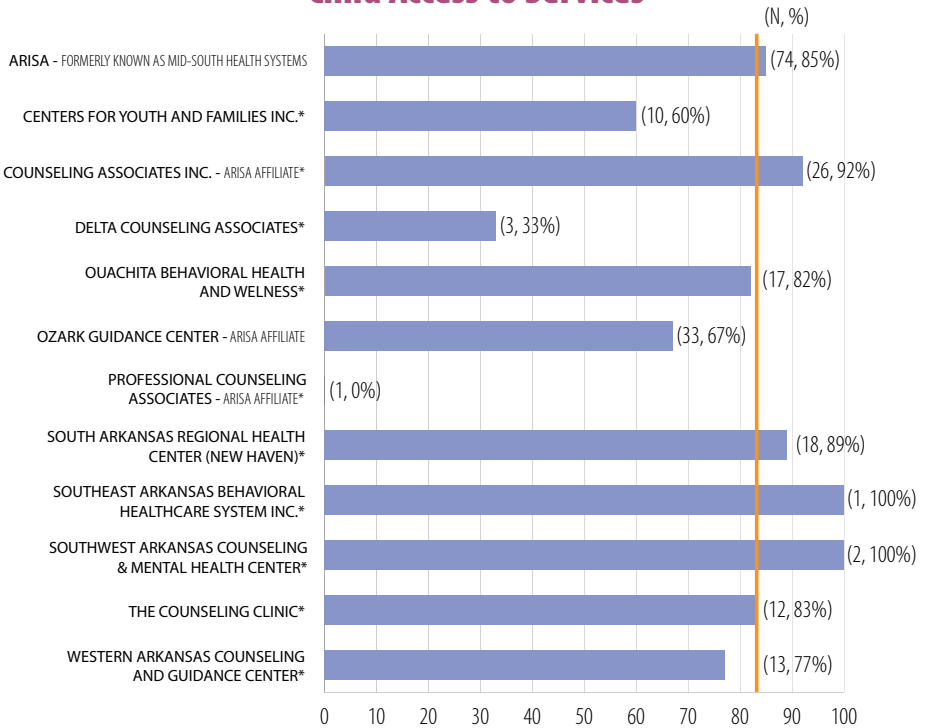
ADULT

- The location of services was convenient (parking, public transportation, distance, etc.).
- Staff was willing to see me as often as I felt was necessary.
- Staff returned my calls within 24 hours.
- Services were available at times that were good for me.
- I was able to get all the services I thought I needed.
- I was able to see a psychiatrist when I wanted to.

Child Access to Services

On average, 80% of qualifying **child/adolescent** respondents reported positively to this domain. Among agencies with 30 or more responses, Arisa – formally known as Mid-South Health Systems had the highest Child Access to Services Domain measure at 85%.

Child Access to Services



The bar chart shows domain scores by agency, with the orange vertical line indicating the average score.

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EXAMPLES OF SURVEY MEASURES

CHILD

- The location of services was convenient for us (parking, public transportation, distance, etc.).
- Services were available at times that were convenient for us.

About AFMC

A FMC offers survey and data management services to the public and private sectors, including in-depth data collection and analysis for Medicare, Medicaid, and other payers. Our statisticians, analysts, survey specialists, and healthcare communicators use their skills to make information matter. Reliable information, put to use, makes a difference. AFMC's other services include utilization review, health care quality improvement, public health education, and continuing education for providers.

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