

# **New Hampshire Community Mental Health Center Client Satisfaction Survey Report 2021**



**Prepared by**  
JSI Research & Training Institute, Inc.  
44 Farnsworth Street  
Boston, MA 02210

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# Executive Summary

The New Hampshire Department of Health and Human Services (NH DHHS) Bureau of Mental Health Services (BMHS) contracted with JSI Research & Training Institute, Inc. (JSI) of Boston, MA to conduct the 2021 New Hampshire Community Mental Health Center Client Satisfaction Surveys. Adults, and family members of children receiving mental health services through 10 community mental health centers (CMHC) were surveyed. Clients included in the survey had at least two service visits in the last quarter of 2020 and may have commercial health insurance, Medicare or Medicaid or be uninsured. JSI used mail surveys with a \$5 up-front incentive, telephone follow-up of non-respondents, and an online web option. Data collection began May 21, 2021 and ended October 22, 2021. This summary highlights key findings, with additional details and center-specific information presented in the report.

For the **Adult Satisfaction Survey**, **679** or 44% of selected clients responded. The response rates for the individual centers ranged from 38% to 49%. About 38% of all respondents were male, 88% were White, 2% Black or African American, 4% American Indian/Alaska Native, 2% Asian, 4% other race, and 7% identified as Hispanic/Latino. The average age was 47 years. About 89% were still getting mental health services from the CMHC and 89% have been receiving services for one year or more.

Generally, at least 70% of clients responded positively in five of the nine satisfaction domains. The highest scores were in the domains of quality and appropriateness (81%), general satisfaction (77%), access to services (75%), and self-determination (75%). Participation in treatment planning was also high (70%). The functioning (60%), health and wellness (59%), social connectedness (59%), and treatment outcomes (55%) domains scored lower. The statewide results of clients who responded positively across each of the nine satisfaction domains are shown below.



Note: The health and wellness and self-determination domains were added in 2016 and are not part of MHSIP.

## Trends

In general, 2021 domain scores were similar to the previous two years, with one exception. Clients in 2021 reported lower satisfaction in the access domain (75%), compared to 2020 (80%).

## Domain Scores by Sex and Age Group

While overall domain scores provide a general overview of client satisfaction across the state, there may be differences across different sub-groups. In 2021, domain scores were compared by sex, age group, length of time in care, and employment status. There were some differences. Female respondents had lower satisfaction scores in the access and general satisfaction domains compared to males. Older clients generally had higher satisfaction with health and wellness compared to those younger, ages 18-24. Finally, those who were employed had higher scores in all domains, compared to those not employed, with significant differences in functioning, outcomes, health and wellness, and self-determination.

## Adult Clients – 2021 Behavioral Outcomes

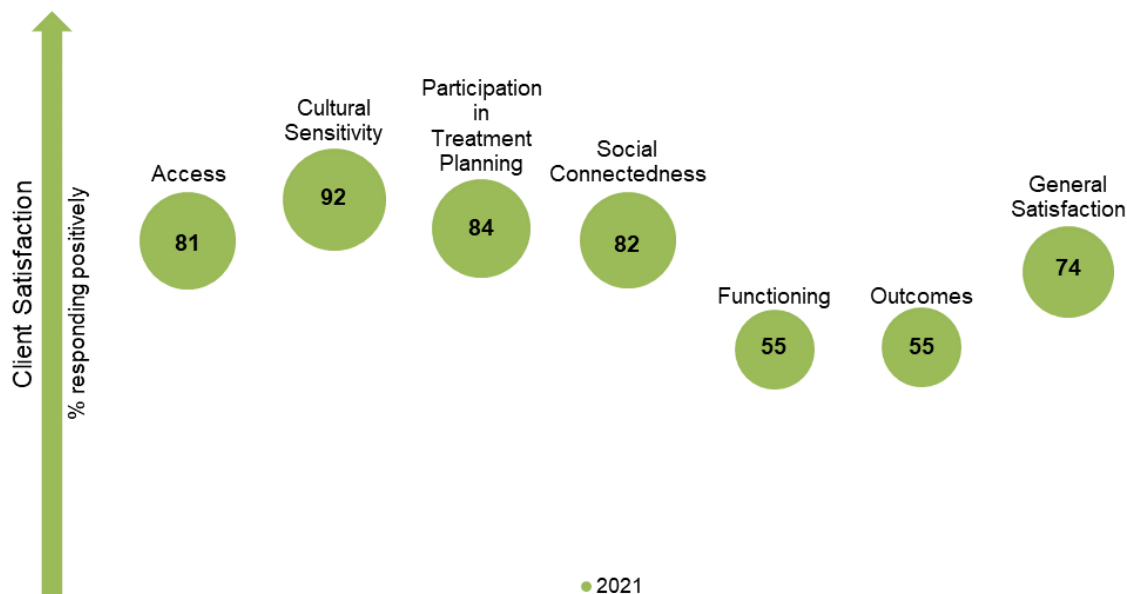
- Approximately 30% of clients reported being employed (19% part-time and 11% full-time).
- Respondents were asked about their participation in social activities –
  - 39% participated in spiritual/religious activities
  - 16% were in community organizations
  - 13% volunteered
  - 10% participated in peer support center services
- Respondents were asked about arrests and encounters with police –
  - 3% were arrested in the past 12 months
  - 3% were arrested in the 12 months prior to that
  - 6% were arrested in either of the past 2 years
    - Among those who were arrested in the year prior, 83% had no arrests in the most recent 12-month period.

## Other Feedback from Adult Clients

Responses to the open-ended questions suggested that respondents were generally pleased with the services they received. Among those who provided feedback, 31% felt that the therapy they received was the most helpful to their treatment and 18% felt that the case management they received were most helpful in their treatment. When asked about what has been least helpful in their treatment, about 53% of those who responded indicated that, in general, the staff or services they received were not helpful. Of those who provided suggestions for improvement, over one-third (37%) cited increasing access and availability to staff and/or services as the top priority.

For the **Family Member Satisfaction Survey**, 456 or 42% of all parents/guardians of selected children/adolescent clients responded. The response rates for the individual centers ranged from 36% to 54%. Fifty-two percent of the children whose parent/guardian responded were males, 58% were age 12 or older, 38% were age 6-11, and the average age was 12 years. Ninety-three percent were White, 8% Black/African American, 2% Asian, <1% Native Hawaiian/Pacific Islander, and 1% other race; 9% of parents/guardians identified their child as Hispanic/Latino. Sixty-one percent have received services for more than one year and 29% for six months up to one year.

At least 70% of family members responded positively to five of the seven satisfaction domains. Ninety-two percent were satisfied with cultural sensitivity of services, 84% were positive about their participation in treatment planning, 82% were satisfied with social connectedness, and 81% were satisfied with access to services. The functioning (55%) and treatment outcomes (55%) domains were lowest. Seventy-four percent were generally satisfied. The overall statewide results of family members who responded positively across the seven satisfaction domains are shown below.



### Trends

In general, 2021 domain scores were similar to the previous two years, with no statistically significant differences.

### Domain Scores by Sex and Age Group

In 2021, domain scores were compared by child's sex, age group, and length of time in care. There were statistically significant differences in the length of time in care across domains.

### Child's Behavioral Outcomes

- About 95% of children age 6 or older attended school in the past 12 months –
  - 8% were expelled or suspended in the past 12 months and 7% were expelled or suspended in the 12 months prior to that. Twelve percent were expelled or suspended in either of the past 2 years.
    - Among those who were expelled or suspended in the year prior, 63% had no expulsions or suspensions in the recent 12-month period.
  - 27% of family members reported that since starting to receive services, their child's attendance in school has increased.
- Among children age 14 or older, 2% were arrested in the past 12 months, 0.6% were arrested in the 12 months prior to that, and 2% were arrested in either of the past 2 years.

### Other Feedback from Family Members

Family members' responses to open-ended questions suggested that, overall, they felt as though their child's services were helpful. Among those who responded, 49% said, in general, the staff or services their child received were the most helpful and 26% said therapy was the most helpful in their treatment. When asked what was least helpful in their child's treatment, 55% of those who responded noted general staff/services, therapy (30%), and the effects of COVID-19 (26%) as being the least helpful. Of those who provided suggestions for improvement, about 48% cited increasing access and availability to staff and/or services as the top priority.

## Overview and Purpose

The New Hampshire Department of Health and Human Services (NH DHHS), Division for Behavioral Health (DBH) Bureau of Mental Health Services (BMHS) contracted with JSI Research & Training Institute, Inc. (JSI) of Boston, MA to conduct the 2021 Community Mental Health Center Client Satisfaction Survey. The DHHS-DBH-BMHS conducts an annual random survey of DBH-eligible clients receiving services through the public mental health system's ten Community Mental Health Centers (CMHC). Adults age 18 or older who were eligible for DBH Community Mental Health Services with an eligibility category of Severe Mental Illness (SMI), Severe and Persistent Mental Illness (SPMI), Low Utilizer (LU), Serious Emotional Disturbance (SED), or Serious Emotional Disturbance Interagency (SED-IA) were eligible for the Adult Survey. The Family Survey was sent to parents or caregivers of a sample of children and youth under age 18 who were eligible for DBH Community Mental Health Services with an eligibility category of Serious Emotional Disturbance (SED) or Serious Emotional Disturbance having current interagency involvement (SED-IA).

A total of 679 adult clients and 456 family members of children/adolescent clients responded to the survey in 2021.

The data presented in this report summarize survey responses from DBH-eligible clients and family members of children who have received public mental health services. The purpose is two-fold: one, to gather input from the adults and parents of children who use or have used public mental health services so that CMHCs can focus on improving their services, and two, to gather data that are required by the SAMHSA Community Mental Health Services Block Grant. The grant requires certain recipient data to be reported, and the survey collects some of this data. Most of the survey questions are prescribed by the block grant, but states may add items that are specific to the states' individual interests.

## Methodology

**Sampling Approach.** The population of DBH-eligible clients with at least two service visits in the last quarter of 2020 (September-December) were sampled for the survey. Individuals may be covered by commercial health insurance, Medicare, or Medicaid or be uninsured. Stratified random sampling by age and gender at each Center was conducted to reflect the clients within and across CMHCs statewide. This means that all eligible clients were grouped by their age and gender categories for each Center and then randomly chosen to participate in the survey – the sample selected is therefore representative of the characteristics of all CMHC clients at each Center. Smaller CMHCs were sampled at a higher rate than larger sites to ensure adequate representation from each site. The table below describes the initial adult and family member population and the total number randomly selected for each survey.

	Adult	Family Member
Eligible clients in DHHS system included:	<ul style="list-style-type: none"> <li>✓ Low Utilizer</li> <li>✓ Seriously and Persistently Mentally Ill</li> <li>✓ Seriously Mentally Ill</li> <li>✓ Seriously Emotionally Disturbed*</li> <li>✓ Seriously Emotionally Disturbed Interagency</li> </ul>	<ul style="list-style-type: none"> <li>✓ Seriously Emotionally Disturbed</li> <li>✓ Seriously Emotionally Disturbed Interagency</li> </ul>
Total eligible population:	12,090	6,167
Stratified random sample by age/gender within each center		
Sampling Rate:	15%	21%
<b>Total initial sample sizes:</b>	<b>1,774</b>	<b>1,290</b>

\*Note: All clients age 18 or older were considered adults and received the adult survey. Adults with a BBH-eligibility category of SED and SED-IA in the sample were age 18+. Stratified random sampling was conducted to reflect the gender and age distribution of clients within each center.

**Survey Design.** In 2021, three survey questions were included about the COVID-19 pandemic. The questions asked respondents to mark their agreement/disagreement about whether or not the services they received during the pandemic were adequate and of high quality, and if the pandemic worsened their mental health symptoms. Respondents were asked a final question about the manner in which they would like to receive services after the pandemic is over (e.g., all in-person, all by computer or telephone, both in-person and by computer or telephone). While grouping of the satisfaction items in the survey instruments did not necessarily correspond to the grouping of items in the federal Substance Abuse and Mental Health Services Administration’s (SAMHSA) Mental Health Statistical Improvement Program (MHSIP) tool domains, all analyses were based on the MHSIP groupings. See **Appendix A1** for the Adult and **Appendix B1** for the Family Member surveys. Both surveys are state-modified versions of the MHSIP tool. See also **Appendix A4** and **B4** for the items listed by MHSIP domain.

The Adult Survey included 59 items that asked about specific elements of satisfaction across nine thematic sections or domains. The Family Member Survey included 27 items measuring seven satisfaction domains. Clients indicated the extent to which they agreed or disagreed with each survey item and were also given the option to select “not applicable”. All items were written as agree-disagree items using a five-point scale (strongly agree, agree, neutral, disagree and strongly disagree), along with a “not applicable” option.

SAMHSA-required questions on demographics and behavioral outcomes, such as arrests and police encounters, participation in social activities (adult survey only), and school attendance, expulsion and suspension (family member survey only) were also included.

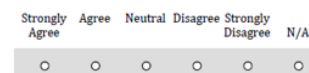
### Adult & Family Member Satisfaction Survey Domains or Areas of Satisfaction

#### Adult Satisfaction Survey (\*59 items)

- Access (6)
- Participation in Treatment Planning (2)
- Quality and Appropriateness (9)
- Social Connectedness (4)
- Functioning (5)
- Outcomes (8)
- General Satisfaction (3)
- Health and Wellness (6) (non-MHSIP)
- Self-Determination (6) (non-MHSIP)
- +11 other state-added items +6 demographics & behavioral outcome questions

#### Family Member Satisfaction Survey (\*27 items)

- Access (2)
- Participation in Treatment Planning (3)
- Cultural Sensitivity (4)
- Social Connectedness (4)
- Functioning (6)
- Outcomes (6)
- General Satisfaction (6)
- +1 other state-added item + demographics & behavioral outcome questions



\*In (parentheses) are the number of items included in the domain. Domain items may add up to more than the total in the survey. \*For the Family Member survey, five items across the Functioning and Outcomes domains are the same. \*One item in the Adult Survey is included in both the Functioning and Outcomes domains.

Note: COVID-19-related questions not included in total count of items.



The Adult and Family Member Satisfaction Surveys were available in English and translated into Spanish. Clients noted by the CMHCs as needing a Spanish interpreter were sent a Spanish survey in addition to the English version. A Babel sheet was also mailed with each survey mailing with translated text in 20 languages and included a contact number if a client had questions or needed other translation assistance. Phone follow-up interviews were conducted in English and Spanish. Surveys were also available online in English and Spanish.

**Web Survey Design.** JSI continued to offer a web-based option for clients to respond to the survey in 2021. A web survey was programmed and available throughout the data collection period. Alchemer was the web platform used. The web surveys were available in English and Spanish and programmed with the following elements:

- An entry page with an explanation of the survey and information about JSI, including a project specific phone number and email address
- Assurance of confidentiality
- Instructions on how to complete the survey
- Appropriate skip patterns to allow clients to complete the survey in stages
- Programming so that clients are unable to complete the survey more than once

To access the on-line surveys, clients were given Uniform Resource Locators (URLs), or web links, to type into their browser (Adult and Family Member versions). Clients were also given a code which they could text to a secure number to receive the web links via text. The web links were “https” links, which use Secure Socket Layer to transport data safely between the client and the survey platform using an encryption algorithm. The standard URL provided by Alchemer’s system is complicated to type. Therefore, to reduce client burden and improve access to the web surveys, JSI’s web services team set up short and meaningfully named URLs that automatically redirected clients from JSI’s server to Alchemer’s secure links. This potentially improved response rates as it was a simpler URL for clients to type into their browser. JSI did not collect IP addresses or geo-location information from on-line respondents, and all collected survey data was encrypted.

**Data Collection Methods.** The main approach to data collection that JSI used were mail surveys with a \$5 up-front cash incentive. However, in all mailings JSI also notified clients that they could respond on-line if they preferred. Finally, JSI used telephone follow-up of non-respondents if after the third reminder mailing, a client still had not responded. Data collection began May 21, 2021 and ended October 22, 2021.

1. A pre-notification letter was sent to all randomly selected clients who had deliverable addresses, based on the initial United States Postal Service (USPS) address verification check;
2. From the pre-notification process, additional “addressee unknown” notices were received from the USPS and these clients were excluded from further mailings and response rate calculations. (For clients identified as homeless, JSI sent surveys to the address provided by the CMHC.)

The table below shows the data collection methods and the number of mailings sent and outreach at each step of the process, from pre-notification, survey mailing, first reminder, second survey, and second reminder letter, to telephone outreach. In all contacts, clients were notified that they could fill out the survey online if they preferred.

Client Group	Total Sampled	Total Initial Sample Used	Total Excluded/ Incorrect Contact Information	Eligible Sample (total sampled - total excluded)	Data collection outreach – counts of sample					
					Pre-notification letter	Survey + \$5	First reminder letter	Second survey	Second reminder letter	Telephone outreach
					<i>All mailings included a link to the online survey – voicemail messages during telephone follow up included the online survey web address</i>					
<b>Adult</b>	1,774	1,700	139	<b>1,561</b>	1,700	1,609	1,387	1,207	1,092	1,094
<b>Family</b>	1,290	1,187	91	<b>1,094</b>	1,187	1,103	955	830	774	764

**Survey Tracking & Processing.** All surveys received were tracked in a Microsoft Access database. Surveys marked as returned to sender undeliverable by USPS were documented as such in the tracking database. JSI downloaded password protected files with notices of temporary or permanent address change through USPS’s Electronic Product Fulfillment site. Changes were recorded in the database, and affected surveys were automatically forwarded by USPS to new addresses. In subsequent mailings the updated addresses were used. For surveys completed over the telephone as interviews, responses were entered into the on-line survey; this version of the survey had slightly altered wordings to correspond to an interviewer delivered reading rather than a self-administered wording. All paper surveys were scanned and verified using TeleForm®, an automated scanning software used to read in responses. Open-ended questions were entered into a separate excel file along with the unique survey ID.

**Response Rate Summary.** For the Adult Satisfaction Survey, 679 surveys were completed for a 44% statewide response (CMHC range: 38% to 49%). To summarize, pre-notifications were sent to 1,700 clients, of whom 91 were dropped due to completing the online survey or having a bad address, for a starting survey sample of 1,609 clients. Of those sent a survey, 85 additional clients were excluded due to bad address or return to sender for an eligible sample of 1,561, of whom 679 responded (44%).

For the Family Member survey, a total of 456 surveys were completed, for a 42% statewide response (CMHC range: 36%-54%). To summarize, pre-notifications were sent to 1,187 clients, of whom 84 were dropped due to completing the online survey or having a bad address, for a starting survey sample of 1,103 clients. Of those sent a paper survey, 45 additional clients were excluded due to bad address or return to sender for an eligible sample of 1,094, of whom 456 responded (42%).

The table below shows the initial adult and family member samples, number of un-deliverables and excluded, the number of surveys completed by mail, web and telephone and overall response rates.

Client Group	Total Sampled	Total Initial Sample Used	Total Excluded/ Incorrect Contact Information	Eligible Sample (total sampled - total excluded)	Surveys Completed				Total Number Completed* (Mail + Text + Phone + Web)	Response Rate (completed/ included)
					Mail	Phone	Text	Web		
<b>Adult</b>	1,774	1,700	139	<b>1,561</b>	496	27	0	156	<b>679</b>	<b>44%</b>
<b>Family</b>	1,290	1,187	91	<b>1,096</b>	278	5	0	173	<b>456</b>	<b>42%</b>

\*For the adult survey, 11 were returned in Spanish. For the family member survey, 0 were returned in Spanish.

Approximately 8% (139) of the adult sample was excluded due to incorrect contact information and 8% (91) of the family sample was also excluded (clients with bad phone numbers only were not excluded, however, from either sample). Response rates were calculated by dividing the total number of surveys completed by the total number in the eligible sample.

Given that this was the first year that clients were given the opportunity to complete the on-line survey from the prenotification letter, it is interesting to note that 5.7% of the completed adult surveys and 8.3% of completed family surveys were filled out before the first survey mailing.

Individual CMHC-specific response rates are presented in the table below. The total number of clients excluded during the pre-notification and survey data collection phase are also shown for each center.

Adult								
Community Mental Health Center	Total Starting Sample	Excluded during Pre-notification	Completed during Pre-notification	Initial Survey Sample Size	Return to Sender or Excluded	Eligible Sample	Total Completed	Response Rate
Northern Human Services	172	2	0	170	7	165	71	43%
West Central Behavioral Health	118	0	2	116	4	114	56	49%
Lakes Region Mental Health Center	142	4	3	135	13	129	58	45%
Riverbend Community Mental Health	170	9	6	155	17	153	60	39%
Monadnock Family Services	186	2	5	179	6	180	85	47%
Greater Nashua Mental Health	184	10	5	169	24	160	75	47%
Mental Health Center of Greater Manchester	242	16	4	222	32	210	80	38%
Seacoast Mental Health Center	167	3	4	160	10	157	64	41%
Community Partners	142	3	3	136	12	130	55	42%
Center for Life Management	177	5	4	168	14	163	75	46%
<b>Total</b>	<b>1700</b>	<b>54</b>	<b>37</b>	<b>1609</b>	<b>139</b>	<b>1561</b>	<b>679</b>	<b>44%</b>

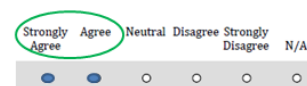
\*91 clients out of the initial sample of 1,700 who were sent prenotifications completed the survey or were excluded during the prenotification process. An additional 85 were excluded during data collection phase, for a total of 139 undeliverable, return to sender/exclusions in the Adult sample. A total of 1,609 were sent a paper survey.

Family Member								
Community Mental Health Center	Total Starting Sample	Excluded during Pre-notification	Completed during Pre-notification	Initial Survey Sample Size	Return to Sender or Excluded	Eligible Sample	Total Completed	Response Rate
Northern Human Services	100	5	1	94	6	94	43	46%
West Central Behavioral Health	96	0	4	92	3	93	36	39%
Lakes Region Mental Health Center	105	1	10	94	5	100	45	45%
Riverbend Community Mental Health	129	3	6	120	7	122	57	47%
Monadnock Family Services	108	5	1	102	9	99	36	36%
Greater Nashua Mental Health	140	6	3	131	11	129	47	36%
Mental Health Center of Greater Manchester	148	12	4	132	20	128	50	39%
Seacoast Mental Health Center	110	3	6	101	6	104	39	38%
Community Partners	127	7	1	119	14	113	41	36%
Center for Life Management	124	4	7	113	10	114	62	54%
<b>Total</b>	<b>1187</b>	<b>42</b>	<b>38</b>	<b>1107</b>	<b>91</b>	<b>1096</b>	<b>456</b>	<b>42%</b>

\*80 clients out of the initial sample of 1,187 who were sent prenotifications completed the survey or were excluded during the prenotification process. An additional 45 were excluded during data collection phase, for a total of 91 undeliverable, return to sender/exclusions in the Adult sample. A total of 1,107 were sent a paper survey.

**Data Analyses.** For both the Adult and Family Member Satisfaction Surveys, analyses followed MHSIP protocols. Data were weighted to reflect each center’s proportion to the total population so that results can be generalizable to all clients receiving services.

For each satisfaction item, a “strongly agree” or “agree” response is considered a “positive” response. The percentage of clients responding positively to each item is reported.



Overall scores for each satisfaction domain were based on respondents’ answers to a set of related items (questions) within that area. Non-MHSIP survey items that were added by the state in 2016 and 2018 were

not included in the calculation of overall scores and are noted as “non-MHSIP” in Appendix A4 and B4. For clients who answered at least two-thirds of the items or questions within a domain, an average was first taken of all items they answered within the domain. A client with an average score of less than 2.5 considered to have responded “positively” and was satisfied with that domain.<sup>1</sup> The percentage of clients who responded positively in each domain was calculated. Hereafter, these percentages are referred to as **domain scores**. A higher domain score indicates a larger percentage of clients responding positively.

Domain scores from the 2021 survey are presented overall for statewide results, combined across all 10 CMHCs. Comparisons of statewide results by client characteristics (sex and age group) are also presented and tested for statistically significant differences. To examine whether there were any changes over time, statewide domain scores across each of the past three years (2019-2021) were tested for differences, which were considered statistically significant at the  $p < 0.05$  level. This means that there is less than a 5% probability that the difference in scores seen was due to chance and there is 95% confidence that the difference is true and real. Additionally, comparison of statewide combined 2016-2018 versus 2019-2021 domain scores were conducted.

*Due to small numbers of clients across some CMHCs, CMHC-specific data were combined across the past three years (2019-2021) for analysis. This reduces the potential variability and fluctuations in results that may occur year to year given differences in responses and numbers of respondents. Therefore, three-year estimates for each center are presented alongside the combined three-year statewide results. Statistical significance testing was conducted to determine any differences in domain scores between each CMHC and the state-wide results at the  $p < 0.05$  level.*

*Additionally, to evaluate if there are any changes over time for the centers, as part of the 2021 analyses, JSI aggregated data for 2016-2018 and 2019-2021, and compared the domain scores across these two three-year groups for each center. Statistically significant differences between the two year groups were determined and noted where  $p < 0.05$ .*

## Report Outline

This report presents the results of both the 2021 Adult and Family Member Satisfaction Surveys and is organized into the following parts:

**Part 1** summarizes the statewide findings for the Adult Survey and includes:

- 2021 statewide demographic data (gender, age, race, ethnicity, time in care)
- 2021 statewide domain scores, with comparisons to 2019 and 2020
- Comparison of statewide combined 2016-2018 versus 2019-2021 domain scores
- 2021 statewide item-specific scores, with comparisons to 2019 and 2020
- 2021 statewide behavioral outcomes
- 2021 key themes from responses to open-ended questions

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<sup>1</sup> The scores ranged from (1) strongly agree to (5) strongly disagree.

**Part 2** summarizes the statewide findings for the Family Member Survey and includes:

- 2021 statewide demographic data (gender, age, race, ethnicity, time in care)
- 2021 statewide domain scores, with comparisons to 2019 and 2020
- Comparison of statewide combined 2016-2018 versus 2019-2021 domain scores
- 2021 statewide item-specific scores, with comparisons to 2019 and 2020
- 2021 statewide behavioral outcomes
- 2021 key themes from responses to open-ended questions

**Part 3** compares and analyzes 2021 results by client characteristics:

- Comparison of 2021 Adult domain scores by sex, age group, length of time in care, and employment status
- Comparison of 2021 Family Member domain scores by sex, age group, and length of time in care

**Part 4** summarizes statewide and Community Mental Health Center findings on added questions to evaluate the impact of the COVID-19 stay at home order on clients' mental health symptoms, and whether clients received high quality services during the COVID-19 pandemic. Additionally, clients indicated their preference for how they would like to receive services after the COVID-19 pandemic ends – all in-person, all by computer or telephone, or both in-person and by computer or telephone.

**Part 5** summarizes findings for each Community Mental Health Center and includes each individual center's:

- Combined 2019-2021 demographic data (gender, age, race, ethnicity)
- Combined 2019-2021 domain scores, with comparisons to combined 2019-2021 statewide scores
- Combined 2019-2021 item-specific scores by domain
- Combined 2019-2021 behavioral outcomes data
- Comparison of combined 2016-2018 versus 2019-2021 domain scores



# **Part 1: New Hampshire Statewide**

## **2021 Adult Satisfaction Survey Summary**

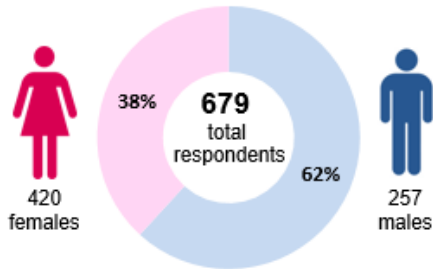
# Part 1: New Hampshire Statewide - 2021 Adult Satisfaction Survey Summary

## About the 2021 Adult Satisfaction Survey Respondents

A total of 679 adult clients responded to the 2021 Adult Satisfaction Survey. The characteristics of survey respondents are summarized below. See **Appendix A2** for a summary table of demographics.

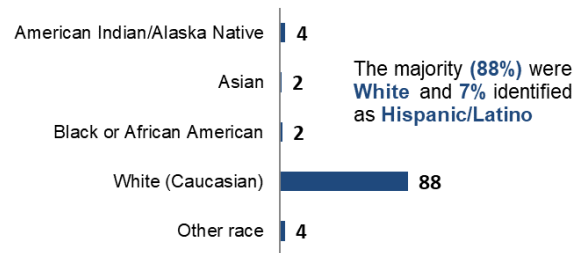
### Client Gender

About three out of five or 62% of clients were female and 38% were male.



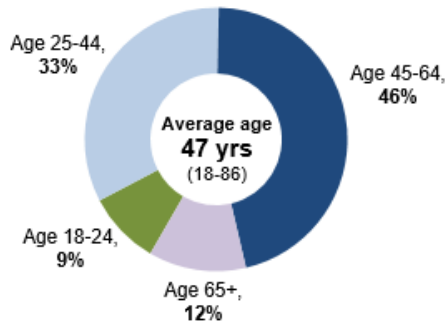
### Race\*

About 88% identified as White, 4% were American Indian or Alaska Native, 2% were Black, 2% were Asian, and 4% other race.



### Client Age

Respondents were on average 47 years old (range: 18-86). About 9% were 18-24, 33% 25-44, 46% 45-64 and 12% were 65 or older.



### Ethnicity\*

Seven percent of respondents indicated they were Hispanic or Latino.

\*Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

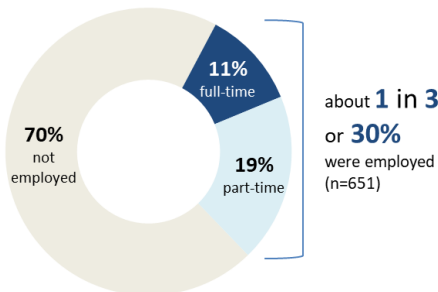
### Length of Time Receiving CMHC Services

Nine out of ten or 89% indicated they were still getting mental health services from CMHCs at the time of the survey. The majority (89%) have received services for 1 year or more.



### Current Employment

About 70% of respondents were not employed at the time of the survey; 19% were employed part-time and 11% worked full-time.



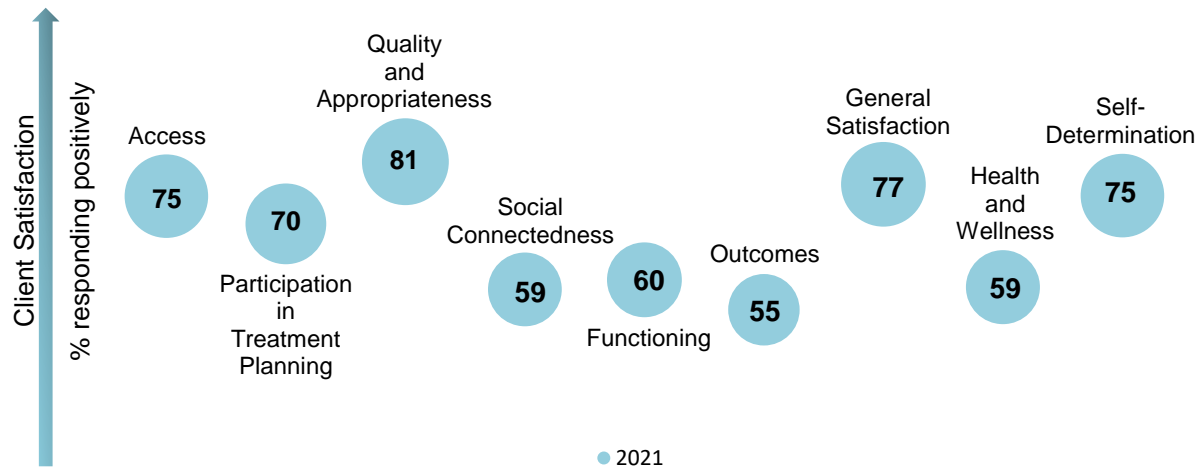
## 2021 NH Statewide Adult Satisfaction Survey Findings

### Statewide Domain Scores

Generally, at least 70% of clients responded positively in five of the nine satisfaction domains. The highest scores were in the domains of quality and appropriateness (81%), general satisfaction (77%), access to services (75%), and self-determination (75%).

Seventy percent of clients were satisfied with their participation in treatment planning. The functioning (60%), social connectedness (59%), health and wellness (59%), and treatment outcomes (55%) domains were lower.

The overall statewide results of clients who responded positively across each of the nine satisfaction domains are shown below.

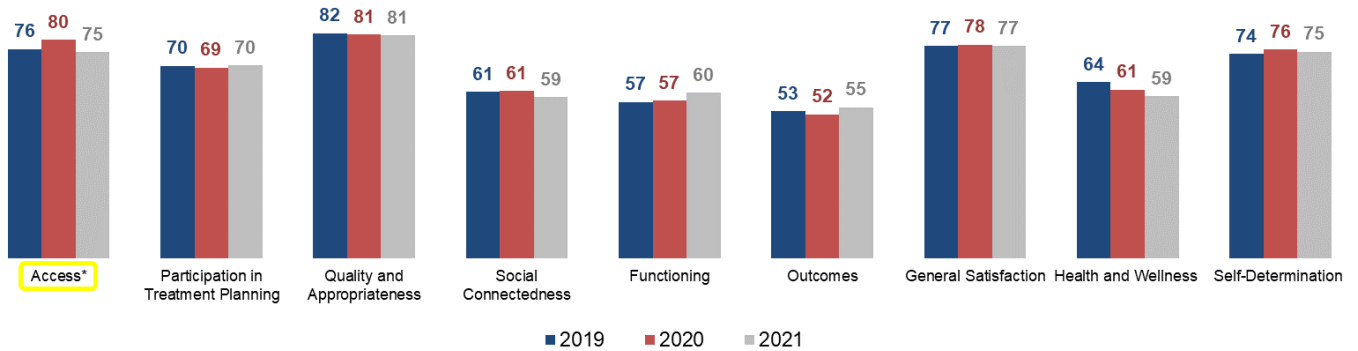


In 2021, sub-analyses were also conducted to examine whether satisfaction differed by client sex, age group, length of time in care, and employment status. See **Part 3** of this report for comparisons of statewide domain scores by client characteristics.



## Trend in Statewide Domain Scores (2019-2021)

Domain scores were compared across the last three years (2019-2021) to determine whether there were any changes in satisfaction over time. There were no statistically significant differences in domain scores when comparing 2019 and 2021. However, the access score significantly decreased from 80% to 75% between 2020 and 2021.



## Comparison of Statewide Combined 2016-2018 and 2019-2021 Domain Scores

To evaluate whether satisfaction changed over time, statewide data were combined and compared across two, three-year groups – 2016-2018 and 2019-2021. Statistically significant improvements in the access (72% to 77%), social connectedness (56% to 59%), outcomes (48% to 53%), and self-determination (72% to 75%) scores were observed.<sup>2</sup> There were no other differences in the other domains.

Satisfaction Domains	NH Statewide 2016-18		NH Statewide 2019-21		p-values
	Total	Percent (95% CI)	Total	Percent (95% CI)	
Access*	2492	72 (71, 74)	2194	77 (75, 78)	<b>0.0011</b>
Participation in Treatment Planning	2366	68 (66, 70)	2066	70 (68, 72)	0.1647
Quality and Appropriateness	2423	80 (78, 81)	2102	81 (80, 83)	0.1379
Social Connectedness*	2443	56 (54, 58)	2140	59 (57, 61)	<b>0.0415</b>
Functioning	2448	55 (53, 57)	2126	58 (56, 60)	0.0583
Outcomes*	2361	48 (46, 50)	2054	53 (51, 55)	<b>0.0009</b>
General Satisfaction	2478	77 (75, 78)	2156	78 (76, 79)	0.4790
Health and Wellness (state added)	2340	62 (60, 64)	2025	62 (59, 64)	0.6184
Self-Determination (state added)*	2475	72 (70, 73)	2171	75 (74, 77)	<b>0.0111</b>

Note: \*p<0.05 = statistically significant difference in scores over the two time periods (bolded). A p-value in green indicates the statewide score significantly increased over time.

All SAMHSA Community Mental Health Services Block Grant recipient states submit data which are aggregated at the national level. Compared to the most recent 2020 national scores, NH state scores were substantially lower across all domains. However, the characteristics of clients surveyed may vary across states; NH surveys clients with serious or severe mental illness. Nevertheless, the pattern of scores was similar – nationally, outcomes and functioning were also the lower scoring domains, while quality and appropriateness, general satisfaction and access were the higher scoring domains.

<sup>2</sup> In 2021, data for each CMHC were also combined and compared across two, three-year groups, 2016-2018 versus 2019-2021 (see Part 5).

NH DHHS Adult Satisfaction Survey Compared to National SAMHSA Community Mental Health Services Block Grant Domain Scores							
	Access	Participation in Treatment Planning	Quality and Appropriateness	Social Connectedness	Functioning	Outcomes	General Satisfaction
NH 2019	76	70	82	61	57	53	77
NH 2020	80	69	81	61	57	52	78
NH 2021	75	70	81	59	60	55	77
US 2018	89	86	90	77	77	80	90
US 2019	87	85	90	76	76	75	90
US 2020	89	87	91	79	80	80	90

See **Appendix A3\_1** for a summary table of statewide domain scores by year as well as comparisons to the 2020 U.S. national scores, and see **Appendix A3\_2** for a summary table with comparison of statewide domain scores between 2016-2018 combined and 2019-2021 combined.

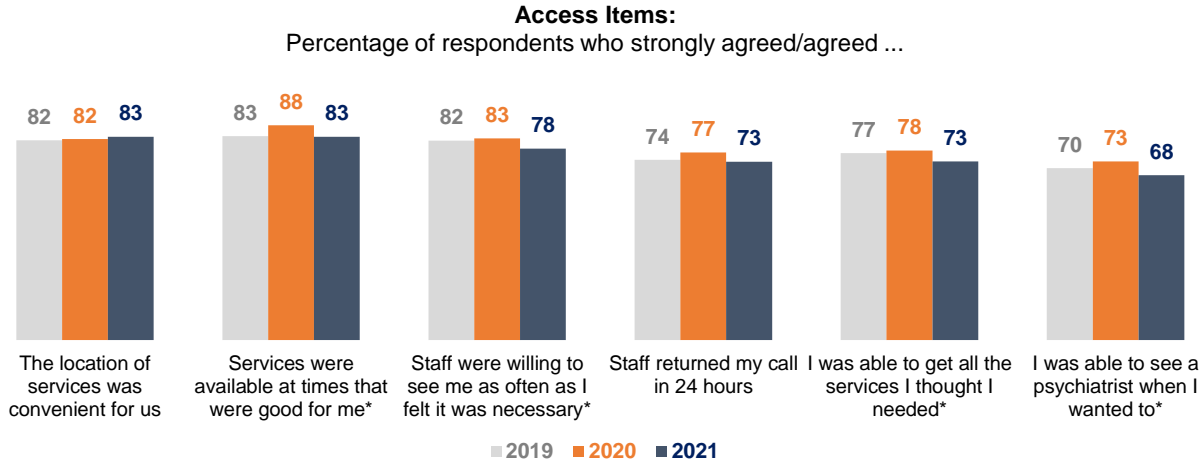
### Domain-Specific Item Scores (2019-2021)

While overall domain scores provide a broad assessment of areas that clients are generally satisfied or less satisfied with, examining the responses to specific items within a domain can further help identify opportunities for targeted quality improvement efforts. For example, the outcomes domain includes items related to how clients were doing in terms of their symptoms, their ability to deal with daily problems, how they are doing in social or school/work situations, and their housing situation. A larger percentage of clients were satisfied with some of these items than with others; items with a lower percentage of clients responding positively may be selected for review as potential targets of quality improvement interventions.

Results shown on the following pages present the specific items associated with each of the nine satisfaction domains. The percentage of clients who responded positively (“strongly agree” or “agree”) are presented for each year (2019, 2020, 2021) and results are displayed in rank-order based on the 2020 data. *Statistically significant differences (p<0.05) between 2019 and 2021 are indicated by (^) and differences between 2020 and 2021 are indicated by (\*).* The number of respondents who provided an answer to each item may vary; see **Appendix A4** for a summary table of these item-specific results.

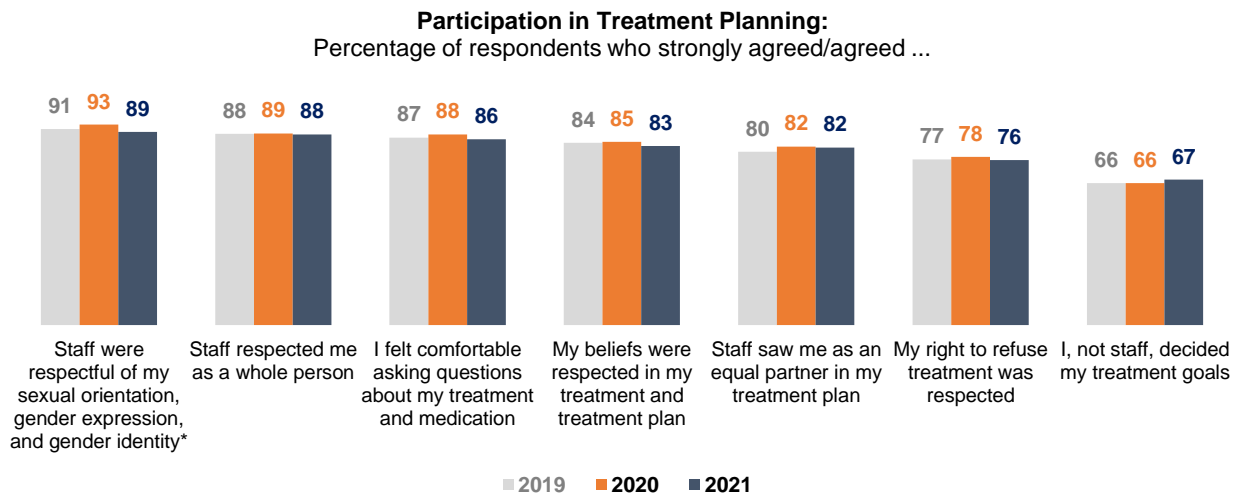
#### Access

Overall, 75% of clients were satisfied with Access. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed on six MHSIP items measuring this domain. In 2021, 83% of clients strongly agreed or agreed that services were available at times that were good for them. This question and the convenience of the location of services had the highest percentage of clients who strongly agreed or agreed among the six Access Domain items. The question with the lowest percentage of clients who strongly agreed or agreed asked if clients were able see a psychiatrist when they wanted to (68%). There were statistically significant differences across years for four of the items. These were “Services that were available at times that were good for me”, “Staff were willing to see me as often as I felt it was necessary”, “I was able to get all the services I thought I needed”, and “I was able to see a psychiatrist when I wanted to.”



### Participation in Treatment Planning

Overall, 70% of clients were satisfied with Participation in Treatment Planning. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with two MHSIP items in this domain. In 2021, 86% of clients were comfortable asking questions about their treatment and medications; however, only 67% agreed that they, not staff, decided their treatment goals. In 2021, 89% agreed that staff were respectful of their sexual orientation, gender expression and identity; 88% agreed that staff respected them as a whole person; 82% agreed that staff saw them as equal partners in treatment and 76% agreed that their right to refuse treatment was respected.

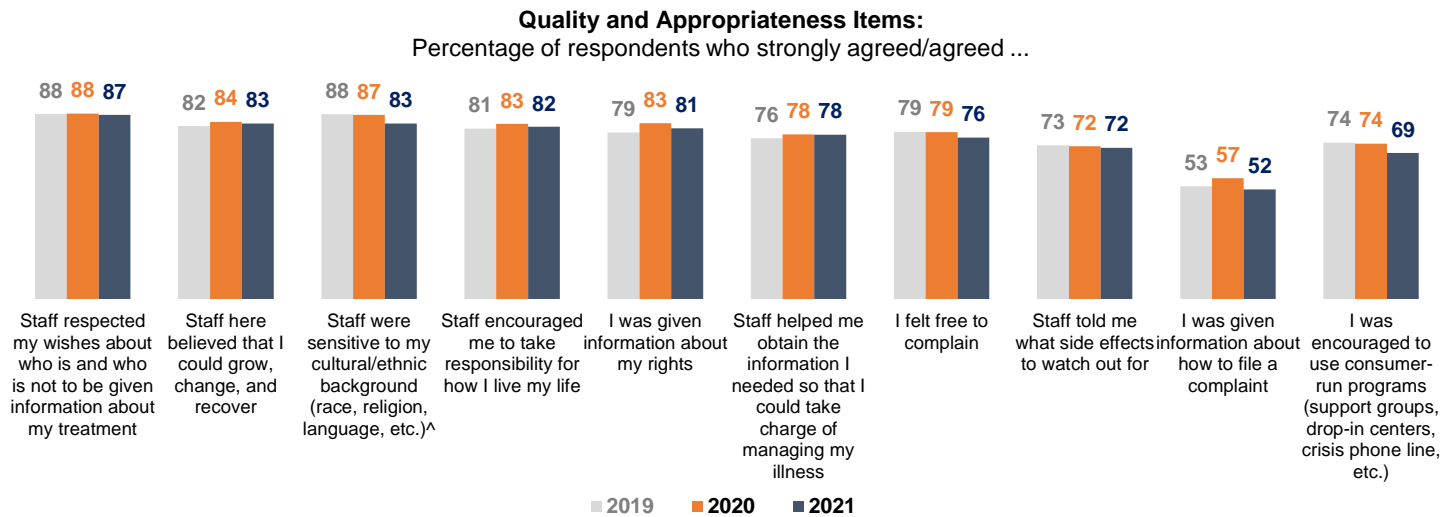


### Quality and Appropriateness of Services

Overall, 81% of clients were satisfied with Quality and Appropriateness. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with nine MHSIP items in this domain. In 2021, between 81% and 87% of clients agreed/strongly agreed that staff respected their wishes about who is and who is not to be given information about their treatment, staff believed they could grow, change, and recover, staff were sensitive to their cultural/ethnic background, staff encouraged them to take responsibility for how they live their life, and they were given information about their rights. The lowest satisfaction was related to being given information about how to file a complaint (52%). Also,

between 69% and 78% of clients responded positively to four items – staff helped them to obtain information needed so they could take charge of managing their illness, they felt free to complain, staff told them what side effects to watch out for, and they were encouraged to use peer-run programs.

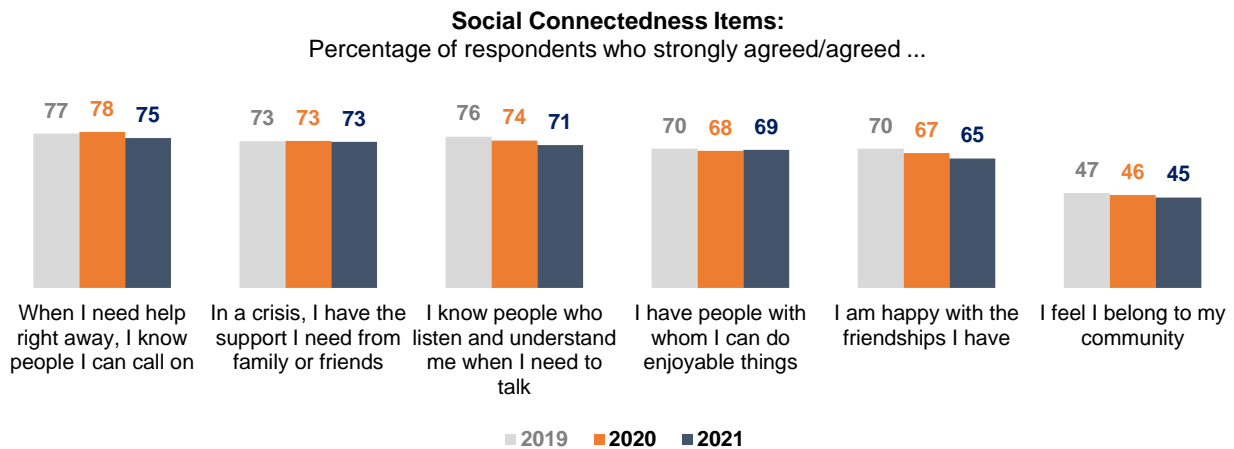
A significantly higher percentage of clients responded that staff were sensitive to their cultural/ethnic background in 2021 (83%) compared to 2019 (88%).



### Social Connectedness

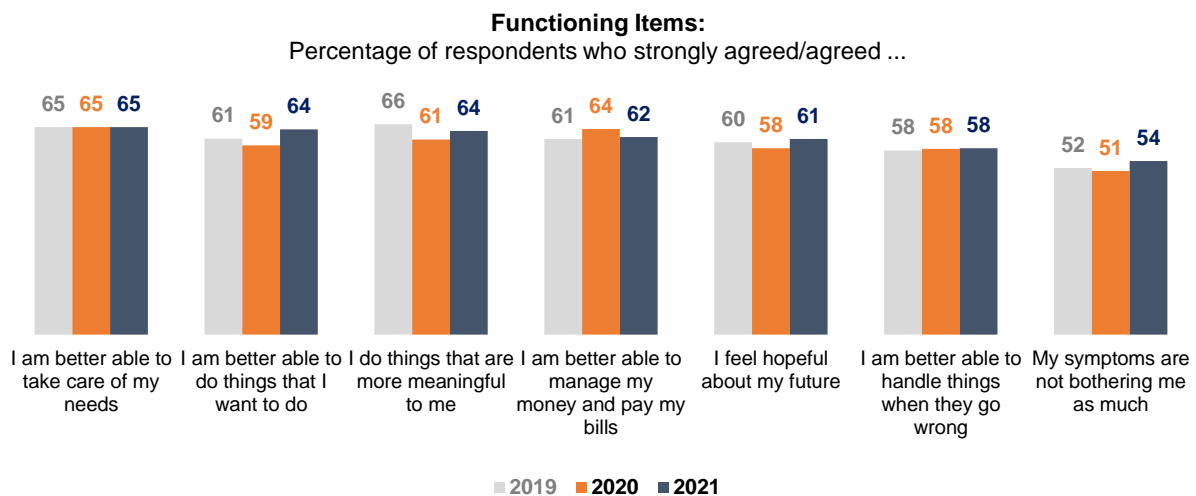
Overall, 59% of clients were satisfied with Social Connectedness in 2021. Respondents were asked to consider how the services they have received from their CMHC affected their social connectedness by indicating the extent to which they agreed or disagreed with four MHSIP items.

In 2021, 75% of respondents agreed they know people to call when they need help right away. There were no statistically significant differences. In 2021, 71% of respondents know people who listen and understand them when they need to talk, 73% have the support they need from family or friends when they are in a crisis, 69% agreed they have people with whom to do enjoyable things, and 65% are happy with the friendships they have. A smaller percentage (45%) felt that they belong to their community.



## Functioning

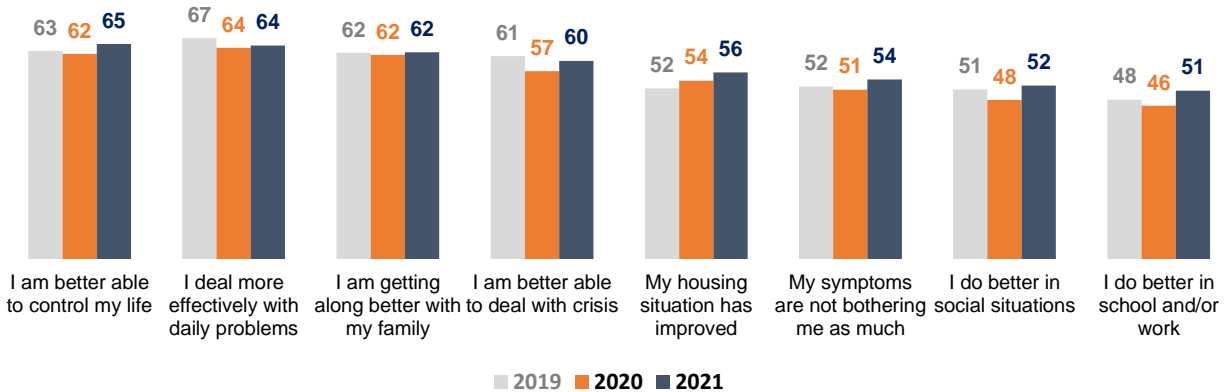
About 60% of respondents were satisfied with Functioning, which is one of the lower-scoring domains. Clients were asked to consider how the services they have received from their CMHC affected their functioning by indicating the extent to which they agreed or disagreed with five MHSIP items. In 2021, about 65% agreed that they are better able to take care of their needs; 64% agreed that they do things that are more meaningful to them; 64% are better able to do things they want to do; and 61% feel hopeful about the future. About 58% are able to handle things when they go wrong. Only 54% agreed their symptoms are not bothering them. About 62% of respondents agreed that they were able to manage their finances. It is important to note that current clients still in care were surveyed; those who have discharged from services may have higher levels of functioning. There were no significant differences for individual items across the three years.



## Treatment Outcomes

Only 55% of respondents overall were satisfied with Treatment Outcomes, which is one of the lower-scoring domains. Clients were asked to consider how the services they have received from their CMHC affected their outcomes by indicating the extent to which they agreed or disagreed with eight MHSIP items. In 2021, the highest satisfaction ratings were in the areas related to clients' having better control of their life (65%), being able to deal effectively with daily problems (64%), and getting along better with family (62%). Only 52% agreed that they do better in social situations and 51% reported doing better in school and/or work. There was no statistically significant differences in the outcomes-related item-specific scores across years. It is important to note that current clients still in care were surveyed; those who have discharged from services may have higher levels of functioning. There were no significant differences for individual items across the three years.

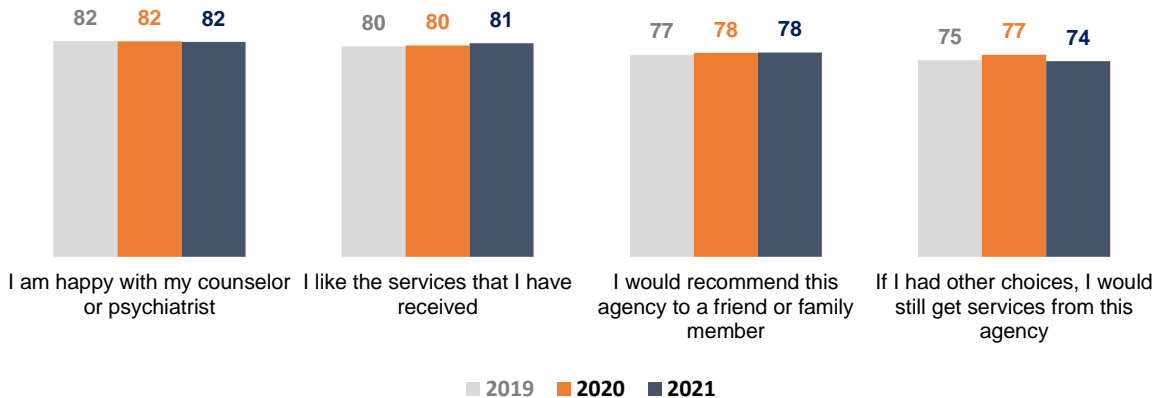
**Outcomes Items:**  
Percentage of respondents who strongly agreed/agreed ...



**General Satisfaction**

Overall, 77% of respondents were generally satisfied with services. Clients were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with three MHSIP items measuring this domain. In 2021, 81% liked the services received, 78% would recommend the agency to a friend or family member, and 74% would continue to get services from the CMHC even if they had other choices. Additionally, 82% agreed that they were happy with their counselor or psychiatrist. There were no statistically significant differences in the item-specific scores across years.

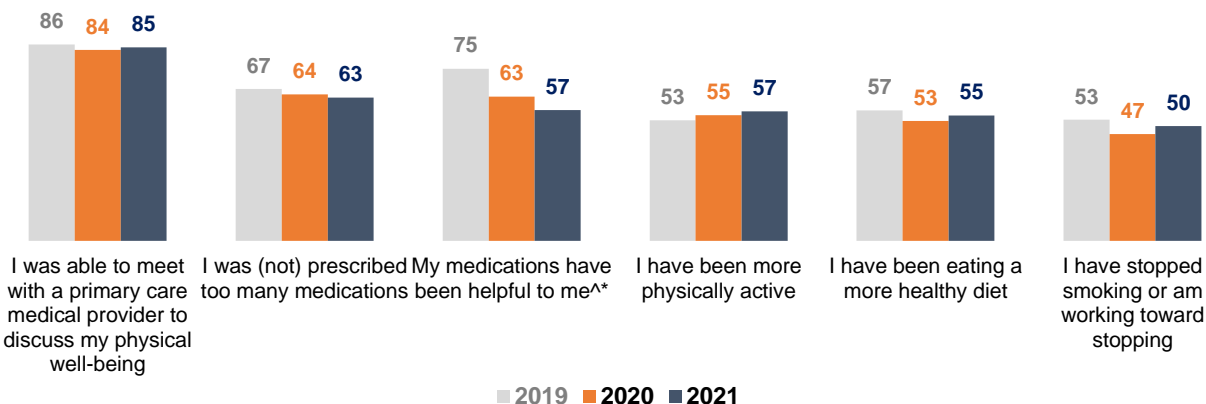
**General Satisfaction Items:**  
Percentage of respondents who strongly agreed/agreed ...



**Health and Wellness**

Overall, 59% of respondents were satisfied with Health and Wellness. This domain was added by the state and is not part of the MHSIP tool. Clients were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with six statements. In 2021, 85% of clients agreed that they were able to meet with a primary care medical provider to discuss their physical well-being. One item significantly decreased. Fifty-seven percent of clients agree that medications have been helpful in 2021 compared to to 63% in 2020 and 75% in 2019. Smaller percentages of clients agreed that they were not prescribed too many medications (63%), more physically active (57%), eating a more healthy diet (55%), and have worked towards smoking cessation (50%).

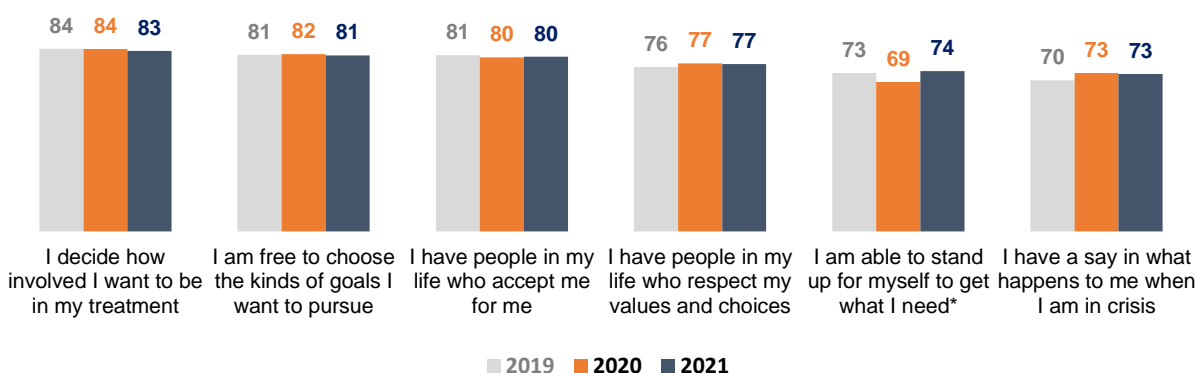
**Health and Wellness:**  
Percentage of respondents who strongly agreed/agreed ...



**Self-Determination**

Overall, 75% of respondents were satisfied with Self-Determination. This domain was added by the state and is not part of the MHSIP tool. Clients were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with six statements. In 2021, 83% agreed that they themselves decided how involved they want to be in their treatment, 81% agreed that they were free to choose the kinds of goals to pursue, and 80% of clients have people who accept them. About 77% agreed that they have people in their life who respect their values and choices and 73% have a say in what happens to them in time of crisis. About 74% were able to stand up for themselves to get what they need in 2021 compared to 69% in 2020.

**Self-Determination Items:**  
Percentage of respondents who strongly agreed/agreed ...



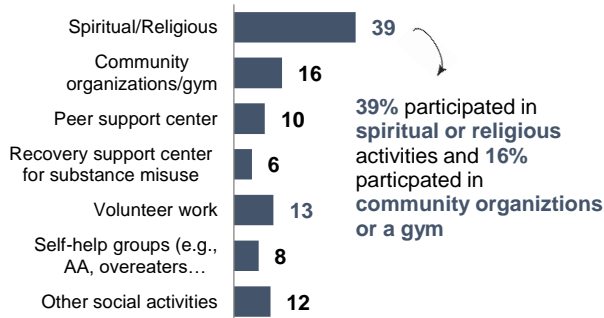
For a summary table of these item-specific results across each year (2019, 2020, and 2021), see **Appendix A4**.

## Behavioral Outcomes

Respondents were asked about participation in social activities, current employment, and school enrollment, which are positive outcomes. They also reported on current smoking status and arrests and police encounters. See **Appendix A5** for a summary table of behavioral outcomes.

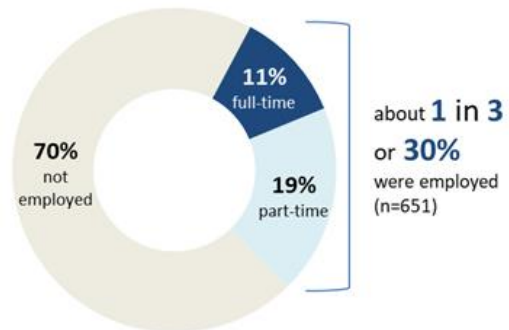
### Participation in Community or Social Activities

Thirty-nine percent participated in spiritual or religious activities. About 16% reported participating in community organizations/gym, 13% volunteered, and 10% participated in recovery support centers.



### Current Employment

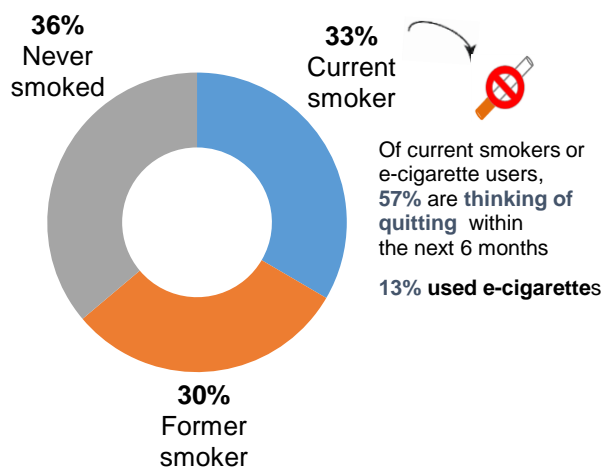
About 70% of respondents were not employed at the time of the survey; 19% were employed part-time and 11% worked full-time.



### Current Smoking Status

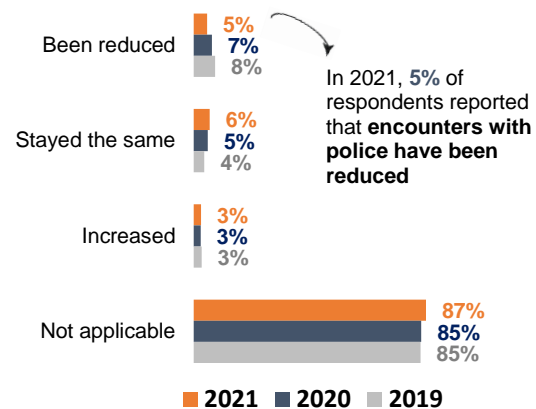
In 2021, 33% of respondents were current smokers and of those 13% had used e-cigarettes in the past 30 days. Overall, 57% of current smokers were thinking of quitting in the next six months.

Information, resources and referrals for smoking cessation services may be valuable to these clients.



### Police Encounters and Arrests

Respondents were asked about arrests and any changes in police encounters in the recent year. In 2021, 3% reported being arrested in the recent 12 months and 3% were arrested in the 12 months prior to that (of whom, 83% had no arrests in the recent 12 months). Overall, 6% were arrested in either of the past 2 years.



\*There were no statistically significant differences in arrests or police encounters across years



## Open-Ended Comments

Respondents were also given the opportunity to write in additional comments on the survey and to provide feedback about their experiences with CMHC services that were not otherwise captured by the survey questions. The following illustrations include quotes identified from the open-ended responses that highlight the key findings and represent the major themes.

**Fifty-nine percent of respondents** provided comments in response to the question “**What services have been most helpful in your treatment?**” and identified a wide variety of services that were most helpful. The major themes were:

- Staff and services in general (helpful, supportive, caring, etc.)
- Therapy
- Case management
- Medication (correct medication dosage, effective hospital stays, etc.)
- Quality of care received

### WHAT SERVICES HAVE BEEN MOST HELPFUL IN YOUR TREATMENT? (Number Responding=398)

#### STAFF/SERVICES: GENERAL (39.4%)



- Understanding makes me feel normal and being there when I needed to talk.
- Having someone to voice my concerns to.
- Having someone to tell things that I wouldn't be able to tell others.

#### THERAPY (30.7%)



- Therapy online. I was able to stay in the comfort of my own room yet still receive help.
- Just having my therapist there for and with me even though she had to endure the crisis too.

#### CASE MANAGEMENT (17.6%)



- My case manager has honestly been the most helpful to me. It's really helpful to have someone not only actively listen but also help dive deeper into the best focus of a particular problem rather than just nod along as you talk.

#### MEDICATION (17.3%)



- My medication provider is absolutely phenomenal. He listens to me and understands me.
- I think the proper medication I've been prescribed is the biggest help.

#### QUALITY OF CARE (14.1%)



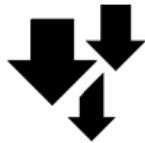
- The assistance that I have received have been exemplary or excellent in many ways.
- Therapy and my psychologist have been very understanding and listen to my needs and concerns.

**Thirty-six percent of respondents** provided comments in response to the question “**What services have been least helpful in your treatment?**” The key concerns were the following:

- Staff and services in general (bad fit, not helpful, counseling, therapy, etc.)
- None, all services were helpful
- Therapy
- Quality of care (ineffective, inappropriate given condition, etc.)
- Access and/or availability (time waited to see providers, scheduling options, etc.)

**WHAT SERVICES HAVE BEEN THE LEAST HELPFUL IN YOUR TREATMENT? (Number Responding=247)**

**STAFF/SERVICES: GENERAL (53.4%)**



- Just being able to speak to sincere, kind hearted people like myself are sometimes hard to find.
- Full isolation from the pandemic has been difficult. I'd prefer to see folks in person.

**NONE (21.9%)**



- All my services have helped me. I have embraced everything and feel grateful.
- None, they were all immensely helpful.

**THERAPY (22.7%)**



- I have difficulty choosing a goal to work towards. My regular therapy appointments never seemed to address or solve this.
- I preferred to speak in person so doing phone therapy was not as helpful.

**QUALITY OF CARE (19.0%)**



- On many occasions, case manager did not even show up to scheduled appointment.
- Some of the medications I was prescribed made the situations worse.
- My psychiatrist seems disinterested in discussing my situation.

**ACCESS/AVAILABILITY (17.8%)**



- Finding an actual therapist has been the bane of my existence,
- Being on a waiting list after one of my support people left.
- Not being able to see my therapist for 14 months and dealing with trauma on my own has put my recovery on hold. Just feeling so isolated.

**Forty-six percent of respondents** provided comments in response to the question “**What changes would improve the services you receive?**” and recommended a variety of solutions. The most common suggestions were the following:

- Increase access to and availability of services and providers
- No improvements are necessary, staff and services are satisfactory
- Improve the staff and services
- Improve staff and services in general (improve therapy, counseling, case management, etc.)
- Improve the consistency of staff and services

**WHAT CHANGES WOULD IMPROVE THE SERVICES YOU RECEIVE? (Number Responding=309)**

**ACCESS/AVAILABILITY (36.6%)**



- Better access to therapists. went without a therapist for over a year at one point
- Therapists are booked solid. I was meeting every week and now can only meet once every two weeks.

**NONE (20.7%)**



- Nothing really, overall the services were everything I needed at the time.
- None. People are people. Those providing services are doing the best they can. I am grateful.

**ADEQUATE CARE (18.8%)**



- I would like my therapist to engage more and remember our appointments.
- It would help to have a counselor or therapist that can relate to even one of my situations in life.

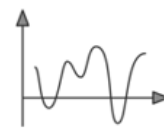
**STAFF/SERVICES GENERAL (15.5%)**



- I have to be in crisis situation before resources are given to me instead of helping me when I am less impaired.
- Better support for staff so they don't burn out so fast or make the staff and patients a priority. I feel like the staff fights for us but their hands are tied.

**CONSISTENCY (11.7%)**

- Stop moving personnel. I have four therapists, four case managers, and six prescription writers. This seriously affects trust of workers and the system.
- That my services stay active so I do not experience the rollercoaster of having services one day and then not the next.



Below is a summary table showing the number and percentage of clients who provided feedback related to aspects of services they found most helpful and least helpful in their treatment as well suggestions for improving services, organized by theme:

<b>What services have been the <i>most</i> helpful to you in your treatment? (Number Responding=398)</b>		
	<b>n</b>	<b>%</b>
STAFF/SERVICES: GENERAL	157	39.4
THERAPY	122	30.7
CASE MANAGEMENT	70	17.6
MEDICATION	69	17.3
QUALITY OF CARE	56	14.1
<b>What services have been the <i>least</i> helpful to you in your treatment? (Number Responding=247)</b>		
STAFF/SERVICES: GENERAL	132	53.4
THERAPY	56	22.7
NONE	54	21.9
QUALITY OF CARE	47	19.0
ACCESS/AVAILABILITY	44	17.8
<b>What changes would improve the services you receive? (Number Responding=309)</b>		
ACCESS/AVAILABILITY	113	36.6
NONE	64	20.7
ADEQUATE CARE	58	18.8
STAFF/SERVICES: GENERAL	48	15.5
CONSISTENCY	36	11.7



# **Part 2: New Hampshire Statewide**

## **2021 Family Member Survey Summary**

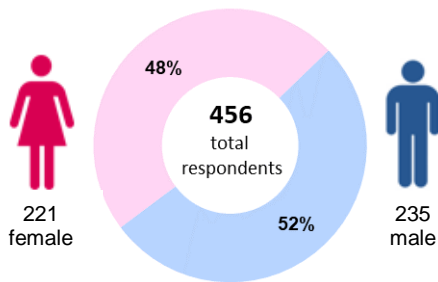
# Part 2: New Hampshire Statewide - 2021 Family Member Satisfaction Survey Summary

## About the 2021 Family Member Satisfaction Survey Respondents' Children

A total of 456 family members (parent/guardian) of children receiving services across the 10 community mental health centers responded to the 2021 satisfaction survey. The characteristics of those children are summarized below. See **Appendix B2** for a summary table of demographics.

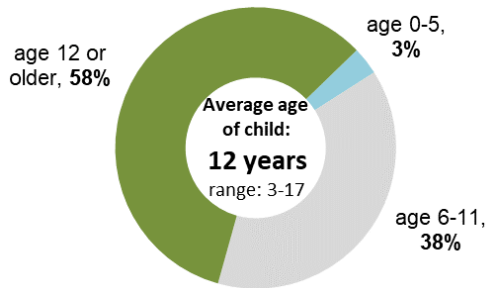
### Client Gender

Fifty-two percent of children were male and 48% were female.



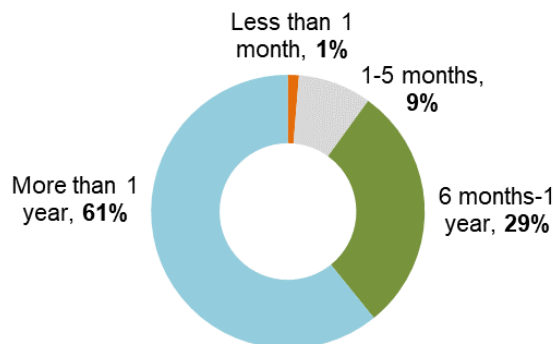
### Client Age

Children were 12 years old on average. About 3% were under age 6, 38% were age 6-11, and 58% were age 12 or older.



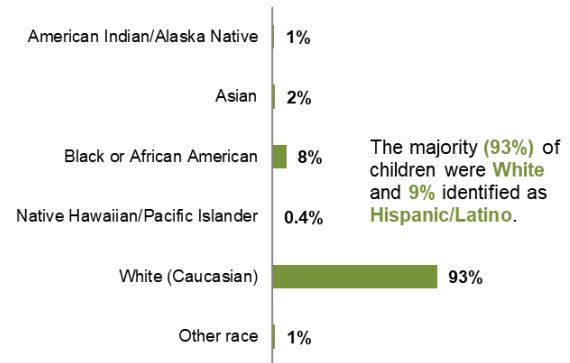
### Length of Time Receiving CMHC Services

About 61% of children have received services from the CMHC for more than 1 year; 1% have received services for less than 1 month.



### Race\*

The majority (93%) of children were White, 8% were Black, 2% were Asian, 1% were American Indian or Alaska Native, <1% Native Hawaiian or Pacific Islander, and 1% were another race.



### Ethnicity\*

About 9% of children were Hispanic or Latino.

\*Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

### Informed of Other Family Programs

Forty-six percent of family members reported being informed of family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, and Project Aware.

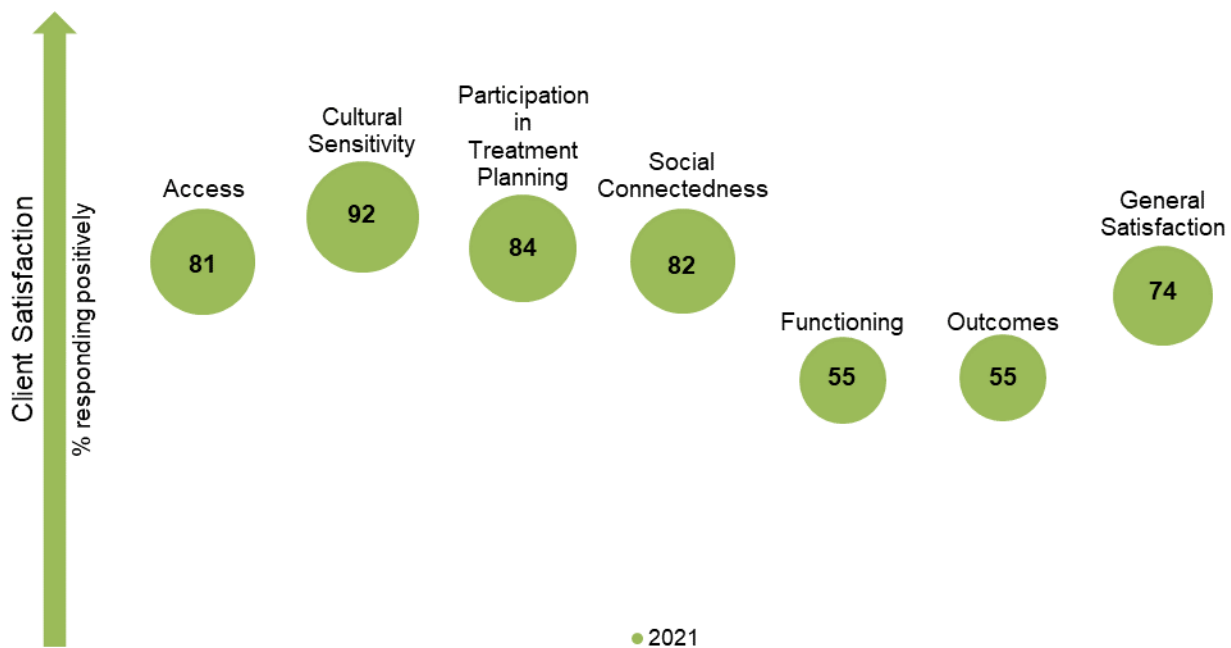
## 2021 NH Statewide Family Member Satisfaction Survey Findings

### Statewide Domain Scores

Among family members of children receiving services from CMHCs across the state, satisfaction scores were at least 70% or higher in five of the seven domains. The highest was in the area of cultural sensitivity of services (92%), followed by participation in treatment planning (84%), social connectedness (82%), and access to services (81%) – which included convenience in service access, sensitivity and respectfulness of staff, and decision making in child’s treatment.

Respondents were less satisfied in two domains that related to their child’s functioning (55%) and outcomes (55%).

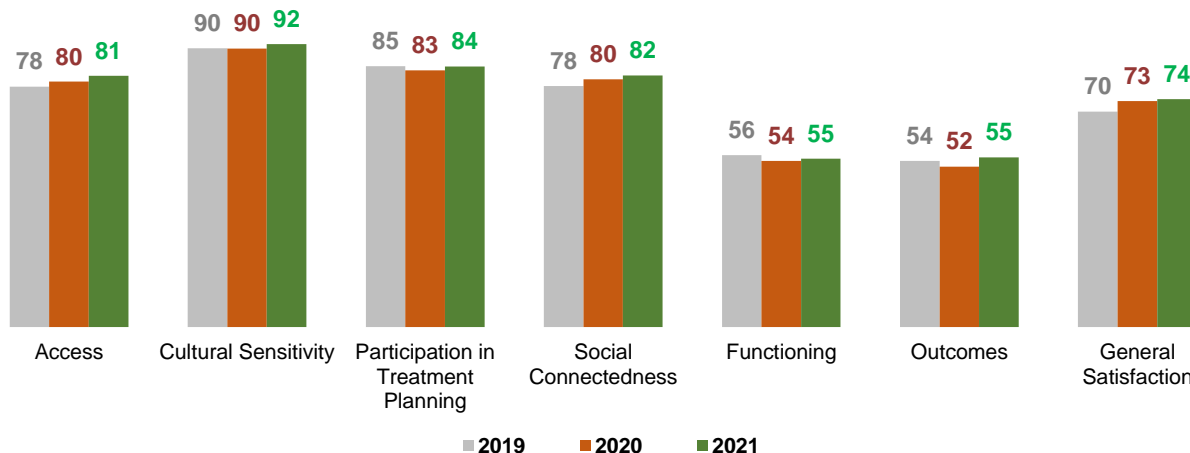
Overall, 74% of respondents were generally satisfied.



In 2021, sub-analyses were also conducted to examine whether satisfaction differed by client sex, age group, and length of time in care. See **Part 3** of this report for comparisons of statewide domain scores by child and youth characteristics.

## Trend in Statewide Domain Scores (2019-2021)

Domain scores were compared across the last three years (2019-2021) to determine whether there were any changes in satisfaction over time. Overall, there were no statistically significant differences in scores, when comparing 2021 domain scores to either 2019 or 2020.



## Comparison of Statewide Combined 2016-2018 and 2019-2021 Domain Scores

To evaluate whether satisfaction changed over time, statewide data were combined and compared across two, three-year groups – 2016-2018 and 2019-2021. A statistically significant improvement in the access score (74% to 79%) was observed. There were no other differences in the other domains.<sup>3</sup>

Satisfaction Domains	NH Statewide 2016-18		NH Statewide 2019-21		p-values
	Total	Percent (95% CI)	Total	Percent (95% CI)	
Access*	1325	74 (72, 77)	1416	79 (77, 81)	<b>0.0037</b>
Cultural Sensitivity	993	91 (89, 93)	1091	90 (88, 92)	0.3969
Participation in Treatment Planning	1326	84 (82, 86)	1426	83 (81, 85)	0.4316
Social Connectedness	1317	78 (75, 80)	1405	80 (78, 82)	0.2103
Functioning	1315	53 (51, 56)	1404	54 (51, 57)	0.6653
Outcomes	1316	52 (50, 55)	1405	53 (50, 56)	0.6681
General Satisfaction	1328	69 (66, 71)	1428	71 (69, 74)	0.1247

Note: \*p<0.05 = statistically significant difference in scores over the two time periods (bolded). A p-value in green indicates the statewide score significantly increased over time.

All SAMHSA Community Mental Health Services Block Grant recipient states submit data which are aggregated at the national level. Compared to the most recent 2020 national scores<sup>4</sup>, NH state scores were substantially lower across most domains. However, the characteristics of clients surveyed may vary across states; NH surveys family members of children or youth with serious or severe mental illness. Nevertheless, the pattern of scores was similar – nationally, outcomes and functioning were also the lower scoring domains, while cultural sensitivity and participation in treatment planning were the highest.

<sup>3</sup> In 2021, data for each CMHC were also combined and compared across two, three-year groups, 2016-2018 versus 2019-2021 (see Part 5).



NH DHHS Family Satisfaction Survey Compared to National SAMHSA Community Mental Health Services Block Grant Domain Scores							
	Access	Cultural Sensitivity	Participation in Treatment Planning	Social Connectedness	Functioning	Outcomes	General Satisfaction
NH 2019	78	90	85	78	56	54	70
NH 2020	80	90	83	80	54	52	73
NH 2021	81	92	84	82	55	55	74
US 2018	85	93	87	86	73	72	87
US 2019	87	94	89	88	72	72	88
US 2020	89	95	89	88	75	75	89

See **Appendix B3** for a summary table of statewide domain scores by year as well as comparisons to the 2020 U.S. national scores.

While overall domain scores provide a broad assessment of areas that clients are generally satisfied or less satisfied with, examining the responses to specific items within a domain can further help identify opportunities for targeted quality improvement efforts. For example, the general satisfaction domain included a range of items such as whether the family got as much help as needed, whether the services received were right for them, and overall satisfaction with services. A larger percentage of clients were more satisfied with some of these items than with others; items with a lower percentage of clients responding positively may be selected for review as potential targets of quality improvement interventions.

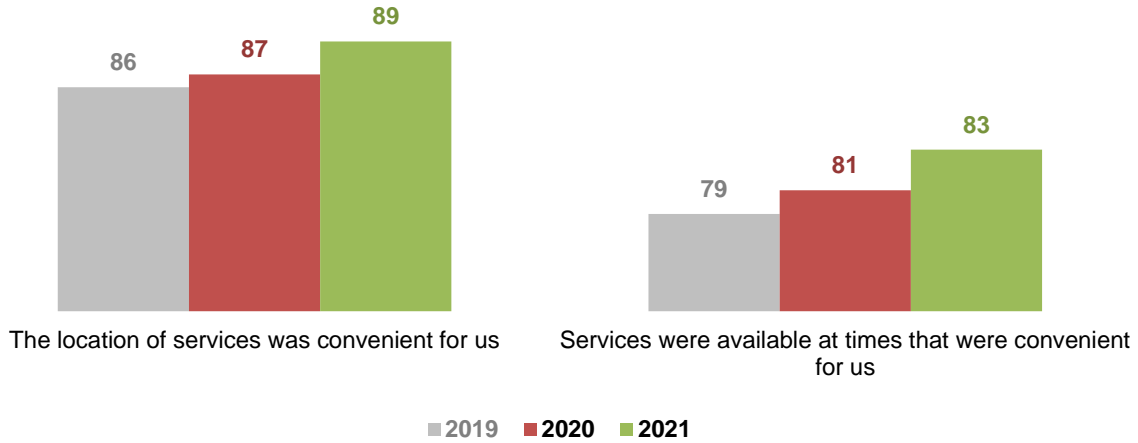
Results shown on the following pages present the specific items associated with each of the seven satisfaction domains. The percentage of clients who responded positively (“strongly agree” or “agree”) are presented for each year (2019, 2020, 2021) and results are displayed in rank-order based on the 2020 data. *Statistically significant differences ( $p < 0.05$ ) between 2019 and 2021 are indicated by (^) and differences between 2020 and 2021 are indicated by (\*).* The number of respondents who provided an answer to each item may vary; see **Appendix B4** for a summary table of these item-specific results.

### Domain-Specific Item Scores (2019-2021)

#### Access

Overall, 81% of family members were satisfied with Access. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with two MHSIP items measuring this domain. In 2021, 89% agreed that the location of services was convenient and 83% indicated that services were available at times that were convenient. There were no statistically significant differences in item scores across the years.

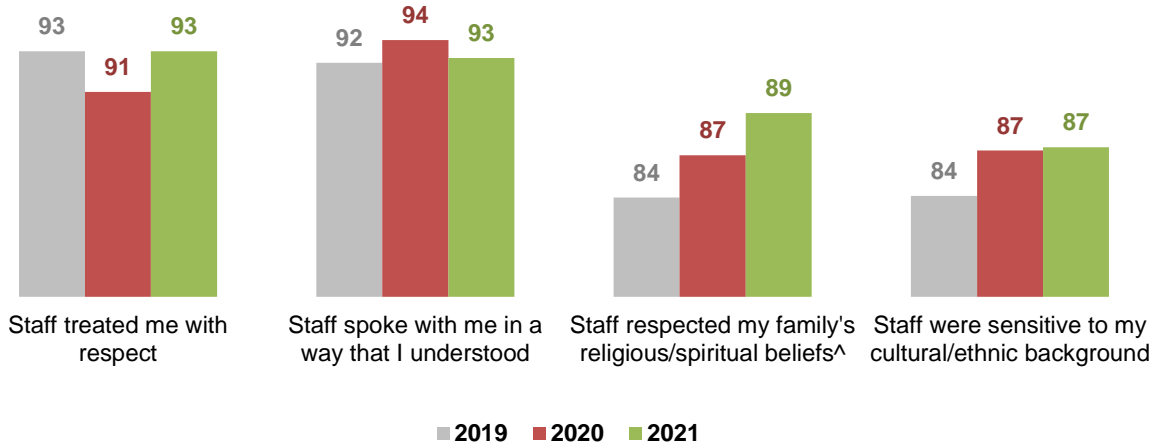
**Access Domain Items:**  
Percentage of respondents who strongly agreed/agreed ...



**Cultural Sensitivity**

In 2021, 92% of family members were satisfied with the overall domain of Cultural Sensitivity, which is the highest scoring domain. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with four MHSIP items. In 2021, 93% agreed that staff treated them with respect, 94% agreed that staff spoke in a way that they understood, and 87% agreed that staff were sensitive to their cultural/ethnic backgrounds. Eighty-nine percent agreed that staff were respectful of their family’s religious or spiritual beliefs in 2021, which is significantly higher than that of 2019 (84%).

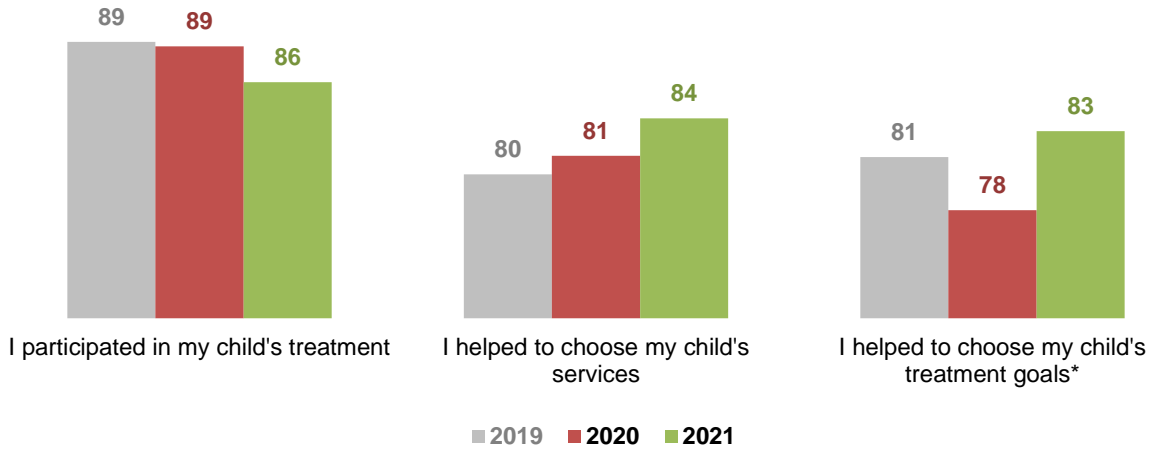
**Cultural Sensitivity Items:**  
Percentage of respondents who strongly agreed/agreed ...



**Participation in Treatment Planning**

Overall, 84% of family members were satisfied with Participation in Treatment Planning. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with three MHSIP items. In 2021, 86% agreed that they had participated in their child’s treatment, although a smaller percent agreed that they had helped to choose services (84%) and treatment goals (83%). The percent of respondents who agreed that they participated in choosing their child’s treatment goals in 2021 was significantly higher compared to 2020 (78%).

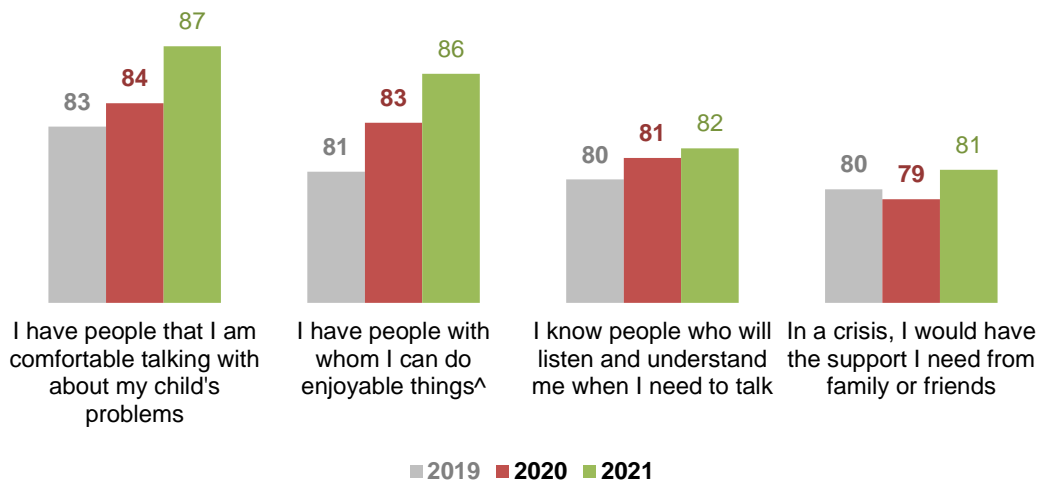
**Participation in Treatment Planning Items:**  
Percentage of respondents who strongly agreed/agreed ...



**Social Connectedness**

Overall, 82% of family members were satisfied with Social Connectedness. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with four MHSIP items. In 2021, 87% of family members had someone with whom they were comfortable talking about their child’s problem, 86% indicated that they had people with whom they can do enjoyable things, 82% know people who will listen and understand them when they need to talk, and 81% agreed that they would have the support they need from family or friends during a crisis. The percent of respondents who agreed that they have people with whom they can do enjoyable things in 2021 is significantly higher compared to 2019 (81%).

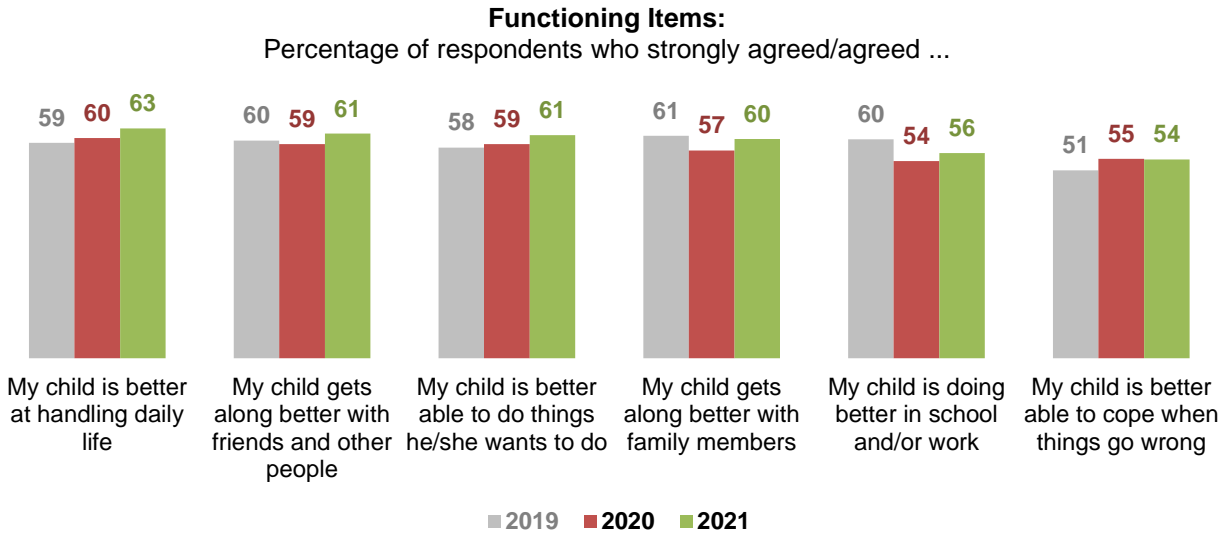
**Social Connectedness Items:**  
Percentage of respondents who strongly agreed/agreed ...



**Functioning**

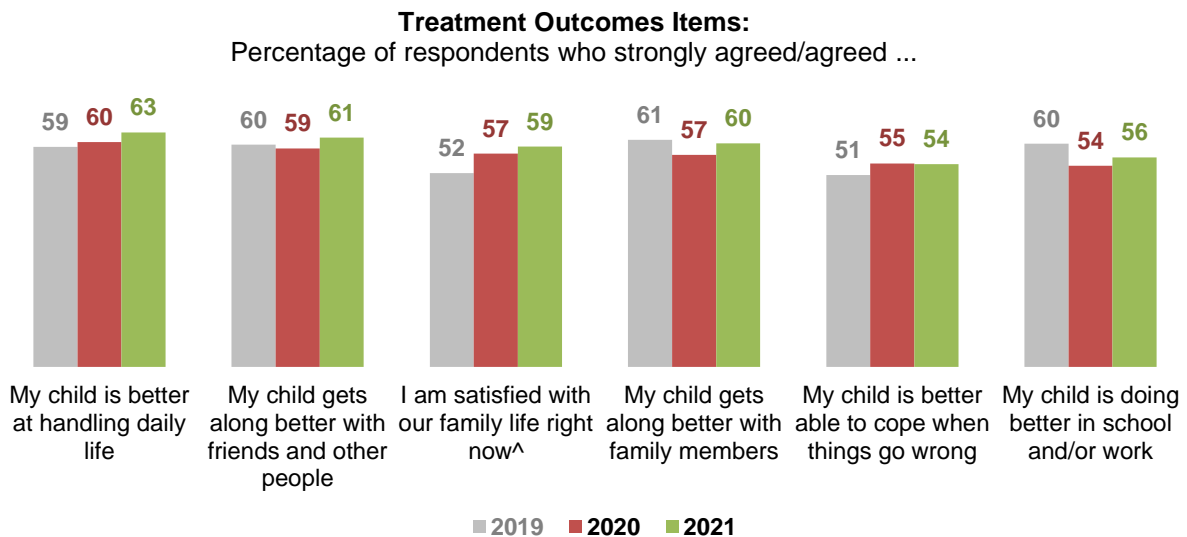
About half (55%) of family members overall were satisfied with their child’s Functioning, which is one of the lower-scoring domains. Respondents were asked to consider how the services received from their CMHC affected their child’s functioning by indicating the extent to which they agreed or disagreed with six MHSIP items. In 2021, between 60% and 63% agreed that their child is better able to handle daily life,

is getting along better with friends and family members, and is better able to do things they want to do. About 54% agreed their child is better able to cope when things go wrong and 56% agreed their child is doing better in school and/or work. There were no statistically significant differences in item scores across the years.



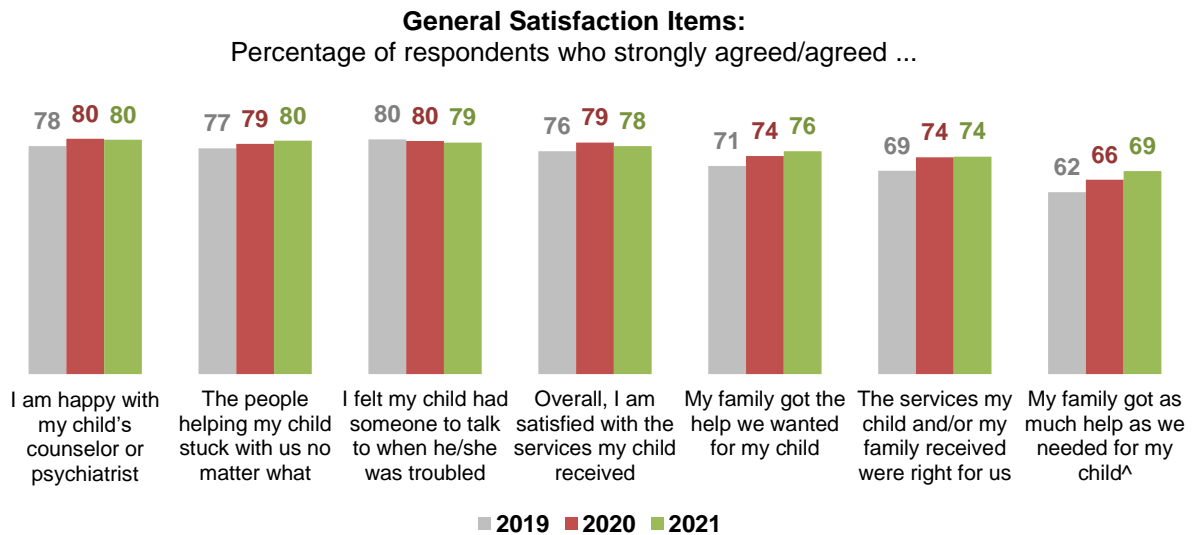
**Treatment Outcomes**

About half (55%) of family members overall were satisfied with Treatment Outcomes, which is one of the lower-scoring domains. Respondents were asked to consider how the services received from their CMHC affected their child’s outcome by indicating the extent to which they agreed or disagreed with six MHSIP items. Five items are also a part of the functioning domain and the sixth item measures the respondent’s satisfaction with family life. In 2021, between 54% and 63% responded positively about outcomes. Fifty-nine percent of family members were satisfied with their family life in 2021 which is significantly higher than in 2019 (52%).



## General Satisfaction

The General Satisfaction domain consisted of six MHSIP items that assessed a range of issues. The state added a seventh, non-MHSIP item, “I am happy with my child’s counselor or psychiatrist”. Overall, 74% of family members were satisfied when thinking about the past 12 months. In 2021, 80% were happy with their child’s counselor or psychiatrist, 80% indicated that people helping their child stuck with them no matter what, and 79% agreed that their child had someone to talk to when they are troubled. Seventy-four percent indicated that their family got the help they wanted for their child and that services received were right for them. Sixty-nine percent agreed that the family got as much help as they needed which is significantly higher than in 2019 (62%). Seventy-eight percent said they were satisfied with the services in 2021.



For a summary table of these item-specific results across each year (2019, 2020, and 2021), see **Appendix B4**.

## Behavioral Outcomes

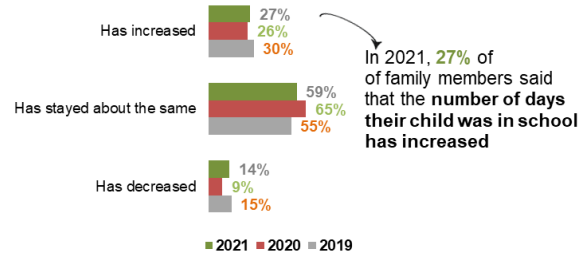
Family members were asked about their child’s attendance in school and any arrests and encounters with police. Those with children age 14 or older were also asked to report on whether the family and CMHC staff have started planning for the child’s transition to adulthood. See **Appendix B5** for a summary table of behavioral outcomes.



Ninety-five percent of children age 6 or older attended school in the past 12 months. Among these:

- **8%** were expelled/suspended in the past 12 months
- **7%** were expelled/suspended in the 12 months prior to that
  - Among these, 63% had no expulsions or suspensions in the past 12 months.
- **12%** were expelled/suspended in either of the past 2 years

Family members reported on whether their child’s **attendance in school** has changed since starting to receive mental health services:



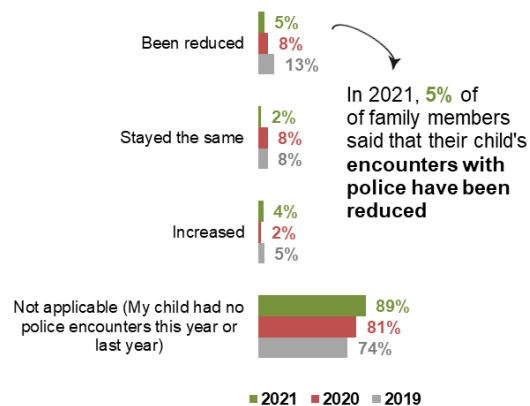
There were no statistically significant differences across years.



Among children age 14 or older:

- **2%** were arrested in the past 12 months
- **0.6%** were arrested in the 12 months prior to that
- **2%** were arrested in either of the past 2 years

Family members reported on how their child’s **encounters with police** have changed since starting to receive mental health services.



There were no statistically significant differences across years.

### Transition Planning to Adulthood

**39%** of family members whose child was age 14 or older indicated that the “Family & CMHC staff have started planning for their child’s transition to adulthood”.

## Open-Ended Comments

Respondents were also given the opportunity to write in additional comments on the survey and to provide feedback about their experiences with CMHC services that were not otherwise captured by the survey questions. The following illustrations include quotes from the open-ended responses that highlight the key findings and represent the major themes.

**Fifty-nine percent of respondents** provided comments in response to the question “**What services have been most helpful in your child’s treatment?**” and identified a wide range of services that were most helpful. The major themes were:

- Staff and services in general (helpful, understanding, etc.)
- Therapy
- Counseling
- Quality of care
- Access and/or availability (flexible schedules, in-school services, etc.)

### WHAT SERVICES HAVE BEEN MOST HELPFUL IN YOUR CHILD’S TREATMENT? (Number Responding=267)

#### STAFF/SERVICES: GENERAL (49.4%)



- Knowing he has someone to open up to and he can move forward and try to work on those struggles with others.
- That he has someone there to talk to besides friends and family who can be objective and helpful.

#### THERAPY (25.1%)



- My daughter continues to speak with therapy weekly. It's been beneficial for her to know she has someone other than mom that she can open up to and speak freely.
- Our therapist has been the greatest resource. They are able and willing to talk when needed.

#### COUNSELING (21.7%)



- She needed someone she trusted to help her learn coping skills with anxiety. Her counselor was great with her!
- My daughter has struggled with anxiety and depression. Counseling has helped her manage these feelings better and gives her a sounding board.

#### QUALITY OF CARE (21.0%)



- Finally having a team that works together has really helped. All my questions and concerns are met. Most importantly my child is heard.
- Having a case manager who really understands him and is great about communicating with me.
- Our counselor truly listening to our thoughts about treatment, making us feel like a team.

#### ACCESS/AVAILABILITY (15.4%)



- Having a caseworker to come to my residence and take my child out. It is hard having four children and trying to make an in-office appointment.
- Getting back to in person therapy. Video sessions with a four year old were not helpful.
- Case management gets in touch with someone quickly when I notice changes in behaviors and mood.

**Thirty-two percent of respondents** provided comments in response to the question “**What services have been the least helpful in your child’s treatment?**” and pointed out inefficiencies and deficiencies in the services their child received. The most prevalent themes were:

- Staff and services in general (unhelpful, bad fit, etc.)
- Therapy
- Access and availability of services
- Effects of COVID-19 (telehealth, phone services, pausing of in-person services, etc.)
- None

**WHAT SERVICES HAVE BEEN THE LEAST HELPFUL IN YOUR CHILD’S TREATMENT? (Number Responding=148)**

**STAFF/SERVICES: GENERAL  
(55.4%)**



- Lack of males in these roles. My teen son needs someone of the same gender who can better relate to him.
- Talk programs seem to be just talk. Nothing has come from them.

**THERAPY (29.7%)**



- Consistently having her relive traumas in her life caused her to quit therapy.
- Not knowing how and what types of therapy they offer and what is best for children. An 11 year old doesn't need play therapy. She needs a better approach.

**ACCESS/AVAILABILITY  
(27.0%)**



- We were not able to get services when we needed them.
- Available therapies that are inaccessible because he is not on Medicaid.

**EFFECTS OF COVID-19 (26.4%)**



- Not being able to have in person appointments. My child asked to be in person or not at all. I gave up arguing with him when he had tele-visits.
- Telehealth. It is fine for me to get my questions answered and vent, but it is impossible for my son to engage him.

**NONE (22.3%)**



- Have found all services helpful. She is happier and more communicative after appointments.
- None. Everything has worked for the better.
- All services my child received are helpful. From the support to therapy to medicine they all play an important role.



**Forty-two percent of respondents** provided comments in response to the question “**What changes would improve the services your child receives?**” and proposed a variety of solutions. The most common suggestions were the following:

- Increase access to and availability of services and providers
- Improve the providers and services
- No improvements are necessary, staff and services are satisfactory
- Return to staff and service opportunities pre-COVID-19 (resume in-person services)
- Improve communication amongst service providers and between providers and the family of clients

**WHAT CHANGES WOULD IMPROVE THE SERVICES YOUR CHILD RECEIVES? (Number Responding=192)**

**ACCESS/AVAILABILITY (47.9%)**



- If we could transition to in person as the pandemic winds down.
- Only having a schedule during school hours is not beneficial for these children.
- More mental health workers. He keeps losing his therapist and it is disrupting and upsetting to him.

**ADEQUATE CARE (17.2%)**



- For the counselor to interact more with my child and demonstrate techniques, as opposed to ignoring child's behavior.
- Case management and outreach to actually do their jobs and show up when they are supposed to instead of having us wait for nothing.

**NONE (16.7%)**



- I am satisfied with the direction we are taking.
- None. I think everything has been going very well. I actually like doing things by phone at the moment it has worked out well.

**RETURN TO PRE-COVID-19 (16.1%)**



- Seeing his case manager more often and the clinicians actually being in the office! I can't believe they are still working remotely.
- The price of phone and computer appointments have to be much less than appointments in person. it doesn't make sense for the age of my child.

**COMMUNICATION (13.5%)**



- I would like if someone followed up if I miss an appointment.
- Counselors that initiate the conversation.
- More communication between the providers and parents. We should have been updated more frequently about the improving or deteriorating mental conditions of the child.

Below is a summary table showing the number and percentage of family members who provided feedback related to aspects of services they found most helpful and least helpful in their child’s treatment as well suggestions for improving services, organized by theme:

<b>What services have been the <i>most</i> helpful in your child’s treatment? (Number Responding=267)</b>		
	<b>N</b>	<b>%</b>
<b>STAFF/SERVICES: GENERAL</b>	<b>132</b>	<b>49.4</b>
<b>THERAPY</b>	<b>67</b>	<b>25.5</b>
<b>COUNSELING</b>	<b>58</b>	<b>21.7</b>
<b>QUALITY CARE</b>	<b>56</b>	<b>21.0</b>
<b>ACCESS/AVAILABILITY</b>	<b>41</b>	<b>15.4</b>
<b>What services have been the <i>least</i> helpful in your child’s treatment? (Number Responding=148)</b>		
<b>STAFF/SERVICES: GENERAL</b>	<b>82</b>	<b>55.4</b>
<b>THERAPY</b>	<b>44</b>	<b>29.7</b>
<b>ACCESS/AVAILABILITY</b>	<b>40</b>	<b>27.0</b>
<b>EFFECTS OF COVID-19</b>	<b>39</b>	<b>26.4</b>
<b>NONE</b>	<b>33</b>	<b>22.3</b>
<b>What changes would improve the services your child receives? (Number Responding=192)</b>		
<b>ACCESS/AVAILABILITY</b>	<b>92</b>	<b>47.9</b>
<b>ADEQUATE CARE</b>	<b>33</b>	<b>17.2</b>
<b>NONE</b>	<b>32</b>	<b>16.7</b>
<b>RETURN TO PRE-COVID-19</b>	<b>31</b>	<b>16.1</b>
<b>COMMUNICATION</b>	<b>26</b>	<b>13.5</b>



# **Part 3: New Hampshire Statewide**

## **Comparison of 2021 Domain Scores by Client Characteristics**

## Part 3: New Hampshire Statewide - Comparison of 2021 Domain Scores by Client Characteristics

While statewide domain scores provide a general indication of clients’ overall satisfaction with services received in the past 12 months and clients’ perception of the impact of services on outcomes and functioning, NH DHHS was interested in examining whether results are similar among different groups of clients, specifically client sex, age group, length of time in care, and self-reported employment status (for adult survey only).

Client groups with any significant differences or disparities may be selected for review as potential targets of quality improvement interventions.

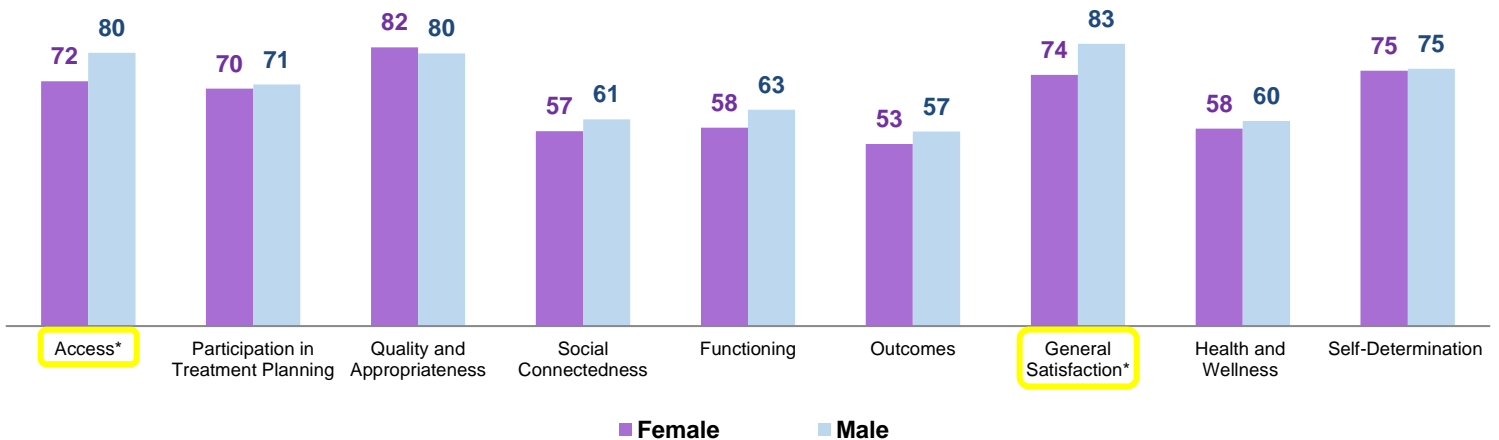
### 2021 NH Statewide Adult Satisfaction Survey Sub-Analyses

Comparisons of adult satisfaction survey domains scores by client sex and age are presented below. See also **Appendix A6** for a summary table of these results.

#### Domain scores by sex:

- Of the 679 respondents, 62% were female and 38% were male.
- Overall, females had statistically significantly lower satisfaction scores in the access and general satisfaction domains compared to males.

*There were significant differences in two of the nine satisfaction domains between males and females.*

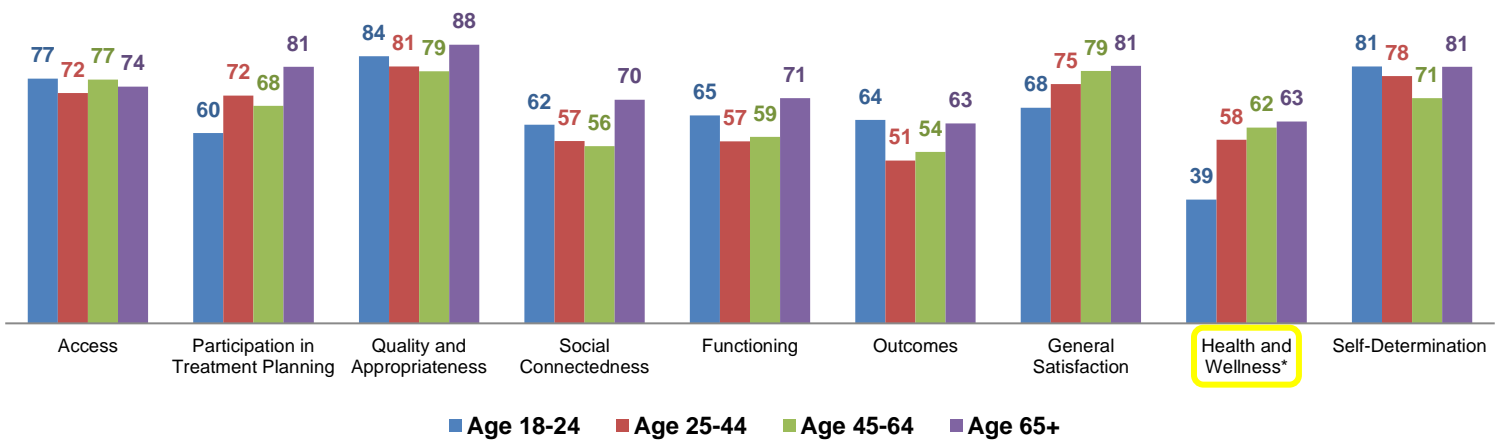


\*p<.0.05 = statistically significant difference in scores between groups

**Domain scores by age group:**

- Forty-six percent of the respondents were age 45-64, 33% were age 25-44, 12% were age 65+, and 9% under age 25.
- There were statistically significant differences in one of the nine domains by age group.
- Respondents who were age 25-44 have lower scores in the access (72%), functioning (57%), and outcomes (51%) domains compared to other age groups.
- At least 70% of clients age 65+ were satisfied with access, participation in treatment planning, quality and appropriateness, general satisfaction, and self-determination.
- Respondents who were age 18-24 scored significantly lower in the health and wellness domain compared to other age groups.

*There were significant differences in one of the nine satisfaction domains across age groups.*

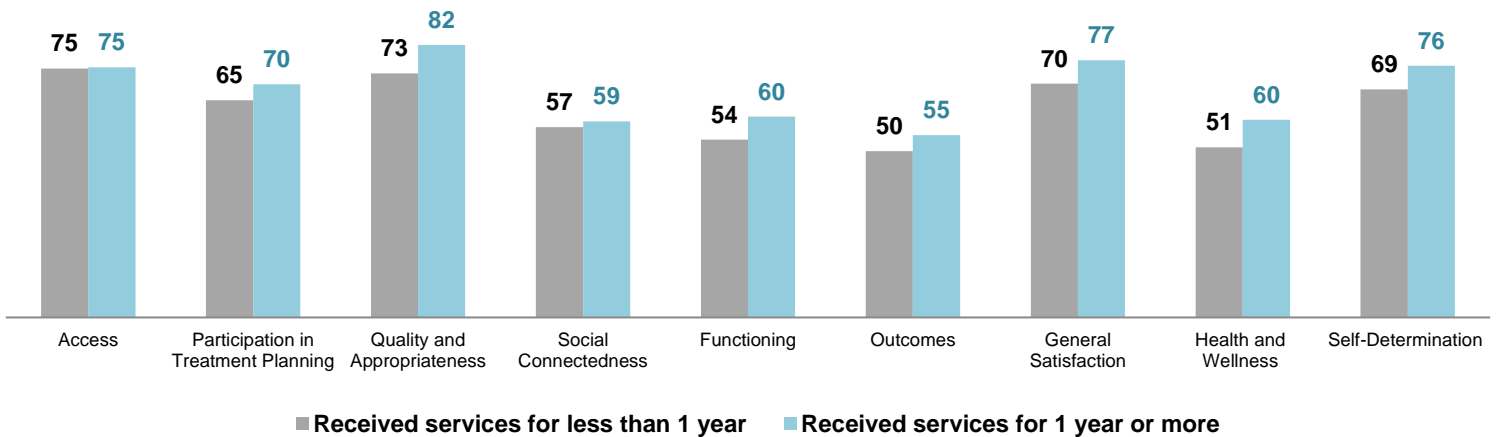


\*p<.05 = statistically significant difference in scores between groups

**Domain scores by length of time in care:**

- About 89% of respondents have received services from the CMHC for 1 year or more.
- In 2021, there were no significant differences in domain scores by length of time receiving services.

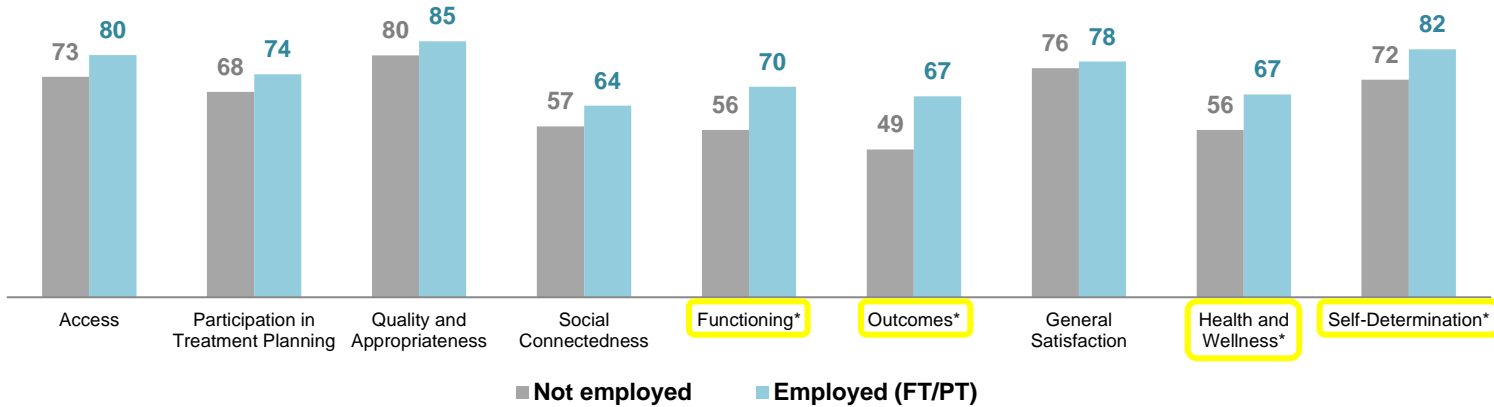
*There were no significant differences in domain scores by length of time receiving services.*



**Domain scores by employment status:**

- About 30% of respondents indicated they were working either full- or part-time.
- Clients who were currently employed had higher scores compared to those unemployed in all of the nine domains – four of which were statistically significant – functioning, outcomes, health and wellness, and self-determination.
- One possible explanation is that receiving mental health services led to improved functioning and outcomes and employment; another is that being employed led to better health and wellness and self-determination. Readers should interpret these results with caution since causality cannot be inferred.

*There were significant differences in four of the nine satisfaction domains between respondents who reported being employed compared to those who reported not being employed*



\*p<.05 = statistically significant difference in scores between groups

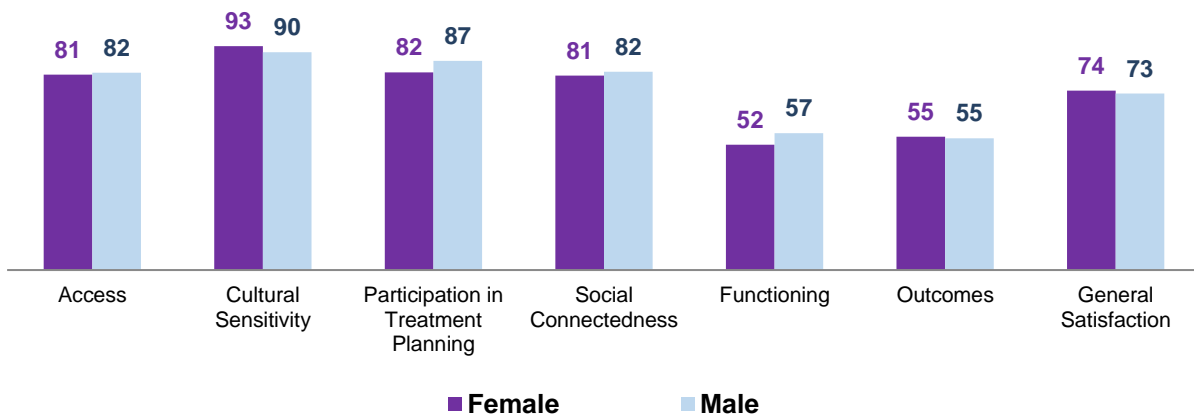
## 2021 NH Statewide Family Member Satisfaction Survey Sub-Analyses

Comparisons of family member satisfaction survey domain scores by sex and age are presented below. See also **Appendix B6** for a summary table of these results.

### Domain scores by sex:

- Of the 456 family members who responded, 52% had a male child and 48% had a female child who received mental health services.
- Family members of male and female children receiving services had similar scores across all domains, with no significant differences.

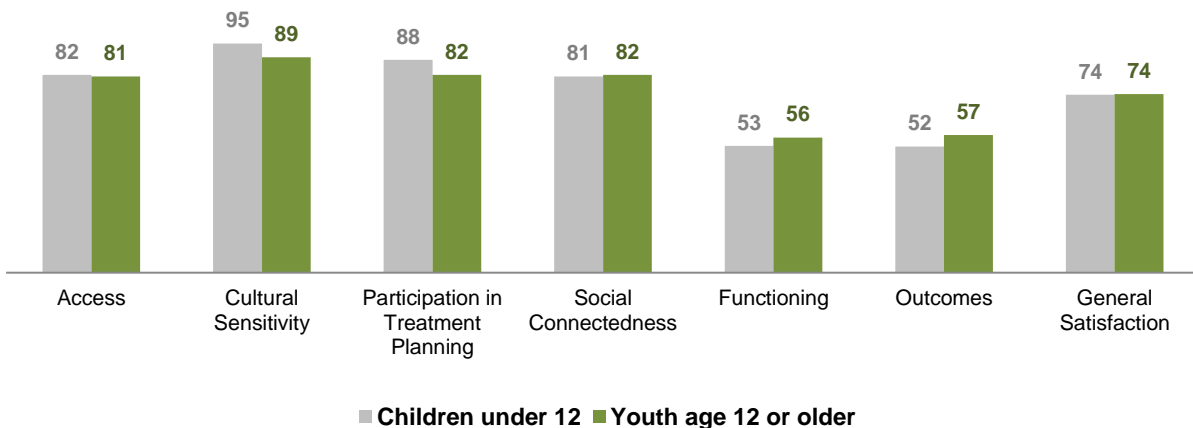
*There were no significant differences in domain scores between family members of male or female children receiving services.*



### Domain scores by age group:

- About 42% of the children and youth whose family member responded to the survey were under 12 years old and 58% were age 12 or older.
- Overall, there were no statistically significant differences in domain scores by age group.

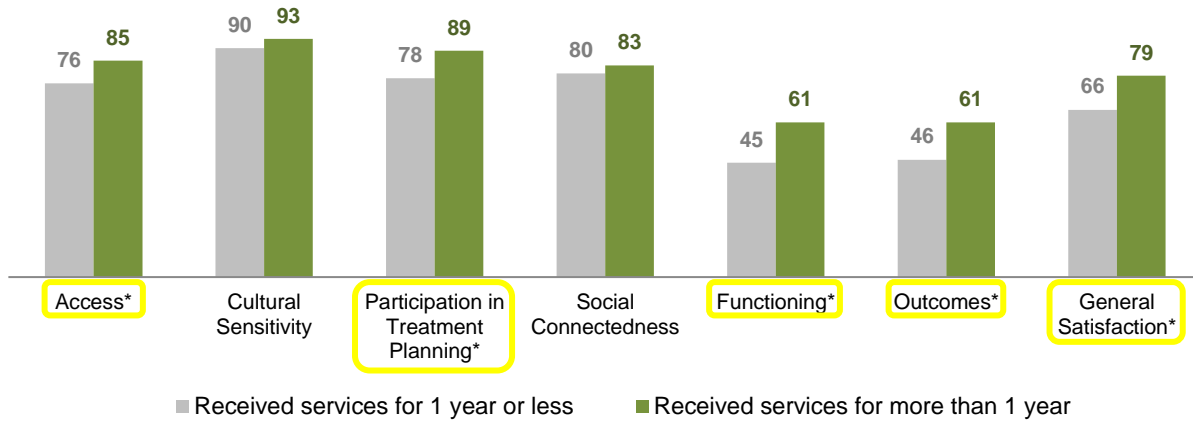
*There were no significant differences in domain scores between family members with a child under 12 or youth 12 and older who received services.*



### Domain scores by length of time in care:

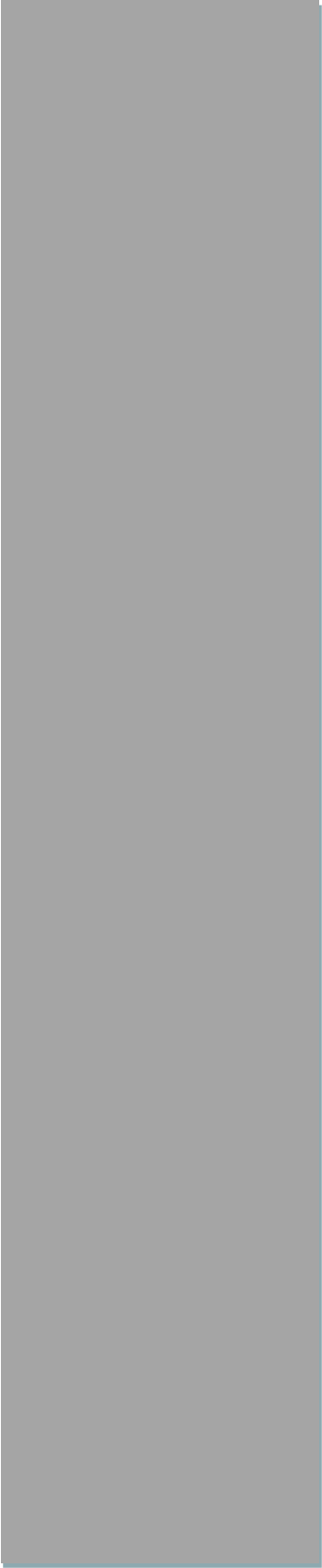
- About 61% of children and youth have received services from the CMHC for more than 1 year.
- There were statistically significant differences by length of time in care across five domains – access to services, participation in treatment planning, functioning, outcomes, and general satisfaction.

*There significant differences in five of the seven domain scores between family members whose child has received services for more than 1 year, compared to those who had received services for 1 year or less*



\*p<.05 = statistically significant difference in scores between groups.





# **Part 4: Impact of COVID-19 on Satisfaction with Services**

## **2021 Summary of Adult and Family Member Satisfaction Surveys**

## Impact of COVID-19 Pandemic

With the COVID-19 pandemic, community mental health centers have had to adjust and adapt services offered to clients. In the 2021 survey, NH DHHS had three questions in each of the Adult Satisfaction Survey and Family Member Satisfaction Survey to assess the extent to which services received during the COVID-19 stay at home order were of high quality and whether their mental health symptoms have worsened as a result of the COVID-19 stay at home order. Additionally, clients indicated their preference for how services are offered after the COVID-19 pandemic ends.

### Adult Satisfaction Survey Results: COVID-19 Questions

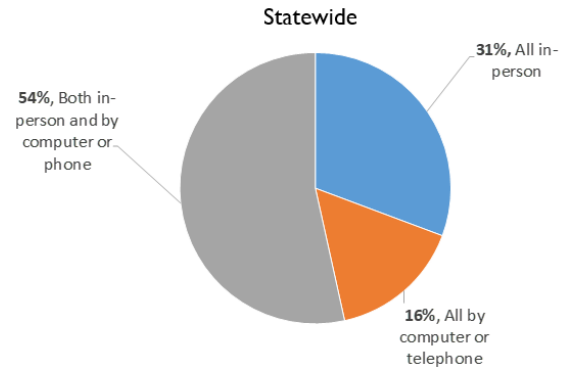
Overall, clients agreed that the services received during COVID-19 were of high quality (68%). Forty-two percent reported that their mental health symptoms had worsened as a result of the COVID-19 stay at home order. A statistically significantly higher percentage of Seacoast Mental Health Center clients (79%) responded that services were of high quality during the COVID-19 stay at home order. Compared to statewide, a statistically significantly lower percentage of Lakes Region (51%) and Riverbend (48%) clients responded that services were of high quality. There were no differences between centers and statewide related to clients' reporting mental health symptoms worsening as a result of the COVID-19 pandemic (a lower percentage indicates better symptoms for this measure). The table below compares the data between the centers and statewide.

	Northern Human Services	West Central Behavioral Health	Lakes Region Mental Health Center	Riverbend Community Mental Health	Monadnock Family Health Center	Greater Nashua Mental Health	Mental Health Center of Greater Manchester	Seacoast Mental Health Center	Community Partners	Center for Life Management	Statewide
<b>The services I received during the COVID-19 stay at home order were of high quality.</b>											
% Strongly agree or agree	68	64	<b>51</b>	<b>48</b>	67	68	77	<b>79</b>	71	74	68
Total Number Responding	63	55	53	52	82	72	75	61	52	69	634
<b>My mental health symptoms have gotten worse as a result of the COVID-19 pandemic.</b>											
% Strongly agree or agree	38	38	47	38	49	43	40	41	44	38	42
Total Number Responding	65	53	53	52	81	74	75	58	52	69	632

Note: "Total Number Responding" equals the denominator for each question.

\*p<0.05 statistically significant difference between center and statewide (bolded). A positive difference (in green) indicates the center scored significantly higher than statewide. A negative difference (in red) indicates the center scored significantly lower than statewide. Additionally, there were no statistically significant differences between 2020 and 2021.

Over half of adult clients reported that they would prefer to receive services both in-person and by computer or telephone (54%) after the COVID-19 pandemic ends. The percentage who preferred services all in-person decreased from 45% in 2020 to 31% in 2021, and those who prefer services all by computer or telephone more than doubled (from 7% to 16%).



Mental Health Center of Greater Manchester had the highest percentage of clients reporting that they would prefer their services to be all by computer or telephone (24%), and Riverbend had the lowest (7%). Nearly two-thirds (62%) of Seacoast clients preferred to have both options. The table below compares the data between the centers and statewide, and the figure shows the statewide data. Statistically significant differences between center and statewide are indicated below.

	Northern Human Services	West Central Behavioral Health	Lakes Region Mental Health Center	Riverbend Community Mental Health*	Monadnock Family Health Center	Greater Nashua Mental Health	Mental Health Center of Greater Manchester	Seacoast Mental Health Center*	Community Partners	Center for Life Management	Statewide
% All in-person	37	37	30	<b>45</b>	29	27	27	<b>18</b>	30	30	31
% All by computer or telephone	12	15	11	<b>7</b>	14	20	24	<b>20</b>	23	10	16
% Both in-person and by computer or telephone	51	48	59	<b>48</b>	57	53	49	<b>62</b>	47	59	54

Note: \*p<0.05 statistically significant difference between center and statewide (bolded).

### Family Member Satisfaction Survey Results: COVID-19 Questions

Overall, two-thirds of family members of children and youth clients who received services reported that their child received services that were of high quality (66%). Over half (51%) felt that the mental health symptoms of the child or youth client had worsened as a result of the COVID-19 pandemic. Compared to statewide, a statistically higher percentage of family members of Mental Health Center of Greater Manchester child or youth clients (67%) responded that their child’s mental health symptoms have gotten worse as a result of the pandemic. A significantly higher percent of family members of Seacoast Mental Health Center child or youth clients (86%) agreed that the quality of services was high during the COVID-19 stay at home order. The table below compares the data between the centers and statewide.

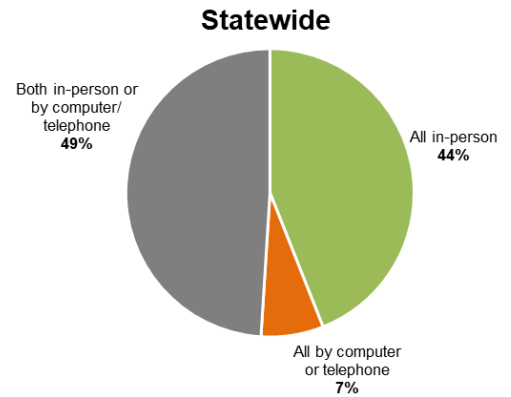
	Northern Human Services	West Central Behavioral Health	Lakes Region Mental Health Center	Riverbend Community Mental Health	Monadnock Family Health Center	Greater Nashua Mental Health	Mental Health Center of Greater Manchester	Seacoast Mental Health Center	Community Partners	Center for Life Management	Statewide
<b>The services my child received during the COVID-19 stay at home order were of high quality.</b>											
% Strongly agree or agree	55	53	66	73	67	59	62	<b>86*</b>	61	73	66
Total Number Responding	42	36	41	56	36	46	47	<b>37</b>	41	60	442
<b>My child's mental health symptoms have gotten worse as a result of the COVID-19 pandemic.</b>											
% Strongly agree or agree	39	41	56	51	63	<b>67*</b>	55	45	38	53	51
Total Number Responding	41	34	43	55	35	<b>45</b>	47	38	40	60	438

Note: "Total Number Responding" equals the denominator for each question.


Note: \*p<0.05 statistically significant difference between center and statewide (bolded). A positive difference (in green) indicates the center scored significantly higher than statewide. Additionally, the percentage of family members reporting their child’s mental health symptoms worsened was higher in 2021 than in 2020 (51% vs. 37% respectively). There were no other differences between 2020 and 2021.

Almost half (49%) of family members reported that they would prefer their child receive services both in-person or by computer/telephone and 44% prefer services to be all in-person after the COVID-19 pandemic ends. There were no differences in preferences when compared to 2020.

Monadnock Family Health Center had the highest percentage of family members reporting that they would prefer services both in-person and by computer or telephone (61%), and Greater Nashua Mental Health had the lowest (39%). The table below compares the data between the centers and statewide, and the figure shows the statewide data. There were no statistically significant differences between each center and statewide.



	Northern Human Services	West Central Behavioral Health	Lakes Region Mental Health Center	Riverbend Community Mental Health	Monadnock Family Health Center	Greater Nashua Mental Health	Mental Health Center of Greater Manchester	Seacoast Mental Health Center	Community Partners	Center for Life Management	Statewide
% All in-person	55	44	44	37	30	59	39	38	45	43	44
% All by computer or telephone	0	12	11	6	9	2	7	8	8	9	7
% Both in-person and by computer or telephone	45	44	44	58	61	39	54	54	47	48	49



# **Part 5: Individual Community Mental Health Center Reports**

## **Summary of Adult and Family Member Satisfaction Surveys**



# **Northern Human Services**

## **Summary of Adult and Family Member Satisfaction Surveys**

## Northern Human Services: 2019-2021 Adult Satisfaction Survey Results

### Demographics

A total of 192 adult clients from Northern Human Services (NHS) responded to the client satisfaction survey in the last three years (2019-2021). Of these, 43% were male, 57% were female, 89% were White, and 3% were Hispanic/Latino. The average age was 50.4 years. Eighty-eight percent were still receiving services at the time of the survey and 90% have received services for a year or more. The table below compares the characteristics of NHS respondents to the state.

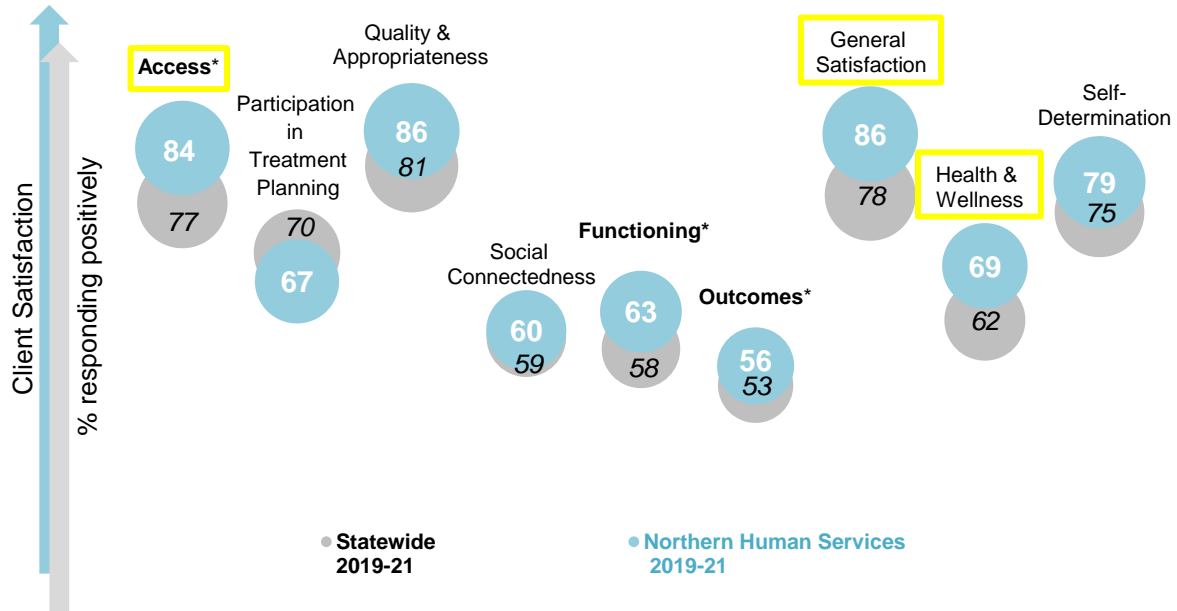
Adult Satisfaction Survey Respondent Characteristics	Northern Human Services 2019-21 N=192		NH Statewide 2019-21 N=2,227	
	n	%	n	%
<b>Gender</b>				
Female	109	57	1375	62
Male	83	43	851	38
<b>Age group</b>				
Age 18-24	12	6	184	8
Age 25-44	54	28	681	31
Age 45-64	91	47	1087	49
Age 65+	35	18	275	12
Average age (SD, range)	50.4 (14.9, 18-90)		47.3 (15.3, 18-86)	
<b>Race category</b>				
American Indian/Alaska Native	12	6	105	5
Asian	0	0	20	1
Black or African American	2	1	47	2
Native Hawaiian/Pacific Islander	1	1	7	0.3
White (Caucasian)	170	89	1956	88
Other race	9	5	86	4
<b>Ethnicity: Hispanic/Latino/Spanish</b>				
Yes-Hispanic/Latino	5	3	113	6
No-Not Hispanic/Latino	166	97	1880	94
<b>Currently (still) getting mental health services from CMHC providers</b>				
Yes	161	88	1908	90
No	22	12	209	10
<b>Length of time receiving mental health services from your community mental health providers</b>				
Less than a year (less than 12 months)	18	10	204	10
1 year or more (at least 12 months)	168	90	1924	90

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: There were no statistically significant differences in scores between the center and statewide.

## Satisfaction with Northern Human Services: Domain Scores with Comparisons to Statewide

Compared to the state overall, NHS client satisfaction scores were similar to those at the state level across six of the nine domains. However, the access (84%), functioning (63%), and outcomes (56%) domains were statistically significantly higher when compared to statewide (77%, 58%, and 53% respectively).



Note: \*p<0.05 statistically significant difference between center and statewide.

The table below provides additional details on the total number of respondents included in each domain for NHS and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Northern Human Services 2019-21		Statewide 2019-21		Difference
	Total N	CMHC %	Total N	Statewide %	
Access*	190	<b>84</b>	2194	77	<b>7.1</b>
Participation in Treatment Planning	176	67	2066	70	-3.7
Quality and Appropriateness	184	86	2102	81	4.5
Social Connectedness	186	60	2140	59	0.9
Functioning	179	63	2126	58	4.8
Outcomes	178	56	2054	53	2.5
General Satisfaction*	<b>186</b>	<b>86</b>	<b>2156</b>	<b>78</b>	<b>7.9</b>
Health and Wellness (state added)*	<b>178</b>	<b>69</b>	<b>2025</b>	<b>62</b>	<b>7.0</b>
Self-Determination (state added)	188	79	2171	75	3.9

Note: \*p<0.05= statistically significant difference in scores between the center and statewide (bolded). A positive difference (in green) indicates the center scored significantly higher than statewide.



### ***Satisfaction with Northern Human Services: Comparison of 2016-2018 and 2019-2021 Domain Scores***

To evaluate whether client satisfaction with Northern Human Services changed over time, domain scores across two time-periods were compared (2016-2018 versus 2019-2021). The access domain significantly improved.

The table below provides additional details on the total number of respondents included in each domain in the 2016-2018 and 2019-2021 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Northern Human Services 2016-18		Northern Human Services 2019-21		Difference
	N	%	N	%	
Access*	<b>224</b>	<b>72</b>	<b>190</b>	<b>84</b>	<b>11.8</b>
Participation in Treatment Planning	213	71	176	67	-4.4
Quality and Appropriateness	215	83	184	86	3.1
Social Connectedness	223	62	186	60	-1.7
Functioning	218	60	179	63	2.5
Outcomes	209	53	178	56	3.0
General Satisfaction	224	79	186	86	6.9
Health and Wellness (state added)	208	65	178	69	3.6
Self-Determination (state added)	223	76	188	79	3.0

Note: \*p<0.05= statistically significant difference in scores over the two time periods (bolded). A positive difference (in green) indicates the center's score significantly improved over time.

## Satisfaction with Northern Human Services – Item-specific Scores by Domain

The table below shows the item-specific data for NHS across the last three years (2019-2021) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (\*). The item added in 2018 is noted as such.

Adult Survey Items Results Summary		Northern Human Services 2019-21		Statewide 2019-21	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
<b>Access</b>	The location of services was convenient for us	182	86	2099	82
	Staff were willing to see me as often as I felt it was necessary	189	84	2174	81
	Staff returned my call in 24 hours <sup>*(+)</sup>	<b>181</b>	<b>81</b>	<b>2100</b>	<b>74</b>
	Services were available at times that were good for me <sup>*(+)</sup>	<b>188</b>	<b>90</b>	<b>2195</b>	<b>84</b>
	I was able to get all the services I thought I needed <sup>*(+)</sup>	<b>191</b>	<b>83</b>	<b>2197</b>	<b>76</b>
	I was able to see a psychiatrist when I wanted to	172	73	2071	70
<b>Participation in Treatment Planning</b>	I felt comfortable asking questions about my treatment and medication	189	90	2180	87
	My beliefs were respected in my treatment and treatment plan	185	85	2164	84
	Staff saw me as an equal partner in my treatment plan	191	83	2172	82
	Staff were respectful of my sexual orientation, gender expression, and gender identity	163	92	1882	91
	Staff respected me as a whole person	192	91	2183	88
	My right to refuse treatment was respected	139	78	1676	77
	I, not staff, decided my treatment goals	177	61	2092	67
<b>Quality and Appropriateness</b>	Staff here believed that I could grow, change, and recover <sup>*(+)</sup>	<b>180</b>	<b>89</b>	<b>2103</b>	<b>83</b>
	I was encouraged to use peer-run programs (support groups, drop-in centers, crisis phone line, etc.)	164	72	1973	72
	I felt free to complain	182	80	2099	78
	I was given information about how to file a complaint	154	58	1751	55
	I was given information about my rights	187	83	2078	82
	Staff encouraged me to take responsibility for how I live my life	177	84	2057	82
	Staff told me what side effects to watch out for	169	69	2007	72
	Staff respected my wishes about who is and who is not to be given information about my treatment	187	89	2078	87
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	160	91	1829	86
	Staff helped me obtain the information I needed so that I could take charge of managing my illness <sup>*(+)</sup>	<b>181</b>	<b>86</b>	<b>2078</b>	<b>77</b>
<b>Social Connectedness</b>	In a crisis, I have the support I need from family or friends	187	73	2144	73
	I am happy with the friendships I have <sup>*(+)</sup>	<b>183</b>	<b>75</b>	<b>2117</b>	<b>67</b>
	I have people with whom I can do enjoyable things	186	71	2136	69
	I feel I belong to my community	183	49	2100	46
	I know people who listen and understand me when I need to talk <sup>*(+)</sup>	<b>185</b>	<b>80</b>	<b>2154</b>	<b>73</b>
	When I need help right away, I know people I can call on	186	77	2146	76
<b>Functioning</b>	My symptoms are not bothering me as much	184	58	2130	52
	I do things that are more meaningful to me	181	67	2121	63
	I am better able to take care of my needs	180	66	2121	65

Adult Survey Items Results Summary		Northern Human Services 2019-21		Statewide 2019-21	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
	I am better able to do things that I want to do	180	66	2118	61
	I am better able to manage my money and pay my bills	166	65	2000	62
	I feel hopeful about my future <sup>(+)</sup>	<b>184</b>	<b>68</b>	<b>2120</b>	<b>59</b>
	I am better able to handle things when they go wrong	181	61	2132	58
<b>Outcomes</b>	My symptoms are not bothering me as much	184	58	2130	52
	I deal more effectively with daily problems	183	65	2128	65
	I am better able to control my life	184	65	2121	63
	I am better able to deal with crisis	184	58	2104	59
	I am getting along better with my family <sup>(+)</sup>	<b>177</b>	<b>69</b>	<b>2026</b>	<b>62</b>
	I do better in social situations	175	50	2074	50
	I do better in school and/or work	108	53	1269	48
	My housing situation has improved	163	53	1858	54
<b>General Satisfaction</b>	I like the services that I have received	185	85	2151	80
	If I had other choices, I would still get services from this agency <sup>(+)</sup>	<b>181</b>	<b>85</b>	<b>2120</b>	<b>75</b>
	I would recommend this agency to a friend or family member <sup>(+)</sup>	<b>184</b>	<b>87</b>	<b>2134</b>	<b>77</b>
	I am happy with my counselor or psychiatrist (new2018)	178	86	2099	82
<b>Self-Determination</b>	I am able to stand up for myself to get what I need	188	74	2154	72
	I am free to choose the kinds of goals I want to pursue	187	84	2152	81
	I decide how involved I want to be in my treatment	184	85	2145	84
	I have people in my life who accept me for me	187	83	2157	81
	I have people in my life who respect my values and choices	187	80	2163	77
	I have a say in what happens to me when I am in crisis	182	72	2106	72
<b>Health and Wellness</b>	I was able to meet with a primary care medical provider to discuss my physical well-being	183	81	2038	84
	I have stopped smoking or am working toward stopping	65	59	834	51
	I have been eating a more healthy diet	184	56	2112	54
	I have been more physically active	183	55	2098	54
	My medications have been helpful to me	181	68	2034	66
	I was (not) prescribed too many medications	141	70	1555	66

Note: \*p<0.05 statistically significant difference (bolded): <sup>(+)</sup> Center % higher than statewide, <sup>(-)</sup> Center % lower than statewide.

## Behavioral Outcomes

Sixty-seven percent of NHS respondents reported being unemployed at the time of the survey. Three percent of respondents reported being arrested in the last 12 months, and 8% reported that their encounters with the police have been reduced. A significantly lower proportion of NHS respondents reported participating in community organizations compared to statewide. Three percent reported that they are attending either full- or part-time school. Thirty-five percent NHS respondents reported they are current smokers, 6% used e-cigarettes (versus 13% statewide) and 52% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of NHS respondents to the state.

Adult Satisfaction Survey Respondent Behavioral Outcomes	Northern Human Services 2019-21 N=192		NH Statewide 2019-21 N=2,227	
	n	%	n	%
<b>Current employment status*</b>				
No	124	67	1583	74
Yes - full-time	11	6	165	8
Yes - part-time	49	27	379	18
<b>Arrests &amp; police encounters</b>				
Were arrested in the last 12 months (%yes)	5	3	71	3
Were arrested during the 12 months prior to that (%yes) <sup>(+)</sup>	3	2	109	5
Arrested at all in the past 2 years (%yes)	8	4	163	8
<i>Over the last 12 months, have your encounters with the police...</i>				
Been reduced	14	8	141	7
Stayed the same	9	5	110	5
Increased	5	3	62	3
Not applicable	150	84	1781	85
<b>Participation in community or social activities</b>				
Spiritual/Religious	76	42	835	40
Community organizations/gym <sup>(+)</sup>	26	14	435	21
Peer support center	20	11	296	14
Recovery support center for substance misuse	17	9	159	8
Volunteer work	28	16	336	16
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	14	8	207	10
Other social activities	35	18	370	17
<b>Attending school</b>				
No school	176	97	1938	92
School Full-time	2	1	70	3
School Part-time	4	2	89	4
<b>Smoking status</b>				
Current smoker	64	35	779	36
Former smoker (smoked in the past but now quit)	54	30	633	30
Never smoked	65	36	724	34
<i>Have you used an e-cigarette or other electronic vaping product in the past 30 days? (new 2019)*</i>				
No	163	94	1757	87
Yes	10	6	262	13
If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months? (%yes)	32	52	398	53

Note: \*p<0.05 statistically significant difference (bolded): <sup>(+)</sup> Center % higher than statewide, <sup>(-)</sup> Center % lower than statewide.

## Northern Human Services: 2019-2021 Family Member Satisfaction Survey Results

### Demographics

A total of 122 family members of children and youth clients who received services from Northern Human Services (NHS) responded to the client satisfaction survey in the last three years (2019-2021). Of the children whose family member responded, 48% were male, 52% were female, 92% were White, and 6% were Hispanic/Latino. NHS served a lower percent of children over age twelve (54%) compared to statewide (57%). The average age was 11.7 years. About 59% have received services for more than 1 year. The table below compares the characteristics of NHS youth clients to the state.

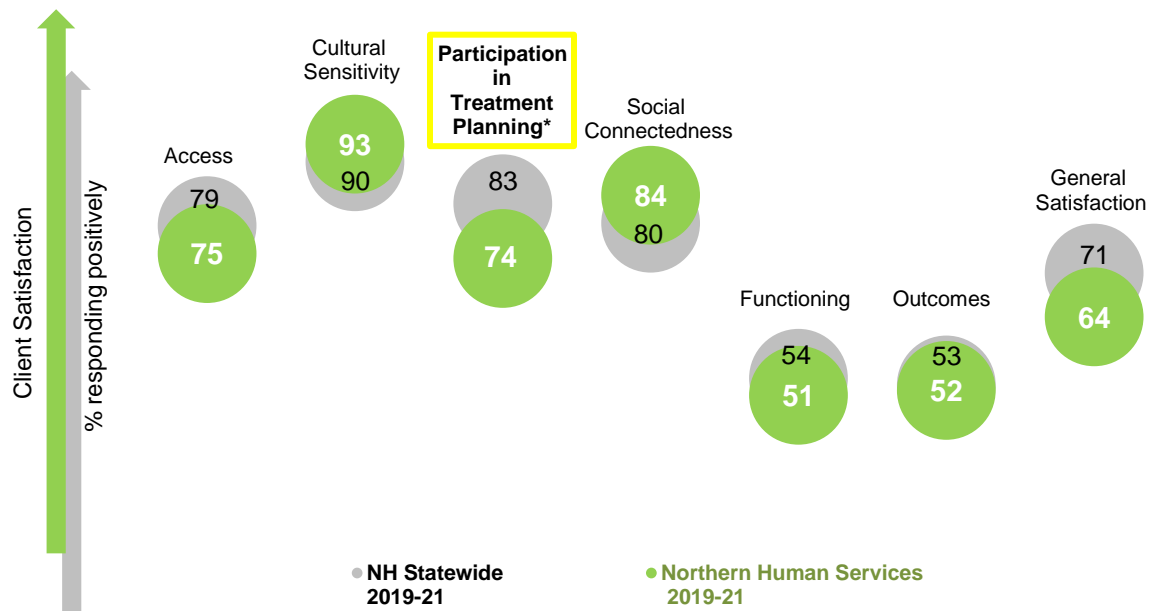
Characteristics of Children & Youth Clients	Northern Human Services 2019-21 N=122		NH Statewide 2019-21 N=1,452	
	n	%	n	%
<b>Gender</b>				
Female	64	52	673	46
Male	59	48	779	64
<b>Age group</b>				
age 0-5	5	4	56	4
age 6-11	51	41	562	39
age 12 or older	67	54	834	57
Average age (SD, range)	11.7 (3.8, 5-17)		12.1 (3.4, 3-17)	
<b>Race category</b>				
American Indian/Alaska Native	1	1	23	2
Asian	2	2	24	2
Black or African American	5	4	81	6
Native Hawaiian/Pacific Islander	0	0	5	0.3
White (Caucasian)	113	92	1302	90
Other race	1	1	26	2
<b>Either of child's parent is Spanish/Hispanic/Latino</b>				
Yes-Hispanic/Latino	111	94	1305	92
No-Not Hispanic/Latino	7	6	111	8
<b>Length of time child has been receiving services from this Center</b>				
Less than 1 month	0	0	18	1
1-5 months	13	11	122	9
6 months-1 year	36	30	392	28
More than 1 year	71	59	891	63
<b>Parent or guardian was informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.</b>				
No	68	59	849	60
Yes	47	41	563	40

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: There were no statistically significant differences in scores between the center and statewide.

### Satisfaction with Northern Human Services: Domain Scores with Comparisons to Statewide

Domain scores for NHS were similar to statewide scores. The participation in treatment planning domain was statistically significantly lower when compared to statewide.



Note: \*p<0.05 statistically significant difference between center and statewide.

The table below provides additional details on the total number of family member respondents included in each domain for NHS and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Northern Human Services 2019-21		NH Statewide 2019-21		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	122	75	1416	79	-4.6
Cultural Sensitivity	94	93	1091	90	2.9
Participation in Treatment Planning*	<b>122</b>	<b>74</b>	<b>1426</b>	<b>83</b>	<b>-9.0</b>
Social Connectedness	120	84	1405	80	4.6
Functioning	119	51	1404	54	-2.8
Outcomes	119	52	1405	53	-0.9
General Satisfaction	120	64	1428	71	-7.2

Note: A negative difference (in red) indicates the center scored significantly lower than statewide (bolded).

### *Satisfaction with Northern Human Services: Comparison of 2016-2018 and 2019-2021 Domain Scores*

To evaluate whether family member satisfaction with NHS changed over time, domain scores across two time periods were compared (2016-2018 versus 2019-2021). There were no statistically significant differences in satisfaction over time.

The table below provides additional details on the total number of respondents included in each domain in the 2016-2018 and 2019-2021 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Northern Human Services 2016-18		Northern Human Services 2019-21		Difference
	N	%	N	%	
Access	116	77	122	75	-2.1
Cultural Sensitivity	93	95	94	93	-2.1
Participation in Treatment Planning	116	83	122	74	-9.0
Social Connectedness	117	76	120	84	8.1
Functioning	113	58	119	51	-7.2
Outcomes	115	56	119	52	-3.6
General Satisfaction	116	72	120	64	-8.2

Note: There were no statistically significant differences in scores over time.

## Satisfaction with Northern Human Services – Item-specific Scores by Domain

The table below shows the item-specific data for Northern Human Services across the last three years (2019-2021) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (\*).

Family Member Survey Items Results Summary		Northern Human Services 2019-2021		Statewide 2019-2021	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
<b>Access</b>	The location of services was convenient for us	123	85	1426	87
	Services were available at times that were convenient for us	122	78	1432	80
<b>Cultural Sensitivity</b>	Staff spoke with me in a way that I understood	120	95	1426	92
	Staff treated me with respect	122	92	1437	92
	Staff respected my family's religious/spiritual beliefs	89	83	1044	86
	Staff were sensitive to my cultural/ethnic background	87	82	1019	86
<b>Participation in Treatment Planning</b>	I helped to choose my child's services	123	81	1423	81
	I helped to choose my child's treatment goals*( <sup>-</sup> )	<b>121</b>	<b>67</b>	<b>1420</b>	<b>79</b>
	I participated in my child's treatment*( <sup>-</sup> )	<b>122</b>	<b>77</b>	<b>1424</b>	<b>88</b>
<b>Social Connectedness</b>	I have people that I am comfortable talking with about my child's problems	121	87	1409	84
	In a crisis, I would have the support I need from family or friends	119	85	1400	79
	I have people with whom I can do enjoyable things	119	85	1396	83
	I know people who will listen and understand me when I need to talk	120	84	1405	81
<b>Functioning</b>	My child is better at handling daily life	122	59	1415	60
	My child gets along better with family members	117	59	1379	58
	My child gets along better with friends and other people	117	62	1380	59
	My child is doing better in school and/or work	118	57	1373	56
	My child is better able to cope when things go wrong	122	49	1415	53
	My child is better able to do things he/she wants to do	120	54	1399	59
<b>Outcomes</b>	My child is better at handling daily life	122	59	1415	60
	My child gets along better with family members	117	59	1379	58
	My child gets along better with friends and other people	117	62	1380	59
	My child is doing better in school and/or work	118	57	1373	56
	My child is better able to cope when things go wrong	122	49	1415	53
	I am satisfied with our family life right now	121	55	1414	56
<b>General Satisfaction</b>	My family got the help we wanted for my child	122	73	1431	73
	My family got as much help as we needed for my child	120	67	1422	65
	I felt my child had someone to talk to when he/she was troubled	120	74	1412	79
	Overall, I am satisfied with the services my child received	121	73	1429	77
	The people helping my child stuck with us no matter what	120	74	1407	78
	The services my child and/or my family received were right for us	121	69	1427	72
	I am happy with my child's counselor or psychiatrist	118	76	1410	79

Note: \*p<0.05 statistically significant difference (bolded): (+) Center % higher than statewide, (-) Center % lower than statewide.



## Behavioral Outcomes

One NHS family member respondent reported that their child was arrested in the last 12 months, and 4% reported that their child's encounters with the police have been reduced. Half of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. Ninety-five percent of NHS respondents reported that their child attended school in the last 12 months. NHS respondents reported significantly lower rates of suspension and expulsions compared to statewide. Twenty-one percent indicated that the number of days their child was in school has increased since starting to receive services, similar to the statewide. The table below compares the behavioral outcome results of NHS respondent children to the state.

Youth Client Behavioral Outcomes	Northern Human Services 2019-21 N=123		NH Statewide 2019-21 N=1,452	
	n	%	n	%
<b>Arrests &amp; police encounters (among those age 14 or older)</b>				
Child was arrested in the last 12 months (% yes)	1	2	20	4
Child was arrested during the 12 months prior to that (%yes)	1	2	16	3
Child was arrested at all in the past 2 years (%yes)	1	2	29	5
<i>Over the last 12 months, have your child's encounters with the police...</i>				
Been reduced	2	4	45	8
Stayed the same	3	7	35	7
Increased	3	7	23	4
Not applicable (My child had no police encounters this year or last year)	37	52	434	81
<b>Transition Planning</b>				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	22	50	206	39
<b>School attendance (among those 6 or older)</b>				
Child attended school in the past 12 months (%yes)	107	95	1304	95
Child was expelled or suspended during the past 12 months (%yes)* <sup>(+)</sup>	<b>4</b>	<b>4</b>	173	13
Child was expelled or suspended during the past 12 months prior to that? (%yes)* <sup>(+)</sup>	<b>3</b>	<b>3</b>	147	11
Child was expelled or suspended at all in the past 2 years (%yes)* <sup>(+)</sup>	<b>7</b>	<b>7</b>	233	18
<i>Since starting to receive services, the number of days my child was in school...</i>				
Has increased	10	21	168	27
Has stayed about the same	35	73	384	61
Has decreased	3	6	79	13

Note: \*p<0.05 statistically significant difference (bolded): <sup>(+)</sup> Center % higher than statewide, <sup>(-)</sup> Center % lower than statewide.



# **West Central Behavioral Health**

## **Summary of Adult and Family Member Satisfaction Surveys**

## West Central Behavioral Health: 2019-2021 Adult Satisfaction Survey Results

### Demographics

A total of 167 adult clients from West Central Behavioral Health (WCBH) responded to the client satisfaction survey in the last three years (2019-2021). Of these, 35% were male, 65% were female, 94% were White (compared to 88% statewide), and 1% were Hispanic/Latino (compared to 6% statewide). The average age was 50.5 years. Ninety-three percent were still receiving services at the time of the survey and 92% have received services for a year or more. The table below compares the characteristics of WCBH respondents to the state.

Adult Satisfaction Survey Respondent Characteristics	West Central Behavioral Health 2019-21 N=167		NH Statewide 2019-21 N=2,227	
	n	%	n	%
<b>Gender</b>				
Female	109	65	1375	62
Male	58	35	851	38
<b>Age group*</b>				
Age 18-24	9	5	184	8
Age 25-44	52	31	681	31
Age 45-64	73	44	1087	49
Age 65+	33	20	275	12
Average age (SD, range)	50.5 (15.4, 18-82)		47.3 (15.3, 18-86)	
<b>Race category</b>				
American Indian/Alaska Native	8	5	105	5
Asian	1	1	20	1
Black or African American <sup>(-)</sup>	0	0	47	2
Native Hawaiian/Pacific Islander	1	1	7	0.3
White (Caucasian) <sup>(+)</sup>	157	94	1956	88
Other race <sup>(-)</sup>	1	1	86	4
<b>Ethnicity: Hispanic/Latino/Spanish*</b>				
Yes-Hispanic/Latino	2	1	113	6
No-Not Hispanic/Latino	152	99	1880	94
<b>Currently (still) getting mental health services from CMHC providers</b>				
Yes	151	93	1908	90
No	12	7	209	10
<b>Length of time receiving mental health services from your community mental health providers</b>				
Less than a year (less than 12 months)	13	8	204	10
1 year or more (at least 12 months)	150	92	1924	90

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: \*p<0.05 statistically significant difference (bolded): <sup>(+)</sup> Center % higher than statewide, <sup>(-)</sup> Center % lower than statewide.

## Satisfaction with West Central Behavioral Health: Domain Scores with Comparisons to Statewide

Domain scores for WCBH were similar to statewide scores. The social connectedness domain was statistically significantly lower when compared to statewide.



Note: \*p<0.05 statistically significant difference between center and statewide

The table below provides additional details on the total number of respondents included in each domain for WCBH and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	West Central Behavioral Health 2019-21		Statewide 2019-21		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	161	76	2194	77	-0.8
Participation in Treatment Planning	156	70	2066	70	-0.3
Quality and Appropriateness	160	81	2102	81	-0.1
<b>Social Connectedness*</b>	<b>165</b>	<b>52</b>	<b>2140</b>	<b>59</b>	<b>-7.2</b>
Functioning	165	62	2126	58	4.0
Outcomes	162	55	2054	53	1.8
General Satisfaction	166	78	2156	78	0.1
Health and Wellness (state added)	155	63	2025	62	1.7
Self-Determination (state added)	165	76	2171	75	1.0

Note: \*p<0.05=statistically significant difference in scores between the center and statewide (bolded). A negative difference (in red) indicates the center scored significantly lower than statewide.

***Satisfaction with West Central Behavioral Health: Comparison of 2016-2018 and 2019-2021 Domain Scores***

To evaluate whether client satisfaction with WCBH services changed over time, domain scores across two time periods were compared (2016-2018 versus 2019-2021). There were no statistically significant differences in scores over the two time periods.

The table below provides additional details on the total number of respondents included in each domain in the 2016-2018 and 2019-2021 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	West Central Behavioral Health 2016-18		West Central Behavioral Health 2019-21		Difference
	N	%	N	%	
Access	194	76	161	76	-0.5
Participation in Treatment Planning	193	66	156	70	4.1
Quality and Appropriateness	192	77	160	81	4.2
Social Connectedness	194	49	165	52	3.2
Functioning	189	56	165	62	6.3
Outcomes	179	51	162	55	3.5
General Satisfaction	196	77	166	78	0.7
Health and Wellness (state added)	181	61	155	63	1.9
Self-Determination (state added)	197	73	165	76	3.8

Note: There were no statistically significant differences in scores over the two time periods.

## Satisfaction with West Central Behavioral Health – Item-specific Scores by Domain

The table below shows the item-specific data for WCBH across the last three years (2019-2021) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (\*). The item added in 2018 is noted as such.

Adult Survey Items Results Summary		West Central Behavioral Health 2019-21		Statewide 2019-21	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
<b>Access</b>	The location of services was convenient for us	153	79	2099	82
	Staff were willing to see me as often as I felt it was necessary	162	80	2174	81
	Staff returned my call in 24 hours	153	74	2100	74
	Services were available at times that were good for me	163	83	2195	84
	I was able to get all the services I thought I needed	164	75	2197	76
	I was able to see a psychiatrist when I wanted to	161	72	2071	70
<b>Participation in Treatment Planning</b>	I felt comfortable asking questions about my treatment and medication	163	87	2180	87
	My beliefs were respected in my treatment and treatment plan	162	83	2164	84
	Staff saw me as an equal partner in my treatment plan	160	84	2172	82
	Staff were respectful of my sexual orientation, gender expression, and gender identity	135	91	1882	91
	Staff respected me as a whole person	163	88	2183	88
	My right to refuse treatment was respected	121	71	1676	77
I, not staff, decided my treatment goals	157	68	2092	67	
<b>Quality and Appropriateness</b>	Staff here believed that I could grow, change, and recover	159	87	2103	83
	I was encouraged to use peer-run programs (support groups, drop-in centers, crisis phone line, etc.) <sup>*(+)</sup>	<b>150</b>	<b>79</b>	<b>1973</b>	<b>72</b>
	I felt free to complain	158	75	2099	78
	I was given information about how to file a complaint	134	50	1751	55
	I was given information about my rights	157	85	2078	82
	Staff encouraged me to take responsibility for how I live my life	156	83	2057	82
	Staff told me what side effects to watch out for	154	69	2007	72
	Staff respected my wishes about who is and who is not to be given information about my treatment	157	85	2078	87
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	136	88	1829	86
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	161	77	2078	77
<b>Social Connectedness</b>	In a crisis, I have the support I need from family or friends	163	68	2144	73
	I am happy with the friendships I have	162	65	2117	67
	I have people with whom I can do enjoyable things	165	66	2136	69
	I feel I belong to my community	161	49	2100	46
	I know people who listen and understand me when I need to talk	165	72	2154	73
	When I need help right away, I know people I can call on	164	76	2146	76
<b>Functioning</b>	My symptoms are not bothering me as much	164	59	2130	52
	I do things that are more meaningful to me	162	66	2121	63

Adult Survey Items Results Summary		West Central Behavioral Health 2019-21		Statewide 2019-21	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
	I am better able to take care of my needs <sup>(+)</sup>	<b>163</b>	<b>74</b>	<b>2121</b>	<b>65</b>
	I am better able to do things that I want to do	163	65	2118	61
	I am better able to manage my money and pay my bills	157	62	2000	62
	I feel hopeful about my future	166	60	2120	59
	I am better able to handle things when they go wrong <sup>(+)</sup>	<b>165</b>	<b>68</b>	<b>2132</b>	<b>58</b>
<b>Outcomes</b>	My symptoms are not bothering me as much	164	59	2130	52
	I deal more effectively with daily problems	166	72	2128	65
	I am better able to control my life	164	70	2121	63
	I am better able to deal with crisis	163	64	2104	59
	I am getting along better with my family	160	64	2026	62
	I do better in social situations	161	55	2074	50
	I do better in school and/or work	93	54	1269	48
	My housing situation has improved	145	51	1858	54
<b>General Satisfaction</b>	I like the services that I have received	166	80	2151	80
	If I had other choices, I would still get services from this agency	162	74	2120	75
	I would recommend this agency to a friend or family member	165	80	2134	77
	I am happy with my counselor or psychiatrist (new2018)	161	83	2099	82
<b>Self-Determination</b>	I am able to stand up for myself to get what I need	165	75	2154	72
	I am free to choose the kinds of goals I want to pursue	163	82	2152	81
	I decide how involved I want to be in my treatment	164	82	2145	84
	I have people in my life who accept me for me	165	81	2157	81
	I have people in my life who respect my values and choices	164	76	2163	77
	I have a say in what happens to me when I am in crisis	161	71	2106	72
<b>Health and Wellness</b>	I was able to meet with a primary care medical provider to discuss my physical well-being	157	83	2038	84
	I have stopped smoking or am working toward stopping	57	63	834	51
	I have been eating a more healthy diet	162	50	2112	54
	I have been more physically active	160	49	2098	54
	My medications have been helpful to me	155	70	2034	66
	I was (not) prescribed too many medications	125	65	1555	66

Note the total number Ns or denominators are smaller for item that was added in 2018.

Note: \*p<0.05 statistically significant difference (bolded); <sup>(+)</sup> Center % higher than statewide, <sup>(-)</sup> Center % lower than statewide.

## Behavioral Outcomes

Seventy-six percent of WCBH respondents reported being unemployed at the time of the survey, which is higher than statewide (74%). Three percent reported being arrested in the last 12 months, and 8% reported that their encounters with the police have been reduced. Five percent reported attending full or part-time school. About 34% of WCBH respondents reported they are current smokers, 9% used e-cigarettes, and 44% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of WCBH respondents to the state.

Adult Satisfaction Survey Respondent Behavioral Outcomes	West Central Behavioral Health 2019-21 N=167		NH Statewide 2019-21 N=2,227	
	n	%	n	%
<b>Current employment status</b>				
No	122	76	1583	74
Yes - full-time	10	6	165	8
Yes - part-time	29	18	379	18
<b>Arrests &amp; police encounters</b>				
Arrested in the last 12 months (%yes)	5	3	71	3
Arrested during the 12 months prior to that (%yes) <sup>(+)</sup>	<b>14</b>	<b>9</b>	<b>109</b>	<b>5</b>
Arrested at all in the past 2 years (%yes)	17	10	163	8
<i>Over the last 12 months, have your encounters with the police...</i>				
Been reduced	13	8	141	7
Stayed the same	15	9	110	5
Increased	5	3	62	3
Not applicable	126	79	1781	85
<b>Participation in community or social activities</b>				
Spiritual/Religious	63	40	835	40
Community organizations/gym	34	22	435	21
Peer support center	30	19	296	14
Recovery support center for substance misuse	16	10	159	8
Volunteer work	22	14	336	16
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	15	10	207	10
Other social activities	28	17	370	17
<b>Attending school</b>				
No school	145	95	1938	92
School Full-time	2	1	70	3
School Part-time	6	4	89	4
<b>Smoking status</b>				
Current smoker	56	34	779	36
Former smoker (smoked in the past but now quit)	55	34	633	30
Never smoked	52	32	724	34
<i>Have you used an e-cigarette or other electronic vaping product in the past 30 days? (new 2019)*</i>				
No	<b>144</b>	<b>93</b>	<b>1757</b>	<b>87</b>
Yes	<b>11</b>	<b>7</b>	<b>262</b>	<b>13</b>
If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months? (%yes)	20	44	398	53

Note: \*p<0.05 statistically significant difference (bolded): <sup>(+)</sup> Center % higher than statewide, <sup>(-)</sup> Center % lower than statewide.



# West Central Behavioral Health: 2019-2021 Family Member Satisfaction Survey Results

## Demographics

A total of 112 family members of children and youth clients who received services from West Central Behavioral Health (WCBH) responded to the client satisfaction survey in the last three years (2019-2021). Of the children whose family member responded, 60% were male, 40% were female, 94% were White, and 2% were Hispanic/Latino. The average age was 11.4 years. Sixty-seven percent have received services for more than 1 year. The table below compares the characteristics of WCBH youth clients to the state.

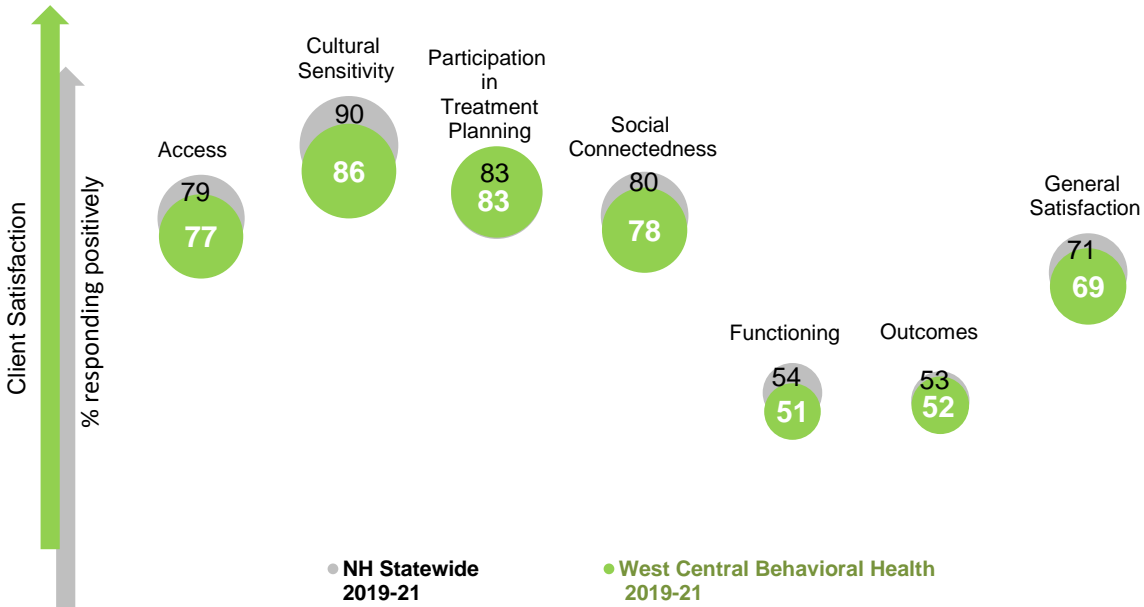
Characteristics of Children & Youth Clients	West Central Behavioral Health 2019-21 N=112		NH Statewide 2019-21 N=1,452	
	n	%	n	%
<b>Gender</b>				
Female	45	40	673	46
Male	67	60	779	54
<b>Age group</b>				
age 0-5	6	5	56	4
age 6-11	49	44	562	39
age 12 or older	57	51	834	47
Average age (SD, range)	11.4 (3.2, 3-17)		12.1 (3.4, 3-17)	
<b>Race category</b>				
American Indian/Alaska Native	3	3	23	2
Asian	0	0	24	2
Black or African American	2	2	81	6
Native Hawaiian/Pacific Islander	0	0	5	0.3
White (Caucasian)	105	94	1302	90
Other race	0	0	26	2
<b>Either of child's parent is Spanish/Hispanic/Latino*</b>				
Yes-Hispanic/Latino	2	2	111	8
No-Not Hispanic/Latino	107	98	1305	92
<b>Length of time your child has received services from this Center</b>				
Less than 1 month	1	1	18	1
1-5 months	2	2	122	9
6 months-1 year	34	30	392	28
More than 1 year	75	67	891	63
<b>Parent or guardian has been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.</b>				
No	73	66	849	60
Yes	37	34	563	40

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: \*p<0.05 statistically significant difference (bolded): (+) Center % higher than statewide, (-) Center % lower than statewide.

## Family Satisfaction with West Central Behavioral Health Services: Domain Scores with Comparisons to Statewide

Compared to the state overall, there were no statistically significant differences in scores between the center and statewide.



Note: There were no statistically significant difference in scores between the center and statewide

The table below provides additional details on the total number of family member respondents included in each domain for WCBH and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	West Central Behavioral Health 2019-21		NH Statewide 2019-21		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	111	77	1416	79	-2.6
Cultural Sensitivity	93	86	1091	90	-3.7
Participation in Treatment Planning	112	83	1426	83	0.2
Social Connectedness	111	78	1405	80	-2.1
Functioning	111	51	1404	54	-2.7
Outcomes	111	52	1405	53	-0.7
General Satisfaction	111	69	1428	71	-2.0

Note: There were no statistically significant differences between the center and statewide.

***Satisfaction with West Central Behavioral Health: Comparison of 2016-2018 and 2019-2021 Domain Scores***

To evaluate whether family member satisfaction with WCBH changed over time, domain scores across two time periods were compared (2016-2018 versus 2019-2021). There were no statistically significant differences in scores over the two time periods.

The table below provides additional details on the total number of respondents included in each domain in the 2016-2018 and 2019-2021 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	West Central Behavioral Health 2016-18		West Central Behavioral Health 2019-21		Difference
	N	%	N	%	
Access	102	81	111	77	-4.8
Cultural Sensitivity	81	94	93	86	-7.8
Participation in Treatment Planning	102	86	112	83	-3.2
Social Connectedness	100	83	111	78	-5.5
Functioning	101	58	111	51	-7.1
Outcomes	101	56	111	52	-4.2
General Satisfaction	101	72	111	69	-2.9

Note: There were no statistically significant differences in scores over the two time periods.

## Satisfaction with West Central Behavioral Health – Item-specific Scores by Domain

The table below shows the item-specific data for WCBH across the last three years (2019-2021) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (\*).

Family Member Survey Items Results Summary		West Central Behavioral Health 2019-2021		Statewide 2019-2021	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
<b>Access</b>	The location of services was convenient for us	111	91	1426	87
	Services were available at times that were convenient for us	112	73	1432	80
<b>Cultural Sensitivity</b>	Staff spoke with me in a way that I understood* <sup>(-)</sup>	<b>111</b>	<b>87</b>	<b>1426</b>	<b>92</b>
	Staff treated me with respect	112	89	1437	92
	Staff respected my family's religious/spiritual beliefs	86	87	1044	86
	Staff were sensitive to my cultural/ethnic background	89	88	1019	86
<b>Participation in Treatment Planning</b>	I helped to choose my child's services	112	82	1423	81
	I helped to choose my child's treatment goals	112	80	1420	79
	I participated in my child's treatment	109	92	1424	88
<b>Social Connectedness</b>	I have people that I am comfortable talking with about my child's problems	111	83	1409	84
	In a crisis, I would have the support I need from family or friends	111	73	1400	79
	I have people with whom I can do enjoyable things	110	82	1396	83
	I know people who will listen and understand me when I need to talk	110	80	1405	81
<b>Functioning</b>	My child is better at handling daily life	110	63	1415	60
	My child gets along better with family members	111	59	1379	58
	My child gets along better with friends and other people	108	57	1380	59
	My child is doing better in school and/or work	108	58	1373	56
	My child is better able to cope when things go wrong	111	46	1415	53
	My child is better able to do things he/she wants to do	108	56	1399	59
<b>Outcomes</b>	My child is better at handling daily life	110	63	1415	60
	My child gets along better with family members	111	59	1379	58
	My child gets along better with friends and other people	108	57	1380	59
	My child is doing better in school and/or work	108	58	1373	56
	My child is better able to cope when things go wrong	111	46	1415	53
	I am satisfied with our family life right now	111	54	1414	56
<b>General Satisfaction</b>	My family got the help we wanted for my child	111	72	1431	73
	My family got as much help as we needed for my child	111	62	1422	65
	I felt my child had someone to talk to when he/she was troubled	110	83	1412	79
	Overall, I am satisfied with the services my child received	111	77	1429	77
	The people helping my child stuck with us no matter what	109	75	1407	78
	The services my child and/or my family received were right for us	112	72	1427	72
	I am happy with my child's counselor or psychiatrist (new 2018)	107	77	1410	79

Note: \*p<0.05 statistically significant difference (bolded): (+) Center % higher than statewide, (-) Center % lower than statewide.

## Behavioral Outcomes

Three percent of WCBH family member respondents reported that their child was arrested in the last 12 months, and 18% reported that their child's encounters with the police have been reduced. Thirty percent of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. Ninety-four percent of respondents reported that their child attended school in the last 12 months, and 12% reported that their child had been suspended or expelled in the last 12 months. Twenty-six percent of WCBH respondents indicated that the number of days their child was in school has increased since starting to receive services. The table below compares the behavioral outcome results of WCBH respondent children to the state.

Youth Client Behavioral Outcomes	West Central Behavioral Health 2019-21 N=112		NH Statewide 2019-21 N=1,452	
	n	%	n	%
<b>Arrests &amp; police encounters (among those age 14 or older)</b>				
Child was arrested in the last 12 months (% yes)	1	3	20	4
Child was arrested during the 12 months prior to that (%yes)	2	6	16	3
Child was arrested at all in the past 2 years (%yes)	2	6	29	5
<i>Over the last 12 months, have your child's encounters with the police...</i>				
Been reduced	6	18	45	8
Stayed the same	2	6	35	7
Increased	1	3	23	4
Not applicable (My child had no police encounters this year or last year)	25	74	434	81
<b>Transition Planning</b>				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	10	30	206	39
<b>School attendance (among those 6 or older)</b>				
Child attended school in the past 12 months (%yes)	99	94	1304	95
Child was expelled or suspended during the past 12 months (%yes)	12	12	173	13
Child was expelled or suspended during the past 12 months prior to that (%yes)	12	12	147	11
Child was expelled or suspended at all in the past 2 years (%yes)	16	16	233	18
<i>Since starting to receive services, the number of days my child was in school...</i>				
Has increased	16	26	168	27
Has stayed about the same	40	65	384	61
Has decreased	6	10	79	13

Note: There were no statistically significant differences between the center and statewide



# **Lakes Region Mental Health Center**

## **Summary of Adult and Family Member Satisfaction Surveys**

## Lakes Region Mental Health Center: 2019-2021 Adult Satisfaction Survey Results

### Demographics

A total of 195 adult clients from Lakes Region Mental Health Center (LRMHC) responded to the client satisfaction survey in the last three years (2019-2021). Of these, 34% were male, 66% were female, 91% were White, and 2% were Hispanic/Latino (compared to 6% statewide). The average age was 47.7 years. Eighty-nine percent were still receiving services at the time of the survey and 89% have received services for a year or more. The table below compares the characteristics of LRMHC respondents to the state.

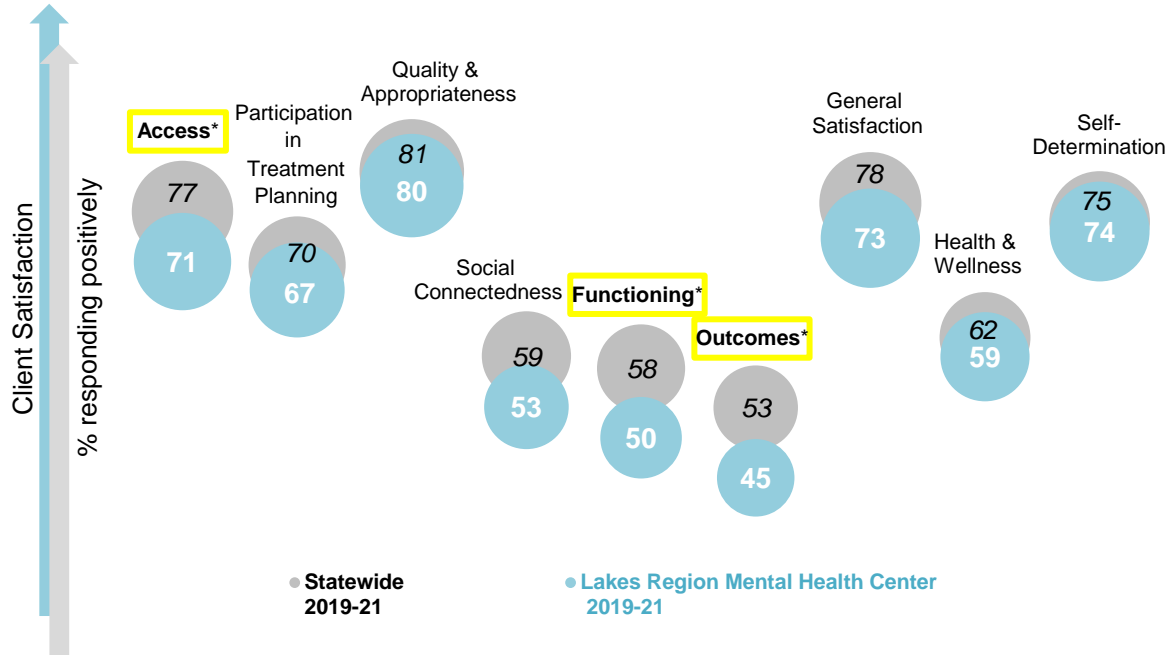
Adult Satisfaction Survey Respondent Characteristics	Lakes Region Mental Health Center 2019-21 N=195		NH Statewide 2019-21 N=2,227	
	n	%	n	%
<b>Gender</b>				
Female	129	66	1375	62
Male	66	34	851	38
<b>Age group*</b>				
Age 18-24	<b>9</b>	<b>5</b>	<b>184</b>	<b>8</b>
Age 25-44	<b>64</b>	<b>33</b>	<b>681</b>	<b>31</b>
Age 45-64	<b>108</b>	<b>55</b>	<b>1087</b>	<b>49</b>
Age 65+	<b>14</b>	<b>7</b>	<b>275</b>	<b>12</b>
Average age (SD, range)	47.7 (13.7, 18-75)		47.3 (15.3, 18-86)	
<b>Race category</b>				
American Indian/Alaska Native <sup>(+)</sup>	<b>15</b>	<b>8</b>	<b>105</b>	<b>5</b>
Asian	1	1	20	1
Black or African American	1	1	47	2
Native Hawaiian/Pacific Islander	1	1	7	0.3
White (Caucasian)	178	91	1956	88
Other race	3	1	86	4
<b>Ethnicity: Hispanic/Latino/Spanish*</b>				
Yes-Hispanic/Latino	<b>4</b>	<b>2</b>	<b>113</b>	<b>6</b>
No-Not Hispanic/Latino	<b>169</b>	<b>98</b>	<b>1880</b>	<b>94</b>
<b>Currently (still) getting mental health services from CMHC providers</b>				
Yes	163	89	1908	90
No	21	11	209	10
<b>Length of time receiving mental health services from your community mental health providers</b>				
Less than a year (less than 12 months)	20	11	204	10
1 year or more (at least 12 months)	165	89	1924	90

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: \*p<0.05 statistically significant difference (bolded): <sup>(+)</sup> Center % higher than statewide, <sup>(-)</sup> Center % lower than statewide.

## Satisfaction with Lakes Region Mental Health Center: Domain Scores with Comparisons to Statewide

Compared to the state overall, LRMHC had lower client satisfaction scores across all of the nine domains. The access, functioning, and outcome domains were statistically significantly lower compared to statewide.



Note: \*p<0.05= statistically significant difference in scores between the center and statewide

The table below provides additional details on the total number of respondents included in each domain for LRMHC and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Lakes Region Mental Health Center 2019-21		Statewide 2019-21		Difference
	Total N	CMHC %	Total N	Statewide %	
Access*	<b>194</b>	<b>71</b>	<b>2194</b>	<b>77</b>	<b>-6.0</b>
Participation in Treatment Planning	180	67	2066	70	-3.0
Quality and Appropriateness	187	80	2102	81	-1.7
Social Connectedness	188	53	2140	59	-6.1
Functioning*	<b>182</b>	<b>50</b>	<b>2126</b>	<b>58</b>	<b>-8.3</b>
Outcomes*	<b>179</b>	<b>45</b>	<b>2054</b>	<b>53</b>	<b>-8.4</b>
General Satisfaction	184	73	2156	78	-4.2
Health and Wellness (state added)	174	59	2025	62	-2.3
Self-Determination (state added)	190	74	2171	75	-1.2

Note: \*p<0.05=statistically significant difference in scores between the center and statewide (bolded). A negative difference (in red) indicates the center scored significantly lower than statewide.



### ***Satisfaction with Lakes Region Mental Health Center: Comparison of 2016-2018 and 2019-2021 Domain Scores***

To evaluate whether client satisfaction with LRMHC services changed over time, domain scores across two time periods were compared (2016-2018 versus 2019-2021). The general satisfaction domain significantly improved.

The table below provides additional details on the total number of respondents included in each domain in the 2016-2018 and 2019-2021 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Lakes Region Mental Health Center 2016-18		Lakes Region Mental Health Center 2019-21		Difference
	N	%	N	%	
Access	222	64	194	71	7.1
Participation in Treatment Planning	215	71	180	67	-3.9
Quality and Appropriateness	219	80	187	80	-0.2
Social Connectedness	215	52	188	53	1.1
Functioning	219	54	182	50	-4.4
Outcomes	211	39	179	45	5.8
General Satisfaction*	<b>221</b>	<b>64</b>	<b>184</b>	<b>73</b>	<b>9.6</b>
Health and Wellness (state added)	202	53	174	59	5.7
Self-Determination (state added)	218	73	190	74	0.8

Note: \*p<0.05= statistically significant difference in scores over the two time periods (bolded). A positive difference (in green) indicates the center's score was significantly higher over time.

## Satisfaction with Lakes Region Mental Health Center – Item-specific Scores by Domain

The table below shows the item-specific data for LRMHC across the last three years (2019-2021) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (\*). The item added in 2018 is noted as such.

Adult Survey Items Results Summary		Lakes Region Mental Health Center 2019-21		Statewide 2019-21	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
<b>Access</b>	The location of services was convenient for us	188	79	2099	82
	Staff were willing to see me as often as I felt it was necessary	193	77	2174	81
	Staff returned my call in 24 hours	181	70	2100	74
	Services were available at times that were good for me <sup>(*)</sup>	<b>193</b>	<b>74</b>	<b>2195</b>	<b>84</b>
	I was able to get all the services I thought I needed	193	71	2197	76
	I was able to see a psychiatrist when I wanted to <sup>(*)</sup>	<b>180</b>	<b>62</b>	<b>2071</b>	<b>70</b>
<b>Participation in Treatment Planning</b>	I felt comfortable asking questions about my treatment and medication <sup>(*)</sup>	<b>190</b>	<b>82</b>	<b>2180</b>	<b>87</b>
	My beliefs were respected in my treatment and treatment plan	192	81	2164	84
	Staff saw me as an equal partner in my treatment plan	189	79	2172	82
	Staff were respectful of my sexual orientation, gender expression, and gender identity	166	93	1882	91
	Staff respected me as a whole person	194	86	2183	88
	My right to refuse treatment was respected	149	79	1676	77
	I, not staff, decided my treatment goals	184	64	2092	67
<b>Quality and Appropriateness</b>	Staff here believed that I could grow, change, and recover	183	81	2103	83
	I was encouraged to use peer-run programs (support groups, drop-in centers, crisis phone line, etc.)	174	67	1973	72
	I felt free to complain	184	76	2099	78
	I was given information about how to file a complaint	150	53	1751	55
	I was given information about my rights	186	84	2078	82
	Staff encouraged me to take responsibility for how I live my life	183	80	2057	82
	Staff told me what side effects to watch out for	180	75	2007	72
	Staff respected my wishes about who is and who is not to be given information about my treatment	184	84	2078	87
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	163	84	1829	86
	Staff helped me obtain the information I needed so that I could take charge of managing my illness <sup>(*)</sup>	<b>184</b>	<b>69</b>	<b>2078</b>	<b>77</b>
<b>Social Connectedness</b>	In a crisis, I have the support I need from family or friends	187	71	2144	73
	I am happy with the friendships I have	186	63	2117	67
	I have people with whom I can do enjoyable things	189	67	2136	69
	I feel I belong to my community	184	41	2100	46
	I know people who listen and understand me when I need to talk	187	68	2154	73
	When I need help right away, I know people I can call on	187	71	2146	76
<b>Functioning</b>	My symptoms are not bothering me as much	184	46	2130	52
	I do things that are more meaningful to me	182	58	2121	63
	I am better able to take care of my needs <sup>(*)</sup>	<b>185</b>	<b>58</b>	<b>2121</b>	<b>65</b>

Adult Survey Items Results Summary		Lakes Region Mental Health Center 2019-21		Statewide 2019-21	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
	I am better able to do things that I want to do* <sup>(-)</sup>	<b>184</b>	<b>51</b>	<b>2118</b>	<b>61</b>
	I am better able to manage my money and pay my bills	175	60	2000	62
	I feel hopeful about my future* <sup>(-)</sup>	<b>183</b>	<b>49</b>	<b>2120</b>	<b>59</b>
	I am better able to handle things when they go wrong	186	53	2132	58
<b>Outcomes</b>	My symptoms are not bothering me as much	184	46	2130	52
	I deal more effectively with daily problems	182	65	2128	65
	I am better able to control my life	181	62	2121	63
	I am better able to deal with crisis	181	53	2104	59
	I am getting along better with my family	177	55	2026	62
	I do better in social situations* <sup>(-)</sup>	<b>178</b>	<b>41</b>	<b>2074</b>	<b>50</b>
	I do better in school and/or work	119	44	1269	48
	My housing situation has improved	157	51	1858	54
<b>General Satisfaction</b>	I like the services that I have received* <sup>(-)</sup>	<b>184</b>	<b>74</b>	<b>2151</b>	<b>80</b>
	If I had other choices, I would still get services from this agency	184	70	2120	75
	I would recommend this agency to a friend or family member	181	77	2134	77
	I am happy with my counselor or psychiatrist (new2018)	174	79	2099	82
<b>Self-Determination</b>	I am able to stand up for myself to get what I need	188	70	2154	72
	I am free to choose the kinds of goals I want to pursue* <sup>(+)</sup>	<b>187</b>	<b>87</b>	<b>2152</b>	<b>81</b>
	I decide how involved I want to be in my treatment	189	84	2145	84
	I have people in my life who accept me for me	190	77	2157	81
	I have people in my life who respect my values and choices	190	74	2163	77
	I have a say in what happens to me when I am in crisis	185	69	2106	72
<b>Health and Wellness</b>	I was able to meet with a primary care medical provider to discuss my physical well-being	180	86	2038	84
	I have stopped smoking or am working toward stopping* <sup>(-)</sup>	<b>73</b>	<b>40</b>	<b>834</b>	<b>51</b>
	I have been eating a more healthy diet	184	48	2112	54
	I have been more physically active	184	51	2098	54
	My medications have been helpful to me	170	65	2034	66
	I was (not) prescribed too many medications	131	66	1555	66

Note: \*p<0.05 statistically significant difference (bolded): <sup>(+)</sup> Center scored higher than statewide, <sup>(-)</sup> Center scored lower than statewide.

## Behavioral Outcomes

Seventy percent of LRMHC respondents reported being unemployed at the time of the survey. Four percent of respondents reported being arrested in the last 12 months, and 5% reported that their encounters with the police have been reduced. A significantly smaller proportion of respondents participated in spiritual or religious activities compared to statewide. Seven percent of respondents reported attending either full- or part-time school. Forty percent of respondents reported they are current smokers, 14% used e-cigarettes, and 58% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of LRMHC respondents to the state.

Adult Satisfaction Survey Respondent Behavioral Outcomes	Lakes Region Mental Health Center 2019-21 N=195		NH Statewide 2019-21 N=2,227	
	n	%	n	%
<b>Current employment status</b>				
No	129	70	1583	74
Yes - full-time	20	11	165	8
Yes - part-time	34	19	379	18
<b>Arrests &amp; police encounters</b>				
Arrested in the last 12 months (%yes)	8	4	71	3
Arrested during the 12 months prior to that (%yes)	7	4	109	5
Arrested at all in the past 2 years (%yes)	11	6	163	8
<i>Over the last 12 months, have your encounters with the police...</i>				
Been reduced	10	5	141	7
Stayed the same	12	7	110	5
Increased	11	6	62	3
Not applicable	151	82	1781	85
<b>Participation in community or social activities</b>				
Spiritual/Religious* <sup>(-)</sup>	<b>59</b>	<b>32</b>	<b>835</b>	<b>40</b>
Community organizations/gym	34	19	435	21
Peer support center	22	12	296	14
Recovery support center for substance misuse	13	7	159	8
Volunteer work	31	17	336	16
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	14	8	207	10
Other social activities	34	17	370	17
<b>Attending school</b>				
No school	169	93	1938	92
School Full-time	5	3	70	3
School Part-time	7	4	89	4
<b>Smoking status</b>				
Current smoker	75	40	779	36
Former smoker (smoked in the past but now quit)	51	27	633	30
Never smoked	61	33	724	34
<i>If you are a current smoker, have you used an e-cigarette or other electronic vaping product in the past 30 days? (new 2019)</i>				
No	152	86	1757	87
Yes	24	14	262	13
If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months? (%yes)	40	58	398	53

Note: \*p<0.05 statistically significant difference (bolded): (+) Center scored higher than statewide, (-) Center scored lower than statewide.

# Lakes Region Mental Health Center: 2019-2021 Family Member Satisfaction Survey Results

## Demographics

A total of 141 family members of children and youth clients who received services from Lakes Region Mental Health Center (LRMHC) responded to the client satisfaction survey in the last three years (2019-2021). Of the children whose family member responded, 52% were male, 48 were female, 89% were White, and 2% were Hispanic/Latino. The average age was 12.1 years. Fifty-one percent have received services for more than 1 year. The table below compares the characteristics of LRMHC youth clients to the state.

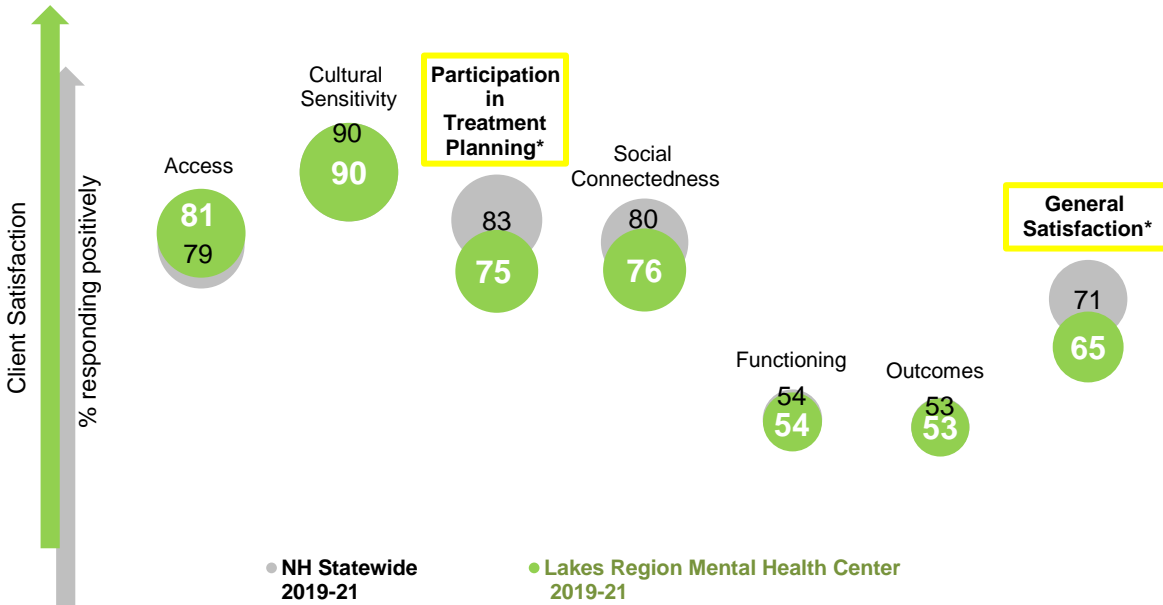
Characteristics of Children & Youth Clients	Lakes Region Mental Health Center 2019-21 N=141		NH Statewide 2019-21 N=1,452	
	n	%	n	%
<b>Gender</b>				
Female	68	48	673	46
Male	73	52	779	54
<b>Age group</b>				
age 0-5	7	5	56	4
age 6-11	47	33	562	39
age 12 or older	87	62	834	57
Average age (SD, range)	12.1 (3.3, 3-17)		12.1 (3.4, 3-17)	
<b>Race category</b>				
American Indian/Alaska Native	2	1	23	2
Asian	2	1	24	2
Black or African American	11	8	81	6
Native Hawaiian/Pacific Islander*	2	1	5	0.3
White (Caucasian)	126	89	1302	90
Other race	2	1	26	2
<b>Either of child's parent is Spanish/Hispanic/Latino*</b>				
Yes-Hispanic/Latino	3	2	111	8
No-Not Hispanic/Latino	131	98	1305	92
<b>Length of time child has received services from this Center*</b>				
Less than 1 month	4	3	18	1
1-5 months	15	11	122	9
6 months-1 year	47	35	392	28
More than 1 year	69	51	891	63
<b>Parent or guardian has been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.</b>				
No	81	60	849	60
Yes	54	40	563	40

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: \*p<0.05 statistically significant difference (bolded): <sup>(+)</sup> Center % higher than statewide, <sup>(-)</sup> Center % lower than statewide.

## Family Satisfaction with Lakes Region Mental Health Center: Domain Scores with Comparisons to Statewide

Compared to the state overall, LRMCH had two domains – participation in treatment planning and general satisfaction – that were statistically significantly lower.



Note: \*p<0.05= statistically significant difference in scores between the center and statewide

The table below provides additional details on the total number of family member respondents included in each domain for LRMCH and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Lakes Region Mental Health Center 2019-21		NH Statewide 2019-21		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	136	81	1416	79	1.7
Cultural Sensitivity	107	90	1091	90	0.0
Participation in Treatment Planning*	<b>138</b>	<b>75</b>	<b>1426</b>	<b>83</b>	<b>-7.4</b>
Social Connectedness	135	76	1405	80	-4.0
Functioning	136	54	1404	54	-0.4
Outcomes	136	53	1405	53	-0.1
General Satisfaction*	<b>138</b>	<b>65</b>	<b>1428</b>	<b>71</b>	<b>-6.9</b>

Note: \*p<0.05= statistically significant difference in scores between the center and statewide (bolded). A negative difference (in red) indicates the center scored significantly lower than statewide.

***Satisfaction with Lakes Region Mental Health Center: Comparison of 2016-2018 and 2019-2021 Domain Scores***

To evaluate whether family member satisfaction with LRMHC changed over time, domain scores across two time periods were compared (2016-2018 versus 2019-2021). There were no statistically significant differences in satisfaction over time.

The table below provides additional details on the total number of respondents included in each domain in the 2016-2018 and 2019-2021 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Lakes Region Mental Health Center 2016-18		Lakes Region Mental Health Center 2019-21		Difference
	N	%	N	%	
Access	118	72	136	81	8.9
Cultural Sensitivity	88	83	107	90	6.8
Participation in Treatment Planning	118	75	138	75	0.8
Social Connectedness	118	76	135	76	-0.7
Functioning	116	55	136	54	-1.5
Outcomes	116	54	136	53	-1.4
General Satisfaction	118	68	138	65	-3.3

Note: There were no statistically significant differences in scores over time.

## Satisfaction with Lakes Region Mental Health Center – Item-specific Scores by Domain

The table below shows the item-specific data for LRMHC across the last three years (2019-2021) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (\*). The item added in 2018 is noted as such.

Family Member Survey Items Results Summary		Lakes Region Mental Health Center 2019-2021		Statewide 2019-2021	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
<b>Access</b>	The location of services was convenient for us	138	89	1426	87
	Services were available at times that were convenient for us	138	78	1432	80
<b>Cultural Sensitivity</b>	Staff spoke with me in a way that I understood	139	94	1426	92
	Staff treated me with respect	139	88	1437	92
	Staff respected my family's religious/spiritual beliefs	104	88	1044	86
	Staff were sensitive to my cultural/ethnic background	99	91	1019	86
<b>Participation in Treatment Planning</b>	I helped to choose my child's services	137	77	1423	81
	I helped to choose my child's treatment goals	138	74	1420	79
	I participated in my child's treatment	139	83	1424	88
<b>Social Connectedness</b>	I have people that I am comfortable talking with about my child's problems	136	81	1409	84
	In a crisis, I would have the support I need from family or friends	136	75	1400	79
	I have people with whom I can do enjoyable things	133	80	1396	83
	I know people who will listen and understand me when I need to talk	136	77	1405	81
<b>Functioning</b>	My child is better at handling daily life	138	54	1415	60
	My child gets along better with family members	132	53	1379	58
	My child gets along better with friends and other people	134	55	1380	59
	My child is doing better in school and/or work	130	55	1373	56
	My child is better able to cope when things go wrong	138	52	1415	53
	My child is better able to do things he/she wants to do	138	59	1399	59
<b>Outcomes</b>	My child is better at handling daily life	138	54	1415	60
	My child gets along better with family members	132	53	1379	58
	My child gets along better with friends and other people	134	55	1380	59
	My child is doing better in school and/or work	130	55	1373	56
	My child is better able to cope when things go wrong	138	52	1415	53
	I am satisfied with our family life right now	138	59	1414	56
<b>General Satisfaction</b>	My family got the help we wanted for my child	139	68	1431	73
	My family got as much help as we needed for my child	139	61	1422	65
	I felt my child had someone to talk to when he/she was troubled	139	76	1412	79
	Overall, I am satisfied with the services my child received <sup>(+)</sup>	<b>138</b>	<b>70</b>	<b>1429</b>	<b>77</b>
	The people helping my child stuck with us no matter what	135	73	1407	78
	The services my child and/or my family received were right for us <sup>(-)</sup>	<b>137</b>	<b>64</b>	<b>1427</b>	<b>72</b>
	I am happy with my child's counselor or psychiatrist (new2018)	137	75	1410	79

Note: \*p<0.05 statistically significant difference (bolded): (+) Center % higher than statewide, (-) Center % lower than statewide.



## Behavioral Outcomes

About 4% of LRMHC family member respondents reported that their child was arrested in the last 12 months, and 8% reported that their child's encounters with the police have been reduced. Forty-three percent of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. Ninety percent of respondents reported that their child attended school in the last 12 months. A significantly higher percentage of LRMCH respondents reported that their child had been suspended or expelled in the last 12 months, compared to statewide. Twelve percent of LRMHC respondents indicated that the number of days their child was in school has increased since starting to receive services. The table below compares the behavioral outcome results of LRMHC respondent children to the state.

Youth Client Behavioral Outcomes	Lakes Region Mental Health Center 2019-21 N=141		NH Statewide 2019-21 N=1,452	
	n	%	n	%
<b>Arrests &amp; police encounters (among those age 14 or older)</b>				
Child was arrested in the last 12 months (% yes)	2	4	20	4
Child was arrested during the 12 months prior to that (%yes)	1	2	16	3
Child was arrested at all in the past 2 years (%yes)	3	6	29	5
<i>Over the last 12 months, have your child's encounters with the police...</i>				
Been reduced	4	8	45	8
Stayed the same	2	4	35	7
Increased	3	6	23	4
Not applicable (My child had no police encounters this year or last year)	41	82	434	81
<b>Transition Planning</b>				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	22	43	206	39
<b>School attendance (among those 6 or older)</b>				
Child attended school in the past 12 months (%yes) <sup>*(+)</sup>	<b>117</b>	<b>90</b>	<b>1304</b>	<b>95</b>
Child was expelled or suspended during the past 12 months (%yes) <sup>*(-)</sup>	<b>25</b>	<b>22</b>	<b>173</b>	<b>13</b>
Child was expelled or suspended during the past 12 months prior to that (%yes)	12	10	147	11
Child was expelled or suspended at all in the past 2 years (%yes)	27	23	233	18
<i>Since starting to receive services, the number of days my child was in school...</i>				
Has increased	12	19	168	27
Has stayed about the same	42	66	384	61
Has decreased	10	16	79	13

Note: \*p<0.05 statistically significant difference (bolded): (+) Center % higher than statewide, (-) Center % lower than statewide.



# **Riverbend Community Mental Health**

## **Summary of Adult and Family Member Satisfaction Surveys**

## Riverbend Community Mental Health: 2019-2021 Adult Satisfaction Survey Results

### Demographics

A total of 220 adult clients from Riverbend Community Mental Health (RCMH) responded to the client satisfaction survey in the last three years (2019-2021). Of these, 37% were male, 63% were female, 90% were White, and 1% were Hispanic/Latino (compared to 6% statewide). The average age was 47.8 years. Ninety-two percent were still receiving services at the time of the survey and 91% have received services for a year or more. The table below compares the characteristics of RCMH respondents to the state.

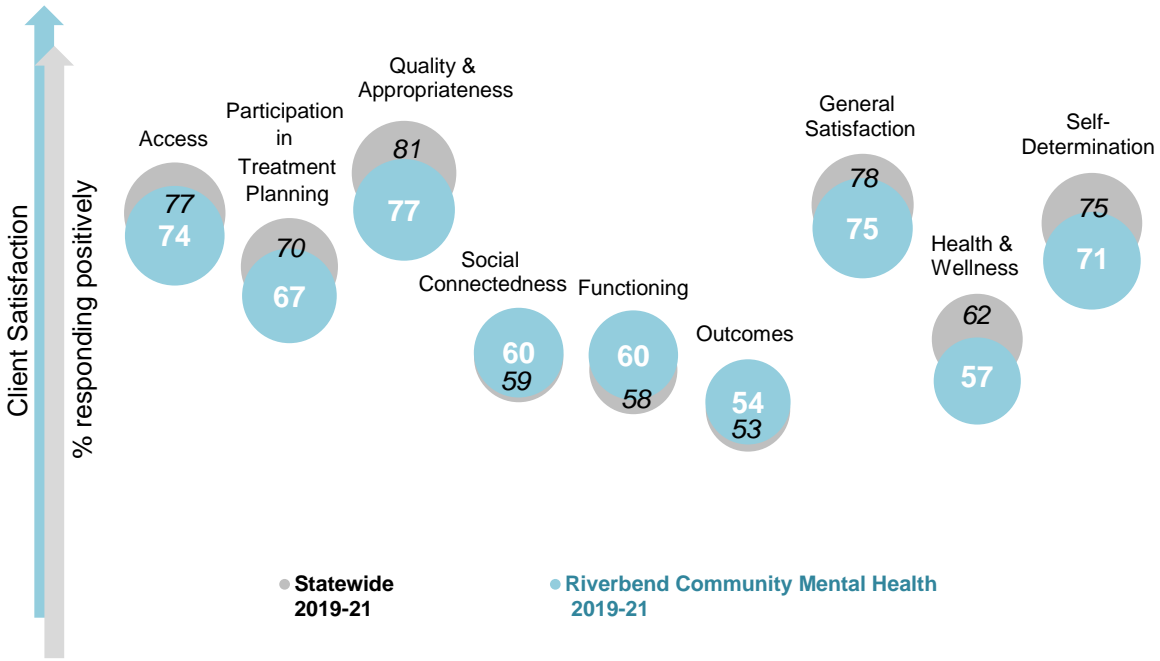
Adult Satisfaction Survey Respondent Characteristics	Riverbend Community Mental Health 2019-21 N=220		NH Statewide 2019-21 N=2,227	
	n	%	n	%
<b>Gender</b>				
Female	138	63	1375	62
Male	82	37	851	38
<b>Age group</b>				
Age 18-24	16	7	184	8
Age 25-44	74	34	681	31
Age 45-64	103	47	1087	49
Age 65+	27	12	275	12
Average age (SD, range)	47.8 (14.8, 18-82)		47.3 (15.3, 18-86)	
<b>Race category</b>				
American Indian/Alaska Native	11	5	105	5
Asian	1	0.5	20	1
Black or African American	5	2	47	2
Native Hawaiian/Pacific Islander	0	0	7	0.3
White (Caucasian)	197	90	1956	88
Other race	8	4	86	4
<b>Ethnicity: Hispanic/Latino/Spanish*</b>				
Yes-Hispanic/Latino	<b>2</b>	<b>1</b>	<b>113</b>	<b>6</b>
No-Not Hispanic/Latino	<b>192</b>	<b>99</b>	<b>1880</b>	<b>94</b>
<b>Currently (still) getting mental health services from CMHC providers</b>				
Yes	190	92	1908	90
No	16	8	209	10
<b>Length of time receiving mental health services from your community mental health providers</b>				
Less than a year (less than 12 months)	19	9	204	10
1 year or more (at least 12 months)	191	91	1924	90

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: \*p<0.05 statistically significant difference (bolded): (+) Center % higher than statewide, (-) Center % lower than statewide.

## Satisfaction with Riverbend Community Mental Health: Domain Scores with Comparisons to Statewide

Compared to the state overall, RCMH had similar client satisfaction scores across all of the nine domains. There were no statistically significant difference in scores between the center and statewide.



Note: There were no statistically significant difference in scores between the center and statewide.

The table below provides additional details on the total number of respondents included in each domain for RCMH and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Riverbend Community Mental Health 2019-21		Statewide 2019-21		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	218	74	2194	77	-2.7
Participation in Treatment Planning	210	67	2066	70	-3.5
Quality and Appropriateness	213	77	2102	81	-4.4
Social Connectedness	212	60	2140	59	0.6
Functioning	213	60	2126	58	1.8
Outcomes	202	54	2054	53	0.9
General Satisfaction	214	75	2156	78	-2.8
Health and Wellness (state added)	209	57	2025	62	-5.0
Self-Determination (state added)	213	71	2171	75	-4.5

Note: There were no statistically significant difference in scores between the center and statewide.

***Satisfaction with Riverbend Community Mental Health: Comparison of 2016-2018 and 2019-2021 Domain Scores***

To evaluate whether client satisfaction with RCMH services changed over time, domain scores across two time periods were compared (2016-2018 versus 2019-2021). There were no statistically significant differences in satisfaction over time.

The table below provides additional details on the total number of respondents included in each domain in the 2016-2018 and 2019-2021 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Riverbend Community Mental Health 2016-18		Riverbend Community Mental Health 2019-21		Difference
	N	%	N	%	
Access	268	77	218	74	-3.0
Participation in Treatment Planning	255	69	210	67	-2.0
Quality and Appropriateness	260	80	213	77	-3.4
Social Connectedness	261	56	212	60	4.3
Functioning	265	55	213	60	4.2
Outcomes	255	51	202	54	2.6
General Satisfaction	267	76	214	75	-1.6
Health and Wellness (state added)	254	65	209	57	-8.1
Self-Determination (state added)	267	73	213	71	-2.1

Note: There were no statistically significant differences in scores over time.

## Satisfaction with Riverbend Community Health – Item-specific Scores by Domain

The table below shows the item-specific data for RCMH across the last three years (2019-2021) combined with comparison to three-year combined statewide data. There were no statistically significant differences in item-specific scores between the Center and statewide. The item added in 2018 is noted as such.

Adult Survey Items Results Summary		Riverbend Community Mental Health 2019-21		Statewide 2019-21	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
<b>Access</b>	The location of services was convenient for us	208	86	2099	82
	Staff were willing to see me as often as I felt it was necessary	218	76	2174	81
	Staff returned my call in 24 hours	209	69	2100	74
	Services were available at times that were good for me	217	83	2195	84
	I was able to get all the services I thought I needed	216	74	2197	76
	I was able to see a psychiatrist when I wanted to	213	65	2071	70
<b>Participation in Treatment Planning</b>	I felt comfortable asking questions about my treatment and medication	218	83	2180	87
	My beliefs were respected in my treatment and treatment plan	213	81	2164	84
	Staff saw me as an equal partner in my treatment plan <sup>*(^)</sup>	<b>215</b>	<b>76</b>	<b>2172</b>	<b>82</b>
	Staff were respectful of my sexual orientation, gender expression, and gender identity	185	88	1882	91
	Staff respected me as a whole person <sup>*(^)</sup>	<b>215</b>	<b>84</b>	<b>2183</b>	<b>88</b>
	My right to refuse treatment was respected <sup>*(^)</sup>	<b>165</b>	<b>70</b>	<b>1676</b>	<b>77</b>
I, not staff, decided my treatment goals	210	65	2092	67	
<b>Quality and Appropriateness</b>	Staff here believed that I could grow, change, and recover <sup>*(^)</sup>	<b>211</b>	<b>75</b>	<b>2103</b>	<b>83</b>
	I was encouraged to use peer-run programs (support groups, drop-in centers, crisis phone line, etc.)	202	74	1973	72
	I felt free to complain	210	76	2099	78
	I was given information about how to file a complaint	178	50	1751	55
	I was given information about my rights	206	79	2078	82
	Staff encouraged me to take responsibility for how I live my life	207	80	2057	82
	Staff told me what side effects to watch out for	203	66	2007	72
	Staff respected my wishes about who is and who is not to be given information about my treatment	208	83	2078	87
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.) <sup>*(^)</sup>	<b>171</b>	<b>80</b>	<b>1829</b>	<b>86</b>
	Staff helped me obtain the information I needed so that I could take charge of managing my illness <sup>*(^)</sup>	<b>208</b>	<b>70</b>	<b>2078</b>	<b>77</b>
<b>Social Connectedness</b>	In a crisis, I have the support I need from family or friends	213	74	2144	73
	I am happy with the friendships I have	212	66	2117	67
	I have people with whom I can do enjoyable things	212	65	2136	69
	I feel I belong to my community	209	44	2100	46
	I know people who listen and understand me when I need to talk	216	73	2154	73
	When I need help right away, I know people I can call on	215	73	2146	76
<b>Functioning</b>	My symptoms are not bothering me as much	212	52	2130	52
	I do things that are more meaningful to me	213	65	2121	63

Adult Survey Items Results Summary		Riverbend Community Mental Health 2019-21		Statewide 2019-21	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
	I am better able to take care of my needs	211	65	2121	65
	I am better able to do things that I want to do	212	65	2118	61
	I am better able to manage my money and pay my bills	200	61	2000	62
	I feel hopeful about my future	212	58	2120	59
	I am better able to handle things when they go wrong	210	57	2132	58
<b>Outcomes</b>	My symptoms are not bothering me as much	212	52	2130	52
	I deal more effectively with daily problems	212	65	2128	65
	I am better able to control my life	210	62	2121	63
	I am better able to deal with crisis	208	59	2104	59
	I am getting along better with my family	196	65	2026	62
	I do better in social situations	204	49	2074	50
	I do better in school and/or work	117	42	1269	48
	My housing situation has improved	183	53	1858	54
<b>General Satisfaction</b>	I like the services that I have received	213	76	2151	80
	If I had other choices, I would still get services from this agency	207	73	2120	75
	I would recommend this agency to a friend or family member	211	74	2134	77
	I am happy with my counselor or psychiatrist (new2018)	201	78	2099	82
<b>Self-Determination</b>	I am able to stand up for myself to get what I need	211	69	2154	72
	I am free to choose the kinds of goals I want to pursue	213	78	2152	81
	I decide how involved I want to be in my treatment <sup>*(^)</sup>	<b>211</b>	<b>78</b>	<b>2145</b>	<b>84</b>
	I have people in my life who accept me for me	213	79	2157	81
	I have people in my life who respect my values and choices	213	75	2163	77
	I have a say in what happens to me when I am in crisis <sup>*(^)</sup>	<b>205</b>	<b>64</b>	<b>2106</b>	<b>72</b>
<b>Health and Wellness</b>	I was able to meet with a primary care medical provider to discuss my physical well-being	188	80	2038	84
	I have stopped smoking or am working toward stopping	88	50	834	51
	I have been eating a more healthy diet	213	52	2112	54
	I have been more physically active	213	56	2098	54
	My medications have been helpful to me	209	63	2034	66
	I was (not) prescribed too many medications	158	61	1555	66

Note: The total number Ns or denominators are smaller for item that was added in 2018.

Note: \*p<0.05 statistically significant difference (bolded): (^) Center % higher than statewide, (^) Center % lower than statewide.

## Behavioral Outcomes

Eighty-two percent of RCMH respondents reported being unemployed at the time of the survey. Two percent of respondents reported being arrested in the last 12 months, and 7% reported that their encounters with the police have been reduced. RCMH respondents reported similar levels of participation in community and social activities compared to statewide. Five percent of respondents reported that they are attending either full- or part-time school. Thirty-six percent of respondents reported they are current smokers, 41% have used e-cigarettes, and 58% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of RCMH respondents to the state.

Adult Satisfaction Survey Respondent Behavioral Outcomes	Riverbend Community Mental Health 2019-21 N=220		NH Statewide 2019-21 N=2,227	
	n	%	n	%
<b>Current employment status*</b>				
No	172	82	1583	74
Yes - full-time	11	5	165	8
Yes - part-time	28	13	379	18
<b>Arrests &amp; police encounters</b>				
Arrested in the last 12 months (%yes)	4	2	71	3
Arrested during the 12 months prior to that (%yes)	11	5	109	5
Arrested at all in the past 2 years (%yes)	13	6	163	8
<i>Over the last 12 months, have your encounters with the police...</i>				
Been reduced	15	7	141	7
Stayed the same	5	2	110	5
Increased	9	4	62	3
Not applicable	179	86	1781	85
<b>Participation in community or social activities</b>				
Spiritual/Religious	77	37	835	40
Community organizations/gym	39	19	435	21
Peer support center	36	17	296	14
Recovery support center for substance misuse	16	8	159	8
Volunteer work	33	16	336	16
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	23	11	207	10
Other social activities	35	16	370	17
<b>Attending school</b>				
No school	198	95	1938	92
School Full-time	3	1	70	3
School Part-time	8	4	89	4
<b>Smoking status</b>				
Current smoker	77	36	779	36
Former smoker (smoked in the past but now quit)	61	29	633	30
Never smoked	73	35	724	34
<i>If you are a current smoker, have you used an e-cigarette or other electronic vaping product in the past 30 days? (new 2019)</i>				
No	119	59	1171	57
Yes	84	41	876	43
If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months? (%yes)	42	58	398	53

Note: \*p<0.05 statistically significant difference (bolded): (+) Center % higher than statewide, (-) Center % lower than statewide.



# Riverbend Community Mental Health: 2019-2021 Family Member Satisfaction Survey Results

## Demographics

A total of 179 family members of children and youth clients who received services from Riverbend Community Mental Health (RCMH) responded to the client satisfaction survey in the last three years (2019-2021). Of the children whose family member responded, 56% were male, 44% were female, 92% were White, and 6% were Hispanic/Latino. The average age was 11.9 years. Sixty-three percent have received services for more than 1 year. The table below compares the characteristics of RCMH youth clients to the state.

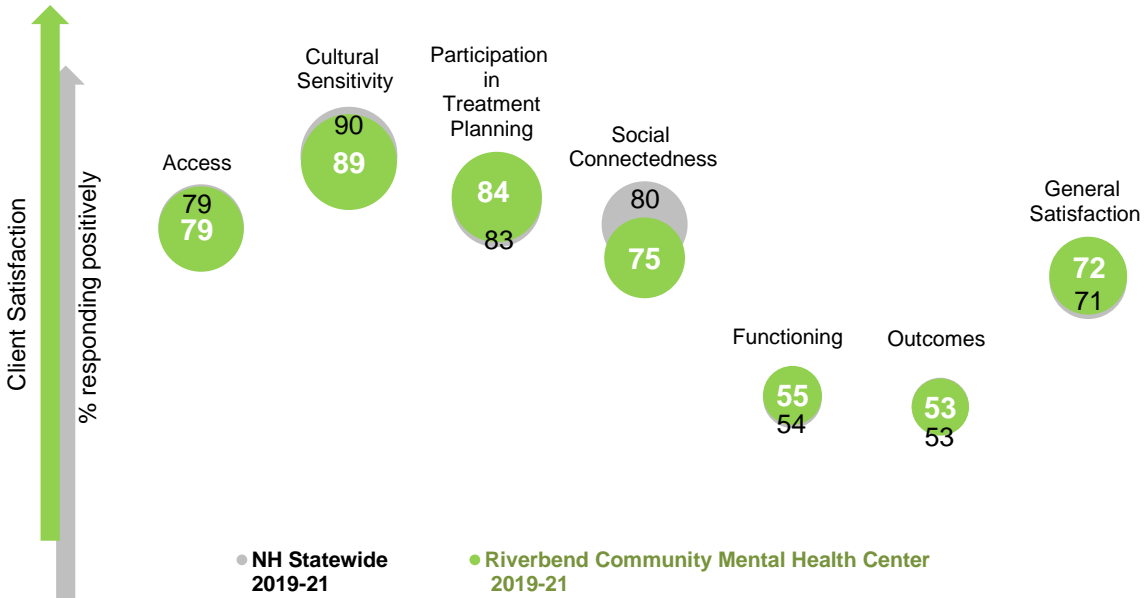
Characteristics of Children & Youth Clients	Riverbend Community Mental Health 2019-21 N=179		NH Statewide 2019-21 N=1,452	
	n	%	n	%
<b>Gender</b>				
Female	78	44	673	46
Male	101	56	779	54
<b>Age group</b>				
age 0-5	6	3	56	4
age 6-11	74	41	562	39
age 12 or older	99	55	834	57
Average age (SD, range)	11.9 (3.4, 3-17)		12.1 (3.4, 3-17)	
<b>Race category</b>				
American Indian/Alaska Native	3	2	23	2
Asian	4	2	24	2
Black or African American	10	6	81	6
Native Hawaiian/Pacific Islander	1	0.1	5	0.3
White (Caucasian)	165	92	1302	90
Other race	0	0	26	2
<b>Either of child's parent is Spanish/Hispanic/Latino</b>				
Yes-Hispanic/Latino	11	6	111	8
No-Not Hispanic/Latino	166	94	1305	92
<b>Length of time child has received services from this Center</b>				
Less than 1 month	2	1	18	1
1-5 months	13	7	122	9
6 months-1 year	51	28	392	28
More than 1 year	113	63	891	63
<b>Parent or guardian was informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.</b>				
No	109	61	849	60
Yes	70	39	563	40

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: There were no statistically significant differences between the center and statewide.

## Satisfaction with Riverbend Community Mental Health: Domain Scores with Comparisons to Statewide

Compared to the state overall, no RCMH domains were statistically significantly different when compared to statewide scores.



Note: There were no statistically significant differences in scores between the center and statewide.

The table below provides additional details on the total number of family member respondents included in each domain for RCMH and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Riverbend Community Mental Health 2019-21		NH Statewide 2019-21		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	175	79	1416	79	-0.3
Cultural Sensitivity	142	89	1091	90	-1.0
Participation in Treatment Planning	177	84	1426	83	0.8
Social Connectedness	174	75	1405	80	-4.9
Functioning	174	55	1404	54	0.5
Outcomes	174	53	1405	53	-0.1
General Satisfaction	179	72	1428	71	0.7

Note: There were no statistically significant differences between the center and statewide.

***Satisfaction with Riverbend Community Health: Comparison of 2016-2018 and 2019-2021 Domain Scores***

To evaluate whether family member satisfaction with RCMH changed over time, domain scores across two time periods were compared (2016-2018 versus 2019-2021). There were no statistically significant differences in scores over the two time periods.

The table below provides additional details on the total number of respondents included in each domain in the 2016-2018 and 2019-2021 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Riverbend Community Mental Health 2016-18		Riverbend Community Mental Health 2019-21		Difference
	N	%	N	%	
Access	184	74	175	79	5.0
Cultural Sensitivity	137	93	142	89	-4.7
Participation in Treatment Planning	184	86	177	84	-2.3
Social Connectedness	183	80	174	75	-5.1
Functioning	184	53	174	55	1.9
Outcomes	184	50	174	53	2.9
General Satisfaction	186	67	179	72	4.9

Note: There were no statistically significant differences in scores over the two time periods.

## Satisfaction with Riverbend Community Health – Item-specific Scores by Domain

The table below shows the item-specific data for RCMH across the last three years (2019-2021) combined with comparison to three-year combined statewide data. There were no statistically significant differences in item-specific scores between the Center and statewide. The item added in 2018 is noted as such.

Family Member Survey Items Results Summary		Riverbend Community Mental Health 2019-2021		Statewide 2019-2021	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
<b>Access</b>	The location of services was convenient for us	175	86	1426	87
	Services were available at times that were convenient for us	177	78	1432	80
<b>Cultural Sensitivity</b>	Staff spoke with me in a way that I understood	175	93	1426	92
	Staff treated me with respect	175	89	1437	92
	Staff respected my family's religious/spiritual beliefs	136	84	1044	86
	Staff were sensitive to my cultural/ethnic background	135	87	1019	86
<b>Participation in Treatment Planning</b>	I helped to choose my child's services	174	81	1423	81
	I helped to choose my child's treatment goals	177	80	1420	79
	I participated in my child's treatment	176	88	1424	88
<b>Social Connectedness</b>	I have people that I am comfortable talking with about my child's problems* <sup>(+)</sup>	<b>174</b>	<b>78</b>	<b>1409</b>	<b>84</b>
	In a crisis, I would have the support I need from family or friends	174	79	1400	79
	I have people with whom I can do enjoyable things	173	80	1396	83
	I know people who will listen and understand me when I need to talk	173	78	1405	81
<b>Functioning</b>	My child is better at handling daily life	177	63	1415	60
	My child gets along better with family members	171	57	1379	58
	My child gets along better with friends and other people	173	62	1380	59
	My child is doing better in school and/or work	170	50	1373	56
	My child is better able to cope when things go wrong	176	55	1415	53
	My child is better able to do things he/she wants to do	172	62	1399	59
<b>Outcomes</b>	My child is better at handling daily life	177	63	1415	60
	My child gets along better with family members	171	57	1379	58
	My child gets along better with friends and other people	173	62	1380	59
	My child is doing better in school and/or work	170	50	1373	56
	My child is better able to cope when things go wrong	176	55	1415	53
	I am satisfied with our family life right now	174	58	1414	56
<b>General Satisfaction</b>	My family got the help we wanted for my child	177	72	1431	73
	My family got as much help as we needed for my child	177	63	1422	65
	I felt my child had someone to talk to when he/she was troubled	176	78	1412	79
	Overall, I am satisfied with the services my child received	179	79	1429	77
	The people helping my child stuck with us no matter what	175	77	1407	78
	The services my child and/or my family received were right for us	179	72	1427	72
	I am happy with my child's counselor or psychiatrist	176	79	1410	79

Note: \*p<0.05 statistically significant difference (bolded): (+) Center % higher than statewide, (-) Center % lower than statewide.

## Behavioral Outcomes

Six percent of RCMH family member respondents reported that their child was arrested in the last 12 months, and 6% reported that their child's encounters with the police have been reduced. Thirty-five percent of respondents with children over age 14 reported that they and the RCMH staff had begun planning for the child's transition to adulthood. A significantly higher proportion of RCMH respondents reported that their child was expelled or suspended during the year before last and expelled or suspended in the past 2 years compared to statewide. Thirty percent of RCMH respondents indicated that the number of days their child was in school has increased since starting to receive services. The table below compares the behavioral outcome results of RCMH respondent children to the state.

Youth Client Behavioral Outcomes	Riverbend Community Mental Health 2019-21 N=179		NH Statewide 2019-21 N=1,452	
	n	%	n	%
<b>Arrests &amp; police encounters (among those age 14 or older)</b>				
Child was arrested in the last 12 months (% yes)	4	6	20	4
Child was arrested during the 12 months prior to that (%yes)	0	0	16	3
Child was arrested at all in the past 2 years (%yes)	4	6	29	5
<i>Over the last 12 months, have your child's encounters with the police...</i>				
Been reduced	4	6	45	8
Stayed the same	7	10	35	7
Increased	5	7	23	4
Not applicable (My child had no police encounters this year or last year)	54	77	434	81
<b>Transition Planning</b>				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	24	35	26	39
<b>School attendance (among those 6 or older)</b>				
Child attended school in the past 12 months (%yes)	168	97	1304	95
Child was expelled or suspended during the past 12 months (%yes)	29	18	173	13
Child was expelled or suspended during the past 12 months prior to that (%yes) <sup>*(+)</sup>	<b>33</b>	<b>20</b>	<b>147</b>	<b>11</b>
Child was expelled or suspended at all in the past 2 years (%yes) <sup>*(+)</sup>	<b>41</b>	<b>25</b>	<b>233</b>	<b>18</b>
<i>Since starting to receive services, the number of days my child was in school...</i>				
Has increased	24	30	168	27
Has stayed about the same	44	54	384	61
Has decreased	13	16	79	13

Note: \*p<0.05 statistically significant difference (bolded); (+) Center % higher than statewide, (-) Center % lower than statewide



# **Monadnock Family Services**

## **Summary of Adult and Family Member Satisfaction Surveys**

## Monadnock Family Services: 2019-2021 Adult Satisfaction Survey Results

### Demographics

A total of 265 adult clients from Monadnock Family Services (MFS) responded to the client satisfaction survey in the last three years (2019-2021). Of these, 36% were male, 64% were female, 88% were White, and 2% were Hispanic/Latino (compared to 6% statewide). The average age was 48.0 years. Ninety-three percent were still receiving services at the time of the survey and 94% have received services for a year or more (compared to 90% statewide). The table below compares the characteristics of MFS respondents to the state.

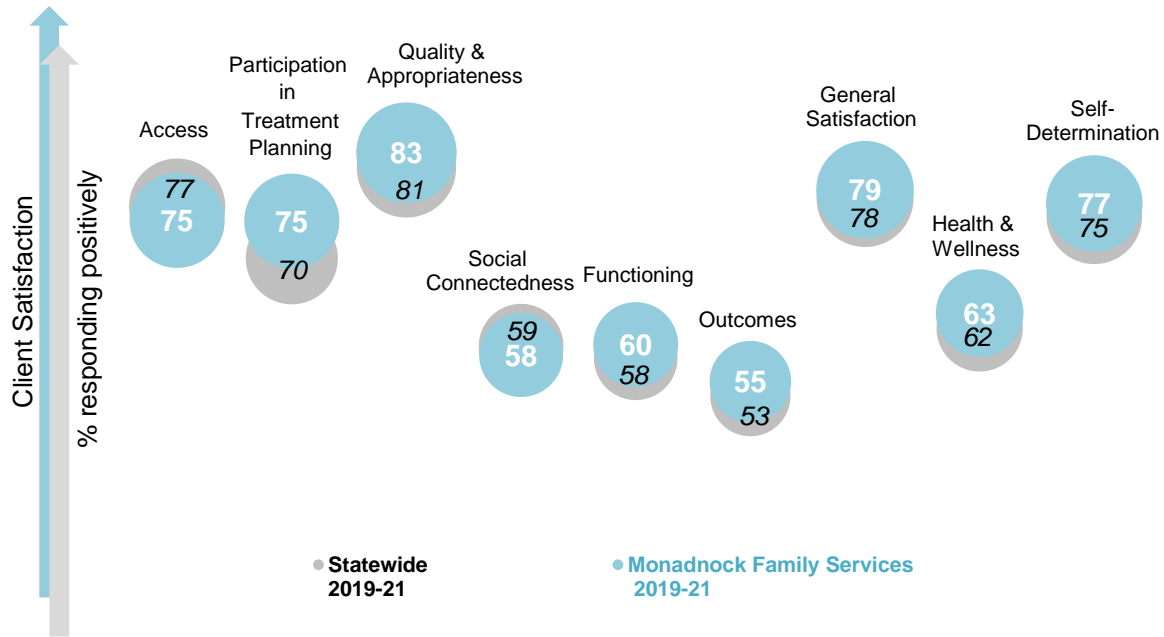
Adult Satisfaction Survey Respondent Characteristics	Monadnock Family Services 2019-21 N=265		NH Statewide 2019-21 N=2,227	
	n	%	n	%
<b>Gender</b>				
Female	169	64	1375	62
Male	96	36	851	38
<b>Age group</b>				
Age 18-24	22	8	184	8
Age 25-44	83	31	681	31
Age 45-64	125	47	1087	49
Age 65+	35	13	275	12
Average age (SD, range)	48.0 (14.9, 18-80)		47.3 (15.3, 18-86)	
<b>Race category</b>				
American Indian/Alaska Native	13	5	105	5
Asian	2	1	20	1
Black or African American	5	2	47	2
Native Hawaiian/Pacific Islander	0	0	7	0.3
White (Caucasian)	234	88	1956	88
Other race	12	5	86	4
<b>Ethnicity: Hispanic/Latino/Spanish*</b>				
Yes-Hispanic/Latino	<b>4</b>	<b>2</b>	<b>113</b>	<b>6</b>
No-Not Hispanic/Latino	<b>235</b>	<b>98</b>	<b>1880</b>	<b>94</b>
<b>Currently (still) getting mental health services from CMHC providers</b>				
Yes	234	93	1908	90
No	18	7	209	10
<b>Length of time receiving mental health services from your community mental health providers*</b>				
Less than a year (less than 12 months)	<b>14</b>	<b>6</b>	<b>204</b>	<b>10</b>
1 year or more (at least 12 months)	<b>237</b>	<b>94</b>	<b>1924</b>	<b>90</b>

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: \*p<0.05 statistically significant difference (bolded): (+) Center % higher than statewide, (-) Center % lower than statewide.

## Satisfaction with Monadnock Family Services: Domain Scores with Comparisons to Statewide

Compared to the state overall, MFS had similar client satisfaction scores across all nine domains. There were no statistically significant differences.



Note: There were no statistically significant differences in scores between the center and statewide.

The table below provides additional details on the total number of respondents included in each domain for MFS and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Monadnock Family Services 2019-21		Statewide 2019-21		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	263	75	2194	77	-1.7
Participation in Treatment Planning	242	75	2066	70	4.6
Quality and Appropriateness	251	83	2102	81	1.9
Social Connectedness	256	58	2140	59	-1.1
Functioning	247	60	2126	58	1.7
Outcomes	235	55	2054	53	1.8
General Satisfaction	258	79	2156	78	1.1
Health and Wellness (state added)	235	63	2025	62	1.9
Self-Determination (state added)	257	77	2171	75	1.6

Note: There were no statistically significant differences in scores between the center and statewide.



## *Satisfaction with Monadnock Family Services: Comparison of 2016-2018 and 2019-2021 Domain Scores*

To evaluate whether client satisfaction with MFS changed over time, domain scores across two time periods were compared (2016-2018 versus 2019-2021). The access, participation in treatment planning, quality and appropriateness, outcomes, and self-determination domains significantly improved.

The table below provides additional details on the total number of respondents included in each domain in the 2016-2018 and 2019-2021 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Monadnock Family Services 2016-18		Monadnock Family Services 2019-21		Difference
	N	%	N	%	
Access*	<b>212</b>	<b>66</b>	<b>263</b>	<b>75</b>	<b>8.9</b>
Participation in Treatment Planning*	<b>195</b>	<b>59</b>	<b>242</b>	<b>75</b>	<b>15.3</b>
Quality and Appropriateness*	<b>199</b>	<b>74</b>	<b>251</b>	<b>83</b>	<b>8.9</b>
Social Connectedness	201	50	256	58	8.0
Functioning	204	51	247	60	8.5
Outcomes*	<b>192</b>	<b>39</b>	<b>235</b>	<b>55</b>	<b>15.8</b>
General Satisfaction	209	73	258	79	6.0
Health and Wellness (state added)	194	59	235	63	4.1
Self-Determination (state added)*	<b>203</b>	<b>62</b>	<b>257</b>	<b>77</b>	<b>15.0</b>

Note: \*p<0.05= statistically significant difference in scores over the two time periods (bolded). A positive difference (in green) indicates the center scored significantly higher over time.

## Satisfaction with Monadnock Family Services – Item-specific Scores by Domain

The table below shows the item-specific data for MFS across the last three years (2019-2021) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (\*). The item added in 2018 is noted as such.

Adult Survey Items Results Summary		Monadnock Family Services 2019-21		Statewide 2019-21	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
<b>Access</b>	The location of services was convenient for us	247	83	2099	82
	Staff were willing to see me as often as I felt it was necessary	258	77	2174	81
	Staff returned my call in 24 hours	250	73	2100	74
	Services were available at times that were good for me	260	81	2195	84
	I was able to get all the services I thought I needed	263	72	2197	76
	I was able to see a psychiatrist when I wanted to <sup>(*)</sup>	<b>234</b>	<b>62</b>	<b>2071</b>	<b>70</b>
<b>Participation in Treatment Planning</b>	I felt comfortable asking questions about my treatment and medication	258	87	2180	87
	My beliefs were respected in my treatment and treatment plan	258	87	2164	84
	Staff saw me as an equal partner in my treatment plan	257	83	2172	82
	Staff were respectful of my sexual orientation, gender expression, and gender identity	226	90	1882	91
	Staff respected me as a whole person	261	90	2183	88
	My right to refuse treatment was respected	194	77	1676	77
	I, not staff, decided my treatment goals	247	71	2092	67
<b>Quality and Appropriateness</b>	Staff here believed that I could grow, change, and recover	254	83	2103	83
	I was encouraged to use peer-run programs (support groups, drop-in centers, crisis phone line, etc.)	237	72	1973	72
	I felt free to complain	253	80	2099	78
	I was given information about how to file a complaint	211	56	1751	55
	I was given information about my rights <sup>(*)</sup>	<b>248</b>	<b>87</b>	<b>2078</b>	<b>82</b>
	Staff encouraged me to take responsibility for how I live my life	247	83	2057	82
	Staff told me what side effects to watch out for	236	73	2007	72
	Staff respected my wishes about who is and who is not to be given information about my treatment	250	90	2078	87
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	213	85	1829	86
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	243	75	2078	77
<b>Social Connectedness</b>	In a crisis, I have the support I need from family or friends	257	74	2144	73
	I am happy with the friendships I have	254	64	2117	67
	I have people with whom I can do enjoyable things	255	71	2136	69
	I feel I belong to my community	247	45	2100	46
	I know people who listen and understand me when I need to talk	257	76	2154	73
	When I need help right away, I know people I can call on	251	77	2146	76
<b>Functioning</b>	My symptoms are not bothering me as much	253	53	2130	52
	I do things that are more meaningful to me	249	67	2121	63

Adult Survey Items Results Summary		Monadnock Family Services 2019-21		Statewide 2019-21	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
	I am better able to take care of my needs	249	64	2121	65
	I am better able to do things that I want to do	244	59	2118	61
	I am better able to manage my money and pay my bills	238	61	2000	62
	I feel hopeful about my future	248	58	2120	59
	I am better able to handle things when they go wrong	250	62	2132	58
<b>Outcomes</b>	My symptoms are not bothering me as much	253	53	2130	52
	I deal more effectively with daily problems	248	65	2128	65
	I am better able to control my life	246	66	2121	63
	I am better able to deal with crisis	249	61	2104	59
	I am getting along better with my family <sup>(+)</sup>	<b>239</b>	<b>54</b>	<b>2026</b>	<b>62</b>
	I do better in social situations	246	49	2074	50
	I do better in school and/or work	140	44	1269	48
	My housing situation has improved	218	53	1858	54
<b>General Satisfaction</b>	I like the services that I have received	257	82	2151	80
	If I had other choices, I would still get services from this agency	253	77	2120	75
	I would recommend this agency to a friend or family member	256	74	2134	77
	I am happy with my counselor or psychiatrist (new2018)	253	85	2099	82
<b>Self-Determination</b>	I am able to stand up for myself to get what I need	254	71	2154	72
	I am free to choose the kinds of goals I want to pursue	255	82	2152	81
	I decide how involved I want to be in my treatment	255	86	2145	84
	I have people in my life who accept me for me	256	83	2157	81
	I have people in my life who respect my values and choices	258	81	2163	77
	I have a say in what happens to me when I am in crisis	253	73	2106	72
<b>Health and Wellness</b>	I was able to meet with a primary care medical provider to discuss my physical well-being	239	83	2038	84
	I have stopped smoking or am working toward stopping	95	55	834	51
	I have been eating a more healthy diet	246	54	2112	54
	I have been more physically active	242	56	2098	54
	My medications have been helpful to me	239	67	2034	66
	I was (not) prescribed too many medications	173	72	1555	66

Note: \*p<0.05 statistically significant difference (bolded): <sup>(+)</sup> Center scored higher than statewide, <sup>(-)</sup> Center scored lower than statewide.

## Behavioral Outcomes

Seventy-six percent of MFS adult respondents reported being unemployed at the time of the survey. Four percent reported being arrested in the last 12 months, and 6% reported that their encounters with the police have been reduced. A statistically significant higher percentage of respondents reported participation in other social activities, compared to statewide (21% versus 17%). Nine percent reported attending either full- or part-time school. Thirty-six percent of respondents reported they are current smokers, 43% used e-cigarettes, and 51% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of MFS respondents to the state.

Adult Satisfaction Survey Respondent Behavioral Outcomes	Monadnock Family Services 2019-21 N=265		NH Statewide 2019-21 N=2,227	
	n	%	n	%
<b>Currently employment status</b>				
No	190	76	1583	74
Yes - full-time	19	8	165	8
Yes - part-time	41	16	379	18
<b>Arrests &amp; police encounters</b>				
Arrested in the last 12 months (%yes)	9	4	71	3
Arrested during the 12 months prior to that (%yes)	12	5	109	5
Arrested at all in the past 2 years (%yes)	20	8	163	8
<i>Over the last 12 months, have your encounters with the police...</i>				
Been reduced	15	6	141	7
Stayed the same	9	4	110	5
Increased	11	4	62	3
Not applicable	215	86	1781	85
<b>Participation in community or social activities</b>				
Spiritual/Religious	102	41	835	40
Community organizations/gym	52	21	435	21
Peer support center	38	15	296	14
Recovery support center for substance misuse	13	5	159	8
Volunteer work	47	19	336	16
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	22	9	207	10
Other social activities* <sup>(+)</sup>	<b>56</b>	<b>21</b>	<b>370</b>	<b>17</b>
<b>Attending school</b>				
No school	223	91	1938	92
School Full-time	10	4	70	3
School Part-time	13	5	89	4
<b>Smoking status</b>				
Current smoker	90	36	779	36
Former smoker (smoked in the past but now quit)	81	32	633	30
Never smoked	80	32	724	34
<i>If you are a current smoker, have you used an e-cigarette or other electronic vaping product in the past 30 days? (new 2019)</i>				
No	141	57	1171	57
Yes	107	43	876	43
<i>If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months? (%yes)</i>				
	48	51	398	53

Note: \*p<0.05 statistically significant difference (bolded): (+) Center scored higher than statewide, (-) Center scored lower than statewide.

## Monadnock Family Services: 2019-2021 Family Member Satisfaction Survey Results

### Demographics

A total of 127 family members of children and youth clients who received services from Monadnock Family Services (MFS) responded to the client satisfaction survey in the last three years (2019-2021). Of the children whose family member responded, 57% were male, 43% were female, 94% were White, and 5% were Hispanic/Latino. The average age was 11.4 years. Sixty-four percent have received services more than 1 year. The table below compares the characteristics of MFS youth clients to the state.

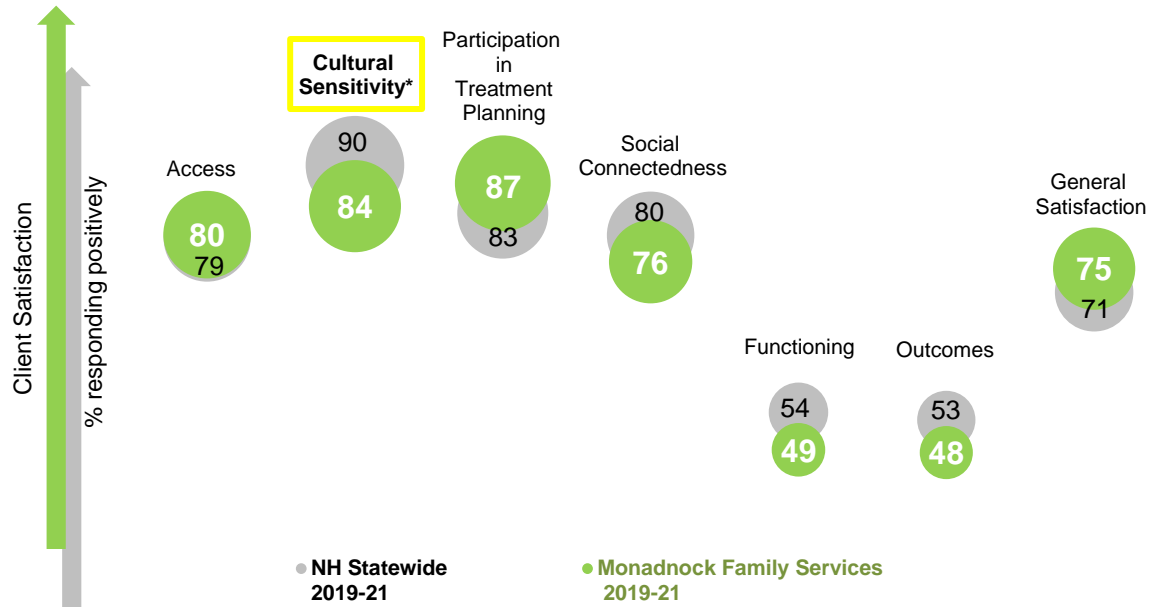
Characteristics of Children & Youth Clients	Monadnock Family Services 2019-21 N=127		NH Statewide 2019-21 N=1,452	
	n	%	n	%
<b>Gender</b>				
Female	54	43	673	46
Male	73	57	779	54
<b>Age group</b>				
age 0-5	8	6	56	4
age 6-11	53	42	562	39
age 12 or older	66	52	834	57
Average age (SD, range)	11.4 (3.4, 3-17)		12.1 (3.4, 3-17)	
<b>Race category</b>				
American Indian/Alaska Native	1	1	23	2
Asian	2	2	24	2
Black or African American	4	3	81	6
Native Hawaiian/Pacific Islander	1	0.1	5	0.3
White (Caucasian)	119	94	1302	90
Other race	1	1	26	2
<b>Either of child's parent is Spanish/Hispanic/Latino</b>				
Yes-Hispanic/Latino	6	5	111	8
No-Not Hispanic/Latino	117	95	1305	92
<b>Length of time child has received services from this Center</b>				
Less than 1 month	1	1	18	1
1-5 months	16	13	122	9
6 months-1 year	27	22	392	28
More than 1 year	78	64	891	63
<b>Parents or guardians have been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.</b>				
No	69	57	849	60
Yes	53	43	563	40

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: There were no statistically significant differences between the center and statewide.

### Satisfaction with Monadnock Family Services: Domain Scores with Comparisons to Statewide

Compared to the state overall, MFS had lower family member respondent satisfaction scores across four of the seven domains. Cultural Sensitivity was statistically significantly lower, at 84% compared to 90% statewide.



Note: \*p<0.05 statistically significant difference between center and statewide

The table below provides additional details on the total number of family member respondents included in each domain for MFS and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Monadnock Family Services 2019-21		NH Statewide 2019-21		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	123	80	1416	79	0.5
Cultural Sensitivity*	<b>99</b>	<b>84</b>	<b>1091</b>	<b>90</b>	<b>-5.9</b>
Participation in Treatment Planning	124	87	1426	83	4.3
Social Connectedness	120	76	1405	80	-3.8
Functioning	119	49	1404	54	-5.4
Outcomes	120	48	1405	53	-4.7
General Satisfaction	123	75	1428	71	3.4

Note: \*p<0.05 statistically significant difference between center and statewide (bolded). A negative difference (in red) indicates the center scored significantly lower than statewide.

***Satisfaction with Monadnock Family Services: Comparison of 2016-2018 and 2019-2021 Domain Scores***

To evaluate whether family member satisfaction with MFS changed over time, domain scores across two time periods were compared (2016-2018 versus 2019-2021). There were no statistically significant differences in satisfaction over time.

The table below provides additional details on the total number of respondents included in each domain in the 2016-2018 and 2019-2021 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Monadnock Family Services 2016-18		Monadnock Family Services 2019-21		Difference
	N	%	N	%	
Access	101	69	123	80	10.4
Cultural Sensitivity	71	86	99	84	-2.1
Participation in Treatment Planning	101	81	124	87	5.9
Social Connectedness	99	79	120	76	-3.0
Functioning	102	50	119	49	-1.3
Outcomes	102	49	120	48	-0.7
General Satisfaction	102	67	123	75	8.1

Note: There were no statistically significant differences in scores over time.

## Satisfaction with Monadnock Family Services – Item-specific Scores by Domain

The table below shows the item-specific data for MFS across the last three years (2019-2021) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (\*). The item added in 2018 is noted as such.

Family Member Survey Items Results Summary		Monadnock Family Services 2019-2021		Statewide 2019-2021	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	124	84	1426	87
	Services were available at times that were convenient for us	124	85	1432	80
Cultural Sensitivity	Staff spoke with me in a way that I understood	123	89	1426	92
	Staff treated me with respect	124	90	1437	92
	Staff respected my family's religious/spiritual beliefs	94	84	1044	86
	Staff were sensitive to my cultural/ethnic background	89	83	1019	86
Participation in Treatment Planning	I helped to choose my child's services	124	86	1423	81
	I helped to choose my child's treatment goals	123	85	1420	79
	I participated in my child's treatment	122	93	1424	88
Social Connectedness	I have people that I am comfortable talking with about my child's problems	122	84	1409	84
	In a crisis, I would have the support I need from family or friends <sup>(+)</sup>	<b>120</b>	<b>72</b>	<b>1400</b>	<b>79</b>
	I have people with whom I can do enjoyable things	120	80	1396	83
	I know people who will listen and understand me when I need to talk	120	80	1405	81
Functioning	My child is better at handling daily life	120	60	1415	60
	My child gets along better with family members	117	53	1379	58
	My child gets along better with friends and other people	118	52	1380	59
	My child is doing better in school and/or work	116	54	1373	56
	My child is better able to cope when things go wrong	121	47	1415	53
	My child is better able to do things he/she wants to do	120	53	1399	59
Outcomes	My child is better at handling daily life	120	60	1415	60
	My child gets along better with family members	117	53	1379	58
	My child gets along better with friends and other people	118	52	1380	59
	My child is doing better in school and/or work	116	54	1373	56
	My child is better able to cope when things go wrong	121	47	1415	53
	I am satisfied with our family life right now <sup>(-)</sup>	<b>123</b>	<b>44</b>	<b>1414</b>	<b>56</b>
General Satisfaction	My family got the help we wanted for my child	122	73	1431	73
	My family got as much help as we needed for my child	124	66	1422	65
	I felt my child had someone to talk to when he/she was troubled	121	82	1412	79
	Overall, I am satisfied with the services my child received	123	81	1429	77
	The people helping my child stuck with us no matter what	124	77	1407	78
	The services my child and/or my family received were right for us	123	72	1427	72
	I am happy with my child's counselor or psychiatrist (new2018)	121	84	1410	79

Note: \*p<0.05 statistically significant difference (bolded): (+) Center scored higher than statewide, (-) Center scored lower than statewide.



## Behavioral Outcomes

Zero MFS family member respondents reported that their child was arrested in the last 12 months, and 9% reported that their child's encounters with the police have been reduced. Thirty-nine percent of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. Ninety-nine percent of respondents reported that their child attended school in the last 12 months, and 9% reported that their child had been suspended or expelled in the last 12 months. Thirty-five percent of MFS respondents indicated that the number of days their child was in school has increased since starting to receive services. The table below compares the behavioral outcome results of MFS respondent children to the state. Overall, there were no statistically significant differences between the center and statewide.

Youth Client Behavioral Outcomes	Monadnock Family Services 2019-21 N=127		NH Statewide 2019-21 N=1,452	
	n	%	n	%
<b>Arrests &amp; police encounters (among those age 14 or older)</b>				
Child was arrested in the last 12 months (% yes)	0	0	20	4
Child was arrested during the 12 months prior to that (%yes)	1	3	16	3
Child was arrested at all in the past 2 years (%yes)	1	3	29	5
<i>Over the last 12 months, have your child's encounters with the police...</i>				
Been reduced	3	9	45	8
Stayed the same	1	3	35	7
Increased	2	6	23	4
Not applicable (My child had no police encounters this year or last year)	26	81	434	81
<b>Transition Planning</b>				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	13	39	206	39
<b>School attendance (among those 6 or older)</b>				
Child attended school in the past 12 months (%yes) <sup>*(+)</sup>	<b>116</b>	<b>99</b>	<b>1304</b>	<b>95</b>
Child was expelled or suspended during the past 12 months (%yes)	11	9	173	13
Child was expelled or suspended during the past 12 months prior to that (%yes)	13	11	147	11
Child was expelled or suspended at all in the past 2 years (%yes)	20	17	233	18
<i>Since starting to receive services, the number of days my child was in school...</i>				
Has increased	19	35	168	27
Has stayed about the same	30	56	384	61
Has decreased	5	9	79	13

Note: \*p<0.05 statistically significant difference (bolded): (+) Center scored higher than statewide, (-) Center scored lower than statewide.



# **Greater Nashua Mental Health**

## **Summary of Adult and Family Member Satisfaction Surveys**

## Greater Nashua Mental Health: 2019-2021 Adult Satisfaction Survey Results

### Demographics

A total of 261 adult clients from Greater Nashua Mental Health (GNMH) responded to the client satisfaction survey in the last three years (2019-2021). Of these, 33% were male, 67% were female, 80% were White, and 17% were Hispanic/Latino (compared to 6% statewide). The average age was 49.7 years. About 92% were still receiving services at the time of the survey and 91% have received services for a year or more. The table below compares the characteristics of GNMH respondents to the state.

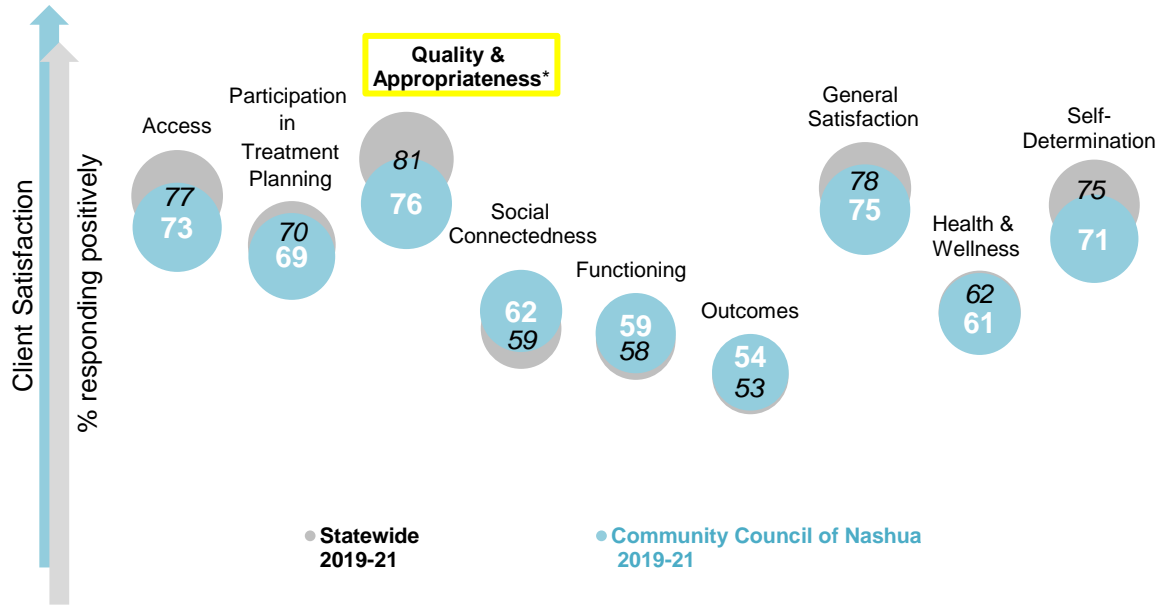
Adult Satisfaction Survey Respondent Characteristics	Greater Nashua Mental Health 2019-21 N=261		NH Statewide 2019-21 N=2,227	
	n	%	n	%
<b>Gender</b>				
Female	175	67	1375	62
Male	86	33	851	38
<b>Age group*</b>				
Age 18-24	11	4	184	8
Age 25-44	71	27	681	31
Age 45-64	152	58	1087	49
Age 65+	27	10	275	12
Average age (SD, range)	49.7 (13.8, 18-86)		47.3 (15.3, 18-86)	
<b>Race category</b>				
American Indian/Alaska Native	9	3	105	5
Asian	4	2	20	1
Black or African American	5	2	47	2
Native Hawaiian/Pacific Islander	0	0	7	0.3
White (Caucasian)* <sup>(-)</sup>	210	80	1956	88
Other race* <sup>(+)</sup>	18	7	86	4
<b>Ethnicity: Hispanic/Latino/Spanish*</b>				
Yes-Hispanic/Latino	40	17	113	6
No-Not Hispanic/Latino	193	83	1880	94
<b>Currently (still) getting mental health services from CMHC providers</b>				
Yes	228	92	1908	90
No	21	8	209	10
<b>Length of time receiving mental health services from your community mental health providers</b>				
Less than a year (less than 12 months)	22	9	204	10
1 year or more (at least 12 months)	227	91	1924	90

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: \*p<0.05 statistically significant difference (bolded); <sup>(+)</sup> Center % higher than statewide, <sup>(-)</sup> Center % lower than statewide.

## Satisfaction with Greater Nashua Mental Health: Domain Scores with Comparisons to Statewide

Compared to the state overall, GNMH had one domain – quality and appropriateness – that was statistically significantly lower for GNMH clients. Seventy-six percent of GNMH clients responded positively about the quality and appropriateness of services, compared to 81% statewide.



Note: \*p<0.05 = statistically significant differences in scores between the center and statewide.

The table below provides additional details on the total number of respondents included in each domain for GNMH and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Greater Nashua Mental Health 2019-21		Statewide 2019-21		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	255	73	2194	77	-4.1
Participation in Treatment Planning	233	69	2066	70	-1.5
Quality and Appropriateness*	<b>242</b>	<b>76</b>	<b>2102</b>	<b>81</b>	<b>-5.8</b>
Social Connectedness	250	62	2140	59	2.3
Functioning	252	59	2126	58	0.9
Outcomes	237	54	2054	53	0.5
General Satisfaction	254	75	2156	78	-2.8
Health and Wellness (state added)	242	61	2025	62	-0.3
Self-Determination (state added)	255	71	2171	75	-4.4

Note: \*p<0.05 = statistically significant differences in scores between the center and statewide (bolded). A negative difference (in red) indicates the center scored significantly lower than statewide.

### ***Satisfaction with Greater Nashua Mental Health: Comparison of 2016-2018 and 2019-2021 Domain Scores***

To evaluate whether client satisfaction with GNMH services changed over time, domain scores across two time periods were compared (2016-2018 versus 2019-2021). The Outcomes domain significantly improved over time.

The table below provides additional details on the total number of respondents included in each domain in the 2016-2018 and 2019-2021 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Greater Nashua Mental Health 2016-18		Greater Nashua Mental Health 2019-21		Difference
	N	%	N	%	
Access	310	66	255	73	6.1
Participation in Treatment Planning	292	65	233	69	3.6
Quality and Appropriateness	297	78	242	76	-2.5
Social Connectedness	299	60	250	62	1.7
Functioning	299	53	252	59	5.6
Outcomes*	<b>293</b>	<b>45</b>	<b>237</b>	<b>54</b>	<b>8.9</b>
General Satisfaction	305	74	254	75	1.0
Health and Wellness (state added)	289	60	242	61	1.6
Self-Determination (state added)	304	76	255	71	-5.0

Note: \*p<0.05 = statistically significant differences in scores between the center and statewide (bolded). A positive difference (in green) indicates the center scored significantly higher over time.

## Satisfaction with Greater Nashua Mental Health – Item-specific Scores by Domain

The table below shows the item-specific data for GNMH across the last three years (2019-2021) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (\*). The item added in 2018 is noted as such.

Adult Survey Items Results Summary		Greater Nashua Mental Health 2019-21		Statewide 2019-21	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
<b>Access</b>	The location of services was convenient for us	238	81	2099	82
	Staff were willing to see me as often as I felt it was necessary	248	80	2174	81
	Staff returned my call in 24 hours	248	71	2100	74
	Services were available at times that were good for me	258	82	2195	84
	I was able to get all the services I thought I needed	257	74	2197	76
	I was able to see a psychiatrist when I wanted to <sup>(*)</sup>	<b>247</b>	<b>62</b>	<b>2071</b>	<b>70</b>
<b>Participation in Treatment Planning</b>	I felt comfortable asking questions about my treatment and medication	252	86	2180	87
	My beliefs were respected in my treatment and treatment plan	248	82	2164	84
	Staff saw me as an equal partner in my treatment plan	248	80	2172	82
	Staff were respectful of my sexual orientation, gender expression, and gender identity	214	90	1882	91
	Staff respected me as a whole person	252	86	2183	88
	My right to refuse treatment was respected	199	72	1676	77
	I, not staff, decided my treatment goals	236	62	2092	67
<b>Quality and Appropriateness</b>	Staff here believed that I could grow, change, and recover	239	81	2103	83
	I was encouraged to use peer-run programs (support groups, drop-in centers, crisis phone line, etc.)	229	71	1973	72
	I felt free to complain	244	76	2099	78
	I was given information about how to file a complaint	200	52	1751	55
	I was given information about my rights <sup>(*)</sup>	<b>233</b>	<b>73</b>	<b>2078</b>	<b>82</b>
	Staff encouraged me to take responsibility for how I live my life <sup>(*)</sup>	<b>235</b>	<b>77</b>	<b>2057</b>	<b>82</b>
	Staff told me what side effects to watch out for	229	68	2007	72
	Staff respected my wishes about who is and who is not to be given information about my treatment	239	86	2078	87
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	217	87	1829	86
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	236	78	2078	77
<b>Social Connectedness</b>	In a crisis, I have the support I need from family or friends	249	72	2144	73
	I am happy with the friendships I have	245	66	2117	67
	I have people with whom I can do enjoyable things	250	68	2136	69
	I feel I belong to my community	248	47	2100	46
	I know people who listen and understand me when I need to talk	253	71	2154	73
	When I need help right away, I know people I can call on	252	76	2146	76
<b>Functioning</b>	My symptoms are not bothering me as much	251	52	2130	52
	I do things that are more meaningful to me	252	63	2121	63
	I am better able to take care of my needs	248	65	2121	65

Adult Survey Items Results Summary		Greater Nashua Mental Health 2019-21		Statewide 2019-21	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
	I am better able to do things that I want to do	251	60	2118	61
	I am better able to manage my money and pay my bills	238	65	2000	62
	I feel hopeful about my future	247	59	2120	59
	I am better able to handle things when they go wrong	252	56	2132	58
<b>Outcomes</b>	My symptoms are not bothering me as much	251	52	2130	52
	I deal more effectively with daily problems	252	64	2128	65
	I am better able to control my life	249	61	2121	63
	I am better able to deal with crisis	245	59	2104	59
	I am getting along better with my family	238	59	2026	62
	I do better in social situations	245	48	2074	50
	I do better in school and/or work	139	47	1269	48
	My housing situation has improved	222	54	1858	54
<b>General Satisfaction</b>	I like the services that I have received	255	77	2151	80
	If I had other choices, I would still get services from this agency	251	71	2120	75
	I would recommend this agency to a friend or family member	250	76	2134	77
	I am happy with my counselor or psychiatrist (new2018)	253	81	2099	82
<b>Self-Determination</b>	I am able to stand up for myself to get what I need	250	72	2154	72
	I am free to choose the kinds of goals I want to pursue	251	77	2152	81
	I decide how involved I want to be in my treatment	252	81	2145	84
	I have people in my life who accept me for me	252	78	2157	81
	I have people in my life who respect my values and choices	254	76	2163	77
	I have a say in what happens to me when I am in crisis	248	70	2106	72
<b>Health and Wellness</b>	I was able to meet with a primary care medical provider to discuss my physical well-being	243	85	2038	84
	I have stopped smoking or am working toward stopping	104	54	834	51
	I have been eating a more healthy diet	247	56	2112	54
	I have been more physically active	244	54	2098	54
	My medications have been helpful to me	243	66	2034	66
	I was (not) prescribed too many medications	178	62	1555	66

Note: \*p<0.05 statistically significant difference (bolded): <sup>(\*)</sup> Center scored higher than statewide, <sup>(<sup>†</sup>)</sup> Center scored lower than statewide.

## Behavioral Outcomes

Eighty percent of GNMH adult respondents reported being unemployed at the time of the survey, compared to 74% statewide. Four percent reported being arrested in the last 12 months, and 9% reported that their encounters with the police have been reduced. A significantly larger proportion of respondents participated in spiritual or religious activities compared to statewide. Nine percent of GNMH respondents reported attending either full- or part-time school. Thirty-five percent reported being current smokers, of which 42% have used e-cigarettes and 51% were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of GNMH respondents to the state.

Adult Satisfaction Survey Respondent Behavioral Outcomes	Greater Nashua Mental Health 2019-21 N=261		NH Statewide 2019-21 N=2,227	
	n	%	n	%
<b>Current employment status</b>				
No	200	80	1583	74
Yes - full-time	13	5	165	8
Yes - part-time	38	15	379	18
<b>Arrests &amp; police encounters</b>				
Arrested in the last 12 months (%yes)	10	4	71	3
Arrested during the 12 months prior to that (%yes)	15	6	109	5
Arrested at all in the past 2 years (%yes)	21	8	163	8
<i>Over the last 12 months, have your encounters with the police...</i>				
Been reduced	21	9	141	7
Stayed the same	8	3	110	5
Increased	4	2	62	3
Not applicable	209	86	1781	85
<b>Participation in community or social activities</b>				
Spiritual/Religious <sup>*(+)</sup>	<b>112</b>	<b>46</b>	<b>835</b>	<b>40</b>
Community organizations/gym	55	23	435	21
Peer support center	36	15	296	14
Recovery support center for substance misuse	18	7	159	8
Volunteer work	40	16	336	16
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	31	13	207	10
Other social activities	42	16	370	17
<b>Attending school</b>				
No school	224	91	1938	92
School Full-time	11	4	70	3
School Part-time	11	5	89	4
<b>Smoking status</b>				
Current smoker	87	35	779	36
Former smoker (smoked in the past but now quit)	80	32	633	30
Never smoked	86	34	724	34
<i>If you are a current smoker, have you used an e-cigarette or other electronic vaping product in the past 30 days? (new 2019)</i>				
No	136	58	1171	57
Yes	99	42	876	43
If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months? (%yes)	43	51	398	53

Note: \*p<0.05 statistically significant difference (bolded): <sup>(+)</sup> Center % higher than statewide, <sup>(-)</sup> Center % lower than statewide.



# Greater Nashua Mental Health: 2019-2021 Family Member Satisfaction Survey Results

## Demographics

A total of 146 family members of children and youth clients who received services from Greater Nashua Mental Health (GNMH) responded to the client satisfaction survey in the last three years (2019-2021). Of the children whose family member responded, 58% were male, 42% were female, 82% were White (compared to 90% statewide), and 17% were Hispanic/Latino (compared to 8% statewide). The average age was 12.0 years. Seventy-eight percent have received services for more than 1 year. The table below compares the characteristics of GNMH youth clients to the state.

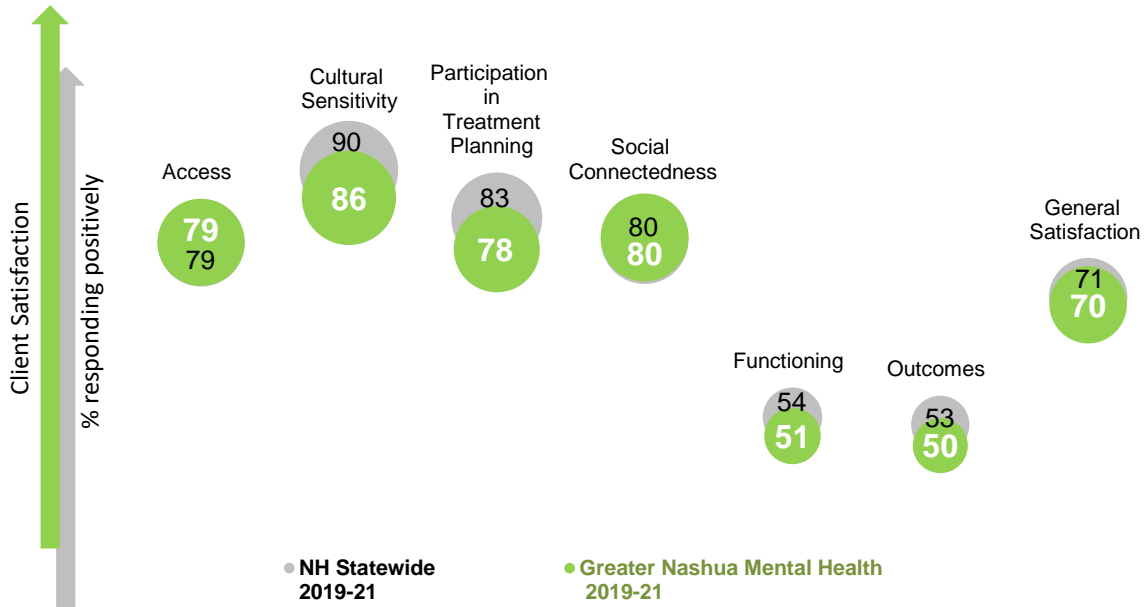
Characteristics of Children & Youth Clients	Greater Nashua Mental Health 2019-21 N=146		NH Statewide 2019-21 N=1,452	
	n	%	n	%
<b>Gender</b>				
Female	61	42	673	46
Male	85	58	779	54
<b>Age group</b>				
age 0-5	4	3	56	4
age 6-11	53	36	562	39
age 12 or older	89	61	834	57
Average age (SD, range)	12.0 (3.5, 5-17)		12.1 (3.4, 3-17)	
<b>Race category</b>				
American Indian/Alaska Native	5	3	23	2
Asian	3	2	24	2
Black or African American	12	8	81	6
Native Hawaiian/Pacific Islander	1	1	5	0.3
White (Caucasian)* <sup>(-)</sup>	120	82	1302	90
Other race	4	3	26	2
<b>Either of child's parent is Spanish/Hispanic/Latino*</b>				
Yes-Hispanic/Latino	24	17	111	8
No-Not Hispanic/Latino	118	83	1305	92
<b>Length of time child has received services from this Center*</b>				
Less than 1 month	1	1	18	1
1-5 months	11	8	122	9
6 months-1 year	20	14	392	28
More than 1 year	112	78	891	63
<b>Parents or guardian has been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.</b>				
No	86	61	849	60
Yes	55	39	563	40

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: \*p<0.05 statistically significant difference (bolded): <sup>(+)</sup> Center % higher than statewide, <sup>(-)</sup> Center % lower than statewide.

## Satisfaction with Greater Nashua Mental Health: Domain Scores with Comparisons to Statewide

There were no statistically significant differences in any of the domain scores between GNMH and statewide.



Note: There were no statistically significant differences in scores between the center and statewide.

The table below provides additional details on the total number of family member respondents included in each domain for GNMH and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Greater Nashua Mental Health 2019-21		NH Statewide 2019-21		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	145	79	1416	79	0.1
Cultural Sensitivity	105	86	1091	90	-4.0
Participation in Treatment Planning	143	78	1426	83	-4.5
Social Connectedness	140	80	1405	80	0.4
Functioning	142	51	1404	54	-2.7
Outcomes	142	50	1405	53	-3.0
General Satisfaction	145	70	1428	71	-1.1

Note: There were no statistically significant differences in scores between the center and statewide.

***Satisfaction with Greater Nashua Mental Health: Comparison of 2016-2018 and 2019-2021 Domain Scores***

To evaluate whether family member satisfaction with GNMH changed over time, domain scores across two time periods were compared (2016-2018 versus 2019-2021). There were no statistically significant differences in satisfaction over time.

The table below provides additional details on the total number of respondents included in each domain in the 2016-2018 and 2019-2021 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Greater Nashua Mental Health 2016-18		Greater Nashua Mental Health 2019-21		Difference
	N	%	N	%	
Access	117	78	145	79	1.5
Cultural Sensitivity	97	91	105	86	-5.0
Participation in Treatment Planning	117	80	143	78	-2.0
Social Connectedness	117	75	140	80	4.8
Functioning	117	53	142	51	-1.6
Outcomes	117	52	142	50	-2.1
General Satisfaction	114	68	145	70	1.9

Note: There were no statistically significant differences in scores over time.

## Satisfaction with Greater Nashua Mental Health – Item-specific Scores by Domain

The table below shows the item-specific data for GNMH across the last three years (2019-2021) combined with comparison to three-year combined statewide data. The item added in 2018 is noted as such.

Family Member Survey Items Results Summary		Greater Nashua Mental Health 2019-2021		Statewide 2019-2021	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
<b>Access</b>	The location of services was convenient for us	145	88	1426	87
	Services were available at times that were convenient for us	145	83	1432	80
<b>Cultural Sensitivity</b>	Staff spoke with me in a way that I understood	143	91	1426	92
	Staff treated me with respect	144	91	1437	92
	Staff respected my family's religious/spiritual beliefs	102	85	1044	86
	Staff were sensitive to my cultural/ethnic background	100	81	1019	86
<b>Participation in Treatment Planning</b>	I helped to choose my child's services	143	76	1423	81
	I helped to choose my child's treatment goals	143	74	1420	79
	I participated in my child's treatment	143	83	1424	88
<b>Social Connectedness</b>	I have people that I am comfortable talking with about my child's problems	140	81	1409	84
	In a crisis, I would have the support I need from family or friends	138	78	1400	79
	I have people with whom I can do enjoyable things	139	77	1396	83
	I know people who will listen and understand me when I need to talk	139	81	1405	81
<b>Functioning</b>	My child is better at handling daily life	141	57	1415	60
	My child gets along better with family members	139	55	1379	58
	My child gets along better with friends and other people	138	54	1380	59
	My child is doing better in school and/or work	140	50	1373	56
	My child is better able to cope when things go wrong	142	50	1415	53
	My child is better able to do things he/she wants to do	142	55	1399	59
<b>Outcomes</b>	My child is better at handling daily life	141	57	1415	60
	My child gets along better with family members	139	55	1379	58
	My child gets along better with friends and other people	138	54	1380	59
	My child is doing better in school and/or work	140	50	1373	56
	My child is better able to cope when things go wrong	142	50	1415	53
	I am satisfied with our family life right now	143	57	1414	56
<b>General Satisfaction</b>	My family got the help we wanted for my child	144	71	1431	73
	My family got as much help as we needed for my child	143	65	1422	65
	I felt my child had someone to talk to when he/she was troubled	142	79	1412	79
	Overall, I am satisfied with the services my child received	145	73	1429	77
	The people helping my child stuck with us no matter what	143	78	1407	78
	The services my child and/or my family received were right for us	143	71	1427	72
	I am happy with my child's counselor or psychiatrist (new2018)	142	76	1410	79

Note: There were no statistically significant differences in scores between the center and statewide.

## Behavioral Outcomes

Twelve percent of GNMH family member respondents reported that their child was arrested in the last 12 months (compared to 4% statewide). Seven percent reported that their child's encounters with the police have been reduced. Thirty-eight percent of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. Ninety-three percent of GNMH respondents reported that their child attended school in the last 12 months, and 13% reported that their child had been suspended or expelled in the last 12 months. Nineteen percent of GNMH respondents indicated that the number of days their child was in school has increased since starting to receive services. The table below compares the behavioral outcome results of GNMH respondent children to the state.

Youth Client Behavioral Outcomes	Greater Nashua Mental Health 2019-21 N=146		NH Statewide 2019-21 N=1,452	
	n	%	n	%
<b>Arrests &amp; police encounters (among those age 14 or older)</b>				
Child was arrested in the last 12 months (% yes) <sup>*(+)</sup>	7	12	20	4
Child was arrested during the 12 months prior to that (%yes)	2	3	16	3
Child was arrested at all in the past 2 years (%yes) <sup>*(+)</sup>	7	12	29	5
<i>Over the last 12 months, have your child's encounters with the police...</i>				
Been reduced	4	7	45	8
Stayed the same	5	9	35	7
Increased	3	5	23	4
Not applicable (My child had no police encounters this year or last year)	45	79	434	81
<b>Transition Planning</b>				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	21	38	206	39
<b>School attendance (among those 6 or older)</b>				
Child attended school in the past 12 months (%yes)	129	93	1304	95
Child was expelled or suspended during the past 12 months (%yes)	16	13	173	13
Child was expelled or suspended during the past 12 months prior to that (%yes)	20	16	147	11
Child was expelled or suspended at all in the past 2 years (%yes)	27	21	233	18
<i>Since starting to receive services, the number of days my child was in school...</i>				
Has increased	11	19	168	27
Has stayed about the same	38	64	384	61
Has decreased	10	17	79	13

Note: \*p<0.05 statistically significant difference (bolded); (+) Center % higher than statewide, (-) Center % lower than statewide.



# **Mental Health Center of Greater Manchester**

## **Summary of Adult and Family Member Satisfaction Surveys**

# Mental Health Center of Greater Manchester: 2019-2021 Adult Satisfaction Survey Results

## Demographics

A total of 290 adult clients from Mental Health Center of Greater Manchester (MHCGM) responded to the client satisfaction survey in the last three years (2019-2021). Of these, 40% were male, 59% were female, 80% were White (compared to 88% statewide), and 13% were Hispanic/Latino (compared 6% statewide). The average age was 47.6 years. Ninety-two percent were still receiving services at the time of the survey and 93% have received services for a year or more. The table below compares the characteristics of MHCGM respondents to the state.

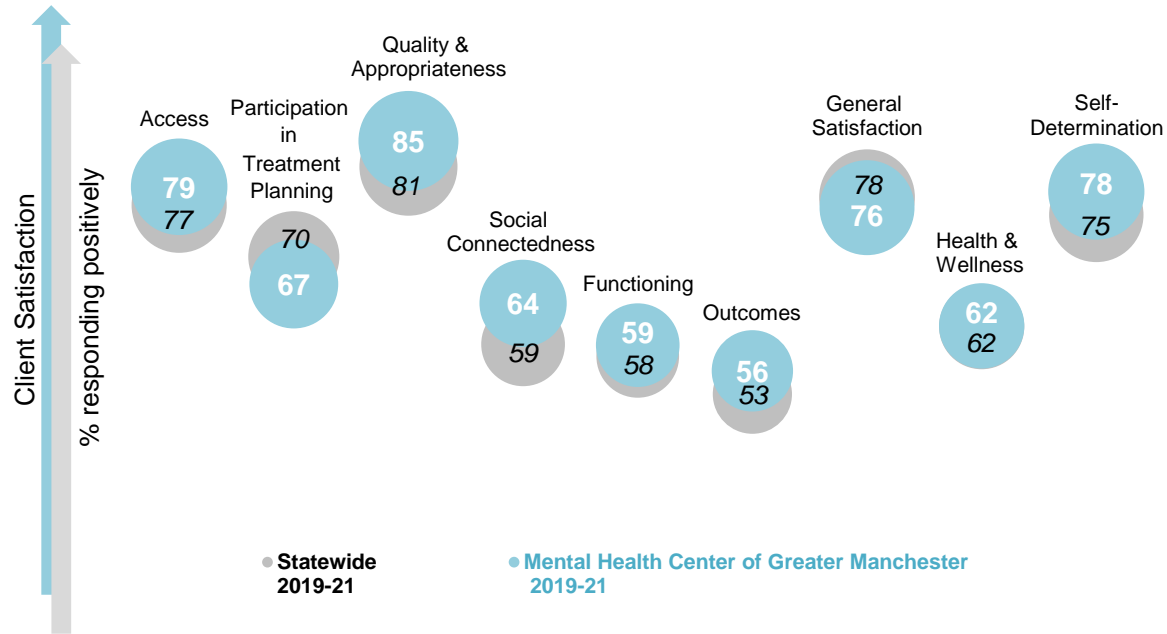
Adult Satisfaction Survey Respondent Characteristics	Mental Health Center of Greater Manchester 2019-21 N=290		NH Statewide 2019-21 N=2,227	
	n	%	n	%
<b>Gender*</b>				
Female	172	59	1375	62
Male	117	40	851	38
<b>Age group</b>				
Age 18-24	28	10	184	8
Age 25-44	85	29	681	31
Age 45-64	144	50	1087	49
Age 65+	33	11	275	12
Average age (SD, range)	47.6 (15.3, 18-83)		47.3 (15.3, 18-86)	
<b>Race category</b>				
American Indian/Alaska Native	12	4	105	5
Asian	4	1	20	1
Black or African American <sup>(+)</sup>	<b>13</b>	<b>4</b>	<b>47</b>	<b>2</b>
Native Hawaiian/Pacific Islander	1	0.3	7	0.3
White (Caucasian) <sup>(-)</sup>	<b>232</b>	<b>80</b>	<b>1956</b>	<b>88</b>
Other race	13	4	86	4
<b>Ethnicity: Hispanic/Latino/Spanish*</b>				
Yes-Hispanic/Latino	<b>33</b>	<b>13</b>	<b>113</b>	<b>6</b>
No-Not Hispanic/Latino	<b>226</b>	<b>87</b>	<b>1880</b>	<b>94</b>
<b>Currently (still) getting mental health services from CMHC providers</b>				
Yes	251	92	1908	90
No	21	8	209	10
<b>Length of time receiving mental health services from your community mental health providers</b>				
Less than a year (less than 12 months)	20	7	204	10
1 year or more (at least 12 months)	253	93	1924	90

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: \* $p < 0.05$  statistically significant difference (bolded); <sup>(+)</sup> Center % higher than statewide, <sup>(-)</sup> Center % lower than statewide.

## Satisfaction with Mental Health Center of Greater Manchester: Domain Scores with Comparisons to Statewide

Compared to the state overall, MHCGM had similar satisfaction scores across all of the nine domains. There were no statistically significant differences between MHCGM and statewide.



Note: There were no statistically significant differences in scores between the center and statewide

The table below provides additional details on the total number of respondents included in each domain for MHCGM and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Mental Health Center of Greater Manchester 2019-21		Statewide 2019-21		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	284	79	2194	77	2.3
Participation in Treatment Planning	271	67	2066	70	-3.4
Quality and Appropriateness	267	85	2102	81	3.2
Social Connectedness	281	64	2140	59	5.1
Functioning	277	59	2126	58	1.4
Outcomes	273	56	2054	53	2.9
General Satisfaction	278	76	2156	78	-1.3
Health and Wellness (state added)	271	62	2025	62	0.1
Self-Determination (state added)	286	78	2171	75	2.9

Note: There were no statistically significant differences in scores between the center and statewide.



***Satisfaction with Mental Health Center of Greater Manchester: Comparison of 2016-2018 and 2019-2021 Domain Scores***

To evaluate whether client satisfaction with MHCGM services changed over time, domain scores across two time periods were compared (2016-2018 versus 2019-2021). There was no significant differences in scores across the two time periods.

The table below provides additional details on the total number of respondents included in each domain in the 2016-2018 and 2019-2021 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Mental Health Center of Greater Manchester 2016-18		Mental Health Center of Greater Manchester 2019-21		Difference
	N	%	N	%	
Access	476	76	284	79	3.0
Participation in Treatment Planning	444	70	271	67	-2.8
Quality and Appropriateness	461	81	267	85	4.0
Social Connectedness	464	61	281	64	3.8
Functioning	465	56	277	59	3.1
Outcomes	452	52	273	56	3.8
General Satisfaction	470	81	278	76	-5.2
Health and Wellness (state added)	449	65	271	62	-3.6
Self-Determination (state added)	469	73	286	78	5.6

Note: There were no statistically significant differences in scores across the two time periods.

## *Satisfaction with Mental Health Center of Greater Manchester – Item-specific Scores by Domain*

The table below shows the item-specific data for MHCGM across the last three years (2019-2021) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (\*). The item added in 2018 is noted as such.

<b>Adult Survey Items Results Summary</b>		<b>Mental Health Center of Greater Manchester 2019-21</b>		<b>Statewide 2019-21</b>	
<b>Domain</b>	<b>Item</b>	<b>N</b>	<b>Percent (%) Strongly Agree/Agree</b>	<b>N</b>	<b>Percent (%) Strongly Agree/Agree</b>
<b>Access</b>	The location of services was convenient for us	277	79	2099	82
	Staff were willing to see me as often as I felt it was necessary	284	85	2174	81
	Staff returned my call in 24 hours <sup>*(+)</sup>	<b>273</b>	<b>80</b>	<b>2100</b>	<b>74</b>
	Services were available at times that were good for me <sup>*(+)</sup>	<b>286</b>	<b>89</b>	<b>2195</b>	<b>84</b>
	I was able to get all the services I thought I needed	287	77	2197	76
	I was able to see a psychiatrist when I wanted to <sup>*(+)</sup>	<b>266</b>	<b>76</b>	<b>2071</b>	<b>70</b>
<b>Participation in Treatment Planning</b>	I felt comfortable asking questions about my treatment and medication	287	88	2180	87
	My beliefs were respected in my treatment and treatment plan	284	84	2164	84
	Staff saw me as an equal partner in my treatment plan	283	82	2172	82
	Staff were respectful of my sexual orientation, gender expression, and gender identity	246	90	1882	91
	Staff respected me as a whole person	280	90	2183	88
	My right to refuse treatment was respected	226	81	1676	77
	I, not staff, decided my treatment goals	272	64	2092	67
<b>Quality and Appropriateness</b>	Staff here believed that I could grow, change, and recover	274	86	2103	83
	I was encouraged to use peer-run programs (support groups, drop-in centers, crisis phone line, etc.)	253	74	1973	72
	I felt free to complain	267	80	2099	78
	I was given information about how to file a complaint	224	53	1751	55
	I was given information about my rights	265	79	2078	82
	Staff encouraged me to take responsibility for how I live my life	265	85	2057	82
	Staff told me what side effects to watch out for <sup>*(+)</sup>	<b>271</b>	<b>78</b>	<b>2007</b>	<b>72</b>
	Staff respected my wishes about who is and who is not to be given information about my treatment	264	90	2078	87
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	243	88	1829	86
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	272	81	2078	77
<b>Social Connectedness</b>	In a crisis, I have the support I need from family or friends	279	73	2144	73
	I am happy with the friendships I have	276	71	2117	67
	I have people with whom I can do enjoyable things	279	70	2136	69
	I feel I belong to my community <sup>*(+)</sup>	<b>277</b>	<b>54</b>	<b>2100</b>	<b>46</b>
	I know people who listen and understand me when I need to talk	282	78	2154	73
	When I need help right away, I know people I can call on	281	80	2146	76
<b>Functioning</b>	My symptoms are not bothering me as much	275	53	2130	52
	I do things that are more meaningful to me	276	66	2121	63

Adult Survey Items Results Summary		Mental Health Center of Greater Manchester 2019-21		Statewide 2019-21	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
	I am better able to take care of my needs	274	67	2121	65
	I am better able to do things that I want to do <sup>(+)</sup>	<b>278</b>	<b>67</b>	<b>2118</b>	<b>61</b>
	I am better able to manage my money and pay my bills	264	64	2000	62
	I feel hopeful about my future <sup>(+)</sup>	<b>276</b>	<b>66</b>	<b>2120</b>	<b>59</b>
	I am better able to handle things when they go wrong	278	61	2132	58
<b>Outcomes</b>	My symptoms are not bothering me as much	275	53	2130	52
	I deal more effectively with daily problems	276	67	2128	65
	I am better able to control my life	279	65	2121	63
	I am better able to deal with crisis	277	60	2104	59
	I am getting along better with my family	261	63	2026	62
	I do better in social situations <sup>(+)</sup>	<b>271</b>	<b>56</b>	<b>2074</b>	<b>50</b>
	I do better in school and/or work <sup>(+)</sup>	<b>185</b>	<b>56</b>	<b>1269</b>	<b>48</b>
	My housing situation has improved	248	57	1858	54
<b>General Satisfaction</b>	I like the services that I have received	277	84	2151	80
	If I had other choices, I would still get services from this agency	274	76	2120	75
	I would recommend this agency to a friend or family member	273	75	2134	77
	I am happy with my counselor or psychiatrist (new2018)	274	82	2099	82
<b>Self-Determination</b>	I am able to stand up for myself to get what I need	284	75	2154	72
	I am free to choose the kinds of goals I want to pursue	282	84	2152	81
	I decide how involved I want to be in my treatment	280	87	2145	84
	I have people in my life who accept me for me	285	83	2157	81
	I have people in my life who respect my values and choices	284	79	2163	77
	I have a say in what happens to me when I am in crisis	274	72	2106	72
<b>Health and Wellness</b>	I was able to meet with a primary care medical provider to discuss my physical well-being <sup>(+)</sup>	<b>270</b>	<b>90</b>	<b>2038</b>	<b>84</b>
	I have stopped smoking or am working toward stopping	111	47	834	51
	I have been eating a more healthy diet <sup>(+)</sup>	<b>277</b>	<b>61</b>	<b>2112</b>	<b>54</b>
	I have been more physically active	281	53	2098	54
	My medications have been helpful to me	270	70	2034	66
	I was (not) prescribed too many medications <sup>(-)</sup>	<b>214</b>	<b>59</b>	<b>1555</b>	<b>66</b>

Note: \*p<0.05 statistically significant difference (bolded); (+) Center scored higher than statewide, (-) Center scored lower than statewide.

## Behavioral Outcomes

Seventy-four percent of MHCGM respondents reported being unemployed at the time of the survey. Two percent reported being arrested in the last 12 months, and 5% reported that their encounters with the police have been reduced. A significantly smaller proportion reported participating in other social activities compared to statewide. Ten percent reported attending either full- or part-time school. Thirty-nine percent of respondents reported they are current smokers, of which 48% have used e-cigarettes (compared to 43% statewide) and 52% were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of MHCGM respondents to the state.

Adult Satisfaction Survey Respondent Behavioral Outcomes	Mental Health Center of Greater Manchester 2019-21 N=290		NH Statewide 2019-21 N=2,227	
	n	%	n	%
<b>Current employment status</b>				
Not employed	204	74	1583	74
Yes - full-time	19	7	165	8
Yes - part-time	54	19	379	18
<b>Arrests &amp; police encounters</b>				
Arrested in the last 12 months (%yes)	6	2	71	3
Arrested during the 12 months prior to that (%yes)	19	7	109	5
Arrested at all in the past 2 years (%yes)	24	9	163	8
<i>Over the last 12 months, have your encounters with the police...</i>				
Been reduced	14	5	141	7
Stayed the same	16	6	110	5
Increased	2	1	62	3
Not applicable	239	88	1781	85
<b>Participation in community or social activities</b>				
Spiritual/Religious	117	44	835	40
Community organizations/gym	58	22	435	21
Peer support center	29	11	296	14
Recovery support center for substance misuse	19	7	159	8
Volunteer work	35	13	336	16
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	31	12	207	10
Other social activities* <sup>(+)</sup>	<b>32</b>	<b>11</b>	<b>370</b>	<b>17</b>
<b>Attending school</b>				
No school	242	90	1938	92
School Full-time	15	6	70	3
School Part-time	12	4	89	4
<b>Smoking status</b>				
Current smoker	106	39	779	36
Former smoker (smoked in the past but now quit)	73	27	633	30
Never smoked	95	35	724	34
<i>If you are a current smoker, have you used an e-cigarette or other electronic vaping product in the past 30 days? (new 2019)*</i>				
No	<b>134</b>	<b>52</b>	<b>1171</b>	<b>57</b>
Yes	<b>126</b>	<b>48</b>	<b>876</b>	<b>43</b>
If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months? (%yes)	56	52	398	53

Note: \*p<0.05 statistically significant difference (bolded): <sup>(+)</sup> Center % higher than statewide, <sup>(-)</sup> Center % lower than statewide.

# Mental Health Center of Greater Manchester: 2019-2021 Family Member Satisfaction Survey Results

## Demographics

A total of 155 family members of children and youth clients who received services from Mental Health Center of Greater Manchester (MHCGM) responded to the client satisfaction survey in the last three years (2019-2021). Of the children whose family member responded, 52% were male, 48% were female, 10% were Black or African American (compared to 6% statewide), 83% were White (compared to 90% statewide), and 16% were Hispanic/Latino (compared to 8% statewide). The average age was 12.1 years. Sixty-five percent have received services for more than 1 year. The table below compares the characteristics of MHCGM youth clients to the state.

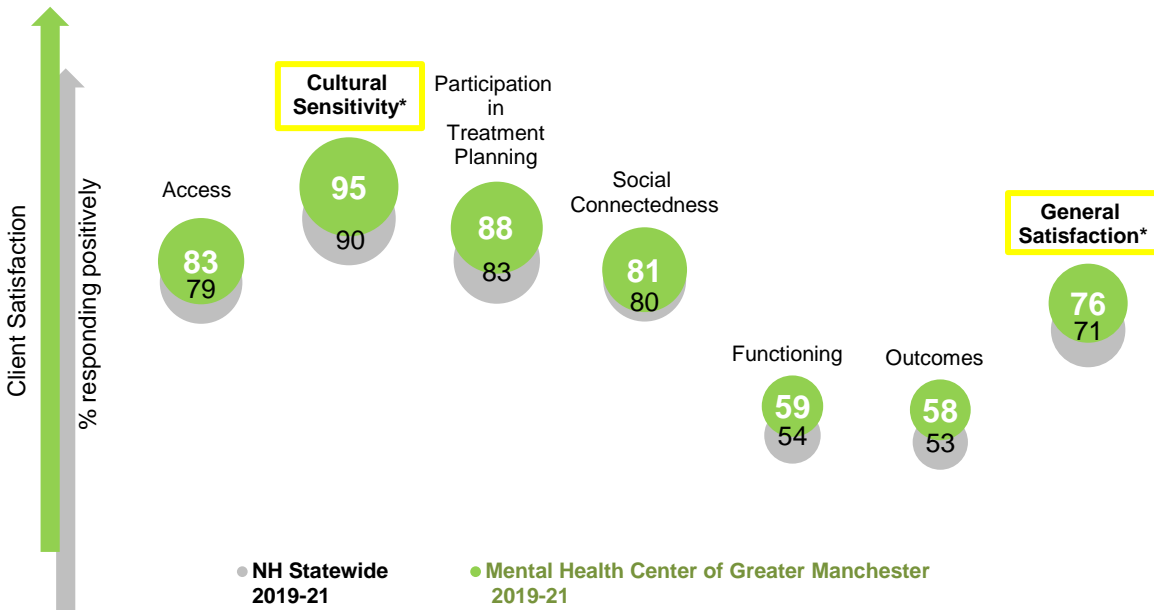
Characteristics of Children & Youth Clients	Mental Health Center of Greater Manchester 2019-21 N=155		NH Statewide 2019-21 N=1,452	
	n	%	n	%
<b>Gender</b>				
Female	75	48	673	46
Male	80	52	779	54
<b>Age group</b>				
age 0-5	5	3	56	4
age 6-11	62	40	562	39
age 12 or older	88	57	864	57
Average age (SD, range)	12.1 (3.5, 4-17)		12.1 (3.4, 3-17)	
<b>Race category</b>				
American Indian/Alaska Native	5	3	23	2
Asian	3	2	24	2
Black or African American <sup>(+)</sup>	<b>15</b>	<b>10</b>	<b>81</b>	<b>6</b>
Native Hawaiian/Pacific Islander	0	0	5	0.3
White (Caucasian) <sup>(-)</sup>	<b>128</b>	<b>83</b>	<b>1302</b>	<b>90</b>
Other race <sup>(+)</sup>	<b>9</b>	<b>6</b>	<b>26</b>	<b>2</b>
<b>Either of child's parent is Spanish/Hispanic/Latino*</b>				
Yes-Hispanic/Latino	<b>24</b>	<b>16</b>	<b>111</b>	<b>8</b>
No-Not Hispanic/Latino	<b>128</b>	<b>84</b>	<b>1305</b>	<b>92</b>
<b>Length of time child has received services from this Center</b>				
Less than 1 month	2	1	18	1
1-5 months	11	7	122	9
6 months-1 year	40	26	392	28
More than 1 year	100	65	891	63
<b>Parent or guardian has been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.</b>				
No	99	65	849	60
Yes	54	35	563	40

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: \*p<0.05 statistically significant difference (bolded): <sup>(+)</sup> Center % higher than statewide, <sup>(-)</sup> Center % lower than statewide

## Satisfaction with Mental Health Center of Greater Manchester: Domain Scores with Comparisons to Statewide

Compared to the state overall two of the domains – Cultural Sensitivity and General Satisfaction –were statistically significantly higher at MHCGM compared to statewide. About 95% of family members at MHCGM responded positively about cultural sensitivity versus 90% statewide, and 76% were generally satisfied versus 71% statewide.



\*p<0.05= statistically significant differences in scores between the center and statewide.

The table below provides additional details on the total number of family member respondents included in each domain for MHCGM and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Mental Health Center of Greater Manchester 2019-21		NH Statewide 2019-21		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	150	83	1416	79	3.5
Cultural Sensitivity*	<b>118</b>	<b>95</b>	<b>1091</b>	<b>90</b>	<b>5.2</b>
Participation in Treatment Planning	153	88	1426	83	5.4
Social Connectedness	150	81	1405	80	1.7
Functioning	151	59	1404	54	4.8
Outcomes	151	58	1405	53	5.3
General Satisfaction*	<b>153</b>	<b>76</b>	<b>1428</b>	<b>71</b>	<b>4.4</b>

Note: \*p<0.05= statistically significant difference in scores between the center and statewide (bolded). A positive difference (in green) indicates the center scored significantly higher than statewide.

### *Satisfaction with Mental Health Center of Greater Manchester: Comparison of 2016-2018 and 2019-2021 Domain Scores*

To evaluate whether family member satisfaction with MHCGM changed over time, domain scores across two time periods were compared (2016-2018 versus 2019-2021). The access, functioning, outcomes, and general satisfaction domain scores significantly improved.

The table below provides additional details on the total number of respondents included in each domain in the 2016-2018 and 2019-2021 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Mental Health Center of Greater Manchester 2016-18		Mental Health Center of Greater Manchester 2019-21		Difference
	N	%	N	%	
Access*	<b>183</b>	<b>69</b>	<b>150</b>	<b>83</b>	<b>13.8</b>
Cultural Sensitivity	135	94	118	95	0.9
Participation in Treatment Planning	184	83	153	88	5.6
Social Connectedness	183	74	150	81	7.0
Functioning*	<b>182</b>	<b>46</b>	<b>151</b>	<b>59</b>	<b>13.3</b>
Outcomes*	<b>182</b>	<b>45</b>	<b>151</b>	<b>58</b>	<b>13.8</b>
General Satisfaction*	<b>185</b>	<b>64</b>	<b>153</b>	<b>76</b>	<b>12.0</b>

Note: \*p<0.05= statistically significant difference in scores over the two time periods (bolded). A positive difference (in green) indicates the center's score significantly improved over time.

***Satisfaction with Mental Health Center of Greater Manchester – Item-specific Scores by Domain***

The table below shows the item-specific data for MHCGM across the last three years (2019-2021) combined with comparison to three-year combined statewide data. There were no statistically significant differences in scores between the center and statewide. The item added in 2018 is noted as such.

<b>Family Member Survey Items Results Summary</b>		<b>Mental Health Center of Greater Manchester 2019-2021</b>		<b>Statewide 2019-2021</b>	
<b>Domain</b>	<b>Item</b>	<b>N</b>	<b>Percent (%) Strongly Agree/Agree</b>	<b>N</b>	<b>Percent (%) Strongly Agree/Agree</b>
<b>Access</b>	The location of services was convenient for us	151	89	1426	87
	Services were available at times that were convenient for us	154	86	1432	80
<b>Cultural Sensitivity</b>	Staff spoke with me in a way that I understood	152	95	1426	92
	Staff treated me with respect	155	96	1437	92
	Staff respected my family's religious/spiritual beliefs	115	91	1044	86
	Staff were sensitive to my cultural/ethnic background	112	87	1019	86
<b>Participation in Treatment Planning</b>	I helped to choose my child's services	153	82	1423	81
	I helped to choose my child's treatment goals	153	84	1420	79
	I participated in my child's treatment	153	90	1424	88
<b>Social Connectedness</b>	I have people that I am comfortable talking with about my child's problems	151	87	1409	84
	In a crisis, I would have the support I need from family or friends	149	81	1400	79
	I have people with whom I can do enjoyable things	149	87	1396	83
	I know people who will listen and understand me when I need to talk	153	80	1405	81
<b>Functioning</b>	My child is better at handling daily life	151	61	1415	60
	My child gets along better with family members	150	65	1379	58
	My child gets along better with friends and other people	148	63	1380	59
	My child is doing better in school and/or work	144	65	1373	56
	My child is better able to cope when things go wrong	151	60	1415	53
	My child is better able to do things he/she wants to do	148	60	1399	59
<b>Outcomes</b>	My child is better at handling daily life	151	61	1415	60
	My child gets along better with family members	150	65	1379	58
	My child gets along better with friends and other people	148	63	1380	59
	My child is doing better in school and/or work	144	65	1373	56
	My child is better able to cope when things go wrong	151	60	1415	53
	I am satisfied with our family life right now	152	57	1414	56
<b>General Satisfaction</b>	My family got the help we wanted for my child	152	77	1431	73
	My family got as much help as we needed for my child	152	68	1422	65
	I felt my child had someone to talk to when he/she was troubled	149	81	1412	79
	Overall, I am satisfied with the services my child received	153	80	1429	77
	The people helping my child stuck with us no matter what	152	83	1407	78
	The services my child and/or my family received were right for us	152	75	1427	72
	I am happy with my child's counselor or psychiatrist (new2018)	153	82	1410	79

Note: There were no statistically significant differences in scores between the center and statewide.



## Behavioral Outcomes

Four percent of MHCGM family member respondents reported that their child was arrested in the last 12 months, and 11% reported that their child's encounters with the police have been reduced. Forty percent of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood (compared to 39% statewide). Ninety-five percent of MHCGM respondents reported that their child attended school in the last 12 months. Thirty-seven percent of MHCGM respondents indicated that the number of days their child was in school has increased since starting to receive services. The table below compares the behavioral outcome results of MHCGM respondent children to the state.

Youth Client Behavioral Outcomes	Mental Health Center of Greater Manchester 2019-21 N=155		NH Statewide 2019-21 N=1,452	
	n	%	n	%
<b>Arrests &amp; police encounters (among those age 14 or older)</b>				
Child was arrested in the last 12 months (%yes)	2	4	20	4
Child was arrested during the 12 months prior to that (%yes)	2	4	16	3
Child was arrested at all in the past 2 years (%yes)	3	5	29	5
<i>Over the last 12 months, have your child's encounters with the police...</i>				
Been reduced	6	11	45	8
Stayed the same	2	4	35	7
Increased	0	0	23	4
Not applicable (My child had no police encounters this year or last year)	46	85	434	81
<b>Transition Planning</b>				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes) <sup>*(+)</sup>	<b>22</b>	<b>40</b>	<b>206</b>	<b>39</b>
<b>School attendance (among those 6 or older)</b>				
Child attended school in the past 12 months (%yes)	140	95	1304	95
Child was expelled or suspended during the past 12 months (%yes)	21	15	173	13
Child was expelled or suspended during the past 12 months prior to that (%yes)	15	11	147	11
Child was expelled or suspended at all in the past 2 years (%yes)	24	17	233	18
<i>Since starting to receive services, the number of days my child was in school...</i>				
Has increased	22	37	168	27
Has stayed about the same	32	53	384	61
Has decreased	6	10	79	13

Note: \*p<0.05 statistically significant difference (bolded); (+) Center % higher than statewide, (-) Center % lower than statewide.



# **Seacoast Mental Health Center**

## **Summary of Adult and Family Member Satisfaction Surveys**

## Seacoast Mental Health Center: 2019-2021 Adult Satisfaction Survey Results

### Demographics

A total of 243 adult clients from Seacoast Mental Health Center (SMHC) responded to the client satisfaction survey in the last three years (2019-2021). Of these, 39% were male, 61% were female, 91% were White, and 3% were Hispanic/Latino. The average age was 48.9 years. Eighty-seven percent were still receiving services at the time of the survey and 82% have received services for a year or more (compared to 90% statewide). The table below compares the characteristics of SMHC respondents to the state.

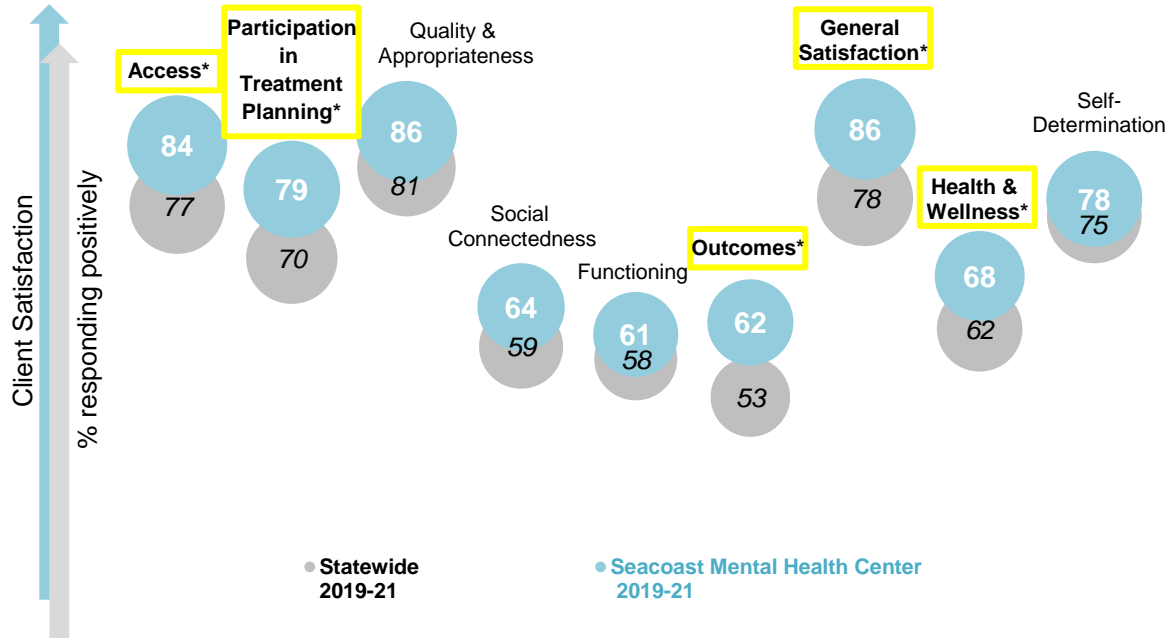
Adult Satisfaction Survey Respondent Characteristics	Seacoast Mental Health Center 2019-21 N=243		NH Statewide 2019-21 N=2,227	
	n	%	n	%
<b>Gender</b>				
Female	148	61	1375	62
Male	95	39	851	38
<b>Age group</b>				
Age 18-24	16	7	184	8
Age 25-44	78	32	681	31
Age 45-64	116	48	1087	49
Age 65+	33	14	275	12
Average age (SD, range)	48.9 (15.7, 18-82)		47.3 (15.3, 18-86)	
<b>Race category</b>				
American Indian/Alaska Native	8	3	105	5
Asian	2	1	20	1
Black or African American	3	1	47	2
Native Hawaiian/Pacific Islander	1	0.4	7	0.3
White (Caucasian)	222	91	1956	88
Other race	6	2	86	4
<b>Ethnicity: Hispanic/Latino/Spanish</b>				
Yes-Hispanic/Latino	7	3	113	6
No-Not Hispanic/Latino	207	97	1880	94
<b>Currently (still) getting mental health services from CMHC providers</b>				
Yes	199	87	1908	90
No	30	13	209	10
<b>Length of time receiving mental health services from your community mental health providers*</b>				
Less than a year (less than 12 months)	42	18	204	10
1 year or more (at least 12 months)	189	82	1924	90

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: \*p<0.05 statistically significant difference (bolded): (+) Center % higher than statewide, (-) Center % lower than statewide.

## Satisfaction with Seacoast Mental Health Center: Domain Scores with Comparisons to Statewide

Compared to the state overall, five domains – Access, Participation in Treatment Planning, Outcomes, General Satisfaction, and Health and Wellness – were statistically significantly higher at SMHC.



Note: \*p<0.05 = statistically significant differences in scores between the center and statewide.

The table below provides additional details on the total number of respondents included in each domain for SMHC and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Seacoast Mental Health Center 2019-21		Statewide 2019-21		Difference
	Total N	CMHC %	Total N	Statewide %	
Access*	239	84	2194	77	7.5
Participation in Treatment Planning*	221	79	2066	70	8.5
Quality and Appropriateness	225	86	2102	81	4.4
Social Connectedness	232	64	2140	59	4.9
Functioning	232	61	2126	58	3.0
Outcomes*	220	62	2054	53	9.2
General Satisfaction*	231	86	2156	78	8.5
Health & Wellness (state added)*	203	68	2025	62	6.5
Self-Determination (state added)	236	78	2171	75	2.1

Note: \*p<0.05 = statistically significant difference in scores between the center and statewide (bolded). A positive difference (in green) indicates the center scored significantly higher than statewide.

***Satisfaction with Seacoast Mental Health Center: Comparison of 2016-2018 and 2019-2021 Domain Scores***

To evaluate whether client satisfaction with SMHC services changed over time, domain scores across two time periods were compared (2016-2018 versus 2019-2021). The Access domain score significantly improved.

The table below provides additional details on the total number of respondents included in each domain in the 2016-2018 and 2019-2021 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Seacoast Mental Health Center 2016-18		Seacoast Mental Health Center 2019-21		Difference
	N	%	N	%	
Access*	<b>198</b>	<b>76</b>	<b>239</b>	<b>84</b>	<b>7.8</b>
Participation in Treatment Planning	186	77	221	79	1.3
Quality and Appropriateness	190	82	225	86	3.7
Social Connectedness	195	62	232	64	2.7
Functioning	193	60	232	61	0.7
Outcomes	191	57	220	62	5.2
General Satisfaction	198	84	231	86	1.8
Health and Wellness (state added)	181	65	203	68	3.3
Self-Determination (state added)	197	77	236	78	0.4

Note: \*p<0.05= statistically significant difference in scores over the two time periods (bolded). A positive difference (in green) indicates the center's score significantly improved over time.

## Satisfaction with Seacoast Mental Health Center – Item-specific Scores by Domain

The table below shows the item-specific data for SMHC across the last three years (2019-2021) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (\*). The item added in 2018 is noted as such.

Adult Survey Items Results Summary		Seacoast Mental Health Center 2019-21		Statewide 2019-21	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
<b>Access</b>	The location of services was convenient for us	228	85	2099	82
	Staff were willing to see me as often as I felt it was necessary <sup>*(+)</sup>	<b>237</b>	<b>87</b>	<b>2174</b>	<b>81</b>
	Staff returned my call in 24 hours	226	79	2100	74
	Services were available at times that were good for me <sup>*(+)</sup>	<b>239</b>	<b>92</b>	<b>2195</b>	<b>84</b>
	I was able to get all the services I thought I needed <sup>*(+)</sup>	<b>237</b>	<b>83</b>	<b>2197</b>	<b>76</b>
	I was able to see a psychiatrist when I wanted to <sup>*(+)</sup>	<b>230</b>	<b>82</b>	<b>2071</b>	<b>70</b>
<b>Participation in Treatment Planning</b>	I felt comfortable asking questions about my treatment and medication <sup>*(+)</sup>	<b>238</b>	<b>93</b>	<b>2180</b>	<b>87</b>
	My beliefs were respected in my treatment and treatment plan <sup>*(+)</sup>	<b>237</b>	<b>90</b>	<b>2164</b>	<b>84</b>
	Staff saw me as an equal partner in my treatment plan	239	86	2172	82
	Staff were respectful of my sexual orientation, gender expression, and gender identity	205	93	1882	91
	Staff respected me as a whole person	238	91	2183	88
	My right to refuse treatment was respected	177	81	1676	77
	I, not staff, decided my treatment goals	224	71	2092	67
<b>Quality and Appropriateness</b>	Staff here believed that I could grow, change, and recover	227	84	2103	83
	I was encouraged to use peer-run programs (support groups, drop-in centers, crisis phone line, etc.)	208	68	1973	72
	I felt free to complain	227	83	2099	78
	I was given information about how to file a complaint <sup>*(+)</sup>	<b>183</b>	<b>62</b>	<b>1751</b>	<b>55</b>
	I was given information about my rights	227	82	2078	82
	Staff encouraged me to take responsibility for how I live my life	223	86	2057	82
	Staff told me what side effects to watch out for	209	77	2007	72
	Staff respected my wishes about who is and who is not to be given information about my treatment	220	90	2078	87
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	200	88	1829	86
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	226	81	2078	77
	<b>Social Connectedness</b>	In a crisis, I have the support I need from family or friends	232	74	2144
I am happy with the friendships I have		232	66	2117	67
I have people with whom I can do enjoyable things		229	73	2136	69
I feel I belong to my community		226	49	2100	46
I know people who listen and understand me when I need to talk		232	70	2154	73
When I need help right away, I know people I can call on <sup>*(+)</sup>		<b>236</b>	<b>82</b>	<b>2146</b>	<b>76</b>
<b>Functioning</b>	My symptoms are not bothering me as much	229	57	2130	52

Adult Survey Items Results Summary		Seacoast Mental Health Center 2019-21		Statewide 2019-21	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
	I do things that are more meaningful to me	232	64	2121	63
	I am better able to take care of my needs	233	67	2121	65
	I am better able to do things that I want to do	229	61	2118	61
	I am better able to manage my money and pay my bills	207	64	2000	62
	I feel hopeful about my future	228	64	2120	59
	I am better able to handle things when they go wrong	231	61	2132	58
<b>Outcomes</b>	My symptoms are not bothering me as much	229	57	2130	52
	I deal more effectively with daily problems <sup>(+)</sup>	<b>230</b>	<b>71</b>	<b>2128</b>	<b>65</b>
	I am better able to control my life	229	69	2121	63
	I am better able to deal with crisis <sup>(+)</sup>	<b>224</b>	<b>67</b>	<b>2104</b>	<b>59</b>
	I am getting along better with my family	219	67	2026	62
	I do better in social situations <sup>(+)</sup>	<b>222</b>	<b>57</b>	<b>2074</b>	<b>50</b>
	I do better in school and/or work <sup>(+)</sup>	<b>142</b>	<b>57</b>	<b>1269</b>	<b>48</b>
	My housing situation has improved	192	57	1858	54
<b>General Satisfaction</b>	I like the services that I have received <sup>(+)</sup>	<b>229</b>	<b>88</b>	<b>2151</b>	<b>80</b>
	If I had other choices, I would still get services from this agency <sup>(+)</sup>	<b>227</b>	<b>83</b>	<b>2120</b>	<b>75</b>
	I would recommend this agency to a friend or family member <sup>(+)</sup>	<b>231</b>	<b>85</b>	<b>2134</b>	<b>77</b>
	I am happy with my counselor or psychiatrist (new2018) <sup>(+)</sup>	<b>228</b>	<b>88</b>	<b>2099</b>	<b>82</b>
<b>Self-Determination</b>	I am able to stand up for myself to get what I need	232	72	2154	72
	I am free to choose the kinds of goals I want to pursue	236	81	2152	81
	I decide how involved I want to be in my treatment	234	88	2145	84
	I have people in my life who accept me for me	233	82	2157	81
	I have people in my life who respect my values and choices	234	75	2163	77
	I have a say in what happens to me when I am in crisis <sup>(+)</sup>	<b>225</b>	<b>80</b>	<b>2106</b>	<b>72</b>
<b>Health and Wellness</b>	I was able to meet with a primary care medical provider to discuss my physical well-being	220	88	2038	84
	I have stopped smoking or am working toward stopping <sup>(+)</sup>	<b>86</b>	<b>64</b>	<b>834</b>	<b>51</b>
	I have been eating a more healthy diet	227	56	2112	54
	I have been more physically active	217	59	2098	54
	My medications have been helpful to me	206	67	2034	66
	I was (not) prescribed too many medications	164	71	1555	66

Note: \*p<0.05 statistically significant difference (bolded); (+) Center scored higher than statewide, (-) Center scored lower than statewide.

## Behavioral Outcomes

Sixty-eight percent of SMHC respondents reported being unemployed at the time of the survey, which is significantly lower than statewide (74%). Four percent reported being arrested in the last 12 months, and 4% reported that their encounters with the police have been reduced. A significantly larger proportion of SMHC respondents reported participating in volunteer work compared to statewide. Seven percent reported that they are attending either full- or part-time school. Thirty-one percent reported they are current smokers, of which 37% have used e-cigarettes and 46% were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of SMHC respondents to the state.

Adult Satisfaction Survey Respondent Behavioral Outcomes	Seacoast Mental Health Center 2019-21 N=243		NH Statewide 2019-21 N=2,227	
	n	%	n	%
<b>Current employment status*</b>				
Not employed	<b>158</b>	<b>68</b>	<b>1583</b>	<b>74</b>
Yes - full-time	<b>31</b>	<b>13</b>	<b>165</b>	<b>8</b>
Yes - part-time	<b>44</b>	<b>19</b>	<b>379</b>	<b>18</b>
<b>Arrests &amp; police encounters</b>				
Arrested in the last 12 months (%yes)	10	4	71	3
Arrested during the 12 months prior to that (%yes)	7	3	109	5
Arrested at all in the past 2 years (%yes)	17	7	163	8
<i>Over the last 12 months, have your encounters with the police...</i>				
Been reduced	9	4	141	7
Stayed the same	15	7	110	5
Increased	5	2	62	3
Not applicable	197	87	1781	85
<b>Participation in community or social activities</b>				
Spiritual/Religious	84	37	835	40
Community organizations/gym	51	22	435	21
Peer support center	28	12	296	14
Recovery support center for substance misuse	12	5	159	8
Volunteer work <sup>(+)</sup>	<b>52</b>	<b>22</b>	<b>336</b>	<b>16</b>
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	23	10	207	10
Other social activities	49	20	370	17
<b>Attending school</b>				
No school	216	93	1938	92
School Full-time	7	3	70	3
School Part-time	9	4	89	4
<b>Smoking status</b>				
Current smoker	73	31	779	36
Former smoker (smoked in the past but now quit)	70	30	633	30
Never smoked	90	39	724	34
<i>If you are a current smoker, have you used an e-cigarette or other electronic vaping product in the past 30 days? (new 2019)</i>				
No	140	63	1171	57
Yes	81	37	876	43
If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months? (%yes)	31	46	398	53

Note: \*p<0.05 statistically significant difference (bolded); <sup>(+)</sup> Center % higher than statewide, <sup>(-)</sup> Center % lower than statewide.



# Seacoast Mental Health Center: 2019-2021 Family Member Satisfaction Survey Results

## Demographics

A total of 145 family members of children and youth clients who received services from Seacoast Mental Health Center (SMHC) responded to the client satisfaction survey in the last three years (2019-2021). Of the children whose family member responded, 54% were male, 46% were female, 92% were White, and 5% were Hispanic/Latino. The average age was 12.3 years. Fifty-nine percent have received services for more than 1 year. The table below compares the characteristics of SMHC youth clients to the state.

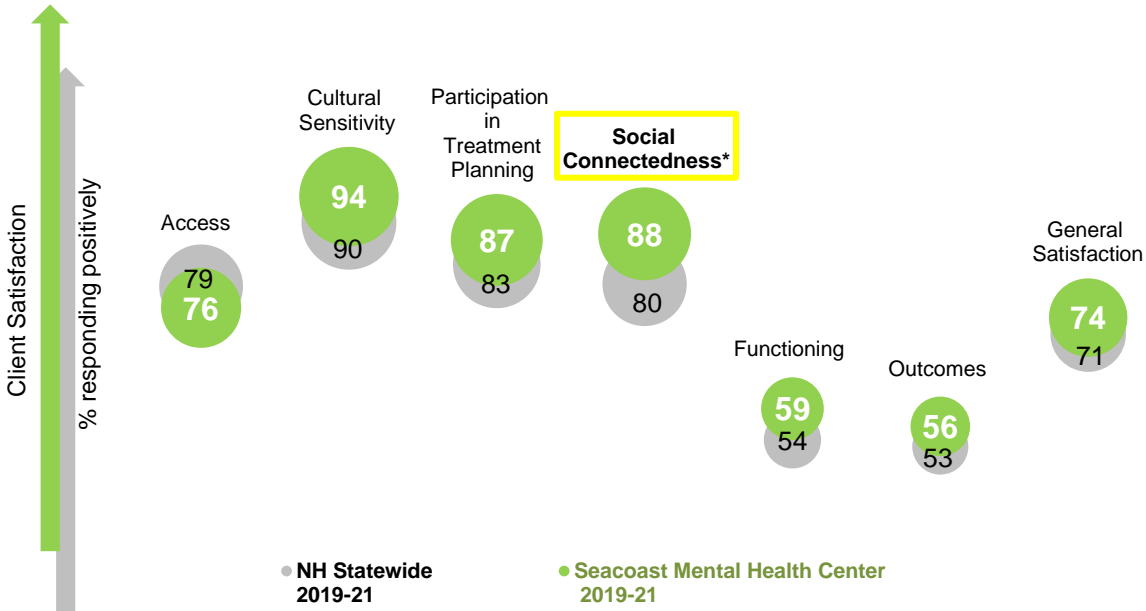
Characteristics of Children & Youth Clients	Seacoast Mental Health Center 2019-21 N=145		NH Statewide 2019-21 N=1,452	
	n	%	n	%
<b>Gender</b>				
Female	67	46	673	46
Male	78	54	779	54
<b>Age group</b>				
age 0-5	7	5	56	4
age 6-11	53	37	562	39
age 12 or older	85	59	834	57
Average age (SD, range)	12.3 (3.6, 3-17)		12.1 (3.4, 3-17)	
<b>Race category</b>				
American Indian/Alaska Native	1	1	23	2
Asian	2	1	24	2
Black or African American	7	5	81	6
Native Hawaiian/Pacific Islander	0	0	5	0.3
White (Caucasian)	134	92	1302	90
Other race	0	0	26	2
<b>Either of child's parent is Spanish/Hispanic/Latino</b>				
Yes-Hispanic/Latino	7	5	111	8
No-Not Hispanic/Latino	135	95	1305	95
<b>Length of time child has received services from this Center</b>				
Less than 1 month	4	3	18	1
1-5 months	11	8	122	9
6 months-1 year	42	30	392	28
More than 1 year	83	59	891	63
<b>Parent or guardian has been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.*</b>				
No	74	52	849	60
Yes	69	48	563	40

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: \*p<0.05 statistically significant difference (bolded): (+) Center % higher than statewide, (-) Center % lower than statewide.

## Satisfaction with Seacoast Mental Health Center: Domain Scores with Comparisons to Statewide

Compared to the state overall, one domain – Social Connectedness – was statistically significantly higher than statewide. Eighty-eight percent of SMHC family members report being satisfied with their social connectedness compared to 80% statewide.



Note: \*p<0.05 statistically significant difference between center and statewide.

The table below provides additional details on the total number of family member respondents included in each domain for SMHC and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Seacoast Mental Health Center 2019-21		NH Statewide 2019-21		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	140	76	1416	79	-3.5
Cultural Sensitivity	99	94	1091	90	4.2
Participation in Treatment Planning	144	87	1426	83	4.0
<b>Social Connectedness*</b>	<b>139</b>	<b>88</b>	<b>1405</b>	<b>80</b>	<b>8.2</b>
Functioning	142	59	1404	54	5.1
Outcomes	142	56	1405	53	3.3
General Satisfaction	143	74	1428	71	2.7

Note: \*p<0.05 = statistically significant difference in scores between the center and statewide (bolded). A positive difference (in green) indicates the center scored significantly higher than statewide.

***Satisfaction with Seacoast Mental Health Center: Comparison of 2016-2018 and 2019-2021 Domain Scores***

To evaluate whether family member satisfaction with SMHC changed over time, domain scores across two time periods were compared (2016-2018 versus 2019-2021). The Social Connectedness domain score significantly improved across the two time periods.

The table below provides additional details on the total number of respondents included in each domain in the 2016-2018 and 2019-2021 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Seacoast Mental Health Center 2016-18		Seacoast Mental Health Center 2019-21		Difference
	N	%	N	%	
Access	141	70	140	76	5.5
Cultural Sensitivity	105	91	99	94	2.5
Participation in Treatment Planning	143	86	144	87	0.8
Social Connectedness*	<b>139</b>	<b>77</b>	<b>139</b>	<b>88</b>	<b>10.8</b>
Functioning	141	58	142	59	1.0
Outcomes	140	58	142	56	-1.5
General Satisfaction	142	73	143	74	1.6

Note: \*p<0.05= statistically significant difference in scores over the two time periods (bolded). A positive difference (in green) indicates the center's score significantly increased over time.

## Satisfaction with Seacoast Mental Health Center – Item-specific Scores by Domain

The table below shows the item-specific data for SMHC across the last three years (2019-2021) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (\*). The item added in 2018 is noted as such.

Family Member Survey Items Results Summary		Seacoast Mental Health Center 2019-2021		Statewide 2019-2021	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
<b>Access</b>	The location of services was convenient for us	143	83	1426	87
	Services were available at times that were convenient for us	142	77	1432	80
<b>Cultural Sensitivity</b>	Staff spoke with me in a way that I understood	144	94	1426	92
	Staff treated me with respect	145	94	1437	92
	Staff respected my family's religious/spiritual beliefs	93	88	1044	86
	Staff were sensitive to my cultural/ethnic background	91	89	1019	86
<b>Participation in Treatment Planning</b>	I helped to choose my child's services	144	86	1423	81
	I helped to choose my child's treatment goals	143	82	1420	79
	I participated in my child's treatment	144	91	1424	88
<b>Social Connectedness</b>	I have people that I am comfortable talking with about my child's problems	139	91	1409	84
	In a crisis, I would have the support I need from family or friends	138	86	1400	79
	I have people with whom I can do enjoyable things	139	85	1396	83
	I know people who will listen and understand me when I need to talk	137	86	1405	81
<b>Functioning</b>	My child is better at handling daily life	143	65	1415	60
	My child gets along better with family members	142	67	1379	58
	My child gets along better with friends and other people	140	65	1380	59
	My child is doing better in school and/or work	141	60	1373	56
	My child is better able to cope when things go wrong	145	58	1415	53
	My child is better able to do things he/she wants to do	142	66	1399	59
<b>Outcomes</b>	My child is better at handling daily life	143	65	1415	60
	My child gets along better with family members	142	67	1379	58
	My child gets along better with friends and other people	140	65	1380	59
	My child is doing better in school and/or work	141	60	1373	56
	My child is better able to cope when things go wrong	145	58	1415	53
	I am satisfied with our family life right now	143	62	1414	56
<b>General Satisfaction</b>	My family got the help we wanted for my child	143	78	1431	73
	My family got as much help as we needed for my child	143	69	1422	65
	I felt my child had someone to talk to when he/she was troubled	143	81	1412	79
	Overall, I am satisfied with the services my child received	143	78	1429	77
	The people helping my child stuck with us no matter what	137	77	1407	78
	The services my child and/or my family received were right for us	144	75	1427	72
	I am happy with my child's counselor or psychiatrist (new2018)	141	78	1410	79

Note: There were no statistically significant differences in scores between the center and statewide.

## Behavioral Outcomes

Two percent of SMHC family member respondents reported that their child was arrested in the last 12 months, and 5% reported that their child's encounters with the police have been reduced. Thirty-seven percent of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. Ninety-seven percent of SMHC respondents reported that their child attended school in the last 12 months. A significantly lower proportion of SMHC respondents reported that their child had been expelled or suspended in the last 12 months, the past 12 months prior to that, and the past 2 years compared to the state. Twenty-three percent of SMHC respondents indicated that the number of days their child was in school has increased since starting to receive services. The table below compares the behavioral outcome results of SMHC respondent children to the state.

Youth Client Behavioral Outcomes	Seacoast Mental Health Center 2019-21 N=145		NH Statewide 2019-21 N=1,452	
	n	%	n	%
<b>Arrests &amp; police encounters (among those age 14 or older)</b>				
Child was arrested in the last 12 months (%yes)	1	2	20	4
Child was arrested during the 12 months prior to that (%yes)	1	2	16	3
Child was arrested at all in the past 2 years (%yes)	2	3	29	5
<i>Over the last 12 months, have your child's encounters with the police...</i>				
Been reduced	3	5	45	8
Stayed the same	2	3	35	7
Increased	2	3	23	4
Not applicable (My child had no police encounters this year or last year)	52	88	434	81
<b>Transition Planning</b>				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	22	37	206	39
<b>School attendance (among those 6 or older)</b>				
Child attended school in the past 12 months (%yes)	132	97	1304	95
Child was expelled or suspended during the past 12 months (%yes)*(-)	<b>8</b>	<b>6</b>	<b>173</b>	<b>13</b>
Child was expelled or suspended during the past 12 months prior to that (%yes)*(-)	<b>8</b>	<b>6</b>	<b>147</b>	<b>11</b>
Child was expelled or suspended at all in the past 2 years (%yes)*(-)	<b>12</b>	<b>9</b>	<b>233</b>	<b>18</b>
<i>Since starting to receive services, the number of days my child was in school...</i>				
Has increased	13	23	168	27
Has stayed about the same	34	60	384	61
Has decreased	10	18	79	13

Note: \*p<0.05 statistically significant difference (bolded): (+) Center % higher than statewide, (-) Center % lower than statewide.



# **Community Partners**

## **Summary of Adult and Family Member Satisfaction Surveys**

## Community Partners: 2019-2021 Adult Satisfaction Survey Results

### Demographics

A total of 203 adult clients from Community Partners (CP) responded to the client satisfaction survey in the last three years (2019-2021). Of these, 41% were male, 59% were female, 90% were White, and 5% were Hispanic/Latino. The average age was 45.9 years. About 85% were still receiving services at the time of the survey (versus 90% statewide) and 89% have received services for a year or more. The table below compares the characteristics of CP respondents to the state.

Adult Satisfaction Survey Respondent Characteristics	Community Partners 2019-21 N=203		NH Statewide 2019-21 N=2,227	
	n	%	n	%
<b>Gender</b>				
Female	120	59	1375	62
Male	83	41	851	38
<b>Age group*</b>				
Age 18-24	<b>30</b>	<b>15</b>	<b>184</b>	<b>8</b>
Age 25-44	<b>58</b>	<b>29</b>	<b>681</b>	<b>31</b>
Age 45-64	<b>91</b>	<b>45</b>	<b>1087</b>	<b>49</b>
Age 65+	<b>24</b>	<b>12</b>	<b>275</b>	<b>12</b>
Average age (SD, range)	45.9 (15.8, 18-76)		47.3 (15.3, 18-86)	
<b>Race category</b>				
American Indian/Alaska Native	8	4	105	5
Asian	3	1	20	1
Black or African American	8	4	47	2
Native Hawaiian/Pacific Islander	1	0.5	7	0.3
White (Caucasian)	182	90	1956	88
Other race	7	3	86	4
<b>Ethnicity: Hispanic/Latino/Spanish</b>				
Yes-Hispanic/Latino	9	5	113	6
No-Not Hispanic/Latino	171	95	1880	94
<b>Currently (still) getting mental health services from CMHC providers*</b>				
Yes	<b>169</b>	<b>85</b>	<b>1908</b>	<b>90</b>
No	<b>31</b>	<b>15</b>	<b>209</b>	<b>10</b>
<b>Length of time receiving mental health services from your community mental health providers</b>				
Less than a year (less than 12 months)	21	11	204	10
1 year or more (at least 12 months)	176	89	1924	90

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: \*p<0.05 statistically significant difference (bolded): (+) Center % higher than statewide, (-) Center % lower than statewide.

### Satisfaction with Community Partners: Domain Scores with Comparisons to Statewide

Compared to the state overall, one domain – Access – was statistically significantly lower than statewide. Seventy percent of CP family members report being satisfied with their access compared to 77% statewide.



Note: Note: \*p<0.05= statistically significant difference in scores over the two time periods.

The table below provides additional details on the total number of respondents included in each domain for CP and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Community Partners 2019-21		Statewide 2019-21		Difference
	Total N	CMHC %	Total N	Statewide %	
Access*	<b>202</b>	<b>70</b>	<b>2194</b>	<b>77</b>	<b>-6.3</b>
Participation in Treatment Planning	195	70	2066	70	-0.5
Quality and Appropriateness	193	78	2102	81	-3.7
Social Connectedness	188	62	2140	59	2.4
Functioning	197	54	2126	58	-3.5
Outcomes	193	47	2054	53	-5.9
General Satisfaction	201	74	2156	78	-4.0
Health and Wellness (state added)	186	55	2025	62	-6.1
Self-Determination (state added)	196	75	2171	75	-0.4

Note: \*p<0.05= statistically significant difference in scores over the two time periods (bolded). A negative difference (in red) indicates the center scored significantly lower than statewide.



***Satisfaction with Community Partners: Comparison of 2016-2018 and 2019-2021 Domain Scores***

To evaluate whether client satisfaction with CP services changed over time, domain scores across two time periods were compared (2016-2018 versus 2019-2021). There was a significant increase in score for the Self-determination domain across the two time periods.

The table below provides additional details on the total number of respondents included in each domain in the 2016-2018 and 2019-2021 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Community Partners 2016-18		Community Partners 2019-21		Difference
	N	%	N	%	
Access	200	72	202	70	-1.7
Participation in Treatment Planning	188	65	195	70	4.3
Quality and Appropriateness	198	76	193	78	2.0
Social Connectedness	200	52	188	62	9.7
Functioning	202	51	197	54	2.8
Outcomes	193	43	193	47	4.1
General Satisfaction	195	75	201	74	-1.8
Health and Wellness (state added)	196	62	186	55	-6.3
Self-Determination (state added)*	<b>204</b>	<b>64</b>	<b>196</b>	<b>75</b>	<b>11.3</b>

Note: \*p<0.05= statistically significant difference in scores over the two time periods (bolded). A positive difference (in green) indicates the center's score significantly increased over time.

## Satisfaction with Community Partners – Item-specific Scores by Domain

The table below shows the item-specific data for CP across the last three years (2019-2021) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (\*). The item added in 2018 is noted as such.

Adult Survey Items Results Summary		Community Partners 2019-21		Statewide 2019-21	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
<b>Access</b>	The location of services was convenient for us	198	77	2099	82
	Staff were willing to see me as often as I felt it was necessary <sup>(*)</sup>	<b>199</b>	<b>72</b>	<b>2174</b>	<b>81</b>
	Staff returned my call in 24 hours	194	71	2100	74
	Services were available at times that were good for me	202	84	2195	84
	I was able to get all the services I thought I needed	202	71	2197	76
	I was able to see a psychiatrist when I wanted to	193	70	2071	70
<b>Participation in Treatment Planning</b>	I felt comfortable asking questions about my treatment and medication	200	84	2180	87
	My beliefs were respected in my treatment and treatment plan	198	82	2164	84
	Staff saw me as an equal partner in my treatment plan	202	80	2172	82
	Staff were respectful of my sexual orientation, gender expression, and gender identity	182	90	1882	91
	Staff respected me as a whole person	201	87	2183	88
	My right to refuse treatment was respected	156	83	1676	77
	I, not staff, decided my treatment goals	197	68	2092	67
<b>Quality and Appropriateness</b>	Staff here believed that I could grow, change, and recover	194	78	2103	83
	I was encouraged to use peer-run programs (support groups, drop-in centers, crisis phone line, etc.)	184	69	1973	72
	I felt free to complain	190	78	2099	78
	I was given information about how to file a complaint	169	58	1751	55
	I was given information about my rights	195	87	2078	82
	Staff encouraged me to take responsibility for how I live my life	185	82	2057	82
	Staff told me what side effects to watch out for <sup>(*)</sup>	190	65	2007	72
	Staff respected my wishes about who is and who is not to be given information about my treatment	191	84	2078	87
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	171	84	1829	86
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	192	77	2078	77
<b>Social Connectedness</b>	In a crisis, I have the support I need from family or friends	193	76	2144	73
	I am happy with the friendships I have	186	74	2117	67
	I have people with whom I can do enjoyable things	191	72	2136	69
	I feel I belong to my community	187	44	2100	46
	I know people who listen and understand me when I need to talk	191	73	2154	73
	When I need help right away, I know people I can call on	189	73	2146	76
<b>Functioning</b>	My symptoms are not bothering me as much	196	45	2130	52
	I do things that are more meaningful to me	194	60	2121	63
	I am better able to take care of my needs	196	60	2121	65
	I am better able to do things that I want to do	196	56	2118	61

Adult Survey Items Results Summary		Community Partners 2019-21		Statewide 2019-21	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
	I am better able to manage my money and pay my bills	185	60	2000	62
	I feel hopeful about my future	198	54	2120	59
	I am better able to handle things when they go wrong	198	54	2132	58
<b>Outcomes</b>	My symptoms are not bothering me as much <sup>(+)</sup>	<b>196</b>	<b>45</b>	<b>2130</b>	<b>52</b>
	I deal more effectively with daily problems	197	62	2128	65
	I am better able to control my life	199	60	2121	63
	I am better able to deal with crisis	195	57	2104	59
	I am getting along better with my family	186	63	2026	62
	I do better in social situations	193	46	2074	50
	I do better in school and/or work	112	42	1269	48
	My housing situation has improved	177	57	1858	54
<b>General Satisfaction</b>	I like the services that I have received <sup>(+)</sup>	<b>200</b>	<b>75</b>	<b>2151</b>	<b>80</b>
	If I had other choices, I would still get services from this agency	199	72	2120	75
	I would recommend this agency to a friend or family member	199	73	2134	77
	I am happy with my counselor or psychiatrist (new2018)	199	81	2099	82
<b>Self-Determination</b>	I am able to stand up for myself to get what I need	196	70	2154	72
	I am free to choose the kinds of goals I want to pursue	193	79	2152	81
	I decide how involved I want to be in my treatment	193	81	2145	84
	I have people in my life who accept me for me	192	80	2157	81
	I have people in my life who respect my values and choices	195	78	2163	77
	I have a say in what happens to me when I am in crisis	193	73	2106	72
<b>Health and Wellness</b>	I was able to meet with a primary care medical provider to discuss my physical well-being <sup>(+)</sup>	<b>183</b>	<b>78</b>	<b>2038</b>	<b>84</b>
	I have stopped smoking or am working toward stopping <sup>(+)</sup>	<b>86</b>	<b>41</b>	<b>834</b>	<b>51</b>
	I have been eating a more healthy diet	192	50	2112	54
	I have been more physically active	191	54	2098	54
	My medications have been helpful to me	190	61	2034	66
	I was (not) prescribed too many medications	144	67	1555	66

Note: \*p<0.05 statistically significant difference (bolded); <sup>(+)</sup> Center scored higher than statewide, <sup>(-)</sup> Center scored lower than statewide.

## Behavioral Outcomes

Eighty-two percent of CP respondents reported being unemployed at the time of the survey, which is significantly higher than statewide (74%). Four percent reported being arrested in the last 12 months, and 9% reported that their encounters with the police have been reduced. A statistically significant lower percentage of CP respondents reported participating in self-help groups compared to statewide. Ten percent attended either full- or part-time school. Forty-three percent reported they are current smokers, of which 50% used e-cigarettes (compared to 43% statewide) and 55% were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of CP respondents to the state.

Adult Satisfaction Survey Respondent Behavioral Outcomes	Community Partners 2019-21 N=203		NH Statewide 2019-21 N=2,227	
	n	%	n	%
<b>Current employment status*</b>				
Not employed	159	82	1583	74
Yes - full-time	14	7	165	8
Yes - part-time	22	11	379	18
<b>Arrests &amp; police encounters</b>				
Arrested in the last 12 months (%yes)	7	4	71	3
Arrested during the 12 months prior to that (%yes)	8	4	109	5
Arrested at all in the past 2 years (%yes)	14	7	163	8
<i>Over the last 12 months, have your encounters with the police...</i>				
Been reduced	17	9	141	7
Stayed the same	15	8	110	5
Increased	4	2	62	3
Not applicable	159	82	1781	85
<b>Participation in community or social activities</b>				
Spiritual/Religious	74	38	835	40
Community organizations/gym	41	21	435	21
Peer support center	31	16	296	14
Recovery support center for substance misuse	14	7	159	8
Volunteer work	30	15	336	16
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)*(-)	11	6	207	10
Other social activities	32	16	370	17
<b>Attending school</b>				
No school	176	90	1938	92
School Full-time	10	5	70	3
School Part-time	10	5	89	4
<b>Smoking status</b>				
Current smoker	84	43	779	36
Former smoker (smoked in the past but now quit)	55	28	633	30
Never smoked	58	29	724	34
<i>If you are a current smoker, have you used an e-cigarette or other electronic vaping product in the past 30 days? (new 2019)*</i>				
No	97	50	1171	57
Yes	96	50	876	43
If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months? (%yes)	48	55	398	53

Note: \*p<0.05 statistically significant difference (bolded): (+) Center scored higher than statewide, (-) Center scored lower than statewide.

## Community Partners: 2019-2021 Family Member Satisfaction Survey Results

### Demographics

A total of 143 family members of children and youth clients who received services from Community Partners (CP) responded to the client satisfaction survey in the last three years (2019-2021). Of the children whose family member responded, 50% were male, 50% were female, 92% were White, and 6% were Hispanic/Latino. The average age was 11.8 years. Fifty-seven percent have received services for more than 1 year. The table below compares the characteristics of CP youth clients to the state.

Characteristics of Children & Youth Clients	Community Partners 2019-21 N=143		NH Statewide 2019-21 N=1,452	
	n	%	n	%
<b>Gender</b>				
Female	71	50	673	46
Male	72	50	779	54
<b>Age group</b>				
age 0-5	2	1	56	4
age 6-11	65	45	562	39
age 12 or older	76	53	834	47
Average age (SD, range)	11.8 (3.2, 4-17)		12.1 (3.4, 3-17)	
<b>Race category</b>				
American Indian/Alaska Native	0	0	23	2
Asian	3	2	24	2
Black or African American	6	4	81	6
Native Hawaiian/Pacific Islander	0	0	5	0.3
White (Caucasian)	132	92	1302	90
Other race	3	2	26	2
<b>Either of child's parent is Spanish/Hispanic/Latino</b>				
Yes-Hispanic/Latino	8	6	111	8
No-Not Hispanic/Latino	132	94	1305	92
<b>Length of time child has received services from this Center</b>				
Less than 1 month	2	1	18	1
1-5 months	18	13	122	9
6 months-1 year	40	29	392	28
More than 1 year	79	57	891	63
<b>Parent or guardian has been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.</b>				
No	88	64	849	60
Yes	50	36	563	40

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: There were no statistically significant differences between the center and statewide

### Satisfaction with Community Partners: Domain Scores with Comparisons to Statewide

Compared to the state overall, CP had no statistically significant differences in domain scores.



Note: There were no statistically significant differences in scores between the center and statewide.

The table below provides additional details on the total number of family member respondents included in each domain for CP and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Community Partners 2019-21		NH Statewide 2019-21		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	140	83	1416	79	3.7
Cultural Sensitivity	101	90	1091	90	0.4
Participation in Treatment Planning	140	86	1426	83	3.6
Social Connectedness	138	77	1405	80	-2.8
Functioning	136	54	1404	54	0.3
Outcomes	136	52	1405	53	-1.5
General Satisfaction	137	72	1428	71	0.1

Note: There were no statistically significant differences between the center and statewide scores.

***Satisfaction with Community Partners: Comparison of 2016-2018 and 2019-2021 Domain Scores***

To evaluate whether family member satisfaction with CP changed over time, domain scores across two time periods were compared (2016-2018 versus 2019-2021). There were no statistically significant differences in satisfaction over time.

The table below provides additional details on the total number of respondents included in each domain in the 2016-2018 and 2019-2021 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Community Partners 2016-18		Community Partners 2019-21		Difference
	N	%	N	%	
Access	138	82	140	83	1.0
Cultural Sensitivity	99	87	101	90	3.2
Participation in Treatment Planning	137	91	140	86	-4.8
Social Connectedness	138	79	138	77	-2.2
Functioning	137	52	136	54	2.6
Outcomes	137	53	136	52	-1.1
General Satisfaction	139	68	137	72	3.9

Note: There were no statistically significant differences in scores over time.

## Satisfaction with Community Partners – Item-specific Scores by Domain

The table below shows the item-specific data for CP across the last three years (2019-2021) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (\*). The item added in 2018 is noted as such.

Family Member Survey Items Results Summary		Community Partners 2019-2021		Statewide 2019-2021	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
<b>Access</b>	The location of services was convenient for us	141	91	1426	87
	Services were available at times that were convenient for us	141	86	1432	80
<b>Cultural Sensitivity</b>	Staff spoke with me in a way that I understood	141	92	1426	92
	Staff treated me with respect	142	92	1437	92
	Staff respected my family's religious/spiritual beliefs	100	86	1044	86
	Staff were sensitive to my cultural/ethnic background	95	86	1019	86
<b>Participation in Treatment Planning</b>	I helped to choose my child's services	140	81	1423	81
	I helped to choose my child's treatment goals	140	83	1420	79
	I participated in my child's treatment	140	91	1424	88
<b>Social Connectedness</b>	I have people that I am comfortable talking with about my child's problems	138	83	1409	84
	In a crisis, I would have the support I need from family or friends	137	80	1400	79
	I have people with whom I can do enjoyable things	137	85	1396	83
	I know people who will listen and understand me when I need to talk	138	80	1405	81
<b>Functioning</b>	My child is better at handling daily life	137	59	1415	60
	My child gets along better with family members	132	52	1379	58
	My child gets along better with friends and other people	135	53	1380	59
	My child is doing better in school and/or work	136	52	1373	56
	My child is better able to cope when things go wrong	137	48	1415	53
	My child is better able to do things he/she wants to do	136	57	1399	59
<b>Outcomes</b>	My child is better at handling daily life	137	59	1415	60
	My child gets along better with family members	132	52	1379	58
	My child gets along better with friends and other people	135	53	1380	59
	My child is doing better in school and/or work	136	52	1373	56
	My child is better able to cope when things go wrong	137	48	1415	53
	I am satisfied with our family life right now	134	52	1414	56
<b>General Satisfaction</b>	My family got the help we wanted for my child	142	70	1431	73
	My family got as much help as we needed for my child	139	65	1422	65
	I felt my child had someone to talk to when he/she was troubled	137	77	1412	79
	Overall, I am satisfied with the services my child received	137	78	1429	77
	The people helping my child stuck with us no matter what	136	81	1407	78
	The services my child and/or my family received were right for us	137	74	1427	72
	I am happy with my child's counselor or psychiatrist (new2018)	137	82	1410	79

Note: There were no statistically significant differences in scores between the center and statewide.



## Behavioral Outcomes

Zero CP family member respondents reported that their child was arrested in the last 12 months, and 8% reported that their child's encounters with police had been reduced. Forty-four percent of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood (compared to 39% statewide). Ninety-three percent of CP respondents reported that their child attended school in the last 12 months, and 17% reported that their child had been suspended or expelled in the last 12 months. Twenty-nine percent of CP respondents indicated that the number of days their child was in school has increased since starting to receive services. The table below compares the behavioral outcome results of CP respondent children to the state.

Youth Client Behavioral Outcomes	Community Partners 2019-21 N=143		NH Statewide 2019-21 N=1,452	
	n	%	n	%
<b>Arrests &amp; police encounters (among those age 14 or older)</b>				
Child was arrested in the last 12 months (%yes)	0	0	20	4
Child was arrested during the 12 months prior to that (%yes)	1	2	16	3
Child was arrested at all in the past 2 years (%yes)	1	2	29	5
<i>Over the last 12 months, have your child's encounters with the police...</i>				
Been reduced	4	8	45	8
Stayed the same	4	8	35	7
Increased	3	6	23	4
Not applicable (My child had no police encounters this year or last year)	38	78	434	81
<b>Transition Planning</b>				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes) <sup>*(+)</sup>	<b>21</b>	<b>44</b>	<b>206</b>	<b>39</b>
<b>School attendance (among those 6 or older)</b>				
Child attended school in the past 12 months (%yes)	129	93	1304	95
Child was expelled or suspended during the past 12 months (%yes)	22	17	173	13
Child was expelled or suspended during the past 12 months prior to that (%yes)	15	12	147	11
Child was expelled or suspended at all in the past 2 years (%yes)	28	22	233	18
<i>Since starting to receive services, the number of days my child was in school...</i>				
Has increased	19	29	168	27
Has stayed about the same	40	61	384	61
Has decreased	7	11	79	13

Note: \*p<0.05 statistically significant difference (bolded): <sup>(+)</sup> Center % higher than statewide, <sup>(-)</sup> Center % lower than statewide.



# **Center for Life Management**

## **Summary of Adult and Family Member Satisfaction Surveys**

## Center for Life Management: 2019-2021 Adult Satisfaction Survey Results

### Demographics

A total of 191 adult clients from Center for Life Management (CLM) responded to the client satisfaction survey in the last three years (2019-2021). Of these, 44% were male, 56% were female, 91% were White (compared to 88% statewide), and 4% were Hispanic/Latino. The average age was 43.6 years. About 90% were still receiving services at the time of the survey and 92% have received services for a year or more. The table below compares the characteristics of CLM respondents to the state.

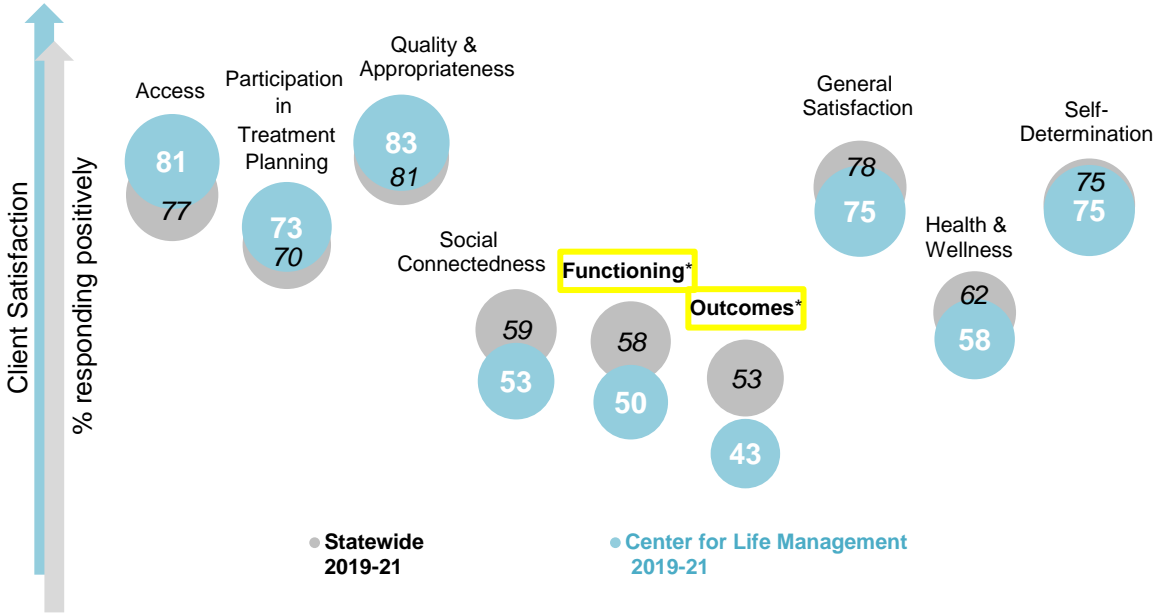
Adult Satisfaction Survey Respondent Characteristics	Center for Life Management 2019-21 N=191		NH Statewide 2019-21 N=2,227	
	n	%	n	%
<b>Gender</b>				
Female	106	56	1375	62
Male	85	44	851	38
<b>Age group*</b>				
Age 18-24	<b>31</b>	<b>16</b>	<b>184</b>	<b>8</b>
Age 25-44	<b>62</b>	<b>32</b>	<b>681</b>	<b>31</b>
Age 45-64	<b>84</b>	<b>44</b>	<b>1087</b>	<b>49</b>
Age 65+	<b>14</b>	<b>7</b>	<b>275</b>	<b>12</b>
Average age (SD, range)	43.6 (15.2, 18-74)		47.3 (15.3, 18-86)	
<b>Race category</b>				
American Indian/Alaska Native	9	5	105	5
Asian	2	1	20	1
Black or African American	5	3	47	2
Native Hawaiian/Pacific Islander	1	1	7	0.3
White (Caucasian)	174	91	1956	88
Other race	9	5	86	4
<b>Ethnicity: Hispanic/Latino/Spanish</b>				
Yes-Hispanic/Latino	169	96	1880	94
No-Not Hispanic/Latino	7	4	113	6
<b>Currently (still) getting mental health services from CMHC providers</b>				
Yes	162	90	1908	90
No	17	10	209	10
<b>Length of time receiving mental health services from your community mental health providers</b>				
Less than a year (less than 12 months)	15	8	204	10
1 year or more (at least 12 months)	168	92	1924	90

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: \*p<0.05 statistically significant difference (bolded): (+) Center % higher than statewide, (-) Center % lower than statewide.

### Satisfaction with Center for Life Management: Domain Scores with Comparisons to Statewide

Compared to the state overall, two domains – Functioning and Outcomes – were statistically significantly lower for CLM clients. Fifty-eight percent of CLM clients responded positively about functioning and 43% responded positively about outcomes, compared to 58% and 53% statewide respectively.



Note: \*p<0.05= statistically significant difference in scores over the two time periods.

The table below provides additional details on the total number of respondents included in each domain for CLM and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Center for Life Management 2019-21		Statewide 2019-21		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	188	81	2194	77	4.3
Participation in Treatment Planning	182	73	2066	70	2.3
Quality and Appropriateness	180	83	2102	81	1.9
Social Connectedness	182	53	2140	59	-6.6
Functioning*	<b>182</b>	<b>50</b>	<b>2126</b>	<b>58</b>	<b>-7.8</b>
Outcomes*	<b>175</b>	<b>43</b>	<b>2054</b>	<b>53</b>	<b>-9.7</b>
General Satisfaction	184	75	2156	78	-3.1
Health and Wellness (state added)	172	58	2025	62	-3.4
Self-Determination (state added)	185	75	2171	75	-0.8

Note: \*p<0.05= statistically significant difference in scores over the two time periods (bolded). A negative difference (in red) indicates the center score significantly lower than statewide.

***Satisfaction with Center for Life Management: Comparison of 2016-2018 and 2019-2021 Domain Scores***

To evaluate whether client satisfaction with CLM services changed over time, domain scores across two time periods were compared (2016-2018 versus 2019-2021). There were no statistically significant differences in satisfaction over time.

The table below provides additional details on the total number of respondents included in each domain in the 2016-2018 and 2019-2021 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Center for Life Management 2016-18		Center for Life Management 2019-21		Difference
	N	%	N	%	
Access	188	78	188	81	3.2
Participation in Treatment Planning	185	69	182	73	3.3
Quality and Appropriateness	192	85	180	83	-1.6
Social Connectedness	191	53	182	53	-0.6
Functioning	194	53	182	50	-2.6
Outcomes	186	46	175	43	-2.8
General Satisfaction	193	80	184	75	-5.3
Health and Wellness (state added)	186	65	172	58	-6.9
Self-Determination (state added)	193	72	185	75	3.1

Note: There were no statistically significant differences in scores over time.

## Satisfaction with Center for Life Management – Item-specific Scores by Domain

The table below shows the item-specific data for CLM across the last three years (2019-2021) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (\*). The item added in 2018 is noted as such.

Adult Survey Items Results Summary		Center for Life Management 2019-21		Statewide 2019-21	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
<b>Access</b>	The location of services was convenient for us	180	84	2099	82
	Staff were willing to see me as often as I felt it was necessary <sup>*(+)</sup>	<b>186</b>	<b>87</b>	<b>2174</b>	<b>81</b>
	Staff returned my call in 24 hours	185	75	2100	74
	Services were available at times that were good for me	189	85	2195	84
	I was able to get all the services I thought I needed	187	78	2197	76
	I was able to see a psychiatrist when I wanted to	175	75	2071	70
<b>Participation in Treatment Planning</b>	I felt comfortable asking questions about my treatment and medication	185	88	2180	87
	My beliefs were respected in my treatment and treatment plan	187	85	2164	84
	Staff saw me as an equal partner in my treatment plan	188	84	2172	82
	Staff were respectful of my sexual orientation, gender expression, and gender identity	160	92	1882	91
	Staff respected me as a whole person	187	90	2183	88
	My right to refuse treatment was respected	150	78	1676	77
I, not staff, decided my treatment goals	188	71	2092	67	
<b>Quality and Appropriateness</b>	Staff here believed that I could grow, change, and recover	182	85	2103	83
	I was encouraged to use peer-run programs (support groups, drop-in centers, crisis phone line, etc.)	172	77	1973	72
	I felt free to complain	184	77	2099	78
	I was given information about how to file a complaint	148	56	1751	55
	I was given information about my rights	174	83	2078	82
	Staff encouraged me to take responsibility for how I live my life	179	78	2057	82
	Staff told me what side effects to watch out for	166	77	2007	72
	Staff respected my wishes about who is and who is not to be given information about my treatment	178	90	2078	87
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	155	86	1829	86
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	175	76	2078	77
<b>Social Connectedness</b>	In a crisis, I have the support I need from family or friends	184	75	2144	73
	I am happy with the friendships I have	181	62	2117	67
	I have people with whom I can do enjoyable things	180	66	2136	69
	I feel I belong to my community <sup>*(-)</sup>	<b>178</b>	<b>34</b>	<b>2100</b>	<b>46</b>
	I know people who listen and understand me when I need to talk	186	72	2154	73
	When I need help right away, I know people I can call on	185	75	2146	76
<b>Functioning</b>	My symptoms are not bothering me as much	182	47	2130	52
	I do things that are more meaningful to me <sup>*(-)</sup>	<b>180</b>	<b>56</b>	<b>2121</b>	<b>63</b>
	I am better able to take care of my needs	182	62	2121	65
	I am better able to do things that I want to do	181	56	2118	61

Adult Survey Items Results Summary		Center for Life Management 2019-21		Statewide 2019-21	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
	I am better able to manage my money and pay my bills	170	58	2000	62
	I feel hopeful about my future	178	52	2120	59
	I am better able to handle things when they go wrong <sup>(-)</sup>	181	49	2132	58
<b>Outcomes</b>	My symptoms are not bothering me as much	182	47	2130	52
	I deal more effectively with daily problems <sup>(-)</sup>	<b>182</b>	<b>54</b>	<b>2128</b>	<b>65</b>
	I am better able to control my life <sup>(-)</sup>	<b>180</b>	<b>51</b>	<b>2121</b>	<b>63</b>
	I am better able to deal with crisis <sup>(-)</sup>	<b>178</b>	<b>50</b>	<b>2104</b>	<b>59</b>
	I am getting along better with my family	173	58	2026	62
	I do better in social situations	179	48	2074	50
	I do better in school and/or work <sup>(-)</sup>	<b>114</b>	<b>35</b>	<b>1269</b>	<b>48</b>
	My housing situation has improved	153	47	1858	54
<b>General Satisfaction</b>	I like the services that I have received	185	81	2151	80
	If I had other choices, I would still get services from this agency	182	71	2120	75
	I would recommend this agency to a friend or family member	184	76	2134	77
	I am happy with my counselor or psychiatrist (new2018)	178	80	2099	82
<b>Self-Determination</b>	I am able to stand up for myself to get what I need	186	70	2154	72
	I am free to choose the kinds of goals I want to pursue	185	80	2152	81
	I decide how involved I want to be in my treatment	183	86	2145	84
	I have people in my life who accept me for me	184	80	2157	81
	I have people in my life who respect my values and choices	184	75	2163	77
	I have a say in what happens to me when I am in crisis	180	75	2106	72
<b>Health and Wellness</b>	I was able to meet with a primary care medical provider to discuss my physical well-being	175	85	2038	84
	I have stopped smoking or am working toward stopping	69	43	834	51
	I have been eating a more healthy diet	180	52	2112	54
	I have been more physically active	183	55	2098	54
	My medications have been helpful to me	171	60	2034	66
	I was (not) prescribed too many medications	127	66	1555	66

Note: \*p<0.05 statistically significant difference (bolded): <sup>(+)</sup> Center scored higher than statewide, <sup>(-)</sup> Center scored lower than statewide.

## Behavioral Outcomes

Sixty-nine percent of CLM respondents reported being unemployed at the time of the survey. Four percent reported being arrested in the last 12 months, and 7% reported that their encounters with the police have been reduced. A significantly higher proportion of respondents reported participating in recovery support for substance misuse compared to statewide, and a significantly lower proportion of respondents reported participating in volunteer work compared to statewide. Eight percent attended either full- or part-time school. Thirty-six percent reported they are current smokers, of which 43% have used e-cigarettes and 57% were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of CLM respondents to the state.

Adult Satisfaction Survey Respondent Behavioral Outcomes	Center for Life Management 2019-21 N=191		NH Statewide 2019-21 N=2,227	
	n	%	n	%
<b>Current employment status</b>				
Not employed	125	69	1583	74
Yes - full-time	17	9	165	8
Yes - part-time	40	22	379	18
<b>Arrests &amp; police encounters</b>				
Arrested in the last 12 months (%yes)	7	4	71	3
Arrested during the 12 months prior to that (%yes)	13	7	109	5
Arrested at all in the past 2 years (%yes)	18	10	163	8
<i>Over the last 12 months, have your encounters with the police...</i>				
Been reduced	13	7	141	7
Stayed the same	6	3	110	5
Increased	6	3	62	3
Not applicable	156	86	1781	85
<b>Participation in community or social activities</b>				
Spiritual/Religious	71	39	835	40
Community organizations/gym	45	25	435	21
Peer support center	26	14	296	14
Recovery support center for substance misuse <sup>*(+)</sup>	<b>21</b>	<b>11</b>	<b>159</b>	<b>8</b>
Volunteer work <sup>*(-)</sup>	<b>18</b>	<b>10</b>	<b>336</b>	<b>16</b>
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	23	13	207	10
Other social activities	27	14	370	17
<b>Attending school</b>				
No school	169	92	1938	92
School Full-time	5	3	70	3
School Part-time	9	5	89	4
<b>Smoking status</b>				
Current smoker	67	36	779	36
Former smoker (smoked in the past but now quit)	53	29	633	30
Never smoked	64	35	724	34
<i>If you are a current smoker, have you used an e-cigarette or other electronic vaping product in the past 30 days? (new 2019)</i>				
No	100	57	1171	57
Yes	77	43	876	43
If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months? (%yes)	38	57	398	53

Note: \*p<0.05 statistically significant difference (bolded); <sup>(+)</sup> Center % higher than statewide, <sup>(-)</sup> Center % lower than statewide.



## Center for Life Management: 2019-2021 Family Member Satisfaction Survey Results

### Demographics

A total of 181 family members of children and youth clients who received services from Center for Life Management (CLM) responded to the client satisfaction survey in the last three years (2019-2021). Of the children whose family member responded, 50% were male, 50% were female, 88% were White, and 11% were Hispanic/Latino. The average age was 12.8 years. Sixty-two percent have received services for more than 1 year. The table below compares the characteristics of CLM youth clients to the state.

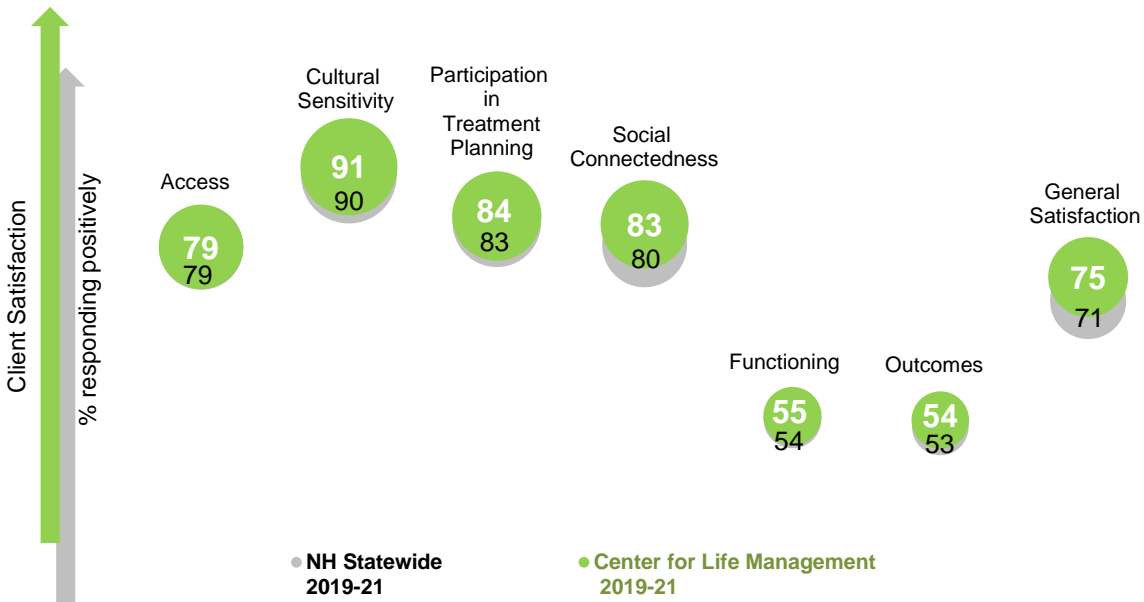
Characteristics of Children & Youth Clients	Center for Life Management 2019-21 N=181		NH Statewide 2019-21 N=1,452	
	n	%	n	%
<b>Gender</b>				
Female	90	50	673	46
Male	91	50	779	54
<b>Age group*</b>				
age 0-5	<b>6</b>	<b>3</b>	<b>56</b>	<b>4</b>
age 6-11	<b>55</b>	<b>30</b>	<b>562</b>	<b>39</b>
age 12 or older	<b>120</b>	<b>66</b>	<b>834</b>	<b>57</b>
Average age (SD, range)	12.8 (3.6, 3-17)		12.1 (3.4, 3-17)	
<b>Race category</b>				
American Indian/Alaska Native	2	1	23	2
Asian	3	2	24	2
Black or African American	9	5	81	6
Native Hawaiian/Pacific Islander	0	0	5	0.3
White (Caucasian)	160	88	1302	90
Other race	6	3	26	2
<b>Either of child's parent is Spanish/Hispanic/Latino</b>				
Yes-Hispanic/Latino	19	11	111	8
No-Not Hispanic/Latino	160	89	1305	92
<b>Length of time child has received services from this Center</b>				
Less than 1 month	1	1	18	1
1-5 months	12	7	122	9
6 months-1 year	55	31	392	28
More than 1 year	111	62	891	63
<b>Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.</b>				
No	102	58	849	60
Yes	74	42	563	40

Note: Race categories and ethnicity are not mutually exclusive; respondents may identify with more than one race and may also identify as Hispanic/Latino.

Note: \*p<0.05 statistically significant difference (bolded): <sup>(+)</sup>Center % higher than statewide, <sup>(-)</sup>Center % lower than statewide.

## Satisfaction with Center for Life Management: Domain Scores with Comparisons to Statewide

There were no statistically significant differences between CLM scores and statewide scores.



Note: There were no statistically significant differences in scores between the center and statewide.

The table below provides additional details on the total number of family member respondents included in each domain for CLM and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Center for Life Management 2019-21		NH Statewide 2019-21		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	174	79	1416	79	0.1
Cultural Sensitivity	133	91	1091	90	1.3
Participation in Treatment Planning	173	84	1426	83	1.0
Social Connectedness	178	83	1405	80	3.0
Functioning	174	55	1404	54	0.5
Outcomes	174	54	1405	53	1.0
General Satisfaction	179	75	1428	71	3.5

Note: There were no statistically significant differences in scores between the center and statewide.

***Satisfaction with Center for Life Management: Comparison of 2016-2018 and 2019-2021 Domain Scores***

To evaluate whether family member satisfaction with CLM changed over time, domain scores across two time periods were compared (2016-2018 versus 2019-2021). There were no statistically significant differences in satisfaction over time.

The table below provides additional details on the total number of respondents included in each domain in the 2016-2018 and 2019-2021 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Center for Life Management 2016-18		Center for Life Management 2019-21		Difference
	N	%	N	%	
Access	125	76	174	79	3.3
Cultural Sensitivity	87	91	133	91	0.2
Participation in Treatment Planning	124	86	173	84	-2.5
Social Connectedness	123	79	178	83	3.7
Functioning	122	53	174	55	1.3
Outcomes	122	54	174	54	-0.1
General Satisfaction	125	72	179	75	2.9

Note: There were no statistically significant differences in scores over time.

## Satisfaction with Center for Life Management – Item-specific Scores by Domain

The table below shows the item-specific data for CLM across the last three years (2019-2021) combined with comparison to three-year combined statewide data. The item added in 2018 is noted as such.

Family Member Survey Items Results Summary		Center for Life Management 2019-2021		Statewide 2019-2021	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
<b>Access</b>	The location of services was convenient for us	175	88	1426	87
	Services were available at times that were convenient for us	177	79	1432	80
<b>Cultural Sensitivity</b>	Staff spoke with me in a way that I understood	178	94	1426	92
	Staff treated me with respect	179	95	1437	92
	Staff respected my family's religious/spiritual beliefs	125	86	1044	86
	Staff were sensitive to my cultural/ethnic background	122	85	1019	86
<b>Participation in Treatment Planning</b>	I helped to choose my child's services	173	83	1423	81
	I helped to choose my child's treatment goals	170	83	1420	79
	I participated in my child's treatment	176	89	1424	88
<b>Social Connectedness</b>	I have people that I am comfortable talking with about my child's problems	177	90	1409	84
	In a crisis, I would have the support I need from family or friends	178	82	1400	79
	I have people with whom I can do enjoyable things	177	85	1396	83
	I know people who will listen and understand me when I need to talk	179	84	1405	81
<b>Functioning</b>	My child is better at handling daily life	176	60	1415	60
	My child gets along better with family members	168	60	1379	58
	My child gets along better with friends and other people	169	62	1380	59
	My child is doing better in school and/or work	170	58	1373	56
	My child is better able to cope when things go wrong	172	57	1415	53
	My child is better able to do things he/she wants to do	173	61	1399	59
<b>Outcomes</b>	My child is better at handling daily life	176	60	1415	60
	My child gets along better with family members	168	60	1379	58
	My child gets along better with friends and other people	169	62	1380	59
	My child is doing better in school and/or work	170	58	1373	56
	My child is better able to cope when things go wrong	172	57	1415	53
	I am satisfied with our family life right now	175	56	1414	56
<b>General Satisfaction</b>	My family got the help we wanted for my child	179	75	1431	73
	My family got as much help as we needed for my child	174	69	1422	65
	I felt my child had someone to talk to when he/she was troubled	175	83	1412	79
	Overall, I am satisfied with the services my child received	179	80	1429	77
	The people helping my child stuck with us no matter what	176	82	1407	78
	The services my child and/or my family received were right for us	179	74	1427	72
	I am happy with my child's counselor or psychiatrist (new2018)	178	82	1410	79

Note: There were no statistically significant differences in scores between the center and statewide

## Behavioral Outcomes

Two percent of CLM family member respondents reported that their child was arrested in the last 12 months, and 6% of respondents indicated that their child was arrested during the 12 months prior, which is statistically significantly higher than statewide (3%). Ten percent reported that their child's encounters with the police have been reduced. Thirty-four percent of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. Ninety-eight percent of respondents reported that their child attended school in the last 12 months, and 15% reported that their child had been suspended or expelled in the last 12 months. The table below compares the behavioral outcome results of CLM respondents' children to the state.

Youth Client Behavioral Outcomes	Center for Life Management 2019-21 N=181		NH Statewide 2019-21 N=1,452	
	n	%	n	%
<b>Arrests &amp; police encounters (among those age 14 or older)</b>				
Child was arrested in the last 12 months (% yes)	2	2	20	4
Child was arrested during the 12 months prior to that (%yes) <sup>(+)</sup>	<b>5</b>	<b>6</b>	<b>16</b>	<b>3</b>
Child was arrested at all in the past 2 years (%yes)	5	6	29	5
<i>Over the last 12 months, have your child's encounters with the police...</i>				
Been reduced	9	10	45	8
Stayed the same	7	8	35	7
Increased	1	1	23	4
Not applicable (My child had no police encounters this year or last year)	70	80	434	81
<b>Transition Planning</b>				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	29	34	206	39
<b>School attendance (among those 6 or older)</b>				
Child attended school in the past 12 months (%yes)	167	98	1304	95
Child was expelled or suspended during the past 12 months (%yes)	25	15	173	13
Child was expelled or suspended during the past 12 months prior to that (%yes)	16	10	147	11
Child was expelled or suspended at all in the past 2 years (%yes)	31	19	233	18
<i>Since starting to receive services, the number of days my child was in school...</i>				
Has increased	22	28	168	27
Has stayed about the same	49	61	384	61
Has decreased	9	11	79	13

Note: \*p<0.05 statistically significant difference (bolded): <sup>(+)</sup> Center % higher than statewide, <sup>(-)</sup> Center % lower than statewide.

# New Hampshire Community Mental Health Adult Satisfaction Survey

(NH Department of Health and Human Services)



2021

## How to Take This Survey



Complete this paper survey and return it in the pre-paid envelope provided.



Type [jsi.com/nhsurvey](http://jsi.com/nhsurvey) into a web browser. Enter the 5-digit ID number below to start the survey.

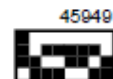


Text **NHadult** to **855-942-5354**. The survey link will be texted to you. Use this link and 5-digit ID number below to complete the survey on your smartphone.

Go to the next page for more information



5-digit ID number



**Thank you for taking this important survey.**

Please answer these questions based on the program services you received at your Community Mental Health Center during the last 12 months.

**We will protect your privacy:**

- Your responses to this survey are confidential.
- Answers will be grouped together for reports back to DHHS.

*However, if you provide any responses that indicate an immediate threat to your own or others wellbeing, we may need to pass that information along to your mental health center and the state.*

- If you have any safety concerns or thoughts of suicide that need immediate attention, please contact your mental health center or the National Suicide Prevention Lifeline at 800-273-8255.
- If you have concerns about services received through the mental health center please share those concerns with them or report them to Kerri Swenson, Bureau of Mental Health Services Administrator of Community Mental Health Services at [Kerri.R.Swenson@dhhs.nh.gov](mailto:Kerri.R.Swenson@dhhs.nh.gov) or 603-271-5007.

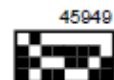
**Important Things to Remember**

1. Participating in this survey is voluntary, but the more people that participate, the more helpful the findings will be.
2. DO NOT put your name on this survey.
3. If there are any questions that you do not feel comfortable answering, you may skip them.
4. Fill in the circles darkly and completely.

correct mark	incorrect marks	Fill in circles darkly and completely.
	   	



← 5-digit ID number



Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

### Section A. Access

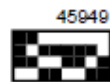
Mark (●) one for each statement.

In the past 12 months...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. The location of services was convenient (parking, public transportation, distance, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Staff were willing to see me as often as I felt it was necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Staff returned my call in 24 hours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Services were available at times that were good for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I was able to get all the services I thought I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I was able to see a psychiatrist when I wanted to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Section B. Participation in Treatment Planning

Mark (●) one for each statement.

In the past 12 months...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. I felt comfortable asking questions about my treatment and medication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. My beliefs were respected in my treatment and treatment plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Staff saw me as an equal partner in my treatment plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Staff were respectful of my sexual orientation, gender expression, and gender identity.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff respected me as a whole person.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. My right to refuse treatment was respected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I, not staff, decided my treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>





Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

### Section C. Quality and Appropriateness

Mark (●) one for each statement.

In the past 12 months...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. Staff here believed that I could grow, change, and recover.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I felt free to complain.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I was given information about how to file a complaint.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I was given information about my rights.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff encouraged me to take responsibility for how I live my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Staff told me what side effects to watch out for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Staff respected my wishes about who is and who is not to be given information about my treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I was encouraged to use peer-run programs (support groups, crisis respite, crisis phone line, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Section D. Health and Wellness

Mark (●) one for each statement.

In the past 12 months...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. I was able to meet with a primary care medical provider to discuss my physical well-being.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I have been eating a more healthy diet.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I have been more physically active.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. My medications have been helpful to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I was prescribed too many medications.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

### Section E. Social Connectedness

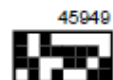
Mark (●) one for each statement.

As a result of services I have received at my CMHC...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. In a crisis, I have the support I need from family or friends.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I am happy with the friendships I have.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I have people with whom I can do enjoyable things.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I feel I belong to my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I know people who listen and understand me when I need to talk.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. When I need help right away, I know people I can call on.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Section F. Self Determination

Mark (●) one for each statement.

As a result of services I have received at my CMHC...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. I am able to stand up for myself to get what I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I am free to choose the kinds of goals I want to pursue.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I decide how involved I want to be in my treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I have people in my life who accept me for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I have people in my life who respect my values and choices.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I have a say in what happens to me when I am in crisis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

### Section G. Functioning

Mark (●) one for each statement.

As a result of services I have received at my CMHC...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. My symptoms are not bothering me as much.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I do things that are more meaningful to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I am better able to take care of my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I am better able to do things that I want to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I am better able to manage my money and pay my bills.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I feel hopeful about my future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I am better able to handle things when they go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Section H. Treatment Outcomes

Mark (●) one for each statement.

As a result of services I have received at my CMHC...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. I deal more effectively with daily problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I am better able to control my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I am better able to deal with crisis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I am getting along better with my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I do better in social situations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I do better in school and/or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. My housing situation has improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

### Section I. General Satisfaction

Mark (●) one for each statement.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. I like the services that I have received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. If I had other choices, I would still get services from this agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I would recommend this agency to a friend or family member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I am happy with my counselor or psychiatrist.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Section J. Current Situation

Please answer the following questions to let us know how you are doing.

1. Are you currently (still) getting mental health services from your community mental health providers?  
 Yes  No

2. How long have you received mental health services from your community mental health providers?  
 Mark (●) one.  
 Less than a year (less than 12 months)  1-2 years  More than 2 years

3. In March 2020, people began staying home because of the COVID-19 pandemic. CMHCs adjusted services to protect the health of individuals receiving services and providers. When you answer these next questions, please think about services in the last 12 months.

Mark (●) one for each statement.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
a. My mental health symptoms have gotten worse as a result of the COVID-19 pandemic.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The services I received during the COVID-19 stay at home order were of high quality.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. As we begin to transition back to in community and in person services, I would like to receive services:  
 Mark (●) the true statement.  
 All in-person  
 All by computer or telephone  
 Both in-person and by computer/telephone



Section J. Current Situation (Continued)

- 5. Were you arrested in the last 12 months?
6. Were you arrested during the 12 months prior to that?
7. Over the last 12 months, have your encounters with the police...
O Been reduced
O Stayed the same
O Increased
O Not applicable

Section K. Your Background

We ask these questions so that we can compare answers between different groups of people. Your individual answers will not be shared with anyone.

1. What activities are you involved in?

Table with 8 rows (a-h) and 3 columns for activity and response options (No, Yes, Part-time, Full-time).

- 2. Are you currently employed?
3. What is your current smoking status (cigarettes, cigars, or pipes)?
4. Have you used an e-cigarette or other electronic "vaping" product in the past 30 days?
5. If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months?
6. Are you of Spanish/Hispanic/Latino origin?
7. What is your race? (Mark all that apply.)

Empty rectangular box for identification or marking.



## Section L. Additional Thoughts

**PLEASE NOTE:** responses to the questions on this page will be grouped and shared with the state. Please do not use any names when writing your answers.

- If you have any safety concerns or thoughts of suicide that need immediate attention, please contact your mental health center or the National Suicide Prevention Lifeline at 800-273-8255.
- If you have concerns about services received through the mental health center please share those concerns with them or report them to Kerri Swenson, Bureau of Mental Health Services Administrator of Community Mental Health Services at [Kerri.R.Swenson@dhhs.nh.gov](mailto:Kerri.R.Swenson@dhhs.nh.gov) or 603-271-5007.

1. If you would like to discuss any of your answers further, please use the space below (and indicate which question you are referring to).

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2. What services have been the most helpful to you in your recovery?

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3. What services have been the least helpful to you in your recovery?

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4. What changes would improve the services you have received?

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5. Please share any comments, concerns or suggestions about this survey process.

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*Thank you for your time and for the effort you have taken to provide us with this information.  
Please return this survey in the enclosed postage paid envelope or mail to:*

**JSI Research & Training Institute, Inc. - Survey Group  
44 Farnsworth Street, FL 7  
Boston, MA 02210**

**THANK YOU!**

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## Appendix A2. Statewide 2021 Adult Survey Demographics

2021 NH DHHS Adult Satisfaction Survey – Respondent Characteristics	Statewide 2021 N=679	
	n	%
<b>Gender</b>		
Female	420	62
Male	257	38
<b>Age group</b>		
Age 18-24	60	9
Age 25-44	225	33
Age 45-64	315	46
Age 65+	78	12
<i>Average age (SD, range)</i>	47.3 (15.3, 18-86)	
<b>Race category</b>		
American Indian/Alaska Native	28	4
Asian	11	2
Black or African American	15	2
Native Hawaiian/Pacific Islander	5	1
White (Caucasian)	597	88
Other race	27	4
<b>Ethnicity: Hispanic/Latino/Spanish</b>		
Yes-Hispanic/Latino	41	7
No-Not Hispanic/Latino	571	93
<b>Currently (still) getting mental health services from CMHC providers</b>		
Yes	573	89
No	69	11
<b>Length of time receiving mental health services from your community mental health providers</b>		
Less than a year (less than 12 months)	74	11
1 year or more (at least 12 months)	570	89

### Appendix A3. Adult Survey – Statewide Domain Scores by Year (2019-2021)

Adult Survey: Statewide Domain Scores (2019- 2021) with 95% Confidence Intervals									
Satisfaction Domains	2019		2020		2021		p-values		2020 U.S.~ Percent
	Total	Percent (95% CI)	Total	Percent (95% CI)	Total	Percent (95% CI)	2019 vs 2021	2020 vs 2021	
Access*	775	<b>76</b> (73, 79)	756	<b>80</b> (77, 82)	661	<b>75</b> (72, 78)	0.6371	<b>0.0405</b>	89
Participation in Treatment Planning	714	<b>70</b> (67, 73)	720	<b>69</b> (66, 73)	633	<b>70</b> (67, 74)	0.9517	0.7518	87
Quality and Appropriateness	749	<b>82</b> (79, 85)	718	<b>81</b> (79, 84)	630	<b>81</b> (78, 84)	0.7192	0.8976	91
Social Connectedness	756	<b>61</b> (57, 64)	735	<b>61</b> (57, 64)	650	<b>59</b> (55, 62)	0.4450	0.3916	79
Functioning	747	<b>57</b> (53, 60)	728	<b>57</b> (54, 61)	653	<b>60</b> (56, 64)	0.1954	0.2643	80
Outcomes	723	<b>53</b> (50, 57)	700	<b>52</b> (49, 56)	632	<b>55</b> (51, 59)	0.6011	0.3410	80
General Satisfaction	761	<b>77</b> (74, 80)	733	<b>78</b> (75, 81)	658	<b>77</b> (74, 80)	0.9574	0.7961	90
Health and Wellness (state added)	722	<b>64</b> (61, 68)	704	<b>61</b> (58, 65)	604	<b>59</b> (55, 63)	0.0525	0.3767	n/a
Self-Determination (state added)	762	<b>74</b> (71, 77)	748	<b>76</b> (73, 79)	663	<b>75</b> (72, 78)	0.7384	0.7222	n/a

p<0.05 = statistically significant differences in domain scores between years (bolded).

~SAMHSA Uniform Reporting System 2020 URS Output Tables. Mental Health National Outcome Measures (NOMS). Accessed online October 2021. <https://www.samhsa.gov/data/report/2020-uniform-reporting-system-urs-output-tables>



## Appendix A4. Adult Survey – Statewide Item-specific Responses by Domain by Year (2019-2021)

Adult Survey: Statewide Results for Items by Domain (2019-2021)	% Strongly Agree or Agree					
	2019		2020		2021	
	N	Percent (95% CI)	N	Percent (95% CI)	N	Percent (95% CI)
<b>Access</b>						
The location of services was convenient for us	761	82 (79, 85)	742	82 (80, 85)	596	83 (80, 86)
Staff were willing to see me as often as I felt it was necessary*	770	82 (79, 84)	752	83 (80, 85)	652	78 (75, 82)
Staff returned my call in 24 hours	735	74 (71, 77)	722	77 (74, 80)	642	73 (70, 76)
Services were available at times that were good for me*	769	83 (81, 86)	757	88 (86, 90)	670	83 (80, 86)
I was able to get all the services I thought I needed*	770	77 (74, 80)	756	78 (75, 81)	669	73 (70, 76)
I was able to see a psychiatrist when I wanted to*	729	70 (67, 74)	722	73 (70, 76)	622	67 (64, 71)
<b>Participation in Treatment Planning</b>						
I felt comfortable asking questions about my treatment and medication	766	87 (84, 89)	753	88 (86, 90)	663	86 (83, 88)
My beliefs were respected in my treatment and treatment plan	757	84 (81, 87)	750	85 (82, 87)	656	83 (80, 86)
Staff saw me as an equal partner in my treatment plan	763	80 (77, 83)	747	82 (80, 85)	662	82 (79, 85)
Staff were respectful of my sexual orientation, gender expression, and gender identity*	646	91 (88, 93)	667	93 (91, 95)	565	89 (87, 92)
Staff respected me as a whole person	761	88 (86, 91)	753	89 (86, 91)	664	88 (85, 90)
My right to refuse treatment was respected	596	77 (73, 80)	575	78 (74, 81)	511	76 (72, 80)
I, not staff, decided my treatment goals	722	66 (62, 69)	727	66 (62, 69)	642	67 (63, 71)
<b>Quality and Appropriateness</b>						
Staff here believed that I could grow, change, and recover	741	82 (79, 85)	715	84 (81, 87)	642	83 (80, 86)
I was encouraged to use peer-run programs (support groups, drop-in centers, crisis phone line, etc.)	698	74 (71, 77)	684	74 (70, 77)	588	69 (65, 73)
I felt free to complain	747	79 (76, 82)	715	79 (76, 82)	635	76 (73, 80)
I was given information about how to file a complaint	629	53 (50, 57)	602	57 (53, 61)	509	52 (48, 56)
I was given information about my rights	743	79 (76, 82)	701	83 (81, 86)	626	81 (78, 84)
Staff encouraged me to take responsibility for how I live my life	728	81 (78, 84)	702	83 (80, 86)	626	82 (79, 85)
Staff told me what side effects to watch out for	713	73 (70, 76)	698	72 (69, 76)	596	72 (68, 75)
Staff respected my wishes about who is and who is not to be given information about my treatment	736	88 (85, 90)	715	88 (85, 90)	621	87 (85, 90)
Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)^	646	88 (85, 90)	639	87 (85, 90)	543	83 (80, 86)
Staff helped me obtain the information I needed so that I could take charge of managing my illness	734	76 (73, 79)	712	78 (75, 81)	631	78 (75, 81)
<b>Social Connectedness</b>						
In a crisis, I have the support I need from family or friends	755	73 (70, 76)	735	73 (70, 77)	653	73 (70, 76)
I am happy with the friendships I have	738	70 (66, 73)	734	67 (64, 71)	647	65 (61, 68)
I have people with whom I can do enjoyable things	752	70 (66, 73)	731	68 (65, 72)	652	69 (65, 72)
I feel I belong to my community	743	47 (44, 51)	722	46 (43, 50)	640	45 (41, 49)
I know people who listen and understand me when I need to talk	753	76 (72, 79)	742	74 (70, 77)	660	71 (68, 75)
When I need help right away, I know people I can call on	752	77 (74, 80)	741	78 (75, 81)	659	75 (71, 78)
<b>Functioning</b>						
My symptoms are not bothering me as much	753	52 (49, 56)	726	51 (48, 55)	649	54 (50, 58)
I do things that are more meaningful to me	747	66 (62, 69)	726	61 (57, 65)	653	64 (60, 67)
I am better able to take care of my needs	748	65 (61, 68)	720	65 (61, 68)	653	65 (61, 68)
I am better able to do things that I want to do	749	61 (58, 65)	726	59 (56, 63)	647	64 (60, 68)
I am better able to manage my money and pay my bills	704	61 (58, 65)	677	64 (61, 68)	616	62 (58, 66)
I feel hopeful about my future	748	60 (57, 64)	721	58 (55, 62)	649	61 (57, 65)
I am better able to handle things when they go wrong	749	58 (54, 61)	725	58 (54, 62)	656	58 (54, 62)

Adult Survey: Statewide Results for Items by Domain (2019-2021)	% Strongly Agree or Agree					
	2019		2020		2021	
	N	Percent (95% CI)	N	Percent (95% CI)	N	Percent (95% CI)
<b>Outcomes</b>						
My symptoms are not bothering me as much	753	<b>52</b> (49, 56)	726	<b>51</b> (48, 55)	649	<b>54</b> (50, 58)
I deal more effectively with daily problems	751	<b>67</b> (63, 70)	729	<b>64</b> (60, 67)	649	<b>64</b> (61, 68)
I am better able to control my life	746	<b>63</b> (59, 66)	727	<b>62</b> (58, 65)	649	<b>65</b> (61, 69)
I am better able to deal with crisis	743	<b>61</b> (58, 65)	721	<b>57</b> (53, 60)	639	<b>60</b> (56, 64)
I am getting along better with my family	713	<b>62</b> (59, 66)	684	<b>62</b> (58, 65)	625	<b>62</b> (59, 66)
I do better in social situations	736	<b>51</b> (48, 55)	703	<b>48</b> (44, 52)	633	<b>52</b> (48, 56)
I do better in school and/or work	441	<b>48</b> (44, 53)	427	<b>46</b> (42, 51)	416	<b>51</b> (46, 56)
My housing situation has improved	651	<b>52</b> (48, 55)	631	<b>54</b> (50, 58)	575	<b>56</b> (52, 60)
<b>General Satisfaction</b>						
I like the services that I have received	760	<b>80</b> (77, 83)	731	<b>80</b> (78, 83)	657	<b>81</b> (78, 84)
If I had other choices, I would still get services from this agency	752	<b>75</b> (72, 78)	714	<b>77</b> (74, 80)	650	<b>74</b> (71, 78)
I would recommend this agency to a friend or family member	753	<b>77</b> (74, 80)	725	<b>78</b> (75, 81)	650	<b>78</b> (75, 81)
I am happy with my counselor or psychiatrist (non-MHSIP)	739	<b>82</b> (79, 85)	718	<b>82</b> (79, 85)	636	<b>82</b> (79, 85)
<b>Self-Determination (state added)</b>						
I am able to stand up for myself to get what I need*	756	<b>73</b> (70, 76)	739	<b>69</b> (66, 72)	658	<b>74</b> (70, 77)
I am free to choose the kinds of goals I want to pursue	752	<b>81</b> (79, 84)	743	<b>82</b> (79, 84)	660	<b>81</b> (78, 84)
I decide how involved I want to be in my treatment	752	<b>84</b> (82, 87)	734	<b>84</b> (81, 87)	658	<b>83</b> (80, 86)
I have people in my life who accept me for me	756	<b>81</b> (78, 84)	745	<b>80</b> (77, 83)	658	<b>80</b> (77, 83)
I have people in my life who respect my values and choices	758	<b>76</b> (73, 79)	745	<b>77</b> (74, 80)	661	<b>77</b> (74, 80)
I have a say in what happens to me when I am in crisis	734	<b>70</b> (66, 73)	721	<b>73</b> (70, 76)	648	<b>72</b> (69, 76)
<b>Health and Wellness (state added)</b>						
I was able to meet with a primary care medical provider to discuss my physical well-being	709	<b>86</b> (84, 89)	709	<b>84</b> (81, 86)	618	<b>85</b> (82, 88)
I have stopped smoking or am working toward stopping	448	<b>53</b> (49, 58)	177	<b>47</b> (40, 54)	209	<b>50</b> (44, 57)
I have been eating a more healthy diet	721	<b>57</b> (53, 61)	740	<b>53</b> (49, 56)	655	<b>55</b> (51, 59)
I have been more physically active	739	<b>53</b> (49, 56)	731	<b>55</b> (51, 59)	634	<b>57</b> (53, 61)
My medications have been helpful to me^*	732	<b>75</b> (72, 79)	706	<b>63</b> (60, 67)	597	<b>57</b> (53, 61)
I was (not) prescribed too many medications	677	<b>67</b> (63, 70)	494	<b>64</b> (60, 68)	388	<b>63</b> (58, 67)

\*Note: Items are grouped into domains based on MHSIP guidelines and definitions and do not necessarily correspond to the thematic sections in the survey. A non-MHSIP item added in 2018 is indicated as such by (non-MHSIP). N=total number of respondents included in the analysis for that item. Those who did not provide an answer or selected N/A were excluded. Statistically significant differences (p<0.05) between 2019 and 2021 are indicated by (\*), and differences between 2020 and 2021 are indicated by (\*).

## Appendix A5. Adult Survey – 2021 Statewide Adult Survey Behavioral Outcomes

2021 NH DHHS Adult Satisfaction Survey – Behavioral Outcomes	Statewide 2021 N=679	
	n	%
<b>Currently employment status</b>		
No	458	70
Yes - full-time	72	11
Yes - part-time	121	19
<b>Arrests &amp; police encounters</b>		
Arrested in the last 12 months (% yes)	21	3
Arrested during the 12 months prior to that (%yes)	22	3
Arrested at all in the past 2 years (%yes)	39	6
<i>Over the last 12 months, have your encounters with the police...</i>		
Been reduced	32	5
Stayed the same	36	6
Increased	17	3
Not applicable	552	87
<b>Participation in community or social activities</b>		
Spiritual/Religious	252	39
Community organizations/gym	100	16
Peer support center	64	10
Recovery support center for substance misuse	38	6
Volunteer work	83	13
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	51	8
Other social activities	80	12
<b>Attending school</b>		
No school	588	91
School Full-time	30	5
School Part-time	28	4
<b>Smoking status</b>		
<i>Current smoking status (cigarettes, cigars, pipes)</i>		
Current smoker	218	33
Former smoker (smoked in the past but now quit)	198	30
Never smoked	236	36
<i>Used an e-cigarette or other electronic vaping product in the past 30 days (new 2020)</i>		
No	562	87
Yes	84	13
If you are a current smoker or have used e-cigarettes in the past 30 days, are you thinking of quitting smoking within the next six months? (%yes)	126	57

## Appendix A6. Adult Survey – 2021 Statewide Domain Scores by Client Characteristics

2021 NH DHHS Adult Satisfaction Survey: 2021 Statewide Domain Scores, by Client Characteristics	Access	Participation in Treatment Planning	Quality and Appropriateness	Social Connectedness	Functioning	Outcomes	General Satisfaction	Health and Wellness	Self-Determination
<b>Statewide % Responding Positively</b>									
<b>Gender</b>									
Female	71.8	69.6	81.7	57.1	58.2	53.4	73.6	57.9	74.9
Male	80.1	70.8	79.9	60.6	63.4	57.0	82.7	60.1	75.4
<i>p-value</i>	<b>0.0437</b>	0.6789	0.7143	0.3840	0.2532	0.3584	<b>0.0205</b>	.5029	0.7637
<b>Age Group</b>									
Age 18-24	76.9	59.8	84.0	62.4	65.4	63.9	67.8	38.9	80.7
Age 25-44	72.4	71.6	80.7	57.3	57.2	51.2	75.2	57.7	77.7
Age 45-64	76.6	68.4	79.2	55.7	58.6	53.9	79.3	61.5	70.8
Age 65 or older	74.4	80.6	87.6	70.3	70.8	62.8	80.9	63.4	80.6
<i>p-value</i>	0.7210	0.0641	0.3923	0.1231	0.1428	0.1778	0.1830	<b>0.0351</b>	0.1128
<b>Length of Time in Care</b>									
Received services for less than 1 year	74.9	65.3	73.4	57.2	53.5	50.0	70.3	51.2	68.6
Received services for 1 year or more	75.2	70.1	82.0	59.0	60.4	54.8	77.4	59.5	75.7
<i>p-value</i>	0.9589	0.4073	0.0844	0.7774	0.2645	0.4515	0.1716	0.2219	0.1978
<b>Employment Status</b>									
Not employed	73.1	68.1	80.2	56.6	55.5	49.0	75.9	55.5	72.1
Employed (FT/PT)	80.3	73.9	84.8	63.5	69.8	66.6	78.1	67.2	82.2
<i>p-value</i>	0.0533	0.1557	0.1775	0.1047	<b>0.0009</b>	<b>&lt;0.001</b>	0.5360	<b>0.0098</b>	<b>0.0071</b>

p<0.05 = statistically significant differences in domain scores between groups (bolded).

# New Hampshire Community Mental Health Center Family Member Satisfaction Survey (NH Department of Health and Human Services)



## 2021

### How to Take This Survey



Complete this paper survey and return it in the pre-paid envelope provided.



Type [jsi.com/nhparent](http://jsi.com/nhparent) into a web browser. Enter the 5-digit ID number below to start the survey.

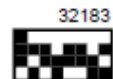


Text **nhfamily** to **855-942-5354**. The survey link will be texted to you. Use this link and 5-digit ID number below to complete the survey on your smartphone.

Go to the next page for more information



5-digit ID number



**Thank you for taking this important survey.**

Please answer these questions based on the program services your child received from your Community Mental Health Center **during the last 12 months**. Please note that these services may be delivered at your child's school.

**We will protect your privacy:**

- Your responses to this survey are confidential.
- Answers will be grouped together for reports back to DHHS.

*However, if you provide any responses that indicate an immediate threat to your own or others wellbeing, we may need to pass that information along to your mental health center and the state.*

- If you have any safety concerns or thoughts of suicide that need immediate attention, please contact your mental health center or the National Suicide Prevention Lifeline at 800-273-8255.
- If you have concerns about services received through the mental health center please share those concerns with them or report them to Kerri Swenson, Bureau of Mental Health Services Administrator of Community Mental Health Services at [Kerri.R.Swenson@dhhs.nh.gov](mailto:Kerri.R.Swenson@dhhs.nh.gov) or 603-271-5007.

**Important Things to Remember**

1. Participating in this survey is voluntary, but the more people that participate, the more helpful the findings will be.
2. **DO NOT** put your name or your child's name on this survey.
3. If there are any questions that you do not feel comfortable answering, you may **skip** them.
4. Fill in the circles darkly and completely.

<p><b>correct mark</b></p> 	<p><b>incorrect marks</b></p> 	<p><b>Fill in circles darkly and completely.</b></p>
--	---	--



← 5-digit ID number



Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

### Section A. Access

Mark (●) one for each statement.

In the past 12 months...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. The location of services was convenient for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Services were available at times that were convenient for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. My family got the help we wanted for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. My family got as much help as we needed for my child.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff spoke with me in a way that I understood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Section B. Treatment and Service Planning

Mark (●) one for each statement.

In the past 12 months...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. I helped to choose my child's services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I helped to choose my child's treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I participated in my child's treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Section C. Quality of Services Received

Mark (●) one for each statement.

In the past 12 months...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. Staff treated me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Staff respected my family's religious/spiritual beliefs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Staff were sensitive to my cultural/ethnic background.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>





Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

### Section D. Service Outcomes

In the past 12 months, as a result of the services my child and/or family received:

Mark (●) one for each statement.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. I felt my child had someone to talk to when they were troubled.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. My child is better at handling daily life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. My child gets along better with family members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. My child gets along better with friends and other people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. My child is doing better in school and/or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. My child is better able to cope when things go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I am satisfied with our family life right now.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. My child is better able to do things they want to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In the past 12 months, as a result of the services my child and/or family received:

Please answer for relationships with persons other than your mental health provider(s).

Mark (●) one for each statement.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
9. I know people who will listen and understand me when I need to talk.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I have people that I am comfortable talking with about my child's problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. In a crisis, I would have the support I need from family or friends.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. I have people with whom I can do enjoyable things.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Section E. General Satisfaction

Mark (●) one for each statement.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. Overall, I am satisfied with the services my child received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The people helping my child stuck with us no matter what.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>





Please indicate your agreement/disagreement with each of the following statements by filling the circle under the answer that best represents your opinion. If the question is about something you have not experienced, or it does not apply to your situation, please fill in the circle under "N/A" (Not Applicable).

### Section E. General Satisfaction (Continued)

Mark (●) one for each statement.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
3. The services my child and/or my family received were right for us.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I am happy with my child's counselor or psychiatrist.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Section F. Effects of the COVID-19 Pandemic

1. In March 2020, people began staying home because of the COVID-19 pandemic. CMHCs adjusted services to protect the health of individuals receiving services and providers. When you answer these next questions, please only think about services in the last 12 months.

Mark (●) one for each statement.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
a. My child's mental health symptoms have gotten worse as a result of the COVID-19 pandemic.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The services my child received during the COVID-19 stay at home order were of high quality.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. As we begin to transition back to in community and in person services, I would like my child to receive services: *Mark (●) the true statement.*

- All in-person
- All by computer or telephone
- Both in-person and by computer/telephone

### Section G. Background

We ask these questions so that we can compare answers between different groups of people. Your individual answers will not be shared with anyone.

1. How long did your child receive services from this CMHC?

- Less than 1 month
- 1-5 months
- 6 months to 1 year
- More than 1 year

2. Have you been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.?

- Yes
- No



Section G. Background (Continued)

3. Was your child arrested in the last 12 months?  Yes  No

4. Was your child arrested during the 12 months prior to that?  Yes  No

5. Over the last 12 months, have your child's encounters with the police...

- Been reduced (For example, they have not been arrested, hassled by police, or taken by police to a shelter or crisis program.)
- Stayed the same
- Increased
- Not Applicable (My child had no police encounters this year or last year.)

6. Did your child attend school in the past twelve months?

Yes (SKIP to Question 7)

No (Continue to Question 6a)

6a. Why did your child not attend school in the past twelve months?

- Child is too young to be in school
- Child is homeschooled by parent
- Child was suspended from school
- Child dropped out of school
- Child was expelled from school
- School provides home tutor
- Other, please describe: \_\_\_\_\_

Then SKIP to Question 10

7. Was your child expelled or suspended during the past 12 months?  Yes  No

8. Was your child expelled or suspended during the 12 months prior to that?  Yes  No

9. Since starting to receive services, the number of days my child was in school...

- Has increased
- Has stayed about the same
- Has decreased
- Does not apply, child did not have a problem with attendance before starting services.
- Does not apply, other reason: \_\_\_\_\_

10. If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood?

- Yes
- No
- Does not apply because my child is not 14 years or older

11. Are either of your child's parents of Spanish/Hispanic/Latino origin?

- Yes, Hispanic or Latino
- Not Hispanic or Latino

12. What is your child's race? (Mark  all that apply)

- American Indian or Alaskan Native
- Native Hawaiian or other Pacific Islander
- Asian
- White (Caucasian)
- Black or African American
- Other, please specify: \_\_\_\_\_

13. What is your child's birth date? (MM/DD/YYYY)  /  /

14. What is your child's gender?  Male  Female  Other: \_\_\_\_\_



## Section H. Additional Thoughts

**PLEASE NOTE:** responses to the questions on this page will be grouped and shared with the and with the state. Please do not use any names when writing your answers.

- If you have any safety concerns or thoughts of suicide that need immediate attention, please contact your mental health center or the National Suicide Prevention Lifeline at 800-273-8255.
- If you have concerns about services received through the mental health center please share those concerns with them or report them to Kerri Swenson, Bureau of Mental Health Services Administrator of Community Mental Health Services at [Kerri.R.Swenson@dhhs.nh.gov](mailto:Kerri.R.Swenson@dhhs.nh.gov) or 603-271-5007.

**1. If you would like to discuss any of your answers further, please use the space below (and indicate which question you are referring to).**

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**2. What services have been the *most* helpful in your child's recovery?**

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**3. What services have been the *least* helpful in your child's recovery?**

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**4. What changes would improve the services your child has received?**

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**5. Please share any comments, concerns or suggestions about this survey process.**

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*Thank you for your time and for the effort you have taken to provide us with this information.  
Please return this survey in the enclosed postage paid envelope or mail to:*

**JSI Research & Training Institute, Inc. - Survey Group  
44 Farnsworth Street, FI 7  
Boston, MA 02210**

**THANK YOU!**

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## Appendix B2. Statewide 2021 Family Member Satisfaction Survey Demographics

2021 NH DHHS Family Member Satisfaction Survey - Child and Youth Characteristics	NH Statewide 2021 N=456	
	n	%
<b>Gender</b>		
Female	221	48
Male	235	52
<b>Age group</b>		
age 0-5	15	3
age 6-11	175	38
age 12 or older	266	58
<i>Average age (SD, range)</i>	12.1 (3.4, 3-17)	
<b>Race category</b>		
American Indian/Alaska Native	5	1
Asian	7	2
Black or African American	36	8
Native Hawaiian/Pacific Islander	2	0.4
White (Caucasian)	424	93
Other race	7	1
<b>Either of child's parent is Spanish/Hispanic/Latino</b>		
Yes-Hispanic/Latino	41	9
No-Not Hispanic/Latino	408	91
<b>Length of time child has received services from this Center</b>		
Less than 1 month	6	1
1-5 months	39	9
6 months-1 year	131	29
More than 1 year	272	61
<b>Parent or guardian has been informed of other family programs such as NAMI-NH, Easter Seals, Family Voices, Granite State Federation of Families, Safe Schools/Healthy Students, Project Aware, etc.</b>		
No	243	54
Yes	203	46

### Appendix B3. Family Survey – Statewide Domain Scores by Year (2019-2021)

Family Survey: Statewide Domain Scores (2019-2021) with 95% Confidence Intervals									
Areas of Satisfaction	2019		2020		2021		p-values		2020 U.S.-Percent
	Total	Percent (95% CI)	Total	Percent (95% CI)	Total	Percent (95% CI)	2019 vs 2021	2020 vs 2021	
Access	469	78 (74, 82)	509	80 (76, 83)	436	81 (78, 85)	0.1876	0.4633	89
Cultural Sensitivity	348	90 (87, 93)	387	90 (87, 93)	351	92 (87, 94)	0.5503	0.5277	95
Participation in Treatment Planning	466	85 (81, 88)	510	83 (80, 86)	452	84 (81, 88)	0.9567	0.5911	89
Social Connectedness	460	78 (74, 82)	501	80 (77, 84)	443	82 (78, 85)	0.1995	0.6230	88
Functioning	455	56 (51, 60)	500	54 (50, 58)	449	54 (50, 59)	0.7158	0.8428	75
Outcomes	455	54 (49, 58)	501	52 (48, 56)	449	55 (50, 60)	0.7138	0.3581	75
General Satisfaction	466	70 (66, 74)	509	73 (69, 77)	454	74 (70, 78)	0.1775	0.8456	89

There are no statistically significant differences in domain scores between years.

~SAMHSA Uniform Reporting System 2020 URS Output Tables. Mental Health National Outcome Measures (NOMS). Accessed online October 2021.

<https://www.samhsa.gov/data/report/2020-uniform-reporting-system-urs-output-tables>

## Appendix B4. Family Survey – Statewide Item-specific Responses by Domain by Year (2019-2021)

Family Survey: Statewide Results for Items by Domain (2019-2021)		Statewide Item % Strongly Agree or Agree					
		2019		2020		2021	
Domains	Item	N	Percent (95% CI)	N	Percent (95% CI)	N	Percent (95% CI)
<b>Access</b>							
	The location of services was convenient for us	470	<b>86</b> (83, 89)	513	<b>87</b> (84, 90)	442	<b>89</b> (86, 92)
	Services were available at times that were convenient for us	470	<b>79</b> (76, 83)	514	<b>81</b> (77, 84)	447	<b>82</b> (79, 86)
<b>Cultural Sensitivity</b>							
	Staff spoke with me in a way that I understood	467	<b>92</b> (90, 95)	511	<b>94</b> (92, 96)	449	<b>93</b> (90, 95)
	Staff treated me with respect	470	<b>93</b> (91, 95)	515	<b>91</b> (88, 93)	453	<b>93</b> (91, 95)
	Staff respected my family's religious/spiritual beliefs^	331	<b>84</b> (80, 88)	377	<b>87</b> (83, 90)	335	<b>89</b> (86, 93)
	Staff were sensitive to my cultural/ethnic background	325	<b>84</b> (80, 88)	364	<b>87</b> (84, 91)	326	<b>87</b> (84, 91)
<b>Participation in Treatment Planning</b>							
	I helped to choose my child's services	467	<b>80</b> (76, 84)	512	<b>81</b> (78, 85)	445	<b>84</b> (81, 87)
	I helped to choose my child's treatment goals*	465	<b>81</b> (78, 85)	508	<b>78</b> (74, 81)	449	<b>83</b> (80, 87)
	I participated in my child's treatment	465	<b>89</b> (86, 92)	510	<b>89</b> (86, 92)	451	<b>86</b> (83, 90)
<b>Social Connectedness</b>							
	I have people that I am comfortable talking with about my child's problems	460	<b>83</b> (80, 86)	502	<b>84</b> (81, 87)	446	<b>87</b> (84, 90)
	In a crisis, I would have the support I need from family or friends	460	<b>80</b> (76, 84)	500	<b>79</b> (76, 93)	437	<b>81</b> (77, 84)
	I have people with whom I can do enjoyable things^	459	<b>81</b> (77, 84)	496	<b>83</b> (80, 86)	439	<b>86</b> (82, 89)
	I know people who will listen and understand me when I need to talk	460	<b>80</b> (77, 84)	502	<b>81</b> (78, 85)	444	<b>82</b> (78, 86)
<b>Functioning</b>							
	My child is better at handling daily life	456	<b>59</b> (54, 63)	508	<b>60</b> (56, 65)	451	<b>63</b> (58, 67)
	My child gets along better with family members	449	<b>61</b> (56, 65)	496	<b>57</b> (52, 61)	437	<b>60</b> (55, 64)
	My child gets along better with friends and other people	447	<b>60</b> (55, 64)	495	<b>59</b> (54, 63)	437	<b>61</b> (57, 66)
	My child is doing better in school and/or work	444	<b>60</b> (55, 64)	487	<b>54</b> (49, 58)	439	<b>56</b> (51, 61)
	My child is better able to cope when things go wrong	459	<b>51</b> (47, 56)	507	<b>55</b> (50, 59)	450	<b>54</b> (50, 59)
	My child is better able to do things he/she wants to do	452	<b>58</b> (53, 62)	505	<b>59</b> (54, 63)	439	<b>61</b> (56, 66)
<b>Outcomes</b>							
	My child is better at handling daily life	456	<b>59</b> (54, 63)	508	<b>60</b> (56, 65)	451	<b>63</b> (58, 67)
	My child gets along better with family members	449	<b>61</b> (56, 65)	496	<b>57</b> (52, 61)	437	<b>60</b> (55, 64)
	My child gets along better with friends and other people	447	<b>60</b> (55, 64)	495	<b>59</b> (54, 63)	437	<b>61</b> (57, 66)
	My child is doing better in school and/or work	444	<b>60</b> (55, 64)	487	<b>54</b> (49, 58)	439	<b>56</b> (51, 61)
	My child is better able to cope when things go wrong	459	<b>51</b> (47, 56)	507	<b>55</b> (50, 59)	450	<b>54</b> (50, 59)
	I am satisfied with our family life right now^	459	<b>52</b> (47, 56)	506	<b>57</b> (53, 62)	448	<b>59</b> (54, 64)
	My family got the help we wanted for my child	466	<b>71</b> (67, 75)	514	<b>74</b> (71, 78)	452	<b>76</b> (72, 80)
	My family got as much help as we needed for my child^	464	<b>62</b> (58, 67)	511	<b>66</b> (62, 70)	448	<b>69</b> (64, 73)
	I felt my child had someone to talk to when he/she was troubled	454	<b>80</b> (76, 84)	505	<b>80</b> (76, 83)	451	<b>79</b> (75, 83)
<b>General Satisfaction</b>							
	Overall, I am satisfied with the services my child received	469	<b>76</b> (72, 80)	508	<b>79</b> (75, 83)	453	<b>78</b> (74, 82)
	The people helping my child stuck with us no matter what	464	<b>77</b> (73, 81)	500	<b>79</b> (75, 82)	442	<b>80</b> (76, 83)
	The services my child and/or my family received were right for us	466	<b>69</b> (75, 74)	510	<b>74</b> (70, 78)	453	<b>74</b> (70, 78)
	I am happy with my child's counselor or psychiatrist ( <i>non-MHSIP</i> )	461	<b>78</b> (74, 82)	504	<b>80</b> (77, 84)	448	<b>80</b> (76, 84)

\*Note: Items are grouped into domains based on MHSIP guidelines and definitions and do not necessarily correspond to the thematic sections in the survey. A non-MHSIP item added in 2018 is indicated as such by (*non-MHSIP*). N=total number of respondents included in the analysis for that item. Those who did not provide an answer or selected N/A were excluded. Statistically significant differences ( $p < 0.05$ ) between 2019 and 2021 are indicated by (^) and differences between 2019 and 2020 are indicated by (\*).

## Appendix B5. Statewide 2021 Family Survey Behavioral Outcomes

2021 NH DHHS Family Member Satisfaction Survey - Behavioral Outcomes	NH Statewide 2021 N=456	
	n	%
<b>Arrests &amp; police encounters (among those age 14 or older)</b>		
Child was arrested in the last 12 months (% yes)	4	2
Child was arrested during the 12 months prior to that (%yes)	1	1
Child was arrested at all in the past 2 years (%yes)	5	2
<i>Over the last 12 months, have your child's encounters with the police...</i>		
Been reduced	9	5
Stayed the same	4	2
Increased	8	4
Not applicable (My child had no police encounters this year or last year)	163	89
<b>Transition Planning</b>		
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	72	39
<b>School attendance (among those 6 or older)</b>		
Child attended school in the past 12 months (%yes)	412	95
Child was expelled or suspended during the past 12 months (%yes)	31	8
Child was expelled or suspended during the past 12 months prior to that (%yes)	28	7
Child expelled or suspended at all in the past 2 years (%yes)	49	12
<i>Since starting to receive services, the number of days my child was in school...</i>		
Has increased	49	27
Has stayed about the same	105	59
Has decreased	25	14

## Appendix B6. Family Survey – 2021 Statewide Domain Scores by Client Characteristics

2021 NH DHHS Family Member Satisfaction Survey: 2021 Statewide Domain Scores, by Client Characteristics	Access	Cultural Sensitivity	Participation in Treatment Planning	Social Connectedness	Functioning	Outcomes	General Satisfaction
Statewide % Responding Positively	81	92	84	82	55	55	74
<b>Gender</b>							
Female	81	93	82	81	52	55	74
Male	82	90	87	82	57	55	73
<i>p-value</i>	<i>0.8186</i>	<i>0.3893</i>	<i>0.1667</i>	<i>0.6483</i>	<i>0.3159</i>	<i>0.9095</i>	<i>0.7796</i>
<b>Age Group</b>							
Under 12	82	95	88	81	53	52	74
Age 12 or older	81	89	82	82	56	57	74
<i>p-value</i>	<i>0.8548</i>	<i>0.0576</i>	<i>0.0684</i>	<i>0.8694</i>	<i>0.4821</i>	<i>0.3099</i>	<i>0.9551</i>
<b>Length of Time in Care</b>							
Received services for 1 year or less	76	90	78	80	45	46	66
Received services for more than 1 year	85	93	89	83	61	61	79
<i>p-value</i>	<b><i>0.0233</i></b>	<i>0.2380</i>	<b><i>0.0023</i></b>	<i>0.3911</i>	<b><i>0.0011</i></b>	<b><i>0.0025</i></b>	<b><i>0.0019</i></b>

Note: There were no statistically significant differences in domain scores between groups.