

New Hampshire Community Mental Health Center Client Satisfaction Survey Report 2022



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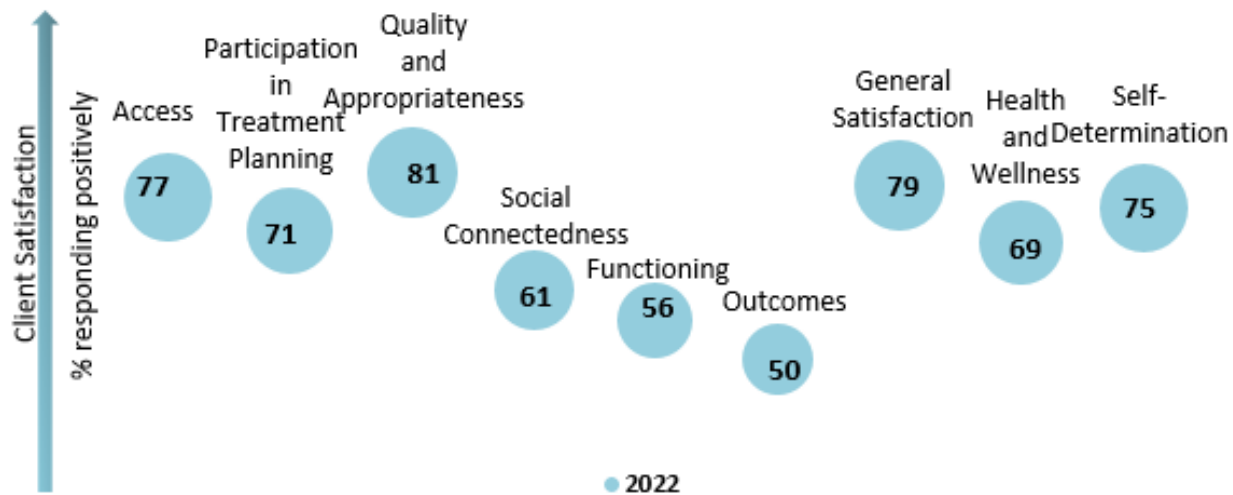
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Executive Summary

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 2022 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 2021 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 20, 2022 and ended September 26, 2022. This summary highlights key findings, with additional details and center-specific information presented in the report.

For the **Adult Satisfaction Survey**, 622 or 40% of selected clients responded. The response rates for the individual centers ranged from 34% to 49%. About 37% of all respondents were male, 87% were White, 3% Black or African American, 4% American Indian/Alaska Native, 2% Asian, 2% other race, and 6% identified as Hispanic/Latino. The average age was 48 years. About 92% were still getting mental health services from the CMHC and 92% 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 (79%), access to services (77%), and self-determination (75%). Participation in treatment planning was also high (71%). Health and wellness was at 69%. The functioning (56%), social connectedness (61%), and treatment outcomes (50%) 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; select questions in the health and wellness domain were also revised in 2022.

Trends

In general, 2022 domain scores were similar to the previous two years. While the health and wellness domain score increased in 2022, this was likely due to the questions being revised.

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 2022, domain scores were compared by sex, age group, length of time in care, and employment status. There were no differences by gender or employment status. Older clients generally had higher overall satisfaction, higher satisfaction with access and self-determination. Those who are ages 25-44 tended to have significantly lower satisfaction in these areas. Those who received services for one year or more had significantly higher satisfaction with participation in treatment planning, compared to those who have received services for less than a year.

Adult Clients – 2022 Behavioral Outcomes

- Approximately 27% of clients reported being employed (18% part-time and 9% full-time).
- Respondents were asked about their participation in social activities –
 - 31% participated in spiritual/religious activities
 - 18% were in community organizations
 - 18% volunteered
 - 13% participated in peer support center services
- Respondents were asked about arrests and encounters with police –
 - 3% were arrested in the past 12 months
 - 4% 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, 73% had no arrests in the most recent 12-month period.

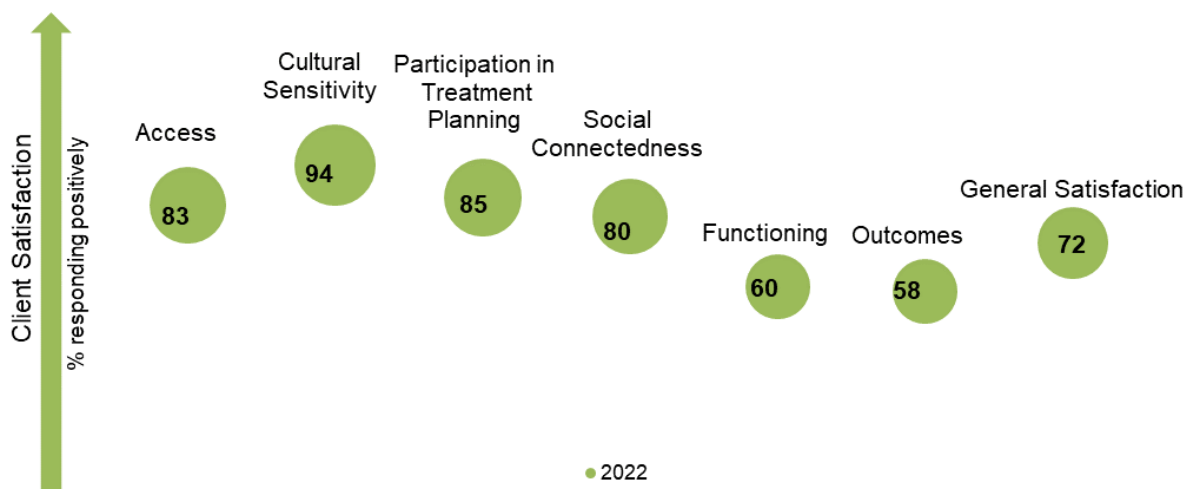
Other Feedback from Adult Clients

Responses to the open-ended questions suggested that respondents were generally pleased with the services they received. Among those who provided feedback, 37% felt that the therapy they received was the most helpful to their treatment and 16% 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 50% 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 (32%) cited increasing access and availability to staff and/or services as the top priority.

For the **Family Member Satisfaction Survey**, 432 or 39% of all parents/guardians of selected children/adolescent clients responded. The response rates for the individual centers ranged from 31% to 53%. Forty-six percent of the children whose parent/guardian responded were males, 62% were age 12 or older, 36% were age 6-11, and the average age was 12 years. Ninety-one percent were White, 5% Black/African American, 2% Asian, <1% Native Hawaiian/Pacific Islander, and 3% other race; 12% of parents/guardians identified their child as Hispanic/Latino. Sixty-seven percent have received services for more than one year and 24% for six months up to one year.

At least 80% or more of family members responded positively to four of the seven domains. The highest was in the area of cultural sensitivity of services (94%), followed by participation in treatment planning (85%), social connectedness (80%), and access to services (83%) – 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 related to their child's functioning (60%) and outcomes

(58%). Generally, 72% of respondents were satisfied. The overall statewide results of family members who responded positively across the seven satisfaction domains are shown below.



Trends

The 2022 domain scores were similar to the previous two years, with no statistically significant differences.

Domain Scores by Sex and Age Group

In 2022, domain scores were compared by child’s sex, age group, and length of time in care. There were no statistically significant differences by length of time in care. However, family members with a female child receiving services were more satisfied with social connectedness as compared to those with a male child in care. Also, those with a child under age 12 receiving services were more satisfied with their participation in treatment planning as compared to those with an older child receiving services.

Child’s Behavioral Outcomes

- About 96% of children age 6 or older attended school in the past 12 months –
 - 17% were expelled or suspended in the past 12 months and 11% were expelled or suspended in the 12 months prior to that. Twenty-one were expelled or suspended in either of the past 2 years.
 - Among those who were expelled or suspended in the year prior, 68% had no expulsions or suspensions in the recent 12-month period.
 - 24% of family members reported that since starting to receive services, their child’s attendance in school has increased.
- Among children age 14 or older, 4% were arrested in the past 12 months, 2% were arrested in the 12 months prior to that, and 6% 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, 31% said therapy was the most helpful in their treatment and 30% said, in general, the staff or services their child received were the most helpful. When asked what was least helpful in their child’s treatment, 49% of those who responded noted general staff/services, therapy (34%), and quality of care (25%) as being the least helpful. Of those who provided suggestions for improvement, about 29% 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 2022 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 Serious Mental Illness (SMI), Serious 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. All clients age 18 or older were considered adults and received the adult survey. Adults with a DBH-eligibility category of SED and SED-IA in the sample were age 18+. 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). Stratified random sampling was conducted to reflect the gender and age distribution of clients within each center.

A total of 622 adult clients and 432 family members of children/adolescent clients responded to the survey in 2022.

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 2021 (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"> ✓ Low Utilizer ✓ Seriously and Persistently Mentally Ill ✓ Seriously Mentally Ill ✓ Seriously Emotionally Disturbed* ✓ Seriously Emotionally Disturbed Interagency 	<ul style="list-style-type: none"> ✓ Seriously Emotionally Disturbed ✓ Seriously Emotionally Disturbed Interagency
Total eligible population:	12,244	6,061
Stratified random sample by age/gender within each center		
Sampling Rate:	14%	19%
Total initial sample sizes:	1,694	1,167

*Note: All clients age 18 or older were considered adults and received the adult survey. Adults with a DBH-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 2022, three survey questions were included about the COVID-19 pandemic. The questions asked respondents to mark their agreement/disagreement about whether 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 displayed 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 58 items that asked about specific elements of satisfaction across nine thematic sections or domains. DHHS requested several items be edited for relevance. For example, three items in the Health and Wellness domain and one item in the General Satisfaction domain were edited to better reflect the services provided by CMHCs. One item in the Self Determination domain and several questions that ask about which activities clients are involved in were edited for clarity. The Family Member Survey included 29 items measuring seven satisfaction domains. Similar to the Adult Survey, several items were added to or removed from the Family Member Survey by DHHS. For example, one item was added to the Access domain around crises services and one item was added to the Participation in Treatment Planning domain around family member involvement in identifying child strengths and needs. 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 (*58 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 (*29 items)

- Access (2)
- Participation in Treatment Planning (3)
- Cultural Sensitivity (4)
- Social Connectedness (4)
- Functioning (6)
- Outcomes (6)
- General Satisfaction (6)
- +3 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 2022. 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 reduce client burden
- 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 provided a Quick Response (QR) code on all mailed materials which they scan using a phone or tablet to directly connect them to the survey. 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 because 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 was 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 for non-respondents if, after the third reminder mailing, a client still had not responded. Data collection began May 20, 2022 and ended September 26, 2022.

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
					All mailings included a link to the online survey – voicemail messages during telephone follow up included the online survey web address					
Adult	1,753	1,694	136	1,558	1,694	1,575	1,382	1,182	1,120	1,104
Family	1,296	1,167	71	1,096	1,167	1,104	987	874	818	829

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, 622 surveys were completed for a 40% statewide response (CMHC range: 34% to 49%). To summarize, pre-notifications were sent to 1,694 clients, of whom 119 were dropped due to completing the online survey or having a bad address, for a starting survey sample of 1,575 clients. Of those sent a survey, 67 additional clients were excluded due to bad address or return to sender for an eligible sample of 1,558, of whom 622 responded (40%).

For the Family Member survey, a total of 432 surveys were completed, for a 39% statewide response (CMHC range: 31%-53%). To summarize, pre-notifications were sent to 1,167 clients, of whom 63 were dropped due to completing the online survey or having a bad address, for a starting survey sample of 1,104 clients. Of those sent a paper survey, 47 additional clients were excluded due to bad address or return to sender for an eligible sample of 1,096, of whom 432 responded (39%).

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	Web		
Adult	1,753	1,694	136	1,558	453	16	153	622	40%
Family	1,296	1,167	71	1,096	211	25	196	432	39%

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

Approximately 8% (136) of the adult sample was excluded due to incorrect contact information and 6% (71) 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 9.3% of the completed adult surveys and 8.8% 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	185	5	5	175	14	171	62	36%	
West Central Behavioral Health	129	1	6	122	9	120	59	49%	
Lakes Region Mental Health Center	138	7	8	123	9	129	57	44%	
Riverbend Community Mental Health	168	7	5	156	13	155	54	35%	
Monadnock Family Services	171	2	5	164	7	164	65	40%	
Greater Nashua Mental Health	170	12	1	157	18	152	66	43%	
Mental Health Center of Greater Manchester	230	14	5	211	28	202	76	38%	
Seacoast Mental Health Center	184	3	3	178	12	172	67	39%	
Community Partners	141	10	2	129	13	128	43	34%	
Center for Life Management	178	8	10	160	13	165	73	44%	
Total	1694	69	50	1575	136	1558	622	40%	

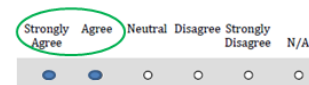
*119 clients out of the initial sample of 1,694 who were sent prenotifications completed the survey or were excluded during the prenotification process. An additional 67 were excluded during data collection phase, for a total of 136 undeliverable, return to sender/exclusions in the Adult sample. A total of 1,575 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	131	0	5	126	6	125	51	41%
West Central Behavioral Health	109	1	2	106	7	102	40	39%
Lakes Region Mental Health Center	82	2	4	76	8	74	27	37%
Riverbend Community Mental Health	110	2	7	101	4	106	56	53%
Monadnock Family Services	104	2	3	99	5	99	39	39%
Greater Nashua Mental Health	125	5	1	119	13	112	41	37%
Mental Health Center of Greater Manchester	129	5	2	122	10	119	37	31%
Seacoast Mental Health Center	120	3	2	115	7	113	44	39%
Community Partners	132	3	6	123	7	125	52	42%
Center for Life Management	125	1	7	117	4	121	45	37%
Total	1167	24	39	1104	71	1096	432	39%

*63 clients out of the initial sample of 1,167 who were sent prenotifications completed the survey or were excluded during the prenotification process. An additional 47 were excluded during data collection phase, for a total of 71 undeliverable, return to sender/exclusions in the Adult sample. A total of 1,104 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, 2018 and 2022 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.¹ 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 2022 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 (2020-2022) 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 2017-2019 versus 2020-2022 domain scores were conducted.

¹ The scores ranged from (1) strongly agree to (5) strongly disagree.

Due to small numbers of clients across some CMHCs, CMHC-specific data were combined across the past three years (2020-2022) 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 2022 analyses, JSI aggregated data for 2017-2019 and 2020-2022, 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 2022 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:

- 2022 statewide demographic data (gender, age, race, ethnicity, time in care)
- 2022 statewide domain scores, with comparisons to 2020 and 2021
- Comparison of statewide combined 2017-2019 versus 2020-2022 domain scores
- 2022 statewide item-specific scores, with comparisons to 2020 and 2021
- 2022 statewide behavioral outcomes
- 2022 key themes from responses to open-ended questions

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

- 2022 statewide demographic data (gender, age, race, ethnicity, time in care)
- 2022 statewide domain scores, with comparisons to 2020 and 2021
- Comparison of statewide combined 2017-2019 versus 2020-2022 domain scores
- 2022 statewide item-specific scores, with comparisons to 2020 and 2021
- 2022 statewide behavioral outcomes
- 2022 key themes from responses to open-ended questions

Part 3 compares and analyzes 2022 results by client characteristics:

- Comparison of 2022 Adult domain scores by sex, age group, length of time in care, and employment status
- Comparison of 2022 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 2020-2022 demographic data (gender, age, race, ethnicity)
- Combined 2020-2022 domain scores, with comparisons to combined 2020-2022 statewide scores
- Combined 2020-2022 item-specific scores by domain
- Combined 2020-2022 behavioral outcomes data
- Comparison of combined 2017-2019 versus 2020-2022 domain scores



Part 1: New Hampshire Statewide

2022 Adult Satisfaction Survey Summary

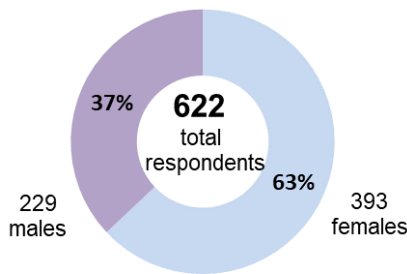
Part 1: New Hampshire Statewide - 2022 Adult Satisfaction Survey Summary

About the 2022 Adult Satisfaction Survey Respondents

A total of 622 adult clients responded to the 2022 Adult Satisfaction Survey. The characteristics of survey respondents are summarized below. See **Appendix A2** for a summary table of demographics.

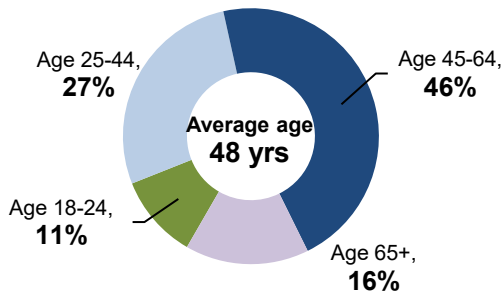
Client Gender

About three out of five or 62% of clients were female and 37% were male.



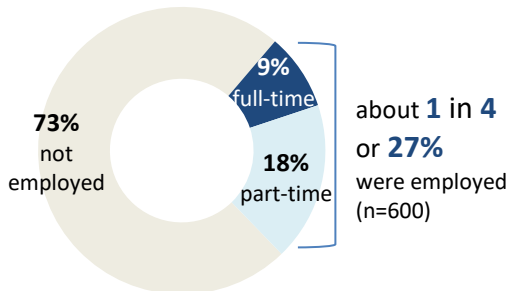
Client Age

Respondents were on average 48 years old (range: 18-87). About 11% were 18-24, 27% 25-44, 46% 45-64 and 16% were 65 or older.



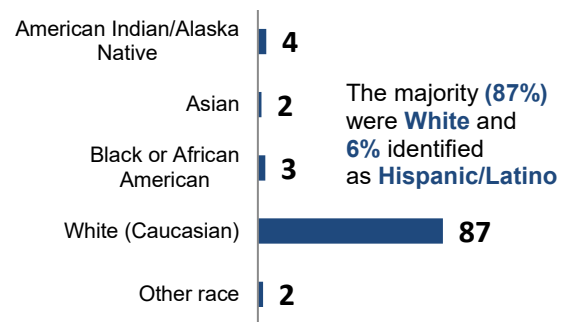
Current Employment

About 73% of respondents were not employed at the time of the survey; 18% were employed part-time and 9% worked full-time.



Race*

About 87% identified as White, 4% were American Indian or Alaska Native, 3% were Black, 2% were Asian, and 2% other race.



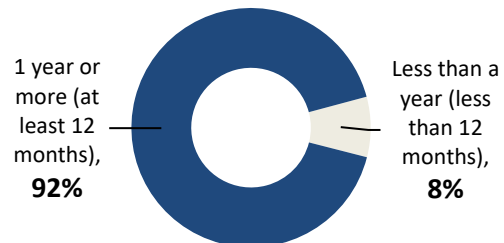
Ethnicity*

Six 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 92% indicated they were still getting mental health services from CMHCs at the time of the survey. The majority (92%) have received services for 1 year or more.



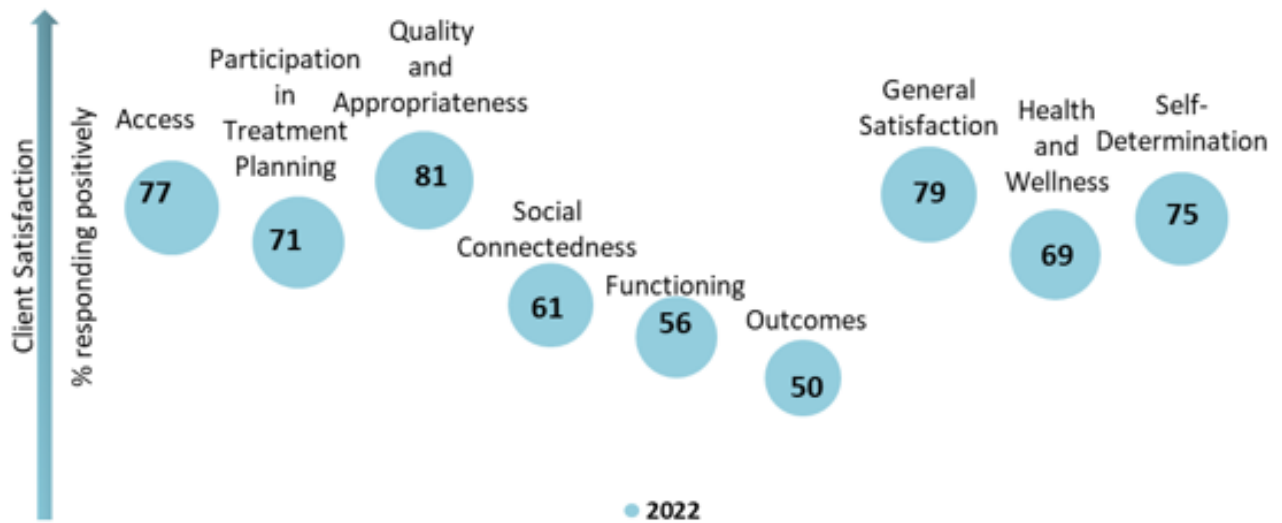
2022 NH Statewide Adult Satisfaction Survey Findings

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 (79%), access to services (77%), and self-determination (75%).

Seventy-one percent of clients were satisfied with their participation in treatment planning and 69% were satisfied with health and wellness. The functioning (56%), social connectedness (61%), and treatment outcomes (50%) domains were lower.

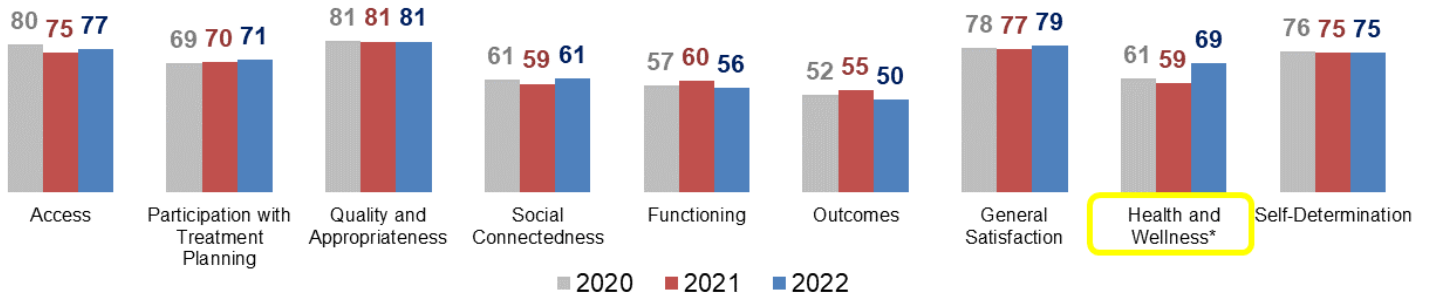
The overall statewide results of clients who responded positively across each of the nine satisfaction domains are shown below.



In 2022, 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 (2020-2022)

Domain scores were compared across the last three years (2020-2022) to determine whether there were any changes in satisfaction over time. There was a statistically significant difference in the health and wellness domain, which increased from 59% in 2021 to 69% in 2022; however, this is likely due to three items and questions being revised in 2022. See *Domain-Specific Item Scores* section below for details on the revisions.



Comparison of Statewide Combined 2017-2019 and 2020-2022 Domain Scores

To evaluate whether satisfaction changed over time, statewide data were combined and compared across two, three-year groups – 2017-2019 and 2020-2022. There were two statistically significant improvements in the access (71% to 75%), self-determination (70% to 74%). There were no other differences in the other domains.

Satisfaction Domains	NH Statewide 2017-19		NH Statewide 2020-22		p-values
	Total	Percent (95% CI)	Total	Percent (95% CI)	
Access*	2321	74 (71, 75)	2016	77 (74, 78)	0.0152
Participation in Treatment Planning	2183	68 (66, 70)	1913	70 (68, 72)	0.1381
Quality and Appropriateness	2258	80 (78, 82)	1917	81 (79, 82)	0.7428
Social Connectedness	2276	57 (55, 59)	1976	60 (57, 61)	0.1076
Functioning	2268	56 (54, 58)	1967	58 (55, 59)	0.4044
Outcomes	2193	50 (48, 52)	1897	52 (49, 54)	0.2545
General Satisfaction	2304	77 (75, 78)	1994	78 (76, 79)	0.46
Health and Wellness (state added)	2178	63 (61, 65)	1796	62 (60, 64)	0.471
Self-Determination (state added)*	2300	72 (70, 74)	2005	75 (73, 77)	0.0115

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 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.

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
NH 2022	77	71	81	61	56	50	79
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

Note: 2021 national scores are not available at the time of this report.

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 2017-2019 combined and 2020-2022 combined.

Domain-Specific Item Scores (2020-2022)

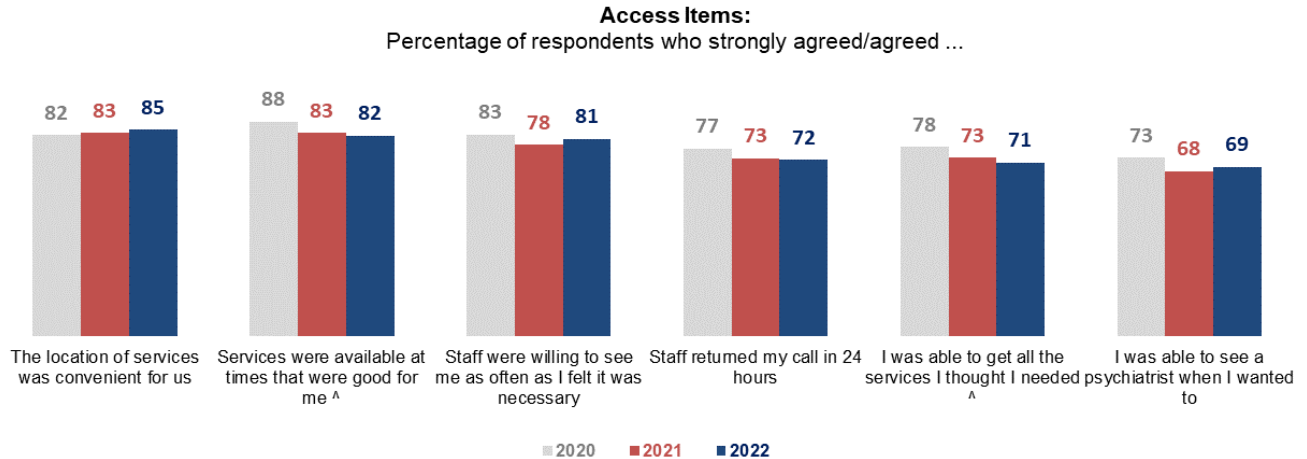
While overall domain scores provide a broad assessment of areas that clients are generally satisfied or less satisfied with, examining the responses to specific items within a domain can further help identify opportunities for targeted quality improvement efforts. For example, the outcomes domain includes 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 (2020, 2021, 2022) and results are displayed in rank-order based on the 2022 data. *Statistically significant differences (p<0.05) between 2020 and 2022 are indicated by (^) and differences between 2021 and 2022 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

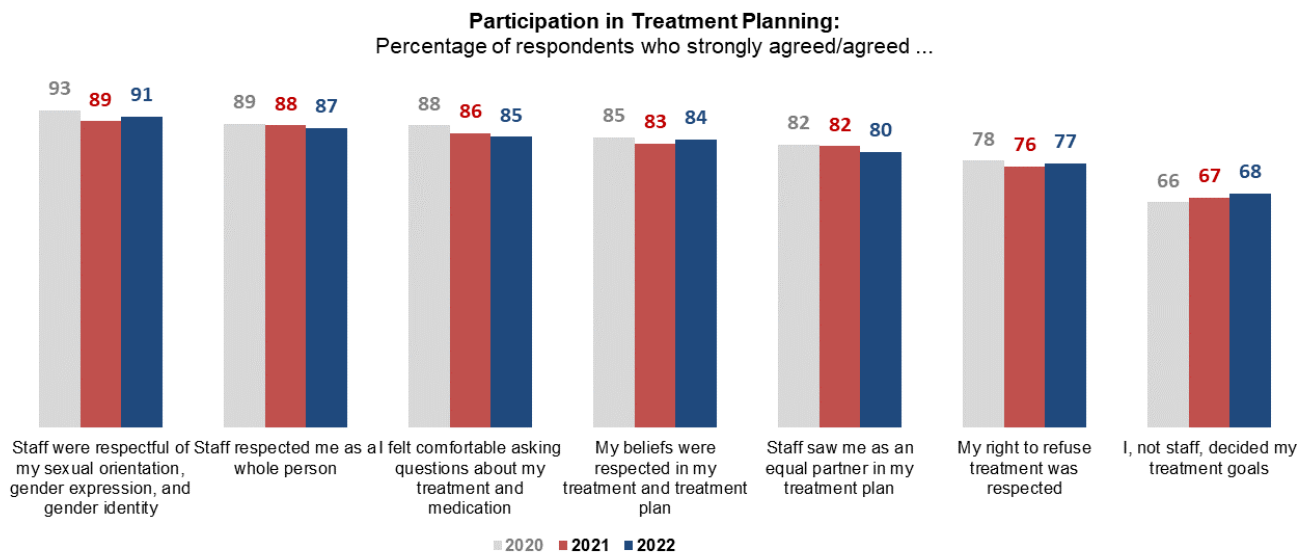
Overall, 77% of clients were satisfied with Access. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed on six MHSIP items measuring this domain. In 2022, 82% of clients strongly agreed or agreed that services were available at times 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 (69% in 2022). There were statistically significant differences across years for two of the items. These were “Services that were available at times that were good for me” and “I was able to get all the services I thought I needed”, which were lower in 2022 compared to 2020.



Participation in Treatment Planning

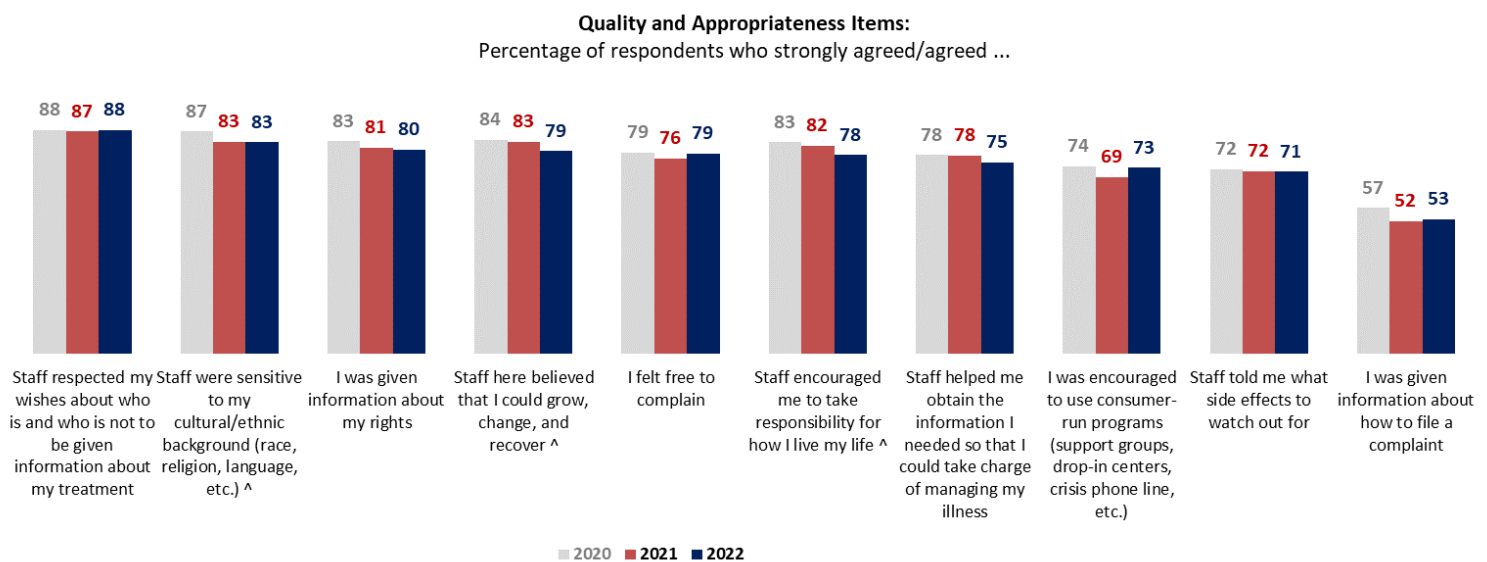
Overall, 71% of clients were satisfied with Participation in Treatment Planning. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with two MHSIP items in this domain. In 2022, 85% of clients were comfortable asking questions about their treatment and medications; however, only 68% agreed that they, not staff, decided their treatment goals. In 2022, 91% agreed that staff were respectful of their sexual orientation, gender expression and identity; 87% agreed that staff respected them as a whole person; 80% agreed that staff saw them as equal partners in treatment and 77% agreed that their right to refuse treatment was respected. None of these items showed any statistically significant changes across the three years.



Quality and Appropriateness of Services

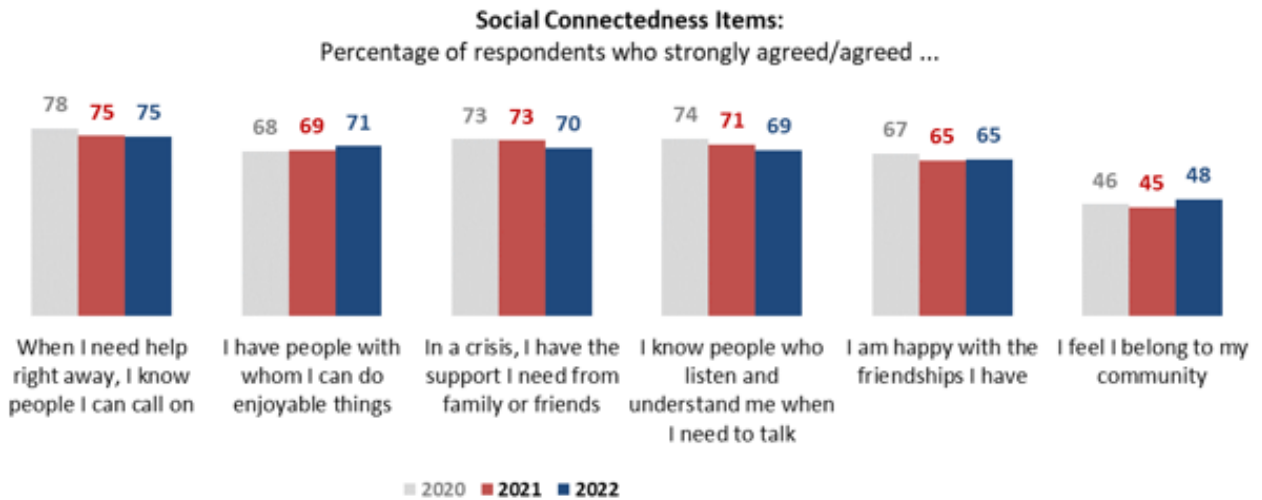
Overall, 81% of clients were satisfied with Quality and Appropriateness. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with ten MHSIP items in this domain. In 2022 between 79% and 88% of clients agreed/strongly agreed that staff respected their wishes about who is and who is not to be given information about their treatment, they were given information about their rights, and they felt free to complain. The four lowest scoring items in 2022 for this domain included between 53% and 75% of clients who agreed that staff helped them to obtain information needed so they could take charge of managing their illness, staff encouraged them to use peer-run programs, staff told them what side effects to watch out for; and agreed they were given information about how to file a complaint (this was the lowest scoring item in this domain).

In 2022, a significantly lower percentage of clients agreed that staff were sensitive to their cultural/ethnic background (83% compared to 87% in 2020); that staff here believed they could grow, change and recover (79% compared to 84% in 2020); and that staff encouraged them to take responsibility for how they lived their life (78% compared to 83% in 2020). No other items in this domain showed any statistically significant differences across the three years.



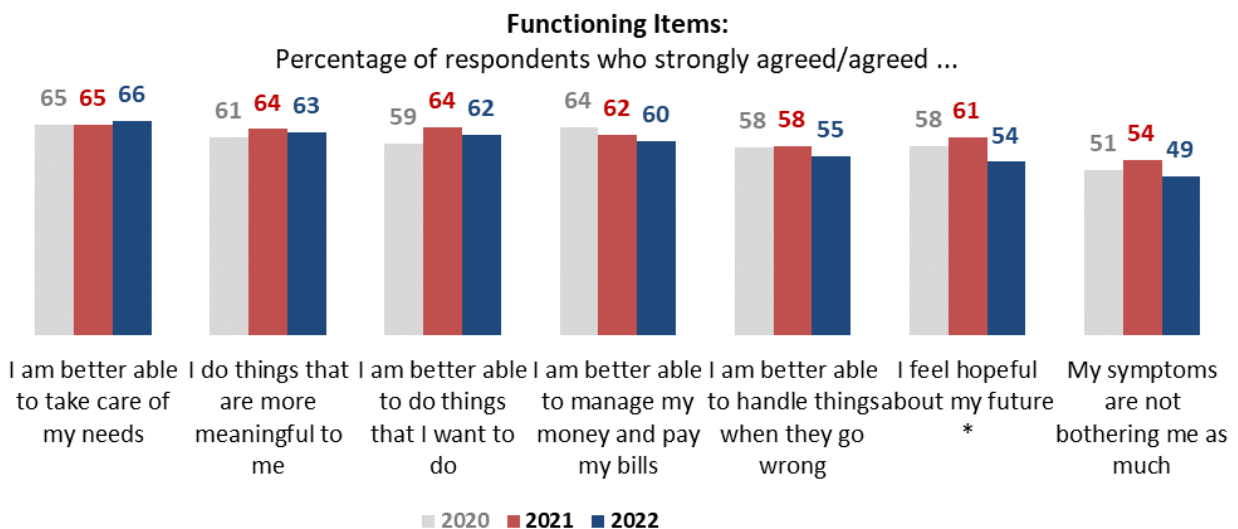
Social Connectedness

Overall, 61% of clients were satisfied with Social Connectedness. 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 2022, 75% of respondents agreed they know people to call when they need help right away; 71% agreed that they have people whom they can do enjoyable things and 70% agreed that in a crisis, they have the support they need from family or friends. Sixty-nine percent agreed they know people who listen and understand them when they need to talk. About two-thirds (65%) were happy with the friends they have. A smaller percentage (48%) felt that they belong to their community. None of these items showed any statistically significant changes across the three years.



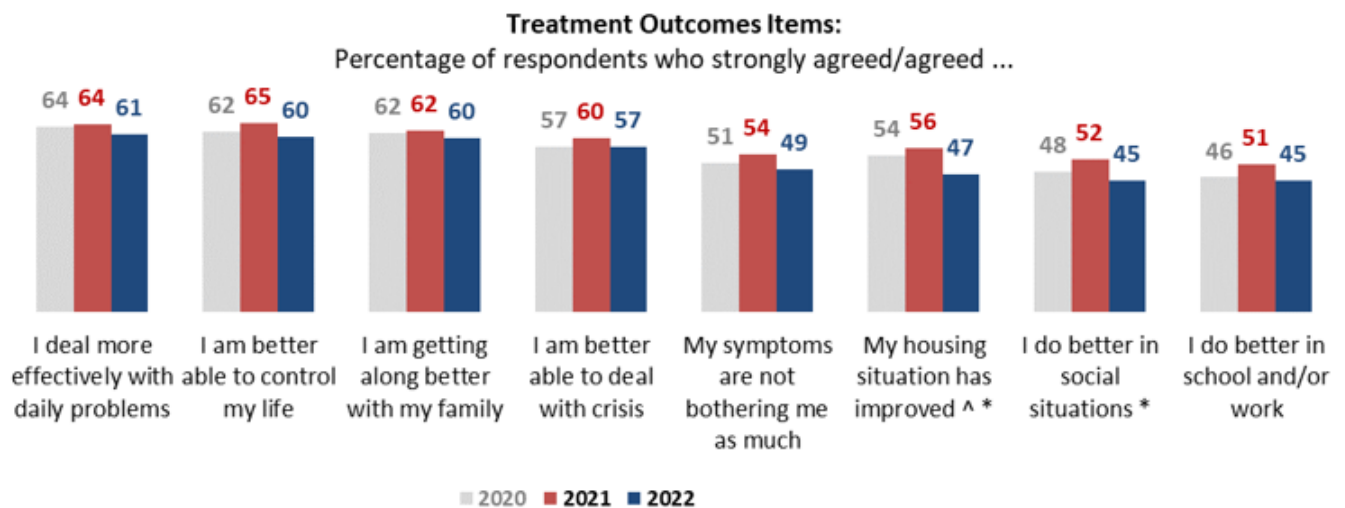
Functioning

About 56% 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 2022, about 66% agreed that they are better able to take care of their needs; 63% agreed that they do things that are more meaningful to them; 62% are better able to do things they want to do; and 60% are better able to manage money and pay their bills. About 55% are able to handle things when they go wrong. Compared to 61% in 2021, a significantly smaller 54% felt hopeful about the future. Only 49% agreed their symptoms are not bothering them as much. It is important to note that current clients still in care were surveyed; those who have discharged from services may have higher levels of perceptions about functioning.



Treatment Outcomes

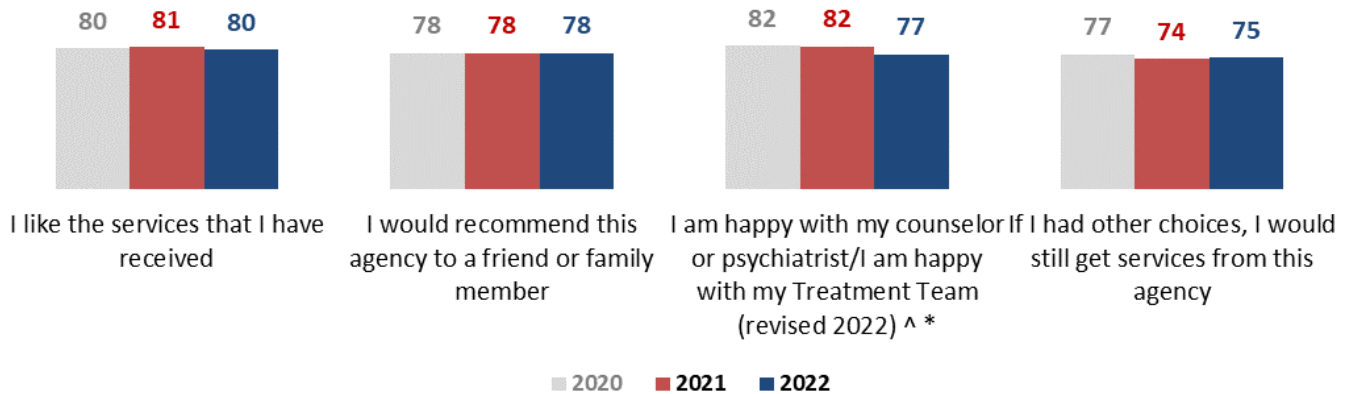
Only 50% of respondents overall were satisfied with Treatment Outcomes, which is one of the lower-scoring domains. Clients were asked to consider how the services they have received from their CMHC affected their outcomes by indicating the extent to which they agreed or disagreed with eight MHSIP items. In 2022, the highest satisfaction ratings were in the areas related to clients' being able to deal more effectively with daily problems (61%), better able to control my life (60%), able to get along better with family (60%), and better able to deal with crisis (57%). Only 45% agreed they do better in school and/or work. There were two statistically significant differences in the outcomes-related item-specific scores across years. A significantly smaller 47% of clients agreed that their housing situation has improved (compared to 54% in 2020 and 56% in 2021). Also, a significantly smaller 45% of clients agreed they do better in social situations (compared to 52% in 2021). It is important to note that current clients still in care were surveyed; those who have discharged from services may have higher levels of perceptions about treatment outcomes.



General Satisfaction

Overall, 79% 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 2022, 80% liked the services received, 78% would recommend the agency to a friend or family member, and 75% would continue to get services from the CMHC even if they had other choices. Additionally, 77% agreed that they were happy with their treatment team, which was statistically significantly lower compared to the last two years (82%); however, note the question previously asked about satisfaction with the counselor or psychiatrist and was revised by NH DHHS in 2022.

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

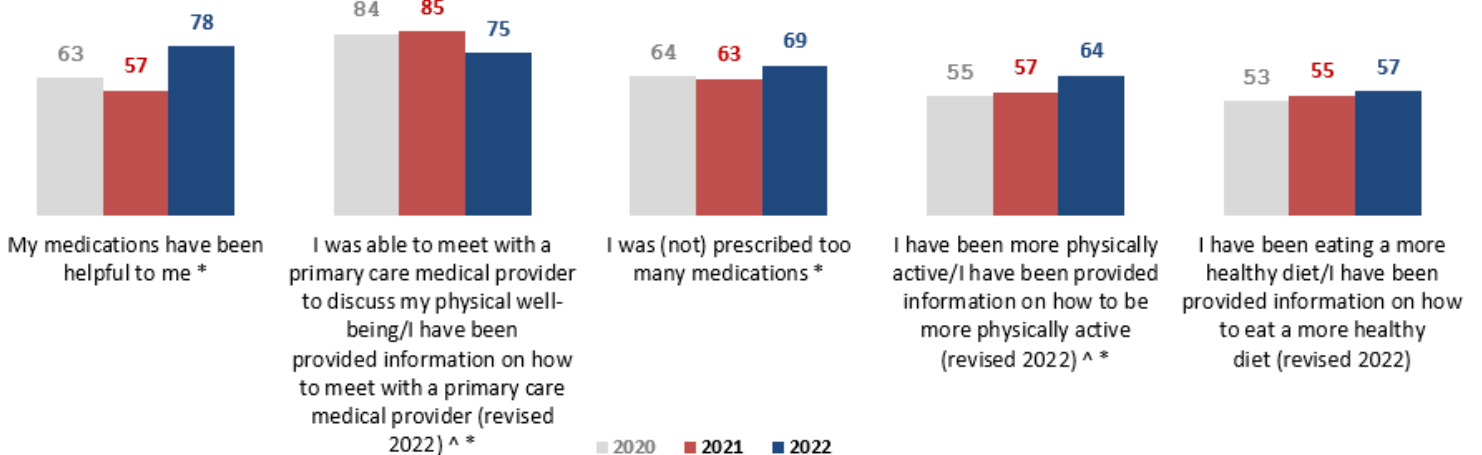


Health and Wellness

Overall, 69% of respondents were satisfied with Health and Wellness. This domain was added by the state and is not part of the MHSIP tool; and three items were revised by the state in 2022 (noted as “revised 2022” in the chart along with the original question prior to 2022). Therefore, while data across years are shown, interpretation of trends are cautioned. Clients were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with five statements. In 2022, a significantly higher 78% of clients agreed their medications have been helpful to them (compared to 63% and 57% in 2020 and 2021 respectively). Also, compared to 63% in 2021, a significantly higher 69% of clients agreed they were not prescribed too many medications. Both of these items were identical between 2020 and 2022. About 75% of clients also agreed that they were provided information on how to meet with a primary care medical provider and 64% agreed they have been provided information on how to be more physically active. Both these items are higher when compared to 2020 and 2021; however, this is likely due to the questions being revised. Finally, 57% agreed they were given information on how to eat a more healthy diet; this item was revised in 2022.

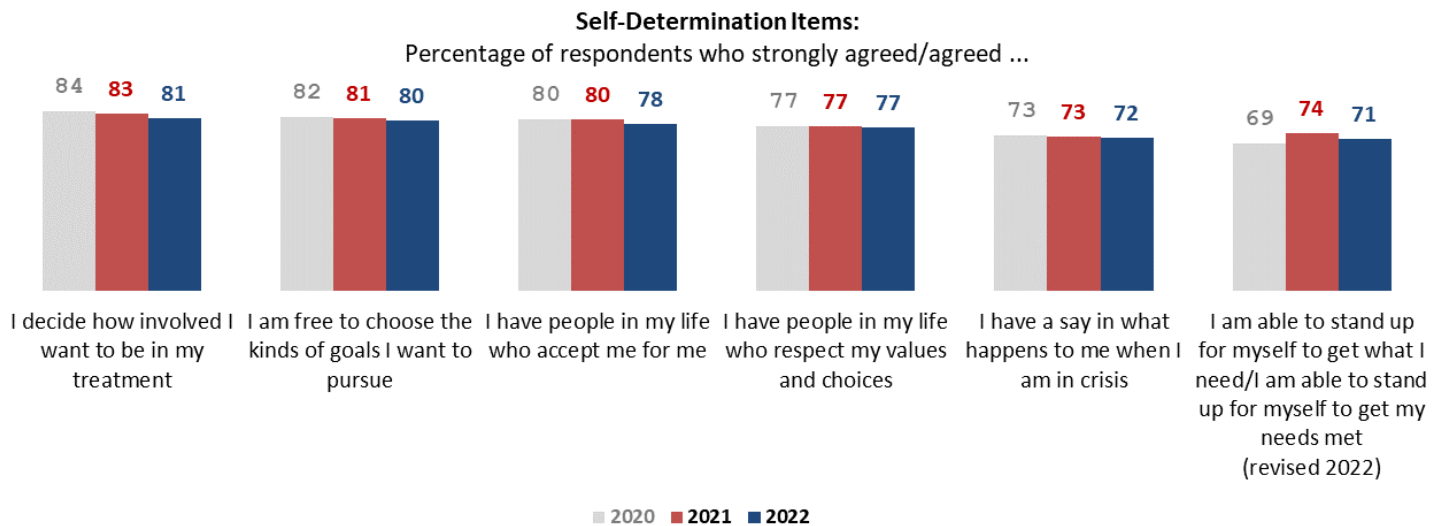
Health and Wellness Items:

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 2022, 81% agreed that they themselves decided how involved they want to be in their treatment, 80% agreed that they were free to choose the kinds of goals to pursue, and 78% of clients have people in their life who accept them. About 77% agreed that they have people in their life who respect their values and choices and 72% have a say in what happens to them in time of crisis. About 71% agreed they were able to stand up for themselves to get their needs met. None of these items showed any statistically significant changes across the three years.



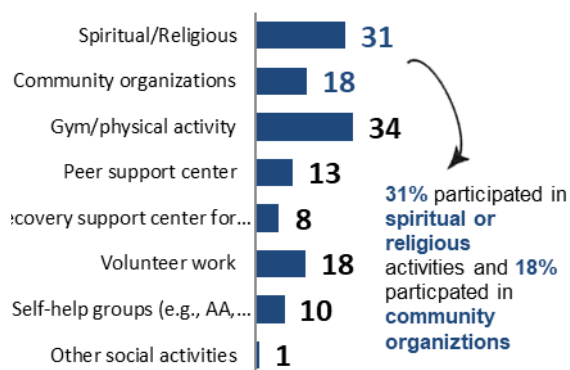
For a summary table of these item-specific results across each year (2020, 2021, and 2022), see **Appendix A4**.

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.

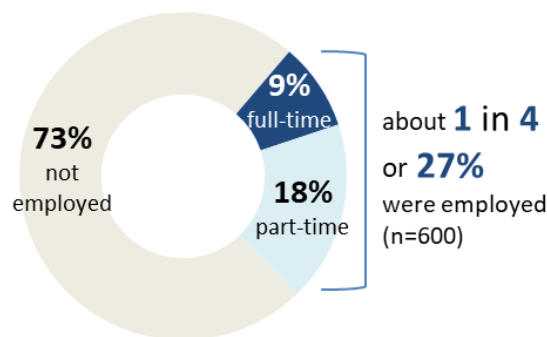
Participation in Community or Social Activities

Thirty-one percent participated in spiritual or religious activities. About 18% reported participating in community organizations, 18% volunteered, and 10% participated in recovery support centers.



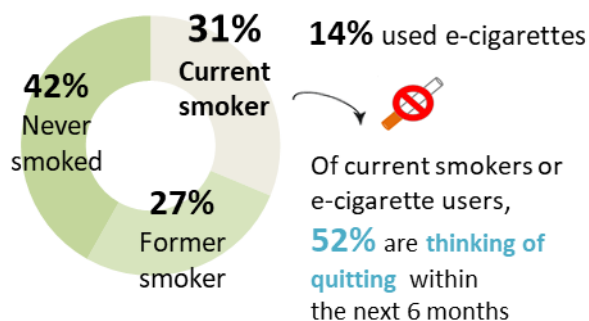
Current Employment

About 73% of respondents were not employed at the time of the survey; 18% were employed part-time and 9% worked full-time.



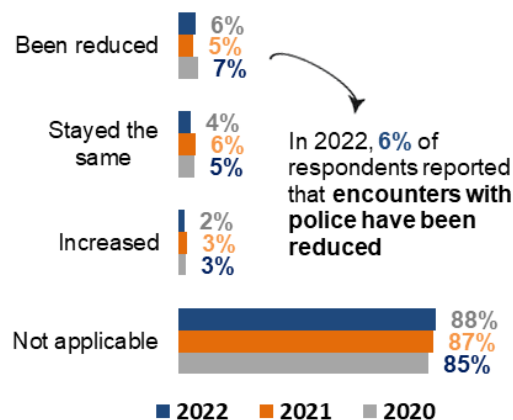
Current Smoking Status

In 2022, 31% of respondents were current smokers and 14% had used e-cigarettes in the past 30 days. Overall, 52% of current smokers or e-cigarette users 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 2022, 3% reported being arrested in the recent 12 months and 4% were arrested in the 12 months prior to that (of whom, 73% 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-eight 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:

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

WHAT SERVICES HAVE BEEN THE MOST HELPFUL TO YOU IN YOUR RECOVERY? (58% or 362 clients responded)

THERAPY (37.3%)	STAFF/SERVICES: GENERAL (23.5%)	MEDICATION (20.4%)	QUALITY OF CARE (16.0%)	CASE MANAGEMENT (15.5%)
<ul style="list-style-type: none"> • One-on-one therapy has been helpful. Learning DBT and CBT skills has really helped me lead a more meaningful life. • I finally found a therapist who I could actually confide and click with in order to better establish my needs and treatment. 	<ul style="list-style-type: none"> • I really like the plain old telephone calls. There are there when I'm having a rough day physically, so phone calls work great. • My current mental health team is outstanding! The best I've had in years, so far! I am very pleased! 	<ul style="list-style-type: none"> • Medication can be scary and daunting, so it was important that each medication was explained to me in depth. This really eased my worries. • Medication follow up appointments that involve increasing or decreasing the new medication that was prescribed. 	<ul style="list-style-type: none"> • I had the privilege of working with my counselor. He's the very best counselor I've had. I'm so grateful and he has taught me a lot. • My caseworker is absolutely the best. She directs my therapies and makes great suggestions. Plus, she eases my mind and provides references. 	<ul style="list-style-type: none"> • Having a case manager is most helpful because they can help me stay on track with my life. • My case manager has been very helpful by checking on me every week. It really helped keep me grounded and let me know somebody did care.

Thirty-seven 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
- Quality of care (ineffective, inappropriate given condition, etc.)
- Access and/or availability (time waited to see providers, scheduling options, etc.)
- Therapy

WHAT SERVICES HAVE BEEN THE LEAST HELPFUL TO YOU IN YOUR RECOVERY? (37% or 233 clients responded)				
STAFF/SERVICES: GENERAL (49.8%)	NONE (all helpful) (27.0%)	QUALITY OF CARE (17.6%)	ACCESS TO CARE (17.2%)	THERAPY (16.7%)
<ul style="list-style-type: none"> • I have had so much emotional help, but feel I am the same way so I really do not know how it works. • Help with forms and getting all the information required. 	<ul style="list-style-type: none"> • All of the services have been helpful to my recovery. I have no complaints! • I can't think of any service that has not helped me in some way. • I have not experienced any services that I have not found helpful. 	<ul style="list-style-type: none"> • Having a case manager. I do not feel as if she helped at all. Three times she was supposed to send me paperwork and it took weeks to get it if I got it at all. • My psychiatrist doesn't seem interested in my care. 	<ul style="list-style-type: none"> • Getting ahold of my medication management team and prescriber. Getting ahold of someone when I am in near crises during non-business hours. I never received the help I needed that weekend and it is an insecure feeling to have. • Counseling because they haven't assigned me one. 	<ul style="list-style-type: none"> • My interactions with the therapist were not helpful. I didn't get any advice. I was very disappointed compared to past therapist I've had. • Therapist. After seeing one once or twice they leave, and to make matters much worse, they are usually a young kid with no skills.

Forty-three 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 quality of care
- Improve the consistency of staff and services
- Improve communication

WHAT CHANGES WOULD IMPROVE THE SERVICES YOU HAVE RECEIVED? (43% or 270 clients responded)				
ACCESS/ AVAILABILITY (31.5%)	NO CHANGES NEEDED (25.9%)	QUALITY OF CARE (19.6%)	CONSISTENCY OF CARE (11.1%)	COMMUNICATION (11.1%)
<ul style="list-style-type: none"> • My case worker has to many clients to take care of and not enough time to address a lot of things with me. • Hire more therapists so mine can reasonably schedule appointments. • Easier access to services such as my agency's supportive employment program. 	<ul style="list-style-type: none"> • Everything has been amazing, I can't think of improvements. • All is good and my needs are being met (no changes are necessary). • No changes. I like it and the way it is going. 	<ul style="list-style-type: none"> • Better services from case manager, a case manager who takes notes during our appointments, a more experienced FSS worker, and follow through with tasks. • My first prescriber was not adequately equipped for all the nuances. 	<ul style="list-style-type: none"> • Be consistent. My therapist never kept a schedule. I could not depend on her to be there or even speak back to me after I expressed concern. • Stop changing counselors so often. I am still getting to know my current counselor and I feel like I am being judged incorrectly. 	<ul style="list-style-type: none"> • Better notification of appointments. • Have an email service through which I could contact members of my team/supply documents without having to physically go to the facility. • Billing department needs to provide detailed information (especially when requested), for bills to be understood.

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:

What services have been the <i>most</i> helpful to you in your recovery? (Clients Responding=362)		
	N	%
THERAPY	135	37.3
STAFF/SERVICES: GENERAL	85	23.5
MEDICATION	74	20.4
QUALITY OF CARE	58	16.0
CASE MANAGEMENT	56	15.5
What services have been the <i>least</i> helpful to you in your recovery? (Clients Responding=233)		
STAFF/SERVICES: GENERAL	116	49.8
NONE (all helpful)	63	27.0
QUALITY OF CARE	41	17.6
ACCESS TO CARE	40	17.2
THERAPY	39	16.7
What changes would improve the services that you have received? (Clients Responding=270)		
ACCESS TO CARE	85	31.5
NO CHANGES NEEDED	70	25.9
QUALITY OF CARE	53	19.6
CONSISTENCY OF CARE	30	11.1
COMMUNICATION	30	11.1

Note: Percentages add to more than 100, since respondents may provide multiple comments for each question that fall under multiple categories.



Part 2: New Hampshire Statewide

2022 Family Member Survey Summary

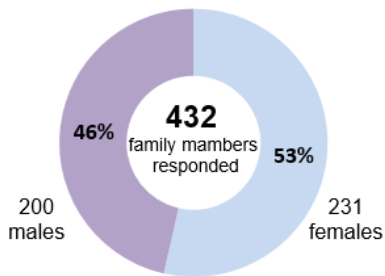
Part 2: New Hampshire Statewide - 2022 Family Member Satisfaction Survey Summary

About the 2022 Family Member Satisfaction Survey Respondents' Children

A total of 432 family members (parent/guardian) of children receiving services across the 10 community mental health centers responded to the 2022 satisfaction survey. The characteristics of those children are summarized below. See **Appendix B2** for a summary table of demographics.

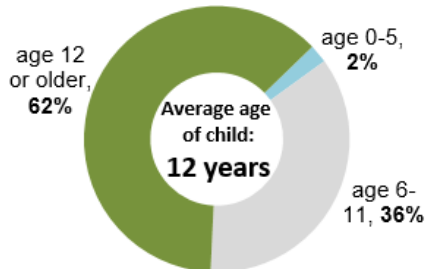
Client Gender

Fifty-three percent of children were male and 46% were female.



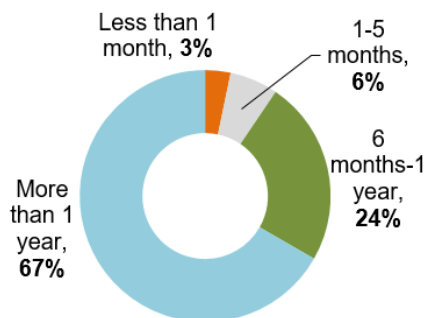
Client Age

Children were 12 years old on average. About 2% were under age 6, 36% were age 6-11, and 62% were age 12 or older.



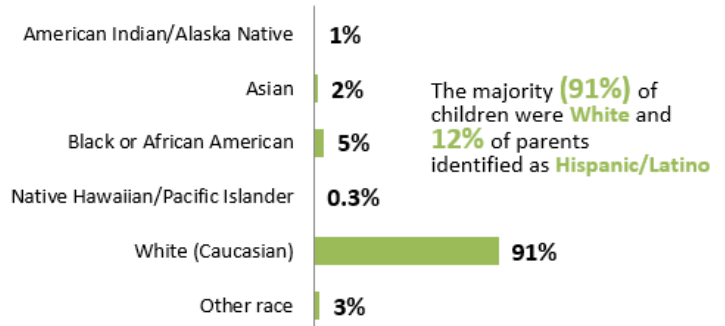
Length of Time Receiving CMHC Services

About 67% of children have received services from the CMHC for more than 1 year; 3% have received services for less than 1 month.



Race*

The majority (91%) of children were White, 5% were Black, 2% were Asian, 1% were American Indian or Alaska Native, <1% Native Hawaiian or Pacific Islander, and 3% were another race.



Ethnicity*

About 12% 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-two 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.

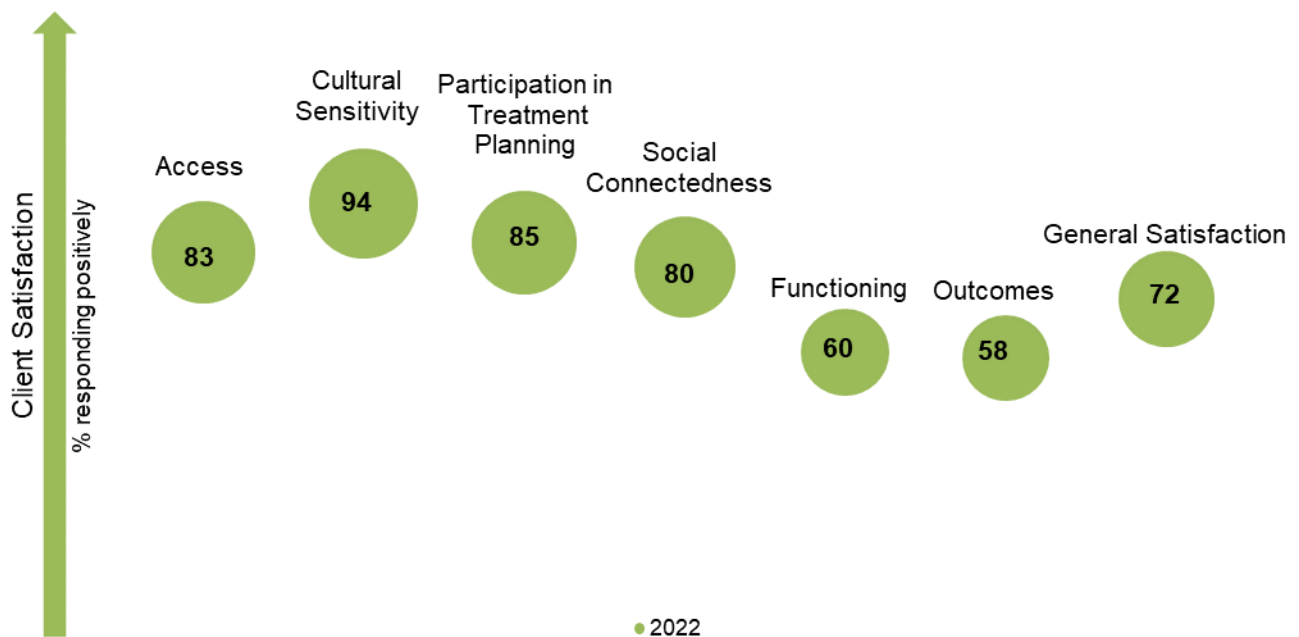
2022 NH Statewide Family Member Satisfaction Survey Findings

Statewide Domain Scores

Among family members of children receiving services from CMHCs across the state, satisfaction scores were at least 80% or higher in four of the seven domains. The highest was in the area of cultural sensitivity of services (94%), followed by participation in treatment planning (85%), social connectedness (80%), and access to services (83%) – 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 related to their child’s functioning (60%) and outcomes (58%).

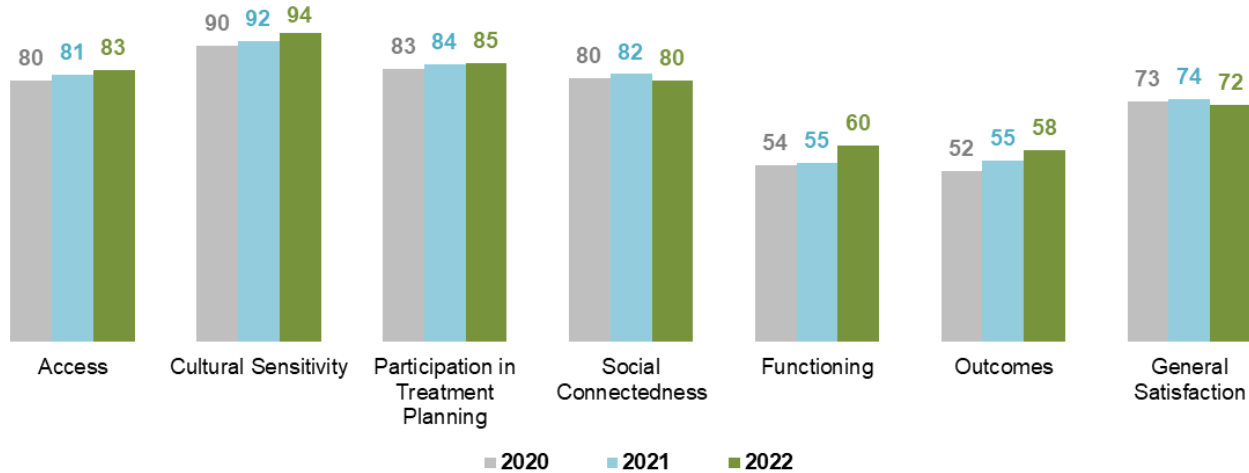
Overall, 72% of respondents were generally satisfied.



In 2022, 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 (2020-2022)

Domain scores were compared across the last three years (2020-2022) to determine whether there were any changes in satisfaction over time. Overall, there were no statistically significant differences, when comparing 2022 domain scores to either 2020 or 2021.



Comparison of Statewide Combined 2017-2019 and 2020-2022 Domain Scores

To evaluate whether satisfaction changed over time, statewide data were combined and compared across two, three-year groups – 2017-2019 and 2020-2022. A statistically significant improvement in the access score (75% to 80%) was observed. There were no other differences in the other domains.²

Satisfaction Domains	NH Statewide 2017-2019		NH Statewide 2020-2022		p-values
	Total	Percent (95% CI)	Total	Percent (95% CI)	
Access*	1368	75 (72, 77)	1372	80 (78, 82)	0.0004
Cultural Sensitivity	1025	90 (88, 92)	1041	91 (89, 92)	0.6764
Participation in Treatment Planning	1366	84 (82, 86)	1385	83 (80, 84)	0.2198
Social Connectedness	1354	78 (76, 80)	1367	80 (78, 82)	0.2622
Functioning	1352	55 (52, 57)	1369	54 (51, 56)	0.6915
Outcomes	1352	54 (51, 56)	1370	54 (51, 56)	0.857
General Satisfaction	1367	70 (67, 71)	1389	72 (69, 74)	0.127

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 scores³, NH state scores were substantially lower across most domains. However, the characteristics of clients surveyed and the types of

² In 2022, data for each CMHC were also combined and compared across two, three-year groups, 2017-2019 versus 2020-2022 (see Part 5).

programs that are the focus of the surveys may vary across states; NH surveys family members of children or youth with serious 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.

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
NH 2022	83	94	85	80	60	58	72
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

Note: 2021 national scores are not available at the time of this report.

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

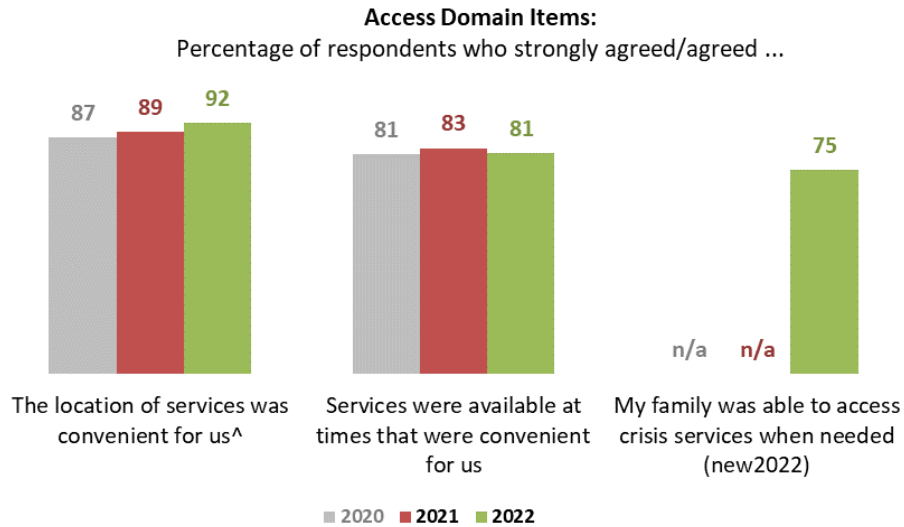
While overall domain scores provide a broad assessment of areas that clients are generally satisfied or less satisfied with, examining the responses to specific items within a domain can further help identify opportunities for targeted quality improvement efforts. For example, the general satisfaction 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 (2020, 2021, 2022) and results are displayed in rank-order based on the 2022 data. *Statistically significant differences ($p < 0.05$) between 2020 and 2022 are indicated by (^) and differences between 2021 and 2022 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 (2020-2022)

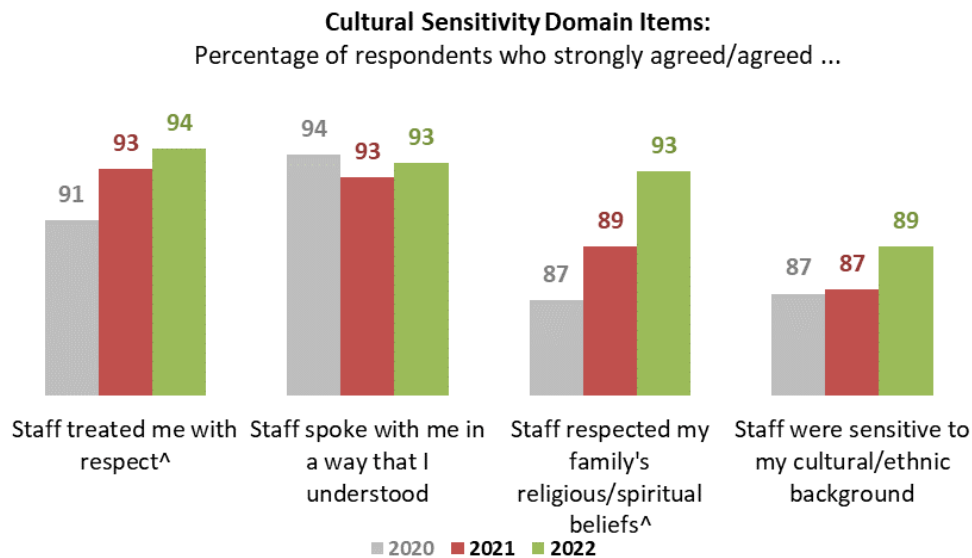
Access

Overall, 83% 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 2022, 92% agreed that the location of services was convenient, which was statistically significantly higher when compared to 2020. About 81% indicated that services were available at times that were convenient. Additionally, about 75% of family members agreed they were able to access crisis services when needed; this item was newly added by NH DHHS in 2022.



Cultural Sensitivity

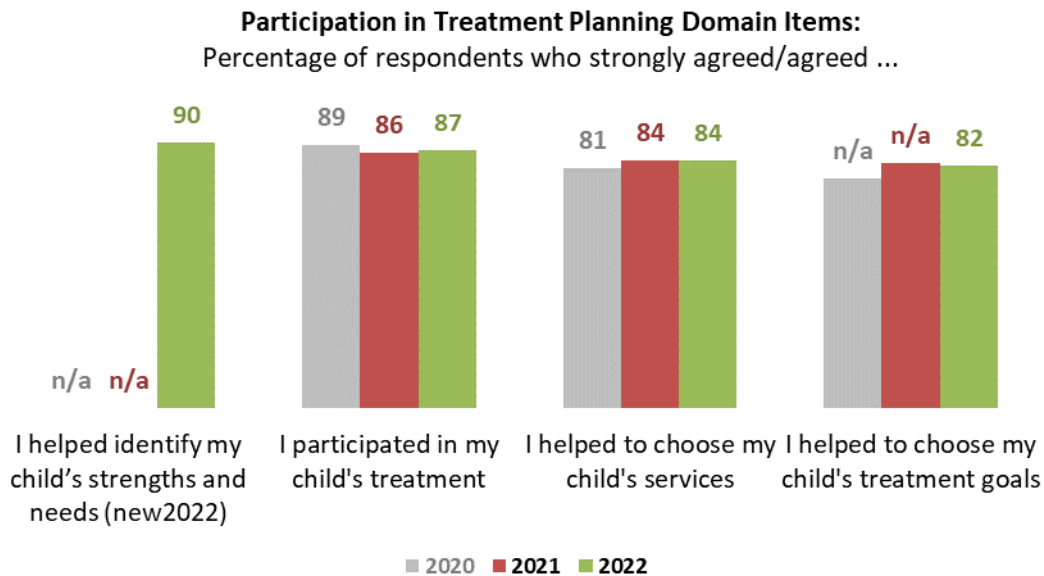
In 2022, 94% of family members were satisfied with the overall domain of Cultural Sensitivity, which is the highest scoring domain both for New Hampshire and nationally. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with four MHSIP items. In 2022, 94% agreed that staff treated them with respect, and 93% agreed that staff were respectful of their family’s religious or spiritual beliefs; both were significantly higher when compared to 2020. Also, 93% agreed that staff spoke in a way that they understood, and 89% agreed that staff were sensitive to their cultural/ethnic backgrounds.



Participation in Treatment Planning

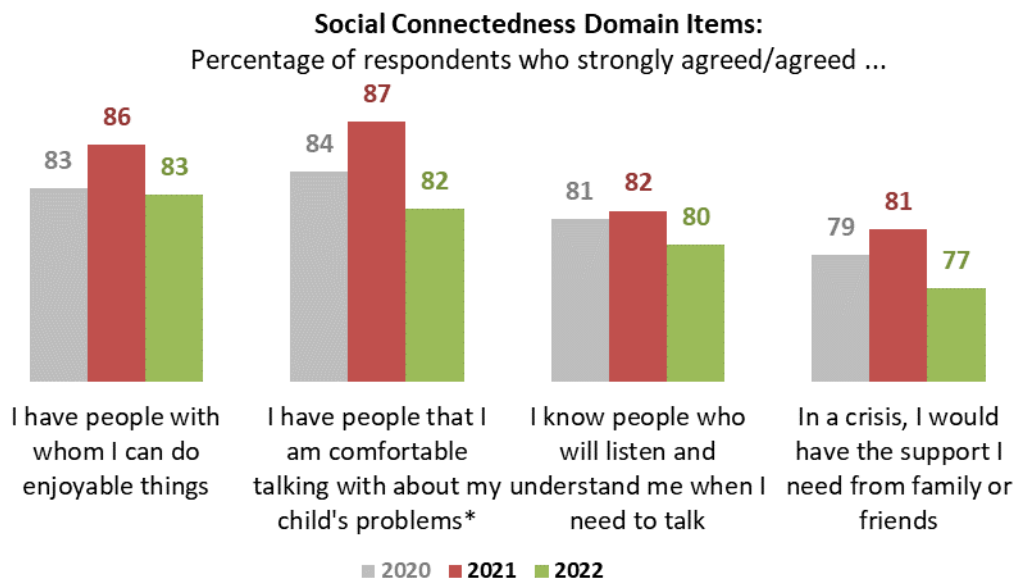
Overall, 85% of family members were satisfied with Participation in Treatment Planning. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with three MHSIP items. In 2022, 87% agreed that they had participated in their child’s treatment, and a smaller percent agreed that they had helped to choose services (84%) and treatment goals (82%). There were no statistically significant differences compared to 2020 or 2021. Also, 90% of family members agreed

they were involved in helping to identify their child’s strengths and needs; this item was newly added by NH DHHS in 2022.



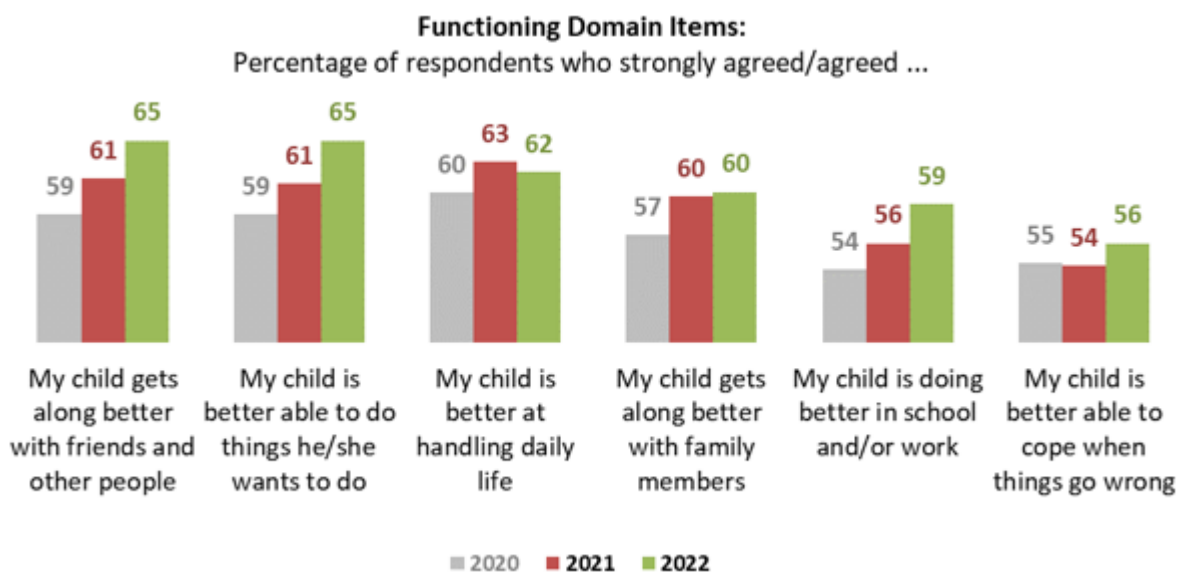
Social Connectedness

Overall, 80% 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 2022, 83% indicated that they had people with whom they can do enjoyable things, 80% know people who will listen and understand them when they need to talk, and 77% agreed that they would have the support they need from family or friends during a crisis. The percent of respondents who agreed that they had someone with whom they were comfortable talking about their child’s problem decreased significantly, from 87% in 2021 to 82% in 2022.



Functioning

Sixty-percent 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 2022, between 60% and 65% agreed that their child is getting along better with friends and family members, is better able to do things they want to do, is better able to handle daily life, and is getting along better with family members. About 59% agreed their child is doing better in school and/or work and 56% agreed their child is better able to cope when things go wrong. There were no statistically significant differences in item scores across the years.

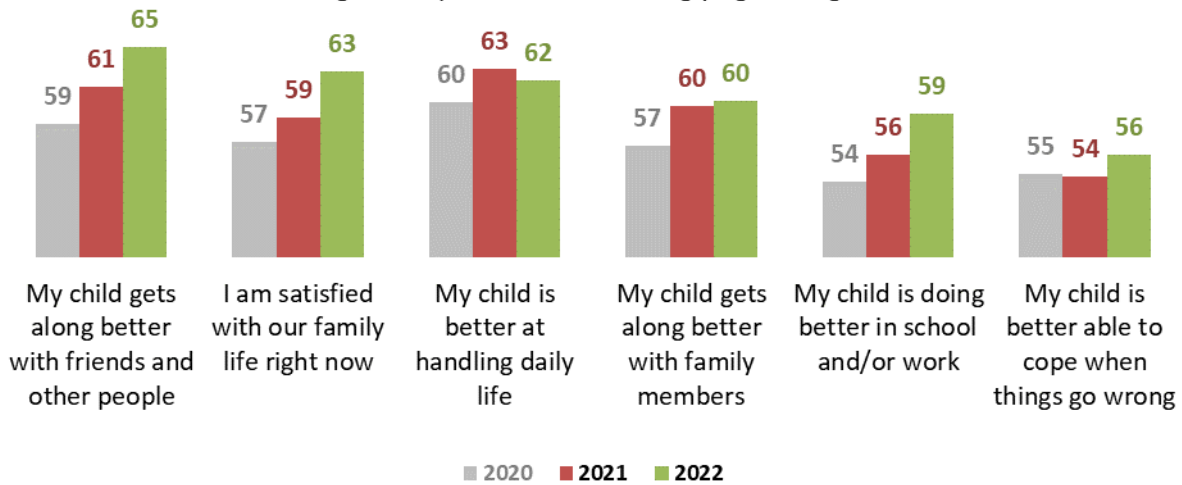


Treatment Outcomes

More than one-half (58%) 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 2022, between 56% and 65% responded positively about outcomes. Sixty-three percent of family members were satisfied with their family life. There were no statistically significant differences in item scores across the years.

Outcomes Domain Items:

Percentage of respondents who strongly agreed/agreed ...

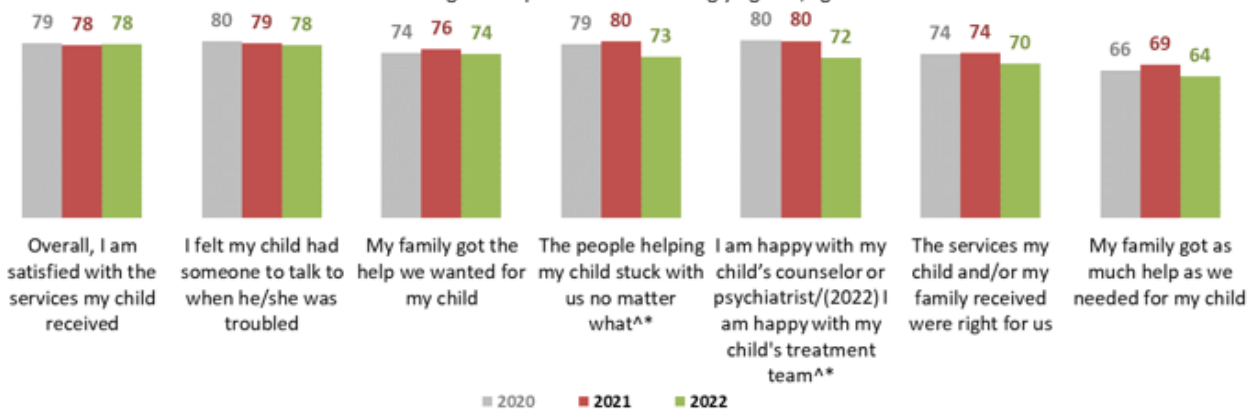


General Satisfaction

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”, which was revised in 2022 to “I am happy with my child’s treatment team”. Overall, 72% of family members were satisfied when thinking about the past 12 months. In 2022, 78% were satisfied with the services their child received and agreed that their child had someone to talk to when they are troubled, 74% indicated that their family got the help they wanted for their child, and 70% said the services received were right for them. Sixty-four percent agreed that the family got as much help as they needed. A significantly smaller percentage (73%) of family members agreed that the people helping their child stuck with them no matter what, compared to 2020 (79%) and 2021 (80%). Also, 72% were happy their child’s treatment team in 2022, versus 80% who were happy with their child’s counselor/psychiatrist in 2020 and 2021; again this item was revised in 2022.

General Satisfaction Domain Items:

Percentage of respondents who strongly agreed/agreed ...



For a summary table of these item-specific results across each year (2020, 2021, and 2022), 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-six percent of children age 6 or older attended school in the past 12 months. Among these:

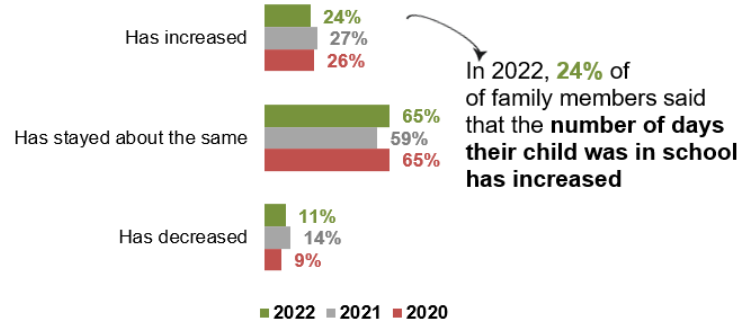
- 17% were expelled/suspended in the past 12 months
- 11% were expelled/suspended in the 12 months prior to that
 - Among these, 63% had no expulsions or suspensions in the past 12 months
- 21% were expelled/suspended in either of the past 2 years



Among children age 14 or older:

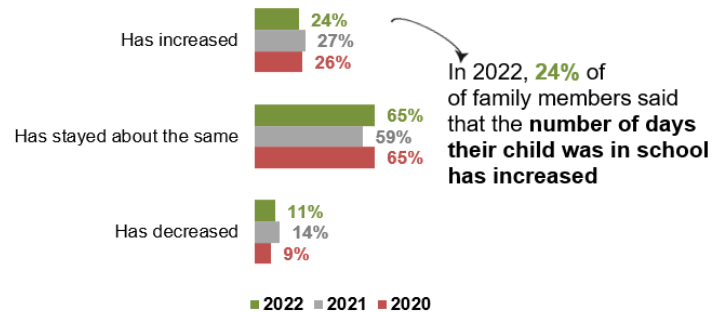
- 4% were arrested in the past 12 months
- 2% were arrested in the 12 months prior to that
- 6% were arrested in either of the past 2 years

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.

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

42% 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:

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

WHAT SERVICES HAVE BEEN THE MOST HELPFUL TO YOUR CHILD’S RECOVERY? (59% or 256 clients responded)				
THERAPY (30.9%)	STAFF/SERVICES: GENERAL (29.7%)	ACCESS TO CARE (24.2%)	COUNSELING (23.4%)	QUALITY OF CARE (21.9%)
<ul style="list-style-type: none"> • His therapist was well-educated, and I feel the way she responded to answers helped my son open up more. • Therapy because she has someone to talk to that is always just neutral. • My child's therapist has worked with her on coping mechanisms when her anxiety increases. 	<ul style="list-style-type: none"> • His provider has been able to help him find constructive ways to cope and decrease destructive behaviors. • Having an in-person relationship with an older sister type human. My child is an only child so this has been beneficial. 	<ul style="list-style-type: none"> • Visits to her therapist are available in school and the office. This is convenient as she does not have to miss school. • The option of online when in-person wasn't available resulting in less interruption of care. 	<ul style="list-style-type: none"> • He really connected well with his counselor and that made all the difference. For us, it was extremely valuable to find in-person counseling but to have the option for telehealth. • Working with his counselor on parenting methods to try has been game changing. 	<ul style="list-style-type: none"> • Our child likes their counselor, listens, and absorbs the suggestions. We are making great progress. • The doctor actually listened when it came to the needs of our son and family. He worked with us to give our son everything he needed and our lives have changed for the better.

Thirty-four 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
- Quality of care
- Access and availability of services
- None (all services were helpful)

WHAT SERVICES HAVE BEEN THE LEAST HELPFUL TO YOUR CHILD’S RECOVERY? (34% or 148 clients responded)

STAFF/SERVICES: GENERAL (49.3%)	THERAPY (33.8%)	QUALITY OF CARE (25.0%)	ACCESS TO CARE (20.3%)	NONE (all helpful) (19.6%)
<ul style="list-style-type: none"> • The requirement that in order to receive mental health medication, the client must be in monthly therapy. Well some clients have other diagnoses and therapy is not a one size fits ALL! • Paperwork type work. 	<ul style="list-style-type: none"> • The therapist he saw did not respect my child or our family’s boundaries. • Office time in which the therapist struggled to get our child to talk. There was too much play time and not enough work on the issues. • We were required to participate in therapy, but there was no value nor improvement. 	<ul style="list-style-type: none"> • There is not a real plan for my child to help her face her everyday life. • I feel he was pushed too much to focus on what may have happened to him and not enough time learning to cope with repercussions of any past trauma he may have gone through. 	<ul style="list-style-type: none"> • My only complaint was the length of time it took to get a therapist. We waited months to get one and a few month after that the therapist left. And then we had to wait again to get a new therapist. • There are so many people seeking services that appointments are limited. 	<ul style="list-style-type: none"> • Every service we have received has been exceptionally helpful. • None that I can think of. My daughter has had a 360 turnaround to good behavior and social skills. Could never have done this without them. Thank you.

Forty-six 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:

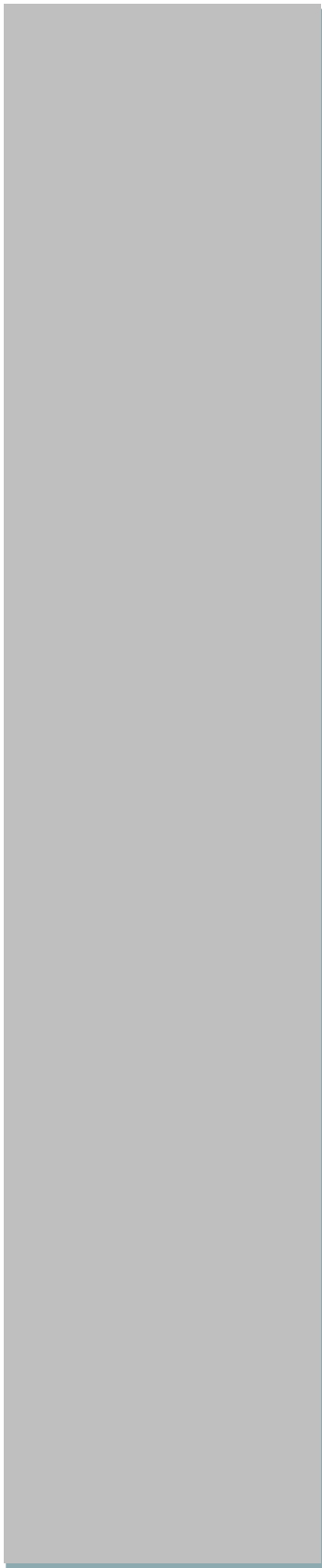
- Increase access to and availability of services and providers
- Improve the quality of care and services
- No improvements are necessary, staff and services are satisfactory
- Improve consistency of care
- Improve communication amongst service providers and between providers and the family of clients

WHAT CHANGES WOULD IMPROVE THE SERVICES YOU CHILD HAS RECEIVED? (46% or 197 clients responded)				
ACCESS/ AVAILABILITY (28.9%)	QUALITY OF CARE (18.8%)	NO CHANGES (18.8%)	CONSISTENCY OF CARE (17.8%)	COMMUNICATION (12.7%)
<ul style="list-style-type: none"> • I'd prefer her to have longer sessions. I always feel like one hour is rushed. • Services need to be made available outside of regular business hours. It is VERY challenging to make sure my children's needs are being met when I cannot take any more time off work. 	<ul style="list-style-type: none"> • Having a staff that understands core issues and not just if there is a crisis, but helps prevent a crisis from occurring. • We need real behavioral services that focus on problems not perceptions. • Proper diagnosis and treatment. 	<ul style="list-style-type: none"> • None. The personnel were totally invested in our child and put their hearts into the program. • None. I love everything about her sessions even when we were doing Zoom meetings. • I have zero feedback for the program and staff. We are forever grateful. 	<ul style="list-style-type: none"> • Take better care of your employees so they stay at their job. • Find a way to bring more stability to the caseworker program. There is a lot of turnover which is challenging for the child to adapt to a new person every 3 months. 	<ul style="list-style-type: none"> • Listen to parents when they say they need help and services for their child! Don't just turn them away! • It is sometimes difficult to get a call back from the specific provider to discuss concerns given their schedules.

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:

What services have been the <i>most</i> helpful to your child’s recovery? (Clients Responding=256)		
	N	%
THERAPY	79	30.9
STAFF/SERVICES: GENERAL	76	29.7
ACCESS TO CARE	62	24.2
COUNSELING	60	23.4
QUALITY OF CARE	56	21.9
What services have been the <i>least</i> helpful to your child’s recovery? (Clients Responding=148)		
STAFF/SERVICES: GENERAL	73	49.3
THERAPY	50	33.8
QUALITY OF CARE	37	25.0
ACCESS TO CARE	30	20.3
NONE (all helpful)	29	19.6
What changes would improve the services your child has received? (Clients Responding=197)		
ACCESS TO CARE	57	28.9
QUALITY OF CARE	37	18.8
NO CHANGES NEEDED	37	18.8
CONSISTENCY OF CARE	35	17.8
COMMUNICATION	25	12.7

Note: Percentages add to more than 100, since respondents may provide multiple comments for each question that fall under multiple categories.



Part 3: New Hampshire Statewide

Comparison of 2022 Domain Scores by Client Characteristics

Part 3: New Hampshire Statewide - Comparison of 2022 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.

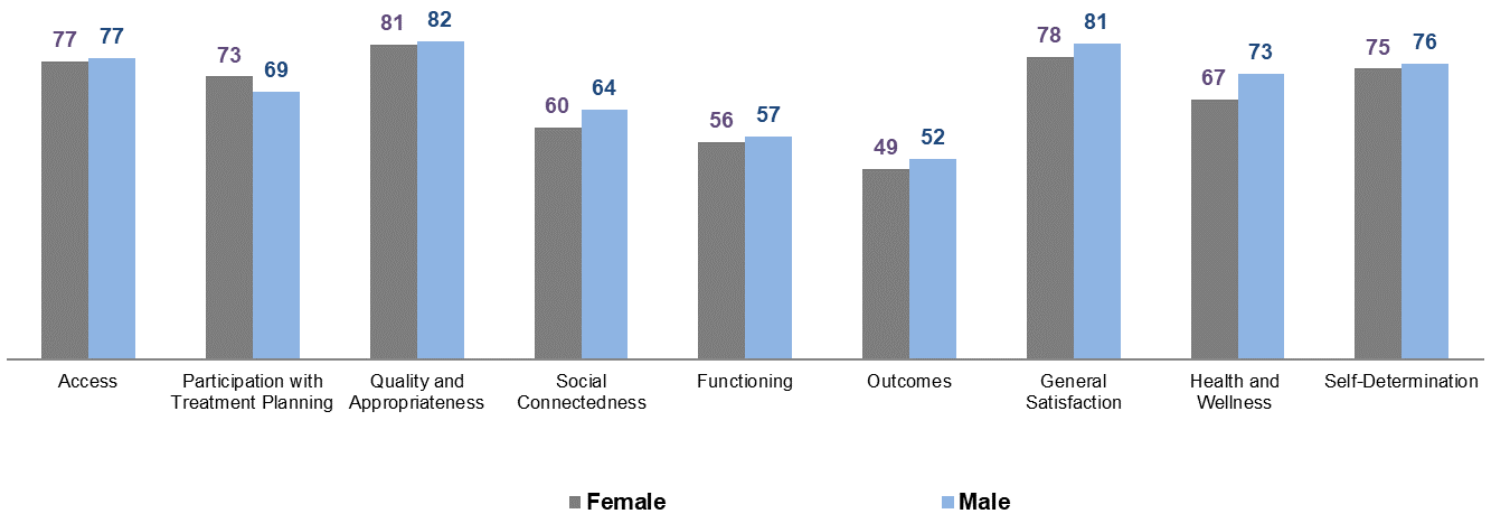
2022 NH Statewide Adult Satisfaction Survey Sub-Analyses

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 622 respondents, 63% were female and 37% were male.
- Overall, there were no statistically significant differences in satisfaction scores between males and female clients.

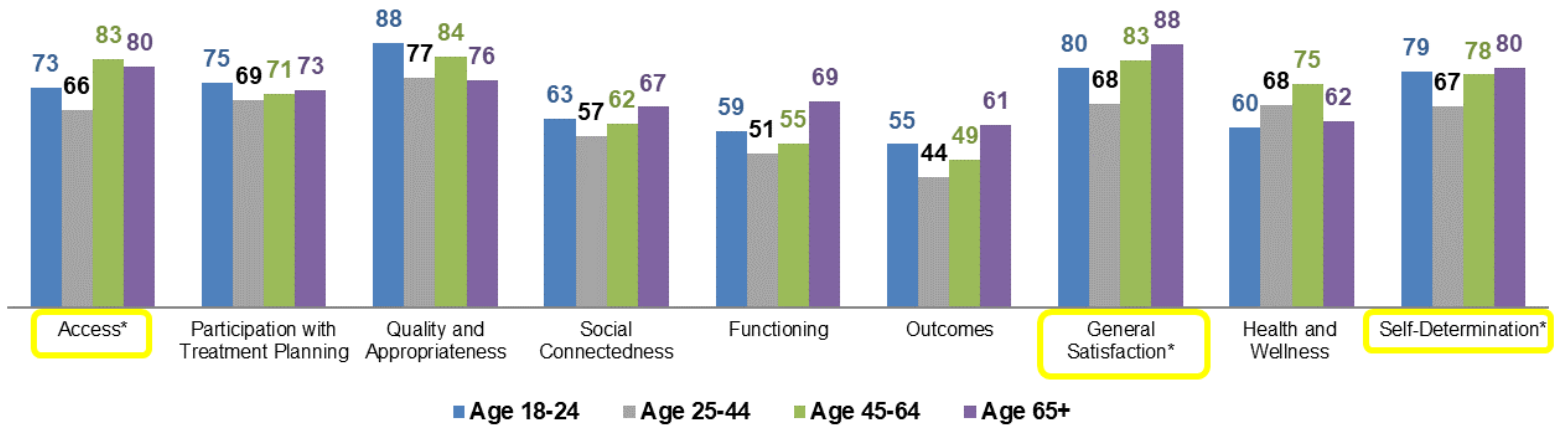
There were no significant differences across the nine satisfaction domains between males and females.



Domain scores by age group:

- Forty-six percent of the respondents were age 45-64, 27% were age 25-44, 16% were age 65+, and 11% under age 25.
- There were statistically significant differences in three of the nine domains by age group.
 - Respondents who were age 25-44 have lower scores in the access (66%), general satisfaction (68%), and self-determination (67%) domains compared to other age groups.
 - At least 80% of clients age 65+ were satisfied with access, general satisfaction, and self-determination.

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

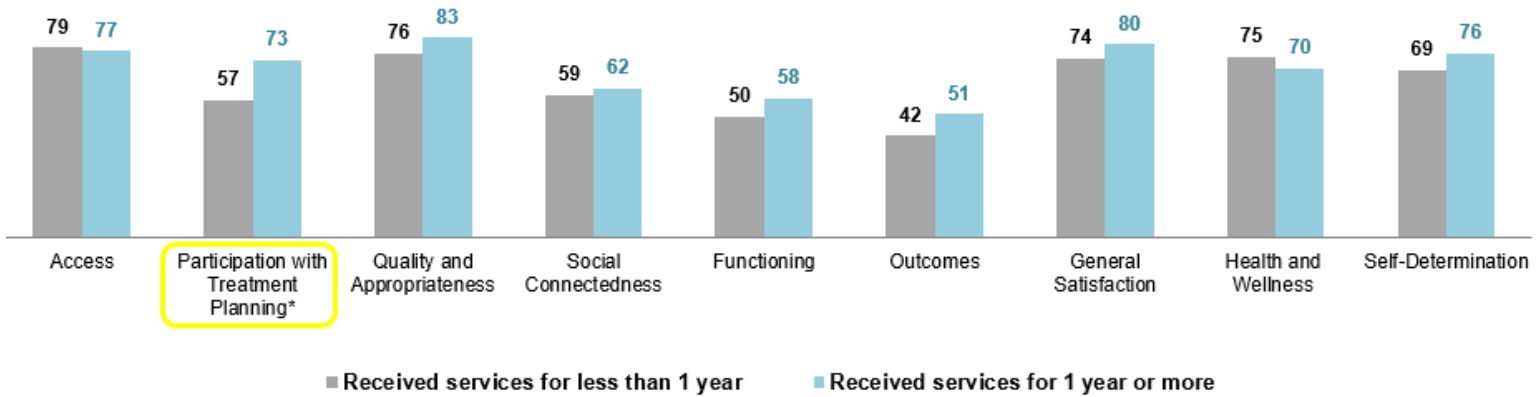


*p<.0.05 = statistically significant difference in scores between groups

Domain scores by length of time in care:

- About 92% of respondents have received services from the CMHC for 1 year or more.
- There were significant differences in the participation in treatment planning domain by length of time receiving services. Those who received services for one year or more had significantly higher satisfaction with participation in treatment planning (73%), compared to those who have received services for less than a year (57%).

There were significant differences in the participation in treatment planning domain scores by length of time receiving services.

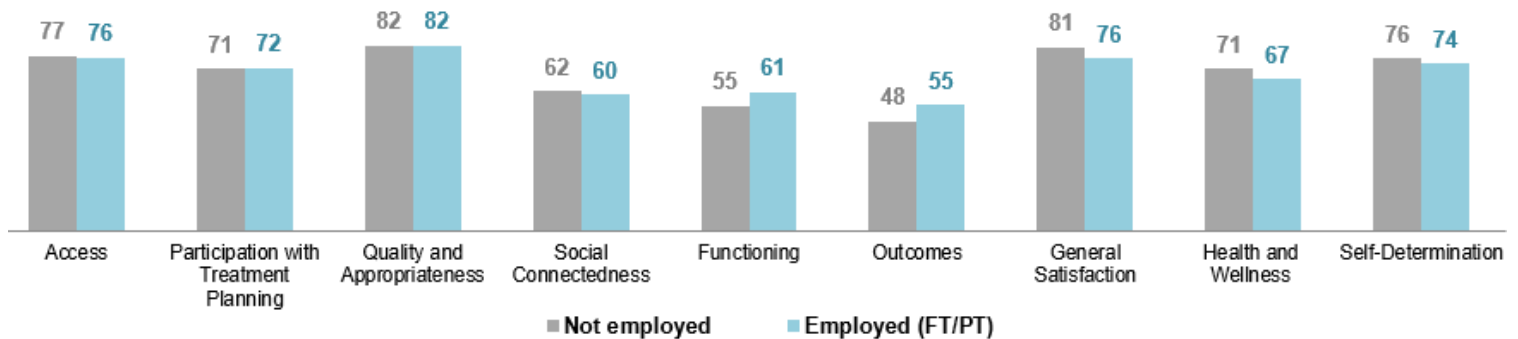


*p<.05 = statistically significant difference in scores between groups

Domain scores by employment status:

- About 27% of respondents indicated they were working either full- or part-time.
- Clients who were currently employed had similar satisfaction scores compared to those unemployed in all of the nine domains – there were no statistically significant differences in the domains.

Although respondents who reported being employed had higher domain scores, there were no significant differences when compared to those who reported not being employed



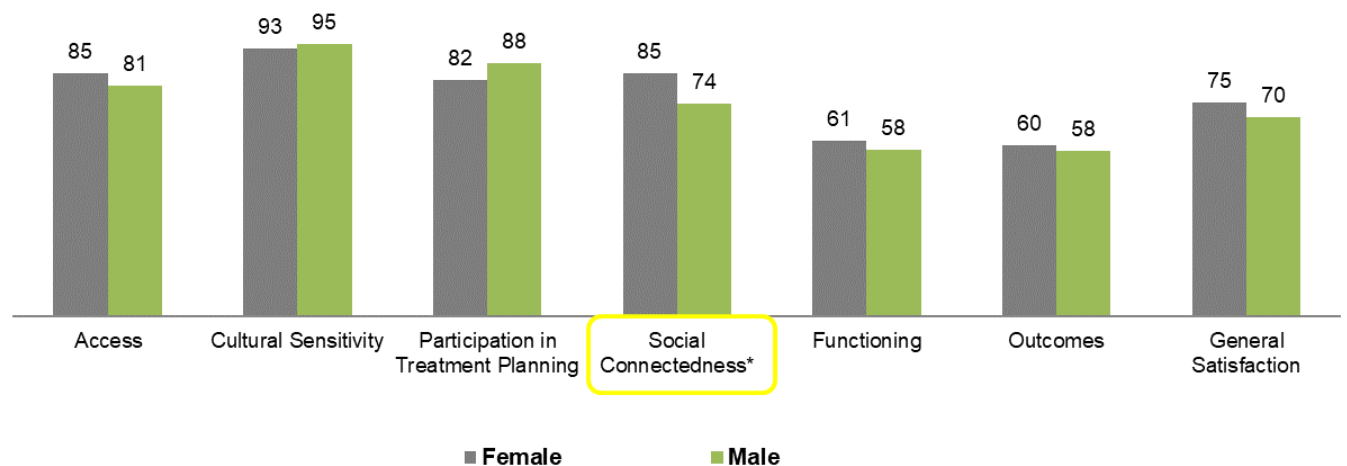
2022 NH Statewide Family Member Satisfaction Survey Sub-Analyses

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 432 family members who responded, 53% had a male child and 46% had a female child who received mental health services.
- Family members of female children receiving services had higher satisfaction with social connectedness, compared to those with male children receiving services. There were no other statistically significant differences.

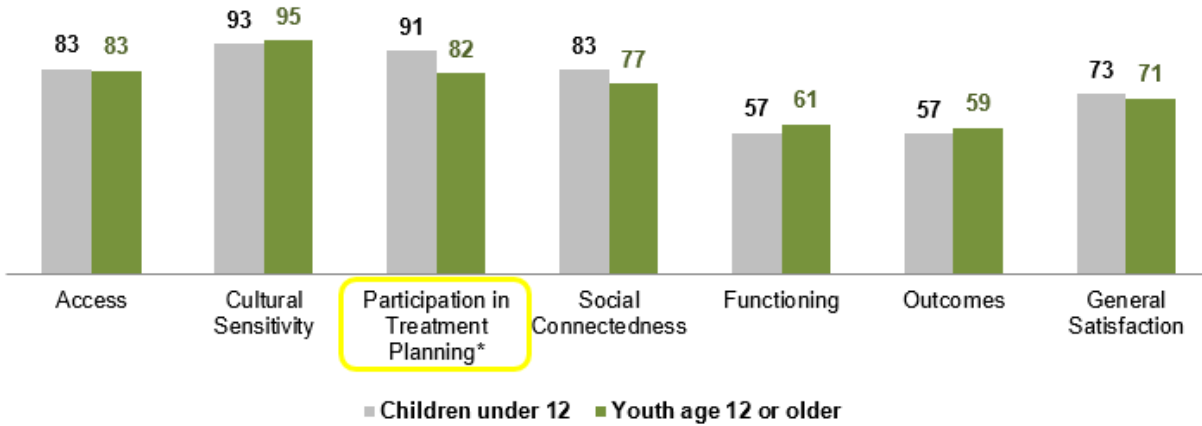
Family members who have a female child receiving services had higher satisfaction with social connectedness, compared to those with male children receiving services.



Domain scores by age group:

- About 38% of the children and youth whose family member responded to the survey were under 12 years old and 62% were age 12 or older.
- Generally, there were no statistically significant differences in domain scores by age group, except in the participation in treatment planning domain. Family members with a child under age 12 receiving services were more satisfied with their participation in treatment planning (91%) as compared to those with an older child receiving services (82%).

Family members with a child under age 12 receiving services had higher satisfaction with participation in treatment planning than those with a youth 12 and older who received services.

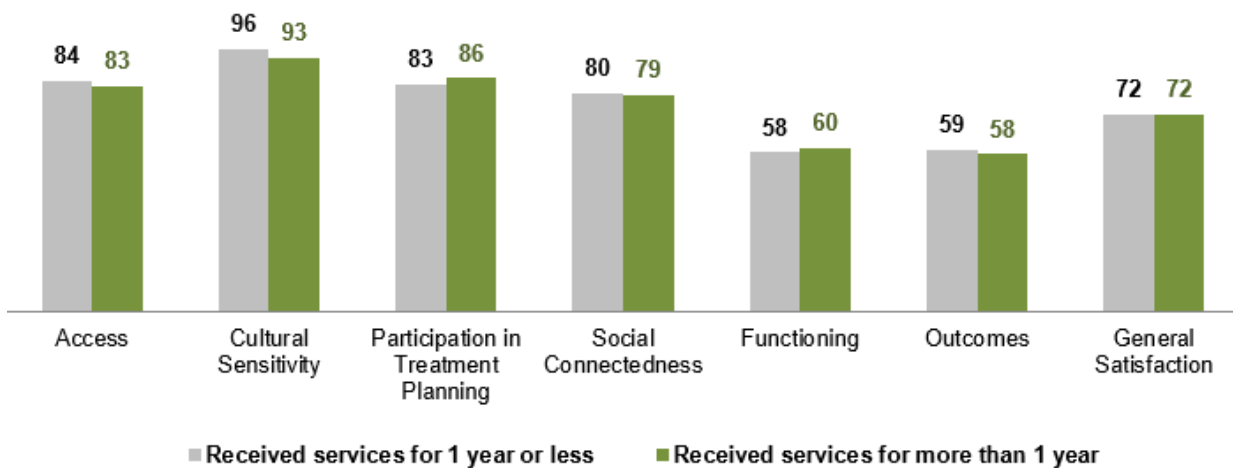


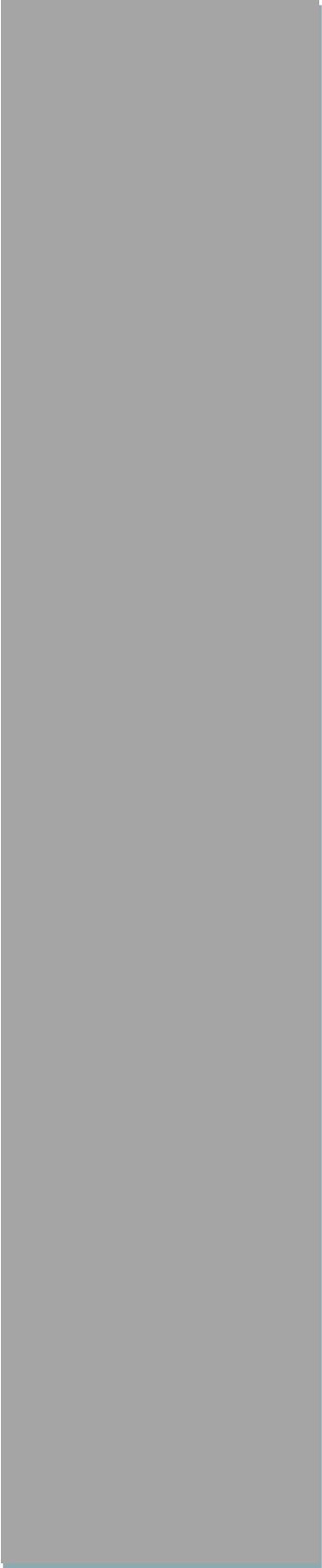
*p<.05 = statistically significant difference in scores between groups

Domain scores by length of time in care:

- About 67% of children and youth have received services from the CMHC for more than 1 year.
- Overall, there were no statistically significant differences in satisfaction domain scores by length of time in care.

There were no significant differences in 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





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

2022 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 2022 survey, NH DHHS continued to include 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 pandemic were of high quality and whether their mental health symptoms have worsened as a result of the COVID-19 pandemic. Additionally, clients indicated their preference for how services are offered after the COVID-19 pandemic ends.

Adult Satisfaction Survey Results: COVID-19 Questions

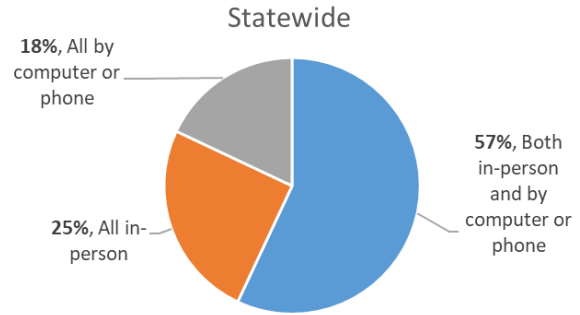
Overall, clients agreed that the services received during the COVID-19 pandemic were of high quality (63%). Forty-two percent reported that their mental health symptoms had worsened as a result of the COVID-19 pandemic. A statistically significantly higher percentage of Center for Life Management clients (75%) responded that services were of high quality during the COVID-19 pandemic. 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
The services I received during the COVID-19 pandemic were of high quality.											
% Strongly agree or agree	70	56	67	58	59	55	59	73	53	75*	63
Total Number Responding	61	54	55	52	58	65	69	62	38	69	583
My mental health symptoms have gotten worse as a result of the COVID-19 pandemic.											
% Strongly agree or agree	46	34	50	53	34	45	39	45	38	41	42
Total Number Responding	59	56	52	47	58	60	71	58	39	70	570

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. Additionally, statewide, in 2022 there was a statistically significantly smaller percentage (63%) of clients who indicated the services they received during COVID-19 were of high quality compared to 2020 (72%), but no difference compared to 2021 (68%).

Over half of adult clients reported that they would prefer to receive services both in-person and by computer or telephone (57%) after the COVID-19 pandemic ends. The percentage who preferred services all in-person decreased from 31% in 2021 to 25% in 2022, and those who prefer services all by computer or telephone increased slightly (from 16% to 18%).



Community Partners had the highest percentage of clients reporting that they would prefer their services to be all by computer or telephone (29%), and West Central Behavioral Health had the lowest (11%). About two-thirds (66%) of Riverbend 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	31	27	31	24	28	30	26	20	24	14	25
% All by computer or telephone	13	11	17	10	12	22	27	19	29	20	18
% Both in-person and by computer or telephone	56	62	52	66	60	48	47	61	47	65	57

Note: *p<0.05 statistically significant difference between center and statewide (bolded). Additionally, a significantly larger percentage of clients indicated preference for both in-person and telehealth services (57%) compared to 48% in 2020; but there was no difference compared to 2021 (54%).

Family Member Satisfaction Survey Results: COVID-19 Questions

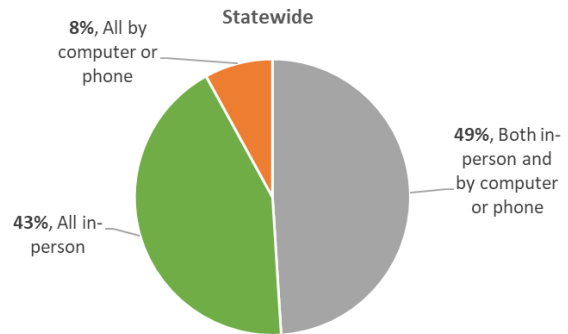
Overall, about two-thirds of family members of children and youth clients who received services reported that their child received services that were of high quality (62%). Over half (44%) felt that the mental health symptoms of the child or youth client had worsened as a result of the COVID-19 pandemic. Compared to statewide, a statistically higher percentage of family members of Riverbend Community Mental Health child or youth clients (79%) responded that the quality of services their child received during the COVID-19 pandemic were of high quality; there was a statistically lower percentage of family members of Greater Nashua Mental Health (44%). A significantly higher percent of family members of Seacoast Mental Health Center child or youth clients (64%) agreed that their child’s mental health symptoms got worse as a result of COVID-19 pandemic. 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
The services my child received during the COVID-19 pandemic were of high quality.											
% Strongly agree or agree	59	50	58	79*	68	44*	74	59	71	54	62
Total Number Responding	46	40	24	52	38	39	34	41	49	39	402
My child's mental health symptoms have gotten worse as a result of the COVID-19 pandemic.											
% Strongly agree or agree	41	37	38	36	46	46	39	64*	47	45	44
Total Number Responding	44	38	26	55	39	39	36	44	47	44	412

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, statewide, 44% of family members reported their child's mental health symptoms worsened in 2022, which was significantly lower compared to 2021 (51%), but significantly higher compared to 36% in 2020. There were no differences across years statewide in terms of the quality of services.

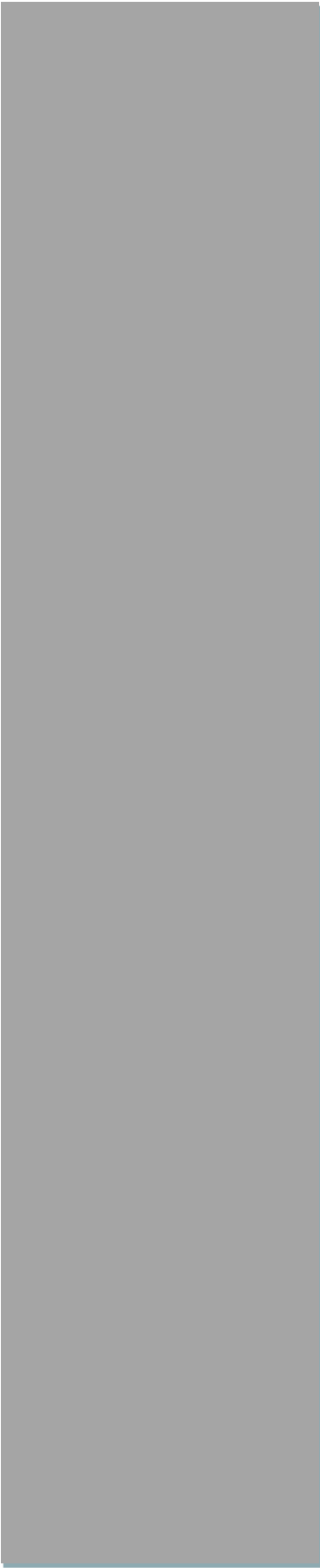
Almost half (49%) of family members reported that they would prefer their child receive services both in-person or by computer/telephone and 43% prefer services to be all in-person after the COVID-19 pandemic ends. There were minimal differences in preferences when compared to 2021.



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 Lakes Region Mental Health Center had the lowest (31%). 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	57	46	69	30	37	50	22	30	52	44	43
% All by computer or telephone	4	10	0	11	3	0	22	19	4	2	8
% Both in-person and by computer or telephone	39	44	31	59	61	50	56	51	44	53	49

Note: *p<0.05 statistically significant difference between center and statewide (bolded). Additionally, there were no differences in preferences across the years statewide.



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: 2020-2022 Adult Satisfaction Survey Results

Demographics

A total of 193 adult clients from Northern Human Services (NHS) responded to the client satisfaction survey in the last three years (2020-2022). Of these, 40% were male, 60% were female, 89% were White, and 3% were Hispanic/Latino. The average age was 49.7 years. Ninety 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 NHS respondents to the state.

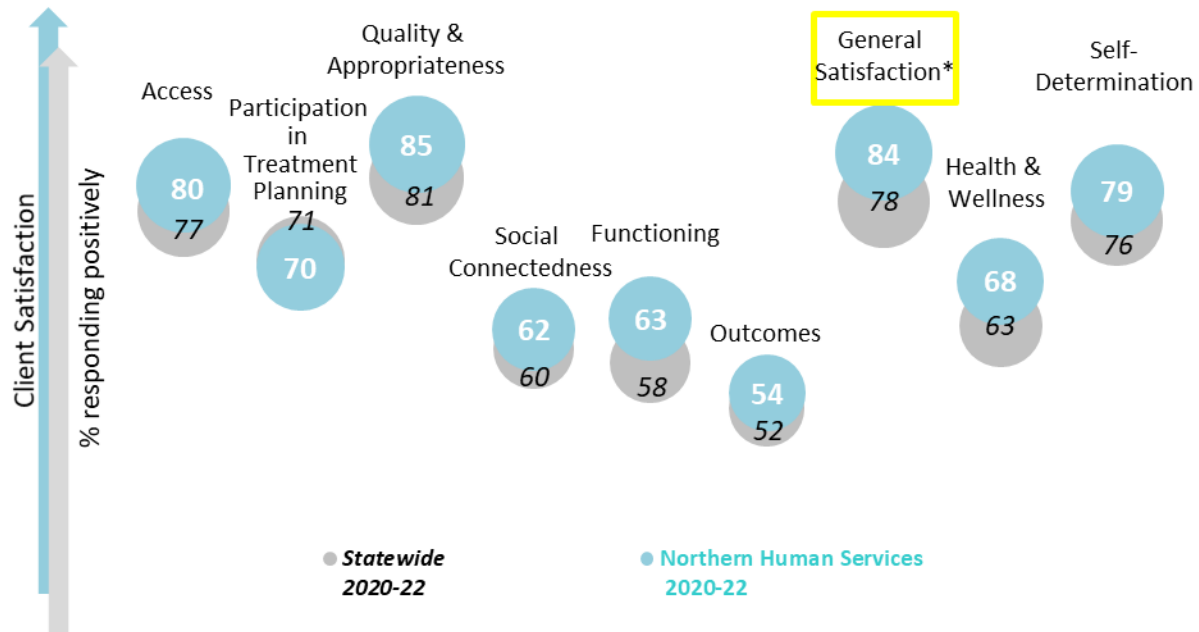
Adult Satisfaction Survey Respondent Characteristics	Northern Human Services 2020-22 N=193		NH Statewide 2020-22 N=2,069	
	n	%	n	%
Gender				
Female	116	60	1283	62
Male	77	40	785	38
Age group				
Age 18-24	13	7	182	9
Age 25-44	57	30	628	30
Age 45-64	89	46	987	48
Age 65+	34	18	272	13
Average age (SD, range)	49.7 (15.1, 18-81)		47.9 (15.3, 18-87)	
Race category				
American Indian/Alaska Native*(+)	15	8	89	4
Asian	2	1	30	1
Black or African American	1	1	53	3
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)	172	89	1808	87
Other race	7	4	71	3
Ethnicity: Hispanic/Latino/Spanish				
Yes-Hispanic/Latino	6	3	103	6
No-Not Hispanic/Latino	170	97	1763	94
Currently (still) getting mental health services from CMHC providers				
Yes	166	90	1770	90
Length of time receiving mental health services from your community mental health providers				
Less than a year (less than 12 months)	17	9	185	9
1 year or more (at least 12 months)	170	91	1783	91

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 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. NHS clients had significantly higher general satisfaction (84%) compared to statewide (78%).



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 2020-22		Statewide 2020-22		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	190	80	2016	77	3.2
Participation in Treatment Planning	178	70	1913	71	-0.9
Quality and Appropriateness	181	85	1917	81	4.1
Social Connectedness	187	62	1976	60	2.5
Functioning	180	63	1967	58	5.5
Outcomes	176	54	1897	52	1.9
General Satisfaction*	187	84	1994	78	6.0
Health and Wellness	172	68	1796	63	5.5
Self-Determination	188	79	2005	76	3.7

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 Northern Human Services: Comparison of 2017-2019 and 2020-2022 Domain Scores

To evaluate whether client satisfaction with Northern Human Services changed over time, domain scores across two time-periods were compared (2017-2019 versus 2020-2022). 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 2017-2019 and 2020-2022 year groups, the percent responding positively, and the difference in scores.

	Northern Human Services 2017-2019		Northern Human Services 2020-2022		Difference
	N	%	N	%	
Satisfaction Domains					
Access	203	79	190	80	1.0
Participation in Treatment Planning	191	70	178	70	-0.5
Quality and Appropriateness	195	85	181	85	0.0
Social Connectedness	201	61	187	62	1.3
Functioning	198	64	180	63	-0.3
Outcomes	196	55	176	54	-1.1
General Satisfaction	203	80	187	84	4.2
Health and Wellness (state added)	193	69	172	68	-0.9
Self-Determination (state added)	201	78	188	79	1.2

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

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 (2020-2022) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items revised or newly added in 2022 are noted.

Adult Survey Items Results Summary		Northern Human Services 2020-2022		Statewide 2020-2022	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	182	85	1896	83
	Staff were willing to see me as often as I felt it was necessary	189	79	1997	80
	Staff returned my call in 24 hours	182	79	1938	74
	Services were available at times that were good for me	189	87	2025	84
	I was able to get all the services I thought I needed	190	80	2022	74
	I was able to see a psychiatrist when I wanted to	177	72	1899	69
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication*(+)	189	91	2013	86
	My beliefs were respected in my treatment and treatment plan	186	85	2003	84
	Staff saw me as an equal partner in my treatment plan	191	83	2010	82
	Staff were respectful of my sexual orientation, gender expression, and gender identity	165	92	1741	91
	Staff respected me as a whole person	192	90	2025	88
	My right to refuse treatment was respected	142	78	1531	77
	I, not staff, decided my treatment goals	180	65	1938	67
	Staff here believed that I could grow, change, and recover*(+)	182	88	1937	82
Quality and Appropriateness	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	163	69	1814	72
	I felt free to complain	179	81	1922	78
	I was given information about how to file a complaint	154	57	1594	54
	I was given information about my rights	187	87	1904	82
	Staff encouraged me to take responsibility for how I live my life	176	84	1903	81
	Staff told me what side effects to watch out for	170	70	1840	71
	Staff respected my wishes about who is and who is not to be given information about my treatment	183	91	1909	87
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	162	87	1656	84
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	179	83	1908	77
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	179	83	1908	77
Social Connectedness	In a crisis, I have the support I need from family or friends	189	77	1983	72
	I am happy with the friendships I have*(+)	184	73	1966	66
	I have people with whom I can do enjoyable things	186	70	1972	69
	I feel I belong to my community	184	49	1938	46
	I know people who listen and understand me when I need to talk	187	77	1996	72
	When I need help right away, I know people I can call on	188	77	1994	75
Functioning	My symptoms are not bothering me as much	184	58	1968	52
	I do things that are more meaningful to me	181	67	1958	62
	I am better able to take care of my needs	181	67	1958	65

Adult Survey Items Results Summary		Northern Human Services 2020-2022		Statewide 2020-2022		
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	67	1961	61	
	I am better able to manage my money and pay my bills	169	63	1846	62	
	I feel hopeful about my future*(+)	185	64	1958	57	
	I am better able to handle things when they go wrong	182	63	1969	58	
Outcomes	My symptoms are not bothering me as much	184	58	1968	52	
	I deal more effectively with daily problems	181	63	1964	63	
	I am better able to control my life	182	67	1962	62	
	I am better able to deal with crisis	184	58	1944	57	
	I am getting along better with my family	177	68	1869	61	
	I do better in social situations	175	50	1916	48	
	I do better in school and/or work	110	50	1177	47	
	My housing situation has improved	164	54	1712	52	
	General Satisfaction	I like the services that I have received	185	85	1991	80
		If I had other choices, I would still get services from this agency	181	81	1953	76
I would recommend this agency to a friend or family member*(+)		184	86	1974	78	
I am happy with my counselor or psychiatrist/I am happy with my Treatment Team (revised 2022)		178	86	1953	80	
Self-Determination	I am able to stand up for myself to get what I need/I am able to stand up for myself to get my needs met (revised 2022)	188	74	1987	71	
	I am free to choose the kinds of goals I want to pursue	188	80	1989	81	
	I decide how involved I want to be in my treatment	187	83	1984	83	
	I have people in my life who accept me for me	186	84	1994	80	
	I have people in my life who respect my values and choices*(+)	187	85	1994	77	
	I have a say in what happens to me when I am in crisis	183	73	1940	73	
Health and Wellness	I was able to meet with a primary care medical provider to discuss my physical well-being/I have been provided information on how to meet with a primary care medical provider (revised 2022)	176	77	1813	81	
	I have been eating a more healthy diet/I have been provided information on how to eat a more healthy diet (revised 2022)	180	52	1906	53	
	I have been more physically active/I have been provided information on how to be more physically active (revised 2022)	178	51	1898	57	
	My medications have been helpful to me	181	67	1877	66	
	I was (not) prescribed too many medications	136	71	1400	66	

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

Behavioral Outcomes

Sixty-six percent of NHS respondents reported being unemployed at the time of the survey, significantly lower compared to statewide. Three percent of respondents reported being arrested in the last 12 months, and 6% reported that their encounters with the police have been reduced. Three percent reported that they are attending either full- or part-time school. Thirty-six percent NHS respondents reported they are current smokers, 9% used e-cigarettes (versus 13% statewide) and 51% 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 Consumer Survey Respondent Behavioral Outcomes	Northern Human Services 2020-22 N=193		NH Statewide 2020-22 N=2,069	
	n	%	n	%
Are you currently employed?*				
No	122	66	1464	74
Yes - full-time	12	6	176	9
Yes - part-time	51	28	334	17
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	6	3	60	3
Were you arrested during the 12 months prior to that? (%yes)	7	4	87	4
Arrested at all in the past 2 years? (%yes)	12	7	130	7
Over the last 12 months, have your encounters with the police...				
Been reduced	11	6	113	6
Stayed the same	12	7	104	5
Increased	5	3	51	3
Not applicable	150	84	1653	86
Participation in community or social activities				
Spiritual/Religious	76	41	711	37
Community organizations	29	16	341	18
Gym/physical activity	22	37	202	35
Peer support center	19	10	236	12
Recovery support center for substance misuse	21	11	153	8
Volunteer work	31	17	293	15
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	18	10	178	9
Other social activities	24	12	262	13
Attending school*				
No school (+)	180	98	1786	92
School Full-time	1	1	64	3
School Part-time	3	2	81	4
Smoking status				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	67	36	673	34
Former smoker (smoked in the past but now quit)	52	28	588	30
Never smoked	66	36	715	36
Have you used an e-cigarette or other electronic vaping product in the past 30 days?				
No	163	91	1698	87
Yes	17	9	247	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	51	345	51

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

Northern Human Services: 2020-2022 Family Member Satisfaction Survey Results

Demographics

A total of 148 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 (2020-2022). Of the children whose family member responded, 47% were male, 53% were female, 89% were White, and 6% were Hispanic/Latino. NHS served a lower percent of children over age twelve (57%) compared to statewide (60%). The average age was 12.0 years. About 64% have received services for more than 1 year. The table below compares the characteristics of NHS youth clients to the state.

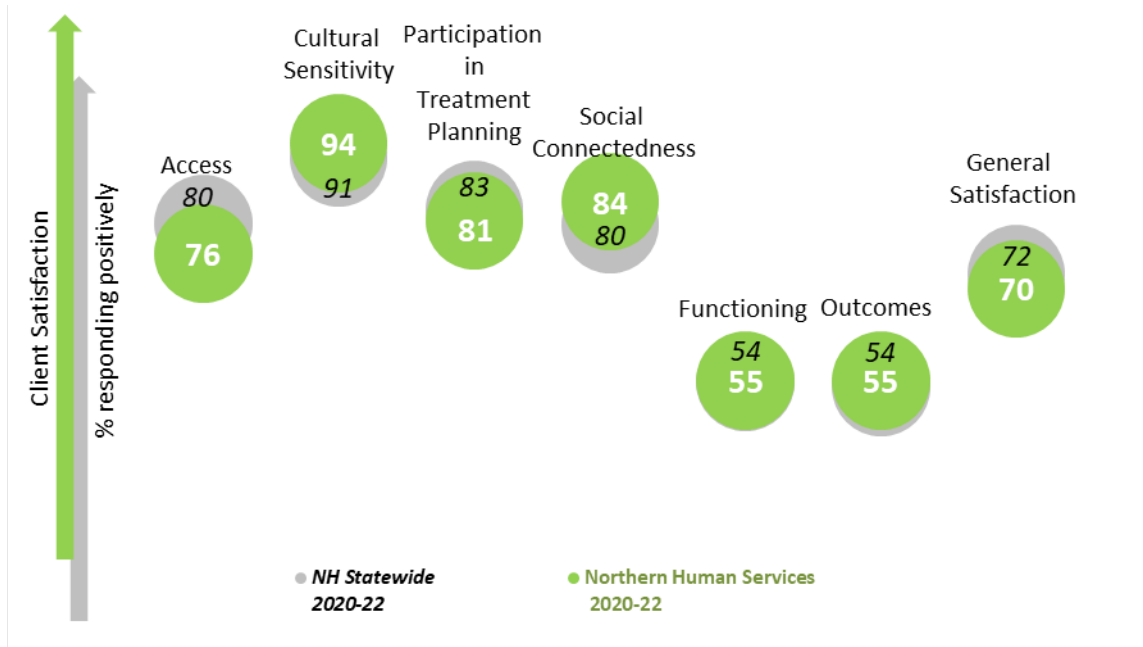
Characteristics of Children & Youth Clients	Northern Human Services 2020-22 N=148		NH Statewide 2020-22 N=1,410	
	n	%	n	%
Gender				
Female	79	53	694	49
Male	69	47	715	51
Age group				
age 0-5	8	5	47	3
age 6-11	55	37	523	37
age 12 or older	85	57	840	60
<i>Average age (SD, range)</i>	12.0 (3.7, 3-17)		12.1 (3.4, 3-17)	
Race category				
American Indian/Alaska Native	2	1	22	2
Asian	2	1	24	2
Black or African American	5	4	83	6
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)	131	89	1276	90
Other race	2	1	29	2
Either of child's parent is Spanish/Hispanic/Latino				
Yes-Hispanic/Latino	8	6	120	9
No-Not Hispanic/Latino	134	94	1252	91
How long has your child received services from this Center?				
Less than 1 month	3	2	21	2
1-5 months	13	9	114	8
6 months-1 year	35	24	361	26
More than 1 year	92	64	884	64
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.?				
No	83	60	811	59
Yes	55	40	561	41

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, with no statistically significant differences.



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

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 2020-22		NH Statewide 2020-22		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	147	76	1372	80	-4.9
Cultural Sensitivity	109	94	1041	91	2.4
Participation in Treatment Planning	146	81	1385	83	-1.9
Social Connectedness	144	84	1367	80	3.8
Functioning	141	55	1369	54	0.3
Outcomes	141	55	1370	54	1.0
General Satisfaction	142	70	1389	72	-2.4

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

Satisfaction with Northern Human Services: Comparison of 2017-2019 and 2020-2022 Domain Scores

To evaluate whether family member satisfaction with NHS changed over time, domain scores across two time periods were compared (2017-2019 versus 2020-2022). 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 2017-2019 and 2020-2022 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Northern Human Services 2017-2019		Northern Human Services 2020-2022		Difference
	N	%	N	%	
Access	114	75	147	76	1.0
Cultural Sensitivity	90	96	109	94	-2.0
Participation in Treatment Planning	114	80	146	81	1.0
Social Connectedness	114	80	144	84	4.2
Functioning	112	55	141	55	-0.8
Outcomes	113	56	141	55	-1.1
General Satisfaction	113	72	142	70	-2.0

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 (2020-2022) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*).

Family Survey Items Results Summary		Northern Human Services 2020-2022		Statewide 2020-2022	
	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	148	88	1381	89
	Services were available at times that were convenient for us	147	76	1393	80
	My family was able to access crisis services when needed (new2022)	31	71	282	73
Cultural Sensitivity	Staff spoke with me in a way that I understood	145	94	1389	93
	Staff treated me with respect	147	91	1394	92
	Staff respected my family's religious/spiritual beliefs	100	85	997	88
	Staff were sensitive to my cultural/ethnic background	101	84	956	87
Participation in Treatment Planning	I helped to choose my child's services	147	86	1372	83
	I helped to choose my child's treatment goals*(-)	145	72	1374	79
	I participated in my child's treatment	145	84	1384	87
	I helped identify my child's strengths and needs (new2022)	50	92	427	89
Social Connectedness	I have people that I am comfortable talking with about my child's problems	146	88	1374	84
	In a crisis, I would have the support I need from family or friends	143	84	1361	79
	I have people with whom I can do enjoyable things	142	86	1355	83
	I know people who will listen and understand me when I need to talk	143	85	1360	81
Functioning	My child is better at handling daily life	146	60	1385	60
	My child gets along better with family members	136	59	1335	57
	My child gets along better with friends and other people	136	61	1341	60
	My child is doing better in school and/or work	140	58	1335	55
	My child is better able to cope when things go wrong	146	56	1382	54
	My child is better able to do things he/she wants to do	144	59	1368	60
Outcomes	My child is better at handling daily life	146	60	1385	60
	My child gets along better with family members	136	59	1335	57
	My child gets along better with friends and other people	136	61	1341	60
	My child is doing better in school and/or work	140	58	1335	55
	My child is better able to cope when things go wrong	146	56	1382	54
	I am satisfied with our family life right now	145	59	1377	58
General Satisfaction	My family got the help we wanted for my child	146	75	1394	74
	My family got as much help as we needed for my child	143	71	1378	66
	I felt my child had someone to talk to when he/she was troubled	144	75	1380	78
	Overall, I am satisfied with the services my child received	143	76	1387	77
	The people helping my child stuck with us no matter what	144	74	1363	77
	The services my child and/or my family received were right for us	143	70	1386	72
	I am happy with my child's counselor or psychiatrist/(revised 2022) I am happy with my child's treatment team	141	77	1369	78

Note: The total number Ns or denominators are smaller for items that were added in 2022. 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 2020-22 N=148		NH Statewide 2020-22 N=1,410	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	1	2	22	4
Was your child arrested during the 12 months prior to that? (%yes)	2	3	15	3
Was child arrested at all in the past 2 years? (%yes)	2	3	31	6
Over the last 12 months, have your child's encounters with the police...				
Been reduced	2	3	42	8
Stayed the same	4	7	27	5
Increased	3	5	25	5
Not applicable (My child had no police encounters this year or last year)	49	84	446	83
Transition Planning				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)* (+)	31	55	214	40
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	128	96	1264	95
Was your child expelled or suspended during the past 12 months? (%yes)	10	8	164	13
Was your child expelled or suspended during the past 12 months prior to that? (%yes)*(-)	5	4	135	11
Was child expelled or suspended at all in the past 2 years? (%yes)*(-)	13	10	225	18
Since starting to receive services, the number of days my child was in school...				
Has increased	15	25	150	25
Has stayed about the same	40	68	386	64
Has decreased	4	7	69	11

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



West Central Behavioral Health

Summary of Adult and Family Member Satisfaction Surveys

West Central Behavioral Health: 2020-2022 Adult Satisfaction Survey Results

Demographics

A total of 175 adult clients from West Central Behavioral Health (WCBH) responded to the client satisfaction survey in the last three years (2020-2022). Of these, 38% were male, 62% were female, 89% were White (compared to 87% statewide), and 2% were Hispanic/Latino (compared to 6% statewide). The average age was 48.6 years. Ninety-two 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.

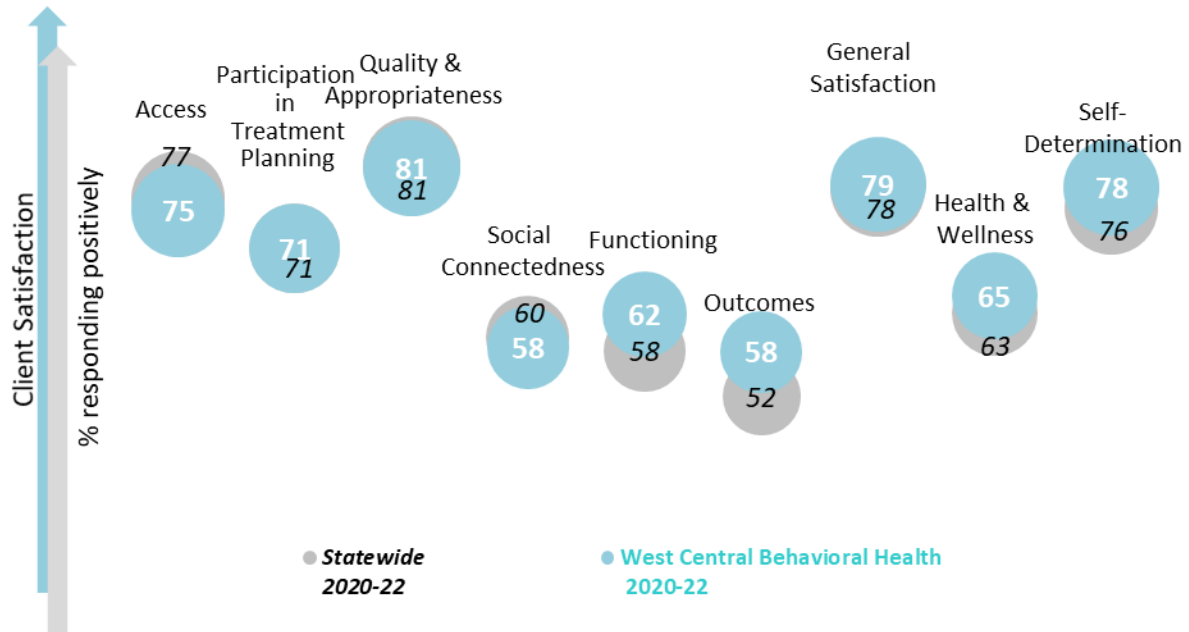
Adult Consumer Survey Respondent Characteristics	West Central Behavioral Health 2020-22 N=175		NH Statewide 2020-22 N=2,069	
	n	%	n	%
Gender				
Female	108	62	1283	62
Male	67	38	785	38
Age group				
Age 18-24	13	7	182	9
Age 25-44	59	30	628	30
Age 45-64	75	46	987	48
Age 65+	28	18	272	13
<i>Average age (SD, range)</i>	48.6 (15.8, 18-82)		47.9 (15.3, 18-87)	
Race category				
American Indian/Alaska Native	10	6	89	4
Asian	1	1	30	1
Black or African American*(-)	0	0	53	3
Native Hawaiian/Pacific Islander	1	1	5	0
White (Caucasian)	155	89	1808	87
Other race	5	3	71	3
Ethnicity: Hispanic/Latino/Spanish				
Yes-Hispanic/Latino	3	2	103	6
No-Not Hispanic/Latino*(+)	154	98	1763	94
Are you currently (still) getting mental health services from CMHC providers? (%yes)	155	92	1770	90
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	13	8	185	9
1 year or more (at least 12 months)	156	92	1783	91

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

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 2020-22		Statewide 2020-22		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	170	75	2016	77	-1.5
Participation in Treatment Planning	163	71	1913	71	0.0
Quality and Appropriateness	165	81	1917	81	-0.4
Social Connectedness	170	58	1976	60	-1.3
Functioning	173	62	1967	58	4.6
Outcomes	168	58	1897	52	5.6
General Satisfaction	173	79	1994	78	0.6
Health and Wellness	153	65	1796	63	2.2
Self-Determination	170	78	2005	76	2.6

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

Satisfaction with West Central Behavioral Health: Comparison of 2017-2019 and 2020-2022 Domain Scores

To evaluate whether client satisfaction with WCBH services changed over time, domain scores across two time periods were compared (2017-2019 versus 2020-2022). 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 2017-2019 and 2020-2022 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	West Central Behavioral Health 2017-2019		West Central Behavioral Health 2020-2022		Difference
	N	%	N	%	
Access	164	75	170	75	0.3
Participation in Treatment Planning	159	67	163	71	3.9
Quality and Appropriateness	163	79	165	81	1.5
Social Connectedness	164	54	170	58	4.0
Functioning	160	58	173	62	4.3
Outcomes	151	54	168	58	3.4
General Satisfaction	165	79	173	79	-0.2
Health and Wellness (state added)	154	66	153	65	-0.9
Self-Determination (state added)	164	73	170	78	5.7

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 (2020-2022) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items revised or newly added in 2022 are noted.

Adult Survey Items Results Summary		West Central Behavioral Health 2020-2022		Statewide 2020-2022	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	159	82	1896	83
	Staff were willing to see me as often as I felt it was necessary	171	78	1997	80
	Staff returned my call in 24 hours	161	77	1938	74
	Services were available at times that were good for me	170	82	2025	84
	I was able to get all the services I thought I needed	172	74	2022	74
	I was able to see a psychiatrist when I wanted to	168	71	1899	69
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	169	84	2013	86
	My beliefs were respected in my treatment and treatment plan	169	85	2003	84
	Staff saw me as an equal partner in my treatment plan	169	83	2010	82
	Staff were respectful of my sexual orientation, gender expression, and gender identity	146	90	1741	91
	Staff respected me as a whole person	171	87	2025	88
	My right to refuse treatment was respected	128	71	1531	77
	I, not staff, decided my treatment goals	165	68	1938	67
	Staff here believed that I could grow, change, and recover	165	85	1937	82
Quality and Appropriateness	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	157	78	1814	72
	I felt free to complain	162	72	1922	78
	I was given information about how to file a complaint	136	48	1594	54
	I was given information about my rights	162	83	1904	82
	Staff encouraged me to take responsibility for how I live my life	162	80	1903	81
	Staff told me what side effects to watch out for	160	67	1840	71
	Staff respected my wishes about who is and who is not to be given information about my treatment	163	85	1909	87
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	138	83	1656	84
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	164	79	1908	77
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	164	79	1908	77
Social Connectedness	In a crisis, I have the support I need from family or friends	168	70	1983	72
	I am happy with the friendships I have	168	69	1966	66
	I have people with whom I can do enjoyable things	169	68	1972	69
	I feel I belong to my community	166	52	1938	46
	I know people who listen and understand me when I need to talk	171	70	1996	72
	When I need help right away, I know people I can call on	169	73	1994	75
Functioning	My symptoms are not bothering me as much	171	56	1968	52
	I do things that are more meaningful to me	168	67	1958	62

Adult Survey Items Results Summary		West Central Behavioral Health 2020-2022		Statewide 2020-2022	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
	I am better able to take care of my needs*(+)	172	73	1958	65
	I am better able to do things that I want to do*(+)	170	68	1961	61
	I am better able to manage my money and pay my bills	164	66	1846	62
	I feel hopeful about my future	172	62	1958	57
	I am better able to handle things when they go wrong*(+)	171	68	1969	58
Outcomes	My symptoms are not bothering me as much	171	56	1968	52
	I deal more effectively with daily problems	172	70	1964	63
	I am better able to control my life	171	70	1962	62
	I am better able to deal with crisis	169	63	1944	57
	I am getting along better with my family	164	63	1869	61
	I do better in social situations	168	57	1916	48
	I do better in school and/or work	101	52	1177	47
	My housing situation has improved	153	52	1712	52
General Satisfaction	I like the services that I have received	173	78	1991	80
	If I had other choices, I would still get services from this agency	170	76	1953	76
	I would recommend this agency to a friend or family member	172	77	1974	78
	I am happy with my counselor or psychiatrist/I am happy with my Treatment Team (revised 2022)	168	79	1953	80
Self-Determination	I am able to stand up for myself to get what I need/I am able to stand up for myself to get my needs met (revised 2022)	171	76	1987	71
	I am free to choose the kinds of goals I want to pursue	168	82	1989	81
	I decide how involved I want to be in my treatment	169	82	1984	83
	I have people in my life who accept me for me	170	84	1994	80
	I have people in my life who respect my values and choices	169	80	1994	77
	I have a say in what happens to me when I am in crisis	167	74	1940	73
Health and Wellness	I was able to meet with a primary care medical provider to discuss my physical well-being/I have been provided information on how to meet with a primary care medical provider (revised 2022)	155	81	1813	81
	I have been eating a more healthy diet/I have been provided information on how to eat a more healthy diet (revised 2022)	162	49	1906	53
	I have been more physically active/I have been provided information on how to be more physically active (revised 2022)	158	51	1898	57
	My medications have been helpful to me	160	73	1877	66
	I was (not) prescribed too many medications	129	61	1400	66

Note: *p<0.05 statistically significant difference (bolded); (+) Center % higher than statewide, (-) 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 Consumer Survey Respondent Behavioral Outcomes	West Central Behavioral Health 2020-22 N=175		NH Statewide 2020-22 N=2,069	
	n	%	n	%
Are you currently employed?				
No	133	79	1464	74
Yes - full-time	15	9	176	9
Yes - part-time	21	12	334	17
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	3	2	60	3
Were you arrested during the 12 months prior to that? (%yes)	9	5	87	4
Arrested at all in the past 2 years? (%yes)	12	7	130	7
Over the last 12 months, have your encounters with the police...			0	0
Been reduced	9	6	113	6
Stayed the same	15	9	104	5
Increased	4	2	51	3
Not applicable	135	83	1653	86
Participation in community or social activities				
Spiritual/Religious	54	34	711	37
Community organizations	30	18	341	18
Gym/physical activity	14	25	202	35
Peer support center	22	14	236	12
Recovery support center for substance misuse	16	10	153	8
Volunteer work	23	14	293	15
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	11	7	178	9
Other social activities	21	12	262	13
Attending school				
No school	146	94	1786	92
School Full-time	5	3	64	3
School Part-time	5	3	81	4
Smoking status				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	53	31	673	34
Former smoker (smoked in the past but now quit)	55	33	588	30
Never smoked	61	36	715	36
Have you used an e-cigarette or other electronic vaping product in the past 30 days?				
No	146	89	1698	87
Yes	18	11	247	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)	19	42	345	51

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

West Central Behavioral Health: 2020-2022 Family Member Satisfaction Survey Results

Demographics

A total of 114 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 (2020-2022). Of the children whose family member responded, 54% were male, 46% were female, 97% 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 2020-22 N=114		NH Statewide 2020-22 N=1,410	
	n	%	n	%
Gender				
Female	52	46	694	49
Male	62	54	715	51
Age group				
age 0-5	6	5	47	3
age 6-11	41	36	523	37
age 12 or older	67	59	840	60
<i>Average age (SD, range)</i>	11.8 (3.2, 3-17)		12.1 (3.4, 3-17)	
Race category				
American Indian/Alaska Native	2	2	22	2
Asian	0	0	24	2
Black or African American*(-)	1	1	83	6
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)*(+)	111	97	1276	90
Other race	0	0	29	2
Either of child's parent is Spanish/Hispanic/Latino*				
Yes-Hispanic/Latino (-)	4	4	120	9
No-Not Hispanic/Latino (+)	108	96	1252	91
How long has your child received services from this Center?				
Less than 1 month	2	2	21	2
1-5 months	2	2	114	8
6 months-1 year	29	26	361	26
More than 1 year	80	71	884	64
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.?				
No	70	63	811	59
Yes	42	38	561	41

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, WCBH clients had significantly lower satisfaction in two domains – access and participation in treatment planning.



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 WCBH and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	West Central Behavioral Health 2020-22		NH Statewide 2020-22		Difference
	Total N	CMHC %	Total N	Statewide %	
Access*	113	71	1372	80	-9.6
Cultural Sensitivity	89	87	1041	91	-4.7
Participation in Treatment Planning*	114	75	1385	83	-7.3
Social Connectedness	112	76	1367	80	-4.3
Functioning	112	46	1369	54	-8.8
Outcomes	112	47	1370	54	-6.3
General Satisfaction	113	65	1389	72	-7.5

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 2017-2019 and 2020-2022 Domain Scores

To evaluate whether family member satisfaction with WCBH changed over time, domain scores across two time periods were compared (2017-2019 versus 2020-2022). The participation in treatment planning domain decreased over the two time periods.

The table below provides additional details on the total number of respondents included in each domain in the 2017-2019 and 2020-2022 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	West Central Behavioral Health 2017-2019		West Central Behavioral Health 2020-2022		Difference
	N	%	N	%	
Access	107	79	113	71	-8.6
Cultural Sensitivity	85	91	89	87	-4.1
Participation in Treatment Planning*	107	87	114	75	-11.5
Social Connectedness	105	79	112	76	-3.2
Functioning	106	58	112	46	-13.0
Outcomes	106	55	112	47	-7.4
General Satisfaction	106	69	113	65	-4.3

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

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 (2020-2022) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items revised or newly added in 2022 are noted.

Family Survey Items Results Summary		West Central Behavioral Health 2020-2022		Statewide 2020-2022	
	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	113	89	1381	89
	Services were available at times that were convenient for us*(-)	114	73	1393	80
	My family was able to access crisis services when needed (new2022)	25	60	282	73
Cultural Sensitivity	Staff spoke with me in a way that I understood*(-)	113	84	1389	93
	Staff treated me with respect	113	90	1394	92
	Staff respected my family's religious/spiritual beliefs	85	87	997	88
	Staff were sensitive to my cultural/ethnic background	82	87	956	87
Participation in Treatment Planning	I helped to choose my child's services*(-)	111	76	1372	83
	I helped to choose my child's treatment goals	114	76	1374	79
	I participated in my child's treatment	111	84	1384	87
	I helped identify my child's strengths and needs (new2022)*(-)	40	78	427	89
Social Connectedness	I have people that I am comfortable talking with about my child's problems	112	81	1374	84
	In a crisis, I would have the support I need from family or friends*(-)	111	71	1361	79
	I have people with whom I can do enjoyable things	111	79	1355	83
	I know people who will listen and understand me when I need to talk	110	76	1360	81
Functioning	My child is better at handling daily life	111	55	1385	60
	My child gets along better with family members	112	54	1335	57
	My child gets along better with friends and other people*(-)	109	51	1341	60
	My child is doing better in school and/or work	108	50	1335	55
	My child is better able to cope when things go wrong*(-)	113	43	1382	54
	My child is better able to do things he/she wants to do*(-)	112	51	1368	60
Outcomes	My child is better at handling daily life	111	55	1385	60
	My child gets along better with family members	112	54	1335	57
	My child gets along better with friends and other people	109	51	1341	60
	My child is doing better in school and/or work	108	50	1335	55
	My child is better able to cope when things go wrong	113	43	1382	54
	I am satisfied with our family life right now	112	55	1377	58
General Satisfaction	My family got the help we wanted for my child	113	71	1394	74
	My family got as much help as we needed for my child	113	58	1378	66
	I felt my child had someone to talk to when he/she was troubled	113	80	1380	78
	Overall, I am satisfied with the services my child received	113	72	1387	77
	The people helping my child stuck with us no matter what	109	72	1363	77
	The services my child and/or my family received were right for us	114	67	1386	72
	I am happy with my child's counselor or psychiatrist/(revised 2022) I am happy with my child's treatment team	111	75	1369	78

Note: The total number Ns or denominators are smaller for items that were added in 2022. 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. Forty-one 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 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 2020-22 N=114		NH Statewide 2020-22 N=1,410	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	1	3	22	4
Was your child arrested during the 12 months prior to that? (%yes)*(+)	3	8	15	3
Was child arrested at all in the past 2 years? (%yes)	3	8	31	6
Over the last 12 months, have your child's encounters with the police...				
Been reduced	7	18	42	8
Stayed the same	1	3	27	5
Increased	2	5	25	5
Not applicable (My child had no police encounters this year or last year)	28	74	446	83
Transition Planning				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	15	41	214	40
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	100	93	1264	95
Was your child expelled or suspended during the past 12 months? (%yes)	12	12	164	13
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	12	12	135	11
Was child expelled or suspended at all in the past 2 years? (%yes)	17	17	225	18
Since starting to receive services, the number of days my child was in school...				
Has increased	15	26	150	25
Has stayed about the same	36	62	386	64
Has decreased	7	12	69	11

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

Lakes Region Mental Health Center

Summary of Adult and Family Member Satisfaction Surveys

Lakes Region Mental Health Center: 2020-2022 Adult Satisfaction Survey Results

Demographics

A total of 190 adult clients from Lakes Region Mental Health Center (LRMHC) responded to the client satisfaction survey in the last three years (2020-2022). Of these, 36% were male, 62% were female, 92% were White, and 3% were Hispanic/Latino (compared to 6% statewide). The average age was 48.6 years. Ninety-two percent were still receiving services at the time of the survey and 86% have received services for a year or more. The table below compares the characteristics of LRMHC respondents to the state.

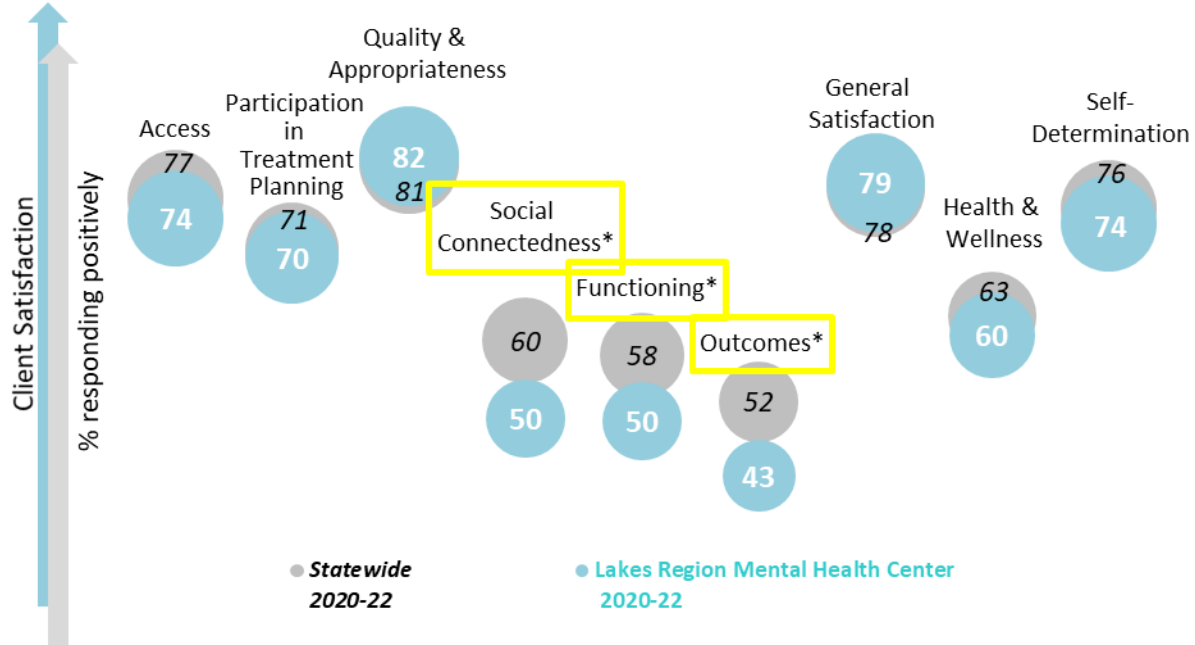
Adult Consumer Survey Respondent Characteristics	Lakes Region Mental Health Center 2020-22 N=190		NH Statewide 2020-22 N=2,069	
	n	%	n	%
Gender				
Female	121	62	1283	62
Male	69	36	785	38
Age group*				
Age 18-24 (-)	10	5	182	9
Age 25-44 (+)	55	30	628	30
Age 45-64 (+)	109	57	987	48
Age 65+ (-)	16	8	272	13
Average age (SD, range)	48.6 (13.6, 18-74)		47.9 (15.3, 18-87)	
Race category				
American Indian/Alaska Native	8	4	89	4
Asian	2	1	30	1
Black or African American	1	1	53	3
Native Hawaiian/Pacific Islander	1	1	5	0
White (Caucasian)*(+)	175	92	1808	87
Other race	4	2	71	3
Ethnicity: Hispanic/Latino/Spanish				
Yes-Hispanic/Latino	5	3	103	6
No-Not Hispanic/Latino	165	97	1763	94
Are you currently (still) getting mental health services from CMHC providers? (%yes)	164	92	1770	90
How long have you received mental health services from your community mental health providers?*				
Less than a year (less than 12 months) (+)	25	14	185	9
1 year or more (at least 12 months) (-)	156	86	1783	91

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 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 2020-22		Statewide 2020-22		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	187	74	2016	77	-2.5
Participation in Treatment Planning	181	70	1913	71	-1.0
Quality and Appropriateness	177	82	1917	81	0.9
Social Connectedness*	182	50	1976	60	-9.5
Functioning*	177	50	1967	58	-8.1
Outcomes*	174	43	1897	52	-9.0
General Satisfaction	178	79	1994	78	0.7
Health and Wellness	161	60	1796	63	-2.3
Self-Determination	186	74	2005	76	-1.9

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 2017-2019 and 2020-2022 Domain Scores

To evaluate whether client satisfaction with LRMHC services changed over time, domain scores across two time periods were compared (2017-2019 versus 2020-2022). The general satisfaction domain significantly improved.

The table below provides additional details on the total number of respondents included in each domain in the 2017-2019 and 2020-2022 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Lakes Regional Mental Health Center 2017-2019		Lakes Regional Mental Health Center 2020-2022		Difference
	N	%	N	%	
Access	200	69	187	74	5.3
Participation in Treatment Planning	185	71	181	70	-1.7
Quality and Appropriateness	198	80	177	82	2.1
Social Connectedness	194	57	182	50	-6.7
Functioning	194	57	177	50	-7.5
Outcomes	186	47	174	43	-4.2
General Satisfaction*	200	69	178	79	9.7
Health and Wellness (state added)	182	60	161	60	-0.2
Self-Determination (state added)	196	75	186	74	-1.3

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 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 (2020-2022) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items revised or newly added in 2022 are noted.

Adult Survey Items Results Summary		Lakes Regional Mental Health Center 2020-2022		Statewide 2020-2022	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	180	82	1896	83
	Staff were willing to see me as often as I felt it was necessary	186	79	1997	80
	Staff returned my call in 24 hours	175	70	1938	74
	Services were available at times that were good for me*(-)	186	77	2025	84
	I was able to get all the services I thought I needed	186	72	2022	74
	I was able to see a psychiatrist when I wanted to*(-)	175	62	1899	69
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	187	84	2013	86
	My beliefs were respected in my treatment and treatment plan	185	84	2003	84
	Staff saw me as an equal partner in my treatment plan	184	82	2010	82
	Staff were respectful of my sexual orientation, gender expression, and gender identity	162	94	1741	91
	Staff respected me as a whole person	188	87	2025	88
	My right to refuse treatment was respected	144	81	1531	77
	I, not staff, decided my treatment goals	182	67	1938	67
Quality and Appropriateness	Staff here believed that I could grow, change, and recover	177	81	1937	82
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)*(-)	165	65	1814	72
	I felt free to complain	176	77	1922	78
	I was given information about how to file a complaint	146	55	1594	54
	I was given information about my rights	176	84	1904	82
	Staff encouraged me to take responsibility for how I live my life	176	78	1903	81
	Staff told me what side effects to watch out for	171	74	1840	71
	Staff respected my wishes about who is and who is not to be given information about my treatment*(-)	177	81	1909	87
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	157	87	1656	84
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	180	71	1908	77
Social Connectedness	In a crisis, I have the support I need from family or friends*(-)	182	65	1983	72
	I am happy with the friendships I have*(-)	182	59	1966	66
	I have people with whom I can do enjoyable things*(-)	183	62	1972	69
	I feel I belong to my community	178	41	1938	46
	I know people who listen and understand me when I need to talk*(-)	182	63	1996	72
Functioning	When I need help right away, I know people I can call on	184	71	1994	75
	My symptoms are not bothering me as much*(-)	181	44	1968	52

Adult Survey Items Results Summary		Lakes Regional Mental Health Center 2020-2022		Statewide 2020-2022	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
	I do things that are more meaningful to me*(-)	177	55	1958	62
	I am better able to take care of my needs*(-)	179	58	1958	65
	I am better able to do things that I want to do*(-)	177	51	1961	61
	I am better able to manage my money and pay my bills	173	60	1846	62
	I feel hopeful about my future*(-)	179	47	1958	57
	I am better able to handle things when they go wrong	181	54	1969	58
Outcomes	My symptoms are not bothering me as much	181	44	1968	52
	I deal more effectively with daily problems	179	62	1964	63
	I am better able to control my life	179	58	1962	62
	I am better able to deal with crisis	178	51	1944	57
	I am getting along better with my family*(-)	169	53	1869	61
	I do better in social situations*(-)	175	37	1916	48
	I do better in school and/or work	112	41	1177	47
	My housing situation has improved	152	49	1712	52
General Satisfaction	I like the services that I have received	178	78	1991	80
	If I had other choices, I would still get services from this agency	177	75	1953	76
	I would recommend this agency to a friend or family member	175	81	1974	78
	I am happy with my counselor or psychiatrist/I am happy with my Treatment Team (revised 2022)	174	79	1953	80
Self-Determination	I am able to stand up for myself to get what I need/I am able to stand up for myself to get my needs met (revised 2022)	183	71	1987	71
	I am free to choose the kinds of goals I want to pursue	183	84	1989	81
	I decide how involved I want to be in my treatment	185	88	1984	83
	I have people in my life who accept me for me*(-)	186	71	1994	80
	I have people in my life who respect my values and choices*(-)	185	71	1994	77
	I have a say in what happens to me when I am in crisis	182	70	1940	73
Health and Wellness	I was able to meet with a primary care medical provider to discuss my physical well-being/I have been provided information on how to meet with a primary care medical provider (revised 2022)	170	86	1813	81
	I have been eating a more healthy diet/I have been provided information on how to eat a more healthy diet (revised 2022)	170	50	1906	53
	I have been more physically active/I have been provided information on how to be more physically active (revised 2022)	175	57	1898	57
	My medications have been helpful to me	164	67	1877	66
	I was (not) prescribed too many medications	126	70	1400	66

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

Behavioral Outcomes

Seventy-two percent of LRMHC respondents reported being unemployed at the time of the survey. Five percent of respondents reported being arrested in the last 12 months, and 7% reported that their encounters with the police have been reduced. Five percent of respondents reported attending either full- or part-time school. Forty-one percent of respondents reported they are current smokers, 14% used e-cigarettes, and 57% 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 Consumer Survey Respondent Behavioral Outcomes	Lakes Region Mental Health Center 2020-22 N=190		NH Statewide 2020-22 N=2,069	
	n	%	n	%
Are you currently employed?				
No	130	72	1464	74
Yes - full-time	21	12	176	9
Yes - part-time	30	17	334	17
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	9	5	60	3
Were you arrested during the 12 months prior to that? (%yes)	8	4	87	4
Arrested at all in the past 2 years? (%yes)	11	6	130	7
Over the last 12 months, have your encounters with the police...			0	0
Been reduced	13	7	113	6
Stayed the same	10	6	104	5
Increased	9	5	51	3
Not applicable	148	82	1653	86
Participation in community or social activities				
Spiritual/Religious	59	34	711	37
Community organizations	28	16	341	18
Gym/physical activity	22	41	202	35
Peer support center	15	9	236	12
Recovery support center for substance misuse	15	9	153	8
Volunteer work	25	14	293	15
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	20	11	178	9
Other social activities	21	11	262	13
Attending school				
No school	167	95	1786	92
School Full-time	3	2	64	3
School Part-time	6	3	81	4
Smoking status				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	74	41	673	34
Former smoker (smoked in the past but now quit)	51	28	588	30
Never smoked	57	31	715	36
Have you used an e-cigarette or other electronic vaping product in the past 30 days?				
No	152	86	1698	87
Yes	25	14	247	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)	43	57	345	51

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

Lakes Region Mental Health Center: 2020-2022 Family Member Satisfaction Survey Results

Demographics

A total of 120 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 (2020-2022). Of the children whose family member responded, 48% were male, 53 were female, 90% were White, and 4% were Hispanic/Latino. The average age was 12.4 years. Fifty-nine percent have received services for more than 1 year. The table below compares the characteristics of LRMHC youth clients to the state.

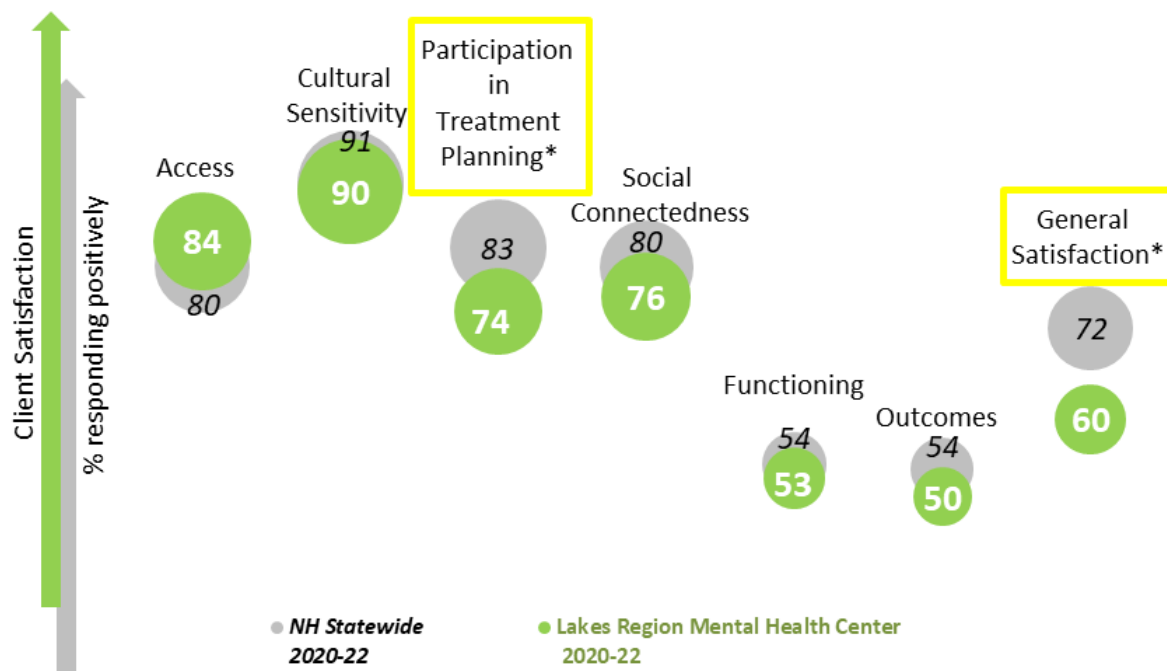
Characteristics of Children & Youth Clients	Lakes Region Mental Health Center 2020-22 N=120		NH Statewide 2020-22 N=1,410	
	n	%	n	%
Gender				
Female	63	53	694	49
Male	57	48	715	51
Age group				
age 0-5	4	3	47	3
age 6-11	37	31	523	37
age 12 or older	79	66	840	60
<i>Average age (SD, range)</i>	12.4 (3.3. 4-17)		12.1 (3.4, 3-17)	
Race category				
American Indian/Alaska Native	2	2	22	2
Asian	1	1	24	2
Black or African American	10	8	83	6
Native Hawaiian/Pacific Islander	1	1	5	0
White (Caucasian)	108	90	1276	90
Other race	2	2	29	2
Either of child's parent is Spanish/Hispanic/Latino				
Yes-Hispanic/Latino	5	4	120	9
No-Not Hispanic/Latino	109	96	1252	91
How long has your child received services from this Center?				
Less than 1 month	1	1	21	2
1-5 months	9	8	114	8
6 months-1 year	38	33	361	26
More than 1 year	68	59	884	64
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.?				
No	66	57	811	59
Yes	50	43	561	41

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 center and statewide.

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

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



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 2020-22		NH Statewide 2020-22		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	116	84	1372	80	3.2
Cultural Sensitivity	91	90	1041	91	-1.1
Participation in Treatment Planning*	117	74	1385	83	-8.3
Social Connectedness	114	76	1367	80	-3.9
Functioning	118	53	1369	54	-1.8
Outcomes	118	50	1370	54	-3.6
General Satisfaction*	118	60	1389	72	-11.9

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 2017-2019 and 2020-2022 Domain Scores

To evaluate whether family member satisfaction with LRMHC changed over time, domain scores across two time periods were compared (2017-2019 versus 2020-2022). The access domain significantly improved over time.

The table below provides additional details on the total number of respondents included in each domain in the 2017-2019 and 2020-2022 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Lakes Regional Mental Health Center 2017-2019		Lakes Regional Mental Health Center 2020-2022		Difference
	N	%	N	%	
Access*	114	70	116	84	13.4
Cultural Sensitivity	78	88	91	90	1.7
Participation in Treatment Planning	114	76	117	74	-2.0
Social Connectedness	115	77	114	76	-0.2
Functioning	112	54	118	53	-1.9
Outcomes	112	55	118	50	-5.4
General Satisfaction	114	68	118	60	-8.3

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 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 (2020-2022) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items revised or newly added in 2022 are noted.

Family Survey Items Results Summary		Lakes Regional Mental Health Center 2020-2022		Statewide 2020-2022	
	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	118	92	1381	89
	Services were available at times that were convenient for us	118	75	1393	80
	My family was able to access crisis services when needed (new2022)	21	67	282	73
Cultural Sensitivity	Staff spoke with me in a way that I understood	119	93	1389	93
	Staff treated me with respect	119	88	1394	92
	Staff respected my family's religious/spiritual beliefs	87	87	997	88
	Staff were sensitive to my cultural/ethnic background	81	93	956	87
Participation in Treatment Planning	I helped to choose my child's services	117	80	1372	83
	I helped to choose my child's treatment goals	117	73	1374	79
	I participated in my child's treatment	118	82	1384	87
	I helped identify my child's strengths and needs (new2022)	27	85	427	89
Social Connectedness	I have people that I am comfortable talking with about my child's problems	116	78	1374	84
	In a crisis, I would have the support I need from family or friends	115	72	1361	79
	I have people with whom I can do enjoyable things	113	78	1355	83
	I know people who will listen and understand me when I need to talk	115	76	1360	81
Functioning	My child is better at handling daily life	118	50	1385	60
	My child gets along better with family members	113	50	1335	57
	My child gets along better with friends and other people	117	56	1341	60
	My child is doing better in school and/or work	115	55	1335	55
	My child is better able to cope when things go wrong	118	51	1382	54
	My child is better able to do things he/she wants to do	119	61	1368	60
Outcomes	My child is better at handling daily life*(-)	118	50	1385	60
	My child gets along better with family members	113	50	1335	57
	My child gets along better with friends and other people	117	56	1341	60
	My child is doing better in school and/or work	115	55	1335	55
	My child is better able to cope when things go wrong	118	51	1382	54
	I am satisfied with our family life right now	119	59	1377	58
General Satisfaction	My family got the help we wanted for my child	119	63	1394	74
	My family got as much help as we needed for my child	119	56	1378	66
	I felt my child had someone to talk to when he/she was troubled	119	71	1380	78
	Overall, I am satisfied with the services my child received*(-)	118	69	1387	77
	The people helping my child stuck with us no matter what	114	70	1363	77
	The services my child and/or my family received were right for us*(-)	118	59	1386	72
	I am happy with my child's counselor or psychiatrist/ (revised 2022) I am happy with my child's treatment team	117	71	1369	78

Note: The total number Ns or denominators are smaller for items that were added in 2022. Note: *p<0.05 statistically significant difference (bolded): (+) Center % higher than statewide, (-) Center % lower than statewide.

Behavioral Outcomes

About 2% of LRMHC family member respondents reported that their child was arrested in the last 12 months, and 2% reported that their child's encounters with the police have been reduced. Forty-two 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. Eighty-nine percent of respondents reported that their child attended school in the last 12 months, which is significantly lower compared to statewide. Nineteen 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 2020-22 N=120		NH Statewide 2020-22 N=1,410	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	1	2	22	4
Was your child arrested during the 12 months prior to that? (%yes)	1	2	15	3
Was child arrested at all in the past 2 years? (%yes)	2	4	31	6
Over the last 12 months, have your child's encounters with the police...				
Been reduced	1	2	42	8
Stayed the same	3	6	27	5
Increased	4	8	25	5
Not applicable (My child had no police encounters this year or last year)	41	84	446	83
Transition Planning				
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	42	214	40
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)*(-)	100	89	1264	95
Was your child expelled or suspended during the past 12 months? (%yes)	16	16	164	13
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	10	10	135	11
Was child expelled or suspended at all in the past 2 years? (%yes)	18	18	225	18
Since starting to receive services, the number of days my child was in school...				
Has increased	10	19	150	25
Has stayed about the same	35	66	386	64
Has decreased	8	15	69	11

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: 2020-2022 Adult Satisfaction Survey Results

Demographics

A total of 191 adult clients from Riverbend Community Mental Health (RCMH) responded to the client satisfaction survey in the last three years (2020-2022). Of these, 36% were male, 65% were female, 89% were White, and 1% were Hispanic/Latino (compared to 6% statewide). The average age was 47.6 years. Ninety-two percent were still receiving services at the time of the survey and 95% have received services for a year or more. The table below compares the characteristics of RCMH respondents to the state.

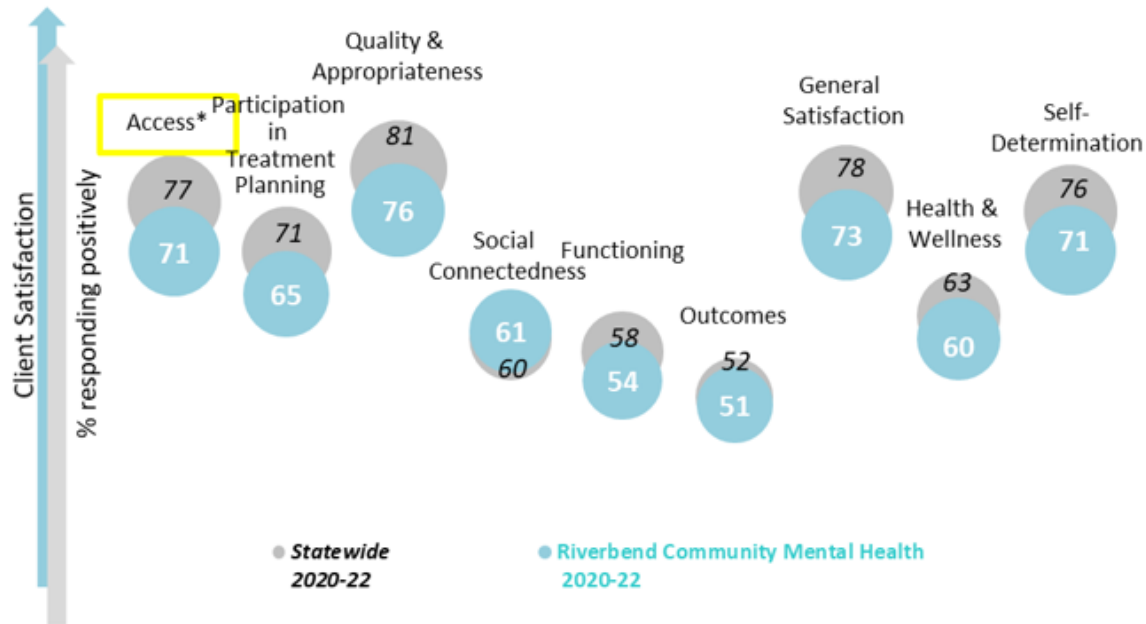
Adult Consumer Survey Respondent Characteristics	Riverbend Community Mental Health Center 2020-22 N=191		NH Statewide 2020-22 N=2,069	
	n	%	n	%
Gender				
Female	123	65	1283	62
Male	68	36	785	38
Age group				
Age 18-24	13	8	182	9
Age 25-44	67	33	628	30
Age 45-64	87	47	987	48
Age 65+	24	11	272	13
<i>Average age (SD, range)</i>	47.6 (15.1, 18-81)		47.9 (15.3, 18-87)	
Race category				
American Indian/Alaska Native	11	6	89	4
Asian	1	1	30	1
Black or African American	7	4	53	3
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)	170	89	1808	87
Other race	8	4	71	3
Ethnicity: Hispanic/Latino/Spanish *				
Yes-Hispanic/Latino (-)	2	1	103	6
No-Not Hispanic/Latino (+)	174	99	1763	94
Are you currently (still) getting mental health services from CMHC providers? (%yes)	162	92	1770	90
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	10	5	185	9
1 year or more (at least 12 months)	172	95	1783	91

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 lower client satisfaction scores across eight of the nine domains. The access domain was 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 RCMH and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Riverbend Community Mental Health 2020-22		Statewide 2020-22		Difference
	Total N	CMHC %	Total N	Statewide %	
Access*	190	71	2016	77	-6.3
Participation in Treatment Planning	181	65	1913	71	-5.4
Quality and Appropriateness	186	76	1917	81	-5.2
Social Connectedness	185	61	1976	60	1.0
Functioning	184	54	1967	58	-3.5
Outcomes	176	51	1897	52	-1.0
General Satisfaction	186	73	1994	78	-5.4
Health and Wellness	173	60	1796	63	-3.0
Self-Determination	188	71	2005	76	-4.9

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 Riverbend Community Mental Health: Comparison of 2017-2019 and 2020-2022 Domain Scores

To evaluate whether client satisfaction with RCMH services changed over time, domain scores across two time periods were compared (2017-2019 versus 2020-2022). 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 2017-2019 and 2020-2022 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Riverbend Community Mental Health Center 2017-2019		Riverbend Community Mental Health Center 2020-2022		Difference
	N	%	N	%	
Access	271	75	190	71	-4.0
Participation in Treatment Planning	259	68	181	65	-3.2
Quality and Appropriateness	265	80	186	76	-4.2
Social Connectedness	261	52	185	61	8.1
Functioning	267	56	184	54	-1.8
Outcomes	258	51	176	51	0.4
General Satisfaction	269	75	186	73	-2.9
Health and Wellness (state added)	258	60	173	60	-0.1
Self-Determination (state added)	270	71	188	71	0.0

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 (2020-2022) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items revised or newly added in 2022 are noted.

Adult Survey Items Results Summary		Riverbend Community Mental Health Center 2020-2022		Statewide 2020-2022	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	180	87	1896	83
	Staff were willing to see me as often as I felt it was necessary	189	75	1997	80
	Staff returned my call in 24 hours*(-)	185	68	1938	74
	Services were available at times that were good for me	188	81	2025	84
	I was able to get all the services I thought I needed	189	69	2022	74
	I was able to see a psychiatrist when I wanted to*(-)	185	62	1899	69
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	190	82	2013	86
	My beliefs were respected in my treatment and treatment plan*(-)	187	79	2003	84
	Staff saw me as an equal partner in my treatment plan*(-)	187	75	2010	82
	Staff were respectful of my sexual orientation, gender expression, and gender identity*(-)	162	88	1741	91
	Staff respected me as a whole person*(-)	186	82	2025	88
	My right to refuse treatment was respected*(-)	145	70	1531	77
	I, not staff, decided my treatment goals	181	64	1938	67
Quality and Appropriateness	Staff here believed that I could grow, change, and recover*(-)	183	75	1937	82
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	180	73	1814	72
	I felt free to complain	183	74	1922	78
	I was given information about how to file a complaint	158	49	1594	54
	I was given information about my rights	182	78	1904	82
	Staff encouraged me to take responsibility for how I live my life	183	79	1903	81
	Staff told me what side effects to watch out for*(-)	177	63	1840	71
	Staff respected my wishes about who is and who is not to be given information about my treatment	182	86	1909	87
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	150	83	1656	84
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	181	71	1908	77
Social Connectedness	In a crisis, I have the support I need from family or friends	184	72	1983	72
	I am happy with the friendships I have	188	64	1966	66
	I have people with whom I can do enjoyable things	185	65	1972	69
	I feel I belong to my community	181	44	1938	46
	I know people who listen and understand me when I need to talk	189	69	1996	72
	When I need help right away, I know people I can call on	187	72	1994	75

Adult Survey Items Results Summary		Riverbend Community Mental Health Center 2020-2022		Statewide 2020-2022	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Functioning	My symptoms are not bothering me as much	184	48	1968	52
	I do things that are more meaningful to me	184	60	1958	62
	I am better able to take care of my needs	183	64	1958	65
	I am better able to do things that I want to do	183	62	1961	61
	I am better able to manage my money and pay my bills	175	63	1846	62
	I feel hopeful about my future	183	53	1958	57
	I am better able to handle things when they go wrong	182	55	1969	58
Outcomes	My symptoms are not bothering me as much	184	48	1968	52
	I deal more effectively with daily problems	182	63	1964	63
	I am better able to control my life	183	61	1962	62
	I am better able to deal with crisis	182	55	1944	57
	I am getting along better with my family	172	62	1869	61
	I do better in social situations	177	45	1916	48
	I do better in school and/or work	102	44	1177	47
	My housing situation has improved	158	52	1712	52
General Satisfaction	I like the services that I have received	184	75	1991	80
	If I had other choices, I would still get services from this agency	177	72	1953	76
	I would recommend this agency to a friend or family member	185	74	1974	78
	I am happy with my counselor or psychiatrist/I am happy with my Treatment Team (revised 2022)*(-)	177	74	1953	80
Self-Determination	I am able to stand up for myself to get what I need/I am able to stand up for myself to get my needs met (revised 2022)	185	68	1987	71
	I am free to choose the kinds of goals I want to pursue	187	79	1989	81
	I decide how involved I want to be in my treatment	184	77	1984	83
	I have people in my life who accept me for me	188	80	1994	80
	I have people in my life who respect my values and choices	187	75	1994	77
	I have a say in what happens to me when I am in crisis*(-)	173	62	1940	73
Health and Wellness	I was able to meet with a primary care medical provider to discuss my physical well-being/I have been provided information on how to meet with a primary care medical provider (revised 2022)	161	78	1813	81
	I have been eating a more healthy diet/I have been provided information on how to eat a more healthy diet (revised 2022)	176	53	1906	53
	I have been more physically active/I have been provided information on how to be more physically active (revised 2022)	179	61	1898	57
	My medications have been helpful to me	186	64	1877	66
	I was (not) prescribed too many medications	134	59	1400	66

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

Behavioral Outcomes

Seventy-nine 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. Four percent of respondents reported that they are attending either full- or part-time school. Thirty-four percent of respondents reported they are current smokers, 12% have used e-cigarettes, and 57% 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 Consumer Survey Respondent Behavioral Outcomes	Riverbend Community Mental Health Center 2020-22 N=191		NH Statewide 2020-22 N=2,069	
	n	%	n	%
Are you currently employed?				
No	146	79	1464	74
Yes - full-time	10	5	176	9
Yes - part-time	28	15	334	17
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	3	2	60	3
Were you arrested during the 12 months prior to that? (%yes)	8	4	87	4
Arrested at all in the past 2 years? (%yes)	10	5	130	7
Over the last 12 months, have your encounters with the police...*			0	0
Been reduced (+)	13	7	113	6
Stayed the same (-)	4	2	104	5
Increased (+)	9	5	51	3
Not applicable (-)	153	85	1653	86
Participation in community or social activities				
Spiritual/Religious	61	33	711	37
Community organizations	30	16	341	18
Gym/physical activity	16	30	202	35
Peer support center	25	14	236	12
Recovery support center for substance misuse	11	6	153	8
Volunteer work	29	16	293	15
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	15	8	178	9
Other social activities	28	15	262	13
Attending school*				
No school (+)	175	96	1786	92
School Full-time (-)	0	0	64	3
School Part-time (=)	8	4	81	4
Smoking status				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	62	34	673	34
Former smoker (smoked in the past but now quit)	52	28	588	30
Never smoked	69	38	715	36
Have you used an e-cigarette or other electronic vaping product in the past 30 days?				
No	160	88	1698	87
Yes	22	12	247	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)	34	57	345	51

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

Riverbend Community Mental Health: 2020-2022 Family Member Satisfaction Survey Results

Demographics

A total of 170 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 (2020-2022). Of the children whose family member responded, 54% were male, 46% were female, 96% were White, and 5% were Hispanic/Latino. The average age was 12.0 years. Sixty-one percent have received services for more than 1 year. The table below compares the characteristics of RCMH youth clients to the state.

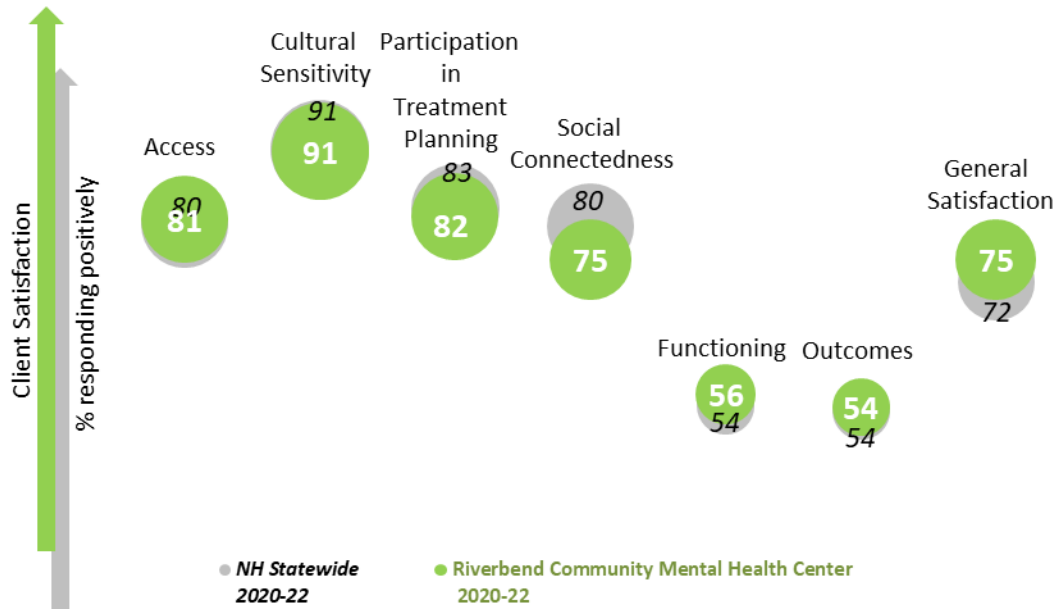
Characteristics of Children & Youth Clients	Riverbend Community Mental Health Center 2020-22 N=170		NH Statewide 2020-22 N=1,410	
	n	%	n	%
Gender				
Female	78	46	694	49
Male	91	54	715	51
Age group				
92	4	2	47	3
age 6-11	67	39	523	37
age 12 or older	99	58	840	60
<i>Average age (SD, range)</i>	12.0 (3.3, 3-17)		12.1 (3.4, 3-17)	
Race category				
American Indian/Alaska Native	3	2	22	2
Asian	3	2	24	2
Black or African American	9	5	83	6
Native Hawaiian/Pacific Islander	1	1	5	0
White (Caucasian)*(+)	163	96	1276	90
Other race	2	1	29	2
Either of child's parent is Spanish/Hispanic/Latino*				
Yes-Hispanic/Latino	9	5	120	9
No-Not Hispanic/Latino	158	95	1252	91
How long has your child received services from this Center?				
Less than 1 month	1	1	21	2
1-5 months	12	7	114	8
6 months-1 year	53	31	361	26
More than 1 year	104	61	884	64
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.?				
No	100	59	811	59
Yes	69	41	561	41

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, 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 Center 2020-22		NH Statewide 2020-22		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	164	81	1372	80	0.7
Cultural Sensitivity	121	91	1041	91	-0.3
Participation in Treatment Planning	168	82	1385	83	-1.2
Social Connectedness	167	75	1367	80	-4.8
Functioning	168	56	1369	54	1.7
Outcomes	168	54	1370	54	0.6
General Satisfaction	170	75	1389	72	3.2

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

Satisfaction with Riverbend Community Health: Comparison of 2017-2019 and 2020-2022 Domain Scores

To evaluate whether family member satisfaction with RCMH changed over time, domain scores across two time periods were compared (2017-2019 versus 2020-2022). 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 2017-2019 and 2020-2022 year groups, the percent responding positively, and the difference in scores.

	Riverbend Community Mental Health Center 2017-2019		Riverbend Community Mental Health Center 2020-2022		Difference
	N	%	N	%	
Satisfaction Domains					
Access	197	76	164	81	5.5
Cultural Sensitivity	155	92	121	91	-1.4
Participation in Treatment Planning	197	87	168	82	-5.8
Social Connectedness	194	80	167	75	-4.5
Functioning	196	56	168	56	-0.2
Outcomes	196	54	168	54	0.6
General Satisfaction	199	70	170	75	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 (2020-2022) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items revised or newly added in 2022 are noted.

Family Survey Items Results Summary		Riverbend Community Mental Health Center 2020-2022		Statewide 2020-2022	
	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	164	87	1381	89
	Services were available at times that were convenient for us	167	80	1393	80
	My family was able to access crisis services when needed (new2022)*(+)	33	88	282	73
Cultural Sensitivity	Staff spoke with me in a way that I understood	166	95	1389	93
	Staff treated me with respect	165	90	1394	92
	Staff respected my family's religious/spiritual beliefs	117	89	997	88
	Staff were sensitive to my cultural/ethnic background	111	90	956	87
Participation in Treatment Planning	I helped to choose my child's services	165	81	1372	83
	I helped to choose my child's treatment goals	166	78	1374	79
	I participated in my child's treatment	167	87	1384	87
	I helped identify my child's strengths and needs (new2022)	56	86	427	89
Social Connectedness	I have people that I am comfortable talking with about my child's problems	168	80	1374	84
	In a crisis, I would have the support I need from family or friends	166	79	1361	79
	I have people with whom I can do enjoyable things	165	79	1355	83
	I know people who will listen and understand me when I need to talk	165	77	1360	81
Functioning	My child is better at handling daily life	170	61	1385	60
	My child gets along better with family members	165	56	1335	57
	My child gets along better with friends and other people	165	64	1341	60
	My child is doing better in school and/or work	166	52	1335	55
	My child is better able to cope when things go wrong	168	58	1382	54
	My child is better able to do things he/she wants to do	165	61	1368	60
Outcomes	My child is better at handling daily life	170	61	1385	60
	My child gets along better with family members	165	56	1335	57
	My child gets along better with friends and other people	165	64	1341	60
	My child is doing better in school and/or work	166	52	1335	55
	My child is better able to cope when things go wrong	168	58	1382	54
	I am satisfied with our family life right now	167	61	1377	58
General Satisfaction	My family got the help we wanted for my child	168	76	1394	74
	My family got as much help as we needed for my child	166	64	1378	66
	I felt my child had someone to talk to when he/she was troubled	168	81	1380	78
	Overall, I am satisfied with the services my child received	170	81	1387	77
	The people helping my child stuck with us no matter what	166	80	1363	77
	The services my child and/or my family received were right for us	169	74	1386	72
	I am happy with my child's counselor or psychiatrist/(revised 2022) I am happy with my child's treatment team	166	81	1369	78

Note: The total number Ns or denominators are smaller for items that were added in 2022. Note: *p<0.05 statistically significant difference (bolded): (+) Center % higher than statewide, (-) Center % lower than statewide.

Behavioral Outcomes

Three percent of RCMH 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-one 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. Ninety-six percent of RCMH respondents reported that their child attended school in the past 12 months. Twenty-nine percent 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 Center 2020-22 N=170		NH Statewide 2020-22 N=1,410	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	2	3	22	4
Was your child arrested during the 12 months prior to that? (%yes)	1	2	15	3
Was child arrested at all in the past 2 years? (%yes)	3	5	31	6
Over the last 12 months, have your child's encounters with the police...				
Been reduced	6	9	42	8
Stayed the same	6	9	27	5
Increased	2	3	25	5
Not applicable (My child had no police encounters this year or last year)	50	78	446	83
Transition Planning				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	20	31	214	40
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	158	96	1264	95
Was your child expelled or suspended during the past 12 months? (%yes)	21	13	164	13
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	23	15	135	11
Was child expelled or suspended at all in the past 2 years? (%yes)	32	20	225	18
Since starting to receive services, the number of days my child was in school...				
Has increased	21	29	150	25
Has stayed about the same	40	56	386	64
Has decreased	11	15	69	11

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



Monadnock Family Services

Summary of Adult and Family Member Satisfaction Surveys

Monadnock Family Services: 2020-2022 Adult Satisfaction Survey Results

Demographics

A total of 243 adult clients from Monadnock Family Services (MFS) responded to the client satisfaction survey in the last three years (2020-2022). Of these, 38% were male, 62% were female, 89% were White, and 2% were Hispanic/Latino (compared to 6% statewide). The average age was 47.5 years. Ninety-two 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.

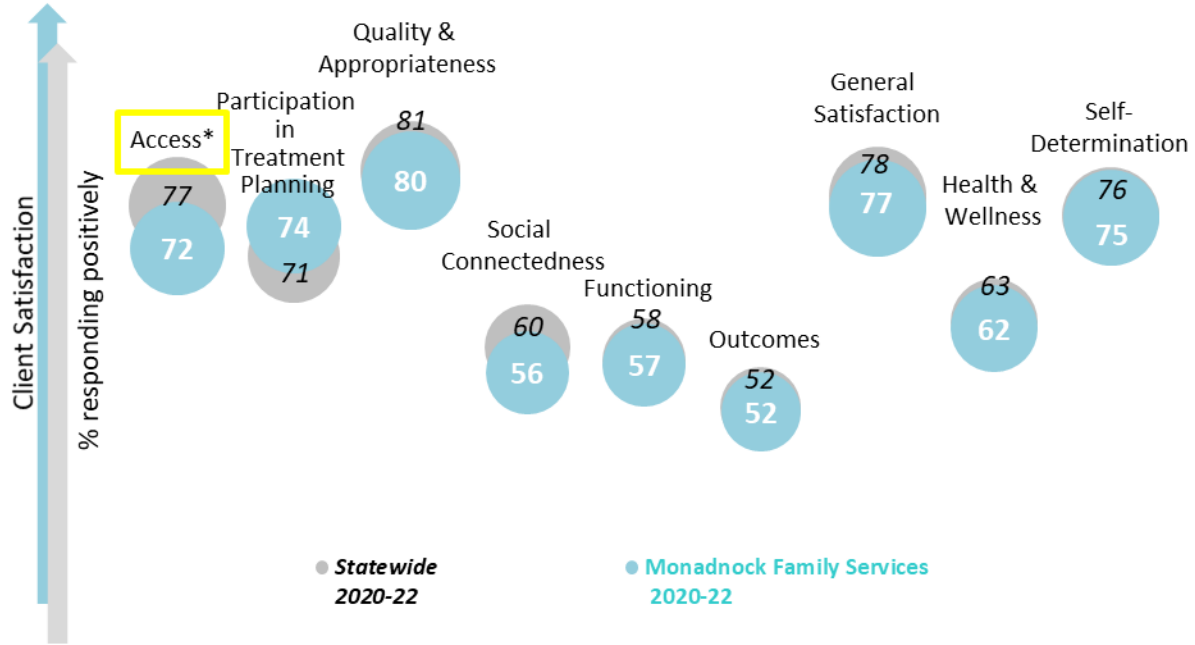
Adult Consumer Survey Respondent Characteristics	Monadnock Family Services 2020-22 N=243		NH Statewide 2020-22 N=2,069	
	n	%	n	%
Gender				
Female	150	62	1283	62
Male	93	38	785	38
Age group				
Age 18-24	21	8	182	9
Age 25-44	77	29	628	30
Age 45-64	113	50	987	48
Age 65+	32	13	272	13
<i>Average age (SD, range)</i>	47.5 (15.0, 18-80)		47.9 (15.3, 18-87)	
Race category				
American Indian/Alaska Native	13	5	89	4
Asian	3	1	30	1
Black or African American	9	4	53	3
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)	217	89	1808	87
Other race	5	2	71	3
Ethnicity: Hispanic/Latino/Spanish*				
Yes-Hispanic/Latino* (-)	4	2	103	6
No-Not Hispanic/Latino* (+)	219	98	1763	94
Are you currently (still) getting mental health services from CMHC providers? (%yes)	211	92	1770	90
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months) (-)	13	6	185	9
1 year or more (at least 12 months) (+)	214	94	1783	91

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, with the exception of the access domain. MFS clients had significantly lower satisfaction with access to services compared to clients 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 MFS and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Monadnock Family Services 2020-22		Statewide 2020-22		Difference
	Total N	CMHC %	Total N	Statewide %	
Access*	236	72	2016	77	-5.2
Participation in Treatment Planning	222	74	1913	71	3.7
Quality and Appropriateness	224	80	1917	81	-1.1
Social Connectedness	234	56	1976	60	-3.1
Functioning	225	57	1967	58	-0.5
Outcomes	215	52	1897	52	-0.5
General Satisfaction	234	77	1994	78	-1.5
Health and Wellness	214	62	1796	63	-0.8
Self-Determination	231	75	2005	76	-0.3

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 Monadnock Family Services: Comparison of 2017-2019 and 2020-2022 Domain Scores

To evaluate whether client satisfaction with MFS changed over time, domain scores across two time periods were compared (2017-2019 versus 2020-2022). The participation in treatment planning and self-determination domains significantly improved.

The table below provides additional details on the total number of respondents included in each domain in the 2017-2019 and 2020-2022 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Monadnock Family Services 2017-2019		Monadnock Family Services 2020-2022		Difference
	N	%	N	%	
Access	228	68	236	72	3.6
Participation in Treatment Planning*	209	62	222	74	12.6
Quality and Appropriateness	219	77	224	80	2.7
Social Connectedness	222	50	234	56	6.4
Functioning	220	53	225	57	4.6
Outcomes	209	44	215	52	8.1
General Satisfaction	226	74	234	77	2.2
Health and Wellness (state added)	202	62	214	62	-0.2
Self-Determination (state added)*	223	64	231	75	11.6

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 (2020-2022) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items revised or newly added in 2022 are noted.

Adult Survey Items Results Summary		Monadnock Family Services 2020-2022		Statewide 2020-2022	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	218	84	1896	83
	Staff were willing to see me as often as I felt it was necessary*(-)	231	74	1997	80
	Staff returned my call in 24 hours*(-)	222	68	1938	74
	Services were available at times that were good for me*(-)	236	80	2025	84
	I was able to get all the services I thought I needed	238	70	2022	74
	I was able to see a psychiatrist when I wanted to*(-)	211	61	1899	69
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	236	85	2013	86
	My beliefs were respected in my treatment and treatment plan	234	84	2003	84
	Staff saw me as an equal partner in my treatment plan	232	83	2010	82
	Staff were respectful of my sexual orientation, gender expression, and gender identity	209	89	1741	91
	Staff respected me as a whole person	237	88	2025	88
	My right to refuse treatment was respected	178	78	1531	77
	I, not staff, decided my treatment goals	225	71	1938	67
Quality and Appropriateness	Staff here believed that I could grow, change, and recover*(-)	225	77	1937	82
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	213	68	1814	72
	I felt free to complain	230	77	1922	78
	I was given information about how to file a complaint	195	53	1594	54
	I was given information about my rights	223	86	1904	82
	Staff encouraged me to take responsibility for how I live my life	223	79	1903	81
	Staff told me what side effects to watch out for	212	68	1840	71
	Staff respected my wishes about who is and who is not to be given information about my treatment	224	90	1909	87
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)*(-)	191	79	1656	84
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	221	72	1908	77
Social Connectedness	In a crisis, I have the support I need from family or friends	234	74	1983	72
	I am happy with the friendships I have	230	64	1966	66
	I have people with whom I can do enjoyable things	232	68	1972	69
	I feel I belong to my community	225	44	1938	46
	I know people who listen and understand me when I need to talk	234	75	1996	72

Adult Survey Items Results Summary		Monadnock Family Services 2020-2022		Statewide 2020-2022	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Functioning	When I need help right away, I know people I can call on	234	74	1994	75
	My symptoms are not bothering me as much	230	51	1968	52
	I do things that are more meaningful to me	226	64	1958	62
	I am better able to take care of my needs	226	61	1958	65
	I am better able to do things that I want to do	225	57	1961	61
	I am better able to manage my money and pay my bills	213	57	1846	62
	I feel hopeful about my future	225	56	1958	57
Outcomes	I am better able to handle things when they go wrong	226	56	1969	58
	My symptoms are not bothering me as much	230	51	1968	52
	I deal more effectively with daily problems	225	61	1964	63
	I am better able to control my life	223	61	1962	62
	I am better able to deal with crisis	223	55	1944	57
	I am getting along better with my family*(-)	216	54	1869	61
	I do better in social situations	224	43	1916	48
	I do better in school and/or work	135	41	1177	47
General Satisfaction	My housing situation has improved	201	48	1712	52
	I like the services that I have received	233	80	1991	80
	If I had other choices, I would still get services from this agency	229	74	1953	76
	I would recommend this agency to a friend or family member*(-)	232	71	1974	78
	I am happy with my counselor or psychiatrist/I am happy with my Treatment Team (revised 2022)	231	80	1953	80
Self-Determination	I am able to stand up for myself to get what I need/I am able to stand up for myself to get my needs met (revised 2022)	228	70	1987	71
	I am free to choose the kinds of goals I want to pursue	229	81	1989	81
	I decide how involved I want to be in my treatment	229	82	1984	83
	I have people in my life who accept me for me	230	82	1994	80
	I have people in my life who respect my values and choices	232	78	1994	77
	I have a say in what happens to me when I am in crisis	228	73	1940	73
Health and Wellness	I was able to meet with a primary care medical provider to discuss my physical well-being/I have been provided information on how to meet with a primary care medical provider (revised 2022)	217	81	1813	81
	I have been eating a more healthy diet/I have been provided information on how to eat a more healthy diet (revised 2022)	229	56	1906	53
	I have been more physically active/I have been provided information on how to be more physically active (revised 2022)	226	58	1898	57
	My medications have been helpful to me	219	63	1877	66
	I was (not) prescribed too many medications	155	68	1400	66

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

Behavioral Outcomes

Seventy-six percent of MFS adult respondents reported being unemployed at the time of the survey. Three percent reported being arrested in the last 12 months, and 5% reported that their encounters with the police have been reduced. Ten percent reported attending either full or part-time school. Thirty-two percent of respondents reported they are current smokers, 11% 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 Consumer Survey Respondent Behavioral Outcomes	Monadnock Family Services 2020-22 N=243		NH Statewide 2020-22 N=2,069	
	n	%	n	%
Are you currently employed?				
No	177	76	1464	74
Yes - full-time	19	8	176	9
Yes - part-time	36	16	334	17
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	6	3	60	3
Were you arrested during the 12 months prior to that? (%yes)	6	3	87	4
Arrested at all in the past 2 years? (%yes)	12	5	130	7
Over the last 12 months, have your encounters with the police...			0	0
Been reduced	11	5	113	6
Stayed the same	8	4	104	5
Increased	7	3	51	3
Not applicable	202	89	1653	86
Participation in community or social activities				
Spiritual/Religious	81	36	711	37
Community organizations	46	20	341	18
Gym/physical activity	27	42	202	35
Peer support center* (+)	40	17	236	12
Recovery support center for substance misuse	13	6	153	8
Volunteer work	42	18	293	15
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	22	9	178	9
Other social activities	36	15	262	13
Attending school				
No school	208	90	1786	92
School Full-time	9	4	64	3
School Part-time	13	6	81	4
Smoking status				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	73	32	673	34
Former smoker (smoked in the past but now quit)	78	34	588	30
Never smoked	80	35	715	36
Have you used an e-cigarette or other electronic vaping product in the past 30 days?				
No	206	89	1698	87
Yes	26	11	247	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	51	345	51

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

Monadnock Family Services: 2020-2022 Family Member Satisfaction Survey Results

Demographics

A total of 122 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 (2020-2022). Of the children whose family member responded, 51% were male, 49% were female, 93% were White, and 5% were Hispanic/Latino. The average age was 11.6 years. Sixty-six percent have received services more than 1 year. The table below compares the characteristics of MFS youth clients to the state.

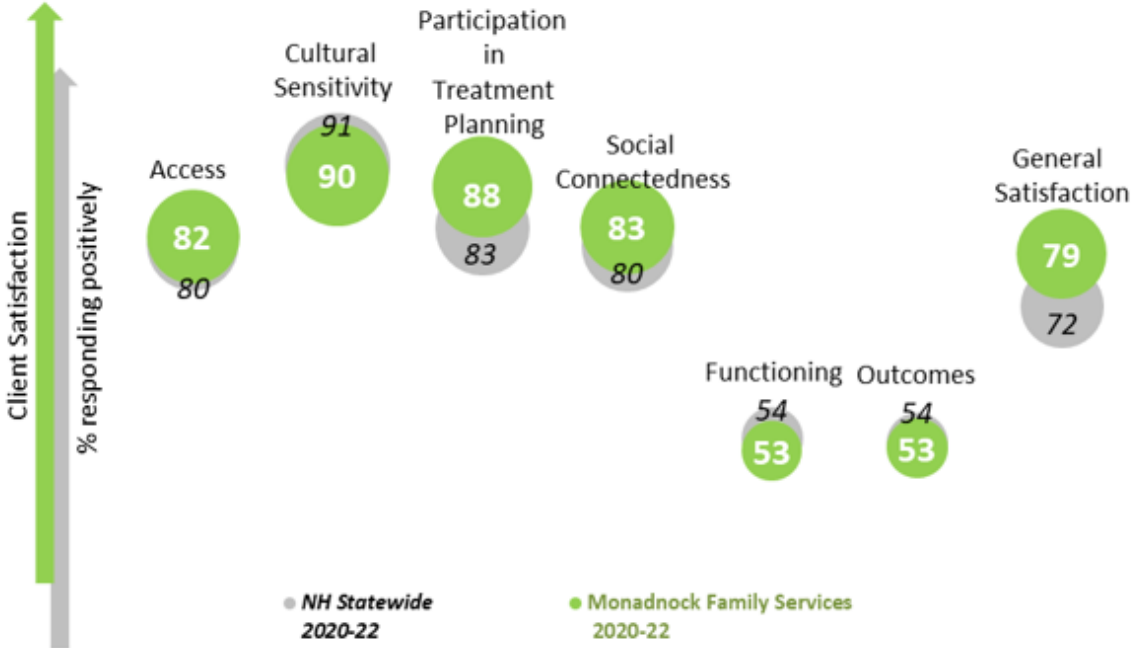
Characteristics of Children & Youth Clients	Monadnock Family Services 2020-22 N=122		NH Statewide 2020-22 N=1,410	
	n	%	n	%
Gender				
Female	60	49	694	49
Male	62	51	715	51
Age group				
age 0-5	6	5	47	3
age 6-11	49	40	523	37
age 12 or older	67	54	840	60
<i>Average age (SD, range)</i>	11.6 (3.4, 3-17)		12.1 (3.4, 3-17)	
Race category				
American Indian/Alaska Native	1	1	22	2
Asian	1	1	24	2
Black or African American	4	3	83	6
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)	113	93	1276	90
Other race	1	1	29	2
Either of child's parent is Spanish/Hispanic/Latino				
Yes-Hispanic/Latino	6	5	120	9
No-Not Hispanic/Latino	113	95	1252	91
How long has your child received services from this Center?				
Less than 1 month	1	1	21	2
1-5 months	16	14	114	8
6 months-1 year	23	19	361	26
More than 1 year	78	66	884	64
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. ?*				
No (-)	60	50	811	59
Yes (+)	59	50	561	41

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 family member respondent satisfaction scores across all domains, with no statistically significant differences.



Note: There were no statistically significant differences 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 2020-22		NH Statewide 2020-22		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	119	82	1372	80	1.1
Cultural Sensitivity	98	90	1041	91	-1.4
Participation in Treatment Planning	120	88	1385	83	5.6
Social Connectedness	116	83	1367	80	2.6
Functioning	116	53	1369	54	-1.7
Outcomes	117	53	1370	54	-0.6
General Satisfaction	120	79	1389	72	7.1

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

Satisfaction with Monadnock Family Services: Comparison of 2017-2019 and 2020-2022 Domain Scores

To evaluate whether family member satisfaction with MFS changed over time, domain scores across two time periods were compared (2017-2019 versus 2020-2022). Satisfaction with access significantly improved over time.

The table below provides additional details on the total number of respondents included in each domain in the 2017-2019 and 2020-2022 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Monadnock Family Services 2017-2019		Monadnock Family Services 2020-2022		Difference
	N	%	N	%	
Access*	110	70	119	82	11.5
Cultural Sensitivity	84	85	98	90	5.3
Participation in Treatment Planning	110	82	120	88	6.5
Social Connectedness	108	75	116	83	7.8
Functioning	109	51	116	53	1.2
Outcomes	109	50	117	53	2.5
General Satisfaction	110	69	120	79	10.1

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 Monadnock Family Services – Item-specific Scores by Domain

The table below shows the item-specific data for MFS across the last three years (2020-2022) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items revised or newly added in 2022 are noted.

Family Survey Items Results Summary		Monadnock Family Services 2020-2022		Statewide 2020-2022	
	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	120	87	1381	89
	Services were available at times that were convenient for us	121	84	1393	80
	My family was able to access crisis services when needed (new2022)	28	79	282	73
Cultural Sensitivity	Staff spoke with me in a way that I understood	121	93	1389	93
	Staff treated me with respect	120	94	1394	92
	Staff respected my family's religious/spiritual beliefs	95	88	997	88
	Staff were sensitive to my cultural/ethnic background	88	86	956	87
Participation in Treatment Planning	I helped to choose my child's services*(+)	120	90	1372	83
	I helped to choose my child's treatment goals	118	85	1374	79
	I participated in my child's treatment	120	89	1384	87
	I helped identify my child's strengths and needs (new2022)	39	90	427	89
Social Connectedness	I have people that I am comfortable talking with about my child's problems	118	85	1374	84
	In a crisis, I would have the support I need from family or friends	116	77	1361	79
	I have people with whom I can do enjoyable things	117	85	1355	83
	I know people who will listen and understand me when I need to talk	119	85	1360	81
Functioning	My child is better at handling daily life	118	64	1385	60
	My child gets along better with family members	113	58	1335	57
	My child gets along better with friends and other people	115	55	1341	60
	My child is doing better in school and/or work	112	50	1335	55
	My child is better able to cope when things go wrong	118	53	1382	54
	My child is better able to do things he/she wants to do	117	59	1368	60
Outcomes	My child is better at handling daily life	118	64	1385	60
	My child gets along better with family members	113	58	1335	57
	My child gets along better with friends and other people	115	55	1341	60
	My child is doing better in school and/or work	112	50	1335	55
	My child is better able to cope when things go wrong	118	53	1382	54
	I am satisfied with our family life right now	120	53	1377	58
General Satisfaction	My family got the help we wanted for my child	120	79	1394	74
	My family got as much help as we needed for my child	121	69	1378	66
	I felt my child had someone to talk to when he/she was troubled	119	85	1380	78
	Overall, I am satisfied with the services my child received*(+)	118	86	1387	77
	The people helping my child stuck with us no matter what	120	78	1363	77
	The services my child and/or my family received were right for us	119	76	1386	72
	I am happy with my child's counselor or psychiatrist/(revised 2022) I am happy with my child's treatment team	118	85	1369	78

Note: The total number Ns or denominators are smaller for items that were added in 2022. Note: *p<0.05 statistically significant difference (bolded): (+) Center scored higher than statewide, (-) Center scored lower than statewide.

Behavioral Outcomes

One MFS family member respondent 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-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-nine percent of respondents reported that their child attended school in the last 12 months, which is significantly higher than statewide. Eleven percent reported that their child had been suspended or expelled in the last 12 months. Twenty-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.

Youth Client Behavioral Outcomes	Monadnock Family Services 2020-22 N=122		NH Statewide 2020-22 N=1,410	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	1	3	22	4
Was your child arrested during the 12 months prior to that? (%yes)	0	0	15	3
Was child arrested at all in the past 2 years? (%yes)	1	3	31	6
Over the last 12 months, have your child's encounters with the police...				
Been reduced	2	6	42	8
Stayed the same	1	3	27	5
Increased	2	6	25	5
Not applicable (My child had no police encounters this year or last year)	27	84	446	83
Transition Planning				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	11	33	214	40
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)*(+)	113	99	1264	95
Was your child expelled or suspended during the past 12 months? (%yes)	12	11	164	13
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	13	12	135	11
Was child expelled or suspended at all in the past 2 years? (%yes)	19	17	225	18
Since starting to receive services, the number of days my child was in school...				
Has increased	13	25	150	25
Has stayed about the same	33	62	386	64
Has decreased	7	13	69	11

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: 2020-2022 Adult Satisfaction Survey Results

Demographics

A total of 230 adult clients from Greater Nashua Mental Health (GNMH) responded to the client satisfaction survey in the last three years (2020-2022). Of these, 30% were male, 70% were female, 83% were White, and 17% were Hispanic/Latino (compared to 6% statewide). The average age was 51.0 years. About 91% 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 GNMH respondents to the state.

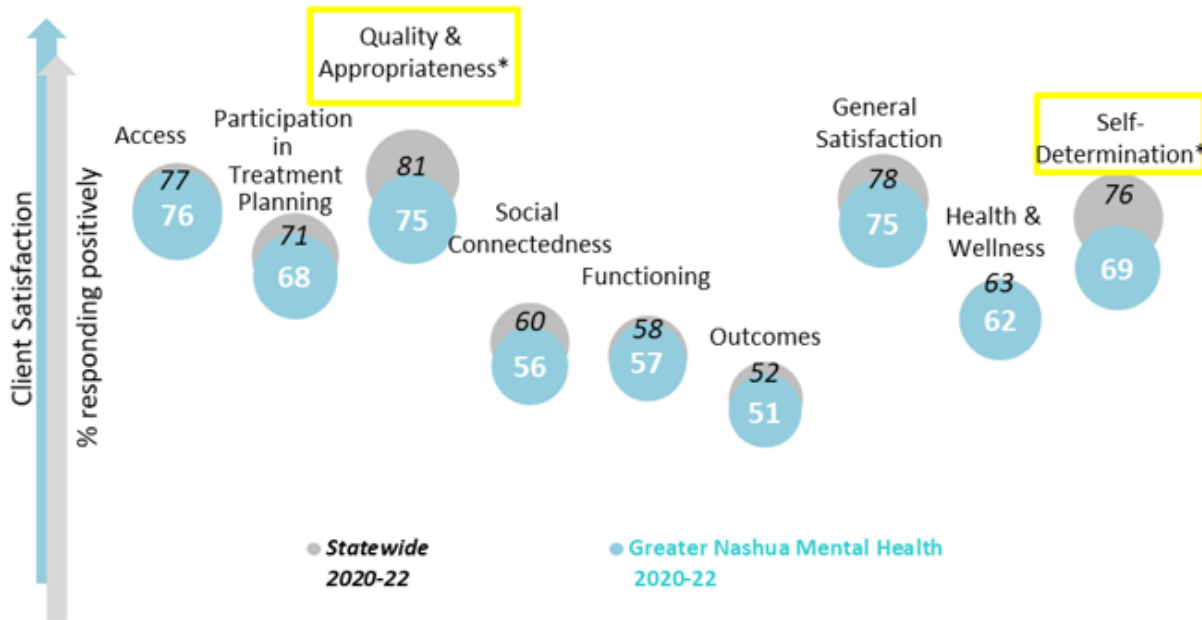
Adult Consumer Survey Respondent Characteristics	Greater Nashua Mental Health 2020-22 N=230		NH Statewide 2020-22 N=2,069	
	n	%	n	%
Gender*				
Female (+)	162	70	1283	62
Male (-)	68	30	785	38
Age group*				
Age 18-24 (-)	8	3	182	9
Age 25-44 (-)	56	24	628	30
Age 45-64 (+)	139	60	987	48
Age 65+ (-)	27	12	272	13
Average age (SD, range)	51.0 (13.8, 18-87)		47.9 (15.3, 18-87)	
Race category				
American Indian/Alaska Native	9	4	89	4
Asian	2	1	30	1
Black or African American	3	1	53	3
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)*(-)	191	83	1808	87
Other race *(+)	13	6	71	3
Ethnicity: Hispanic/Latino/Spanish*				
Yes-Hispanic/Latino (+)	39	17	103	6
No-Not Hispanic/Latino (-)	174	83	1763	94
Are you currently (still) getting mental health services from CMHC providers? (%yes)	201	91	1770	90
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	15	7	185	9
1 year or more (at least 12 months)	206	93	1783	91

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 Greater Nashua Mental Health: Domain Scores with Comparisons to Statewide

Compared to the state overall, GNMH had two domains – quality and appropriateness and self-determination – that were statistically significantly lower. Seventy-five percent of GNMH clients responded positively about the quality and appropriateness of services and 69% were satisfied with self-determination, compared to 81% and 76% statewide respectively.



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 2020-22		Statewide 2020-22		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	221	76	2016	77	-0.8
Participation in Treatment Planning	203	68	1913	71	-2.6
Quality and Appropriateness*	207	75	1917	81	-5.6
Social Connectedness	220	56	1976	60	-3.1
Functioning	225	57	1967	58	-0.9
Outcomes	210	51	1897	52	-1.6
General Satisfaction	227	75	1994	78	-3.1
Health and Wellness	205	62	1796	63	-0.1
Self-Determination *	223	69	2005	76	-6.5

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 2017-2019 and 2020-2022 Domain Scores

To evaluate whether client satisfaction with GNMH services changed over time, domain scores across two time periods were compared (2017-2019 versus 2020-2022). The access domain significantly improved over time.

The table below provides additional details on the total number of respondents included in each domain in the 2017-2019 and 2020-2022 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Greater Nashua Mental Health 2017-2019		Greater Nashua Mental Health 2020-2022		Difference
	N	%	N	%	
Access*	256	64	221	76	12.0
Participation in Treatment Planning	238	63	203	68	4.5
Quality and Appropriateness	245	76	207	75	-0.2
Social Connectedness	250	61	220	56	-4.8
Functioning	244	55	225	57	1.6
Outcomes	238	47	210	50	3.8
General Satisfaction	250	73	227	75	2.1
Health and Wellness (state added)	247	66	205	62	-3.4
Self-Determination (state added)	252	74	223	69	-5.1

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 (2020-2022) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items revised or newly added in 2022 are noted.

Adult Survey Items Results Summary		Greater Nashua Mental Health 2020-2022		Statewide 2020-2022	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	207	81	1896	83
	Staff were willing to see me as often as I felt it was necessary	217	82	1997	80
	Staff returned my call in 24 hours	215	70	1938	74
	Services were available at times that were good for me	223	83	2025	84
	I was able to get all the services I thought I needed	223	72	2022	74
	I was able to see a psychiatrist when I wanted to	212	67	1899	69
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	220	85	2013	86
	My beliefs were respected in my treatment and treatment plan	215	81	2003	84
	Staff saw me as an equal partner in my treatment plan	218	78	2010	82
	Staff were respectful of my sexual orientation, gender expression, and gender identity	187	90	1741	91
	Staff respected me as a whole person	222	88	2025	88
	My right to refuse treatment was respected	171	72	1531	77
	I, not staff, decided my treatment goals	207	64	1938	67
Quality and Appropriateness	Staff here believed that I could grow, change, and recover	208	79	1937	82
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	197	70	1814	72
	I felt free to complain	212	76	1922	78
	I was given information about how to file a complaint	166	54	1594	54
	I was given information about my rights*(-)	199	76	1904	82
	Staff encouraged me to take responsibility for how I live my life	205	77	1903	81
	Staff told me what side effects to watch out for	200	71	1840	71
	Staff respected my wishes about who is and who is not to be given information about my treatment	206	86	1909	87
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	185	86	1656	84
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	203	77	1908	77
Social Connectedness	In a crisis, I have the support I need from family or friends	217	69	1983	72
	I am happy with the friendships I have*(-)	220	58	1966	66
	I have people with whom I can do enjoyable things	219	65	1972	69
	I feel I belong to my community	215	43	1938	46
	I know people who listen and understand me when I need to talk	221	68	1996	72
	When I need help right away, I know people I can call on	222	72	1994	75

Adult Survey Items Results Summary		Greater Nashua Mental Health 2020-2022		Statewide 2020-2022	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Functioning	My symptoms are not bothering me as much	222	51	1968	52
	I do things that are more meaningful to me	224	60	1958	62
	I am better able to take care of my needs	220	66	1958	65
	I am better able to do things that I want to do	225	62	1961	61
	I am better able to manage my money and pay my bills	210	66	1846	62
	I feel hopeful about my future	221	55	1958	57
	I am better able to handle things when they go wrong	225	52	1969	58
Outcomes	My symptoms are not bothering me as much	222	51	1968	52
	I deal more effectively with daily problems	224	59	1964	63
	I am better able to control my life	223	60	1962	62
	I am better able to deal with crisis	217	57	1944	57
	I am getting along better with my family	212	56	1869	61
	I do better in social situations	218	46	1916	48
	I do better in school and/or work	116	45	1177	47
	My housing situation has improved	198	54	1712	52
General Satisfaction	I like the services that I have received	228	78	1991	80
	If I had other choices, I would still get services from this agency*(-)	223	70	1953	76
	I would recommend this agency to a friend or family member	223	74	1974	78
	I am happy with my counselor or psychiatrist/I am happy with my Treatment Team (revised 2022)	225	78	1953	80
Self-Determination	I am able to stand up for myself to get what I need/I am able to stand up for myself to get my needs met (revised 2022)	219	69	1987	71
	I am free to choose the kinds of goals I want to pursue	222	77	1989	81
	I decide how involved I want to be in my treatment*(-)	221	78	1984	83
	I have people in my life who accept me for me*(-)	220	71	1994	80
	I have people in my life who respect my values and choices	222	73	1994	77
	I have a say in what happens to me when I am in crisis	218	69	1940	73
Health and Wellness	I was able to meet with a primary care medical provider to discuss my physical well-being/I have been provided information on how to meet with a primary care medical provider (revised 2022)	202	83	1813	81
	I have been eating a more healthy diet/I have been provided information on how to eat a more healthy diet (revised 2022)	213	59	1906	53
	I have been more physically active/I have been provided information on how to be more physically active (revised 2022)	213	59	1898	57
	My medications have been helpful to me	211	64	1877	66
	I was (not) prescribed too many medications	146	62	1400	66

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

Behavioral Outcomes

Eighty-two percent of GNMH adult respondents reported being unemployed at the time of the survey, which is significantly higher compared to statewide. Three percent reported being arrested in the last 12 months, and 7% reported that their encounters with the police have been reduced. Nine percent of GNMH respondents reported attending either full- or part-time school. Thirty-two percent reported being current smokers, and 13% have used e-cigarettes and 37% were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of GNMH respondents to the state.

Adult Consumer Survey Respondent Behavioral Outcomes	Greater Nashua Mental Health 2020-22 N=230		NH Statewide 2020-22 N=2,069	
	n	%	n	%
Are you currently employed?*				
No (+)	181	82	1464	74
Yes - full-time (-)	12	5	176	9
Yes - part-time (-)	29	13	334	17
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	7	3	60	3
Were you arrested during the 12 months prior to that? (%yes)	13	6	87	4
Arrested at all in the past 2 years? (%yes)	15	7	130	7
Over the last 12 months, have your encounters with the police...			0	0
Been reduced	15	7	113	6
Stayed the same	11	5	104	5
Increased	3	1	51	3
Not applicable	181	86	1653	86
Participation in community or social activities				
Spiritual/Religious	87	41	711	37
Community organizations	34	16	341	18
Gym/physical activity	19	30	202	35
Peer support center	25	12	236	12
Recovery support center for substance misuse	14	7	153	8
Volunteer work	29	13	293	15
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	22	10	178	9
Other social activities	28	12	262	13
Attending school				
No school	195	91	1786	92
School Full-time	9	4	64	3
School Part-time	11	5	81	4
Smoking status				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	72	32	673	34
Former smoker (smoked in the past but now quit)	68	31	588	30
Never smoked	82	37	715	36
Have you used an e-cigarette or other electronic vaping product in the past 30 days?				
No	185	87	1698	87
Yes	28	13	247	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)*(-)	26	37	345	51

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

Greater Nashua Mental Health: 2020-2022 Family Member Satisfaction Survey Results

Demographics

A total of 152 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 (2020-2022). Of the children whose family member responded, 58% were male, 42% were female, 87% were White (compared to 90% statewide), and 13% were Hispanic/Latino (compared to 9% statewide). The average age was 12.1 years. Seventy-nine percent have received services for more than 1 year. The table below compares the characteristics of GNMH youth clients to the state.

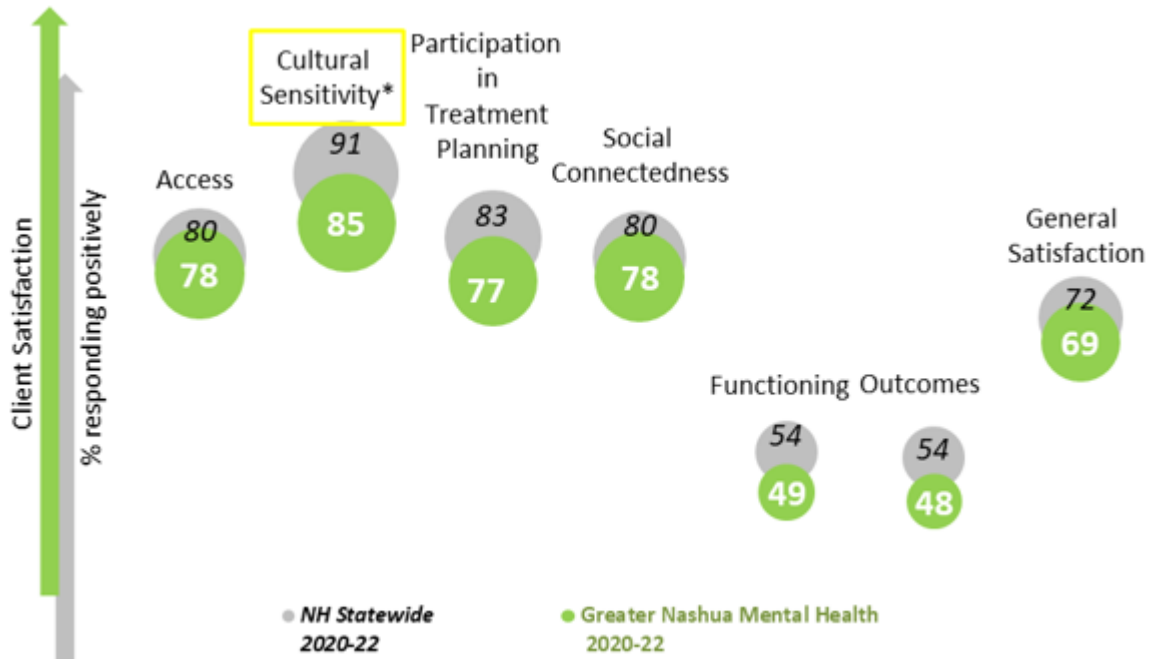
Characteristics of Children & Youth Clients	Greater Nashua Mental Health 2020-22 N=152		NH Statewide 2020-22 N=1,410	
	n	%	n	%
Gender				
Female	64	42	694	49
Male	88	58	715	51
Age group				
age 0-5	3	2	47	3
age 6-11	55	36	523	37
age 12 or older	94	62	840	60
<i>Average age (SD, range)</i>	12.1 (3.4, 5-17)		12.1 (3.4, 3-17)	
Race category				
American Indian/Alaska Native	3	2	22	2
Asian	3	2	24	2
Black or African American	14	9	83	6
Native Hawaiian/Pacific Islander*(+)	2	1	5	0
White (Caucasian)	132	87	1276	90
Other race	3	2	29	2
Either of child's parent is Spanish/Hispanic/Latino				
Yes-Hispanic/Latino	19	13	120	9
No-Not Hispanic/Latino	129	87	1252	91
How long has your child received services from this Center?*				
Less than 1 month (-)	0	0	21	2
1-5 months (-)	11	7	114	8
6 months-1 year (-)	20	13	361	26
More than 1 year (+)	78	79	884	64
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. ?				
No	89	61	811	59
Yes	58	39	561	41

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 Greater Nashua Mental Health: Domain Scores with Comparisons to Statewide

Compared to statewide, GHMH clients had significantly lower satisfaction with the cultural sensitivity of services.



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 GNMH and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Greater Nashua Mental Health 2020-22		NH Statewide 2020-22		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	150	78	1372	80	-2.4
Cultural Sensitivity*	112	85	1041	91	-6.4
Participation in Treatment Planning	148	77	1385	83	-5.7
Social Connectedness	147	78	1367	80	-2.6
Functioning	149	49	1369	54	-5.3
Outcomes	149	48	1370	54	-5.9
General Satisfaction	151	69	1389	72	-3.2

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 Greater Nashua Mental Health: Comparison of 2017-2019 and 2020-2022 Domain Scores

To evaluate whether family member satisfaction with GNMH changed over time, domain scores across two time periods were compared (2017-2019 versus 2020-2022). 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 2017-2019 and 2020-2022 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Greater Nashua Mental Health 2017-2019		Greater Nashua Mental Health 2020-2022		Difference
	N	%	N	%	
Access	105	76	150	78	1.8
Cultural Sensitivity	82	91	112	85	-6.6
Participation in Treatment Planning	104	80	148	77	-2.8
Social Connectedness	165	76	147	78	1.2
Functioning	103	54	149	49	-5.4
Outcomes	103	53	149	48	-5.8
General Satisfaction	104	64	151	69	4.5

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 (2020-2022) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items revised or newly added in 2022 are noted.

Family Survey Items Results Summary		Greater Nashua Mental Health 2020-2022		Statewide 2020-2022	
	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	150	88	1381	89
	Services were available at times that were convenient for us	151	81	1393	80
	My family was able to access crisis services when needed (new2022)	32	63	282	73
Cultural Sensitivity	Staff spoke with me in a way that I understood	149	93	1389	93
	Staff treated me with respect	150	89	1394	92
	Staff respected my family's religious/spiritual beliefs	109	84	997	88
	Staff were sensitive to my cultural/ethnic background	105	82	956	87
Participation in Treatment Planning	I helped to choose my child's services	148	77	1372	83
	I helped to choose my child's treatment goals*(-)	147	71	1374	79
	I participated in my child's treatment*(-)	148	81	1384	87
	I helped identify my child's strengths and needs (new2022)	41	90	427	89
Social Connectedness	I have people that I am comfortable talking with about my child's problems	147	80	1374	84
	In a crisis, I would have the support I need from family or friends	147	74	1361	79
	I have people with whom I can do enjoyable things	147	80	1355	83
	I know people who will listen and understand me when I need to talk	146	79	1360	81
Functioning	My child is better at handling daily life	148	55	1385	60
	My child gets along better with family members	145	52	1335	57
	My child gets along better with friends and other people	148	57	1341	60
	My child is doing better in school and/or work*(-)	145	46	1335	55
	My child is better able to cope when things go wrong	150	51	1382	54
	My child is better able to do things he/she wants to do	149	56	1368	60
Outcomes	My child is better at handling daily life	148	55	1385	60
	My child gets along better with family members	145	52	1335	57
	My child gets along better with friends and other people	148	57	1341	60
	My child is doing better in school and/or work	145	46	1335	55
	My child is better able to cope when things go wrong	150	51	1382	54
	I am satisfied with our family life right now	148	51	1377	58
General Satisfaction	My family got the help we wanted for my child	150	68	1394	74
	My family got as much help as we needed for my child	148	62	1378	66
	I felt my child had someone to talk to when he/she was troubled	147	76	1380	78
	Overall, I am satisfied with the services my child received*(-)	151	70	1387	77
	The people helping my child stuck with us no matter what	149	78	1363	77
	The services my child and/or my family received were right for us	148	68	1386	72
	I am happy with my child's counselor or psychiatrist/ (revised 2022) I am happy with my child's treatment team	147	73	1369	78

Note: The total number Ns or denominators are smaller for items that were added in 2022. Note: *p<0.05 statistically significant difference (bolded): (+) Center % higher than statewide, (-) Center % lower than statewide.

Behavioral Outcomes

Thirteen percent of GNMH family member respondents reported that their child was arrested in the last 12 months, which is significantly higher compared to 4% statewide. Seven percent reported that their child's encounters with the police have been reduced. Forty-six 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 GNMH 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-two 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 2020-22 N=152		NH Statewide 2020-22 N=1,410	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes) ⁽⁺⁾	8	13	22	4
Was your child arrested during the 12 months prior to that? (%yes)	2	3	15	3
Was child arrested at all in the past 2 years? (%yes)	8	13	31	6
Over the last 12 months, have your child's encounters with the police...				
Been reduced	4	7	42	8
Stayed the same	6	10	27	5
Increased	4	7	25	5
Not applicable (My child had no police encounters this year or last year)	47	77	446	83
Transition Planning				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	27	46	214	40
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	137	94	1264	95
Was your child expelled or suspended during the past 12 months? (%yes)	22	17	164	13
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	21	16	135	11
Was child expelled or suspended at all in the past 2 years? (%yes) ⁽⁺⁾	34	25	225	18
Since starting to receive services, the number of days my child was in school...				
Has increased	14	22	150	25
Has stayed about the same	41	63	386	64
Has decreased	10	15	69	11

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: 2020-2022 Adult Satisfaction Survey Results

Demographics

A total of 247 adult clients from Mental Health Center of Greater Manchester (MHCGM) responded to the client satisfaction survey in the last three years (2020-2022). Of these, 42% were male, 58% were female, 80% were White (compared to 87% statewide), and 13% were Hispanic/Latino (compared 6% statewide). The average age was 47.8 years. Ninety-one 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.

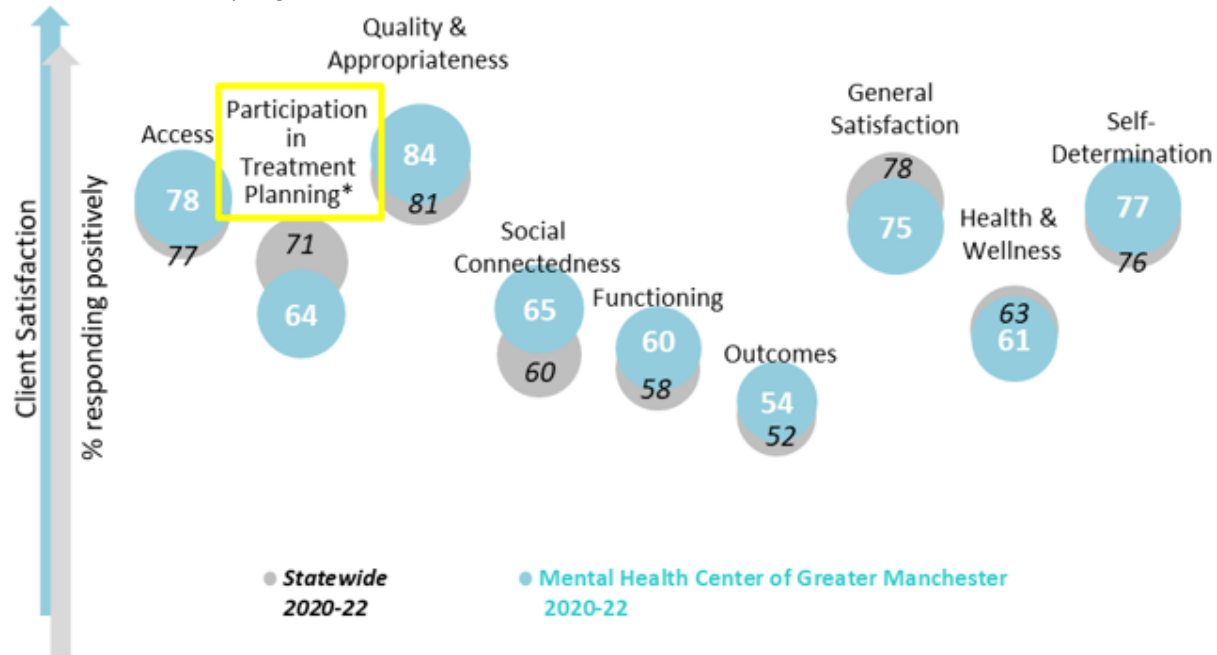
Adult Consumer Survey Respondent Characteristics	Mental Health Center of Greater Manchester 2020-22 N=247		NH Statewide 2020-22 N=2,069	
	n	%	n	%
Gender*				
Female (-)	143	58	1283	62
Male (+)	103	42	785	38
Age group				
Age 18-24	27	8	182	9
Age 25-44	71	28	628	30
Age 45-64	112	54	987	48
Age 65+	37	10	272	13
<i>Average age (SD, range)</i>	47.8 (16.0, 18-83)		47.9 (15.3, 18-87)	
Race category				
American Indian/Alaska Native* (-)	4	2	89	4
Asian	5	2	30	1
Black or African American*(+)	13	5	53	3
Native Hawaiian/Pacific Islander	1	0	5	0
White (Caucasian)*(+)	198	80	1808	87
Other race	10	4	71	3
Ethnicity: Hispanic/Latino/Spanish*				
Yes-Hispanic/Latino (+)	29	13	103	6
No-Not Hispanic/Latino (-)	194	87	1763	94
Are you currently (still) getting mental health services from CMHC providers? (%yes)	210	91	1770	90
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	17	7	185	9
1 year or more (at least 12 months)	213	93	1783	91

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 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: *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 MHCGM and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Mental Health Center of Greater Manchester 2020-22		Statewide 2020-22		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	238	78	2016	77	1.4
Participation in Treatment Planning*	233	64	1913	71	-6.2
Quality and Appropriateness	226	84	1917	81	2.6
Social Connectedness	237	65	1976	60	5.5
Functioning	236	60	1967	58	2.4
Outcomes	234	54	1897	52	1.7
General Satisfaction	235	75	1994	78	-3.1
Health and Wellness	223	61	1796	63	-1.1
Self-Determination	242	77	2005	76	1.7

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 Mental Health Center of Greater Manchester: Comparison of 2017-2019 and 2020-2022 Domain Scores

To evaluate whether client satisfaction with MHCGM services changed over time, domain scores across two time periods were compared (2017-2019 versus 2020-2022). 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 2017-2019 and 2020-2022 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Mental Health Center of Greater Manchester 2017-2019		Mental Health Center of Greater Manchester 2020-2022		Difference
	N	%	N	%	
Access	397	75	238	78	2.8
Participation in Treatment Planning	369	68	233	64	-3.4
Quality and Appropriateness	381	82	226	84	2.0
Social Connectedness	387	60	237	65	5.0
Functioning	380	57	236	60	3.1
Outcomes	371	53	234	54	1.0
General Satisfaction	389	80	235	75	-4.8
Health and Wellness (state added)	372	66	223	61	-4.4
Self-Determination (state added)	388	73	242	77	3.8

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 (2020-2022) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items revised or newly added in 2022 are noted.

Adult Survey Items Results Summary		Mental Health Center of Greater Manchester 2020-2022		Statewide 2020-2022	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	225	82	1896	83
	Staff were willing to see me as often as I felt it was necessary	240	81	1997	80
	Staff returned my call in 24 hours	225	77	1938	74
	Services were available at times that were good for me	242	87	2025	84
	I was able to get all the services I thought I needed	240	71	2022	74
	I was able to see a psychiatrist when I wanted to*(+)	226	76	1899	69
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	243	86	2013	86
	My beliefs were respected in my treatment and treatment plan	242	83	2003	84
	Staff saw me as an equal partner in my treatment plan	242	82	2010	82
	Staff were respectful of my sexual orientation, gender expression, and gender identity	212	93	1741	91
	Staff respected me as a whole person	240	89	2025	88
	My right to refuse treatment was respected	188	77	1531	77
	I, not staff, decided my treatment goals*(-)	235	61	1938	67
Quality and Appropriateness	Staff here believed that I could grow, change, and recover	235	86	1937	82
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	214	76	1814	72
	I felt free to complain	230	77	1922	78
	I was given information about how to file a complaint	191	52	1594	54
	I was given information about my rights*(-)	224	77	1904	82
	Staff encouraged me to take responsibility for how I live my life	229	82	1903	81
	Staff told me what side effects to watch out for	228	75	1840	71
	Staff respected my wishes about who is and who is not to be given information about my treatment	226	89	1909	87
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	203	85	1656	84
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	228	78	1908	77
Social Connectedness	In a crisis, I have the support I need from family or friends	239	72	1983	72
	I am happy with the friendships I have	232	69	1966	66
	I have people with whom I can do enjoyable things	236	73	1972	69
	I feel I belong to my community*(+)	237	55	1938	46
	I know people who listen and understand me when I need to talk	240	73	1996	72

Adult Survey Items Results Summary		Mental Health Center of Greater Manchester 2020-2022		Statewide 2020-2022	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
	When I need help right away, I know people I can call on	240	77	1994	75
Functioning	My symptoms are not bothering me as much	234	53	1968	52
	I do things that are more meaningful to me	234	66	1958	62
	I am better able to take care of my needs	233	67	1958	65
	I am better able to do things that I want to do	236	66	1961	61
	I am better able to manage my money and pay my bills	224	63	1846	62
	I feel hopeful about my future*(+)	233	64	1958	57
	I am better able to handle things when they go wrong	236	59	1969	58
Outcomes	My symptoms are not bothering me as much	234	53	1968	52
	I deal more effectively with daily problems	237	63	1964	63
	I am better able to control my life	237	65	1962	62
	I am better able to deal with crisis	237	61	1944	57
	I am getting along better with my family	223	60	1869	61
	I do better in social situations	233	53	1916	48
	I do better in school and/or work	159	46	1177	47
	My housing situation has improved	211	56	1712	52
General Satisfaction	I like the services that I have received	235	81	1991	80
	If I had other choices, I would still get services from this agency	230	73	1953	76
	I would recommend this agency to a friend or family member	231	75	1974	78
	I am happy with my counselor or psychiatrist/I am happy with my Treatment Team (revised 2022)	232	80	1953	80
Self-Determination	I am able to stand up for myself to get what I need/I am able to stand up for myself to get my needs met (revised 2022)	242	72	1987	71
	I am free to choose the kinds of goals I want to pursue	242	83	1989	81
	I decide how involved I want to be in my treatment	239	85	1984	83
	I have people in my life who accept me for me	241	83	1994	80
	I have people in my life who respect my values and choices	239	77	1994	77
	I have a say in what happens to me when I am in crisis	235	74	1940	73
Health and Wellness	I was able to meet with a primary care medical provider to discuss my physical well-being/I have been provided information on how to meet with a primary care medical provider (revised 2022)	224	84	1813	81
	I have been eating a more healthy diet/I have been provided information on how to eat a more healthy diet (revised 2022)	234	57	1906	53
	I have been more physically active/I have been provided information on how to be more physically active (revised 2022)	232	57	1898	57
	My medications have been helpful to me	230	68	1877	66
	I was (not) prescribed too many medications	177	62	1400	66

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

Behavioral Outcomes

Seventy-five 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 gym/physical activity compared to statewide. Ten percent reported attending either full- or part-time school. Thirty-six percent of respondents reported they are current smokers, and 19% have used e-cigarettes (compared to 13% statewide) and 49% were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of MHCGM respondents to the state.

Adult Consumer Survey Respondent Behavioral Outcomes	Mental Health Center of Greater Manchester 2020-22 N=247		NH Statewide 2020-22 N=2,069	
	n	%	n	%
Are you currently employed?				
No	177	75	1464	74
Yes - full-time	18	8	176	9
Yes - part-time	40	17	334	17
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	5	2	60	3
Were you arrested during the 12 months prior to that? (%yes)	13	6	87	4
Arrested at all in the past 2 years? (%yes)	18	8	130	7
Over the last 12 months, have your encounters with the police...*			0	0
Been reduced (-)	12	5	113	6
Stayed the same (+)	15	7	104	5
Increased (-)	0	0	51	3
Not applicable (+)	202	88	1653	86
Participation in community or social activities				
Spiritual/Religious	93	41	711	37
Community organizations	35	15	341	18
Gym/physical activity*(-)	14	20	202	35
Peer support center	23	10	236	12
Recovery support center for substance misuse	17	7	153	8
Volunteer work	25	11	293	15
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	26	12	178	9
Other social activities	24	10	262	13
Attending school				
No school	206	90	1786	92
School Full-time	10	4	64	3
School Part-time	13	6	81	4
Smoking status				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	85	36	673	34
Former smoker (smoked in the past but now quit)	69	29	588	30
Never smoked	80	34	715	36
Have you used an e-cigarette or other electronic vaping product in the past 30 days?*				
No (-)	189	81	1698	87
Yes (+)	43	19	247	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)	45	49	345	51

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

Mental Health Center of Greater Manchester: 2020-2022 Family Member Satisfaction Survey Results

Demographics

A total of 149 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 (2020-2022). Of the children whose family member responded, 49% were male, 51% were female, 11% were Black or African American (compared to 6% statewide), 82% were White (compared to 90% statewide), and 19% were Hispanic/Latino (compared to 9% statewide). The average age was 12.1 years. Sixty-three percent have received services for more than 1 year. The table below compares the characteristics of MHCGM youth clients to the state.

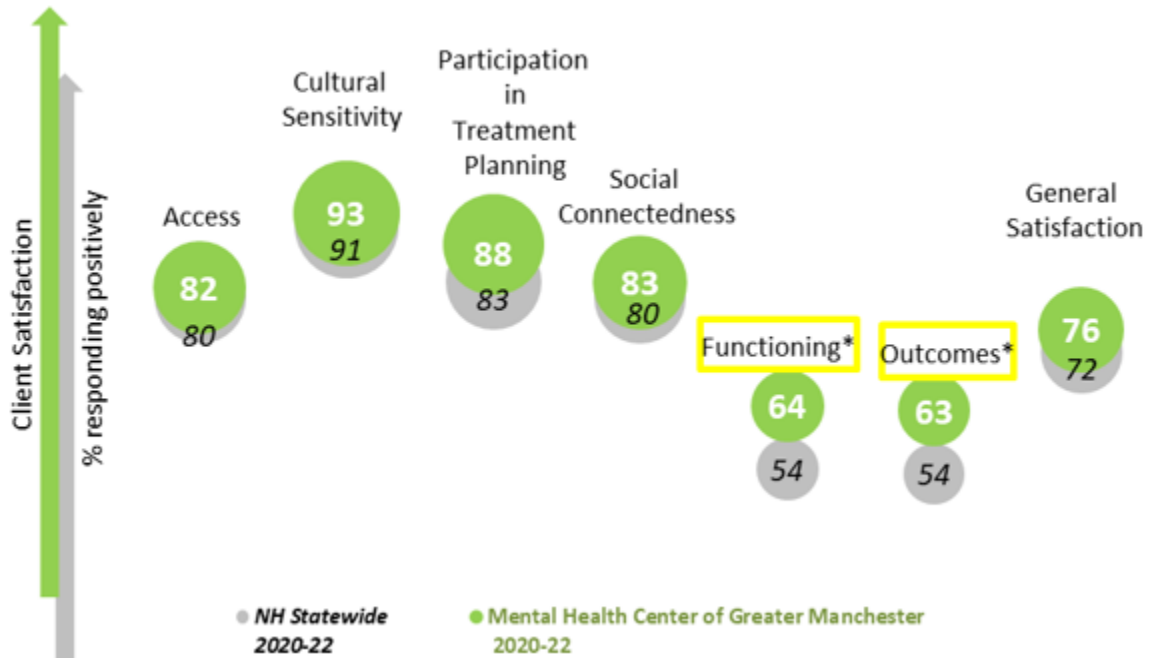
Characteristics of Children & Youth Clients	Mental Health Center of Greater Manchester 2020-22 N=149		NH Statewide 2020-22 N=1,410	
	n	%	n	%
Gender				
Female	76	51	694	49
Male	73	49	715	51
Age group				
age 0-5	5	3	47	3
age 6-11	56	38	523	37
age 12 or older	88	59	840	60
<i>Average age (SD, range)</i>	12.1 (3.4, 4-17)		12.1 (3.4, 3-17)	
Race category				
American Indian/Alaska Native*(+)	6	4	22	2
Asian	3	2	24	2
Black or African American*(+)	16	11	83	6
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)*(-)	122	82	1276	90
Other race*(+)	10	7	29	2
Either of child's parent is Spanish/Hispanic/Latino*				
Yes-Hispanic/Latino (+)	28	19	120	9
No-Not Hispanic/Latino (-)	116	81	1252	91
How long has your child received services from this Center?				
Less than 1 month	4	3	21	2
1-5 months	10	7	114	8
6 months-1 year	39	27	361	26
More than 1 year	92	63	884	64
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.?				
No	95	66	811	59
Yes	50	34	561	41

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

Compared to the state overall two of the domains – functioning and outcomes –were statistically significantly higher at MHCGM compared to statewide. Nearly two-thirds of family members at MHCGM responded positively about functioning and outcomes versus 54% 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 2020-22		NH Statewide 2020-22		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	144	82	1372	80	1.5
Cultural Sensitivity	116	93	1041	91	1.9
Participation in Treatment Planning	147	88	1385	83	5.7
Social Connectedness	144	83	1367	80	2.4
Functioning*	144	64	1369	54	9.6
Outcomes*	144	63	1370	54	9.6
General Satisfaction	147	76	1389	72	3.4

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 2017-2019 and 2020-2022 Domain Scores

To evaluate whether family member satisfaction with MHCGM changed over time, domain scores across two time periods were compared (2017-2019 versus 2020-2022). The functioning and outcomes domain scores significantly improved.

The table below provides additional details on the total number of respondents included in each domain in the 2017-2019 and 2020-2022 year groups, the percent responding positively, and the difference in scores.

	Mental Health Center of Greater Manchester 2017-2019		Mental Health Center of Greater Manchester 2020-2022		Difference
	N	%	N	%	
Satisfaction Domains					
Access	166	75	144	82	7.2
Cultural Sensitivity	123	97	116	93	-3.7
Participation in Treatment Planning	167	86	147	88	2.2
Social Connectedness	165	76	144	83	6.3
Functioning*	164	49	144	64	14.5
Outcomes*	164	48	144	63	15.0
General Satisfaction	167	68	147	76	7.3

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 (2020-2022) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items revised or newly added in 2022 are noted.

Family Survey Items Results Summary		Mental Health Center of Greater Manchester 2020-2022		Statewide 2020-2022	
	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	145	90	1381	89
	Services were available at times that were convenient for us*(+)	148	87	1393	80
	My family was able to access crisis services when needed (new2022)	25	72	282	73
Cultural Sensitivity	Staff spoke with me in a way that I understood	147	95	1389	93
	Staff treated me with respect	148	95	1394	92
	Staff respected my family's religious/spiritual beliefs	111	93	997	88
	Staff were sensitive to my cultural/ethnic background	108	88	956	87
Participation in Treatment Planning	I helped to choose my child's services	146	82	1372	83
	I helped to choose my child's treatment goals	146	84	1374	79
	I participated in my child's treatment	147	90	1384	87
	I helped identify my child's strengths and needs (new2022)	36	92	427	89
Social Connectedness	I have people that I am comfortable talking with about my child's problems	144	89	1374	84
	In a crisis, I would have the support I need from family or friends	144	79	1361	79
	I have people with whom I can do enjoyable things	144	85	1355	83
	I know people who will listen and understand me when I need to talk	143	81	1360	81
Functioning	My child is better at handling daily life	148	67	1385	60
	My child gets along better with family members*(+)	142	66	1335	57
	My child gets along better with friends and other people	139	67	1341	60
	My child is doing better in school and/or work*(+)	137	66	1335	55
	My child is better able to cope when things go wrong*(+)	146	64	1382	54
	My child is better able to do things he/she wants to do*(+)	144	68	1368	60
Outcomes	My child is better at handling daily life	148	67	1385	60
	My child gets along better with family members	142	66	1335	57
	My child gets along better with friends and other people	139	67	1341	60
	My child is doing better in school and/or work	137	66	1335	55
	My child is better able to cope when things go wrong	146	64	1382	54
	I am satisfied with our family life right now*(+)	145	66	1377	58
General Satisfaction	My family got the help we wanted for my child	147	76	1394	74
	My family got as much help as we needed for my child	146	69	1378	66
	I felt my child had someone to talk to when he/she was troubled	147	80	1380	78
	Overall, I am satisfied with the services my child received	147	82	1387	77
	The people helping my child stuck with us no matter what	144	82	1363	77
	The services my child and/or my family received were right for us	145	75	1386	72
	I am happy with my child's counselor or psychiatrist/(revised 2022) I am happy with my child's treatment team	146	80	1369	78

Note: The total number Ns or denominators are smaller for items that were added in 2022. Note: *p<0.05 statistically significant difference (bolded): (+) Center % higher than statewide, (-) Center % lower than statewide

Behavioral Outcomes

Six 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-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 40% statewide). Ninety-six percent of MHCGM respondents reported that their child attended school in the last 12 months. Thirty-one 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 2020-22 N=149		NH Statewide 2020-22 N=1,410	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	3	6	22	4
Was your child arrested during the 12 months prior to that? (%yes)	1	2	15	3
Was child arrested at all in the past 2 years? (%yes)	3	6	31	6
Over the last 12 months, have your child's encounters with the police...				
Been reduced	6	11	42	8
Stayed the same	1	2	27	5
Increased	0	0	25	5
Not applicable (My child had no police encounters this year or last year)	46	87	446	83
Transition Planning				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	23	44	214	40
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	134	96	1264	95
Was your child expelled or suspended during the past 12 months? (%yes)	19	14	164	13
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	14	11	135	11
Was child expelled or suspended at all in the past 2 years? (%yes)	23	17	225	18
Since starting to receive services, the number of days my child was in school...				
Has increased	18	31	150	25
Has stayed about the same	35	60	386	64
Has decreased	5	9	69	11

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



Seacoast Mental Health Center

Summary of Adult and Family Member Satisfaction Surveys

Seacoast Mental Health Center: 2020-2022 Adult Satisfaction Survey Results

Demographics

A total of 220 adult clients from Seacoast Mental Health Center (SMHC) responded to the client satisfaction survey in the last three years (2020-2022). Of these, 37% were male, 63% were female, 89% were White, and 3% were Hispanic/Latino. The average age was 48.4 years. Eighty-eight percent were still receiving services at the time of the survey and 84% have received services for a year or more (compared to 90% statewide). The table below compares the characteristics of SMHC respondents to the state.

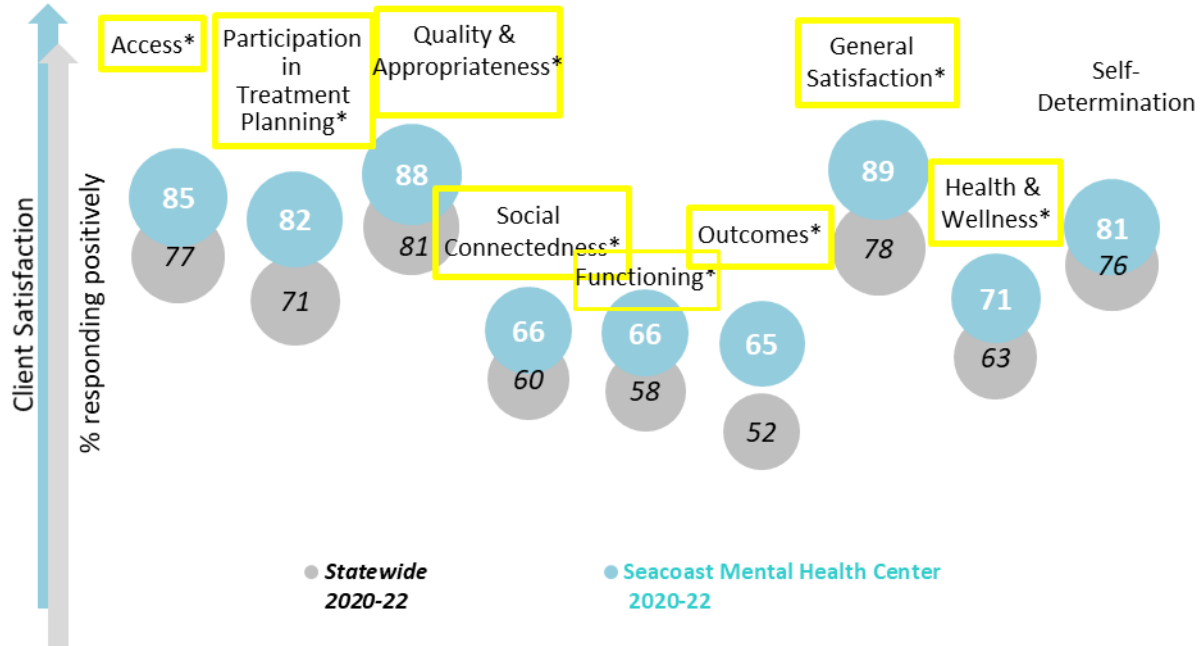
Adult Consumer Survey Respondent Characteristics	Seacoast Mental Health Center 2020-22 N=220		NH Statewide 2020-22 N=2,069	
	n	%	n	%
Gender				
Female	139	63	1283	62
Male	81	37	785	38
Age group				
Age 18-24	21	10	182	9
Age 25-44	66	30	628	30
Age 45-64	100	45	987	48
Age 65+	33	15	272	13
<i>Average age (SD, range)</i>	48.4 (16.4, 18-82)		47.9 (15.3, 18-87)	
Race category				
American Indian/Alaska Native	7	3	89	4
Asian	4	2	30	1
Black or African American	3	1	53	3
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)	196	89	1808	87
Other race	6	3	71	3
Ethnicity: Hispanic/Latino/Spanish				
Yes-Hispanic/Latino	6	3	103	6
No-Not Hispanic/Latino	186	97	1763	94
Are you currently (still) getting mental health services from CMHC providers? (%yes)	184	88	1770	90
How long have you received mental health services from your community mental health providers?*				
Less than a year (less than 12 months) (-)	34	16	185	9
1 year or more (at least 12 months) (+)	175	84	1783	91

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, SMHC clients had significantly higher satisfaction in eight of the nine domains.



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 2020-22		Statewide 2020-22		Difference
	Total N	CMHC %	Total N	Statewide %	
Access*	215	85	2016	77	8.3
Participation in Treatment Planning*	201	82	1913	71	11.5
Quality and Appropriateness*	199	88	1917	81	7.4
Social Connectedness*	208	66	1976	60	6.8
Functioning*	206	66	1967	58	8.2
Outcomes*	200	65	1897	52	12.4
General Satisfaction*	210	89	1994	78	11.0
Health and Wellness*	172	71	1796	63	8.4
Self-Determination	215	81	2005	76	5.3

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 2017-2019 and 2020-2022 Domain Scores

To evaluate whether client satisfaction with SMHC services changed over time, domain scores across two time periods were compared (2017-2019 versus 2020-2022). The functioning domain score significantly improved.

The table below provides additional details on the total number of respondents included in each domain in the 2017-2019 and 2020-2022 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Seacoast Mental Health Center 2017-2019		Seacoast Mental Health Center 2020-2022		Difference
	N	%	N	%	
Access	216	80	215	85	5.0
Participation in Treatment Planning	200	77	201	82	5.1
Quality and Appropriateness	206	83	199	88	5.9
Social Connectedness	214	62	208	66	4.2
Functioning*	214	56	206	66	10.0
Outcomes	207	57	200	65	7.0
General Satisfaction	215	84	210	89	4.9
Health and Wellness (state added)	193	65	172	71	6.2
Self-Determination (state added)	214	75	215	81	5.7

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 (2020-2022) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items revised or newly added in 2022 are noted.

Adult Survey Items Results Summary		Seacoast Mental Health Center 2020-2022		Statewide 2020-2022	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	197	84	1896	83
	Staff were willing to see me as often as I felt it was necessary*(+)	213	88	1997	80
	Staff returned my call in 24 hours*(+)	206	83	1938	74
	Services were available at times that were good for me*(+)	217	91	2025	84
	I was able to get all the services I thought I needed*(+)	214	82	2022	74
	I was able to see a psychiatrist when I wanted to*(+)	203	81	1899	69
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication*(+)	216	92	2013	86
	My beliefs were respected in my treatment and treatment plan*(+)	215	93	2003	84
	Staff saw me as an equal partner in my treatment plan*(+)	216	89	2010	82
	Staff were respectful of my sexual orientation, gender expression, and gender identity	182	93	1741	91
	Staff respected me as a whole person*(+)	217	93	2025	88
	My right to refuse treatment was respected	154	83	1531	77
	I, not staff, decided my treatment goals*(+)	203	74	1938	67
Quality and Appropriateness	Staff here believed that I could grow, change, and recover	204	86	1937	82
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	186	72	1814	72
	I felt free to complain	202	84	1922	78
	I was given information about how to file a complaint	158	61	1594	54
	I was given information about my rights	205	87	1904	82
	Staff encouraged me to take responsibility for how I live my life*(+)	201	88	1903	81
	Staff told me what side effects to watch out for*(+)	188	80	1840	71
	Staff respected my wishes about who is and who is not to be given information about my treatment	200	92	1909	87
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	174	85	1656	84
	Staff helped me obtain the information I needed so that I could take charge of managing my illness*(+)	201	84	1908	77
	Social Connectedness	In a crisis, I have the support I need from family or friends	210	75	1983
I am happy with the friendships I have		210	69	1966	66
I have people with whom I can do enjoyable things*(+)		209	78	1972	69
I feel I belong to my community		202	52	1938	46
I know people who listen and understand me when I need to talk		210	73	1996	72

Adult Survey Items Results Summary		Seacoast Mental Health Center 2020-2022		Statewide 2020-2022	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
	When I need help right away, I know people I can call on*(+)	212	85	1994	75
Functioning	My symptoms are not bothering me as much	204	56	1968	52
	I do things that are more meaningful to me	206	66	1958	62
	I am better able to take care of my needs	206	71	1958	65
	I am better able to do things that I want to do	207	63	1961	61
	I am better able to manage my money and pay my bills	183	64	1846	62
	I feel hopeful about my future*(+)	205	64	1958	57
	I am better able to handle things when they go wrong	207	62	1969	58
Outcomes	My symptoms are not bothering me as much	204	56	1968	52
	I deal more effectively with daily problems*(+)	208	72	1964	63
	I am better able to control my life	207	68	1962	62
	I am better able to deal with crisis*(+)	202	67	1944	57
	I am getting along better with my family*(+)	200	69	1869	61
	I do better in social situations*(+)	200	57	1916	48
	I do better in school and/or work*(+)	131	61	1177	47
General Satisfaction	My housing situation has improved	175	55	1712	52
	I like the services that I have received*(+)	209	90	1991	80
	If I had other choices, I would still get services from this agency*(+)	206	88	1953	76
	I would recommend this agency to a friend or family member*(+)	210	87	1974	78
Self-Determination	I am happy with my counselor or psychiatrist/I am happy with my Treatment Team (revised 2022)*(+)	207	88	1953	80
	I am able to stand up for myself to get what I need/I am able to stand up for myself to get my needs met (revised 2022)	212	75	1987	71
	I am free to choose the kinds of goals I want to pursue	214	82	1989	81
	I decide how involved I want to be in my treatment*(+)	214	88	1984	83
	I have people in my life who accept me for me	213	82	1994	80
	I have people in my life who respect my values and choices	214	79	1994	77
	I have a say in what happens to me when I am in crisis*(+)	202	82	1940	73
Health and Wellness	I was able to meet with a primary care medical provider to discuss my physical well-being/I have been provided information on how to meet with a primary care medical provider (revised 2022)	188	85	1813	81
	I have been eating a more healthy diet/I have been provided information on how to eat a more healthy diet (revised 2022)	197	59	1906	53
	I have been more physically active/I have been provided information on how to be more physically active (revised 2022)	191	63	1898	57
	My medications have been helpful to me	185	68	1877	66
	I was (not) prescribed too many medications	145	73	1400	66

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

Behavioral Outcomes

Sixty-seven 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 3% 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. Nine percent reported that they are attending either full- or part-time school. Twenty-six percent reported they are current smokers, 7% have used e-cigarettes and 44% were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of SMHC respondents to the state.

Adult Consumer Survey Respondent Behavioral Outcomes	Seacoast Mental Health Center 2020-22 N=220		NH Statewide 2020-22 N=2,069	
	n	%	n	%
Are you currently employed?				
No (-)	139	67	1464	74
Yes - full-time (+)	29	14	176	9
Yes - part-time (+)	41	20	334	17
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	8	4	60	3
Were you arrested during the 12 months prior to that? (%yes)	4	2	87	4
Arrested at all in the past 2 years? (%yes)	11	5	130	7
Over the last 12 months, have your encounters with the police...			0	0
Been reduced	7	3	113	6
Stayed the same	11	5	104	5
Increased	3	1	51	3
Not applicable	181	90	1653	86
Participation in community or social activities				
Spiritual/Religious	74	36	711	37
Community organizations	40	19	341	18
Gym/physical activity	23	40	202	35
Peer support center	26	13	236	12
Recovery support center for substance misuse	15	7	153	8
Volunteer work*(+)	48	23	293	15
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	20	10	178	9
Other social activities*(+)	38	17	262	13
Attending school				
No school	186	91	1786	92
School Full-time	12	6	64	3
School Part-time	6	3	81	4
Smoking status				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	55	26	673	34
Former smoker (smoked in the past but now quit)	58	28	588	30
Never smoked	95	46	715	36
Have you used an e-cigarette or other electronic vaping product in the past 30 days?				
No	191	93	1698	87
Yes	14	7	247	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)	24	44	345	51

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

Seacoast Mental Health Center: 2020-2022 Family Member Satisfaction Survey Results

Demographics

A total of 132 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 (2020-2022). Of the children whose family member responded, 52% were male, 48% were female, 92% were White, and 7% were Hispanic/Latino. The average age was 12.5 years. Fifty-four percent have received services for more than 1 year. The table below compares the characteristics of SMHC youth clients to the state.

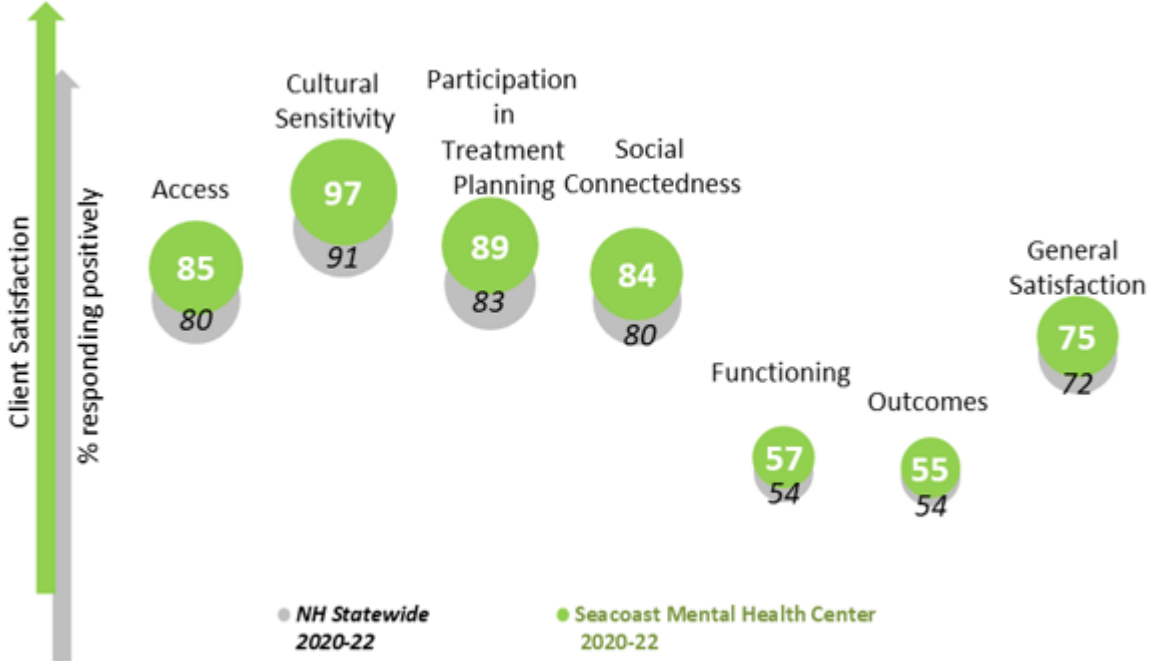
Characteristics of Children & Youth Clients	Seacoast Mental Health Center 2020-22 N=132		NH Statewide 2020-22 N=1,410	
	n	%	n	%
Gender				
Female	64	48	694	49
Male	68	52	715	51
Age group				
age 0-5	4	3	47	3
age 6-11	44	33	523	37
age 12 or older	84	64	840	60
<i>Average age (SD, range)</i>	12.5 (3.6, 3-17)		12.1 (3.4, 3-17)	
Race category				
American Indian/Alaska Native	2	2	22	2
Asian	2	2	24	2
Black or African American	7	5	83	6
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)	121	92	1276	90
Other race	2	2	29	2
Either of child's parent is Spanish/Hispanic/Latino				
Yes-Hispanic/Latino	9	7	120	9
No-Not Hispanic/Latino	119	93	1252	91
How long has your child received services from this Center?*				
Less than 1 month (=)	3	2	21	2
1-5 months (=)	10	8	114	8
6 months-1 year (+)	46	36	361	26
More than 1 year (-)	69	54	884	64
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.?				
No	71	54	811	59
Yes	60	46	561	41

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

Clients at SMHC had similar satisfaction scores compared to statewide. There were no statistically significant differences.



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

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 2020-22		NH Statewide 2020-22		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	128	85	1372	80	4.8
Cultural Sensitivity	88	97	1041	91	5.4
Participation in Treatment Planning	131	89	1385	83	5.8
Social Connectedness	127	84	1367	80	4.1
Functioning	129	57	1369	54	2.3
Outcomes	129	55	1370	54	1.4
General Satisfaction	131	75	1389	72	2.7

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

Satisfaction with Seacoast Mental Health Center: Comparison of 2017-2019 and 2020-2022 Domain Scores

To evaluate whether family member satisfaction with SMHC changed over time, domain scores across two time periods were compared (2017-2019 versus 2020-2022). The access 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 2017-2019 and 2020-2022 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Seacoast Mental Health Center 2017-2019		Seacoast Mental Health Center 2020-2022		Difference
	N	%	N	%	
Access*	157	69	128	85	16.4
Cultural Sensitivity	114	92	88	97	4.5
Participation in Treatment Planning	160	85	131	89	3.6
Social Connectedness	155	82	127	84	2.3
Functioning	158	64	129	57	-7.3
Outcomes	157	63	129	55	-8.0
General Satisfaction	158	74	131	75	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 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 (2020-2022) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items revised or newly added in 2022 are noted.

Family Survey Items Results Summary		Seacoast Mental Health Center 2020-2022		Statewide 2020-2022	
	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	131	89	1381	89
	Services were available at times that were convenient for us	129	84	1393	80
	My family was able to access crisis services when needed (new2022)*(+)	24	92	282	73
Cultural Sensitivity	Staff spoke with me in a way that I understood	132	94	1389	93
	Staff treated me with respect	132	94	1394	92
	Staff respected my family's religious/spiritual beliefs	86	94	997	88
	Staff were sensitive to my cultural/ethnic background	79	90	956	87
Participation in Treatment Planning	I helped to choose my child's services	129	88	1372	83
	I helped to choose my child's treatment goals*(+)	129	86	1374	79
	I participated in my child's treatment	131	90	1384	87
	I helped identify my child's strengths and needs (new2022)	44	95	427	89
Social Connectedness	I have people that I am comfortable talking with about my child's problems	128	88	1374	84
	In a crisis, I would have the support I need from family or friends	126	83	1361	79
	I have people with whom I can do enjoyable things	125	89	1355	83
	I know people who will listen and understand me when I need to talk	125	86	1360	81
Functioning	My child is better at handling daily life	131	65	1385	60
	My child gets along better with family members*(+)	128	67	1335	57
	My child gets along better with friends and other people	126	66	1341	60
	My child is doing better in school and/or work	126	60	1335	55
	My child is better able to cope when things go wrong	132	54	1382	54
	My child is better able to do things he/she wants to do	128	64	1368	60
Outcomes	My child is better at handling daily life	131	65	1385	60
	My child gets along better with family members	128	67	1335	57
	My child gets along better with friends and other people	126	66	1341	60
	My child is doing better in school and/or work	126	60	1335	55
	My child is better able to cope when things go wrong	132	54	1382	54
	I am satisfied with our family life right now	130	62	1377	58
General Satisfaction	My family got the help we wanted for my child	132	80	1394	74
	My family got as much help as we needed for my child	130	68	1378	66
	I felt my child had someone to talk to when he/she was troubled	131	80	1380	78
	Overall, I am satisfied with the services my child received	130	80	1387	77
	The people helping my child stuck with us no matter what	123	76	1363	77
	The services my child and/or my family received were right for us	131	78	1386	72
	I am happy with my child's counselor or psychiatrist/ (revised 2022) I am happy with my child's treatment team	128	73	1369	78

Note: The total number Ns or denominators are smaller for items that were added in 2022. Note: There were no statistically significant differences in scores between the center and statewide.

Behavioral Outcomes

Three percent of SMHC family member respondents reported that their child was arrested in the last 12 months, and 10% reported that their child's encounters with the police have been reduced. Forty-five 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-six 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 past 12 months prior, and the past 2 years compared to the state. Seventeen 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 2020-22 N=132		NH Statewide 2020-22 N=1,410	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	2	3	22	4
Was your child arrested during the 12 months prior to that? (%yes)	1	2	15	3
Was child arrested at all in the past 2 years? (%yes)	3	5	31	6
Over the last 12 months, have your child's encounters with the police...				
Been reduced	6	10	42	8
Stayed the same	0	0	27	5
Increased	1	2	25	5
Not applicable (My child had no police encounters this year or last year)	56	89	446	83
Transition Planning				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	28	45	214	40
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	121	96	1264	95
Was your child expelled or suspended during the past 12 months? (%yes)	9	7	164	13
Was your child expelled or suspended during the past 12 months prior to that? (%yes)*(-)	4	3	135	11
Was child expelled or suspended at all in the past 2 years? (%yes)*(-)	12	10	225	18
Since starting to receive services, the number of days my child was in school...				
Has increased	8	17	150	25
Has stayed about the same	34	71	386	64
Has decreased	6	13	69	11

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: 2020-2022 Adult Satisfaction Survey Results

Demographics

A total of 166 adult clients from Community Partners (CP) responded to the client satisfaction survey in the last three years (2020-2022). Of these, 40% were male, 60% were female, 86% were White, and 6% were Hispanic/Latino. The average age was 46.2 years. About 85% were still receiving services at the time of the survey (versus 90% statewide) and 88% have received services for a year or more. The table below compares the characteristics of CP respondents to the state.

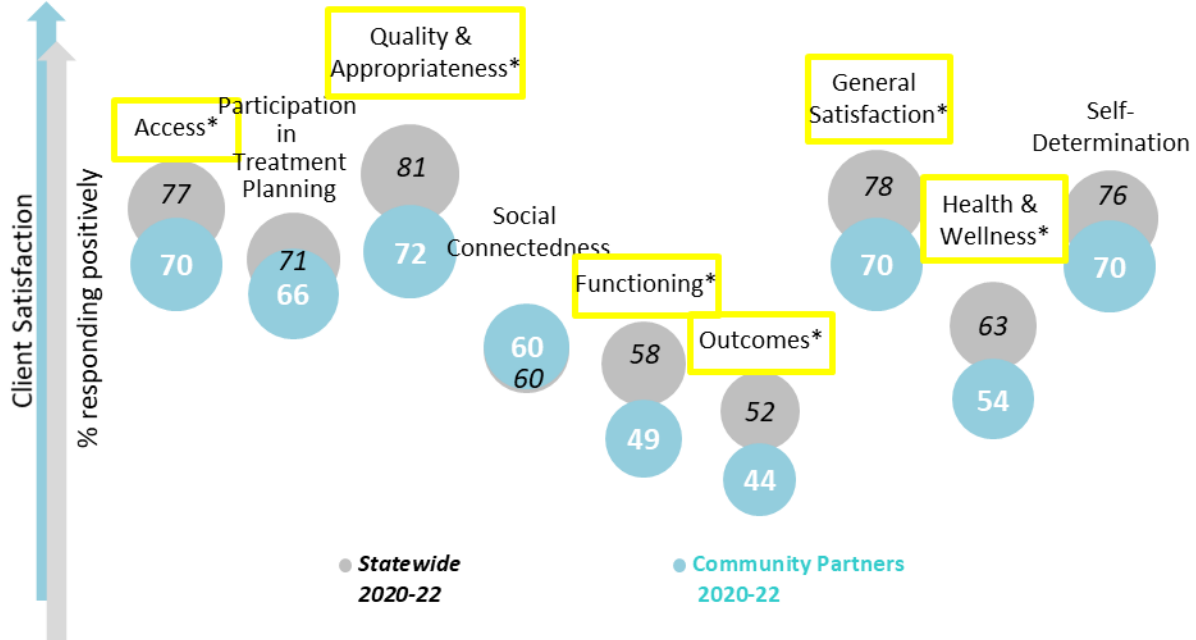
Adult Consumer Survey Respondent Characteristics	Community Partners 2020-22 N=166		NH Statewide 2020-22 N=2,069	
	n	%	n	%
Gender				
Female	100	60	1283	62
Male	66	40	785	38
Age group				
Age 18-24	22	13	182	9
Age 25-44	45	27	628	30
Age 45-64	77	46	987	48
Age 65+	22	13	272	13
<i>Average age (SD, range)</i>	46.2 (15.8, 18-76)		47.9 (15.3, 18-87)	
Race category				
American Indian/Alaska Native	5	3	89	4
Asian	5	3	30	1
Black or African American	8	5	53	3
Native Hawaiian/Pacific Islander	1	1	5	0
White (Caucasian)	142	86	1808	87
Other race	6	4	71	3
Ethnicity: Hispanic/Latino/Spanish				
Yes-Hispanic/Latino	8	6	103	6
No-Not Hispanic/Latino	137	94	1763	94
Are you currently (still) getting mental health services from CMHC providers? (%yes)*(-)	135	85	1770	90
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	18	12	185	9
1 year or more (at least 12 months)	138	88	1783	91

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, six domains were statistically significantly lower than statewide – access, quality and appropriateness of services, functioning and outcomes, general satisfaction and health and wellness.



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 CP and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Community Partners 2020-22		Statewide 2020-22		Difference
	Total N	CMHC %	Total N	Statewide %	
Access*	160	70	2016	77	-6.8
Participation in Treatment Planning	152	66	1913	71	-4.2
Quality and Appropriateness*	151	72	1917	81	-9.5
Social Connectedness	150	60	1976	60	0.5
Functioning*	156	49	1967	58	-9.1
Outcomes*	151	44	1897	52	-8.4
General Satisfaction*	160	70	1994	78	-8.0
Health and Wellness*	144	54	1796	63	-9.0
Self-Determination	155	70	2005	76	-5.9

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 Community Partners: Comparison of 2017-2019 and 2020-2022 Domain Scores

To evaluate whether client satisfaction with CP services changed over time, domain scores across two time periods were compared (2017-2019 versus 2020-2022). There were no statistically significant differences in satisfaction across the two time periods.

The table below provides additional details on the total number of respondents included in each domain in the 2017-2019 and 2020-2022 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Community Partners 2017-2019		Community Partners 2020-2022		Difference
	N	%	N	%	
Access	201	74	160	70	-3.6
Participation in Treatment Planning	190	70	152	66	-3.6
Quality and Appropriateness	199	80	151	72	-8.9
Social Connectedness	196	57	150	60	3.4
Functioning	201	56	156	49	-7.0
Outcomes	193	46	151	44	-1.9
General Satisfaction	197	77	160	70	-7.2
Health and Wellness (state added)	195	63	144	53	-9.6
Self-Determination (state added)	203	68	155	70	1.2

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

Satisfaction with Community Partners – Item-specific Scores by Domain

The table below shows the item-specific data for CP across the last three years (2020-2022) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items revised or newly added in 2022 are noted.

Adult Survey Items Results Summary		Community Partners 2020-2022		Statewide 2020-2022	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us*(-)	154	76	1896	83
	Staff were willing to see me as often as I felt it was necessary*(-)	156	71	1997	80
	Staff returned my call in 24 hours	160	68	1938	74
	Services were available at times that were good for me	161	83	2025	84
	I was able to get all the services I thought I needed	160	69	2022	74
	I was able to see a psychiatrist when I wanted to	151	68	1899	69
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication*(-)	157	80	2013	86
	My beliefs were respected in my treatment and treatment plan	159	79	2003	84
	Staff saw me as an equal partner in my treatment plan*(-)	161	73	2010	82
	Staff were respectful of my sexual orientation, gender expression, and gender identity	145	87	1741	91
	Staff respected me as a whole person	162	85	2025	88
	My right to refuse treatment was respected	122	80	1531	77
	I, not staff, decided my treatment goals	154	64	1938	67
	Quality and Appropriateness	Staff here believed that I could grow, change, and recover*(-)	156	74	1937
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)		147	68	1814	72
I felt free to complain		149	74	1922	78
I was given information about how to file a complaint		129	54	1594	54
I was given information about my rights		153	80	1904	82
Staff encouraged me to take responsibility for how I live my life		148	76	1903	81
Staff told me what side effects to watch out for*(-)		149	61	1840	71
Staff respected my wishes about who is and who is not to be given information about my treatment*(-)		150	79	1909	87
Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)		132	80	1656	84
Staff helped me obtain the information I needed so that I could take charge of managing my illness		154	73	1908	77
Social Connectedness	In a crisis, I have the support I need from family or friends	155	74	1983	72
	I am happy with the friendships I have	151	72	1966	66
	I have people with whom I can do enjoyable things	151	70	1972	69
	I feel I belong to my community	150	41	1938	46
	I know people who listen and understand me when I need to talk	154	74	1996	72
	When I need help right away, I know people I can call on	151	70	1994	75

Adult Survey Items Results Summary		Community Partners 2020-2022		Statewide 2020-2022	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Functioning	My symptoms are not bothering me as much	155	47	1968	52
	I do things that are more meaningful to me	154	57	1958	62
	I am better able to take care of my needs*(-)	153	56	1958	65
	I am better able to do things that I want to do*(-)	155	53	1961	61
	I am better able to manage my money and pay my bills*(-)	143	53	1846	62
	I feel hopeful about my future	155	53	1958	57
	I am better able to handle things when they go wrong*(-)	155	49	1969	58
Outcomes	My symptoms are not bothering me as much	155	47	1968	52
	I deal more effectively with daily problems	155	60	1964	63
	I am better able to control my life	155	58	1962	62
	I am better able to deal with crisis	153	52	1944	57
	I am getting along better with my family	147	65	1869	61
	I do better in social situations	151	41	1916	48
	I do better in school and/or work	85	41	1177	47
	My housing situation has improved	135	53	1712	52
General Satisfaction	I like the services that I have received*(-)	160	74	1991	80
	If I had other choices, I would still get services from this agency*(-)	159	69	1953	76
	I would recommend this agency to a friend or family member	158	72	1974	78
	I am happy with my counselor or psychiatrist/I am happy with my Treatment Team (revised 2022)	160	76	1953	80
Self-Determination	I am able to stand up for myself to get what I need/I am able to stand up for myself to get my needs met (revised 2022)	152	66	1987	71
	I am free to choose the kinds of goals I want to pursue	151	76	1989	81
	I decide how involved I want to be in my treatment	152	77	1984	83
	I have people in my life who accept me for me	154	78	1994	80
	I have people in my life who respect my values and choices	152	75	1994	77
	I have a say in what happens to me when I am in crisis	150	68	1940	73
Health and Wellness	I was able to meet with a primary care medical provider to discuss my physical well-being/I have been provided information on how to meet with a primary care medical provider (revised 2022)*(-)	142	75	1813	81
	I have been eating a more healthy diet/I have been provided information on how to eat a more healthy diet (revised 2022)*(-)	152	45	1906	53
	I have been more physically active/I have been provided information on how to be more physically active (revised 2022)	152	52	1898	57
	My medications have been helpful to me	152	61	1877	66
	I was (not) prescribed too many medications	110	64	1400	66

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

Behavioral Outcomes

Eighty-one 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. Eight percent attended either full- or part-time school. Forty-one percent reported they are current smokers, 16% used e-cigarettes 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 Consumer Survey Respondent Behavioral Outcomes	Community Partners 2020-22 N=166		NH Statewide 2020-22 N=2,069	
	n	%	n	%
Are you currently employed?*				
No (+)	126	81	1464	74
Yes - full-time (+)	15	10	176	9
Yes - part-time (-)	14	9	334	17
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	6	4	60	3
Were you arrested during the 12 months prior to that? (%yes)	9	6	87	4
Arrested at all in the past 2 years? (%yes)	14	9	130	7
Over the last 12 months, have your encounters with the police...*				
Been reduced (+)	13	9	113	6
Stayed the same (+)	15	10	104	5
Increased (=)	4	3	51	3
Not applicable (-)	121	79	1653	86
Participation in community or social activities				
Spiritual/Religious	60	39	711	37
Community organizations	25	16	341	18
Gym/physical activity	13	36	202	35
Peer support center	19	12	236	12
Recovery support center for substance misuse	11	7	153	8
Volunteer work	16	11	293	15
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)*(-)	7	5	178	9
Other social activities	17	10	262	13
Attending school				
No school	141	92	1786	92
School Full-time	7	5	64	3
School Part-time	6	4	81	4
Smoking status				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	64	41	673	34
Former smoker (smoked in the past but now quit)	47	30	588	30
Never smoked	47	30	715	36
Have you used an e-cigarette or other electronic vaping product in the past 30 days?				
No	133	84	1698	87
Yes	25	16	247	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)	36	55	345	51

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

Community Partners: 2020-2022 Family Member Satisfaction Survey Results

Demographics

A total of 137 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 (2020-2022). Of the children whose family member responded, 49% were male, 51% were female, 95% were White, and 9% were Hispanic/Latino. The average age was 12.0 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.

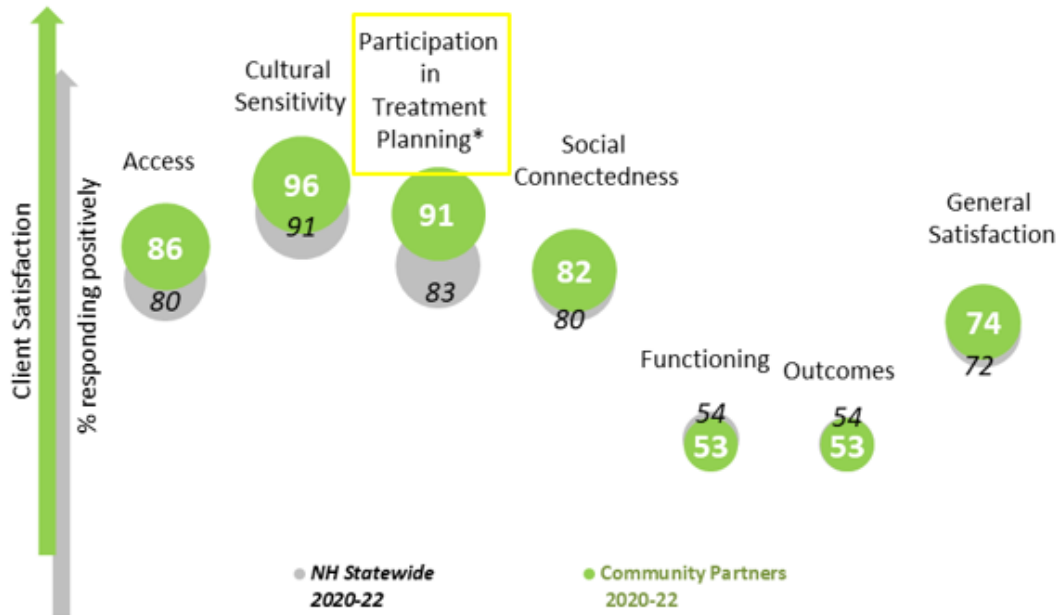
Characteristics of Children & Youth Clients	Community Partners 2020-22 N=137		NH Statewide 2020-22 N=1,410	
	n	%	n	%
Gender				
Female	70	51	694	49
Male	67	49	715	51
Age group*				
age 0-5 (=)	0	0	47	3
age 6-11 (+)	64	47	523	37
age 12 or older (-)	73	53	840	60
<i>Average age (SD, range)</i>	12.0 (3.2, 6-17)		12.1 (3.4, 3-17)	
Race category				
American Indian/Alaska Native	0	0	22	2
Asian	5	4	24	2
Black or African American	6	4	83	6
Native Hawaiian/Pacific Islander	1	1	5	0
White (Caucasian)	130	95	1276	90
Other race	2	1	29	2
Either of child's parent is Spanish/Hispanic/Latino				
Yes-Hispanic/Latino	12	9	120	9
No-Not Hispanic/Latino	122	91	1252	91
How long has your child received services from this Center?*				
Less than 1 month (+)	4	3	21	2
1-5 months (+)	18	13	114	8
6 months-1 year (+)	36	27	361	26
More than 1 year (-)	76	57	884	64
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.?				
No	83	62	811	59
Yes	51	38	561	41

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, CP clients had statistically significantly higher satisfaction with participation in treatment planning.



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 CP and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Community Partners 2020-22		NH Statewide 2020-22		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	133	86	1372	80	5.3
Cultural Sensitivity	96	96	1041	91	4.6
Participation in Treatment Planning*	134	91	1385	83	8.3
Social Connectedness	132	82	1367	80	1.6
Functioning	131	53	1369	54	-0.9
Outcomes	131	53	1370	54	-0.2
General Satisfaction	132	74	1389	72	1.4

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 Community Partners: Comparison of 2017-2019 and 2020-2022 Domain Scores

To evaluate whether family member satisfaction with CP changed over time, domain scores across two time periods were compared (2017-2019 versus 2020-2022). The cultural sensitivity domain improved significantly over time.

The table below provides additional details on the total number of respondents included in each domain in the 2017-2019 and 2020-2022 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Community Partners 2017-2019		Community Partners 2020-2022		Difference
	N	%	N	%	
Access	149	81	133	86	4.5
Cultural Sensitivity*	109	84	96	96	11.4
Participation in Treatment Planning	160	88	134	91	2.7
Social Connectedness	147	76	132	82	6.3
Functioning	146	53	131	53	0.7
Outcomes	146	50	131	53	3.4
General Satisfaction	148	69	132	73	4.6

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 improved 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 (2020-2022) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items revised or newly added in 2022 are noted.

Family Survey Items Results Summary		Community Partners 2020-2022		Statewide 2020-2022	
	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	133	94	1381	89
	Services were available at times that were convenient for us	135	84	1393	80
	My family was able to access crisis services when needed (new2022)	34	74	282	73
Cultural Sensitivity	Staff spoke with me in a way that I understood	133	97	1389	93
	Staff treated me with respect	136	94	1394	92
	Staff respected my family's religious/spiritual beliefs	94	93	997	88
	Staff were sensitive to my cultural/ethnic background	93	90	956	87
Participation in Treatment Planning	I helped to choose my child's services	130	88	1372	83
	I helped to choose my child's treatment goals*(+)	133	88	1374	79
	I participated in my child's treatment	135	92	1384	87
	I helped identify my child's strengths and needs (new2022)*(+)	49	98	427	89
Social Connectedness	I have people that I am comfortable talking with about my child's problems	132	85	1374	84
	In a crisis, I would have the support I need from family or friends	130	80	1361	79
	I have people with whom I can do enjoyable things	128	84	1355	83
	I know people who will listen and understand me when I need to talk	129	85	1360	81
Functioning	My child is better at handling daily life	132	60	1385	60
	My child gets along better with family members	126	52	1335	57
	My child gets along better with friends and other people	129	54	1341	60
	My child is doing better in school and/or work	128	55	1335	55
	My child is better able to cope when things go wrong	133	50	1382	54
	My child is better able to do things he/she wants to do	130	57	1368	60
Outcomes	My child is better at handling daily life	132	60	1385	60
	My child gets along better with family members	126	52	1335	57
	My child gets along better with friends and other people	129	54	1341	60
	My child is doing better in school and/or work	128	55	1335	55
	My child is better able to cope when things go wrong	133	50	1382	54
	I am satisfied with our family life right now	129	58	1377	58
General Satisfaction	My family got the help we wanted for my child	135	74	1394	74
	My family got as much help as we needed for my child	132	68	1378	66
	I felt my child had someone to talk to when he/she was troubled	131	75	1380	78
	Overall, I am satisfied with the services my child received	133	80	1387	77
	The people helping my child stuck with us no matter what	133	76	1363	77
	The services my child and/or my family received were right for us	133	77	1386	72
	I am happy with my child's counselor or psychiatrist/(revised 2022) I am happy with my child's treatment team	132	83	1369	78

Note: The total number Ns or denominators are smaller for items that were added in 2022. Note: *p<0.05 statistically significant difference (bolded): (+) Center scored higher than statewide, (-) Center scored lower than statewide.

Behavioral Outcomes

Two percent of CP family member respondents reported that their child was arrested in the last 12 months, and 11% reported that their child's encounters with police had been reduced. Forty-two 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 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. Eighteen 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 2020-22 N=137		NH Statewide 2020-22 N=1,410	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	1	2	22	4
Was your child arrested during the 12 months prior to that? (%yes)	1	2	15	3
Was child arrested at all in the past 2 years? (%yes)	2	4	31	6
Over the last 12 months, have your child's encounters with the police...				
Been reduced	3	7	42	8
Stayed the same	1	2	27	5
Increased	5	11	25	5
Not applicable (My child had no police encounters this year or last year)	37	80	446	83
Transition Planning				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	19	42	214	40
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	124	93	1264	95
Was your child expelled or suspended during the past 12 months? (%yes)	21	17	164	13
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	16	13	135	11
Was child expelled or suspended at all in the past 2 years? (%yes)	29	23	225	18
Since starting to receive services, the number of days my child was in school...				
Has increased	12	18	150	25
Has stayed about the same	50	76	386	64
Has decreased	4	6	69	11

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



Center for Life Management

Summary of Adult and Family Member Satisfaction Surveys

Center for Life Management: 2020-2022 Adult Satisfaction Survey Results

Demographics

A total of 214 adult clients from Center for Life Management (CLM) responded to the client satisfaction survey in the last three years (2020-2022). Of these, 43% were male, 57% were female, 90% were White (compared to 87% statewide), and 2% were Hispanic/Latino (compared to 6% statewide). The average age was 43.6 years. About 91% 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 CLM respondents to the state.

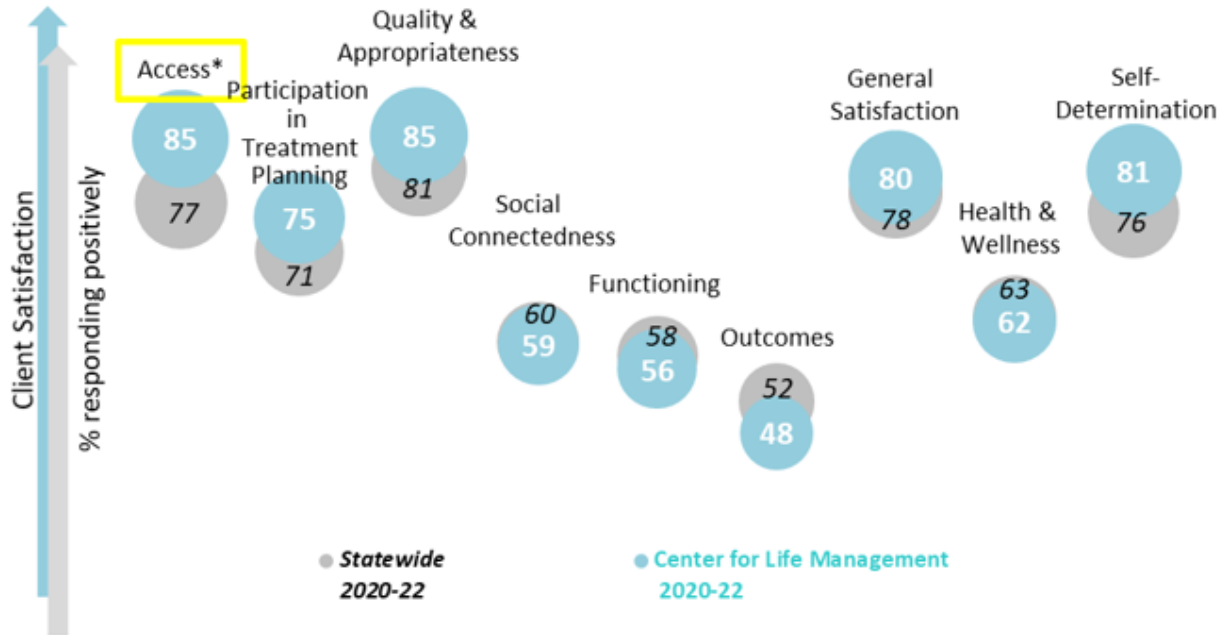
Adult Consumer Survey Respondent Characteristics	Center for Life Management 2020-22 N=214		NH Statewide 2020-22 N=2,069	
	n	%	n	%
Gender				
Female	121	57	1283	62
Male	93	43	785	38
Age group*				
Age 18-24 (+)	34	16	182	9
Age 25-44 (+)	75	35	628	30
Age 45-64 (-)	86	40	987	48
Age 65+ (-)	19	9	272	13
Average age (SD, range)	43.6 (15.4, 18-74)		47.9 (15.3, 18-87)	
Race category				
American Indian/Alaska Native	7	3	89	4
Asian	5	2	30	1
Black or African American	8	4	53	3
Native Hawaiian/Pacific Islander	1	0	5	0
White (Caucasian)	192	90	1808	87
Other race	7	3	71	3
Ethnicity: Hispanic/Latino/Spanish*				
Yes-Hispanic/Latino (-)	4	2	103	6
No-Not Hispanic/Latino (+)	190	98	1763	94
Are you currently (still) getting mental health services from CMHC providers? (%yes)	182	91	1770	90
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	23	11	185	9
1 year or more (at least 12 months)	183	93	1783	91

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, the access domain was statistically significantly higher for CLM clients. Eighty-five percent of CLM clients responded positively about access compared to 77% 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 CLM and statewide, the percent responding positively, and the difference in scores.

Satisfaction Domains	Center for Life Management 2020-22		Statewide 2020-22		Difference
	Total N	CMHC %	Total N	Statewide %	
Access*	209	85	2016	77	7.9
Participation in Treatment Planning	199	75	1913	71	4.3
Quality and Appropriateness	201	85	1917	81	4.1
Social Connectedness	203	59	1976	60	-0.4
Functioning	205	56	1967	58	-1.7
Outcomes	193	48	1897	52	-3.9
General Satisfaction	204	80	1994	78	1.9
Health and Wellness	179	62	1796	63	-0.5
Self-Determination	207	81	2005	76	5.1

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 Center for Life Management: Comparison of 2017-2019 and 2020-2022 Domain Scores

To evaluate whether client satisfaction with CLM services changed over time, domain scores across two time periods were compared (2017-2019 versus 2020-2022). The self-determination domain significantly improved over time.

The table below provides additional details on the total number of respondents included in each domain in the 2017-2019 and 2020-2022 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Center for Life Management 2020-2022		Center for Life Management 2020-2022		Difference
	Total N	CMHC %	Total N	CMHC %	
Access	185	78	209	85	6.8
Participation in Treatment Planning	183	70	199	75	4.4
Quality and Appropriateness	187	85	201	85	0.0
Social Connectedness	187	54	203	59	5.1
Functioning	190	53	205	56	2.9
Outcomes	184	48	193	48	-0.2
General Satisfaction	190	78	204	80	1.5
Health and Wellness (state added)	182	67	179	62	-5.0
Self-Determination (state added)*	189	70	207	81	10.3

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 Center for Life Management – Item-specific Scores by Domain

The table below shows the item-specific data for CLM across the last three years (2020-2022) combined with comparison to three-year combined statewide data. Statistically significant differences between the center and statewide are denoted by (*). Items revised or newly added in 2022 are noted.

Adult Survey Items Results Summary		Center for Life Management 2020-2022		Statewide 2020-2022	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	194	88	1896	83
	Staff were willing to see me as often as I felt it was necessary*(+)	205	91	1997	80
	Staff returned my call in 24 hours*(+)	207	80	1938	74
	Services were available at times that were good for me	213	88	2025	84
	I was able to get all the services I thought I needed*(+)	210	81	2022	74
	I was able to see a psychiatrist when I wanted to	191	75	1899	69
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	206	90	2013	86
	My beliefs were respected in my treatment and treatment plan	211	85	2003	84
	Staff saw me as an equal partner in my treatment plan	210	84	2010	82
	Staff were respectful of my sexual orientation, gender expression, and gender identity	171	91	1741	91
	Staff respected me as a whole person	210	91	2025	88
	My right to refuse treatment was respected	159	82	1531	77
	I, not staff, decided my treatment goals*(+)	206	74	1938	67
Quality and Appropriateness	Staff here believed that I could grow, change, and recover	202	87	1937	82
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	192	76	1814	72
	I felt free to complain	199	82	1922	78
	I was given information about how to file a complaint	161	57	1594	54
	I was given information about my rights	193	86	1904	82
	Staff encouraged me to take responsibility for how I live my life	200	81	1903	81
	Staff told me what side effects to watch out for*(+)	185	79	1840	71
	Staff respected my wishes about who is and who is not to be given information about my treatment	198	91	1909	87
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	164	87	1656	84
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	197	79	1908	77
Social Connectedness	In a crisis, I have the support I need from family or friends	205	76	1983	72
	I am happy with the friendships I have	201	66	1966	66
	I have people with whom I can do enjoyable things	202	69	1972	69
	I feel I belong to my community*(-)	200	38	1938	46
	I know people who listen and understand me when I need to talk	208	74	1996	72
	When I need help right away, I know people I can call on	207	80	1994	75

Adult Survey Items Results Summary		Center for Life Management 2020-2022		Statewide 2020-2022	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Functioning	My symptoms are not bothering me as much	203	52	1968	52
	I do things that are more meaningful to me	204	60	1958	62
	I am better able to take care of my needs	205	66	1958	65
	I am better able to do things that I want to do	203	60	1961	61
	I am better able to manage my money and pay my bills	192	61	1846	62
	I feel hopeful about my future	200	55	1958	57
	I am better able to handle things when they go wrong	204	56	1969	58
Outcomes	My symptoms are not bothering me as much	203	52	1968	52
	I deal more effectively with daily problems	201	60	1964	63
	I am better able to control my life*(-)	202	56	1962	62
	I am better able to deal with crisis	199	54	1944	57
	I am getting along better with my family	189	66	1869	61
	I do better in social situations	195	51	1916	48
	I do better in school and/or work	126	48	1177	47
General Satisfaction	My housing situation has improved	165	49	1712	52
	I like the services that I have received	206	83	1991	80
	If I had other choices, I would still get services from this agency	201	78	1953	76
	I would recommend this agency to a friend or family member	204	80	1974	78
Self-Determination	I am happy with my counselor or psychiatrist/I am happy with my Treatment Team (revised 2022)	201	83	1953	80
	I am able to stand up for myself to get what I need/I am able to stand up for myself to get my needs met (revised 2022)	207	73	1987	71
	I am free to choose the kinds of goals I want to pursue	205	84	1989	81
	I decide how involved I want to be in my treatment	204	86	1984	83
	I have people in my life who accept me for me	206	83	1994	80
	I have people in my life who respect my values and choices	207	79	1994	77
Health and Wellness	I have a say in what happens to me when I am in crisis	202	77	1940	73
	I was able to meet with a primary care medical provider to discuss my physical well-being/I have been provided information on how to meet with a primary care medical provider (revised 2022)	178	80	1813	81
	I have been eating a more healthy diet/I have been provided information on how to eat a more healthy diet (revised 2022)	193	51	1906	53
	I have been more physically active/I have been provided information on how to be more physically active (revised 2022)	194	60	1898	57
	My medications have been helpful to me	189	65	1877	66
I was (not) prescribed too many medications	142	70	1400	66	

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

Behavioral Outcomes

Sixty-six percent of CLM respondents reported being unemployed at the time of the survey. Four percent reported being arrested in the last 12 months, and 3% reported that their encounters with the police have been reduced. A significantly higher proportion of respondents reported participating in gym/physical activity compared to statewide. Nine percent attended either full- or part-time school. Thirty-three percent reported they are current smokers, 14% have used e-cigarettes and 66% were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of CLM respondents to the state.

Adult Consumer Survey Respondent Behavioral Outcomes	Center for Life Management 2020-22 N=214		NH Statewide 2020-22 N=2,069	
	n	%	n	%
Are you currently employed?*				
No (-)	133	66	1464	74
Yes - full-time (+)	25	12	176	9
Yes - part-time (+)	44	22	334	17
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	7	3	60	3
Were you arrested during the 12 months prior to that? (%yes)	10	5	87	4
Arrested at all in the past 2 years? (%yes)	15	7	130	7
Over the last 12 months, have your encounters with the police...*			0	0
Been reduced (-)	9	5	113	6
Stayed the same (-)	3	2	104	5
Increased (+)	7	4	51	3
Not applicable (+)	180	90	1653	86
Participation in community or social activities				
Spiritual/Religious	66	33	711	37
Community organizations	44	22	341	18
Gym/physical activity*(+)	32	48	202	35
Peer support center	22	11	236	12
Recovery support center for substance misuse	20	10	153	8
Volunteer work	25	12	293	15
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	17	8	178	9
Other social activities	25	12	262	13
Attending school				
No school	182	91	1786	92
School Full-time	8	4	64	3
School Part-time	10	5	81	4
Smoking status				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	68	33	673	34
Former smoker (smoked in the past but now quit)	58	28	588	30
Never smoked	78	38	715	36
Have you used an e-cigarette or other electronic vaping product in the past 30 days?				
No	173	86	1698	87
Yes	29	14	247	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)*(+)	46	66	345	51

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

Center for Life Management: 2020-2022 Family Member Satisfaction Survey Results

Demographics

A total of 166 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 (2020-2022). Of the children whose family member responded, 47% were male, 53% were female, 87% were White, and 12% were Hispanic/Latino. The average age was 12.6 years. Sixty-five percent have received services for more than 1 year. The table below compares the characteristics of CLM youth clients to the state.

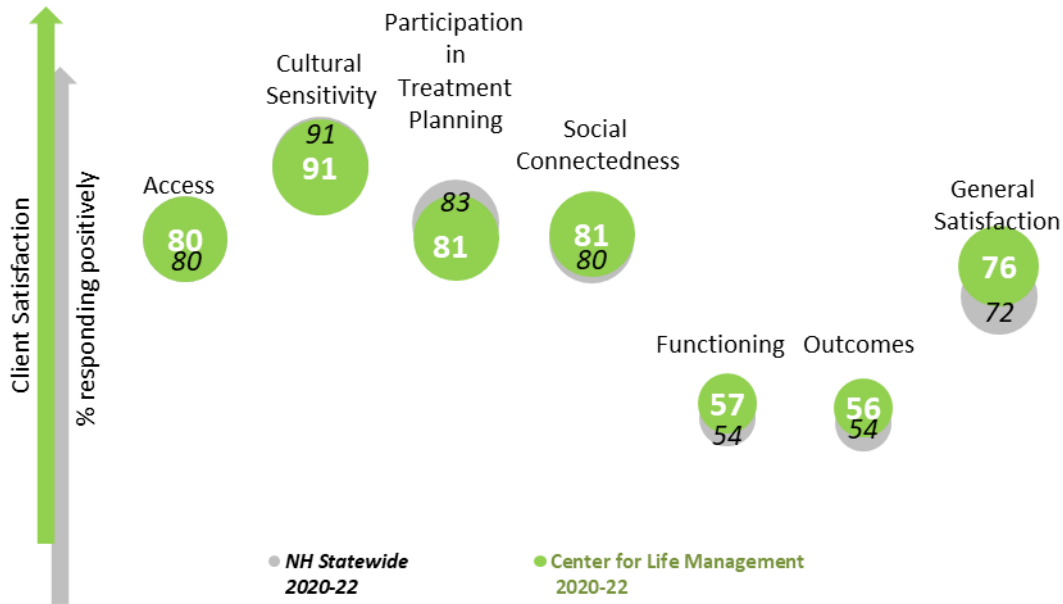
Characteristics of Children & Youth Clients	Center for Life Management 2020-22 N=166		NH Statewide 2020-22 N=1,410	
	n	%	n	%
Gender				
Female	88	53	694	49
Male	78	47	715	51
Age group				
age 0-5	7	4	47	3
age 6-11	55	33	523	37
age 12 or older	104	63	840	60
<i>Average age (SD, range)</i>	12.6 (3.6, 3-17)		12.1 (3.4, 3-17)	
Race category				
American Indian/Alaska Native	1	1	22	2
Asian	4	2	24	2
Black or African American	10	6	83	6
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)	145	87	1276	90
Other race	5	3	29	2
Either of child's parent is Spanish/Hispanic/Latino				
Yes-Hispanic/Latino	20	12	120	9
No-Not Hispanic/Latino	144	88	1252	91
How long has your child received services from this Center?				
Less than 1 month	2	1	21	2
1-5 months	13	8	114	8
6 months-1 year	42	26	361	26
More than 1 year	107	65	884	64
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.?				
No	94	58	811	59
Yes	67	42	561	41

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 difference between center and 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 2020-22		NH Statewide 2020-22		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	158	80	1372	80	0.0
Cultural Sensitivity	121	91	1041	91	-0.3
Participation in Treatment Planning	160	81	1385	83	-2.1
Social Connectedness	164	81	1367	80	0.9
Functioning	161	57	1369	54	2.2
Outcomes	161	56	1370	54	2.3
General Satisfaction	165	76	1389	72	4.3

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

Satisfaction with Center for Life Management: Comparison of 2017-2019 and 2020-2022 Domain Scores

To evaluate whether family member satisfaction with CLM changed over time, domain scores across two time periods were compared (2017-2019 versus 2020-2022). 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 2017-2019 and 2020-2022 year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Center for Life Management 2017-2019		Center for Life Management 2020-2022		Difference
	N	%	N	%	
Access	149	77	158	80	3.9
Cultural Sensitivity	105	88	121	91	3.3
Participation in Treatment Planning	147	87	160	81	-6.4
Social Connectedness	146	82	164	81	-0.4
Functioning	146	54	161	57	2.4
Outcomes	146	55	161	56	0.4
General Satisfaction	148	69	165	76	7.4

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 (2020-2022) combined with comparison to three-year combined statewide data. Items revised or newly added in 2022 are noted.

Family Survey Items Results Summary		Center for Life Management 2020-2022		Statewide 2020-2022	
	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree
Access	The location of services was convenient for us	159	91	1381	89
	Services were available at times that were convenient for us	163	79	1393	80
	My family was able to access crisis services when needed (new2022)	29	66	282	73
Cultural Sensitivity	Staff spoke with me in a way that I understood	164	90	1389	93
	Staff treated me with respect	164	93	1394	92
	Staff respected my family's religious/spiritual beliefs	113	86	997	88
	Staff were sensitive to my cultural/ethnic background	108	86	956	87
Participation in Treatment Planning	I helped to choose my child's services	159	78	1372	83
	I helped to choose my child's treatment goals	159	82	1374	79
	I participated in my child's treatment	162	87	1384	87
	I helped identify my child's strengths and needs (new2022)	45	84	427	89
Social Connectedness	I have people that I am comfortable talking with about my child's problems	163	87	1374	84
	In a crisis, I would have the support I need from family or friends	163	83	1361	79
	I have people with whom I can do enjoyable things	163	87	1355	83
	I know people who will listen and understand me when I need to talk	165	81	1360	81
Functioning	My child is better at handling daily life	163	61	1385	60
	My child gets along better with family members	155	59	1335	57
	My child gets along better with friends and other people	157	62	1341	60
	My child is doing better in school and/or work	158	58	1335	55
	My child is better able to cope when things go wrong	158	56	1382	54
	My child is better able to do things he/she wants to do	160	61	1368	60
Outcomes	My child is better at handling daily life	163	61	1385	60
	My child gets along better with family members	155	59	1335	57
	My child gets along better with friends and other people	157	62	1341	60
	My child is doing better in school and/or work	158	58	1335	55
	My child is better able to cope when things go wrong	158	56	1382	54
	I am satisfied with our family life right now	162	58	1377	58
General Satisfaction	My family got the help we wanted for my child	164	77	1394	74
	My family got as much help as we needed for my child	160	72	1378	66
	I felt my child had someone to talk to when he/she was troubled	161	81	1380	78
	Overall, I am satisfied with the services my child received	164	78	1387	77
	The people helping my child stuck with us no matter what	161	79	1363	77
	The services my child and/or my family received were right for us	166	73	1386	72
	I am happy with my child's counselor or psychiatrist/(revised 2022) I am happy with my child's treatment team	163	78	1369	78

Note: The total number Ns or denominators are smaller for items that were added in 2022. 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 7% reported that their child's encounters with the police have been reduced. Twenty-six 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 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 2020-22 N=166		NH Statewide 2020-22 N=1,410	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	2	3	22	4
Was your child arrested during the 12 months prior to that? (%yes)	3	4	15	3
Was child arrested at all in the past 2 years? (%yes)	4	5	31	6
Over the last 12 months, have your child's encounters with the police...				
Been reduced	5	7	42	8
Stayed the same	4	5	27	5
Increased	2	3	25	5
Not applicable (My child had no police encounters this year or last year)	65	86	446	83
Transition Planning				
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	19	26	214	40
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	149	97	1264	95
Was your child expelled or suspended during the past 12 months? (%yes)	22	15	164	13
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	17	12	135	11
Was child expelled or suspended at all in the past 2 years? (%yes)	28	19	225	18
Since starting to receive services, the number of days my child was in school...				
Has increased	24	33	150	25
Has stayed about the same	42	58	386	64
Has decreased	7	10	69	11

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

Appendix A1. 2022 NH Adult Satisfaction Survey

New Hampshire Community Mental Health Adult Satisfaction Survey

NH Department of Health and Human Services



2022

How to Take This Survey



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



Type jsi.com/nhsurvey into a web browser. Enter the **5-digit ID number** below to start the survey.



Scan this QR code to complete the survey on your smartphone or tablet. **Enter the 5-digit ID number** below to start the survey.

Go to the next page for more information



5-digit ID number

7306



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 the State of New Hampshire Department of Health and Human Services (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, DHHS at 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.



7306



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 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 have been provided information on how to meet with a primary care medical provider.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I have been provided information on how to eat 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 provided information on how to be 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 my needs met.	<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 Treatment Team.	<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. The next questions will help us understand how the coronavirus (COVID-19) pandemic affected the CMHC services you received and how you would prefer to receive services in the future. 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 pandemic 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 transition 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? Yes No

6. Were you arrested during the 12 months prior to that? Yes No

7. Over the last 12 months, have your encounters with the police...

- Been reduced (For example, I have not been arrested, hassled by police, or taken by police to a shelter or crisis program.)
- Stayed the same
- Increased
- Not applicable (I had no police encounters during the past 12 months.)

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?

a. Community organizations	<input type="radio"/> No	<input type="radio"/> Yes
b. Gym/Physical activity	<input type="radio"/> No	<input type="radio"/> Yes
c. Peer support center	<input type="radio"/> No	<input type="radio"/> Yes
d. Recovery support center for substance misuse	<input type="radio"/> No	<input type="radio"/> Yes
e. School	<input type="radio"/> No	<input type="radio"/> Part-time <input type="radio"/> Full-time
f. Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	<input type="radio"/> No	<input type="radio"/> Yes
g. Spiritual/Religious	<input type="radio"/> No	<input type="radio"/> Yes
h. Volunteer work	<input type="radio"/> No	<input type="radio"/> Yes
i. Other social activities, please specify: _____	<input type="radio"/> No	<input type="radio"/> Yes

2. Are you currently employed? No Part-time Full-time

3. What is your current smoking status (cigarettes, cigars, or pipes)?

- Current smoker
- Former smoker (smoked in the past but now quit)
- Never smoked

4. Have you used an e-cigarette or other electronic "vaping" product in the past 30 days? Yes No

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? Yes No N/A

6. Are you of Spanish/Hispanic/Latino origin? Yes, Hispanic or Latino Not Hispanic or Latino

7. What is your race? Mark all that apply.

- American Indian or Alaska Native
- Native Hawaiian or other Pacific Islander
- Asian
- White (Caucasian)
- Black or African American
- Other, please specify: _____



Section L. Additional Thoughts

PLEASE NOTE: responses to the questions on this page will be grouped and shared with DHHS and your CMHC. 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, DHHS at 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).

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

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

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

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

*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!



Appendix A2. Statewide 2022 Adult Survey Demographics

2022 NH DHHS Adult Satisfaction Survey – Respondent Characteristics	Statewide 2022 N=622	
	n	%
Gender		
Female	393	63
Male	229	37
Age group		
Age 18-24	66	11
Age 25-44	171	27
Age 45-64	288	46
Age 65+	97	16
<i>Average age (SD, range)</i>	47.9 (16.0, 18-87)	
Race category		
American Indian/Alaska Native	25	4
Asian	11	2
Black or African American	21	3
Native Hawaiian/Pacific Islander	0	0
White (Caucasian)	539	87
Other race	15	2
Ethnicity: Hispanic/Latino/Spanish		
Yes-Hispanic/Latino	37	6
No-Not Hispanic/Latino	536	94
Currently (still) getting mental health services from CMHC providers		
Yes	547	92
Length of time receiving mental health services from your community mental health providers		
Less than a year (less than 12 months)	49	8
1 year or more (at least 12 months)	549	92

Note: A stratified random sample of clients from each of the 10 CMHCs were selected for the survey to represent the age and gender distribution within the center, with smaller CMHCs sampled at a higher rate than larger sites to ensure adequate representation. Of the population from which the sample was derived, 41% were male and 59% were female; by age group: 15% age 18-24, 38% age 25-44, 37% age 45-64, and 10% age 65+ and average age was 43.7 years; and by race, 87% were white.

Appendix A3. Adult Survey – Statewide Domain Scores by Year (2020-2022)

Adult Survey: Statewide Domain Scores (2020-2022) with 95% Confidence Intervals									
Satisfaction Domains	2020		2021		2022		p-values		2020 U.S.~ Percent
	Total	Percent (95% CI)	Total	Percent (95% CI)	Total	Percent (95% CI)	2020 vs 2022	2021 vs 2022	
Access	756	80 (77, 82)	661	75 (72, 78)	598	77 (73, 80)	0.234	0.4367	89
Participation in Treatment Planning	720	69 (66, 73)	633	70 (67, 74)	562	71 (68, 75)	0.4568	0.67	87
Quality and Appropriateness	718	81 (79, 84)	630	81 (78, 84)	569	81 (78, 84)	0.9276	0.9735	91
Social Connectedness	735	61 (57, 64)	650	59 (55, 62)	592	61 (57, 65)	0.3242	0.3242	79
Functioning	728	57 (54, 61)	653	60 (56, 64)	588	56 (52, 60)	0.7291	0.1625	80
Outcomes	700	52 (49, 56)	632	55 (51, 59)	569	50 (46, 54)	0.3868	0.0803	80
General Satisfaction	733	78 (75, 81)	658	77 (74, 80)	600	79 (76, 82)	0.5561	0.4123	90
Health and Wellness (state added)*	704	61 (58, 65)	604	59 (55, 63)	489	69 (65, 73)	0.0039	0.0003	n/a
Self-Determination (state added)	748	76 (73, 79)	663	75 (72, 78)	601	75 (72, 79)	0.7199	0.9905	n/a

p<0.05 = statistically significant differences in domain scores between years (bolded). Note due to items in the health and wellness domain being revised by NH DHHS in 2022, the significant differences in comparison to 2020 and 2021 should be interpreted with caution. See Appendix A4 below for revised questions.

~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>

Note: 2021 national scores are not available at the time of this report.

Appendix A4. Adult Survey – Statewide Item-specific Responses by Domain by Year (2020-2022)

Adult Survey: Statewide Results for Items by Domain (2020-2022)	% Strongly Agree or Agree					
	2020		2021		2022	
	N	Percent (95% CI)	N	Percent (95% CI)	N	Percent (95% CI)
Access						
The location of services was convenient for us	742	82 (80, 85)	596	83 (80, 86)	558	85 (82, 88)
Staff were willing to see me as often as I felt it was necessary	752	83 (80, 85)	652	78 (75, 82)	595	81 (78, 84)
Staff returned my call in 24 hours	722	77 (74, 80)	642	73 (70, 76)	573	72 (68, 76)
Services were available at times that were good for me [^]	757	88 (86, 90)	670	83 (80, 86)	601	82 (79, 85)
I was able to get all the services I thought I needed [^]	756	78 (75, 81)	669	73 (70, 76)	596	71 (67, 75)
I was able to see a psychiatrist when I wanted to*	722	73 (70, 76)	622	67 (64, 71)	558	69 (65, 73)
Participation in Treatment Planning						
I felt comfortable asking questions about my treatment and medication	753	88 (86, 90)	663	86 (83, 88)	602	85 (82, 88)
My beliefs were respected in my treatment and treatment plan	750	85 (82, 87)	656	83 (80, 86)	599	84 (81, 87)
Staff saw me as an equal partner in my treatment plan	747	82 (80, 85)	662	82 (79, 85)	603	80 (77, 83)
Staff were respectful of my sexual orientation, gender expression, and gender identity	667	93 (91, 95)	565	89 (87, 92)	503	91 (88, 93)
Staff respected me as a whole person	753	89 (86, 91)	664	88 (85, 90)	605	87 (85, 90)
My right to refuse treatment was respected	575	78 (74, 81)	511	76 (72, 80)	448	77 (73, 81)
I, not staff, decided my treatment goals	727	66 (62, 69)	642	67 (63, 71)	570	68 (64, 72)
Quality and Appropriateness						
Staff here believed that I could grow, change, and recover [^]	715	84 (81, 87)	642	83 (80, 86)	581	79 (76, 83)
I was encouraged to use peer-run programs (support groups, drop-in centers, crisis phone line, etc.)	684	74 (70, 77)	588	69 (65, 73)	542	73 (69, 77)
I felt free to complain	715	79 (76, 82)	635	76 (73, 80)	575	79 (75, 82)
I was given information about how to file a complaint	602	57 (53, 61)	509	52 (48, 56)	478	53 (48, 57)
I was given information about my rights	701	83 (81, 86)	626	81 (78, 84)	573	80 (77, 83)
Staff encouraged me to take responsibility for how I live my life [^]	702	83 (80, 86)	626	82 (79, 85)	579	78 (74, 81)
Staff told me what side effects to watch out for	698	72 (69, 76)	596	72 (68, 75)	549	71 (68, 75)
Staff respected my wishes about who is and who is not to be given information about my treatment	715	88 (85, 90)	621	87 (85, 90)	572	88 (85, 90)
Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.) [^]	639	87 (85, 90)	543	83 (80, 86)	475	83 (80, 86)
Staff helped me obtain the information I needed so that I could take charge of managing my illness	712	78 (75, 81)	631	78 (75, 81)	565	75 (71, 78)
Social Connectedness						
In a crisis, I have the support I need from family or friends	735	73 (70, 77)	653	73 (70, 76)	596	70 (66, 74)
I am happy with the friendships I have	734	67 (64, 71)	647	65 (61, 68)	589	65 (61, 69)
I have people with whom I can do enjoyable things	731	68 (65, 72)	652	69 (65, 72)	591	71 (67, 74)
I feel I belong to my community	722	46 (43, 50)	640	45 (41, 49)	581	48 (44, 53)
I know people who listen and understand me when I need to talk	742	74 (70, 77)	660	71 (68, 75)	597	69 (65, 73)
When I need help right away, I know people I can call on	741	78 (75, 81)	659	75 (71, 78)	599	75 (71, 78)
Functioning						
My symptoms are not bothering me as much	726	51 (48, 55)	649	54 (50, 58)	591	49 (45, 53)
I do things that are more meaningful to me	726	61 (57, 65)	653	64 (60, 67)	584	63 (59, 67)
I am better able to take care of my needs	720	65 (61, 68)	653	65 (61, 68)	585	66 (62, 70)
I am better able to do things that I want to do	726	59 (56, 63)	647	64 (60, 68)	592	62 (58, 66)
I am better able to manage my money and pay my bills	677	64 (61, 68)	616	62 (58, 66)	554	60 (56, 64)
I feel hopeful about my future*	721	58 (55, 62)	649	61 (57, 65)	588	53.5 (50, 58)

Adult Survey: Statewide Results for Items by Domain (2020-2022)	% Strongly Agree or Agree					
	2020		2021		2022	
	N	Percent (95% CI)	N	Percent (95% CI)	N	Percent (95% CI)
I am better able to handle things when they go wrong	725	58 (54, 62)	656	58 (54, 62)	591	55.2 (51, 59)
Outcomes						
My symptoms are not bothering me as much	726	51 (48, 55)	649	54 (50, 58)	591	49 (45, 53)
I deal more effectively with daily problems	729	64 (60, 67)	649	64 (61, 68)	590	61 (57, 65)
I am better able to control my life	727	62 (58, 65)	649	65 (61, 69)	591	60 (56, 64)
I am better able to deal with crisis	721	57 (53, 60)	639	60 (56, 64)	587	57 (53, 61)
I am getting along better with my family	684	62 (58, 65)	625	62 (59, 66)	561	60 (56, 64)
I do better in social situations*	703	48 (44, 52)	633	52 (48, 56)	580	45 (41, 49)
I do better in school and/or work	427	46 (42, 51)	416	51 (46, 56)	341	45 (40, 51)
My housing situation has improved ^{^*}	631	54 (50, 58)	575	56 (52, 60)	505	47 (43, 52)
General Satisfaction						
I like the services that I have received	731	80 (78, 83)	657	81 (78, 84)	601	80 (77, 83)
If I had other choices, I would still get services from this agency	714	77 (74, 80)	650	74 (71, 78)	584	75 (72, 79)
I would recommend this agency to a friend or family member	725	78 (75, 81)	650	78 (75, 81)	595	78 (75, 81)
I am happy with my counselor or psychiatrist/I am happy with my Treatment Team (revised 2022) ^{^*} (Non-MHSIP)	718	82 (79, 85)	636	82 (79, 85)	595	77 (74, 81)
Self-Determination (state added)						
I am able to stand up for myself to get what I need/I am able to stand up for myself to get my needs met (revised 2022)	739	69 (66, 72)	658	74 (70, 77)	596	71 (67, 75)
I am free to choose the kinds of goals I want to pursue	743	82 (79, 84)	660	81 (78, 84)	595	80 (77, 83)
I decide how involved I want to be in my treatment	734	84 (81, 87)	658	83 (80, 86)	597	81 (78, 84)
I have people in my life who accept me for me	745	80 (77, 83)	658	80 (77, 83)	597	78 (75, 81)
I have people in my life who respect my values and choices	745	77 (74, 80)	661	77 (74, 80)	594	77 (73, 80)
I have a say in what happens to me when I am in crisis	721	73 (70, 76)	648	72 (69, 76)	570	72 (68, 75)
Health and Wellness (state added)						
I was able to meet with a primary care medical provider to discuss my physical well-being/I have been provided information on how to meet with a primary care medical provider (revised 2022) ^{^*}	709	84 (81, 86)	618	85 (82, 88)	482	75 (71, 79)
I have been eating a more healthy diet/I have been provided information on how to eat a more healthy diet (revised 2022)	740	53 (49, 56)	655	55 (51, 59)	536	64 (60, 68)
I have been more physically active/I have been provided information on how to be more physically active (revised 2022) ^{^*}	731	55 (51, 59)	634	57 (53, 61)	577	78 (74, 81)
My medications have been helpful to me*	706	63 (60, 67)	597	57 (53, 61)	521	69 (65, 73)
I was (not) prescribed too many medications*	494	64 (60, 68)	388	63 (58, 67)	482	75 (71, 79)

*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/state added*). 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 2020 and 2022 are indicated by (ˆ), and differences between 2021 and 2022 are indicated by (*).

Appendix A5. Adult Survey – 2022 Statewide Adult Survey Behavioral Outcomes

2022 NH DHHS Adult Satisfaction Survey – Behavioral Outcomes	Statewide 2022 N=622	
	n	%
Currently employment status		
No	441	73
Yes - full-time	52	9
Yes - part-time	107	18
Arrests & police encounters		
Arrested in the last 12 months (% yes)	15	3
Arrested during the 12 months prior to that (%yes)	25	4
Arrested at all in the past 2 years (%yes)	33	6
<i>Over the last 12 months, have your encounters with the police...</i>		
Been reduced	33	6
Stayed the same	26	4
Increased	12	2
Not applicable	514	88
Participation in community or social activities		
Spiritual/Religious	182	31
Community organizations	103	18
Gym/physical activity	198	34
Peer support center	75	13
Recovery support center for substance misuse	47	8
Volunteer work	101	18
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	58	10
Other social activities	62	1
Attending school		
No school	533	93
School Full-time	19	3
School Part-time	24	4
Smoking status		
<i>Current smoking status (cigarettes, cigars, pipes)</i>		
Current smoker	186	31
Former smoker (smoked in the past but now quit)	160	27
Never smoked	249	42
<i>Used an e-cigarette or other electronic vaping product in the past 30 days (new 2020)</i>		
No	507	86
Yes	84	14
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)	101	52

Appendix A6. Adult Survey – 2022 Statewide Domain Scores by Client Characteristics

2022 NH DHHS Adult Satisfaction Survey: 2022 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
Statewide % Responding Positively	77	71	81	61	56	50	79	69	75
Gender									
Female	76.5	72.7	80.8	59.5	55.8	48.8	77.8	66.7	74.7
Male	77.4	68.8	81.7	64.3	57.3	51.5	81.1	73.4	75.9
<i>p-value</i>	0.8036	0.3235	0.7953	0.2488	0.723	0.5392	0.3371	0.1135	0.7313
Age Group									
Age 18-24	73.2	74.9	88.4	62.9	58.8	54.5	80.0	60.1	78.6
Age 25-44	66.0	69.1	76.8	57.0	51.3	43.5	68.0	67.6	67.0
Age 45-64	82.9	71.3	83.8	61.5	54.8	49.3	82.6	74.7	77.7
Age 65 or older	80.4	72.6	76.0	66.9	68.8	60.9	87.8	62.0	79.8
<i>p-value</i>	0.0005	0.8434	0.0819	0.4596	0.053	0.0692	0.0003	0.0649	0.0397
Length of Time in Care									
Received services for less than 1 year	78.5	56.7	75.9	58.8	50.1	42.2	73.8	74.9	69.1
Received services for 1 year or more	77.1	73.1	82.6	61.8	57.6	51.1	79.8	69.7	76.3
<i>p-value</i>	0.828	0.0178	0.2713	0.6925	0.321	0.2727	0.3236	0.5179	0.2731
Employment Status									
Not employed	76.9	71.3	81.6	61.6	54.9	48.2	80.7	71.4	75.9
Employed (FT/PT)	76.3	71.6	81.7	59.9	61.2	55.2	75.9	66.7	73.8
<i>p-value</i>	0.8816	0.943	0.9896	0.7183	0.18	0.1421	0.2055	0.3187	0.5951

p<0.05 = statistically significant differences in domain scores between groups (bolded).

Appendix B1. 2022 NH Family Member Satisfaction Survey

New Hampshire Community Mental Health Center Family Member Satisfaction Survey

NH Department of Health and Human Services



2022

How to Take This Survey



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



Type jsi.com/nhparent into a web browser. Enter the **5-digit ID number** below to start the survey.



Scan this QR code to complete the survey on your smartphone or tablet. Enter the **5-digit ID number** below to start the survey.

Go to the next page for more information



5-digit ID number

59405



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 the State of New Hampshire Department of Health and Human Services (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, DHHS at 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.

correct mark



incorrect marks



Fill in circles darkly and completely.



59405



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"/>
6. My family was able to access crisis services when needed.	<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"/>
4. I helped identify my child's strengths and needs.	<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:

<i>Mark (●) one for each statement.</i>	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).

<i>Mark (●) one for each statement.</i>	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

<i>Mark (●) one for each statement.</i>	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)*

<i>Mark (●) one for each statement.</i>	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 Treatment Team.	<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. The next questions will help us understand how the coronavirus (COVID-19) pandemic affected the CMHC services your child received and how you would prefer they receive services in the future. When you answer these next questions, please only think about services in the last 12 months.

<i>Mark (●) one for each statement.</i>	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 pandemic 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 to transition 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? Examples of transition categories are secondary education, vocational/certificate program, supported employment, community services, community supports, etc.

- 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 DHHS and your CMHC. 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, DHHS at 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).

2. What services have been the *most* helpful in your child's recovery?

3. What services have been the *least* helpful in your child's recovery?

4. What changes would improve the services your child has received?

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

*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!

59405



Appendix B2. Statewide 2022 Family Member Satisfaction Survey Demographics

2022 NH DHHS Family Member Satisfaction Survey - Child and Youth Characteristics	NH Statewide 2022 N=432	
	n	%
Gender		
Female	231	53
Male	200	46
Age group		
age 0-5	10	2
age 6-11	154	36
age 12 or older	268	62
<i>Average age (SD, range)</i>	12.4 (3.3, 3-17)	
Race category		
American Indian/Alaska Native	6	1
Asian	9	2
Black or African American	23	5
Native Hawaiian/Pacific Islander	1	0
White (Caucasian)	392	91
Other race	13	3
Either of child's parent is Spanish/Hispanic/Latino		
Yes-Hispanic/Latino	50	12
No-Not Hispanic/Latino	371	88
Length of time child has received services from this Center		
Less than 1 month	14	3
1-5 months	26	6
6 months-1 year	100	24
More than 1 year	282	67
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.		
No	267	64
Yes	154	36

Note: A stratified random sample of clients from each of the 10 CMHCs were selected for the survey to represent the age and gender distribution within the center, with smaller CMHCs sampled at a higher rate than larger sites to ensure adequate representation. Of the population from which the sample was derived, 46% were male children and 54% were female children receiving services; by age group: 3% age 0-5, 36% age 6-11, and 62% age 12 or older and the average age was 12.3 years; and by race, 84% were white.

Appendix B3. Family Survey – Statewide Domain Scores by Year (2020-2022)

Family Survey: Statewide Domain Scores (2020-2022) with 95% Confidence Intervals									
Areas of Satisfaction	2020		2021		2022		p-values		2020 U.S.~ Percent
	Total	Total	Total	Percent (95% CI)	Total	Percent (95% CI)	2020 vs 2022	2021 vs 2022	
Access	509	80 (76, 83)	436	81 (78, 85)	425	83 (79, 86)	0.2064	0.604	89
Cultural Sensitivity	387	90 (87, 93)	351	92 (87, 94)	299	94 (91, 97)	0.0664	0.2189	95
Participation in Treatment Planning	510	83 (80, 86)	452	84 (81, 88)	425	85 (82, 88)	0.4351	0.8057	89
Social Connectedness	501	80 (77, 84)	443	82 (78, 85)	422	80 (76, 83)	0.7629	0.4444	88
Functioning	500	54 (50, 58)	449	54 (50, 59)	418	60 (55, 64)	0.0815	0.1309	75
Outcomes	501	52 (48, 56)	449	55 (50, 60)	418	58 (54, 63)	0.0527	0.3117	75
General Satisfaction	509	73 (69, 77)	454	74 (70, 78)	428	72 (68, 76)	0.6826	0.5588	89

There are no statistically significant differences in domain scores between years although differences between 2020 and 2022 were almost statistically significant on three domains.

~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>

Note: 2021 national scores are not available at the time of this report.

Appendix B4. Family Survey – Statewide Item-specific Responses by Domain by Year (2020-2022)

Family Survey: Statewide Results for Items by Domain (2020-2022)		Statewide Item % Strongly Agree or Agree					
		2020		2021		2022	
Domains	Item	N	Percent (95% CI)	N	Percent (95% CI)	N	Percent (95% CI)
Access							
	The location of services was convenient for us [^]	513	87 (84, 90)	442	89 (86, 92)	425	92 (90, 95)
	Services were available at times that were convenient for us	514	81 (77, 84)	447	82 (79, 86)	430	81 (77, 85)
	My family was able to access crisis services when needed (non-MHSIP)(new2022)					279	75 (70, 80)
Cultural Sensitivity							
	Staff spoke with me in a way that I understood	511	94 (92, 96)	449	93 (90, 95)	431	93 (91, 96)
	Staff treated me with respect [^]	515	91 (88, 93)	453	93 (91, 95)	426	94 (92, 96)
	Staff respected my family's religious/spiritual beliefs [^]	377	87 (83, 90)	335	89 (86, 93)	283	93 (90, 96)
	Staff were sensitive to my cultural/ethnic background	364	87 (84, 91)	326	87 (84, 91)	262	89 (85, 93)
Participation in Treatment Planning							
	I helped to choose my child's services	512	81 (78, 85)	445	84 (81, 87)	416	84 (80, 87)
	I helped to choose my child's treatment goals	508	78 (74, 81)	449	83 (80, 87)	417	82 (78, 86)
	I participated in my child's treatment	510	89 (86, 92)	451	86 (83, 90)	425	87 (84, 90)
	I helped identify my child's strengths and needs (non-MHSIP)(new2022)					427	90 (87, 93)
Social Connectedness							
	I have people that I am comfortable talking with about my child's problems*	502	84 (81, 87)	446	87 (84, 90)	425	82 (78, 86)
	In a crisis, I would have the support I need from family or friends	500	79 (76, 93)	437	81 (77, 84)	424	77 (73, 81)
	I have people with whom I can do enjoyable things	496	83 (80, 86)	439	86 (82, 89)	421	83 (79, 86)
	I know people who will listen and understand me when I need to talk	502	81 (78, 85)	444	82 (78, 86)	412	80 (76, 84)
Functioning							
	My child is better at handling daily life	508	60 (56, 65)	451	63 (58, 67)	430	62 (57, 67)
	My child gets along better with family members	496	57 (52, 61)	437	60 (55, 64)	404	60 (56, 65)
	My child gets along better with friends and other people	495	59 (54, 63)	437	61 (57, 66)	405	65 (60, 69)
	My child is doing better in school and/or work	487	54 (49, 58)	439	56 (51, 61)	405	59 (55, 64)
	My child is better able to cope when things go wrong	507	55 (50, 59)	450	54 (50, 59)	426	56 (51, 61)
	My child is better able to do things he/she wants to do	505	59 (54, 63)	439	61 (56, 66)	422	65 (60, 69)
Outcomes							
	My child is better at handling daily life	508	60 (56, 65)	451	63 (58, 67)	430	62 (57, 67)
	My child gets along better with family members	496	57 (52, 61)	437	60 (55, 64)	404	60 (56, 65)
	My child gets along better with friends and other people	495	59 (54, 63)	437	61 (57, 66)	405	65 (60, 69)
	My child is doing better in school and/or work	487	54 (49, 58)	439	56 (51, 61)	405	59 (55, 64)
	My child is better able to cope when things go wrong	507	55 (50, 59)	450	54 (50, 59)	426	56 (51, 61)
	I am satisfied with our family life right now	506	57 (53, 62)	448	59 (54, 64)	422	63 (58, 67)
General Satisfaction							
	My family got the help we wanted for my child	514	74 (71, 78)	452	76 (72, 80)	430	74 (70, 78)
	My family got as much help as we needed for my child	511	66 (62, 70)	448	69 (64, 73)	420	64 (59, 69)
	I felt my child had someone to talk to when he/she was troubled	505	80 (76, 83)	451	79 (75, 83)	426	78 (74, 82)
	Overall, I am satisfied with the services my child received	508	79 (75, 83)	453	78 (74, 82)	427	78 (74, 82)
	The people helping my child stuck with us no matter what [^] *	500	79 (75, 82)	442	80 (76, 83)	417	73 (68, 77)
	The services my child and/or my family received were right for us	510	74 (70, 78)	453	74 (70, 78)	424	70 (65, 74)
	I am happy with my child's counselor or psychiatrist (non-MHSIP)/ I am happy with my child's treatment team (revised 2022) [^] *	504	80 (77, 84)	448	80 (76, 84)	419	72 (68, 77)

Note: Items are grouped into domains based on MHSIP guidelines and definitions and do not necessarily correspond to the thematic sections in the survey. Non-MHSIP items added in 2018 or 2022 are 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 2020 and 2022 are indicated by (^) and differences between 2021 and 2022 are indicated by ().

Appendix B5. Statewide 2022 Family Survey Behavioral Outcomes

2022 NH DHHS Family Member Satisfaction Survey - Behavioral Outcomes	NH Statewide 2022 N=432	
	n	%
Arrests & police encounters (among those age 14 or older)		
Child was arrested in the last 12 months (% yes)	8	4
Child was arrested during the 12 months prior to that (%yes)	4	2
Child was arrested at all in the past 2 years (%yes)	12	6
<i>Over the last 12 months, have your child's encounters with the police...</i>		
Been reduced	22	13
Stayed the same	5	3
Increased	8	4
Not applicable (My child had no police encounters this year or last year)	142	80
Transition Planning		
If your child is 14 years or older, has your family and CMHC staff started planning for your child's transition to adulthood? (%yes)	74	42
School attendance (among those 6 or older)		
Child attended school in the past 12 months (%yes)	397	96
Child was expelled or suspended during the past 12 months (%yes)	68	17
Child was expelled or suspended during the past 12 months prior to that (%yes)	42	11
Child expelled or suspended at all in the past 2 years (%yes)	82	21
<i>Since starting to receive services, the number of days my child was in school...</i>		
Has increased	48	24
Has stayed about the same	131	65
Has decreased	22	11

Appendix B6. Family Survey – 2022 Statewide Domain Scores by Client Characteristics

2022 NH DHHS Family Member Satisfaction Survey: 2022 Statewide Domain Scores, by Client Characteristics	Access	Cultural Sensitivity	Participation in Treatment Planning	Social Connectedness	Functioning	Outcomes	General Satisfaction
Statewide % Responding Positively	83	94	85	80	60	58	72
Gender							
Female	85	93	82	85	61	60	75
Male	81	95	88	74	58	58	70
<i>p-value</i>	0.2468	0.5994	0.0787	0.006	0.525	0.7	0.2412
Age Group							
Under 12	83	93	91	83	57	57	73
Age 12 or older	83	95	82	77	61	59	71
<i>p-value</i>	0.8441	0.6027	0.0127	0.181	0.481	0.6	0.7037
Length of Time in Care							
Received services for 1 year or less	84	96	83	80	58	59	72
Received services for more than 1 year	83	93	86	79	60	58	72
<i>p-value</i>	0.6376	0.3051	0.5131	0.902	0.75	0.8	0.9813

p<0.05 = statistically significant differences in domain scores between groups (bolded).