

ARKANSAS' COMMUNITY MENTAL HEALTH CENTERS  
BENEFICIARY SATISFACTION SURVEY, ADULT AND CHILD



# 2025 Beneficiary Satisfaction Survey Results



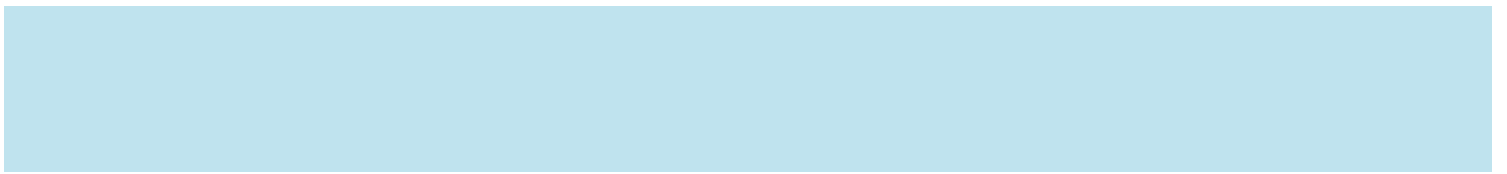


# ARKANSAS' COMMUNITY MENTAL HEALTH CENTERS BENEFICIARY SATISFACTION SURVEY, ADULT AND CHILD

## 2025 Beneficiary Satisfaction Survey Results

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# Executive Summary

The Arkansas Department of Human Services (DHS) Division of Aging, Adult, and Behavioral Health Services (DAABHS) Office of Substance Abuse and Mental Health (OSAMH) strives to continuously support and improve the quality and effectiveness of mental health care received by Arkansas Medicaid beneficiaries. Assessing patients' satisfaction with their mental health care is a valuable part of efforts to improve outcomes and patient experiences as they engage with providers and the mental health care system. Since 2022, AFMC has utilized the adult and child/adolescent versions of the Wisconsin Mental Health Statistics Improvement Project (MHSIP) consumer satisfaction survey, along with additional items needed for Uniform Reporting System (URS) data submission and information of local interest. This data has historically been collected through a direct mail survey administration.

In 2025, a multi-mode survey administration (mail/online) was introduced for data collection, with a primary focus on maximizing engagement and response rates. A dual-channel distribution strategy was utilized for the online survey. For broad accessibility, a scannable QR code was prominently displayed and made available as a handout within the state's community mental health centers and clinics (CMHCs). This allowed participants to access the survey landing page via their mobile device at their discretion, whether in a waiting room or elsewhere. The handout also contained a public URL that led directly to the survey landing page and allowed participation via a computer.

OSAMH provided instructions to each of the state's CMHCs (agencies) on how to securely provide beneficiary information to AFMC, which included email addresses. A State partner, Deloitte, provided AFMC with lists of email addresses from most of the CMHCs. Beneficiaries were emailed an invitation to participate in the survey that contained a direct link to the survey.

The online survey, accessible via URL and QR code, went live on June 24, 2025, at the CMHCs. AFMC securely received email addresses from 11 CMHCs within the timeframe of July 28, 2025 – August 6, 2025. Due to the large number of email addresses received, AFMC distributed the survey participation requests in batches to both the adult beneficiaries and the parent/caregivers of child beneficiaries. Data collection was monitored and reviewed weekly with the clinical director of OSAMH. The decision was made to cease data collection on September 2, 2025.

To ensure accessibility for all individuals, the displayed handout within CMHCs provided directions on how to obtain a hard copy of the survey questionnaire, along with a postage-paid return envelope, provided by agency personnel. The hard copy could then be filled out at the beneficiary's discretion outside of the agency environment and mailed to AFMC, where the survey was scanned and appended to the online data.

Survey responses from related MHSIP questions were combined to form domains of various aspects of beneficiary satisfaction. Both the adult and child/adolescent surveys measured the domains of satisfaction with access, outcomes, participation in treatment planning, overall satisfaction with services, social connectedness, and improved functioning. The adult survey also measured satisfaction with the quality and

appropriateness of services, and the child/adolescent survey also measured satisfaction with staff cultural sensitivity. In addition to these satisfaction domains, the adult survey inquired about criminal justice involvement, while the child/adolescent version asked about juvenile justice involvement and school-related issues.

Favorable domain scores are calculated by determining the percentage of respondents indicating an above-average favorable rating on the questions for each domain. AFMC compared the percentage of favorable domain scores between agencies.

Respondents could be new to their CMHC, have been receiving services for a length of time, or may no longer be receiving services. A comparison of favorable domain scores is presented for each CMHC. Agencies with fewer than 30 responses were excluded from comparisons because a sample size of less than 30 can reduce reliability. Only 2-3 agencies had 30 or more responses for each domain. Some agencies have a small number of respondents (<30); caution should be exercised when drawing conclusions from small numbers.

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# Survey Overview and Methodology

## BACKGROUND

Since 2005, AFMC has conducted annual surveys to evaluate adult and child adolescent beneficiaries' satisfaction with the services they received from Arkansas CMHCs. Historically, these surveys were conducted through direct mail. In January of 2025, the DHS Office of Substance Abuse & Mental Health asked AFMC to conduct the 2025 Adult and Child Mental Health Surveys utilizing online options. Online survey questionnaires that would align with all federal reporting requirements and newly incorporated information on CMHCs were provided by AFMC and approved by the State.

Major areas of interest remained in the newly administered questionnaires. These areas are defined as satisfaction with access, outcomes, participation in treatment planning, social connectedness, improved functioning, and overall satisfaction with services. Each version of the survey measures additional satisfaction indicators: the adult survey assesses satisfaction with the quality and appropriateness of services, and the child/adolescent version evaluates satisfaction with the cultural sensitivity of staff.

## LIMITATIONS

A survey administered via a public URL, QR code, or email invitations sent to recipients, though convenient, has limitations that should be considered. This method of convenience sampling does not ensure a representative sample of the entire beneficiary population. Those who respond may differ from those who do not. This may be due to technical accessibility issues, varying levels of mental health needs, or concerns about privacy and trust. Additionally, several factors can prevent emailed participation invitations from reaching intended recipients, including incorrect or incomplete email addresses, full email inboxes, inactive or abandoned email accounts, spam filters, and firewalls.

## SURVEY INSTRUMENT

Since 2022, DAABHS referenced the Wisconsin MHSIP survey and worked with AFMC to ensure questions required for URS data submission were included in Arkansas' modified version of the Wisconsin MHSIP survey. With the inclusion of both the 2025 Adult and Child surveys, three additional questions were added to identify the CMHC utilized, the county in which the beneficiary lived, and whether the beneficiary had participated in the survey within the past six months. The adult and child surveys consisted of a total of 56 and 59 questions, respectively, including the newly added ones.

## POPULATION, SAMPLE SIZE, DISPOSITION, AND RESPONSE RATES

The study employed a cross-sectional survey design using a convenience sample. Thus, the study population may not be representative of the broader beneficiary population. Results cannot be generalized to the beneficiary population. Potential biases include overrepresentation of individuals who are more engaged with agency communications, underrepresentation of those without internet access, and self-selection bias, as participation was voluntary.

Demographic data received from Deloitte provides the number of beneficiaries served in Arkansas, and AFMC interprets this as the population in SFY25. Child beneficiaries total 20,614, and adult beneficiaries total 38,203. Deloitte also provided available email addresses for a sample of the total child and adult beneficiary population. The resulting sample size was 11,739 for adults and 8,543 for parents/guardians of child/adolescent beneficiaries. After eliminating 33 adult survey refusals and 34 child/adolescent survey refusals, there were 11,349 nonresponses from adult surveys and 8,283 nonresponses from child/adolescent surveys. A total of 357 adult surveys and 226 child/adolescent surveys were available for analysis.

**TABLE 1. Survey disposition**

MENTAL HEALTH SURVEYS	ADULT 2025	CHILD 2025
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*

## SURVEY PROCEDURE

For 2025, OSAMH conducted state-level satisfaction surveys for adult and child populations primarily using an electronically formatted survey as a pilot program. To each CMHC, AFMC provided plexiglass holders with inserted handouts. The handouts provided information about the survey, the QR codes for both adult and children’s surveys, as well as the survey links for each. Additionally, they included information on how to obtain a paper survey for respondents’ convenience.

Eleven out of 12 CMHCs provided a list of clients and their email addresses to Deloitte. AFMC sent survey invitations requesting that the recipient complete the satisfaction survey to the email addresses provided. The email was indicative of their experience with mental health services.

**TABLE 2. Online and paper survey availability**

SURVEY	ADULT 2025	CHILD 2025
Paper survey available in CMHCs	June 24	June 24
Online Access via URL and QR code	June 24	June 24
1st Email attempt	Aug. 14 - 18	Aug. 12, Aug. 18
2nd Email attempt	Aug. 21 - 26	Aug. 21 - 26
Data collection cutoff	Sept. 2	Sept. 2

## SPANISH AND MARSHALLESE LANGUAGE SURVEYS

All documents and surveys (printed and online) were available in English, Spanish, and Marshallese. The online child survey had 3 participants in Spanish. No online adult surveys were completed in Spanish. No surveys were completed in Marshallese.

## RESPONSE DISPOSITION

**Table 3** (Adult and child/adolescent survey type) provides the method of participation (online or mailed survey) for respondents by agency. The online survey required responses to newly added questions addressing the identity of the CMHC used, the county in which the beneficiary lived, and whether the beneficiary had participated in the survey within the past six months. Although these questions were included in the paper version, beneficiaries may not have responded to them, but they did respond to a number of other substantive questions in the survey. AFMC included these responses in the analyzable surveys as agency “Unknown” in **Table 3** and elsewhere in the summary.

**TABLE 3. Adult and child/adolescent 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

## SURVEY RESPONSE AND POPULATION CHARACTERISTICS

**Table 4** provides details about demographics and other characteristics of the adult and child/adolescent survey responses. Demographic characteristics include age, gender, ethnicity, and race. Other characteristics include being currently in treatment at the CMHC and the length of time in treatment at the CMHC.

<b>TABLE 4. Adult survey demographics</b>				
<b>2025 ADULT MENTAL HEALTH SURVEY – DEMOGRAPHICS</b>	<b>SURVEY RESPONSES</b>	<b>RESPONSE PERCENTAGE*</b>	<b>POPULATION PERCENTAGE*</b>	<b>STATISTICALLY SIGNIFICANT (P&lt;0.05)</b>
<b>Q50: What is your age now?</b>				
18 to 24	13	4.4%	15.0%	Significantly Lower
25 to 34	40	13.4%	21.6%	Significantly Lower
35 to 44	69	23.2%	22.5%	Not Significant
45 to 54	68	22.8%	19.0%	Not Significant
55 to 64	79	26.5%	14.5%	Significantly Higher
65 to 74	24	8.1%	6.1%	Not Significant
75 or older	5	1.7%	1.4%	Not Significant
<b>Q51: What is your gender?</b>				
Male	85	29.2%	45.5%	Significantly Lower
Female	206	70.8%	54.5%	Significantly Higher
<b>Q52: Are you of Hispanic or Latino origin or descent?</b>				
Yes, Hispanic or Latino	11	3.7%	4.8%	Not Significant
No, not Hispanic or Latino	283	96.3%	95.2%	Not Significant
<b>Q53: What is your race?</b>				
White	220	76.7%	75.6%	Not Significant
Black or African American	43	15.0%	22.4%	Significantly Lower
Asian	0	0.0%	0.5%	Not Significant
Native Hawaiian or other Pacific Islander	0	0.0%	0.3%	Not Significant
American Indian or Alaska Native	3	1.0%	0.6%	Not Significant
More than one race reported	21	7.3%	0.6%	Significantly Higher
<i>*Totals may not equal 100 percent due to rounding. Unknown responses were removed from analysis.</i>				

As shown in **Table 4** above, 59.1% of survey respondents were 45 years or older, while a majority (70.8%) were female. Most respondents were white (76.7%) and not of Hispanic or Latino descent (96.3%). Adults in the 18–24 and 25–34 age groups were significantly underrepresented compared to the population, while adults in the 55–64 age group were significantly overrepresented. Female respondents were overrepresented compared to the population, while male respondents were underrepresented compared to the population. Both differences were significant. Beneficiaries reporting more than one race were significantly overrepresented compared to the population. Beneficiaries reporting as black

or African American were significantly underrepresented compared to the population. Nine beneficiaries reported as some other race; however, this specific population demographic data was not available for comparison.

<b>TABLE 5. Other characteristics from adult survey</b>		
<b>2025 ADULT MENTAL HEALTH SURVEY – OTHER CHARACTERISTICS</b>	<b>SURVEY RESPONSES</b>	<b>RESPONSE PERCENTAGE</b>
<b>Q37: Are you currently getting services from this provider?</b>		
Yes	256	84.8%
No	46	15.2%
<b>Q47: How long ago did you first contact the clinic for services?</b>		
Less than 6 months	35	11.8%
At least 6 months but less than a year	42	14.1%
At least 1 year but less than 2 years	37	12.5%
At least 2 years but less than 5 years	68	22.9%
At least 5 years or more	115	38.7%

**Table 5** above shows that in 2025, 84.8% of adults indicated they are currently getting services from this provider, with 38.7% indicating that they had contacted the clinic for services at least five years prior. 25.9% of patients contacted the clinic for services within the last year.

**TABLE 6. Child/adolescent survey demographics**

2025 CHILD/ADOLESCENT MENTAL HEALTH SURVEY – DEMOGRAPHICS	SURVEY RESPONSES	RESPONSE PERCENTAGE*	POPULATION PERCENTAGE*	STATISTICALLY SIGNIFICANT (P<0.05)
<b>Q53: What is your child's age now?</b>				
<b>• Age groups</b>				
1 to 9	37	22.2%	31.5%	Significantly Lower
10 to 17	130	77.8%	68.5%	Significantly Higher
<b>• Age groups</b>				
1 to 6	9	5.4%	10.9%	Significantly Lower
7 to 12	68	40.7%	44.4%	Not Significant
13 to 17	90	53.9%	44.6%	Significantly Higher
<b>Q54: What is your child's gender?</b>				
Male	87	50.3%	53.8%	Not Significant
Female	86	49.7%	46.2%	Not Significant
<b>Q55: Is your child of Hispanic or Latino origin or descent?</b>				
Yes, Hispanic or Latino	15	8.6%	14.3%	Significantly Lower
No, not Hispanic or Latino	160	91.4%	85.7%	Significantly Higher
<b>Q56: What is your child's race?</b>				
White	136	76.4%	75.0%	Not Significant
Black or African American	29	16.3%	21.3%	Not Significant
Asian	1	0.6%	1.2%	Not Significant
Native Hawaiian or other Pacific Islander	0	0.0%	0.4%	Not Significant
American Indian or Alaska Native	1	0.6%	0.7%	Not Significant
More than one race reported	11	6.2%	1.3%	Significantly Higher
<i>*Totals may not equal 100 percent due to rounding. Unknown responses were removed from analysis.</i>				

As seen above in **Table 6**, 77.8% of survey respondents indicated that their child was in the 10–17 age group, while the genders were split almost equally between male (50.3%) and female (49.7%). Most respondents indicated that their child was white (76.4%) and not of Hispanic or Latino descent (91.4%). Children in the 1–6 age group were significantly underrepresented compared to the population, while children in the 13–17 age group were significantly overrepresented. Hispanic or Latino respondents were underrepresented compared to the population, while non-Hispanic or Latino respondents were overrepresented. Both differences were significant. Beneficiaries reporting more than one race were significantly overrepresented compared to the population.

TABLE 7. Other characteristics from child/adolescent survey		
2025 CHILD/ADOLESCENT MENTAL HEALTH SURVEY – OTHER CHARACTERISTICS	SURVEY RESPONSES	RESPONSE PERCENTAGE
<b>Q34: Is your child still getting services from this center?</b>		
Yes	144	79.1%
No	38	20.9%
<b>Q50: How long ago did you first contact the clinic for services?</b>		
Less than 6 months	24	13.5%
At least 6 months but less than a year	33	18.5%
At least 1 year but less than 2 years	40	22.5%
At least 2 years but less than 5 years	53	29.8%
At least 5 years or more	28	15.7%

**Table 7** above shows that in 2025, 79.1% of parents/caregivers of child beneficiaries indicated that their child is currently getting services from this provider, with 15.7% reporting that they had contacted the clinic for services at least five years ago. While 32.0% contacted the clinic for services less than one year ago.

# General Findings: Adult and Child/Adolescent Surveys

## ADULT AND CHILD/ADOLESCENT DOMAINS

Following the standard procedures for the MHSIP surveys, AFMC combined responses to defined related questions to form domains that encompass various aspects of beneficiary satisfaction. The domains reflect respondents' satisfaction in various areas related to their care at a specific CMHC. Though they included somewhat different questions, both the adult and child/adolescent surveys measure satisfaction with access, outcomes, participation in treatment planning, overall satisfaction with services, social connectedness, and improved functioning. The adult version also measured satisfaction with the quality and appropriateness of services, and the child/adolescent version also measured satisfaction with staff cultural sensitivity.

Per the federal guidelines used to score the survey domains, AFMC only included respondents who answered at least two-thirds of the questions comprising that domain in the domain calculation. To score a particular domain, AFMC added the responses for the series of questions comprising that domain together to produce a total, which we then divided by the number of questions answered, producing the mean score, also referred to as the average domain score.

The adult and child/adolescent versions of the survey have different numerical rating scales. For the adult version, lower numerical values indicate higher levels of satisfaction, and mean domain scores of less than 2.5 are the criteria for a positive domain rating. For the child/adolescent version, higher numerical values indicate higher levels of satisfaction, and mean domain scores of more than 3.5 are the criteria for a positive domain rating. Thus, for adults, the numerator for each domain was the number of respondents with a positive rating score, a mean score of less than 2.5. The child/adolescent numerator for each domain was the number of respondents with a positive rating score, a mean score of greater than 3.5. The denominator for both adult and child/adolescent versions of the survey was the number of respondents included in a particular domain measure.

## Key Findings

### AGENCY FINDINGS: ADULT SURVEY

#### *Adult Domain Comparisons by Agency*

**F**or the following domain calculations, AFMC only included respondents who answered at least two-thirds of the questions comprising that domain and excluded respondents with more than one-third of the questions missing. To score a particular domain, AFMC added the responses for the series of questions comprising that domain together to produce a total, which we then divided by the number of questions answered, producing the mean score. The numerator for each domain was the percentage of respondents with a mean score of less than 2.5. The denominator was the number of respondents included in a particular domain measure.

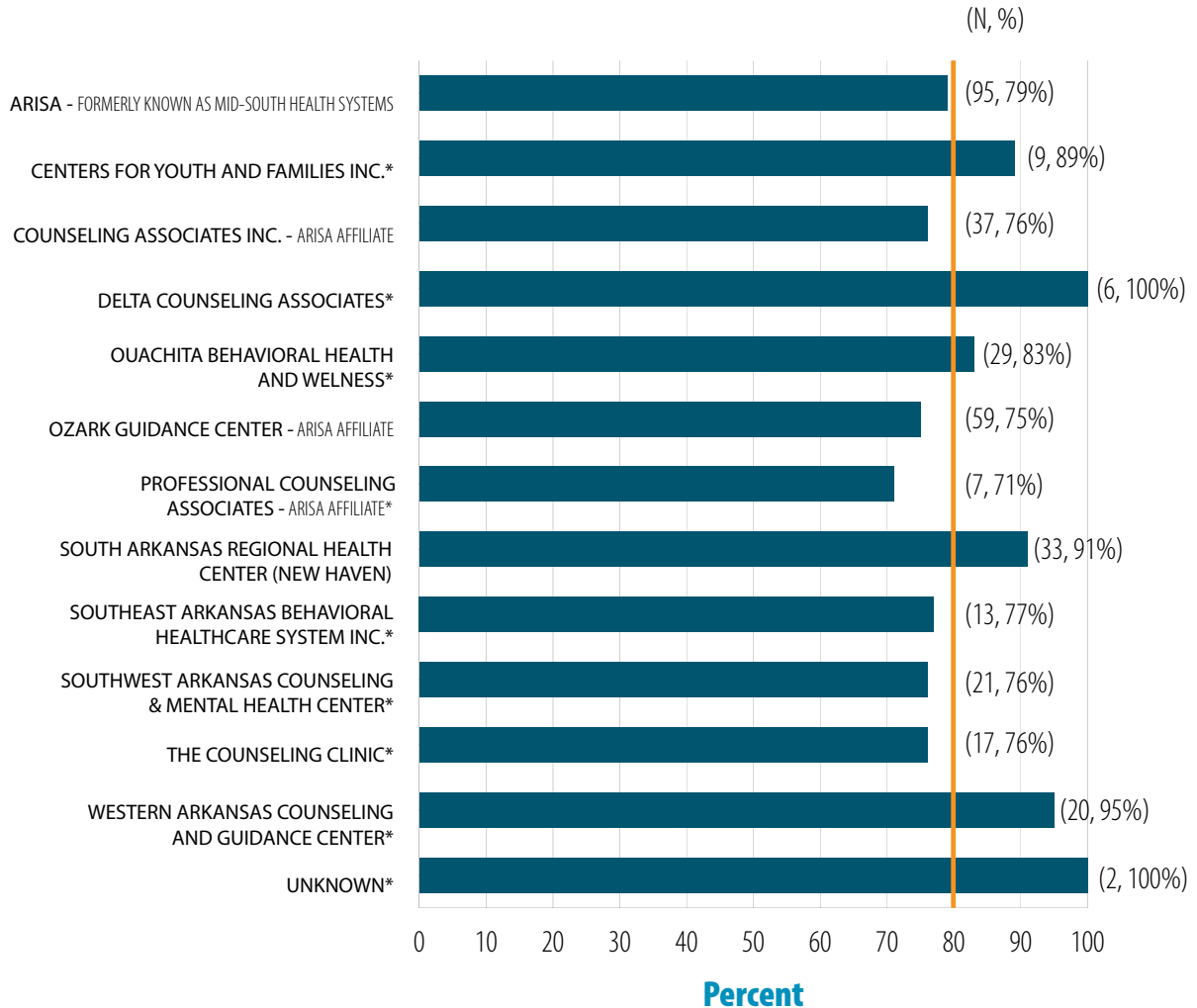
The bar charts illustrate the domain scores by agency, with an orange vertical line representing the average domain score.

## Overall Satisfaction (Average = 80%, N = 348)

Questions used to produce the Overall Satisfaction Domain are:

- I liked the services that I received here (Q1)
- If I had other choices, I would still get services from this agency (Q2)
- I would recommend this agency to a friend or family member (Q3)

### Overall Satisfaction



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

**TABLE 8. Overall satisfaction by agency**

AGENCY	N*	STRONGLY AGREE/AGREE	PERCENT
Arisa - formally known as Mid-South Health Systems	95	75	79%
Centers for Youth and Families Inc.	9	8	89%
Counseling Associates Inc - now an affiliate of Arisa	37	28	76%
Delta Counseling Associates	6	6	100%
Ouachita Behavioral Health and Wellness	29	24	83%
Ozark Guidance Center - now an affiliate of Arisa	59	44	75%
Professional Counseling Associates - now an affiliate of Arisa	7	5	71%
South Arkansas Regional Health Center (New Haven)	33	30	91%
Southeast Arkansas Behavioral Healthcare System Inc.	13	10	77%
Southwest Arkansas Counseling & Mental Health Center	21	16	76%
The Counseling Clinic	17	13	76%
Western Arkansas Counseling and Guidance Center	20	19	95%
Unknown	2	2	100%

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

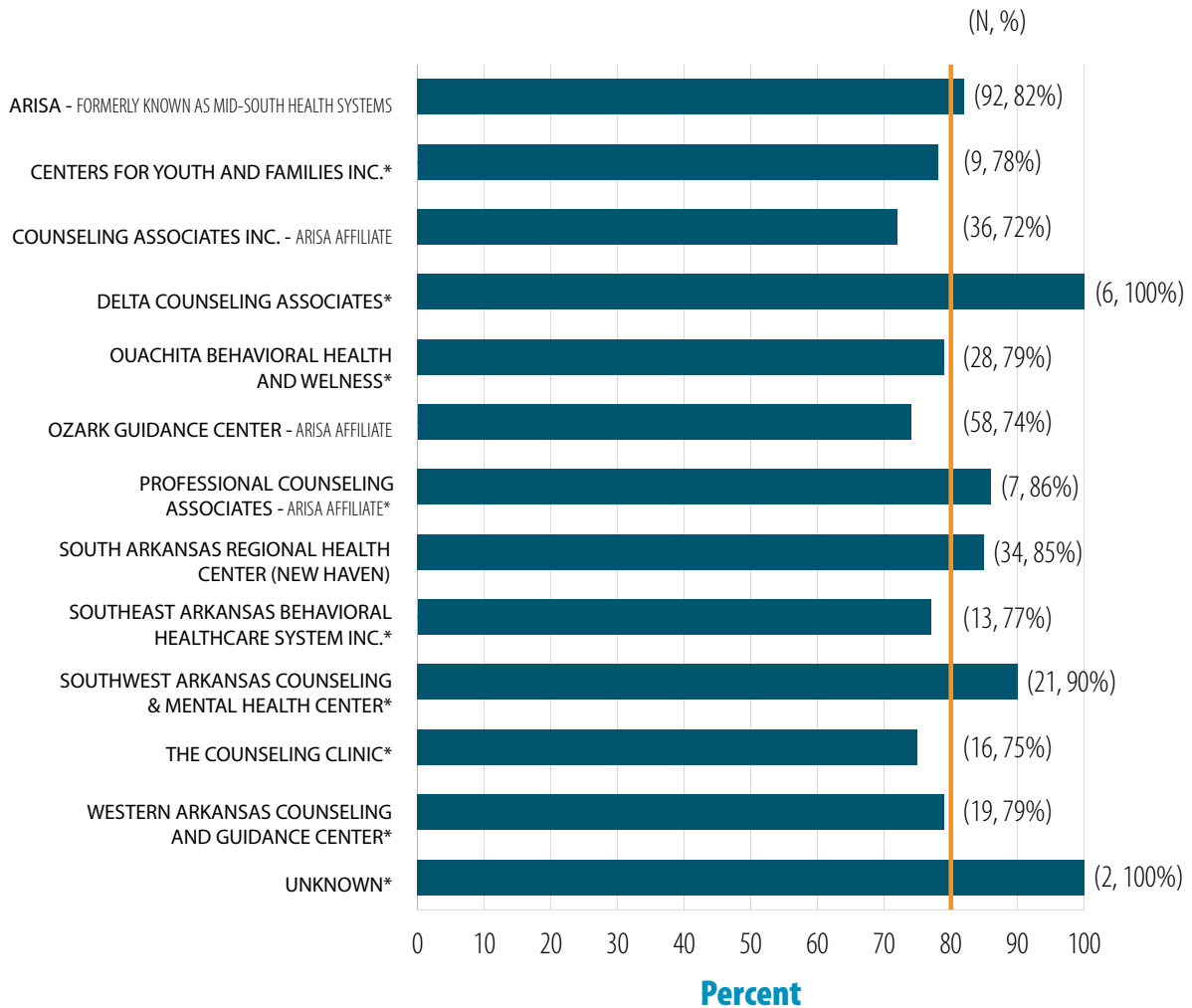
Among agencies with 30 or more responses, South Arkansas Regional Health Center (New Haven) had the highest Adult Overall Satisfaction Domain measure at 91%. Among all 12 agencies, regardless of the number of responses, Delta Counseling Associates had the highest overall satisfaction at 100%. Regardless of the number of responses, 11 of the 12 agencies had domain measures of 75% or higher.

## Satisfaction with Access (Average = 80%, N = 341)

Questions used to produce the Satisfaction with Access Domain are:

- The location of services was convenient (parking, public transportation, distance, etc.) (Q4)
- Staff was willing to see me as often as I felt was necessary (Q5)
- Staff returned my calls within 24 hours (Q6)
- Services were available at times that were good for me (Q7)
- I was able to get all the services I thought I needed (Q8)
- I was able to see a psychiatrist when I wanted to (Q9)

### Satisfaction with Access



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

**TABLE 9. Satisfaction with access by agency**

AGENCY	N*	STRONGLY AGREE/AGREE	PERCENT
Arisa - formally known as Mid-South Health Systems	92	75	82%
Centers for Youth and Families Inc.	9	7	78%
Counseling Associates Inc - now an affiliate of Arisa	36	26	72%
Delta Counseling Associates	6	6	100%
Ouachita Behavioral Health and Wellness	28	22	79%
Ozark Guidance Center - now an affiliate of Arisa	58	43	74%
Professional Counseling Associates - now an affiliate of Arisa	7	6	86%
South Arkansas Regional Health Center (New Haven)	34	29	85%
Southeast Arkansas Behavioral Healthcare System Inc.	13	10	77%
Southwest Arkansas Counseling & Mental Health Center	21	19	90%
The Counseling Clinic	16	12	75%
Western Arkansas Counseling and Guidance Center	19	15	79%
Unknown	2	2	100%

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

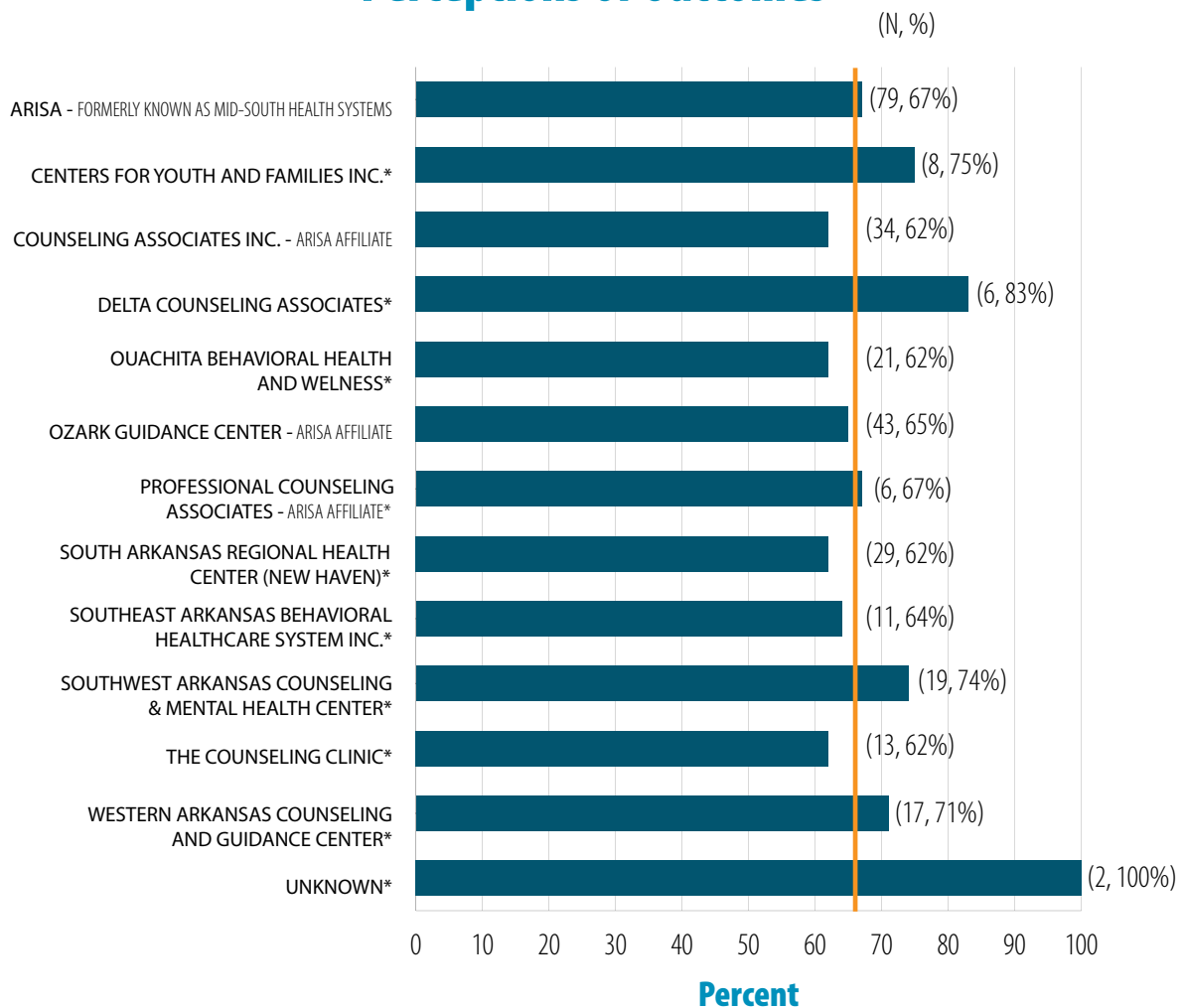
Among agencies with 30 or more responses, South Arkansas Regional Health Center (New Haven) had the highest Adult Satisfaction with Access Domain measure at 85%. Among all 12 agencies, regardless of the number of responses, Delta Counseling Associates had the highest domain at 100%. Regardless of the number of responses, 10 of the 12 agencies had domain measures of 75% or higher.

## Perceptions of Outcomes (Average = 66%, N = 288)

Questions used to produce the Perceptions of Outcomes Domain are:

- I deal more effectively with daily problems (Q21)
- I am better able to control my life (Q22)
- I am better able to deal with crisis (Q23)
- I am getting along better with my family (Q24)
- I do better in social situations (Q25)
- I do better in school and/or work (Q26)
- My housing situation has improved (Q27)
- My symptoms are not bothering me as much (Q28)

### Perceptions of Outcomes



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

**TABLE 10. Perceptions of outcomes by agency**

AGENCY	N*	STRONGLY AGREE/AGREE	PERCENT
Arisa - formally known as Mid-South Health Systems	79	53	67%
Centers for Youth and Families Inc.	8	6	75%
Counseling Associates Inc - now an affiliate of Arisa	34	21	62%
Delta Counseling Associates	6	5	83%
Ouachita Behavioral Health and Wellness	21	13	62%
Ozark Guidance Center - now an affiliate of Arisa	43	28	65%
Professional Counseling Associates - now an affiliate of Arisa	6	4	67%
South Arkansas Regional Health Center (New Haven)	29	18	62%
Southeast Arkansas Behavioral Healthcare System Inc.	11	7	64%
Southwest Arkansas Counseling & Mental Health Center	19	14	74%
The Counseling Clinic	13	8	62%
Western Arkansas Counseling and Guidance Center	17	12	71%
Unknown	2	2	100%

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

Among agencies with 30 or more responses, Arisa – formally known as Mid-South Health Systems had the highest Adult Perceptions of Outcomes Domain measure at 67%. Among all 12 agencies, regardless of the number of responses, Delta Counseling Associates had the highest domain measure at 83%. Regardless of the number of responses, all 12 agencies had domain measures of 62% or higher.

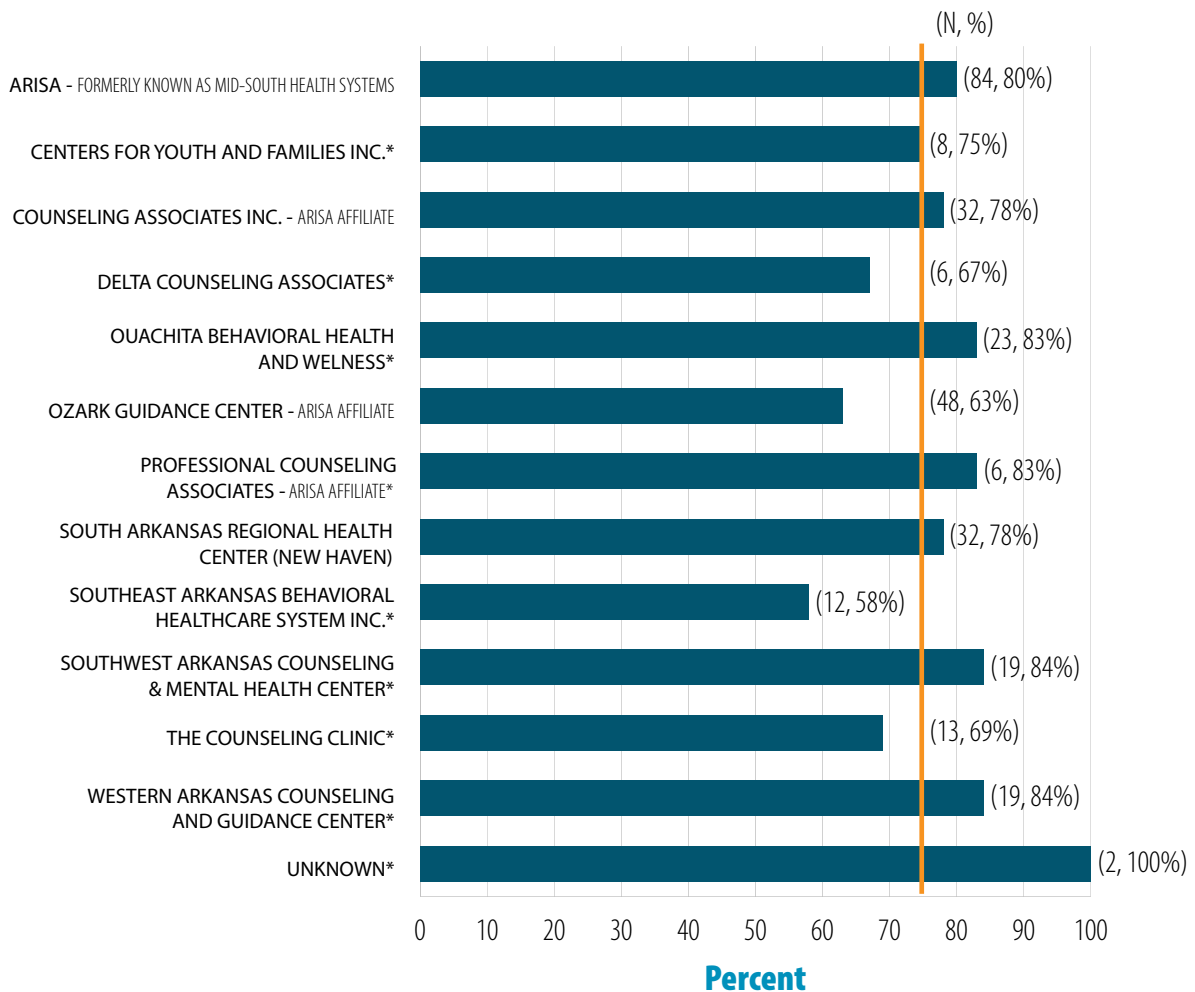
## Satisfaction with Participation in Treatment Planning (Average = 76%, N = 304)

Questions used to produce the Satisfaction with Participation in Treatment Planning

Domain are:

- I felt comfortable asking questions about my treatment and medication (Q11)
- I, not staff, decided my treatment goals (Q17)

### Satisfaction with Participation in Treatment Planning



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

**TABLE 11. Satisfaction with participation in treatment planning by agency**

AGENCY	N*	STRONGLY AGREE/AGREE	PERCENT
Arisa - formally known as Mid-South Health Systems	84	67	80%
Centers for Youth and Families Inc.	8	6	75%
Counseling Associates Inc - now an affiliate of Arisa	32	25	78%
Delta Counseling Associates	6	4	67%
Ouachita Behavioral Health and Wellness	23	19	83%
Ozark Guidance Center - now an affiliate of Arisa	48	30	63%
Professional Counseling Associates - now an affiliate of Arisa	6	5	83%
South Arkansas Regional Health Center (New Haven)	32	25	78%
Southeast Arkansas Behavioral Healthcare System Inc.	12	7	58%
Southwest Arkansas Counseling & Mental Health Center	19	16	84%
The Counseling Clinic	13	9	69%
Western Arkansas Counseling and Guidance Center	19	16	84%
Unknown	2	2	100%

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

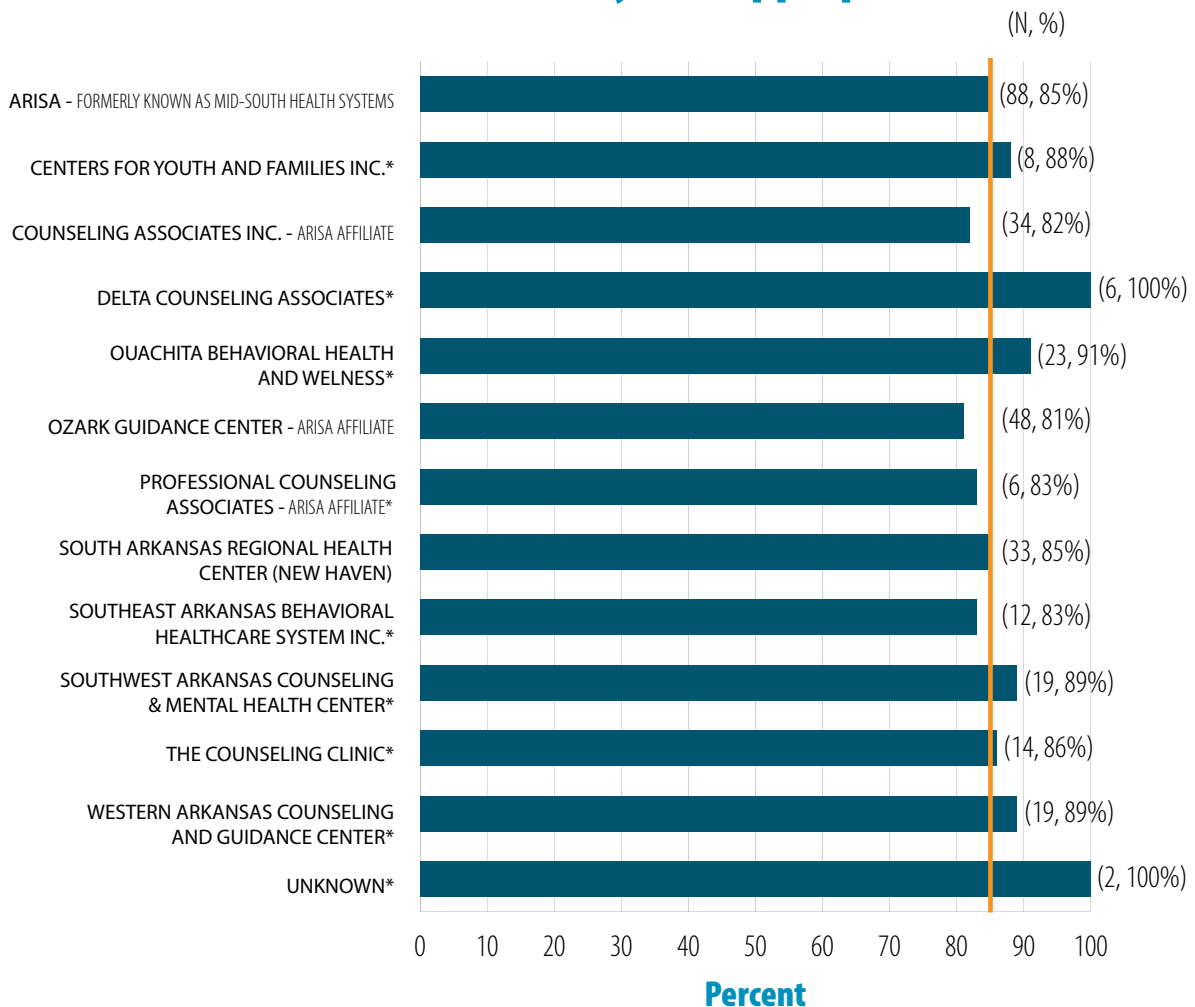
Among agencies with 30 or more responses, Arisa – formally known as Mid-South Health Systems had the highest Adult Satisfaction with Participation in Treatment Planning Domain measure at 80%. Among all 12 agencies, regardless of the number of responses, Southwest Arkansas Counseling & Mental Health Center and Western Arkansas Counseling and Guidance Center had the highest domain measure at 84%. Regardless of the number of responses, 8 of the 12 agencies had domain measures of 75% or higher.

## Satisfaction with Quality and Appropriateness (Average = 86%, N = 312)

Questions used to produce the Satisfaction with Quality and Appropriateness Domain are:

- Staff here believe that I can grow, change, and recover (Q10)
- I felt free to complain (Q12)
- I was given information about my rights (Q13)
- Staff encouraged me to take responsibility for how I live my life (Q14)
- Staff told me what side effects to watch out for (Q15)
- Staff respected my wishes about who is and who is not to be given information about my treatment (Q16)
- Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.) (Q18)
- Staff helped me obtain the information I needed so that I could take charge of managing my illness (Q19)
- I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.) (Q20)

### Satisfaction with Quality and Appropriateness



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

**TABLE 12. Satisfaction with quality and appropriateness by agency**

AGENCY	N*	STRONGLY AGREE/AGREE	PERCENT
Arisa - formally known as Mid-South Health Systems	88	75	85%
Centers for Youth and Families Inc.	8	7	88%
Counseling Associates Inc - now an affiliate of Arisa	34	28	82%
Delta Counseling Associates	6	6	100%
Ouachita Behavioral Health and Wellness	23	21	91%
Ozark Guidance Center - now an affiliate of Arisa	48	39	81%
Professional Counseling Associates - now an affiliate of Arisa	6	5	83%
South Arkansas Regional Health Center (New Haven)	33	28	85%
Southeast Arkansas Behavioral Healthcare System Inc.	12	10	83%
Southwest Arkansas Counseling & Mental Health Center	19	17	89%
The Counseling Clinic	14	12	86%
Western Arkansas Counseling and Guidance Center	19	17	89%
Unknown	2	2	100%

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

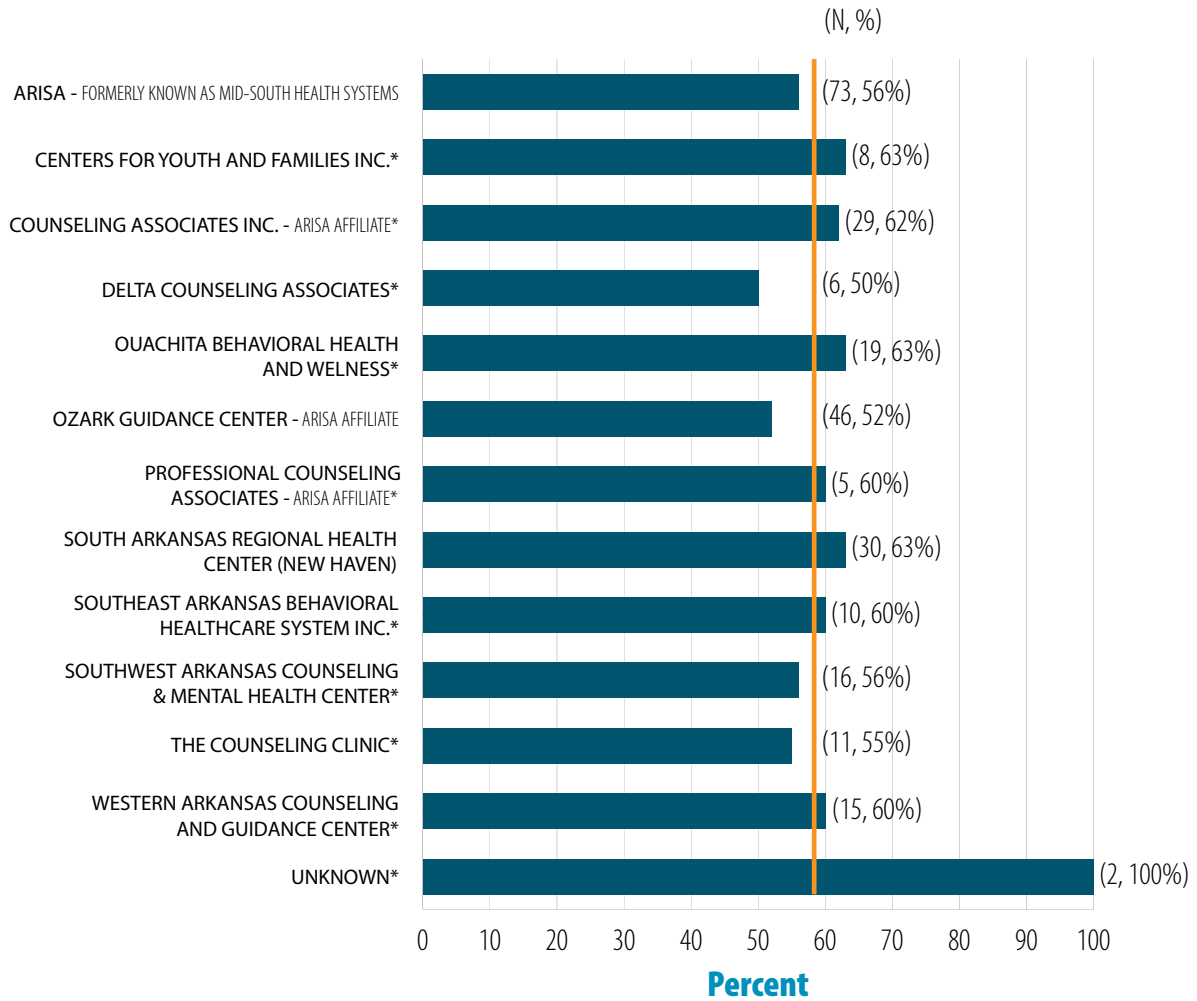
Among agencies with 30 or more responses, Arisa – formally known as Mid-South Health Systems and South Arkansas Regional Health Center (New Haven) had the highest Adult Satisfaction with Quality and Appropriateness Domain measure at 85%. Among all 12 agencies, regardless of the number of responses, Delta Counseling Associates had the highest domain measure at 100%. Regardless of the number of responses, all 12 agencies had domain measures of 81% or higher.

## Social Connectedness (Average = 58%, N = 270)

Questions used to produce the Social Connectedness Domain are:

- I am happy with the friendships I have (Q33)
- I have people with whom I can do enjoyable things (Q34)
- I feel I belong in my community (Q35)
- In a crisis, I would have the support I need from family or friends (Q36)

### Social Connectedness



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

**TABLE 13. Social connectedness by agency**

AGENCY	N*	STRONGLY AGREE/AGREE	PERCENT
Arisa - formally known as Mid-South Health Systems	73	41	56%
Centers for Youth and Families Inc.	8	5	63%
Counseling Associates Inc - now an affiliate of Arisa	29	18	62%
Delta Counseling Associates	6	3	50%
Ouachita Behavioral Health and Wellness	19	12	63%
Ozark Guidance Center - now an affiliate of Arisa	46	24	52%
Professional Counseling Associates - now an affiliate of Arisa	5	3	60%
South Arkansas Regional Health Center (New Haven)	30	19	63%
Southeast Arkansas Behavioral Healthcare System Inc.	10	6	60%
Southwest Arkansas Counseling & Mental Health Center	16	9	56%
The Counseling Clinic	11	6	55%
Western Arkansas Counseling and Guidance Center	15	9	60%
Unknown	2	2	100%

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

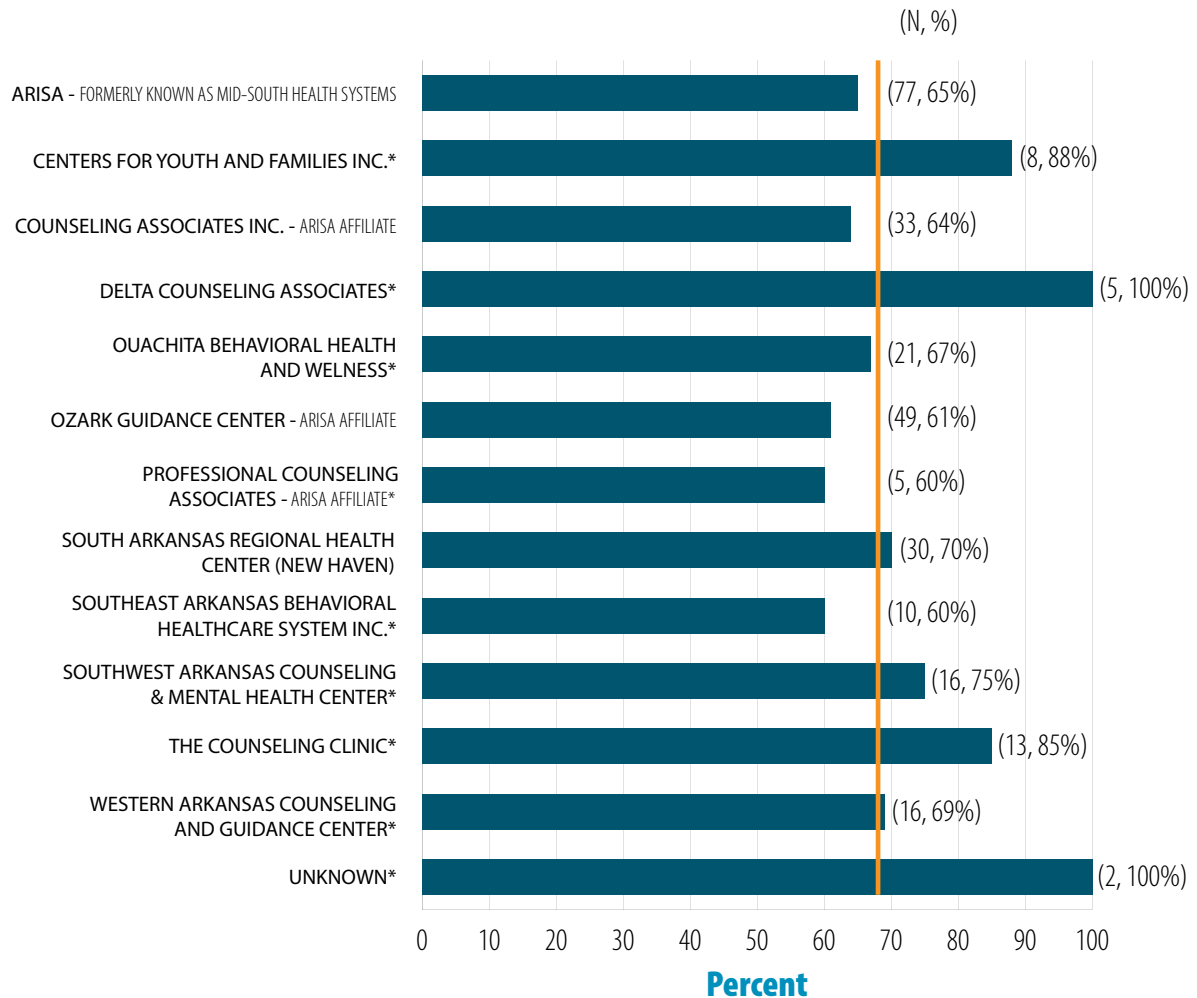
Among agencies with 30 or more responses, South Arkansas Regional Health Center (New Haven) had the highest Adult Social Connectedness Domain measure at 63%. Among all 12 agencies, regardless of the number of responses, 2 additional agencies had the highest domain measure of 63% - Centers for Youth and Families Inc. and Ouachita Behavioral Health and Wellness. Regardless of the number of responses, the 12 agencies had domain measures ranging from 50% to 63%.

## Improved Functioning (Average = 68%, N = 285)

Questions used to produce the Improved Functioning Domain are:

- My symptoms are not bothering me as much (Q28)
- I do things that are more meaningful to me (Q29)
- I am better able to take care of my needs (Q30)
- I am better able to handle things when they go wrong (Q31)
- I am better able to do things that I want to do (Q32)

### Improved Functioning



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

**TABLE 14. Improved functioning by agency**

AGENCY	N*	STRONGLY AGREE/AGREE	PERCENT
Arisa - formally known as Mid-South Health Systems	77	50	65%
Centers for Youth and Families Inc.	8	7	88%
Counseling Associates Inc - now an affiliate of Arisa	33	21	64%
Delta Counseling Associates	5	5	100%
Ouachita Behavioral Health and Wellness	21	14	67%
Ozark Guidance Center - now an affiliate of Arisa	49	30	61%
Professional Counseling Associates - now an affiliate of Arisa	5	3	60%
South Arkansas Regional Health Center (New Haven)	30	21	70%
Southeast Arkansas Behavioral Healthcare System Inc.	10	6	60%
Southwest Arkansas Counseling & Mental Health Center	16	12	75%
The Counseling Clinic	13	11	85%
Western Arkansas Counseling and Guidance Center	16	11	69%
Unknown	2	2	100%

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

Among agencies with 30 or more responses, South Arkansas Regional Health Center (New Haven) had the highest Adult Improved Functioning Domain measure at 70%. Among all 12 agencies, regardless of the number of responses, Delta Counseling Associates had the highest domain at 100%. Regardless of the number of responses, 8 of the 12 agencies had domain measures of 65% or higher.

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## AGENCY FINDINGS: CHILD SURVEY

### *Child Domain Comparisons by Agency*

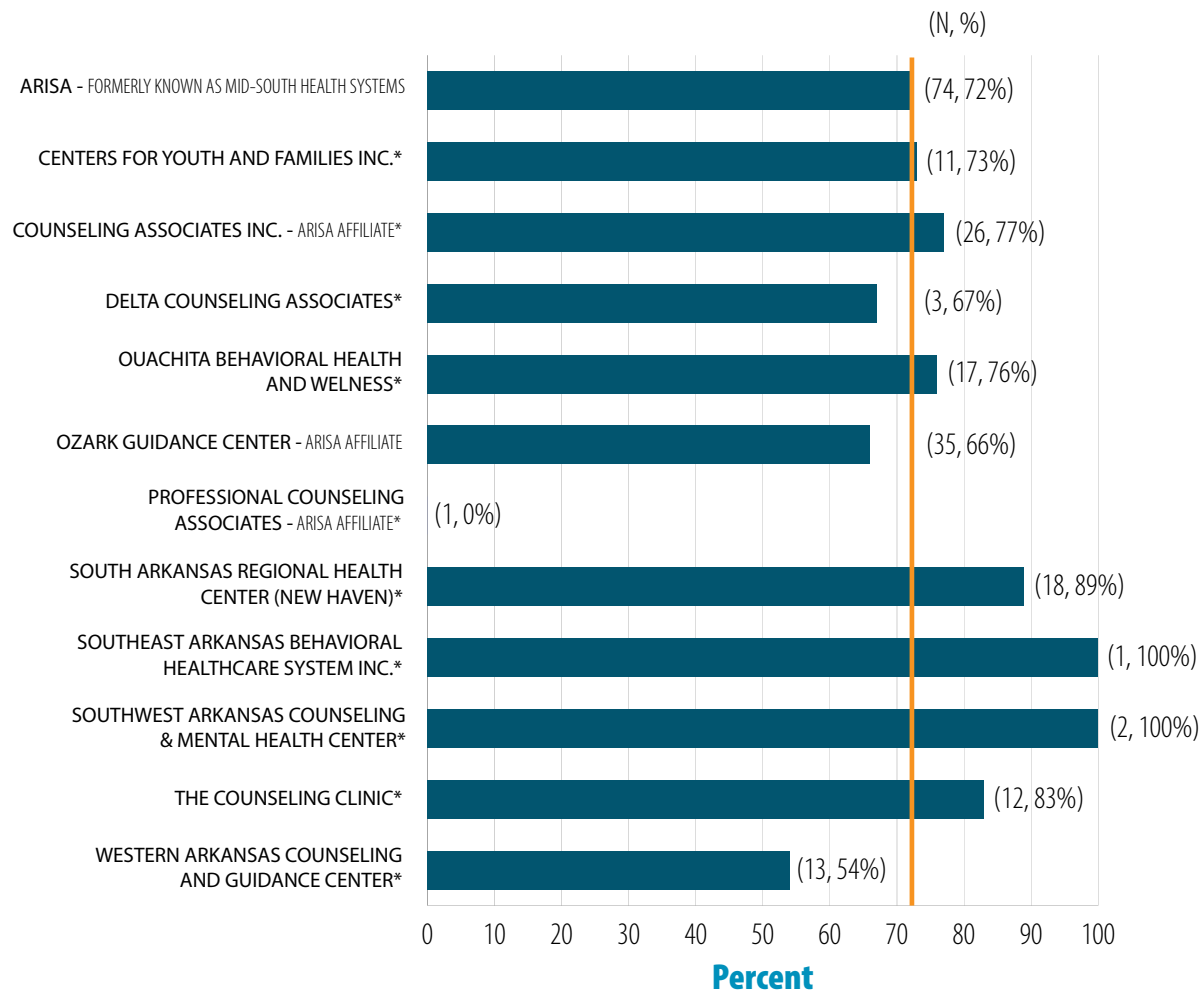
For the following domain calculations, AFMC only included respondents who answered at least two-thirds of the questions comprising that domain and excluded respondents with more than one-third of the questions missing. To score a particular domain, AFMC added the responses for the series of questions comprising that domain together to produce a total, which we then divided by the number of questions answered, producing the mean score. The numerator for each domain was the percentage of respondents with a mean score of greater than 3.5. The denominator was the number of respondents included in a particular domain measure.

## Overall Satisfaction (Average = 73%, N = 213)

Questions utilized to produce the Overall Satisfaction Domain are:

- Overall, I am satisfied with the services my child received (Q1)
- The people helping my child stuck with us no matter what (Q4)
- I felt my child had someone to talk to when he/she was troubled (Q5)
- The services my child and/or family received were right for us (Q7)
- My family got the help we wanted for my child (Q10)
- My family got as much help as we needed for my child (Q11)

### Overall Satisfaction



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

**TABLE 15. Overall satisfaction by agency**

AGENCY	N*	STRONGLY AGREE/AGREE	PERCENT
Arisa - formally known as Mid-South Health Systems	74	53	72%
Centers for Youth and Families Inc.	11	8	73%
Counseling Associates Inc - now an affiliate of Arisa	26	20	77%
Delta Counseling Associates	3	2	67%
Ouachita Behavioral Health and Wellness	17	13	76%
Ozark Guidance Center - now an affiliate of Arisa	35	23	66%
Professional Counseling Associates - now an affiliate of Arisa	1	0	0%
South Arkansas Regional Health Center (New Haven)	18	16	89%
Southeast Arkansas Behavioral Healthcare System Inc.	1	1	100%
Southwest Arkansas Counseling & Mental Health Center	2	2	100%
The Counseling Clinic	12	10	83%
Western Arkansas Counseling and Guidance Center	13	7	54%

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

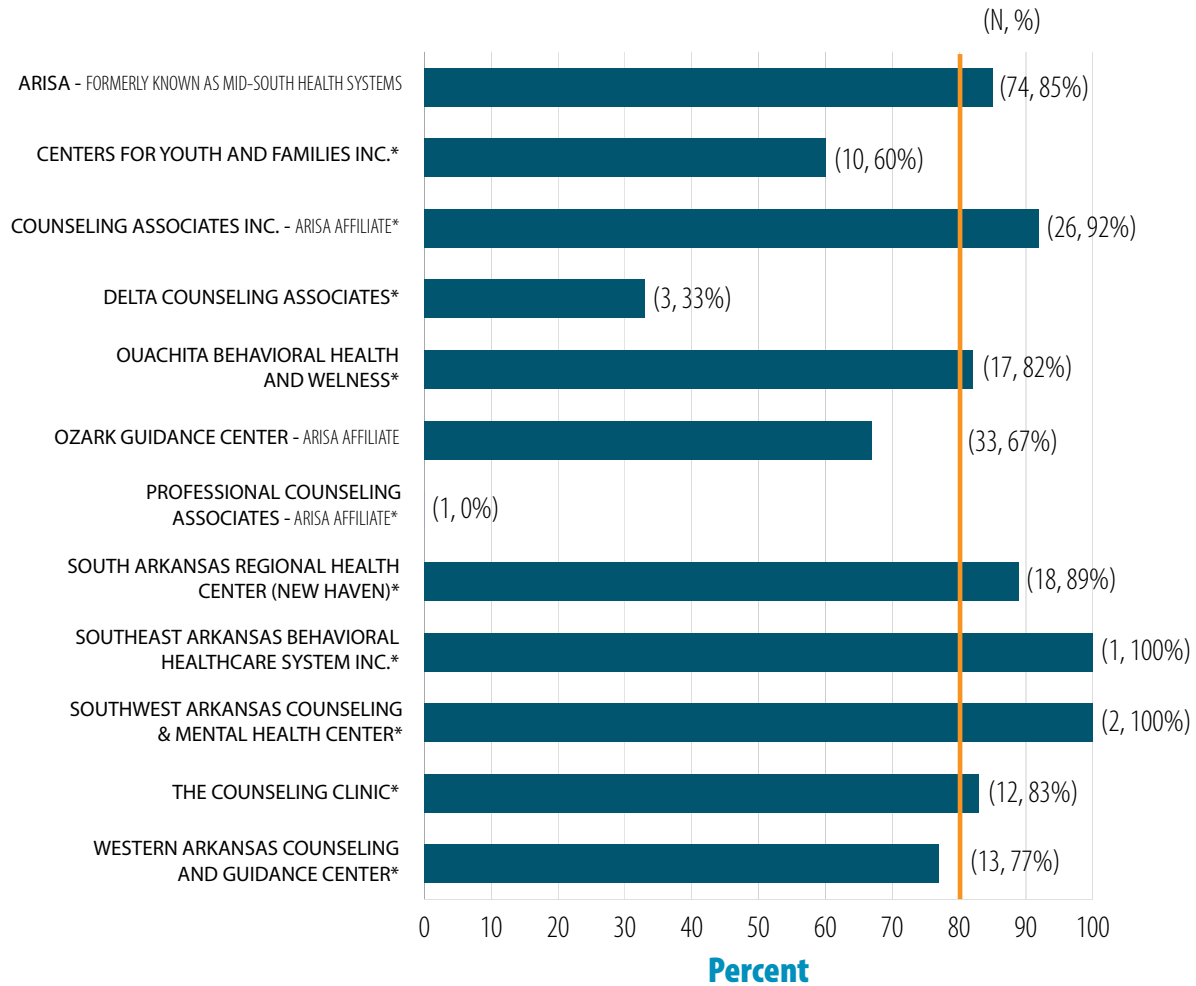
Among agencies with 30 or more responses, Arisa – formally known as Mid-South Health Systems had the highest Child Overall Satisfaction Domain measure at 72%. Among all 12 agencies, regardless of the number of responses, Southeast Arkansas Behavioral Healthcare System Inc. and Southwest Arkansas Counseling & Mental Health Center had the highest domain measure at 100%. Regardless of the number of responses, the 12 agencies had domain measures ranging from 0% to 100%, and 8 of the 12 agencies had domain measures of 72% or higher.

## Satisfaction with Access (Average = 80%, N = 210)

Questions used to produce the Satisfaction with Access Domain are:

- The location of services was convenient for us (parking, public transportation, distance, etc.) (Q8)
- Services were available at times that were convenient for us (Q9)

### Satisfaction with Access



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

**TABLE 16. Satisfaction with access by agency**

AGENCY	N*	STRONGLY AGREE/AGREE	PERCENT
Arisa - formally known as Mid-South Health Systems	74	63	85%
Centers for Youth and Families Inc.	10	6	60%
Counseling Associates Inc - now an affiliate of Arisa	26	24	92%
Delta Counseling Associates	3	1	33%
Ouachita Behavioral Health and Wellness	17	14	82%
Ozark Guidance Center - now an affiliate of Arisa	33	22	67%
Professional Counseling Associates - now an affiliate of Arisa	1	0	0%
South Arkansas Regional Health Center (New Haven)	18	16	89%
Southeast Arkansas Behavioral Healthcare System Inc.	1	1	100%
Southwest Arkansas Counseling & Mental Health Center	2	2	100%
The Counseling Clinic	12	10	83%
Western Arkansas Counseling and Guidance Center	13	10	77%

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

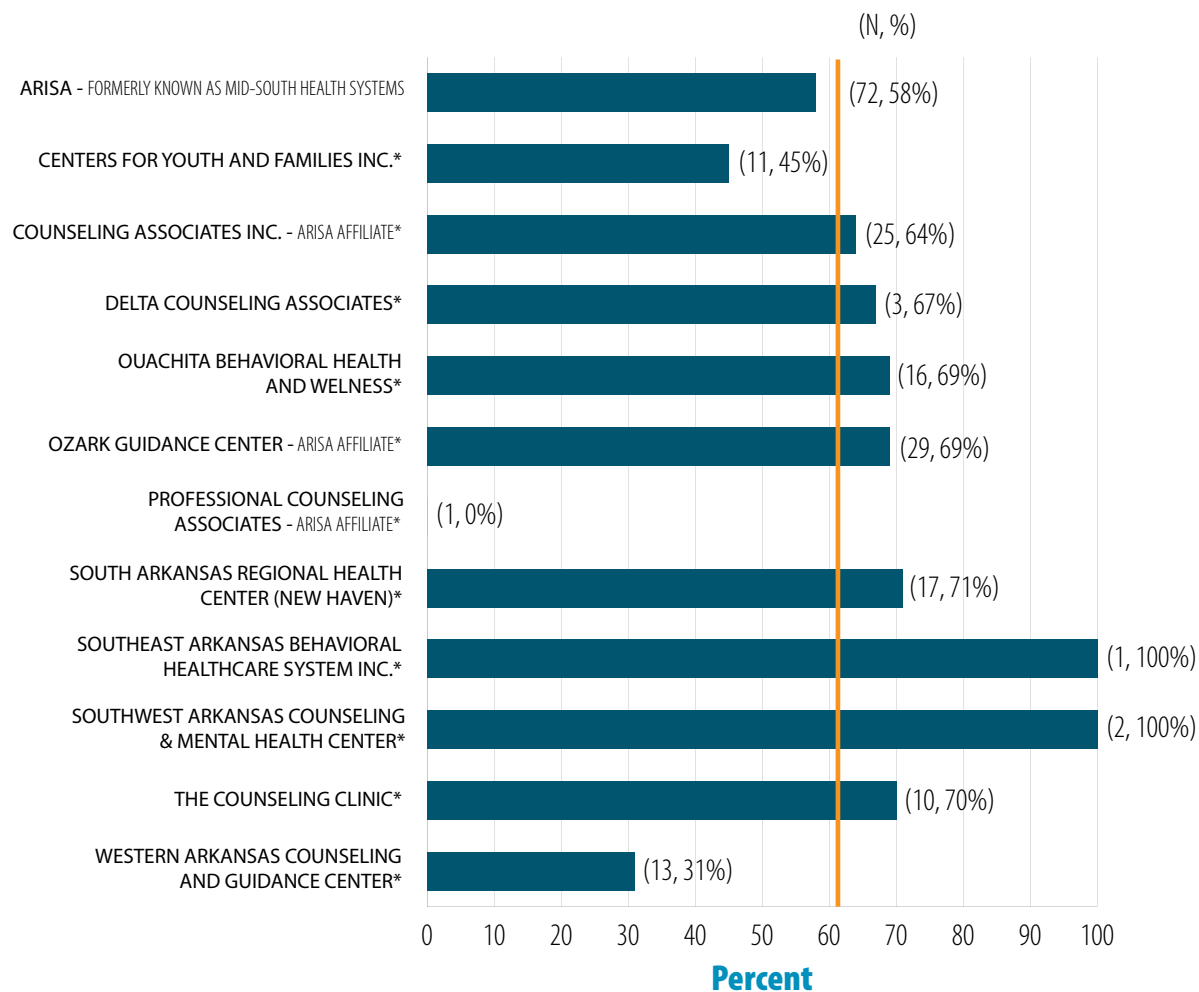
Among agencies with 30 or more responses, Arisa – formally known as Mid-South Health Systems had the highest Child Satisfaction with Access Domain measure at 85%. Among all 12 agencies, regardless of the number of responses, Southeast Arkansas Behavioral Healthcare System Inc. and Southwest Arkansas Counseling & Mental Health Center had the highest domain measure at 100%. Regardless of the number of responses, the 12 agencies had domain measures ranging from 0% to 100%, and 8 of the 12 agencies had domain measures of 77% or higher.

## Perceptions of Outcomes (Average = 61%, N = 200)

Questions used to produce the Perceptions of Outcomes Domain are:

- My child is better at handling daily life (Q16)
- My child gets along better with family members (Q17)
- My child gets along better with friends and other people (Q18)
- My child is doing better in school and/or work (Q19)
- My child is better able to cope when things go wrong (Q20)
- I am satisfied with our family life right now (Q21)

### Perceptions of Outcomes



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

**TABLE 17. Perceptions of outcomes by agency**

AGENCY	N*	STRONGLY AGREE/AGREE	PERCENT
Arisa - formally known as Mid-South Health Systems	72	42	58%
Centers for Youth and Families Inc.	11	5	45%
Counseling Associates Inc - now an affiliate of Arisa	25	16	64%
Delta Counseling Associates	3	2	67%
Ouachita Behavioral Health and Wellness	16	11	69%
Ozark Guidance Center - now an affiliate of Arisa	29	20	69%
Professional Counseling Associates - now an affiliate of Arisa	1	0	0%
South Arkansas Regional Health Center (New Haven)	17	12	71%
Southeast Arkansas Behavioral Healthcare System Inc.	1	1	100%
Southwest Arkansas Counseling & Mental Health Center	2	2	100%
The Counseling Clinic	10	7	70%
Western Arkansas Counseling and Guidance Center	13	4	31%

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

Among agencies with 30 or more responses, Arisa – formally known as Mid-South Health Systems had the highest Child Perceptions of Outcomes Domain measure at 58%. Among all 12 agencies, regardless of the number of responses, Southeast Arkansas Behavioral Healthcare System Inc. and Southwest Arkansas Counseling & Mental Health Center had the highest domain measure at 100%. Regardless of the number of responses, the 12 agencies had domain measures ranging from 0% to 100%, and 4 of the 12 agencies had domain measures of 70% or higher.

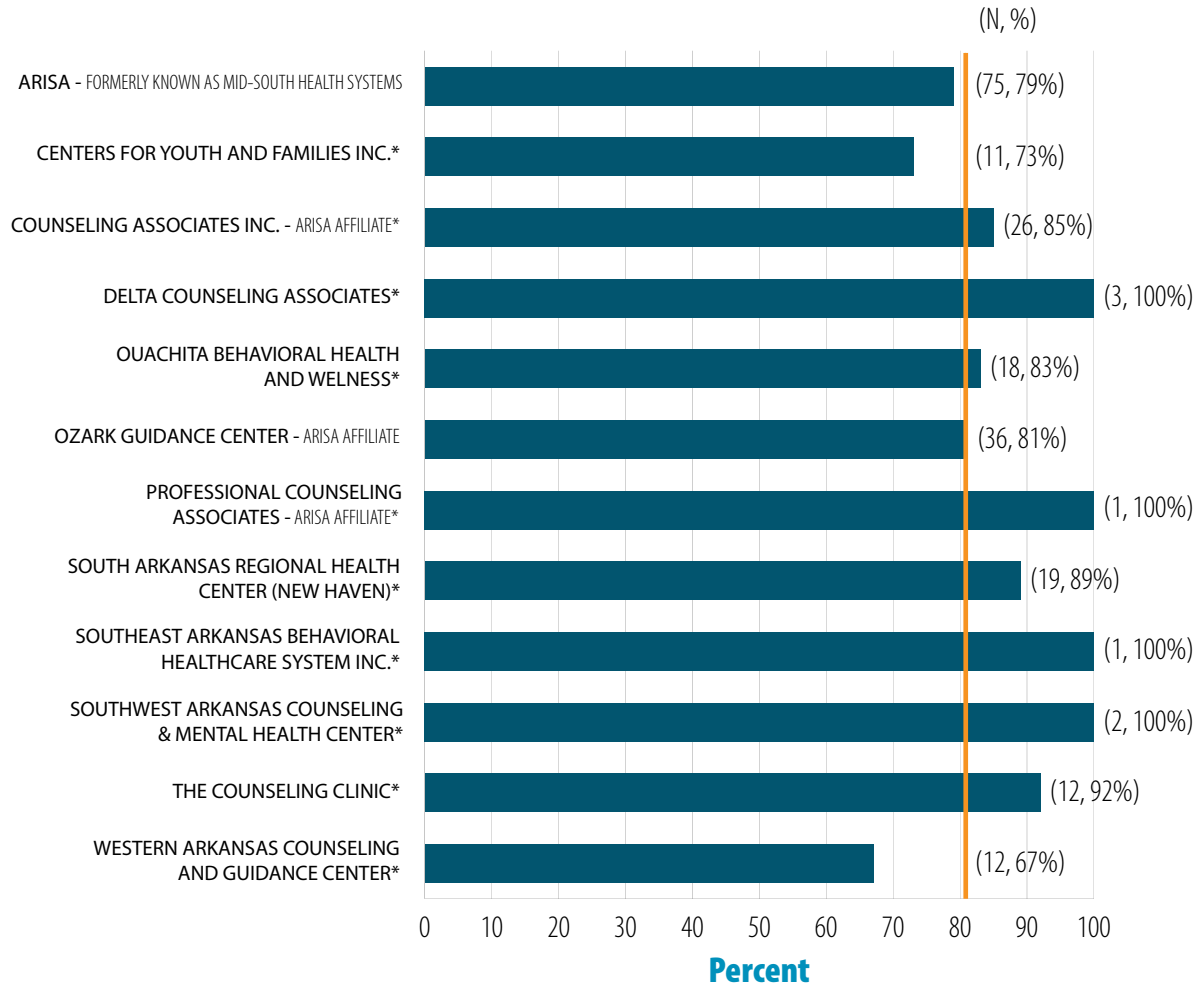
## Satisfaction with Participation in Treatment Planning (Average = 81%, N = 216)

Questions used to produce the Satisfaction with Participation in Treatment Planning

Domain are:

- I helped to choose my child’s services (Q2)
- I helped to choose my child’s treatment goals (Q3)
- I participated in my child’s treatment (Q6)

### Satisfaction with Participation in Treatment Planning



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

**TABLE 18. Satisfaction with participation in treatment planning by agency**

AGENCY	N*	STRONGLY AGREE/AGREE	PERCENT
Arisa - formally known as Mid-South Health Systems	75	59	79%
Centers for Youth and Families Inc.	11	8	73%
Counseling Associates Inc - now an affiliate of Arisa	26	22	85%
Delta Counseling Associates	3	3	100%
Ouachita Behavioral Health and Wellness	18	15	83%
Ozark Guidance Center - now an affiliate of Arisa	36	29	81%
Professional Counseling Associates - now an affiliate of Arisa	1	1	100%
South Arkansas Regional Health Center (New Haven)	19	17	89%
Southeast Arkansas Behavioral Healthcare System Inc.	1	1	100%
Southwest Arkansas Counseling & Mental Health Center	2	2	100%
The Counseling Clinic	12	11	92%
Western Arkansas Counseling and Guidance Center	12	8	67%

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

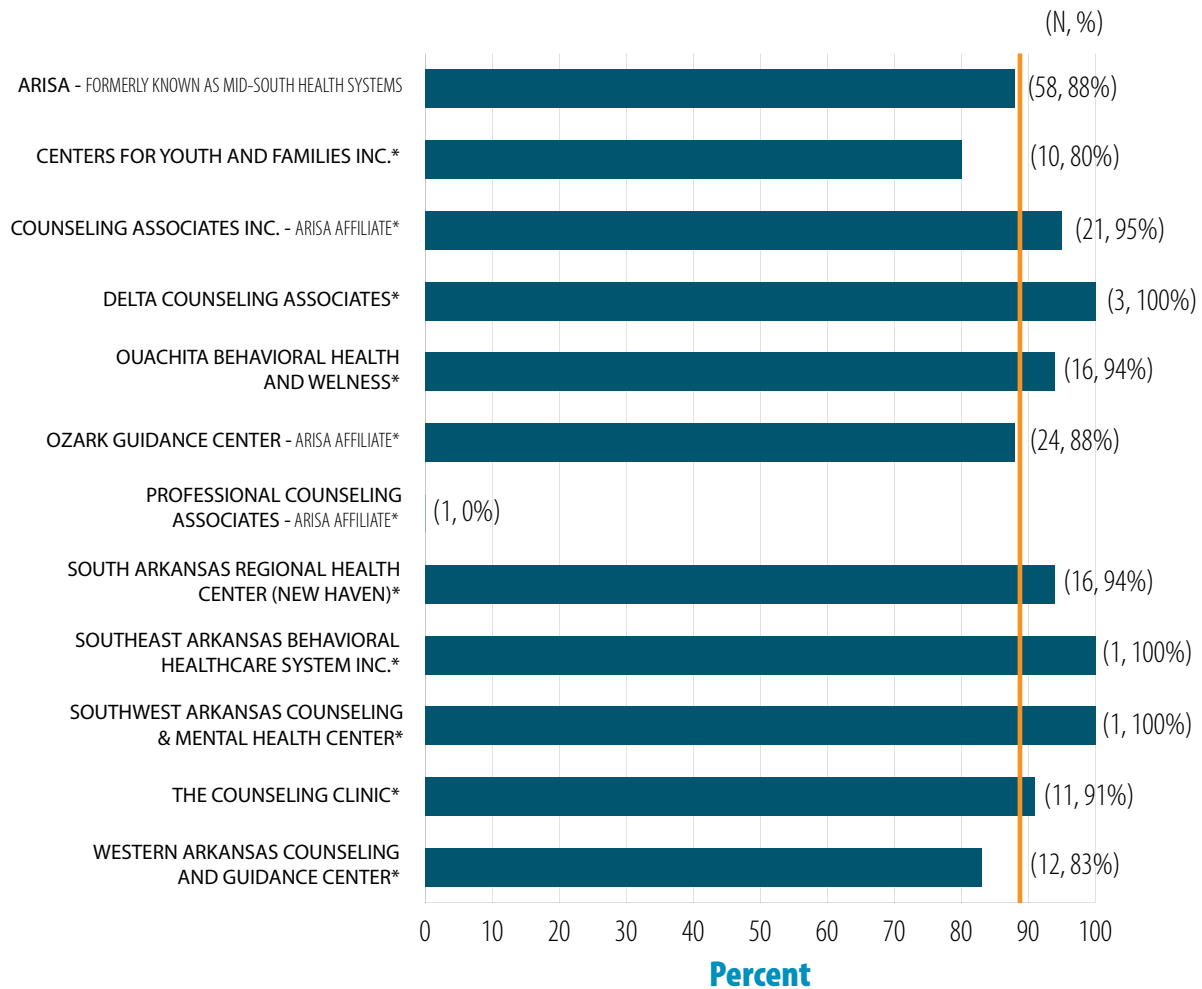
Among agencies with 30 or more responses, Ozark Guidance Center – now an affiliate of Arisa had the highest Child Satisfaction with Participation in Treatment Planning Domain measure at 81%. Among all 12 agencies, regardless of the number of responses, Delta Counseling Associates, Professional Counseling Associates – now an affiliate of Arisa, Southeast Arkansas Behavioral Healthcare System Inc., and Southwest Arkansas Counseling & Mental Health Center had the highest domain measure at 100%. Regardless of the number of responses, 9 of the 12 agencies had domain measures of 81% or higher.

## Satisfaction with Cultural Sensitivity (Average = 89%, N = 174)

Questions used to produce the Satisfaction with Cultural Sensitivity Planning Domain are:

- Staff treated me with respect (Q12)
- Staff respected my family's religious/spiritual beliefs (Q13)
- Staff spoke with me in a way that I understood (Q14)
- Staff was sensitive to my cultural/ethnic background (race, religion, language, etc.) (Q15)

### Satisfaction with Cultural Sensitivity



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

**TABLE 19. Satisfaction with cultural sensitivity by agency**

AGENCY	N*	STRONGLY AGREE/AGREE	PERCENT
Arisa - formally known as Mid-South Health Systems	58	51	88%
Centers for Youth and Families Inc.	10	8	80%
Counseling Associates Inc - now an affiliate of Arisa	21	20	95%
Delta Counseling Associates	3	3	100%
Ouachita Behavioral Health and Wellness	16	15	94%
Ozark Guidance Center - now an affiliate of Arisa	24	21	88%
Professional Counseling Associates - now an affiliate of Arisa	1	0	0%
South Arkansas Regional Health Center (New Haven)	16	15	94%
Southeast Arkansas Behavioral Healthcare System Inc.	1	1	100%
Southwest Arkansas Counseling & Mental Health Center	1	1	100%
The Counseling Clinic	11	10	91%
Western Arkansas Counseling and Guidance Center	12	10	83%

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

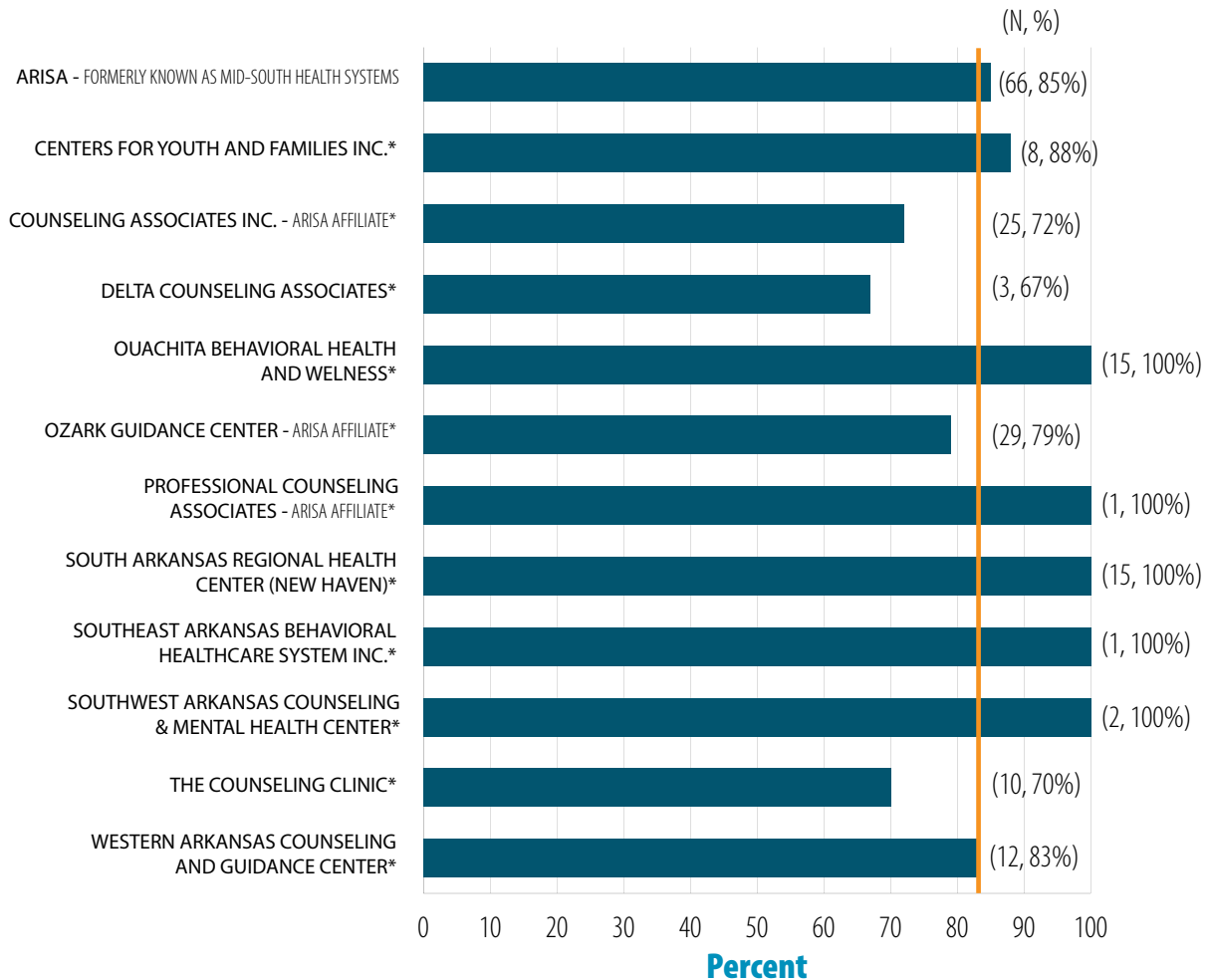
Among agencies with 30 or more responses, Arisa – formally known as Mid-South Health Systems had the highest Child Satisfaction with Cultural Sensitivity Domain measure at 88%. Among all 12 agencies, regardless of the number of responses, Delta Counseling Associates, Southeast Arkansas Behavioral Healthcare System Inc., and Southwest Arkansas Counseling & Mental Health Center had the highest domain measure at 100%. Regardless of the number of responses, the 12 agencies had domain measures ranging from 0% to 100%, and 11 of the 12 agencies had domain measures of 80% or higher.

## Social Connectedness (Average = 84%, N = 187)

Questions used to produce the Social Connectedness Domain are:

- I know people who will listen and understand me when I need to talk (Q23)
- I have people that I am comfortable talking with about my child's problems (Q24)
- In a crisis, I would have the support I need from family or friends (Q25)
- I have people with whom I can do enjoyable things (Q26)

### Social Connectedness



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

**TABLE 20. Social connectedness by agency**

AGENCY	N*	STRONGLY AGREE/AGREE	PERCENT
Arisa - formally known as Mid-South Health Systems	66	56	85%
Centers for Youth and Families Inc.	8	7	88%
Counseling Associates Inc - now an affiliate of Arisa	25	18	72%
Delta Counseling Associates	3	2	67%
Ouachita Behavioral Health and Wellness	15	15	100%
Ozark Guidance Center - now an affiliate of Arisa	29	23	79%
Professional Counseling Associates - now an affiliate of Arisa	1	1	100%
South Arkansas Regional Health Center (New Haven)	15	15	100%
Southeast Arkansas Behavioral Healthcare System Inc.	1	1	100%
Southwest Arkansas Counseling & Mental Health Center	2	2	100%
The Counseling Clinic	10	7	70%
Western Arkansas Counseling and Guidance Center	12	10	83%

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

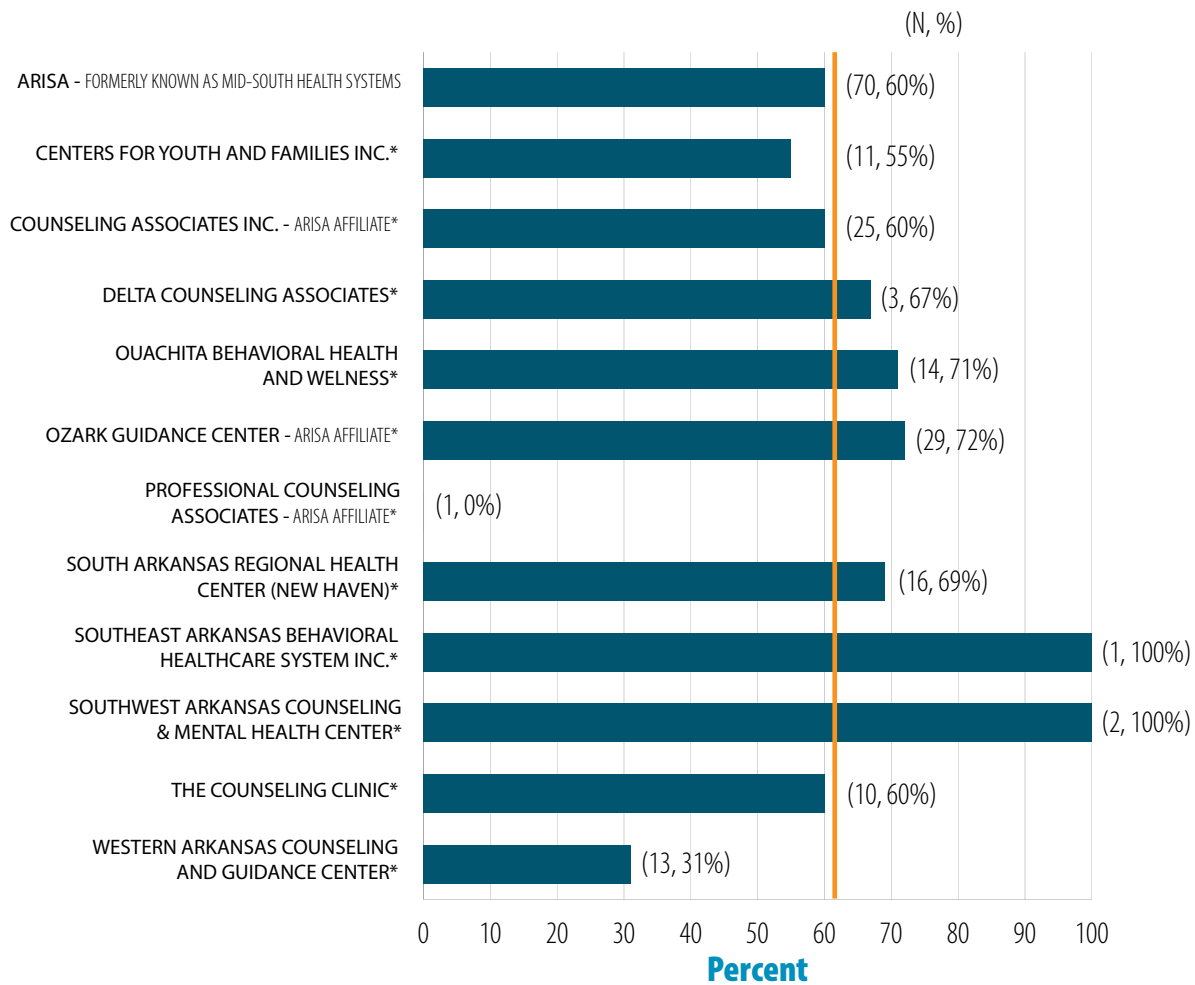
Among agencies with 30 or more responses, Arisa – formally known as Mid-South Health Systems had the highest Child Social Connectedness Domain measure at 85%. Among all 12 agencies, regardless of the number of responses, Ouachita Behavioral Health and Wellness, Professional Counseling Associates – now an affiliate of Arisa, South Arkansas Regional Health Center (New Haven), Southeast Arkansas Behavioral Healthcare System Inc., and Southwest Arkansas Counseling & Mental Health Center had the highest domain measure at 100%. Regardless of the number of responses, 11 of the 12 agencies had domain measures of 70% or higher.

## Improved Functioning (Average = 62%, N = 195)

Questions used to produce the Improved Functioning Domain are:

- My child is better able to do things he or she wants to do (Q22)
- My child is better at handling daily life (Q16)
- My child gets along better with family members (Q17)
- My child gets along better with friends and other people (Q18)
- My child is better able to cope when things go wrong (Q20)

### Improved Functioning



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

**TABLE 21. Improved functioning by agency**

AGENCY	N*	STRONGLY AGREE/AGREE	PERCENT
Arisa - formally known as Mid-South Health Systems	70	42	60%
Centers for Youth and Families Inc.	11	6	55%
Counseling Associates Inc - now an affiliate of Arisa	25	15	60%
Delta Counseling Associates	3	2	67%
Ouachita Behavioral Health and Wellness	14	10	71%
Ozark Guidance Center - now an affiliate of Arisa	29	21	72%
Professional Counseling Associates - now an affiliate of Arisa	1	0	0%
South Arkansas Regional Health Center (New Haven)	16	11	69%
Southeast Arkansas Behavioral Healthcare System Inc.	1	1	100%
Southwest Arkansas Counseling & Mental Health Center	2	2	100%
The Counseling Clinic	10	6	60%
Western Arkansas Counseling and Guidance Center	13	4	31%

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

Among agencies with 30 or more responses, Arisa – formally known as Mid-South Health Systems had the highest Child Improved Functioning Domain measure at 60%. Among all 12 agencies, regardless of the number of responses, Southeast Arkansas Behavioral Healthcare System Inc. and Southwest Arkansas Counseling & Mental Health Center had the highest domain measure at 100%. Regardless of the number of responses, the 12 agencies had domain measures ranging from 0% to 100%, and only 4 agencies with domain measures of 71% or higher.

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# General Domain Findings: Adult Survey

**T**able 22 presents the questions from the adult survey used to calculate the domain scores, as well as the percentage of respondents who rated each item with either a “1 = Strongly Agree” or “2 = Agree.”

AFMC included the respondents who answered at least two-thirds of the questions comprising that domain. To score the adult domains, the mean was calculated by adding the number of questions comprising the domain which was then divided by the number of questions answered. The numerator for each domain was the percentage of respondents with a mean score of less than 2.5. The denominator was the number of respondents included in a particular domain measure.

**TABLE 22. Adult domain questions**

ADULT DOMAINS AND QUESTIONS	n	COMBINED "STRONGLY AGREE" AND "AGREE"	PERCENT
<b>Overall satisfaction (domain score = 80%, N = 348)</b>			
I liked the services that I received here (Q1)	345	297	86%
If I had other choices, I would still get services from this agency (Q2)	333	245	74%
I would recommend this agency to a friend or family member (Q3)	345	279	81%
<b>Satisfaction with access (domain score = 80%, N = 341)</b>			
The location of services was convenient (Q4)	330	290	88%
Staff were willing to see me as often as I felt was necessary (Q5)	335	288	86%
Staff returned my calls within 24 hours (Q6)	298	248	83%
Services were available at times that were good for me (Q7)	334	303	91%
I was able to get all the services I thought I needed (Q8)	337	265	79%
I was able to see a psychiatrist when I wanted to (Q9)	308	231	75%
<b>Perceptions of outcomes (domain score = 66%, N = 288)</b>			
I deal more effectively with daily problems (Q21)	286	211	74%
I am better able to control my life (Q22)	285	200	70%
I am better able to deal with crisis (Q23)	284	200	70%
I am getting along better with my family (Q24)	271	184	68%
I do better in social situations (Q25)	287	179	62%
I do better in school and/or work (Q26)	178	113	63%
My symptoms are not bothering me as much (Q28)	285	187	66%
My housing situation has improved (Q27)	223	137	61%
<b>Satisfaction with participation in treatment planning (domain score = 76%, N = 304)</b>			
I felt comfortable asking questions about my treatment and medication (Q11)	304	268	88%
I, not staff, decided my treatment goals (Q17)	304	224	74%
<b>Satisfaction with quality and appropriateness (domain score = 86%, N = 312)</b>			
Staff here believe that I can grow, change and recover (Q10)	305	260	85%
I felt free to complain (Q12)	300	246	82%
Staff told me what side effects to watch out for (Q15)	278	222	80%
Staff respected my wishes about who is and who is not to be given information about my treatment (Q16)	298	279	94%
Staff were sensitive to my cultural/ethnic background (Q18)	281	248	88%
Staff helped me obtain the information I needed so that I could take charge of managing my illness (Q19)	309	253	82%
I was given information about my rights (Q13)	298	259	87%
Staff encouraged me to take responsibility for how I live my life (Q14)	302	260	86%
I was encouraged to use consumer-run programs (Q20)	277	198	71%

**TABLE 22. Adult domain questions (CONTINUED)**

ADULT DOMAINS AND QUESTIONS	n	COMBINED "STRONGLY AGREE" AND "AGREE"	PERCENT
<b><i>Social connectedness (domain score = 58%, N = 270)</i></b>			
I am happy with the friendships I have (Q33)	258	174	67%
I have people with whom I can do enjoyable things (Q34)	268	171	64%
I feel I belong in my community (Q35)	263	150	57%
In a crisis, I would have the support I need from family or friends (Q36)	260	178	68%
<b><i>Improved functioning (domain score = 68%, N = 285)</i></b>			
I do things that are more meaningful to me (Q29)	281	185	66%
I am better able to take care of my needs (Q30)	279	196	70%
I am better able to handle things when they go wrong (Q31)	284	207	73%
I am better able to do things that I want to do (Q32)	284	191	67%
My symptoms are not bothering me as much (Q28)	278	185	67%

## OVERALL DOMAIN FINDINGS – ADULT SURVEY (TABLE 22)

- In the overall satisfaction domain, most respondents (80%) were satisfied with the treatment received. Eighty-six percent of respondents reported liking the services they received at the clinic, and 81% indicated that they would recommend the agency to a friend or family member. If given other choices, 74% would still get services from their current clinic.
- In the satisfaction with access domain, 80% of respondents reported positively. Eighty-eight percent of the respondents stated that the location of services was convenient, and 91% reported that the services were available at times that were good for them. Eighty-six percent indicated that staff members were willing to see them as often as necessary, and 83% said that staff returned their calls within 24 hours. Seventy-nine percent reported being able to get all the services they thought they needed.
- In the perceptions of outcomes domain, the highest proportion of respondents reported a positive response (74%) to the statement that they were better able to deal more effectively with daily problems. Seventy percent said they were better able to control their life, and 68% said they were getting along better with their family. Seventy percent were better able to deal with crisis. Sixty-six percent reported their symptoms were not bothering them as much, and 63% said they were doing better in school and/or work. The lowest proportion of respondents reported positive responses (62% and 61%) to the statements that they were doing better in social situations and that their housing situation had improved, respectively.
- Results pertaining to satisfaction with participation in the treatment planning domain received a positive score of 76%. Eighty-eight percent of respondents reported feeling comfortable asking questions about their treatment and medication, while 74% of respondents stated that they, not staff, decided their treatment goals.

- The satisfaction with quality and appropriateness of care domain received a positive score of 86%. The most positive measure was the staff respected their wishes about who is or is not to be given information about their treatment domain (94%). Eighty-eight percent said the staff was sensitive to their cultural/ethnic background, and 87% said they were given information about their rights. Eighty-six percent said that staff encouraged them to take responsibility for how they live their lives. More than two-thirds of respondents reported they felt free to complain (82%); were helped by staff to obtain the information needed so they could take charge of managing their illness (82%); were told by staff what side effects to watch out for (80%); and staff believed they could grow, change, and recover (85%). The lowest proportion of respondents reporting a positive response was for encouragement to use consumer-run programs (71%).
- The lowest percentage of respondents (58%) responded positively to the social connectedness domain, with the highest percentage of respondents reporting positively that when in a crisis, they would have the support they needed from family or friends (68%). Sixty-seven percent reported positively that they were happy with the friendships they have. Sixty-four percent have people with whom they can do enjoyable things, while 57% feel they belong in their community.
- In the improved functioning domain, 73% responded that they were better able to handle things when they went wrong. Seventy percent reported being better able to take care of their needs. Sixty-six percent indicated doing things that are meaningful to them. Sixty-seven percent reported being better able to do the things they “want” to do, and their symptoms were not bothering them as much.

## FURTHER ADULT FINDINGS:

### *Criminal Justice Involvement (Questions 39 through 46)*

The survey asked respondents if they had been arrested during various time periods in the past, if they had spent any time in jail or prison during the past 12 months, and, if so, for how long.

## KEY FINDINGS

- Of the individuals who began treatment in the past 12 months, three respondents (4%) reported having been arrested since starting treatment, and ten (13%) reported being arrested in the year before that.
- In a slightly different approach to the issue of the association between being in treatment and criminal justice involvement, for those in treatment for less than one year, eight (10%) of the 78 individuals responding indicated reduced encounters with the police since receiving mental health services. In contrast, six (8%) reported their contact level remained the same. For 64 respondents (82%), this question was not relevant. When these 64 were excluded from the analysis, 57% indicated a reduction, and 43% indicated the level remained the same.

- Of those who had been in treatment for at least 12 months, 14 (6%) reported being arrested in the last 12 months, and eight (4%) reported an arrest in the 12 months preceding that.
- The group that had been in treatment for at least 12 months responded to a question about their encounters with police during the past 12 months. Twelve (5%) indicated that contact had been reduced, sixteen (7%) indicated it had remained the same, six (3%) indicated it had increased, and 185 (84%) indicated the question did not apply to them. (Percentages are rounded and may not total 100%.) When these 185 to whom the question is not applicable were excluded from the analysis, 35% indicated a reduction in criminal justice contact, 47% indicated the level remained the same, and approximately 18% indicated an increase.
- Overall, 16 respondents (5%) indicated that they had spent time in jail within the past 12 months. Of the 16 indicating the length of imprisonment, seven (50%) indicated that the time in jail was 1–14 days. One respondent (7%) reported spending less than 24 hours in jail. The 16 individuals also represent slightly less than 5% of the 357 respondents returning analyzable surveys. Using the six-month CMHC adult enrollment figure (38,203), the projected number of adults in that group who had spent time in jail during the previous year was 1,712.

# General Domain Findings: Child Survey

**T**able 23 presents the questions from the child survey used to calculate the domain scores, as well as the percentage of respondents who rated each item with either a “4 = Agree” or “5 = Strongly Agree.”

AFMC included the respondents who answered at least two-thirds of the questions comprising that domain. To score the child domains, the mean was calculated by adding the number of questions comprising the domain which was then divided by the number of questions answered. The numerator for each domain was the percentage of respondents with a mean score of greater than 2.5. The denominator was the number of respondents included in a particular domain measure.

**TABLE 23. Child/adolescent domain questions**

CHILD/ADOLESCENT DOMAINS AND QUESTIONS	n	COMBINED “STRONGLY AGREE” AND “AGREE”	PERCENT
<b>Overall satisfaction (domain score = 73%, N = 213)</b>			
Overall, I am satisfied with the services my child received (Q1)	212	162	76%
The people helping my child stuck with us no matter what (Q4)	205	156	76%
I felt my child had someone to talk to when he/she was troubled (Q5)	211	166	79%
The services my child and/or family received were right for us (Q7)	208	155	75%
My family got the help we wanted for my child (Q10)	210	151	72%
My family got as much help as we needed for my child (Q11)	204	132	65%
<b>Satisfaction with access (domain score = 80%, N = 210)</b>			
The location of services was convenient for us (Q8)	210	191	91%
Services were available at times that were convenient for us (Q9)	210	172	82%
<b>Perceptions of outcomes (domain score = 61%, N = 200)</b>			
My child is better at handling daily life (Q16)	198	124	63%
My child gets along better with family members (Q17)	191	126	66%
My child gets along better with friends and other people (Q18)	193	127	66%
My child is doing better in school and/or work (Q19)	194	131	68%
My child is better able to cope when things go wrong (Q20)	199	116	58%
I am satisfied with our family life right now (Q21)	195	144	74%
<b>Satisfaction with participation in treatment planning (domain score = 81%, N = 216)</b>			
I helped to choose my child's services (Q2)	205	159	78%
I helped to choose my child's treatment goals (Q3)	211	182	86%
I participated in my child's treatment (Q6)	205	183	89%

**TABLE 23. Child/adolescent domain questions (CONTINUED)**

2024 CHILD/ADOLESCENT DOMAINS AND QUESTIONS	n	COMBINED "STRONGLY AGREE" AND "AGREE"	PERCENT
<b><i>Satisfaction with cultural sensitivity (domain score = 89%, N = 174)</i></b>			
Staff treated me with respect (Q12)	172	154	90%
Staff respected my family's religious/spiritual beliefs (Q13)	167	155	93%
Staff spoke with me in a way that I understood (Q14)	174	159	91%
Staff was sensitive to my cultural/ethnic background (Q15)	163	149	91%
<b><i>Social connectedness (domain score = 84%, N = 187)</i></b>			
I know people who will listen and understand me when I need to talk (Q23)	185	162	88%
I have people that I am comfortable talking with about my child's problems (Q24)	185	159	86%
In a crisis, I would have the support I need from family or friends (Q25)	183	157	86%
I have people with whom I can do enjoyable things (Q26)	182	161	88%
<b><i>Improved functioning (domain score = 62%, N = 195)</i></b>			
My child is better able to do things he or she wants to do (Q22)	192	136	71%
My child is better at handling daily life (Q16)	193	120	62%
My child gets along better with family members (Q17)	191	126	66%
My child gets along better with friends and other people (Q18)	192	126	66%
My child is better able to cope when things go wrong (Q20)	194	112	58%

## OVERALL DOMAIN FINDINGS – CHILD/ADOLESCENT SURVEY (TABLE 23)

- In the overall satisfaction domain, 76% of parents/caregivers of children/adolescents receiving mental health services were satisfied with the services their child received. Seventy-five percent felt that the services their child and/or family received were right for them. Seventy-nine percent felt their child had someone to talk to when he/she was troubled. Additionally, a large majority of respondents in the overall satisfaction domain reported positively that their family got the help they wanted for their child (72%), felt the people helping their child stuck with them no matter what (76%), and felt their family got as much help as they needed for their child (65%).
- In general, parents/caregivers of children/adolescents receiving mental health services reported positively across the satisfaction with access domain, with both domain questions reporting a positive response of over 81%. Ninety-one percent of parents/caregivers reported the location of services was convenient. Eighty-two percent reported services were available at times that were convenient for them.
- In the perceptions of outcomes domain, 74% of parents/caregivers of children/adolescents reported being satisfied with their family life right now. Sixty-six percent reported their child gets along better with friends and other people, and 66% reported their child gets along better with family members. Sixty-eight percent said

that their child is doing better in school and/or work. Sixty-three percent said their child is better at handling daily life, and 58% percent reported their child is better able to cope when things go wrong.

- Parents/caregivers of children/adolescents receiving mental health services generally reported positively across the participation in treatment planning domain. Eighty-six percent of respondents reported they helped to choose their child's/adolescent's treatment goals. Slightly more (89%) reported they participated in their child's/adolescent's treatment, and 78% reported they helped to choose their child's services.
- Compared with other domains, a higher proportion (89%) of parents/caregivers responded positively to survey items regarding their satisfaction with the cultural sensitivity of staff. Ninety-one percent of respondents reported that staff spoke in a way they could understand. Ninety percent of parents/caregivers said that staff treated them with respect. Ninety-three percent reported that staff respected their family's religious/spiritual beliefs, and 91% reported that staff were sensitive to their culture/ethnic background.
- In the social connectedness domain, 86% of parents/caregivers said they have people with whom they are comfortable talking about their child's problems. Eighty-eight percent reported they know people who will listen and understand when they need to talk. Eighty-eight percent reported they have people with whom they can do enjoyable things. Eighty-six percent indicated that in a crisis, they would have the support needed from family or friends.
- In the improved functioning domain, 71% of respondents reported that their child/adolescent is better able to do things he or she wants to do. Sixty-six percent reported their child/adolescent gets along better with friends and other people. Similarly, 66% reported their child/adolescent gets along better with family members. Sixty-two percent said that their child/adolescent is better at handling daily life. Fifty-eight percent of parents/caregivers reported their child is better able to cope when things go wrong.

## **FURTHER CHILD FINDINGS:**

### ***Juvenile Justice Involvement (Questions 36, 37, 38, 42, 43, and 44)***

Parents/caregivers of children/adolescents were asked if their child/adolescent had been arrested during various time periods in the past.

## KEY FINDINGS

- Of the children/adolescents who began treatment in the past 12 months, two (3%) parents/caregivers responded that their child/adolescent had been arrested since starting treatment, and six (8%) responded that their child/adolescent was arrested in the year before that.
- The Juvenile Justice Involvement section questioned respondents who reported arrests made prior to and after receiving mental health services to determine the association between being in treatment and juvenile justice involvement. For those in treatment for less than a year, of the 75 parents/caregivers responding, seven (9%) indicated decreased encounters with the police since their child began receiving mental health services, five (7%) reported their child's contact level remained the same, and one (1%) indicated that it had increased. For 62 respondents (83%), this question was not relevant. Excluding the 62 to whom the question is not relevant, 54% (7 of 13) indicated a reduction in criminal justice contact, 38% (5 of 13) indicated that the level remained the same, and 8% (1 of 13) indicated an increase in criminal justice contact.
- Parents/caregivers of children/adolescents who had been in treatment for more than a year reported that zero (0%) had been arrested in the most recent 12 months, and 3 (3%) had been arrested in the 12 months prior.
- The survey asked the parents/caregivers of children/adolescents who had been in treatment for more than one year about their child's/adolescent's encounters with police during the past 12 months. Six (6%) indicated that contact had been reduced, two (2%) indicated it had remained the same, two (2%) indicated it had increased, and 90 (90%) indicated the question did not apply to them. Excluding from the analysis the 90 individuals to whom the question is not applicable, 60% (6 of 10) indicated a reduction in criminal justice contact, 20% (2 of 10) indicated that the level remained the same, and 20% (2 of 10) indicated that the level increased.

### *School Issues Reported (Questions 39, 40, 41, 45, 46, 47, 48 and 49)*

This section asked parents/caregivers of children/adolescents whether their child/adolescent had been expelled or suspended from school in the past, how often their child/adolescent was absent from school, whether the child's/adolescent's grades had improved as a result of their mental health services, and whether their child/adolescent had received mental health services at school.

## KEY FINDINGS

- Of all parents/caregivers of children/adolescents who began treatment in the past 12 months, 8 (11%) reported their child/adolescent had been expelled or suspended since starting treatment, and 10 (13%) reported their child/adolescent had been expelled or suspended in the year prior to that.
- In a slightly different approach to the issue of the association between being in treatment and school attendance, for those in treatment for less than a year, of the

75 parents/caregivers responding, 14 (19%) indicated that the number of days their child/adolescent was in school had increased since their child began to receive mental health services, 31 (41%) reported their child's school attendance level remained the same, and four (5%) indicated it had decreased. For 26 (35%) respondents, this question was not relevant. Excluding from the analysis these 26 to whom the question is not relevant, 29% (14 of 49) indicated that the number of days their child/adolescent was in school had increased since their child began to receive mental health services, 63% (31 of 49) reported their child's school attendance level remained the same and 8% (4 of 49) indicated it had decreased.

- Of all children/adolescents who had been in treatment for more than a year, 17 (17%) parents/caregivers reported that their child/adolescent had been expelled or suspended in the most recent 12 months, and 18 (18%) reported their child/adolescent had been expelled or suspended in the 12 months prior to that.
- In a slightly different approach to the issue of the association between being in treatment and school attendance, for those in treatment for more than a year, of the 100 parents/caregivers responding, 28 (28%) indicated that the number of days their child/adolescent was in school had increased since their child began to receive mental health services, 44 (44%) reported their child's school attendance level remained the same, and 7 (7%) indicated it had decreased. For 21 (21%) respondents, this question was not relevant. When these 21 are excluded from the analysis, 35% (28 of 79) indicated that the number of days their child/adolescent was in school had increased since their child began to receive mental health services, 56% (44 of 79) reported their child's school attendance level remained the same, and 9% (7 of 79) indicated it had decreased.
- Question 48 states, "Do you believe that your child's grades have improved as a result of mental health services?" Of the 163 to whom Question 48 was applicable, 69% (112 of 163) of parents/caregivers indicated that they believe that their child's/adolescent's grades improved as a result of mental health services.
- Of the 175 parents/caregivers for whom Question 49 was applicable, 62% (109 of 175) indicated that their child/adolescent received mental health services at school. Those responding "Not applicable/not in school" were excluded from this calculation.

# Appendix A:

## Adult Survey Responses

Frequency tables provide the distribution of all possible response options to each question.

Which agency did you visit today?				
Clinic Name	Frequency	Percent	Cumulative Frequency	Cumulative Percent
ARISA - FORMALLY KNOWN AS MID-SOUTH HEALTH SYSTEMS	98	27.61	98	27.61
CENTERS FOR YOUTH AND FAMILIES INC.	9	2.54	107	30.14
COUNSELING ASSOCIATES INC - NOW AN AFFILIATE OF ARISA	37	10.42	144	40.56
DELTA COUNSELING ASSOCIATES	6	1.69	150	42.25
OUACHITA BEHAVIORAL HEALTH AND WELLNESS	30	8.45	180	50.70
OZARK GUIDANCE CENTER - NOW AN AFFILIATE OF ARISA	59	16.62	239	67.32
PROFESSIONAL COUNSELING ASSOCIATES - NOW AN AFFILIATE OF ARISA	7	1.97	246	69.30
SOUTH ARKANSAS REGIONAL HEALTH CENTER (NEW HAVEN)	37	10.42	283	79.72
SOUTHEAST ARKANSAS BEHAVIORAL HEALTHCARE SYSTEM INC.	13	3.66	296	83.38
SOUTHWEST ARKANSAS COUNSELING & MENTAL HEALTH CENTER	22	6.20	318	89.58
THE COUNSELING CLINIC	17	4.79	335	94.37
WESTERN ARKANSAS COUNSELING AND GUIDANCE CENTER	20	5.63	355	100.00

What county do you live in?				
County	Frequency	Percent	Cumulative Frequency	Cumulative Percent
ARKANSAS	20	5.65	20	5.65
ASHLEY	1	0.28	21	5.93
BAXTER	13	3.67	34	9.60
BENTON	22	6.21	56	15.82
BOONE	13	3.67	69	19.49
BRADLEY	0	0.00	69	19.49
CALHOUN	1	0.28	70	19.77
CARROLL	9	2.54	79	22.32
CHICOT	1	0.28	80	22.60
CLARK	3	0.85	83	23.45
CLAY	1	0.28	84	23.73
CLEBURNE	3	0.85	87	24.58
CLEVELAND	5	1.41	92	25.99
COLUMBIA	10	2.82	102	28.81
CONWAY	2	0.56	104	29.38
CRAIGHEAD	10	2.82	114	32.20
CRAWFORD	8	2.26	122	34.46
CRITTENDEN	2	0.56	124	35.03
CROSS	0	0.00	124	35.03
DALLAS	1	0.28	125	35.31
DESHA	1	0.28	126	35.59
DREW	4	1.13	130	36.72
FAULKNER	15	4.24	145	40.96
FRANKLIN	0	0.00	145	40.96
FULTON	3	0.85	148	41.81
GARLAND	18	5.08	166	46.89
GRANT	0	0.00	166	46.89
GREENE	3	0.85	169	47.74
HEMPSTEAD	12	3.39	181	51.13
HOT SPRING	4	1.13	185	52.26
HOWARD	2	0.56	187	52.82
INDEPENDENCE	3	0.85	190	53.67
IZARD	1	0.28	191	53.95
JACKSON	2	0.56	193	54.52
JEFFERSON	4	1.13	197	55.65
JOHNSON	5	1.41	202	57.06

What county do you live in?				
County	Frequency	Percent	Cumulative Frequency	Cumulative Percent
LAFAYETTE	0	0.00	202	57.06
LAWRENCE	2	0.56	204	57.63
LEE	0	0.00	204	57.63
LINCOLN	2	0.56	206	58.19
LITTLE RIVER	1	0.28	207	58.47
LOGAN	1	0.28	208	58.76
LONOKE	3	0.85	211	59.60
MADISON	4	1.13	215	60.73
MARION	2	0.56	217	61.30
MILLER	2	0.56	219	61.86
MISSISSIPPI	3	0.85	222	62.71
MONROE	1	0.28	223	62.99
MONTGOMERY	1	0.28	224	63.28
NEVADA	3	0.85	227	64.12
NEWTON	0	0.00	227	64.12
OUACHITA	14	3.95	241	68.08
PERRY	1	0.28	242	68.36
PHILLIPS	0	0.00	242	68.36
PIKE	1	0.28	243	68.64
POINSETT	1	0.28	244	68.93
POLK	2	0.56	246	69.49
POPE	15	4.24	261	73.73
PRAIRIE	1	0.28	262	74.01
PULASKI	16	4.52	278	78.53
RANDOLPH	2	0.56	280	79.10
ST. FRANCIS	1	0.28	281	79.38
SALINE	13	3.67	294	83.05
SCOTT	1	0.28	295	83.33
SEARCY	0	0.00	295	83.33
SEBASTIAN	8	2.26	303	85.59
SEVIER	1	0.28	304	85.88
SHARP	6	1.69	310	87.57
STONE	5	1.41	315	88.98
UNION	7	1.98	322	90.96
VAN BUREN	3	0.85	325	91.81
WASHINGTON	27	7.63	352	99.44

What county do you live in?				
County	Frequency	Percent	Cumulative Frequency	Cumulative Percent
WHITE	0	0.00	352	99.44
WOODRUFF	0	0.00	352	99.44
YELL	2	0.56	354	100.00

Have you taken this survey in the past 6 months?				
Adult Survey	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	10	2.85	10	2.85
No	341	97.15	351	100.00

Survey Type				
Survey Type	Frequency	Percent	Cumulative Frequency	Cumulative Percent
ONLINE	333	93.28	333	93.28
PAPER	24	6.72	357	100.00

Q1) I like the services I received here.				
Q1	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	183	51.55	183	51.55
Agree	116	32.68	299	84.23
Undecided	23	6.48	322	90.70
Disagree	15	4.23	337	94.93
Strongly Disagree	12	3.38	349	98.31
Not Applicable	6	1.69	355	100.00

**Q2) If I had other choices, I would still get services from this agency.**

<b>Q2</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Strongly Agree</b>	162	47.23	162	47.23
<b>Agree</b>	83	24.20	245	71.43
<b>Undecided</b>	56	16.33	301	87.76
<b>Disagree</b>	17	4.96	318	92.71
<b>Strongly Disagree</b>	15	4.37	333	97.08
<b>Not Applicable</b>	10	2.92	343	100.00

**Q3) I would recommend this agency to a friend or family member.**

<b>Q3</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Strongly Agree</b>	170	48.30	170	48.30
<b>Agree</b>	109	30.97	279	79.26
<b>Undecided</b>	37	10.51	316	89.77
<b>Disagree</b>	15	4.26	331	94.03
<b>Strongly Disagree</b>	14	3.98	345	98.01
<b>Not Applicable</b>	7	1.99	352	100.00

**Q4) The location of services was convenient (parking, public transportation, distance, etc.).**

<b>Q4</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Strongly Agree</b>	168	47.46	168	47.46
<b>Agree</b>	132	37.29	300	84.75
<b>Undecided</b>	21	5.93	321	90.68
<b>Disagree</b>	17	4.80	338	95.48
<b>Strongly Disagree</b>	4	1.13	342	96.61
<b>Not Applicable</b>	12	3.39	354	100.00

**Q5) Staff were willing to see me as often as I felt was necessary.**

Q5	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	181	51.27	181	51.27
Agree	114	32.29	295	83.57
Undecided	20	5.67	315	89.24
Disagree	21	5.95	336	95.18
Strongly Disagree	10	2.83	346	98.02
Not Applicable	7	1.98	353	100.00

**Q6) Staff returned my calls within 24 hours.**

Q6	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	138	39.88	138	39.88
Agree	111	32.08	249	71.97
Undecided	13	3.76	262	75.72
Disagree	27	7.80	289	83.53
Strongly Disagree	10	2.89	299	86.42
Not Applicable	47	13.58	346	100.00

**Q7) Services were available at times that were good for me.**

Q7	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	169	49.13	169	49.13
Agree	137	39.83	306	88.95
Undecided	14	4.07	320	93.02
Disagree	15	4.36	335	97.38
Strongly Disagree	3	0.87	338	98.26
Not Applicable	6	1.74	344	100.00

<b>Q8) I was able to get all the services I thought I needed.</b>				
<b>Q8</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Strongly Agree	152	43.93	152	43.93
Agree	114	32.95	266	76.88
Undecided	29	8.38	295	85.26
Disagree	30	8.67	325	93.93
Strongly Disagree	15	4.34	340	98.27
Not Applicable	6	1.73	346	100.00

<b>Q9) I was able to see a psychiatrist when I wanted to.</b>				
<b>Q9</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Strongly Agree	125	36.02	125	36.02
Agree	108	31.12	233	67.15
Undecided	29	8.36	262	75.50
Disagree	27	7.78	289	83.29
Strongly Disagree	22	6.34	311	89.63
Not Applicable	36	10.37	347	100.00

<b>Q10) Staff here believe that I can grow, change and recover.</b>				
<b>Q10</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Strongly Agree	163	46.70	163	46.70
Agree	118	33.81	281	80.52
Undecided	39	11.17	320	91.69
Disagree	5	1.43	325	93.12
Strongly Disagree	8	2.29	333	95.42
Not Applicable	16	4.58	349	100.00

**Q11) I felt comfortable asking questions about my treatment and medication.**

<b>Q11</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Strongly Agree</b>	177	52.37	177	52.37
<b>Agree</b>	107	31.66	284	84.02
<b>Undecided</b>	22	6.51	306	90.53
<b>Disagree</b>	13	3.85	319	94.38
<b>Strongly Disagree</b>	9	2.66	328	97.04
<b>Not Applicable</b>	10	2.96	338	100.00

**Q12) I felt free to complain.**

<b>Q12</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Strongly Agree</b>	155	45.86	155	45.86
<b>Agree</b>	105	31.07	260	76.92
<b>Undecided</b>	30	8.88	290	85.80
<b>Disagree</b>	19	5.62	309	91.42
<b>Strongly Disagree</b>	9	2.66	318	94.08
<b>Not Applicable</b>	20	5.92	338	100.00

**Q13) I was given information about my rights.**

<b>Q13</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Strongly Agree</b>	159	47.60	159	47.60
<b>Agree</b>	116	34.73	275	82.34
<b>Undecided</b>	21	6.29	296	88.62
<b>Disagree</b>	19	5.69	315	94.31
<b>Strongly Disagree</b>	1	0.30	316	94.61
<b>Not Applicable</b>	18	5.39	334	100.00

**Q14) Staff encouraged me to take responsibility for how I live my life.**

Q14	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	154	45.43	154	45.43
Agree	117	34.51	271	79.94
Undecided	21	6.19	292	86.14
Disagree	14	4.13	306	90.27
Strongly Disagree	11	3.24	317	93.51
Not Applicable	22	6.49	339	100.00

**Q15) Staff told me what side effects to watch out for**

Q15	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	122	36.31	122	36.31
Agree	104	30.95	226	67.26
Undecided	27	8.04	253	75.30
Disagree	27	8.04	280	83.33
Strongly Disagree	10	2.98	290	86.31
Not Applicable	46	13.69	336	100.00

**Q16) Staff respected my wishes about who is and who is not to be given information about my treatment.**

Q16	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	182	55.66	182	55.66
Agree	107	32.72	289	88.38
Undecided	15	4.59	304	92.97
Disagree	2	0.61	306	93.58
Strongly Disagree	2	0.61	308	94.19
Not Applicable	19	5.81	327	100.00

<b>Q17) I, not staff, decided my treatment goals.</b>				
<b>Q17</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Strongly Agree	121	37.58	121	37.58
Agree	107	33.23	228	70.81
Undecided	52	16.15	280	86.96
Disagree	17	5.28	297	92.24
Strongly Disagree	11	3.42	308	95.65
Not Applicable	14	4.35	322	100.00

<b>Q18) Staff were sensitive to my cultural background (race, religion, language, etc.).</b>				
<b>Q18</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Strongly Agree	144	43.77	144	43.77
Agree	111	33.74	255	77.51
Undecided	24	7.29	279	84.80
Disagree	5	1.52	284	86.32
Strongly Disagree	6	1.82	290	88.15
Not Applicable	39	11.85	329	100.00

<b>Q19) Staff helped me obtain the information I needed so that I could take charge of managing my illness.</b>				
<b>Q19</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Strongly Agree	143	43.20	143	43.20
Agree	111	33.53	254	76.74
Undecided	35	10.57	289	87.31
Disagree	11	3.32	300	90.63
Strongly Disagree	15	4.53	315	95.17
Not Applicable	16	4.83	331	100.00

**Q20) I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone lines, etc.).**

Q20	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	110	33.54	110	33.54
Agree	90	27.44	200	60.98
Undecided	34	10.37	234	71.34
Disagree	35	10.67	269	82.01
Strongly Disagree	11	3.35	280	85.37
Not Applicable	48	14.63	328	100.00

**Q21) As a direct result of services I received, I deal more effectively with daily problems.**

Q21	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	113	35.09	113	35.09
Agree	114	35.40	227	70.50
Undecided	47	14.60	274	85.09
Disagree	21	6.52	295	91.61
Strongly Disagree	14	4.35	309	95.96
Not Applicable	13	4.04	322	100.00

**Q22) As a direct result of services I received, I am better able to control my life.**

Q22	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	106	33.44	106	33.44
Agree	111	35.02	217	68.45
Undecided	65	20.50	282	88.96
Disagree	17	5.36	299	94.32
Strongly Disagree	12	3.79	311	98.11
Not Applicable	6	1.89	317	100.00

**Q23) As a direct result of services I received, I am better able to deal with crisis.**

<b>Q23</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Strongly Agree	100	31.45	100	31.45
Agree	118	37.11	218	68.55
Undecided	58	18.24	276	86.79
Disagree	21	6.60	297	93.40
Strongly Disagree	13	4.09	310	97.48
Not Applicable	8	2.52	318	100.00

**Q24) As a direct result of services I received, I am getting along better with my family.**

<b>Q24</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Strongly Agree	103	32.09	103	32.09
Agree	92	28.66	195	60.75
Undecided	59	18.38	254	79.13
Disagree	19	5.92	273	85.05
Strongly Disagree	13	4.05	286	89.10
Not Applicable	35	10.90	321	100.00

**Q25) As a direct result of services I received, I do better in social situations.**

<b>Q25</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Strongly Agree	83	25.78	83	25.78
Agree	108	33.54	191	59.32
Undecided	63	19.57	254	78.88
Disagree	38	11.80	292	90.68
Strongly Disagree	16	4.97	308	95.65
Not Applicable	14	4.35	322	100.00

**Q26) As a direct result of services I received, I do better in school and/or work.**

Q26	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	60	19.17	60	19.17
Agree	53	16.93	113	36.10
Undecided	37	11.82	150	47.92
Disagree	16	5.11	166	53.04
Strongly Disagree	13	4.15	179	57.19
Not Applicable	134	42.81	313	100.00

**Q27) As a direct result of services I received, my housing situation has improved.**

Q27	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	70	22.51	70	22.51
Agree	68	21.86	138	44.37
Undecided	42	13.50	180	57.88
Disagree	32	10.29	212	68.17
Strongly Disagree	14	4.50	226	72.67
Not Applicable	85	27.33	311	100.00

**Q28) As a direct result of services I received, my symptoms are not bothering me as much.**

Q28	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	86	27.56	86	27.56
Agree	113	36.22	199	63.78
Undecided	46	14.74	245	78.53
Disagree	42	13.46	287	91.99
Strongly Disagree	18	5.77	305	97.76
Not Applicable	7	2.24	312	100.00

**Q29) As a direct result of services I received, I do things that are more meaningful to me.**

Q29	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	97	30.89	97	30.89
Agree	108	34.39	205	65.29
Undecided	49	15.61	254	80.89
Disagree	27	8.60	281	89.49
Strongly Disagree	14	4.46	295	93.95
Not Applicable	19	6.05	314	100.00

**Q30) As a direct result of services I received, I am better able to take care of my needs.**

Q30	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	94	29.94	94	29.94
Agree	126	40.13	220	70.06
Undecided	45	14.33	265	84.39
Disagree	25	7.96	290	92.36
Strongly Disagree	16	5.10	306	97.45
Not Applicable	8	2.55	314	100.00

**Q31) As a direct result of services I received, I am better able to handle things when they go wrong.**

Q31	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	85	27.96	85	27.96
Agree	114	37.50	199	65.46
Undecided	57	18.75	256	84.21
Disagree	25	8.22	281	92.43
Strongly Disagree	16	5.26	297	97.70
Not Applicable	7	2.30	304	100.00

**Q32) As a direct result of services I received, I am better able to do things that I want to do.**

<b>Q32</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Strongly Agree</b>	83	27.48	83	27.48
<b>Agree</b>	106	35.10	189	62.58
<b>Undecided</b>	54	17.88	243	80.46
<b>Disagree</b>	26	8.61	269	89.07
<b>Strongly Disagree</b>	15	4.97	284	94.04
<b>Not Applicable</b>	18	5.96	302	100.00

**Q33) As a direct result of services I received, I am happy with the friendships I have.**

<b>Q33</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Strongly Agree</b>	89	29.57	89	29.57
<b>Agree</b>	88	29.24	177	58.80
<b>Undecided</b>	55	18.27	232	77.08
<b>Disagree</b>	11	3.65	243	80.73
<b>Strongly Disagree</b>	19	6.31	262	87.04
<b>Not Applicable</b>	39	12.96	301	100.00

**Q34) As a direct result of services I received, I have people with whom I can do enjoyable things.**

<b>Q34</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Strongly Agree</b>	88	28.85	88	28.85
<b>Agree</b>	84	27.54	172	56.39
<b>Undecided</b>	58	19.02	230	75.41
<b>Disagree</b>	25	8.20	255	83.61
<b>Strongly Disagree</b>	17	5.57	272	89.18
<b>Not Applicable</b>	33	10.82	305	100.00

**Q35) As a direct result of services I received, I feel I belong in my community.**

Q35	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	70	23.03	70	23.03
Agree	82	26.97	152	50.00
Undecided	57	18.75	209	68.75
Disagree	37	12.17	246	80.92
Strongly Disagree	22	7.24	268	88.16
Not Applicable	36	11.84	304	100.00

**Q36) As a direct result of services I received, in a crisis, I would have the support I need from family or friends.**

Q36	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Agree	86	28.29	86	28.29
Agree	98	32.24	184	60.53
Undecided	51	16.78	235	77.30
Disagree	23	7.57	258	84.87
Strongly Disagree	17	5.59	275	90.46
Not Applicable	29	9.54	304	100.00

**Q37) Are you currently (still) getting mental health services from this provider?**

Q37	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	256	84.77	256	84.77
No	46	15.23	302	100.00

**Q38) How long have you received mental health services from this provider?**

Q38	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Less than a year (less than 12 months)	79	26.16	79	26.16
1 year or more (at least 12 months)	223	73.84	302	100.00

**Q39) Were you arrested since you began to receive mental health services?**

Q39	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	3	3.80	3	3.80
No	76	96.20	79	100.00

**Q40) Were you arrested during the 12 months prior to that?**

Q40	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	10	12.66	10	12.66
No	69	87.34	79	100.00

**Q41) Since you began to receive mental health services, have your encounters with the police...**

Q41	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Been reduced (for example, I have not been arrested, hassled by police, taken by police to a shelter or crisis program)	8	10.26	8	10.26
Stayed the same	6	7.69	14	17.95
Increased	0	0.00	14	17.95
Not applicable (I had no police encounters this year or last year)	64	82.05	78	100.00

**Q42) Were you arrested during the last 12 months?**

Q42	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	14	6.36	14	6.36
No	206	93.34	220	100.00

**Q43) Were you arrested during the 12 months prior to that?**

Q43	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	8	3.69	8	3.69
No	209	96.31	217	100.00

**Q44) Over the last year, have your encounters with the police...**

Q44	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Been reduced (for example, I have not been arrested, hassled by police, taken by police to a shelter or crisis program)	12	5.48	12	5.48
Stayed the same	16	7.31	28	12.79
Increased	6	2.74	34	15.53
Not applicable (I had no police encounters this year or last year)	185	84.47	219	100.00

**Q45) In the last 12 months, did you spend any time in jail/prison?**

Q45	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	16	5.33	16	5.33
No	284	94.67	300	100.00

**Q46) In the last 12 months, how long were you in jail/prison?**

Q46	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Less than 24 hours	1	7.14	1	7.14
1 to 14 days	7	50.00	8	57.14
15 to 30 days	2	14.29	10	71.43
1 to 3 months	4	28.57	14	100.00
4 to 8 months	0	0.00	14	100.00
9 to 12 months	0	0.00	14	100.00

**Q47) How long ago did you first contact the clinic for services?**

Q47	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Less than 6 months	35	11.78	35	11.78
At least 6 months but less than a year	42	14.14	77	25.93
At least 1 year but less than 2 years	37	12.46	114	38.38
At least 2 years but less than 5 years	68	22.90	182	61.28
At least 5 years or more	115	38.72	297	100.00

<b>Q48) When you first contacted the clinic, how long was it until your first appointment?</b>				
<b>Q48</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>1 to 7 days</b>	102	34.46	102	34.46
<b>8 to 14 days</b>	57	19.26	159	53.72
<b>15 to 30 days</b>	30	10.14	189	63.85
<b>More than 30 days</b>	24	8.11	213	71.96
<b>Don't remember</b>	83	28.04	296	100.00

<b>Q49) Was your first appointment soon enough to meet your needs?</b>				
<b>Q49</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Yes</b>	260	88.14	260	88.14
<b>No</b>	35	11.86	295	100.00

<b>Q50) What is your age now?</b>				
<b>Q50</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>18 to 24</b>	13	4.36	13	4.36
<b>25 to 34</b>	40	13.42	53	17.79
<b>35 to 44</b>	69	23.15	122	40.94
<b>45 to 54</b>	68	22.82	190	63.76
<b>55 to 64</b>	79	26.51	269	90.27
<b>65 to 74</b>	24	8.05	293	98.32
<b>75 or older</b>	5	1.68	298	100.00

<b>Q51) What is your gender?</b>				
<b>Q51</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Male</b>	85	28.72	85	28.72
<b>Female</b>	206	69.59	291	98.31
<b>Not Available</b>	5	1.69	296	100.00

<b>Q52) Are you of Hispanic or Latino origin or descent?</b>				
<b>Q52</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Yes, Hispanic or Latino	11	3.74	11	3.74
No, not Hispanic or Latino	283	96.26	294	100.00

<b>Q53) What is your race? Please mark one or more.</b>				
<b>Q53</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
White	220	74.32	220	74.32
Black or African American	43	14.53	263	88.85
Asian	0	0.00	263	88.85
Native Hawaiian or other Pacific Islander	0	0.00	263	88.85
American Indian or Alaska Native	3	1.01	266	89.86
Some other race	9	3.04	275	92.91
Multiracial	21	7.09	296	100.00

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# Appendix B:

## Child/Adolescent Survey Responses

Frequency tables provide the distribution of all possible response options to each question.

Which agency did you visit today?				
Clinic Name	Frequency	Percent	Cumulative Frequency	Cumulative Percent
ARISA - FORMALLY KNOWN AS MID-SOUTH HEALTH SYSTEMS	78	34.51	78	34.51
CENTERS FOR YOUTH AND FAMILIES INC.	11	4.87	89	39.38
COUNSELING ASSOCIATES INC - NOW AN AFFILIATE OF ARISA	27	11.95	116	51.33
DELTA COUNSELING ASSOCIATES	3	1.33	119	52.65
OUACHITA BEHAVIORAL HEALTH AND WELLNESS	20	8.85	139	61.50
OZARK GUIDANCE CENTER - NOW AN AFFILIATE OF ARISA	37	16.37	176	77.88
PROFESSIONAL COUNSELING ASSOCIATES - NOW AN AFFILIATE OF ARISA	1	0.44	177	78.32
SOUTH ARKANSAS REGIONAL HEALTH CENTER (NEW HAVEN)	19	8.41	196	86.73
SOUTHEAST ARKANSAS BEHAVIORAL HEALTHCARE SYSTEM INC.	1	0.44	197	87.17
SOUTHWEST ARKANSAS COUNSELING & MENTAL HEALTH CENTER	2	0.88	199	88.05
THE COUNSELING CLINIC	14	6.19	213	94.25
WESTERN ARKANSAS COUNSELING AND GUIDANCE CENTER	13	5.75	226	100.00

What county do you live in?				
County	Frequency	Percent	Cumulative Frequency	Cumulative Percent
ARKANSAS	10	4.46	10	4.46
BAXTER	2	0.89	12	5.36
BENTON	28	12.50	40	17.86
BOONE	1	0.45	41	18.30
CLAY	2	0.89	43	19.20
CLEBURNE	1	0.45	44	19.64
COLUMBIA	2	0.89	46	20.54
CONWAY	6	2.68	52	23.21
CRAIGHEAD	5	2.23	57	25.45
CRAWFORD	2	0.89	59	26.34
CRITTENDEN	1	0.45	60	26.79
CROSS	1	0.45	61	27.23
DESHA	1	0.45	62	27.68
DREW	1	0.45	63	28.13
FAULKNER	24	10.71	87	38.84
FRANKLIN	4	1.79	91	40.63
GARLAND	15	6.70	106	47.32
HEMPSTEAD	1	0.45	107	47.77
HOT SPRING	3	1.34	110	49.11
INDEPENDENCE	1	0.45	111	49.55
IZARD	1	0.45	112	50.00
JACKSON	1	0.45	113	50.45
JEFFERSON	2	0.89	115	51.34
LAFAYETTE	2	0.89	117	52.23
LEE	2	0.89	119	53.13
LONOKE	1	0.45	120	53.57
MADISON	1	0.45	121	54.02
MARION	3	1.34	124	55.36
MILLER	1	0.45	125	55.80
MONROE	2	0.89	127	56.70
MONTGOMERY	1	0.45	128	57.14
NEVADA	1	0.45	129	57.59
OUACHITA	10	4.46	139	62.05
PERRY	4	1.79	143	63.84
POINSETT	1	0.45	144	64.29
POPE	6	2.68	150	66.96

What county do you live in?				
County	Frequency	Percent	Cumulative Frequency	Cumulative Percent
PULASKI	5	2.23	155	69.20
RANDOLPH	1	0.45	156	69.64
SALINE	10	4.46	166	74.11
SCOTT	1	0.45	167	74.55
SEARCY	1	0.45	168	75.00
SEBASTIAN	4	1.79	172	76.79
STONE	3	1.34	175	78.13
UNION	3	1.34	178	79.46
WASHINGTON	44	19.64	222	99.11
YELL	2	0.89	224	100.00

Have you taken this survey in the past 6 months?				
Child Survey	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	2	0.89	2	0.89
No	222	99.11	224	100.00

Q1) Overall, I am satisfied with the services my child received.				
Q1	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Disagree	26	11.56	26	11.56
Disagree	7	3.11	33	14.67
Undecided	19	8.44	52	23.11
Agree	75	33.33	127	56.44
Strongly Agree	94	41.78	221	98.22
Not Applicable	4	1.78	225	100.00

<b>Q2) I helped to choose my child's services.</b>				
<b>Q2</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Strongly Disagree	11	5.02	11	5.02
Disagree	17	7.76	28	12.79
Undecided	19	8.68	47	21.46
Agree	88	40.18	135	61.64
Strongly Agree	71	32.42	206	94.06
Not Applicable	13	5.94	219	100.00

<b>Q3) I helped to choose my child's treatment goals.</b>				
<b>Q3</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Strongly Disagree	7	3.13	7	3.13
Disagree	6	2.68	13	5.80
Undecided	16	7.14	29	12.95
Agree	92	41.07	121	54.02
Strongly Agree	91	40.63	212	94.64
Not Applicable	12	5.36	224	100.00

<b>Q4) The people helping my child stuck with us, no matter what.</b>				
<b>Q4</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Strongly Disagree	23	10.18	23	10.18
Disagree	13	5.75	36	15.93
Undecided	14	6.19	50	22.12
Agree	69	30.53	119	52.65
Strongly Agree	93	41.15	212	93.81
Not Applicable	14	6.19	226	100.00

<b>Q5) I felt my child had someone to talk to when he/she was troubled.</b>				
<b>Q5</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Strongly Disagree	20	8.85	20	8.85
Disagree	17	7.52	37	16.37
Undecided	10	4.42	47	20.80
Agree	79	34.96	126	55.75
Strongly Agree	94	41.59	220	97.35
Not Applicable	6	2.65	226	100.00

<b>Q6) I participated in my child's treatment.</b>				
<b>Q6</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Strongly Disagree	10	4.61	10	4.61
Disagree	7	3.23	17	7.83
Undecided	6	2.76	23	10.60
Agree	81	37.33	104	47.93
Strongly Agree	104	47.93	208	95.85
Not Applicable	9	4.15	217	100.00

<b>Q7) The services my child and/or family received were right for us.</b>				
<b>Q7</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Strongly Disagree	21	9.81	21	9.81
Disagree	15	7.01	36	16.82
Undecided	18	8.41	54	25.23
Agree	79	36.92	133	62.15
Strongly Agree	76	35.51	209	97.66
Not Applicable	5	2.34	214	100.00

<b>Q8) The location of services was convenient for us.</b>				
<b>Q8</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Strongly Disagree	9	4.17	9	4.17
Disagree	5	2.31	14	6.48
Undecided	5	2.31	19	8.80
Agree	85	39.35	104	48.15
Strongly Agree	107	49.54	211	97.69
Not Applicable	5	2.31	216	100.00

<b>Q9) Services were available at times that were convenient for us.</b>				
<b>Q9</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Strongly Disagree	20	9.26	20	9.26
Disagree	9	4.17	29	13.43
Undecided	9	4.17	38	17.59
Agree	78	36.11	116	53.70
Strongly Agree	96	44.44	212	98.15
Not Applicable	4	1.85	216	100.00

<b>Q10) My family got the help we wanted for my child.</b>				
<b>Q10</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Strongly Disagree	25	11.63	25	11.63
Disagree	16	7.44	41	19.07
Undecided	19	8.84	60	27.91
Agree	73	33.95	133	61.86
Strongly Agree	78	36.28	211	98.14
Not Applicable	4	1.86	215	100.00

**Q11) My family got as much help as we needed for my child.**

Q11	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Disagree	27	12.86	27	12.86
Disagree	18	8.57	45	21.43
Undecided	27	12.86	72	34.29
Agree	68	32.38	140	66.67
Strongly Agree	64	30.48	204	97.14
Not Applicable	6	2.86	210	100.00

**Q12) Staff treated me with respect.**

Q12	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Disagree	10	4.83	10	4.83
Disagree	5	2.42	15	7.25
Undecided	7	3.38	22	10.63
Agree	67	32.37	89	43.00
Strongly Agree	115	55.56	204	98.55
Not Applicable	3	1.45	207	100.00

**Q13) Staff respected my family's religious/ spiritual beliefs.**

Q13	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Disagree	5	2.39	5	2.39
Disagree	1	0.48	6	2.87
Undecided	6	2.87	12	5.74
Agree	70	33.49	82	39.23
Strongly Agree	86	41.15	168	80.38
Not Applicable	41	19.62	209	100.00

**Q14) Staff spoke with me in a way that I understood.**

Q14	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Disagree	7	3.33	7	3.33
Disagree	6	2.86	13	6.19
Undecided	7	3.33	20	9.52
Agree	75	35.71	95	45.24
Strongly Agree	113	53.81	208	99.05
Not Applicable	2	0.95	210	100.00

**Q15) Staff were sensitive to my cultural/ethnic background.**

Q15	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Disagree	11	5.21	11	5.21
Disagree	0	0.00	11	5.21
Undecided	5	2.37	16	7.58
Agree	73	34.60	89	42.18
Strongly Agree	76	36.02	165	78.20
Not Applicable	46	21.80	211	100.00

**Q16) As a result of the mental health services my child received in the last 6 months, my child is better at handling daily life.**

Q16	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Disagree	18	8.61	18	8.61
Disagree	26	12.44	44	21.05
Undecided	34	16.27	78	37.32
Agree	74	35.41	152	72.73
Strongly Agree	52	24.88	204	97.61
Not Applicable	5	2.39	209	100.00

**Q17) As a result of the mental health services my child received in the last 6 months, my child gets along better with family members.**

Q17	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Disagree	12	5.83	12	5.83
Disagree	23	11.17	35	16.99
Undecided	31	15.05	66	32.04
Agree	78	37.86	144	69.90
Strongly Agree	48	23.30	192	93.20
Not Applicable	14	6.80	206	100.00

**Q18) As a result of the mental health services my child received in the last 6 months, my child gets along better with friends and other people.**

Q18	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Disagree	15	7.28	15	7.28
Disagree	19	9.22	34	16.50
Undecided	32	15.53	66	32.04
Agree	81	39.32	147	71.36
Strongly Agree	46	22.33	193	93.69
Not Applicable	13	6.31	206	100.00

**Q19) As a result of the mental health services my child received in the last 6 months, my child is doing better in school and/or work.**

Q19	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Disagree	15	7.25	15	7.25
Disagree	11	5.31	26	12.56
Undecided	38	18.36	64	30.92
Agree	81	39.13	145	70.05
Strongly Agree	50	24.15	195	94.20
Not Applicable	12	5.80	207	100.00

**Q20) As a result of the mental health services my child received in the last 6 months, my child is better able to cope when things go wrong.**

Q20	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Disagree	21	10.05	21	10.05
Disagree	33	15.79	54	25.84
Undecided	32	15.31	86	41.15
Agree	78	37.32	164	78.47
Strongly Agree	39	18.66	203	97.13
Not Applicable	6	2.87	209	100.00

**Q21) As a result of the mental health services my child received in the last 6 months, I am satisfied with our family life right now.**

Q21	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Disagree	12	5.77	12	5.77
Disagree	13	6.25	25	12.02
Undecided	29	13.94	54	25.96
Agree	92	44.23	146	70.19
Strongly Agree	56	26.92	202	97.12
Not Applicable	6	2.88	208	100.00

**Q22) As a result of the mental health services my child received in the last 6 months, my child is better able to do things he or she wants to do.**

Q22	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Disagree	11	5.31	11	5.31
Disagree	19	9.18	30	14.49
Undecided	32	15.46	62	29.95
Agree	87	42.03	149	71.98
Strongly Agree	52	25.12	201	97.10
Not Applicable	6	2.90	207	100.00

**Q23) I know people who will listen and understand me when I need to talk.**

<b>Q23</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Strongly Disagree</b>	5	2.62	5	2.62
<b>Disagree</b>	7	3.66	12	6.28
<b>Undecided</b>	11	5.76	23	12.04
<b>Agree</b>	88	46.07	111	58.12
<b>Strongly Agree</b>	76	39.79	187	97.91
<b>Not Applicable</b>	4	2.09	191	100.00

**Q24) I have people that I am comfortable talking with about my child's problems.**

<b>Q24</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Strongly Disagree</b>	9	4.76	9	4.76
<b>Disagree</b>	7	3.70	16	8.47
<b>Undecided</b>	10	5.29	26	13.76
<b>Agree</b>	78	41.27	104	55.03
<b>Strongly Agree</b>	82	43.39	186	98.41
<b>Not Applicable</b>	3	1.59	189	100.00

**Q25) In a crisis, I would have the support I need from family or friends.**

<b>Q25</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Strongly Disagree</b>	7	3.70	7	3.70
<b>Disagree</b>	9	4.76	16	8.47
<b>Undecided</b>	10	5.29	26	13.76
<b>Agree</b>	70	37.04	96	50.79
<b>Strongly Agree</b>	88	46.56	184	97.35
<b>Not Applicable</b>	5	2.65	189	100.00

Q26) I have people with whom I can do enjoyable things.				
Q26	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Strongly Disagree	4	2.13	4	2.13
Disagree	5	2.66	9	4.79
Undecided	12	6.38	21	11.17
Agree	77	40.96	98	52.13
Strongly Agree	86	45.74	184	97.87
Not Applicable	4	2.13	188	100.00

**Q27. What has been the most helpful thing about the services you and your child received over the last 6 months? (Please print.) Responses are included on individual clinic frequencies.**

**Q28. What would improve those services? (Please print.) Responses are included on individual clinic frequencies.**

Q29) Is your child currently living with you?				
Q29	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	181	93.78	181	93.78
No	12	6.22	193	100.00

Q30) Has your child lived in any of the following places in the last 6 months? (Check all that apply.)			
Q30	Frequency	Percent	Utilization Rate
With one or both parents	130	71.04	79.75
With another family member	24	13.11	14.72
Foster home	6	3.28	3.68
Therapeutic foster home	3	1.64	1.84
Crisis shelter	1	0.55	0.61
Homeless shelter	0	0.00	0.00
Group home	1	0.55	0.61
Residential treatment center	11	6.01	6.75
Hospital	1	0.55	0.61
Local jail or detention facility	1	0.55	0.61
State correctional facility	0	0.00	0.00
Runaway/homeless/on the streets	0	0.00	0.00
Other (Please describe. Please print.)	5	2.73	3.07

Q30_other				
Q30_other	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Frequency Missing = 5				

**Q31) In the last year, did your child see a medical doctor (or nurse) for a health checkup or because he/she was sick? (Check one.)**

Q31	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes, in a clinic or office	153	79.69	153	79.69
Yes, but only in a hospital emergency room	3	1.56	156	81.25
No	34	17.71	190	98.96
Do not remember	2	1.04	192	100.00

**Q32) Is your child on medication for emotional/behavioral problems?**

Q32	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	121	63.02	121	63.02
No	71	36.98	192	100.00

**Q33) Did the doctor or nurse tell you and/or your child what side effects to watch for?**

Q33	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	105	88.24	105	88.24
No	14	11.76	119	100.00

**Q34) Is your child still getting services from this center?**

Q34	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	144	79.12	144	79.12
No	38	20.88	182	100.00

<b>Q35) How long did your child receive services from this center?</b>				
<b>Q35</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Less than 1 month	6	3.41	6	3.41
1 – 2 months	8	4.55	14	7.95
3 – 5 months	19	10.80	33	18.75
6 months to 1 year	42	23.86	75	42.61
More than 1 year	101	57.39	176	100.00

<b>Q36) Was your child arrested since beginning to receive mental health services?</b>				
<b>Q36</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Yes	2	2.67	2	2.67
No	73	97.33	75	100.00

<b>Q37) Was your child arrested during the 12 months prior to that?</b>				
<b>Q37</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Yes	6	8.00	6	8.00
No	69	92.00	75	100.00

<b>Q38) Since your child began to receive mental health services, have his or her encounters with the police...</b>				
<b>Q38</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Been reduced (For example: My child has not been arrested, hassled by police, taken by police to a shelter or crisis program)	7	9.33	7	9.33
Stayed the same	5	6.67	12	16.00
Increased	1	1.33	13	17.33
Not applicable (My child had no police encounters this year or last year)	62	82.67	75	100.00

<b>Q39) Was your child expelled or suspended since beginning services?</b>				
<b>Q39</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Yes</b>	8	10.81	8	10.81
<b>No</b>	66	89.19	74	100.00

<b>Q40) Was your child expelled or suspended during the 12 months prior to that?</b>				
<b>Q40</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Yes</b>	10	13.33	10	13.33
<b>No</b>	65	86.67	75	100.00

<b>Q41) Since starting to receive services, the number of days my child was in school is</b>				
<b>Q41</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Greater</b>	14	18.67	14	18.67
<b>About the same</b>	31	41.33	45	60.00
<b>Less</b>	4	5.33	49	65.33
<b>Does not apply (Please select why this does not apply:)</b>	26	34.67	75	100.00

<b>Q41) Does not apply (Please select why this does not apply:)</b>				
<b>Q41_4</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Child did not have a problem with attendance before starting services.</b>	17	77.27	17	77.27
<b>Child is too young to be in school</b>	1	4.55	18	81.82
<b>Child was expelled from school</b>	0	0.00	18	81.82
<b>Child is home schooled</b>	1	4.55	19	86.36
<b>Child dropped out of school</b>	0	0.00	19	86.36
<b>Other (Please print.)</b>	3	13.64	22	100.00

Q41) Other (Please print.)				
Q41_other	Frequency	Percent	Cumulative Frequency	Cumulative Percent
18 AND OUT OF SCHOOL	1	33.33	1	33.33
MY CHILD IS A RUNNER AND WAS PLACED IN A LOCK DOWN FACILITY AND ALSO A TREATMENT FACILITY	1	33.33	2	66.67
TREATED DURING SUMMER	1	33.33	3	100.00

Q42) Was your child arrested during the last 12 months?				
Q42	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	0	0.00	0	0.00
No	100	100.00	100	100.00

Q43) Was your child arrested during the 12 months prior to that?				
Q43	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	3	3.03	3	3.03
No	96	96.97	99	100.00

Q44) Over the last year, have your child's encounters with the police...				
Q44	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Been reduced (For example: My child has not been arrested, hassled by police, taken by police to a shelter or crisis program.)	6	6.00	6	6.00
Stayed the same	2	2.00	8	8.00
Increased	2	2.00	10	10.00
Not applicable (My child had no police encounters this year or last year)	90	90.00	100	100.00

Q45) Was your child expelled or suspended during the last 12 months?				
Q45	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	17	17.35	17	17.35
No	81	82.65	98	100.00

Q46) Was your child expelled or suspended during the 12 months prior to that?				
Q46	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	18	18.00	18	18.00
No	82	82.00	100	100.00

Q47) Over the last year, the number of days my child was in school is				
Q47	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Greater	28	28.00	28	28.00
About the same	44	44.00	72	72.00
Less	7	7.00	79	79.00
Does not apply (Please select why this does not apply:)	21	21.00	100	100.00

Q47) Does not apply (Please select why this does not apply:)				
Q47_4	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Child did not have a problem with attendance before starting services.	19	95.00	19	95.00
Child is too young to be in school.	0	0.00	19	95.00
Child was expelled from school.	0	0.00	19	95.00
Child is home schooled	1	5.00	20	100.00
Child dropped out of school.	0	0.00	20	100.00
Other (Please print.)	0	0.00	20	100.00

Q47) Other (Please print.)				
Q47_other	Frequency	Percent	Cumulative Frequency	Cumulative Percent

Q48) Do you believe that your child's grades have improved as a result of mental health services?				
Q48	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	112	61.54	112	61.54
No	51	28.02	163	89.56
Not applicable/not in school	19	10.44	182	100.00

<b>Q49) Has your child received mental health services at school?</b>				
<b>Q49</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Yes	109	59.56	109	59.56
No	66	36.07	175	95.63
Not applicable/not in school	8	4.37	183	100.00

<b>Q50) How long ago did you first contact the clinic for services?</b>				
<b>Q50</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Less than 6 months	24	13.48	24	13.48
At least 6 months but less than a year	33	18.54	57	32.02
At least 1 year but less than 2 years	40	22.47	97	54.49
At least 2 years but less than 5 years	53	29.78	150	84.27
At least 5 years or more	28	15.73	178	100.00

<b>Q51) When you first contacted the clinic, how long was it until your child's first appointment?</b>				
<b>Q51</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
1 to 7 days	54	31.03	54	31.03
8 to 14 days	39	22.41	93	53.45
15 to 30 days	20	11.49	113	64.94
More than 30 days	11	6.32	124	71.26
Do not remember	50	28.74	174	100.00

<b>Q52) Was your child's first appointment soon enough to meet your needs?</b>				
<b>Q52</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Yes	154	88.51	154	88.51
No	20	11.49	174	100.00

<b>Q53) What is your child's age now?</b>				
<b>Q53</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Less than one year old	0	0.00	0	0.00
1 year old	0	0.00	0	0.00
2 years old	0	0.00	0	0.00
3 years old	0	0.00	0	0.00
4 years old	0	0.00	0	0.00
5 years old	4	2.33	4	2.33
6 years old	5	2.91	9	5.23
7 years old	4	2.33	13	7.56
8 years old	14	8.14	27	15.70
9 years old	10	5.81	37	21.51
10 years old	16	9.30	53	30.81
11 years old	8	4.65	61	35.47
12 years old	16	9.30	77	44.77
13 years old	20	11.63	97	56.40
14 years old	14	8.14	111	64.53
15 years old	17	9.88	128	74.42
16 years old	21	12.21	149	86.63
17 years old	18	10.47	167	97.09
18 years old	5	2.91	172	100.00

<b>Q54) What is your child's gender?</b>				
<b>Q54</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Male	87	49.43	87	49.43
Female	86	48.86	173	98.30
Not Available	3	1.70	176	100.00

<b>Q55) Is your child of Hispanic or Latino origin or descent?</b>				
<b>Q55</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
Yes, Hispanic or Latino	15	8.57	15	8.57
No, not Hispanic or Latino	160	91.43	175	100.00

**Q56) What is your child's race? Please mark one or more.**

<b>Q56</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
White	136	76.40	136	76.40
Black or African American	29	16.29	165	92.70
Asian	1	0.56	166	93.26
Native Hawaiian or other Pacific Islander	0	0.00	166	93.26
American Indian or Alaska Native	1	0.56	167	93.82
Multiracial	11	6.18	178	100.00

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HUMAN SERVICES**

**Division of Aging, Adult  
& Behavioral Health**

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