

New Hampshire Community Mental Health Center Client Satisfaction Survey Report 2023



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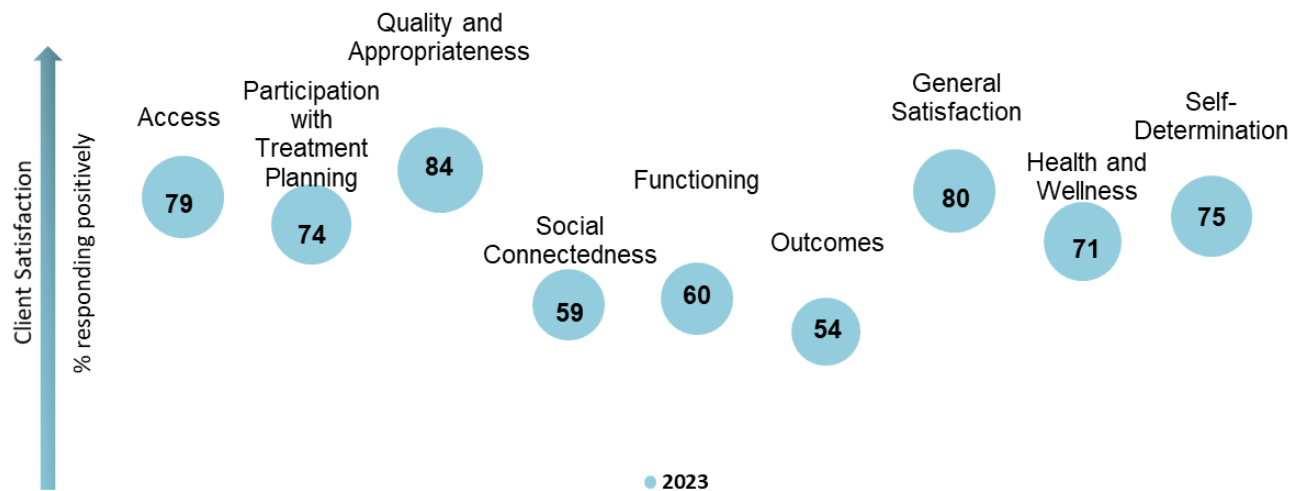
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Executive Summary

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 2023 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 2022 and had commercial health insurance, Medicare or Medicaid or were 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 18, 2023 and ended October 10, 2023. This summary report highlights key findings, with additional details and center-specific information.

For the **Adult Satisfaction Survey**, 663 or 44.5% of selected clients responded. The response rates for the individual centers ranged from 40.7% to 50.3%. About 39% of all respondents were male, 87% were White, 4% Black or African American, 5% American Indian/Alaska Native, 2% Asian, 2% other race, and 5% identified as Hispanic/Latino. The average age was 49 years. About 92% were still receiving mental health services from the CMHC and 92% were receiving services for one year or more.

Generally, at least 70% of clients responded positively in six of the nine satisfaction domains. The highest scores were in the domains of quality and appropriateness (84%), general satisfaction (80%), access to services (79%), and self-determination (75%). Participation in treatment planning (74%) and health and wellness (71%) were also high. The functioning (60%), social connectedness (59%), and treatment outcomes (54%) 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, 2023 domain scores were similar to the previous two years. While the health and wellness domain score increased significantly between 2021 and 2023, this was likely due to the questions being revised in 2022.

Domain Scores by Gender 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 2023, domain scores were compared by gender, age group, length of time in care, and employment status. There were no differences by gender. Clients ages 18-24 generally had higher satisfaction with social connectedness, while clients ages 25-44 had higher satisfaction with quality and appropriateness. Those who received services for one year or more had significantly higher satisfaction with access, quality and appropriateness, functioning, health and wellness, self-determination, and general satisfaction, compared to those who received services for less than a year. Clients who were not employed had significantly lower satisfaction with social connectedness, functioning, outcomes, and self-determination compared to clients who were employed.

Adult Clients – 2023 Behavioral Outcomes

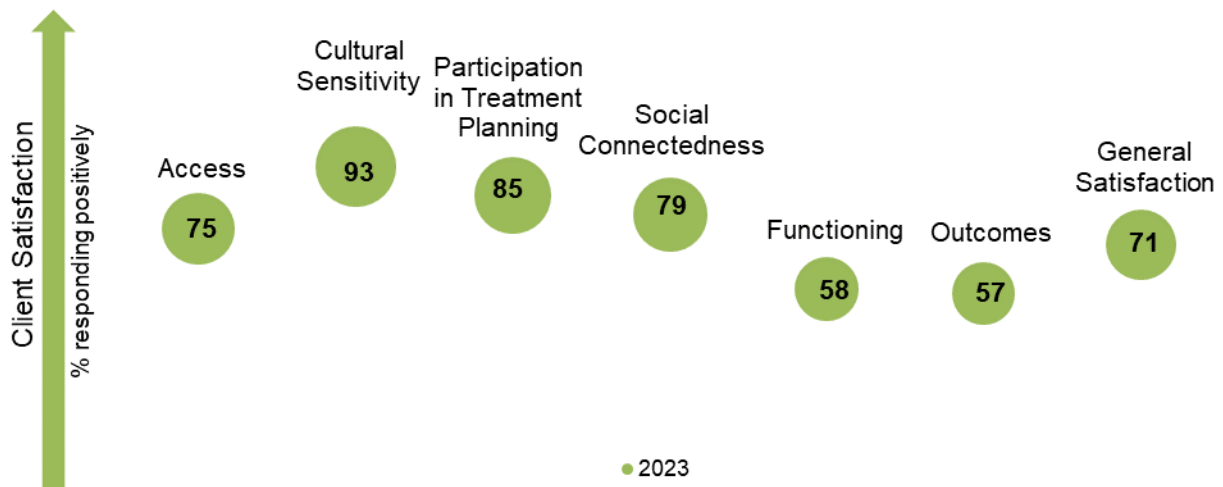
- Approximately 27% of clients reported being employed (17% part-time and 10% full-time).
- Respondents were asked about their participation in social activities –
 - 38% were part of a gym or participated in physical activity
 - 30% participated in spiritual/religious activities
 - 19% were in community organizations
 - 15% volunteered
 - 13% participated in peer support center services
 - 11% participated in other social activities
 - 8% were in self-help groups
 - 7% visited recovery support centers for substance misuse
- Respondents were asked about arrests and encounters with police –
 - 3% were arrested in the past 12 months
 - 3% were arrested in the 12 months prior to that
 - 5% were arrested in either of the past 2 years
 - 6% had reduced encounters with the police, 5% had no change in police encounters, and 2% had increased encounters with the police in the past 12 months, and this was not applicable for 87% of respondents.

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, 39.3% felt that the therapy they received was the most helpful to their treatment and 17.9% felt that the case management they received was the most helpful in their treatment. When asked about what has been least helpful in their treatment, about 19.3% of those who responded indicated that, a lack of quality care has been the least helpful. Of those who provided suggestions for improvement, over 80 (29.3%) cited increasing access and availability to staff and/or services as the top priority.

For the **Family Member Satisfaction Survey**, 489 or 46.9% of all parents/guardians of selected children/adolescent clients responded. The response rates for the individual centers ranged from 42.7% to 57.4%. Forty-nine percent of the children whose parent/guardian responded were males, 58% were age 12 or older, 38% were age 6-11, and the average age was 12 years. Ninety-two percent were White, 8% Black/African American, 2% Asian, 2% Native Hawaiian/Pacific Islander, and <1% other race; 12% of parents/guardians identified their child as Hispanic/Latino. Sixty-six percent had received services for more than one year and 23% for six months up to one year.

At least 75% or more of family members responded positively to four of the seven domains. The highest was in the area of cultural sensitivity of services (93%), followed by participation in treatment planning (85%), social connectedness (79%), and access to services (75%) – 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 (58%) and outcomes (57%). Generally, 71% of respondents were satisfied. The overall statewide results of family members who responded positively across the seven satisfaction domains are shown below.



Trends

The 2023 domain scores were similar to the previous two years, except in the access to services domain. Compared to both 2021 and 2022, the 2023 domain score for access to services decreased significantly.

Domain Scores by Gender and Age Group

In 2023, domain scores were compared by child's gender, age group, and length of time in care. There were no statistically significant differences by age or gender. However, family members with a child receiving services for more than one year were more satisfied with access to services, functioning, and outcomes than those with children receiving care for less than one year. Family members with a child receiving services for more than one year were also more generally satisfied compared to those with children receiving care for less than one year.

Child's Behavioral Outcomes

- About 97% of children age 6 or older attended school in the past 12 months –
 - 17% were expelled or suspended in the past 12 months and 12% were expelled or suspended in the 12 months prior to that. Twenty percent were expelled or suspended in either of the past 2 years.
 - Among those who were expelled or suspended in the year prior, 28% had no expulsions or suspensions in the recent 12-month period.
 - 25% of family members reported that since starting to receive services, their child's attendance in school has increased.
- Among children age 14 or older, 5% 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, 40.1% said the therapy their child received was the most helpful and 19.1% said the counseling their child received was the most helpful. When asked what was least helpful in their child's treatment, 14.9% of those who responded noted the lack of consistency of staff/services as being the least helpful. Of those who provided suggestions for improvement, about 39.4% 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 2023 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 663 adult clients and 489 family members of children/adolescent clients responded to the survey in 2023.

The data presented in this report summarizes 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 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 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 2022 (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:	11,835	6,179
Stratified random sample by age/gender within each center		
Sampling Rate:	14%	19%
Total initial sample sizes:	1,648	1,147

*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 2023, the three questions related to the COVID-19 pandemic were removed from each survey. 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 crisis 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.

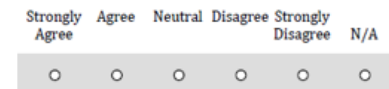
Adult & Family Member Satisfaction Survey Domains or Areas of Satisfaction

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.

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. Clients were informed that participation in the survey is voluntary and confidential, and that they may skip questions that they do not feel comfortable answering.

Web Survey Design. JSI continued to offer a web-based option for clients to respond to the survey in 2023. 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 18, 2023 and ended October 10, 2023.

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	1,727	1,648	159	1,489	1,648	1,504	1,275	1,179	1,101	1,107
Family	1,255	1,147	105	1,042	1,147	1,079	924	865	797	804

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, 663 surveys were completed for a 45% statewide response (CMHC range: 41% to 50%). To summarize, pre-notifications were sent to 1,648 clients, of whom 144 were dropped due to completing the online survey or having a bad address, for a starting survey sample of 1,504 clients. Of those sent a survey, 76 additional clients were excluded due to bad address or return to sender for an eligible sample of 1,489, of whom 663 responded (45%).

For the Family Member survey, a total of 489 surveys were completed, for a 47% statewide response (CMHC range: 43%-57%). To summarize, pre-notifications were sent to 1,147 clients, of whom 68 were dropped due to completing the online survey or having a bad address, for a starting survey sample of 1,079 clients. Of those sent a paper survey, 75 additional clients were excluded due to bad address or return to sender for an eligible sample of 1,042, of whom 489 responded (47%).

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	1,648	159	1,489	415	43	205	663	45%
Family	1,296	1,147	105	1,042	177	69	243	489	47%

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

Approximately 10% (159) of the adult sample was excluded due to incorrect contact information and 9% (105) 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.

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	168	7	9	152	3	158	73	46%
West Central Behavioral Health	155	9	8	1318	8	138	58	42%
Lakes Region Mental Health Center	157	5	6	146	7	145	59	41%
Riverbend Community Mental Health	166	11	1	154	9	146	66	45%
Monadnock Family Services	153	3	5	145	7	143	61	43%
Greater Nashua Mental Health	165	11	3	151	11	143	64	45%
Mental Health Center of Greater Manchester	195	11	8	176	14	170	70	41%
Seacoast Mental Health Center	169	6	5	158	4	159	80	50%
Community Partners	156	13	9	134	8	135	60	44%
Center for Life Management	164	8	7	149	4	152	72	47%
Total	1,648	83	61	1,504	76	1,489	663	45%

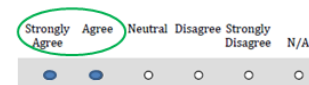
*119 clients out of the initial sample of 1,648 who were sent prenotifications completed the survey or were excluded during the prenotification process. An additional 76 were excluded during data collection phase, for a total of 159 undeliverable, return to sender/exclusions in the Adult sample. A total of 1,504 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	110	3	5	102	6	101	45	45%
West Central Behavioral Health	106	2	3	101	7	97	43	44%
Lakes Region Mental Health Center	86	1	3	82	7	78	35	45%
Riverbend Community Mental Health	110	3	5	102	6	101	58	57%
Monadnock Family Services	123	2	6	115	10	111	48	43%
Greater Nashua Mental Health	121	1	4	116	9	111	52	47%
Mental Health Center of Greater Manchester	129	8	4	117	10	111	48	43%
Seacoast Mental Health Center	120	5	3	112	6	109	55	51%
Community Partners	120	3	1	116	7	110	47	43%
Center for Life Management	122	2	4	116	7	113	58	51%
Total	1,147	30	38	1,079	75	1,042	489	47%

*68 clients out of the initial sample of 1,147 who were sent prenotifications completed the survey or were excluded during the prenotification process. An additional 75 were excluded during data collection phase, for a total of 105 undeliverable, return to sender/exclusions in the Adult sample. A total of 1,079 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 2023 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 2023 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 (2021-2023) 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 2018-2020 versus 2021-2023 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 (2021-2023) 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 2023 analyses, JSI aggregated data for 2018-2020 and 2021-2023, and compared the domain scores across these two three-year groups for each center. Statistically significant differences between the two three-year groups were determined and noted where $p < 0.05$.

Report Outline

This report presents the results of both the 2023 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:

- 2023 statewide demographic data (gender, age, race, ethnicity, time in care)
- 2023 statewide domain scores, with comparisons to 2021 and 2022
- Comparison of statewide combined 2018-2020 versus 2021-2023 domain scores
- 2023 statewide item-specific scores, with comparisons to 2021 and 2022
- 2023 statewide behavioral outcomes
- 2023 key themes from responses to open-ended questions

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

- 2023 statewide demographic data (gender, age, race, ethnicity, time in care)
- 2023 statewide domain scores, with comparisons to 2021 and 2022
- Comparison of statewide combined 2018-2020 versus 2021-2023 domain scores
- 2023 statewide item-specific scores, with comparisons to 2021 and 2022
- 2023 statewide behavioral outcomes
- 2023 key themes from responses to open-ended questions

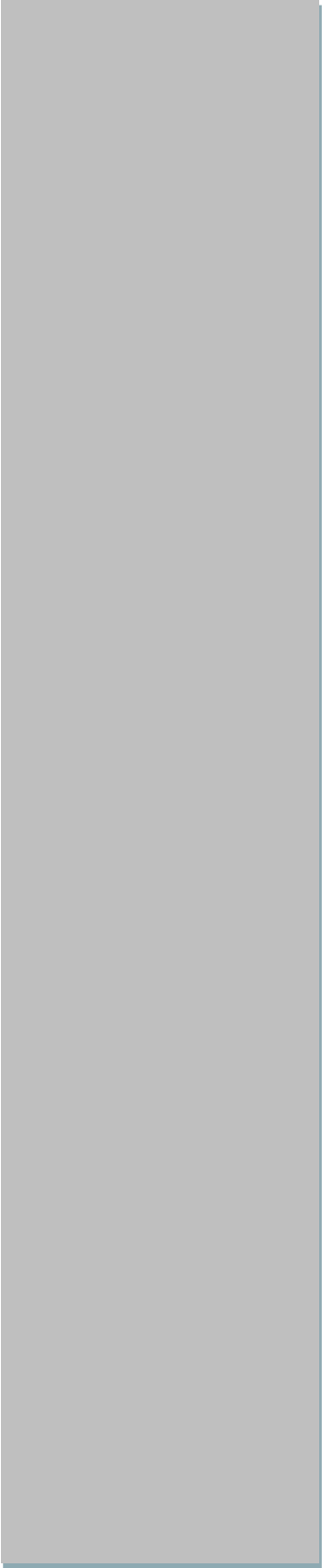
Part 3 compares and analyzes 2023 results by client characteristics:

- Comparison of 2023 Adult domain scores by gender, age group, length of time in care, and employment status
- Comparison of 2023 Family Member domain scores by gender, age group, and length of time in care

Part 4 summarizes findings for each Community Mental Health Center and includes each individual center's:

- Combined 2021-2023 demographic data (gender, age, race, ethnicity)
- Combined 2021-2023 domain scores, with comparisons to combined 2021-2023 statewide scores

- Comparison of combined 2018-2020 versus 2021-2023 domain scores
- Combined 2021-2023 item-specific scores by domain
- Combined 2021-2023 behavioral outcomes data



Part 1: New Hampshire Statewide

2023 Adult Satisfaction Survey Summary

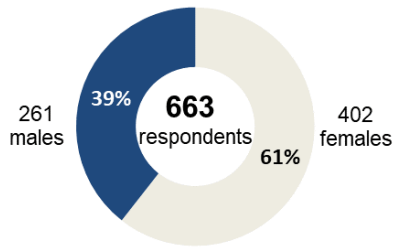
Part 1: New Hampshire Statewide - 2023 Adult Satisfaction Survey Summary

About the 2023 Adult Satisfaction Survey Respondents

A total of 663 adult clients responded to the 2023 Adult Satisfaction Survey. The characteristics of survey respondents are summarized below. See **Appendix A2** for a summary table of demographics.

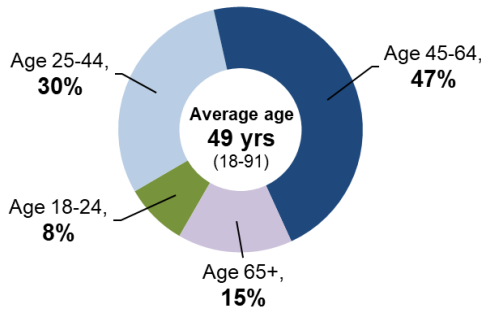
Client Gender

About three out of five or 61% of clients were female and 39% were male.



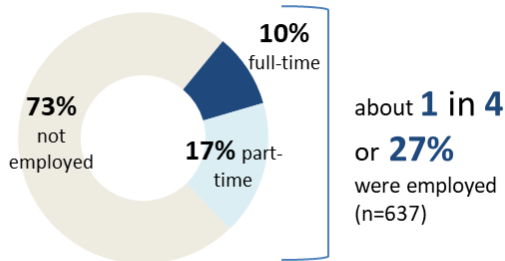
Client Age

Respondents were on average 49 years old (range: 18-91). About 8% were 18-24, 30% 25-44, 47% 45-64 and 15% were 65 or older.



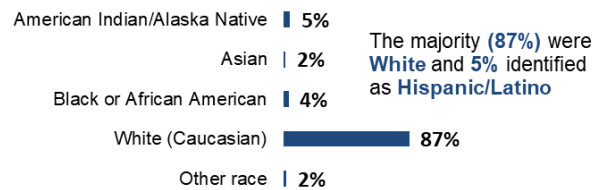
Current Employment

About 73% of respondents were not employed at the time of the survey; 17% were employed part-time and 10% worked full-time.



Race*

About 87% identified as White, 5% were American Indian or Alaska Native, 4% were Black, 2% were Asian, and 2% other race.



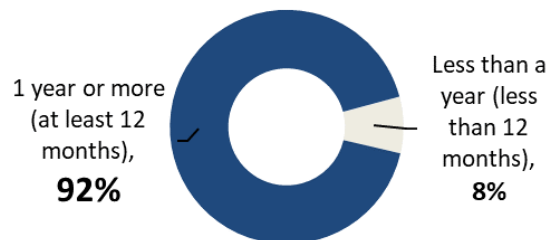
Ethnicity*

Five 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.



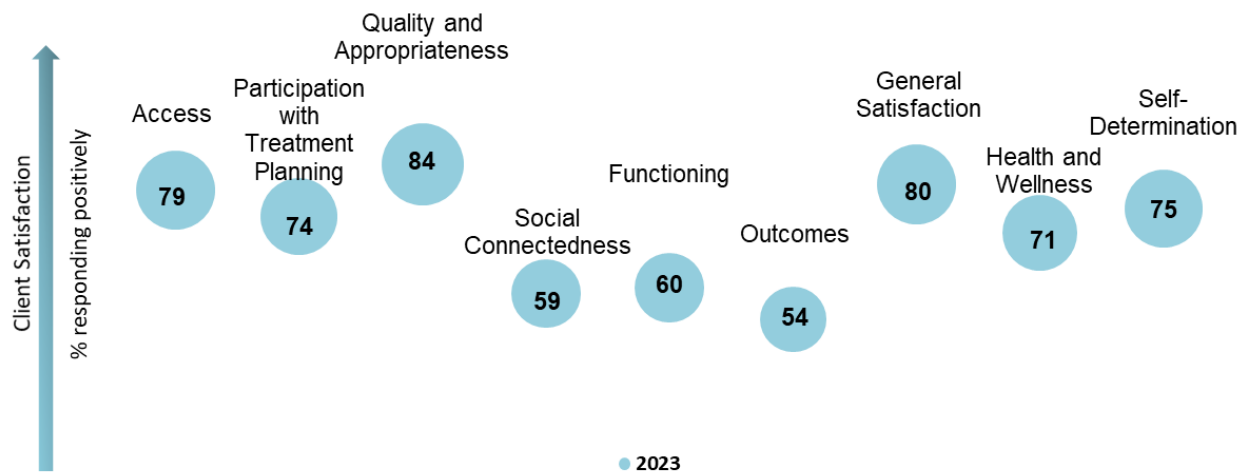
2023 NH Statewide Adult Satisfaction Survey Findings

Statewide Domain Scores

Generally, at least 70% of clients responded positively in six of the nine satisfaction domains. The highest scores were in the domains of quality and appropriateness (84%), general satisfaction (80%), access to services (79%), and self-determination (75%).

Seventy-four percent of clients were satisfied with their participation in treatment planning and 71% were satisfied with health and wellness. The functioning (60%), social connectedness (59%), and treatment outcomes (54%) domains were lower.

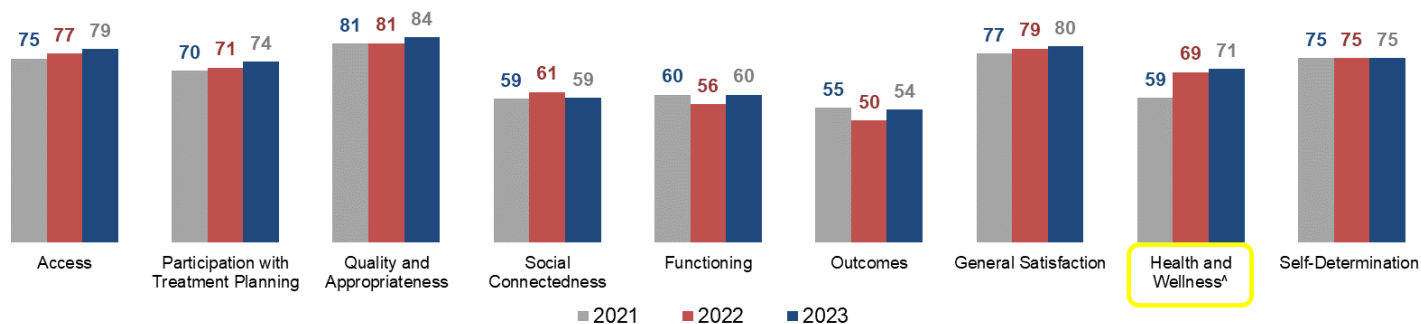
The overall statewide results of clients who responded positively across each of the nine satisfaction domains are shown below.



In 2023, sub-analyses were also conducted to examine whether satisfaction differed by client gender, 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 (2021-2023)

Domain scores were compared across the last three years (2021-2023) 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 71% in 2023; however, this is likely due to three items in this domain being revised in 2022. See *Domain-Specific Item Scores* section below for details on the revisions.



Comparison of Statewide Combined 2018-2020 and 2021-2023 Domain Scores

To evaluate whether satisfaction changed over time, statewide data were combined and compared across two, three-year groups – 2018-2020 and 2021-2023. There were no statistically significant differences in domains between the two, three-year groups.

Satisfaction Domains	NH Statewide 2018-2020		NH Statewide 2021-2023		Difference
	Total	Percent (95% CI)	Total	Percent (95% CI)	
Access	2332	76 (74, 78)	1916	76 (74, 78)	0.4
Participation in Treatment Planning	2189	70 (68, 72)	1818	72 (69, 74)	1.6
Quality and Appropriateness	2254	81 (79, 83)	1825	82 (80, 83)	0.2
Social Connectedness	2278	59 (57, 62)	1882	59 (57, 62)	0.0
Functioning	2263	57 (55, 59)	1864	59 (57, 62)	2.0
Outcomes	2191	51 (49, 53)	1803	53 (51, 56)	2.2
General Satisfaction	2296	77 (76, 79)	1902	79 (77, 80)	1.2
Health and Wellness (state added)	2175	63 (61, 65)	1611	66 (63, 68)	2.4
Self-Determination (state added)	2305	75 (72, 76)	1906	75 (73, 77)	0.8

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

All SAMHSA Community Mental Health Services Block Grant recipient states submit data which are aggregated at the national level. Compared to the most recent 2021 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
NH 2023	79	74	84	59	60	54	80
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
US 2021	88	86	90	78	77	77	89

Note: 2022 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 2018-2020 combined and 2021-2023 combined.

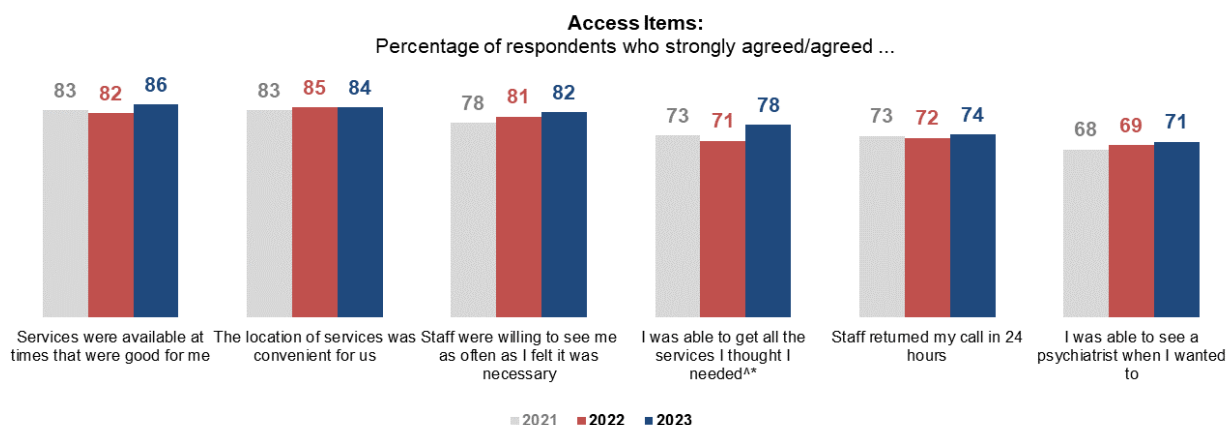
Domain-Specific Item Scores (2021-2023)

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 (2021, 2022, 2023) and results are displayed in rank-order based on the 2023 data. *Statistically significant differences (p<0.05) between 2021 and 2023 are indicated by (^) and differences between 2022 and 2023 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.

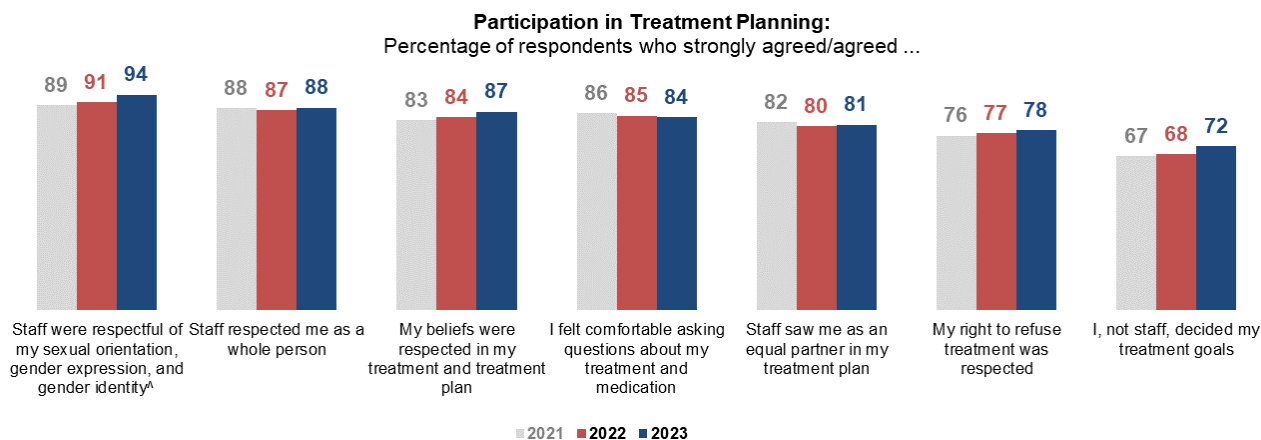
Access

Overall, 79% 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 2023, 86% 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. The question with the lowest percentage of clients who strongly agreed or agreed asked if clients were able to see a psychiatrist when they wanted to (71% in 2023). There were statistically significant differences across years for one of the items. This was “I was able to get all the services I thought I needed”, which was higher in 2023 compared to both 2021 and 2022.



Participation in Treatment Planning

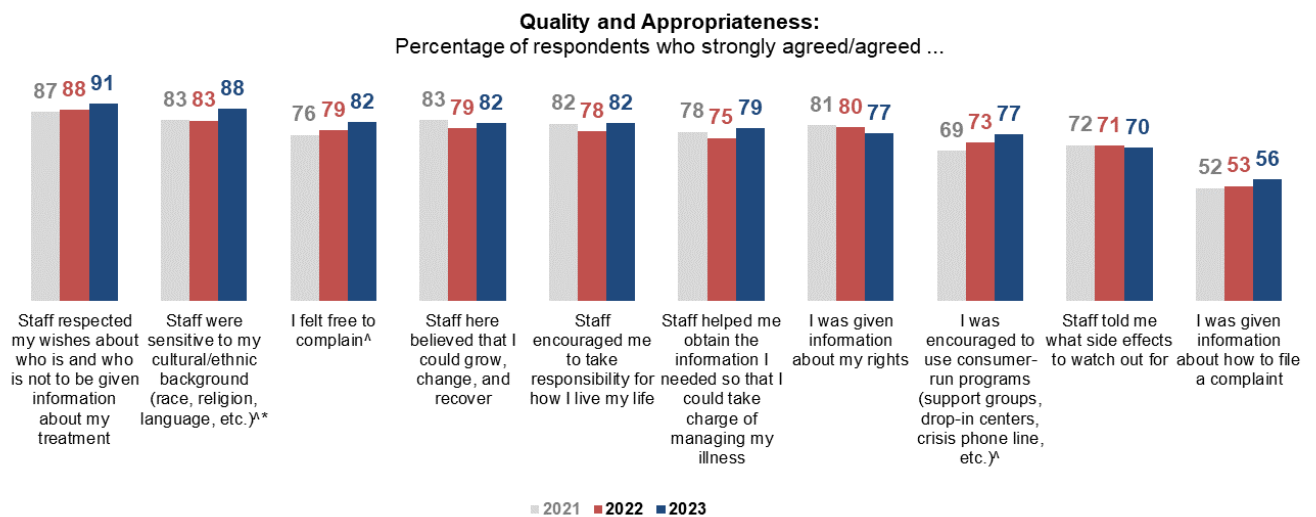
Overall, 74% of clients were satisfied with Participation in Treatment Planning. Respondents were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with two MHSIP items in this domain. In 2023, 84% of clients were comfortable asking questions about their treatment and medications; however, only 72% agreed that they, not staff, decided their treatment goals. For non-MHSIP items, in 2023, 94% agreed that staff were respectful of their sexual orientation, gender expression and identity; 88% agreed that staff respected them as a whole person; 81% agreed that staff saw them as equal partners in treatment and 78% agreed that their right to refuse treatment was respected. There were statistically significant differences across years for “staff were respectful of my sexual orientation, gender expression, and gender identity”, which was higher in 2023 compared to 2021.



Quality and Appropriateness of Services

Overall, 84% 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 2023 between 82% and 91% of clients agreed/strongly agreed that staff respected their wishes about who is and who is not to be given information about their treatment, that staff were sensitive to their cultural/ethnic background, that staff believed they could grow, change, and recover, that staff encouraged them to take responsibility for how they live their life, and that they felt free to complain. The five lowest scoring items in 2023 for this domain included between 56% and 79% 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 consumer-run programs, staff told them what side effects to watch out for; and agreed they were given information about their rights and how to file a complaint (this was the lowest scoring item in this domain).

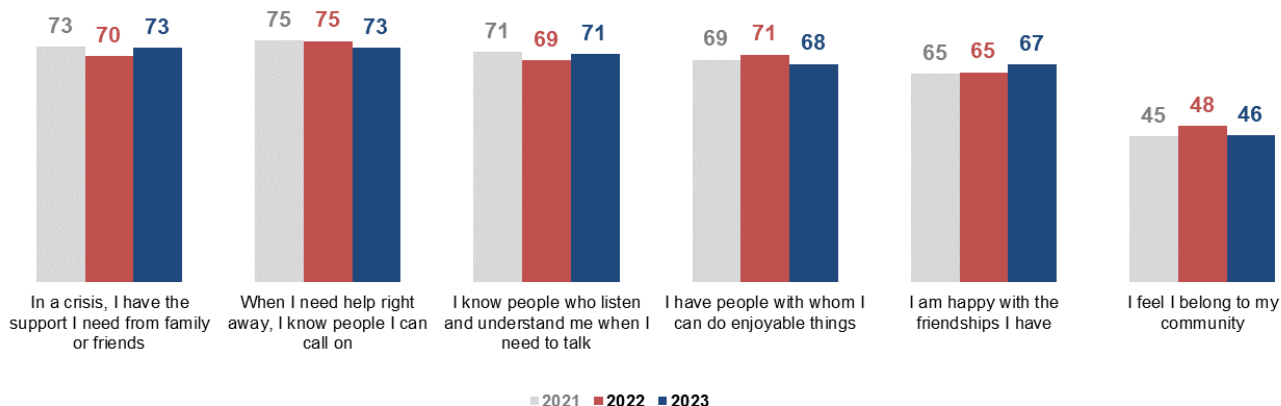
In 2023, a significantly higher percentage of clients agreed that staff were sensitive to their cultural/ethnic background (88% compared to 83% in 2021 and 2022); that they felt free to complain (82% compared to 76% in 2021); and that they were encouraged to use consumer-run programs (77% compared to 69% in 2021). No other items in this domain showed any statistically significant differences across the three years.



Social Connectedness

Overall, 59% 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 2023, 73% of respondents agreed they know people to call when they need help right away; 73% agreed that in a crisis, they have the support they need from family or friends and 71% agreed they know people who listen and understand them when they need to talk. Sixty-eight percent agreed they have people with whom they can do enjoyable things. About two-thirds (67%) were happy with the friends they have. A smaller percentage (46%) felt that they belong to their community. None of these items showed any statistically significant changes across the three years.

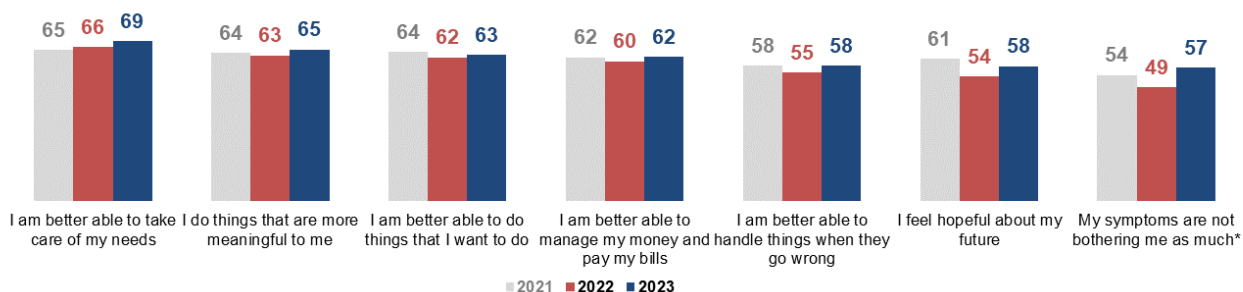
Social Connectedness:
Percentage of respondents who strongly agreed/agreed ...



Functioning

About 60% of respondents were satisfied with Functioning, which is one of the lower-scoring domains. Clients were asked to consider how the services they have received from their CMHC affected their functioning by indicating the extent to which they agreed or disagreed with five MHSIP items. In 2023, about 69% agreed that they are better able to take care of their needs; 65% agreed that they do things that are more meaningful to them; 63% are better able to do things they want to do; and 62% are better able to manage money and pay their bills (non-MHSIP). About 58% are able to handle things when they go wrong and 58% feel hopeful about their future (non-MHSIP). Compared to 49% in 2022, a significantly larger 57% agreed that 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.

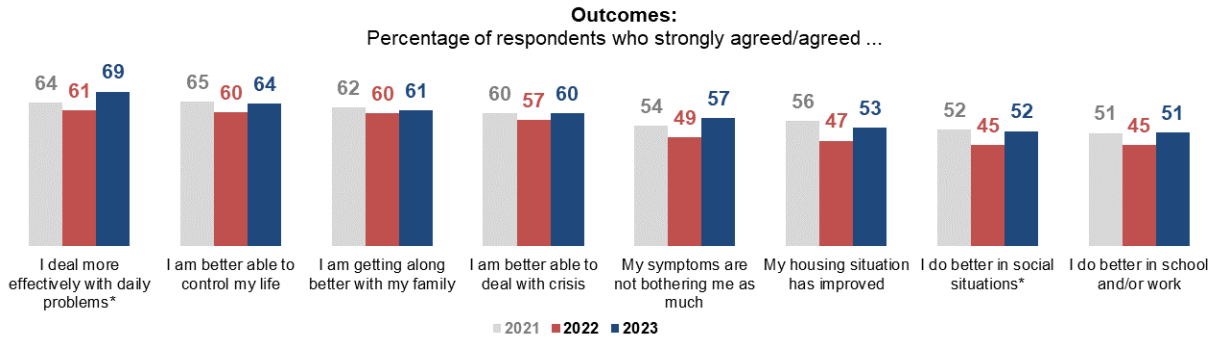
Functioning:
Percentage of respondents who strongly agreed/agreed ...



Treatment Outcomes

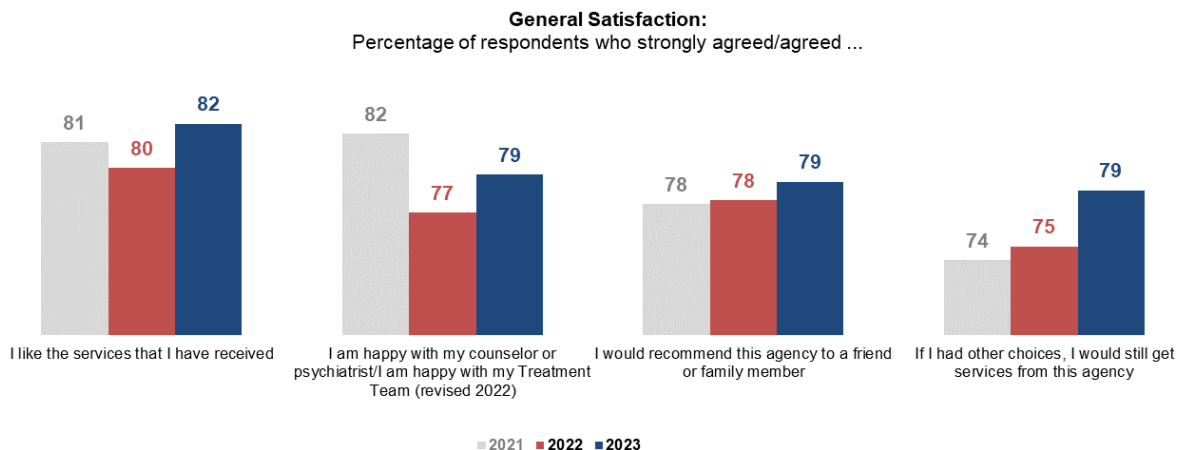
Only 54% of respondents overall were satisfied with Treatment Outcomes, which is the lowest scoring domain. Clients were asked to consider how the services they have received from their CMHC affected their outcomes by indicating the extent to which they agreed or disagreed with eight MHSIP items. In 2023, the highest satisfaction ratings were in the areas related to clients' being able to deal more effectively with daily problems (69%), better able to control their life (64%), able to get along better with family (61%), and better able to deal with crisis (60%). Only 51% agreed they do better in school and/or work; 53% agreed

their housing situation has improved; and 57% agreed their symptoms were not bothering them as much. There were two statistically significant differences in the outcomes-related item-specific scores across years. A significantly larger 52% of clients agreed that they do better in social situations (compared to 45% in 2022). Also, a significantly larger 69% of clients agreed they deal more effectively with daily problems (compared to 61% in 2022). 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

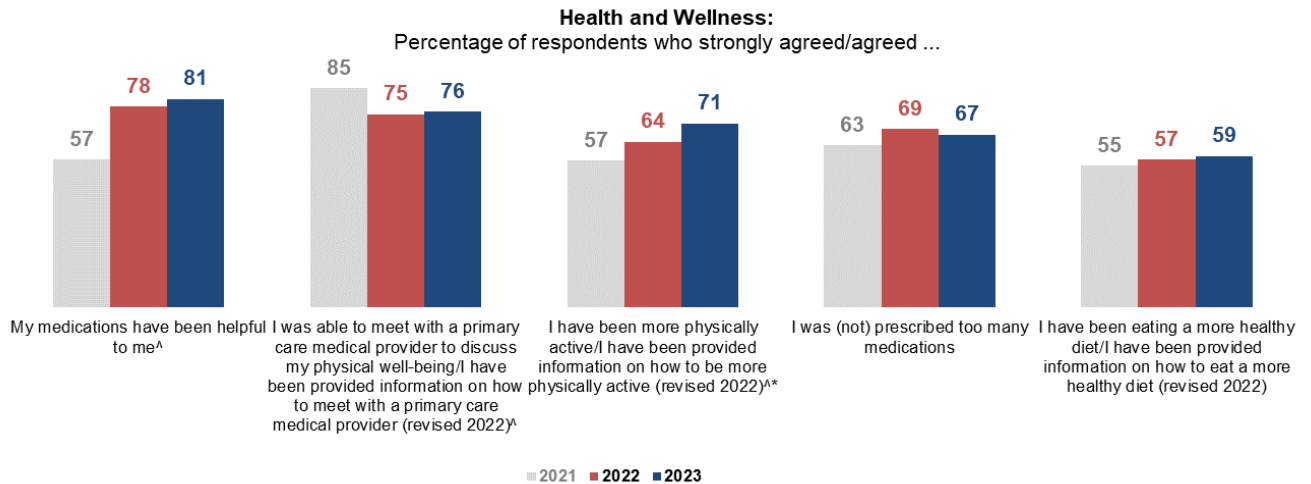
Overall, 80% of respondents were generally satisfied with services. Clients were asked to think about the past 12 months and to report on the extent to which they agreed or disagreed with three MHSIP items measuring this domain. In 2023, 82% liked the services received, 79% would recommend the agency to a friend or family member, and 79% would continue to get services from the CMHC even if they had other choices. Additionally, 79% agreed that they were happy with their treatment team. None of these items showed any statistically significant changes across the three years.



Health and Wellness

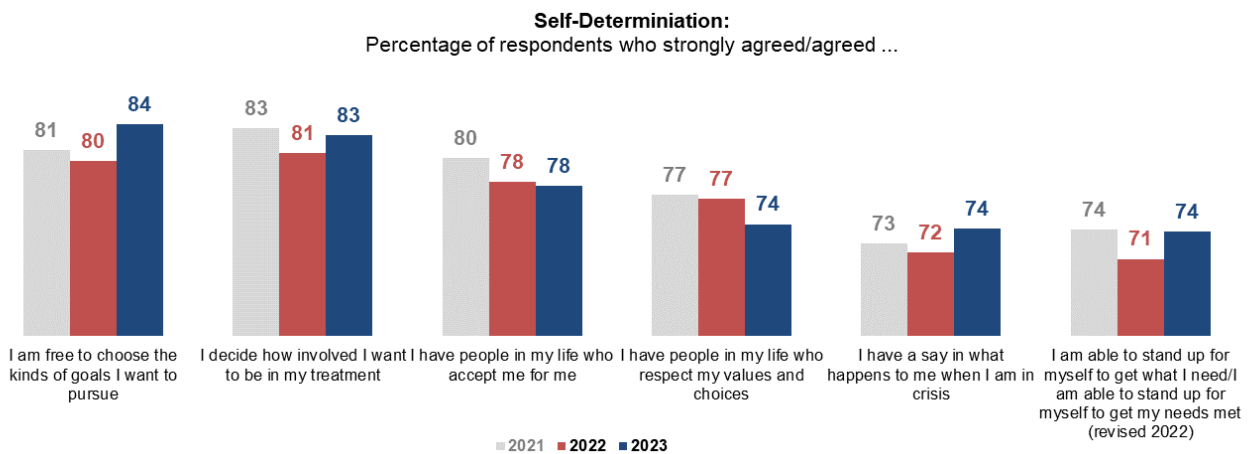
Overall, 71% of respondents were satisfied with Health and Wellness. This domain was added by the state and is not part of the MHSIP tool; and three items were revised by the state in 2022 (noted as “revised 2022” in the chart along with the original question prior to 2022). Therefore, while data across 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 2023, a significantly higher 81% of clients agreed their medications have been helpful to them (compared to 57% in 2021). This item was identical between 2021 and 2023. Compared to 57% in 2021 and 64% in 2022, a significantly higher

71% of clients agreed they have been more physically active or have been provided information on how to be more physically active. On the contrary, compared to 85% in 2021, a significantly lower 76% of clients agreed they were able to meet with a primary care medical provider to discuss their physical well-being or have been provided information on how to meet with a primary care provider. These significant differences are due to the questions being revised and should be interpreted with caution.



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 2023, 84% agreed that they were free to choose the kinds of goals to pursue, 83% agreed they decided how involved they wanted to be in their treatment, and 78% of clients had people in their life who accept them. About 74% agreed that they had people in their life who respected their values and choices and 74% had a say in what happened to them in time of crisis. About 74% 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.



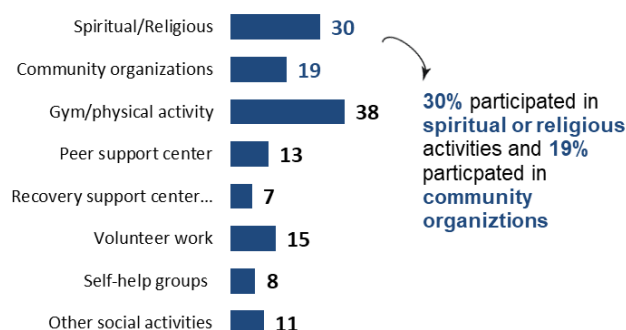
For a summary table of these item-specific results across each year (2021, 2022, and 2023), see **Appendix A4**.

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.

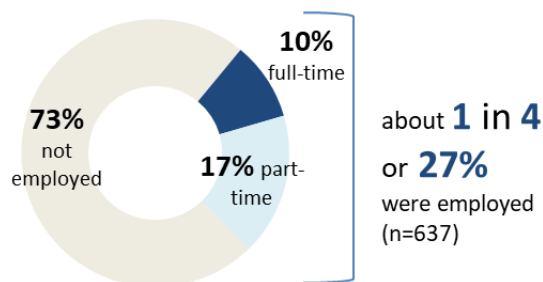
Participation in Community or Social Activities

Thirty-eight percent participated gym/physical activity and 30% engaged in spiritual or religious activities. About 19% reported participating in community organizations, 15% volunteered, and 7% participated in recovery support center for substance misuse.



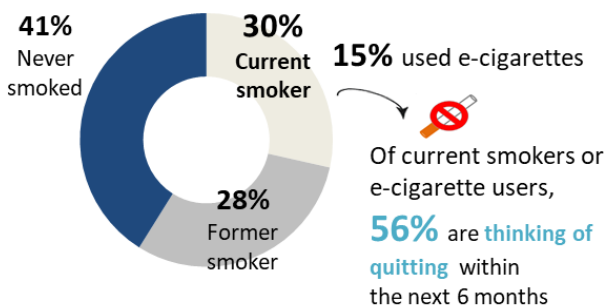
Current Employment

About 73% of respondents were not employed at the time of the survey; 17% were employed part-time and 10% worked full-time.



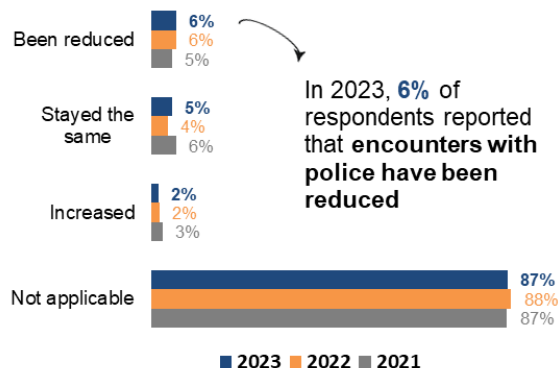
Current Smoking Status

In 2023, 30% of respondents were current smokers and 15% had used e-cigarettes in the past 30 days. Overall, 56% 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 2023, 3% reported being arrested in the recent 12 months and 3% were arrested in the 12 months prior to that (of whom, 78% had no arrests in the recent 12 months). Overall, 5% 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-seven 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 services (39.3%)
- Case management (17.9%)
- Quality of care (17.7%)
- Medication (16.9%)
- General services (14.8%)

WHAT SERVICES HAVE BEEN THE MOST HELPFUL TO YOU IN YOUR RECOVERY? (57% or 379 clients responded)				
THERAPY (39.3%)	CASE MANAGEMENT (17.9%)	QUALITY OF CARE (17.7%)	MEDICATION (16.9%)	STAFF/SERVICES: GENERAL (14.8%)
<ul style="list-style-type: none"> • Therapy. my therapist was wonderful. she included me in my treatment. • Seeing my therapist for bi-weekly appointments and doing exposure therapy. • Having my therapist and primary care provider work together. 	<ul style="list-style-type: none"> • They [case management services] let me be me and encourage me to help myself utilize their services. • My case worker was outstanding in addressing needs and concerns. 	<ul style="list-style-type: none"> • Lowest turnover rate of any health center ever attended. The doctors and my team listens. Overall I am satisfied and growing. • Outstanding doctors and seems to do everything proper to retain their staff. • I love meeting with my team members. They are always helpful. 	<ul style="list-style-type: none"> • My medications and my follow up is very good in the goals that I want. • Medication helped me the most. • The medication has worked great for years. 	<ul style="list-style-type: none"> • Being able to talk and vent and get helpful advice from someone qualified. • Just talking to someone about my stuff. • It is nice to check in with someone either weekly or bi-weekly to talk.

Thirty-one 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:

- None (all helpful) (19.7%)
- Overall quality of care (19.3%)
- General services (18.9%)
- Access to care (15.5%)
- Therapy (15.0%)

WHAT SERVICES HAVE BEEN THE LEAST HELPFUL TO YOU IN YOUR RECOVERY? (31% or 205 clients responded)				
NONE (all helpful) (19.7%)	QUALITY OF CARE (19.3%)	STAFF/SERVICES: GENERAL (18.9%)	ACCESS TO CARE (15.5%)	THERAPY (15.0%)
<ul style="list-style-type: none"> • Nothing. I have benefited from every outreach and intervention. I am so grateful for all of the help from you wonderful human beings. • I can't think of any they have all been helpful. 	<ul style="list-style-type: none"> • Not listening to me, or agreeing to my plan, only theirs. • It would be helpful if that person would physically work alongside of me instead of just talk to me. I need a boost doing difficult things. • Personnel act like it is a chore to do their jobs. 	<ul style="list-style-type: none"> • Lots of appointments ended with anxiety. • I was supposed to be in a support group, but they have never put me in. • The peer group only had one person (other than me) in it. This is not helpful. 	<ul style="list-style-type: none"> • While I have been able to make use of telehealth sessions, it's certainly limiting to have to be on waiting list for local treatment. • Lack of access to my therapist has caused a significant loss of connectedness in having a person who listens and understands. 	<ul style="list-style-type: none"> • The fact that I have had six therapists in the past five years because nobody wants to stay at your organization. It's very upsetting and alarming that this organization cannot keep therapists. • Not given choices in therapy issues.

Forty-two 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:

- Access to care (29.3%)
- None (21.8%)
- Quality of care (18.6%)
- Staff/Services: General (18.2%)
- Consistency of care (10.7%)

WHAT CHANGES WOULD IMPROVE THE SERVICES YOU HAVE RECEIVED? (42% or 280 clients responded)				
ACCESS TO CARE (29.3%)	NO CHANGES NEEDED (21.8%)	QUALITY OF CARE (19.6%)	STAFF/SERVICES: GENERAL (18.2%)	CONSISTENCY OF CARE (10.7%)
<ul style="list-style-type: none"> • Additional staffing to reduce wait times for access to services. • More activities and more hours available for people who work. • Answer the phones, provide better parking, and get additional help for support services. 	<ul style="list-style-type: none"> • I don't think any need to be changed. all staff have been good to me. • Nothing. The staff do the best of their ability and made me as comfortable as possible. • I am very happy with my services. 	<ul style="list-style-type: none"> • Providers should be held to higher standards and patients should get more information on how to report things they're uncomfortable with or concerned about without fear of losing services or retaliation. • More education is needed for gender identity, transgender, and LGBTQ. 	<ul style="list-style-type: none"> • This agency needs a lot more funding to help more people. • Have more programs for people who are high functioning. Provide peer support groups designed to appeal to this group more. • Have events for clients to get together and meet others. 	<ul style="list-style-type: none"> • More reliable transportation, less staff turnover. • Continuity of care. Having counselor who showed up initially and continued to be there and/or having a counselor who believed me from our first appointment. • More consistent employees.

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 <u>most</u> helpful to you in your recovery? (Clients Responding=379)		
	N	%
THERAPY	149	39.3
CASE MANAGEMENT	68	17.9
QUALITY OF CARE	67	17.7
MEDICATION	64	16.9
STAFF/SERVICES: GENERAL	56	14.8
What services have been the <u>least</u> helpful to you in your recovery? (Clients Responding=205)		
NONE (all helpful)	46	19.7
QUALITY OF CARE	45	19.3
STAFF/SERVICES: GENERAL	44	18.9
ACCESS TO CARE	36	15.5
THERAPY	35	15.0
What changes would improve the services that you have received? (Clients Responding=280)		
ACCESS TO CARE	82	29.3
NO CHANGES NEEDED	61	21.8
QUALITY OF CARE	52	19.6
STAFF/SERVICES: GENERAL	51	18.2
CONSISTENCY OF CARE	30	10.7

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

2023 Family Member Survey Summary

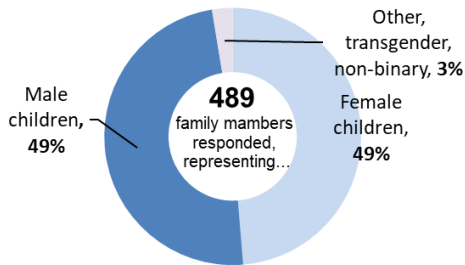
Part 2: New Hampshire Statewide - 2023 Family Member Satisfaction Survey Summary

About the 2023 Family Member Satisfaction Survey Respondents' Children

A total of 489 family members (parent/guardian) of children receiving services across the 10 community mental health centers responded to the 2023 satisfaction survey. The characteristics of those children are summarized below. See **Appendix B2** for a summary table of demographics.

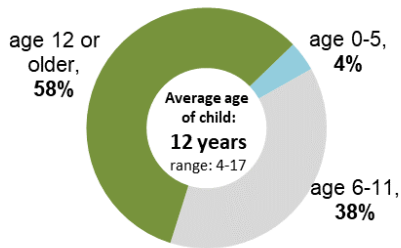
Client Gender

Forty-nine percent of children were male and 49% were female. 3% were transgender, non-binary, or other.



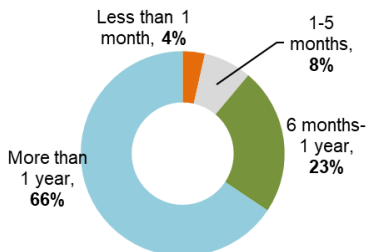
Client Age

Children were 12 years old on average. About 4% were under age 6, 38% were age 6-11, and 58% were age 12 or older.



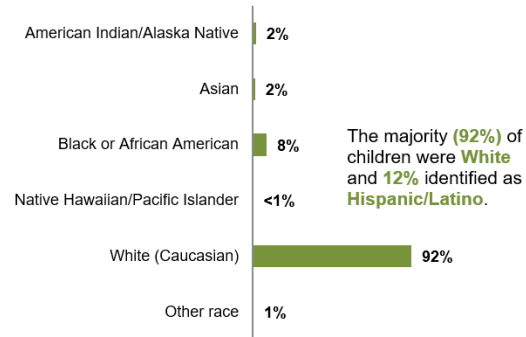
Length of Time Receiving CMHC Services

About 66% of children have received services from the CMHC for more than 1 year; 4% have received services for less than 1 month.



Race*

The majority (92%) of children were White, 8% were Black, 2% were Asian, 2% were American Indian or Alaska Native, <1% Native Hawaiian or Pacific Islander, and 1% were another race.



Ethnicity*

About 12% of the responding family members identified as Hispanic or Latino.

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

Informed of Other Family Programs

Forty-three 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.

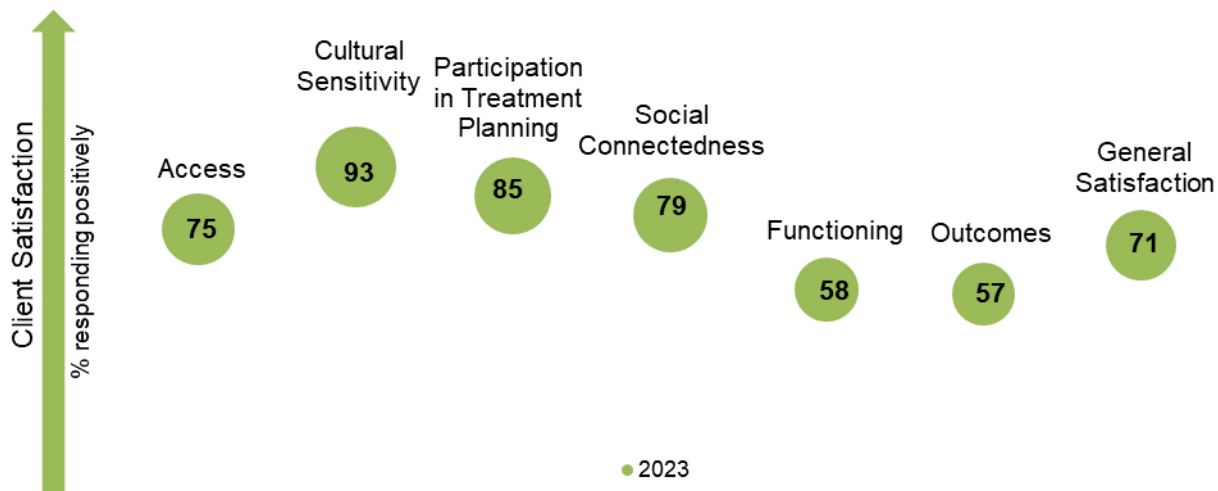
2023 NH Statewide Family Member Satisfaction Survey Findings

Statewide Domain Scores

Among family members of children receiving services from CMHCs across the state, satisfaction scores were at least 75% or higher in four of the seven domains. The highest was in the area of cultural sensitivity of services (93%), followed by participation in treatment planning (85%), social connectedness (79%), and access to services (75%) – 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 (58%) and outcomes (57%).

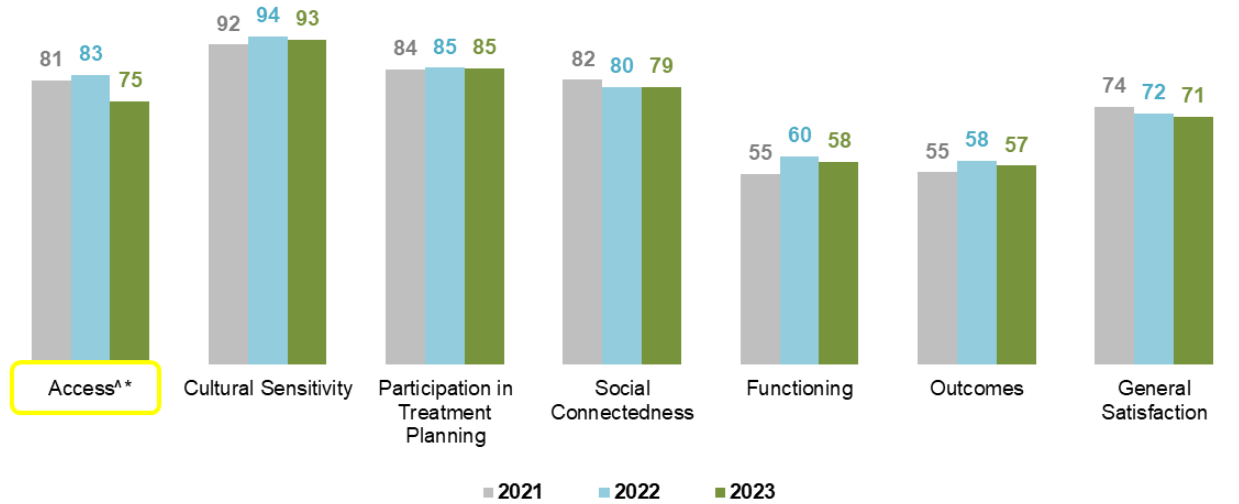
Overall, 71% of respondents were generally satisfied.



In 2023, sub-analyses were also conducted to examine whether satisfaction differed by client gender, 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 (2021-2023)

Domain scores were compared across the last three years (2021-2023) to determine whether there were any changes in satisfaction over time. Compared to 81% in 2021 and 83% in 2022, a significantly lower 75% of clients were satisfied with their access to care. No other domains showed significant differences over the three years.



Comparison of Statewide Combined 2018-2020 and 2021-2023 Domain Scores

To evaluate whether satisfaction changed over time, statewide data were combined and compared across two, three-year groups – 2018-2020 and 2021-2023. A statistically significant improvement in the cultural sensitivity score (89% to 92%) was observed. There were no other significant differences in the other domains.

Family Member Satisfaction Survey: Comparison of 2018-2020 and 2021-2023 Domain Scores (95% Confidence Intervals)

Satisfaction Domains	NH Statewide 2018-2020		NH Statewide 2021-2023		Difference
	Total	Percent (95% CI)	Total	Percent (95% CI)	
Access	1409	77 (74, 79)	1338	79 (77, 81)	2.6
Cultural Sensitivity*	1070	89 (87, 91)	983	92 (90, 94)	2.8
Participation in Treatment Planning	1403	83 (81, 85)	1357	84 (82, 86)	1.0
Social Connectedness	1382	79 (76, 81)	1337	80 (78, 82)	1.4
Functioning	1382	54 (52, 57)	1340	56 (54, 59)	2.2
Outcomes	1383	53 (50, 55)	1341	56 (53, 58)	2.8
General Satisfaction	1402	71 (68, 73)	1354	72 (69, 74)	1.0

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

All SAMHSA Community Mental Health Services Block Grant recipient states submit data which are aggregated at the national level. Compared to the most recent 2021 national scores², NH state scores were substantially lower across most domains. However, the characteristics of clients surveyed and the types of 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 Member 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
NH 2023	75	93	85	79	58	57	71
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
US 2021	88	94	89	88	72	72	87

Note: 2022 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 2021 U.S. national scores.

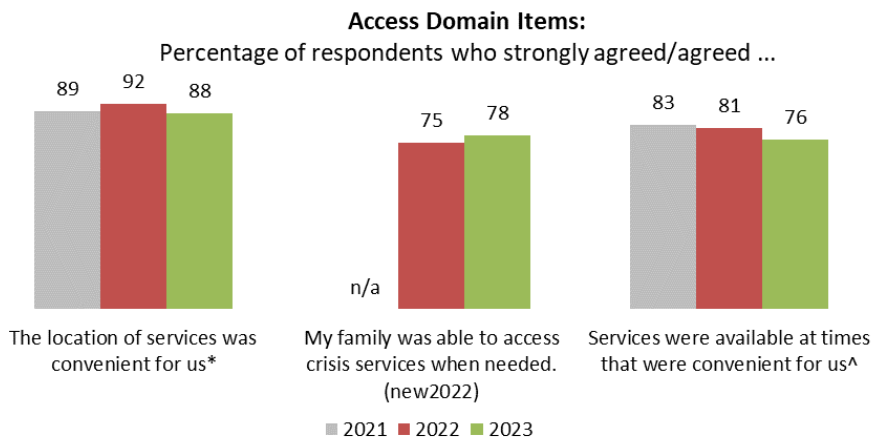
While overall domain scores provide a broad assessment of areas that clients are generally satisfied or less satisfied with, examining the responses to specific items within a domain can further help identify opportunities for targeted quality improvement efforts. For example, the general satisfaction 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 (2021, 2022, 2023) and results are displayed in rank-order based on the 2023 data. *Statistically significant differences (p<0.05) between 2021 and 2023 are indicated by (^) and differences between 2022 and 2023 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 (2021-2023)

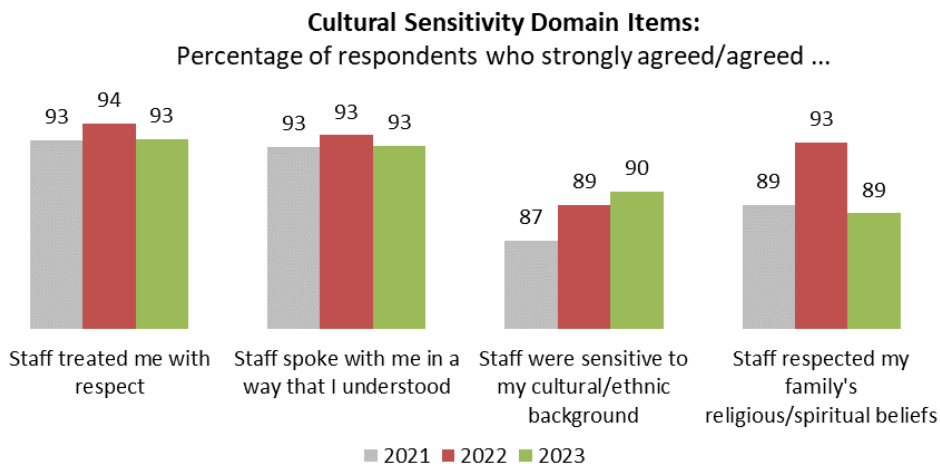
Access

Overall, 75% 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 2023, 88% agreed that the location of services was convenient, which was statistically significantly lower when compared to 2022. About 76% indicated that services were available at times that were convenient, which was statistically significantly lower when compared to 2021. Additionally, about 78% of family members agreed they were able to access crisis services when needed; this item was newly added by NH DHHS in 2022.



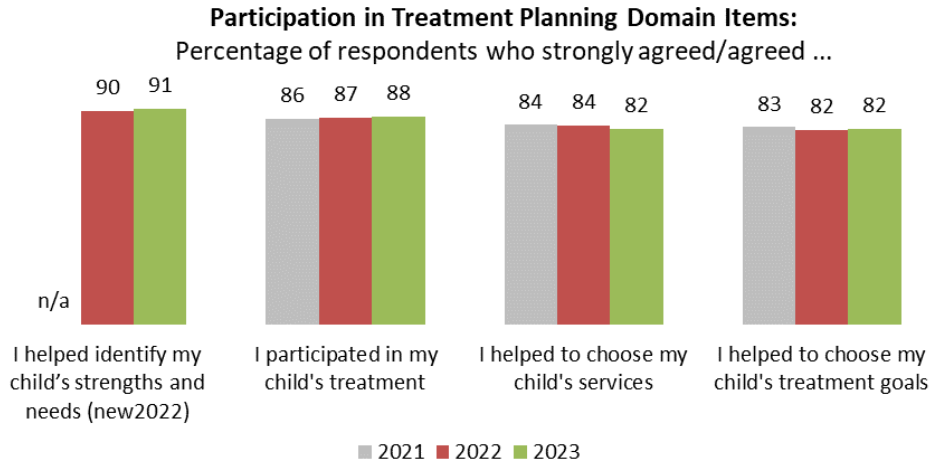
Cultural Sensitivity

In 2023, 93% 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 2023, 93% agreed that staff treated them with respect, and 89% agreed that staff were respectful of their family's religious or spiritual beliefs. Also, 93% agreed that staff spoke in a way that they understood, and 90% agreed that staff were sensitive to their cultural/ethnic backgrounds. There were no statistically significant differences across the three years for any item.



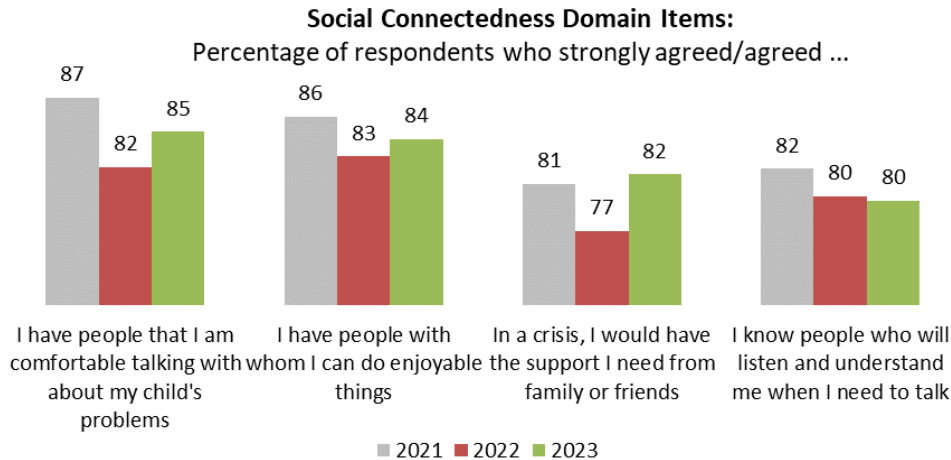
Participation in Treatment Planning

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 2023, 88% agreed that they had participated in their child’s treatment, and a smaller percent agreed that they had helped to choose services (82%) and treatment goals (82%). There were no statistically significant differences across the three years. Also, 91% 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.



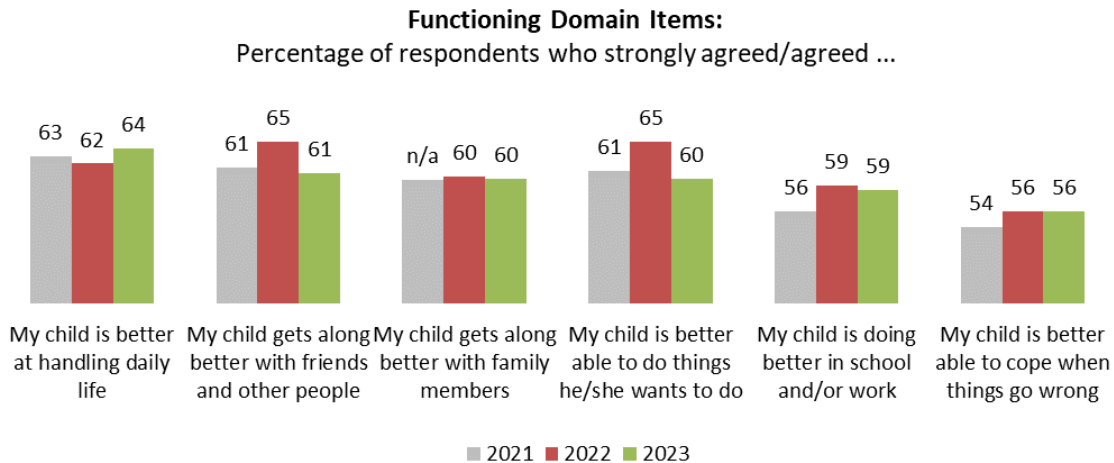
Social Connectedness

Overall, 79% 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 2023, 84% indicated that they had people with whom they can do enjoyable things, 82% agreed that they would have had the support they need from family or friends during a crisis, and 80% knew people who would listen and understand them when they needed to talk. Eighty-five percent of respondents agreed that they had someone with whom they were comfortable talking about their child’s problems. There were no statistically significant differences in item scores across the years.



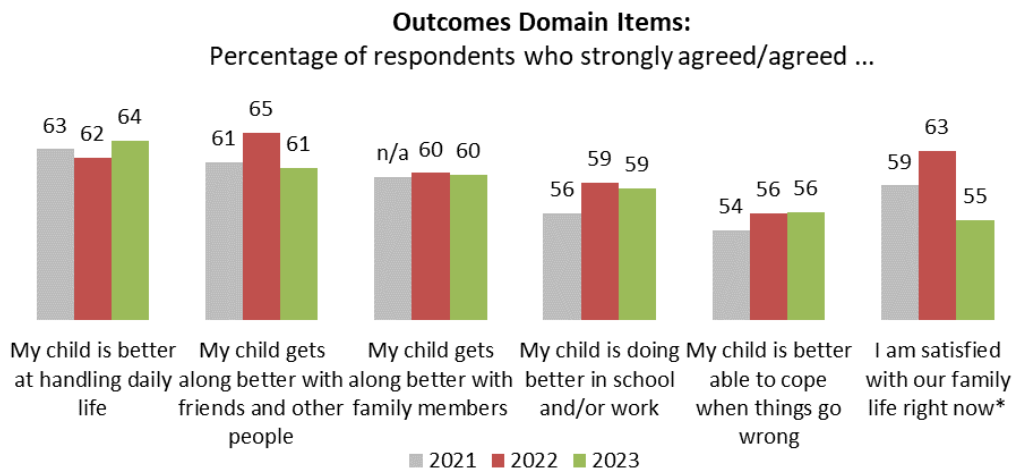
Functioning

Overall, 58% 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 2023, between 60% and 64% agreed that their child was getting along better with friends and family members, was better able to do things they want to do, and was better able to handle daily life. About 59% agreed their child was doing better in school and/or work and 56% agreed their child was better able to cope when things go wrong. There were no statistically significant differences in item scores across the years.



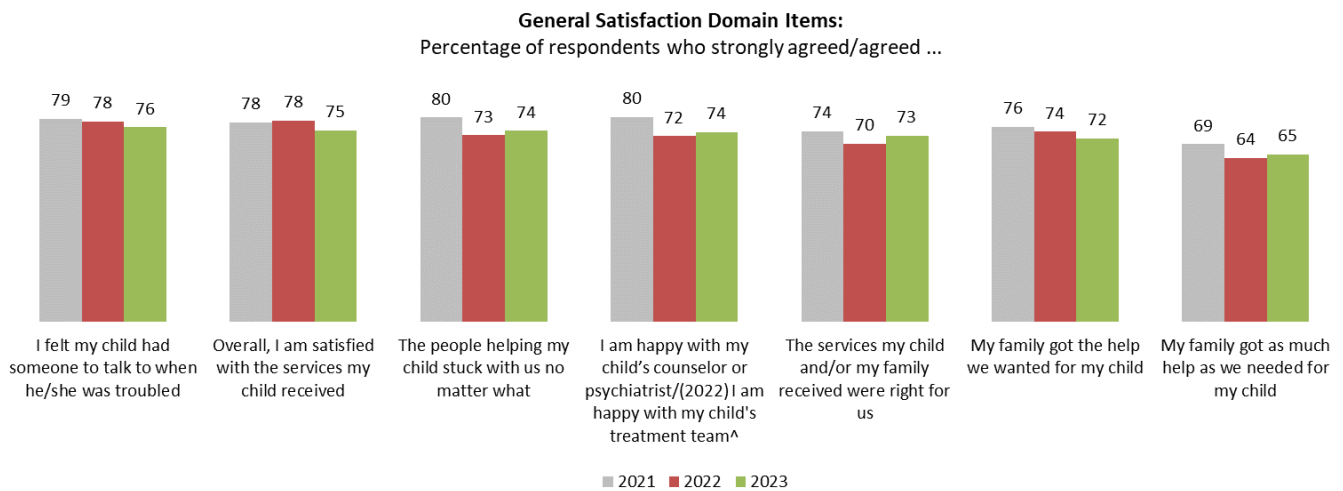
Treatment Outcomes

Overall, 57% of family members overall were satisfied with Treatment Outcomes, which is the lowest scoring domain. 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 2023, between 56% and 64% responded positively about outcomes. Compared to 63% in 2022, a significantly lower 55% of family members were satisfied with their family life.



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, 71% of family members were satisfied when thinking about the past 12 months. In 2023, 76% agreed that their child had someone to talk to when they are troubled; 75% were satisfied with the services their child received; 74% agreed people helping their child stuck with them no matter what; 73% agreed the services received were right for them, and 72% agreed their family got the help they wanted. Sixty-five percent agreed that the family got as much help as they needed. Also, a significantly lower 74% were happy their child’s treatment team in 2023, compared to 80% who were happy with their child’s counselor/psychiatrist in 2021; again, this item was revised in 2022.



For a summary table of these item-specific results across each year (2021, 2022, and 2023), 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-seven percent of children age 6 or older attended school in the past 12 months. Among these:

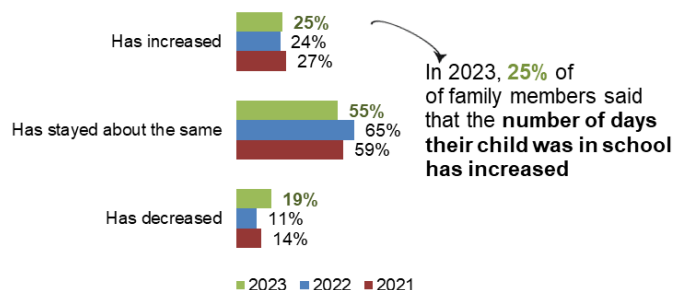
- 17% were expelled/suspended in the past 12 months
- 12% were expelled/suspended in the 12 months prior to that
 - Among these, 28% had no expulsions or suspensions in the past 12 months
- 20% were expelled/suspended in either of the past 2 years



Among children age 14 or older:

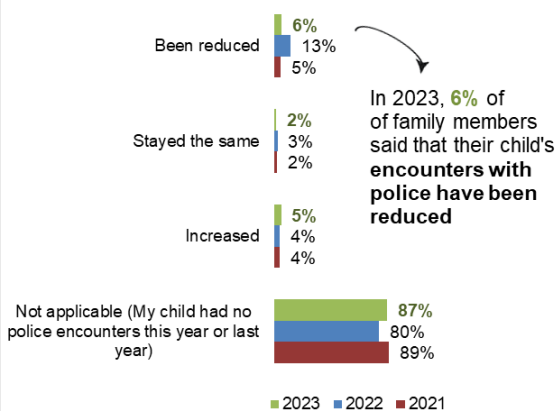
- 5% were arrested in the past 12 months
- 2% were arrested in the 12 months prior to that
- 6% were arrested in either of the past 2 years

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

40% 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.

Sixty-three 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 (40.1%)
- Counseling (19.1%)
- Staff/Services: General (16.8%)
- Service number (12.3%)
- Quality of care (12.0%)

WHAT SERVICES HAVE BEEN THE MOST HELPFUL TO YOUR CHILD’S RECOVERY? (63% or 309 clients responded)				
THERAPY (40.1%)	COUNSELING (19.1%)	STAFF/SERVICES: GENERAL (16.8%)	SERVICE NUMBER (12.3%)	QUALITY OF CARE (12.0%)
<ul style="list-style-type: none"> • My son felt comfortable with and validated by his therapist. • The therapist has given my son the tools to be able to come to me and have a real conversation. • In-home therapy and going places with therapist to work on behaviors and social skills. 	<ul style="list-style-type: none"> • Her counseling with [name]. It is slow progress, but she is starting to open up to her after a few months. • Her counselor was attentive, knowledgeable, and the first counselor with whom my daughter has connected. 	<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"> • One-on-one counseling. My daughter is able to open up. • Group therapy sessions that include the parents. • The combination of group, individual, and family therapy. 	<ul style="list-style-type: none"> • [Name] has been the best! They are so helpful and caring, and even helps with school and social issues. They are amazing! • [Name] has been amazing. She connected with my child and has helped her learn how to express her emotions. • Staff, overall, have been very helpful.

Forty-one 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:

- Therapy (24.8%)
- None (all helpful) (22.4%)
- Access to care (17.8%)
- Quality of care (16.3%)
- Consistency of care (14.9%)

WHAT SERVICES HAVE BEEN THE LEAST HELPFUL TO YOUR CHILD’S RECOVERY? (41% or 202 clients responded)

THERAPY (24.8%)	NONE (all helpful) (22.4%)	ACCESS TO CARE (17.8%)	QUALITY OF CARE (16.3%)	CONSISTENCY OF CARE (14.9%)
<ul style="list-style-type: none"> • His therapist. She was not a good fit for him. • My son really connected with his first male therapist, but that therapist left the practice. Now he has a female therapist and while she is very nice, I don't see him opening up to her in the way he did previously. • Waiting to be assigned a therapist. 	<ul style="list-style-type: none"> • None. The approach is well-rounded and each service is critical. • So far, everything has been great. • Nothing. They are doing a fine job. • They have all been very beneficial. 	<ul style="list-style-type: none"> • Our FSS worker leaving and not being replaced because no one is available to replace her. The lack of psychiatry services available to us. We requested these services when we began services almost a year ago, and still have not received them. • Time it take initially for care. 	<ul style="list-style-type: none"> • Services are not structured, skills-based, nor intensive enough for child's profile. • While I understand being kind to the child, enabling his behavior by telling him it's okay to act out and make your own choices does not help. • She felt that [name] didn't listen to her concerns. 	<ul style="list-style-type: none"> • The number of times they switch therapists is not right. Too much turnover is not good for the child. • Changing counselors. I understand moving on and up, but it doesn't help her to relive your past. • She has never had a community counselor long enough to form a bond.

Forty-eight 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:

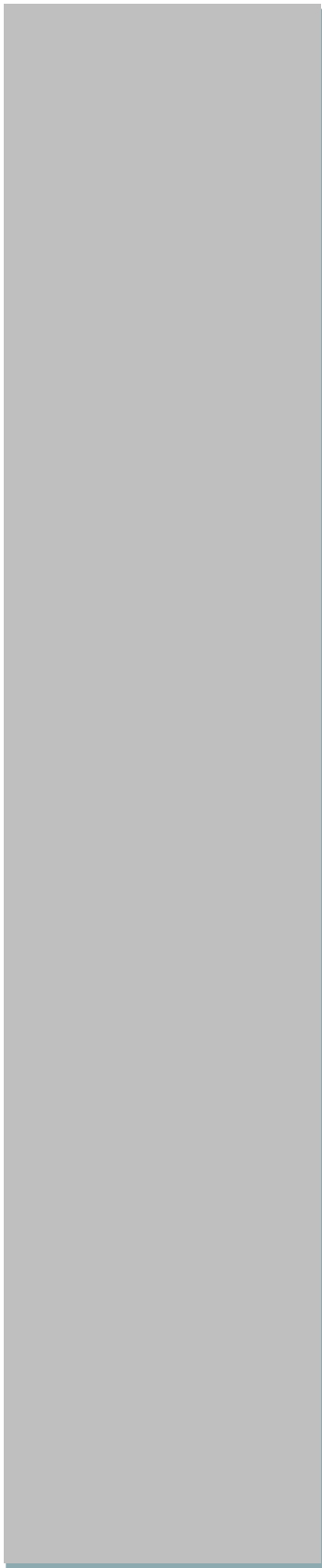
- Access to care (39.4%)
- None (19.5%)
- Consistency of care (11.0%)
- Quality of care (11.0%)
- Communication (10.6%)

WHAT CHANGES WOULD IMPROVE THE SERVICES YOU CHILD HAS RECEIVED? (48% or 236 clients responded)				
ACCESS TO CARE (39.4%)	NO CHANGES NEEDED (19.5%)	CONSISTENCY OF CARE (11.0%)	QUALITY OF CARE (11.0%)	COMMUNICATION (10.6%)
<ul style="list-style-type: none"> • To be able to start therapy/receive services faster. She was on a wait list for 1.5 years. • More evening or weekend hours. People work and kids go to school and having to miss on either on a regular basis is hard. • Get more providers and more facilities. 	<ul style="list-style-type: none"> • Nothing, they are wonderful at this location. I can't thank them enough for the help they gave my son. • Nothing. The services we are getting are spot on. • No changes are needed. 	<ul style="list-style-type: none"> • More consistency. In the beginning of her treatment, she went through three different counselors due to staffing issues. • More therapists and less turnover. • More consistent therapy sessions. She's only able to be seen one or two times a month. 	<ul style="list-style-type: none"> • Have better training for therapists and more who can work with kids that have numerous behavioral problems. This is why we came to therapy. • I wish the therapy part was stronger and focused more on mental health and coping skills. • A more proactive approach. 	<ul style="list-style-type: none"> • Better policies around providing documentation and support letters to school. • More communication. I was not informed of her therapist upcoming leave. • Better communication with parents. I had to find out my child's diagnosis from the med specialist.

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 2023 Domain Scores by Client Characteristics

Part 3: New Hampshire Statewide - Comparison of 2023 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 gender, 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.

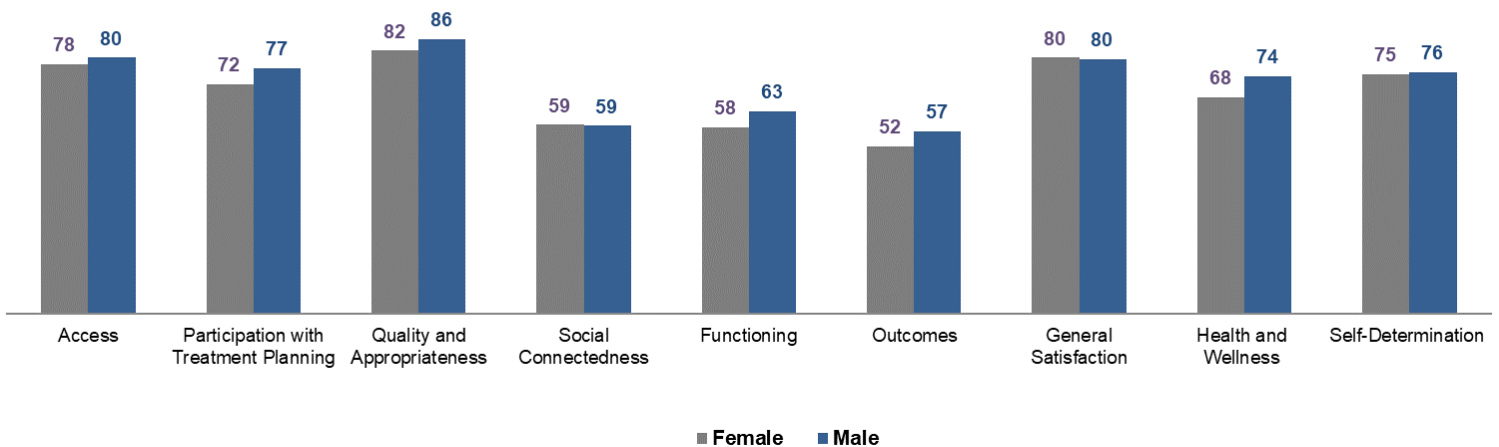
2023 NH Statewide Adult Satisfaction Survey Sub-Analyses

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

Domain scores by gender:

- Of the 663 respondents, 61% were female and 39% were male.
- Overall, there were no statistically significant differences in satisfaction scores between male and female clients.

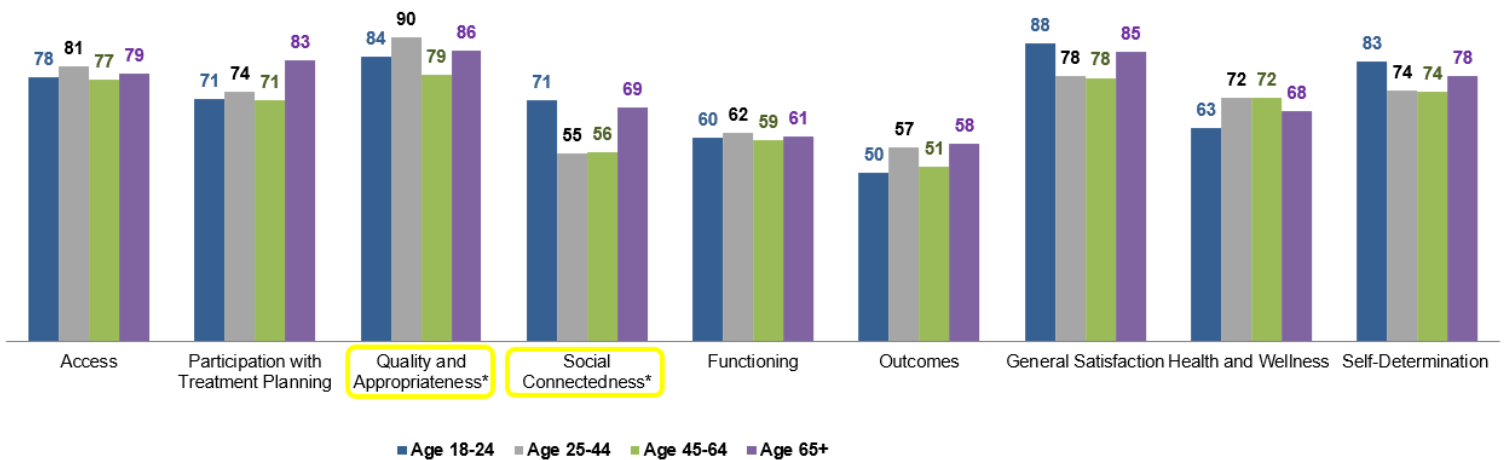
There were no significant differences across the nine satisfaction domains between males and females.



Domain scores by age group:

- Forty-seven percent of the respondents were age 45-64, 30% were age 25-44, 15% were age 65+, and 8% under age 25.
- There were statistically significant differences in two of the nine domains by age group.
 - Respondents younger than 25 and older than 65 had a higher score in the social connectedness domain compared to other age groups.
 - About 85% or more of clients ages 18-24, 25-44 and age 65+ were satisfied with quality and appropriateness of care, whereas a smaller 79% of those ages 45-64 were satisfied with quality and appropriateness of care.

There were some differences in satisfaction across the age groups - those under 25 and 65 or older responded positively in the area of social connectedness, and those ages 25-44 were most satisfied with the quality and appropriateness of services.

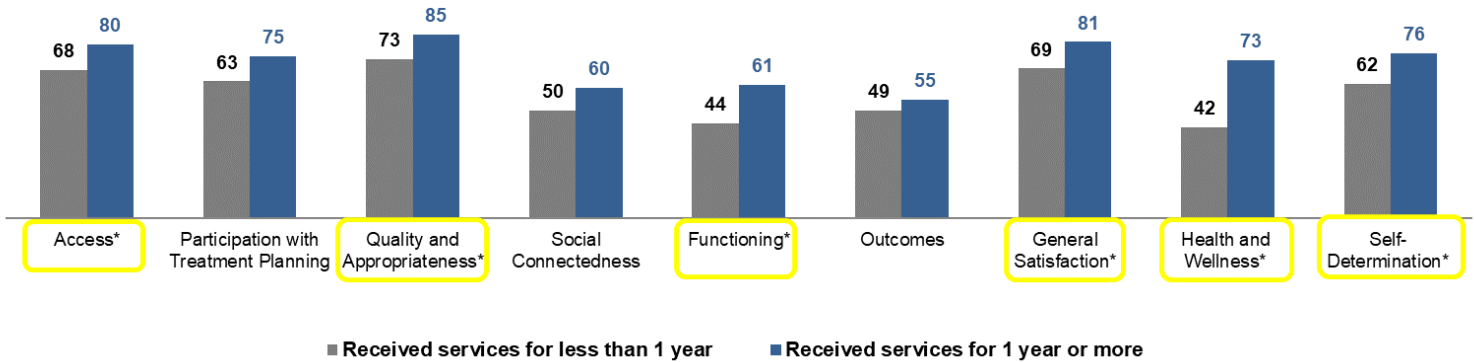


*p<.05 = statistically significant difference in scores between groups

Domain scores by length of time in care:

- About 92% of respondents had received services from the CMHC for 1 year or more.
- There were significant differences for length of time in care in six of the nine satisfaction domains. Those who received services for one year or more had significantly higher satisfaction with access to services (80% vs. 68%), quality and appropriateness (85% vs. 73%), functioning (61% vs. 44%), health and wellness (73% vs. 42%), self-determination (76% vs. 62%), and general satisfaction (81% vs. 69%), compared to those who have received services for less than a year.

Respondents who received services for one year or more had significantly higher satisfaction in six domains, compared to those who have received services for less than one year.

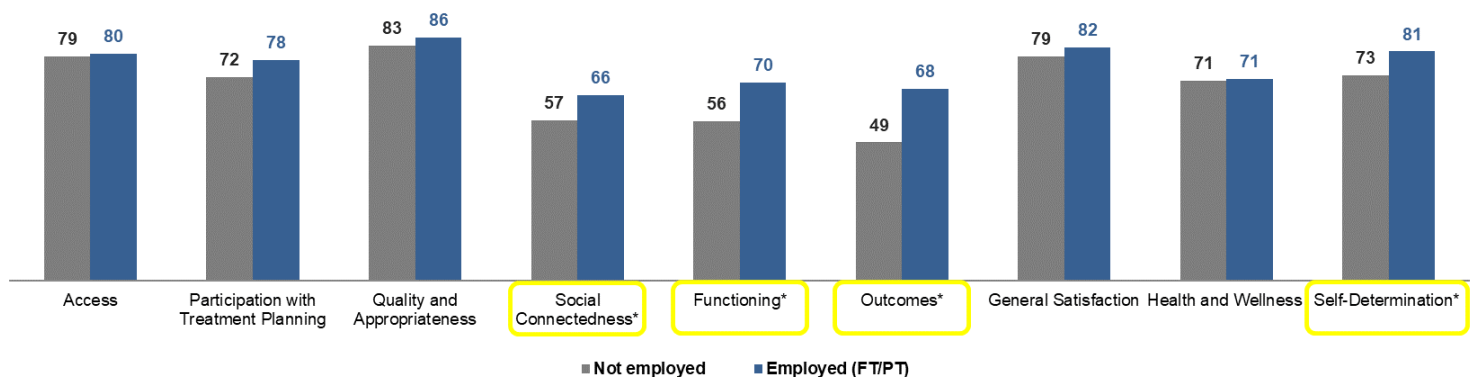


*p<.05 = statistically significant difference in scores between groups

Domain scores by employment status:

- About 27% of respondents indicated they were working either full- or part-time.
- There were statistically significant differences by employment status in four of the nine domains. Respondents who were employed had significantly higher satisfaction with social connectedness (66% vs. 57%), functioning (70% vs. 56%), outcomes (68% vs. 49%), and self-determination (81% vs. 73%), compared to those who reported not being employed.

Respondents who were employed had significantly higher satisfaction in four domains, compared to those who reported not being employed.



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

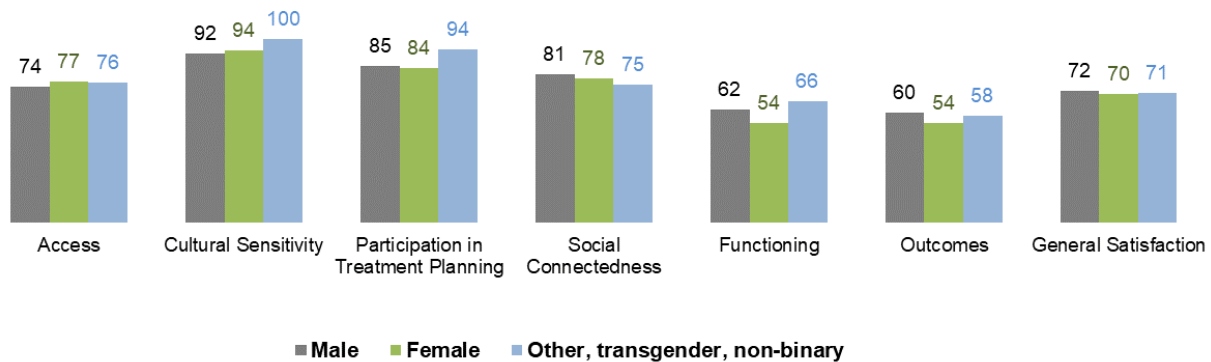
2023 NH Statewide Family Member Satisfaction Survey Sub-Analyses

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

Domain scores by gender:

- Of the 489 family members who responded, 49% had a male child, 49% had a female child, and 3% had a non-binary or transgender child who received mental health services.
- There were no statistically significant differences by gender of children receiving services.

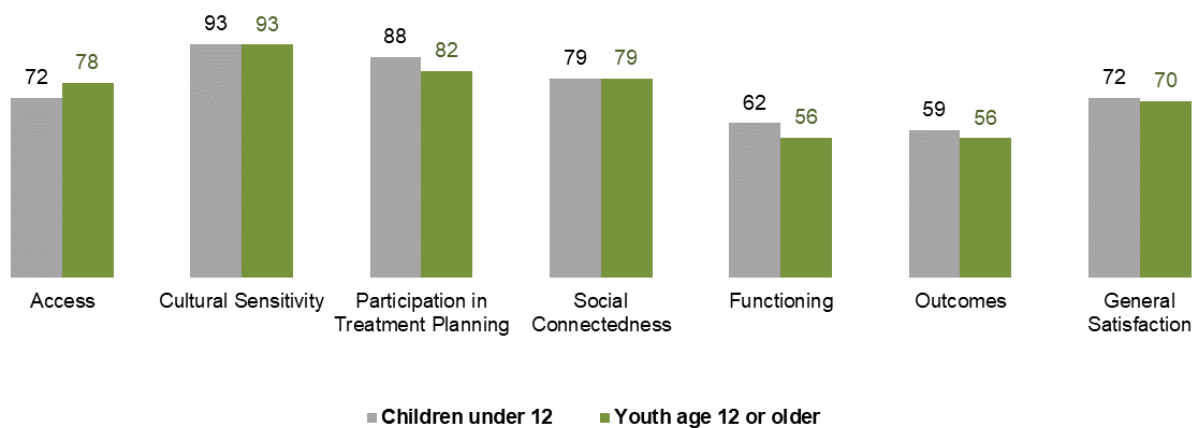
There were no statistically significant differences in domain scores by child's gender identity.



Domain scores by age group:

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

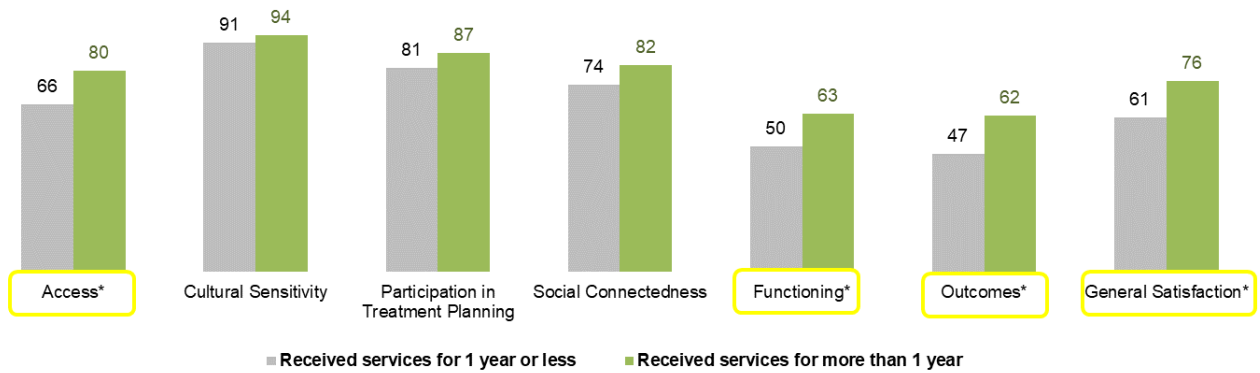
There were no statistically significant differences in domain scores by child's age. Respondents with a child under age 12 receiving services had similar satisfaction as those with children who were age 12 or older.



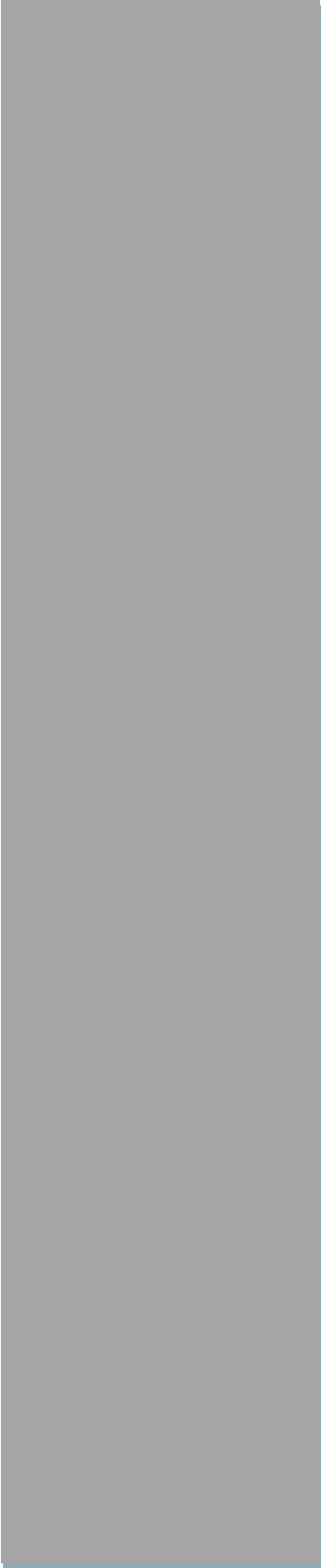
Domain scores by length of time in care:

- About 66% of children and youth had received services from the CMHC for more than 1 year.
- There were statistically significant differences in satisfaction domain scores by length of time in care for four out of seven domains. Family members of children who had received services for more than 1 year had significantly higher satisfaction in access to services (80% vs. 66%), functioning (63% vs. 50%), outcomes (62% vs. 47%), and general satisfaction (76% vs. 61%), compared to those whose child received services for one year or less.

Family members whose child had received services for more than one year had higher satisfaction in four domains, including access, functioning, and outcomes, compared to those whose child had received services for one year or less.



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



Part 4: 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: 2021-2023 Adult Satisfaction Survey Results

Demographics

A total of 206 adult clients from Northern Human Services (NHS) responded to the client satisfaction survey in the last three years (2021-2023). Of these, 39% were male, 61% were female, 89% were White, and 2% were Hispanic/Latino. The average age was 49.8 years. Ninety-two percent were still receiving services at the time of the survey and 94% have received services for a year or more. The table below compares the characteristics of NHS respondents to the state.

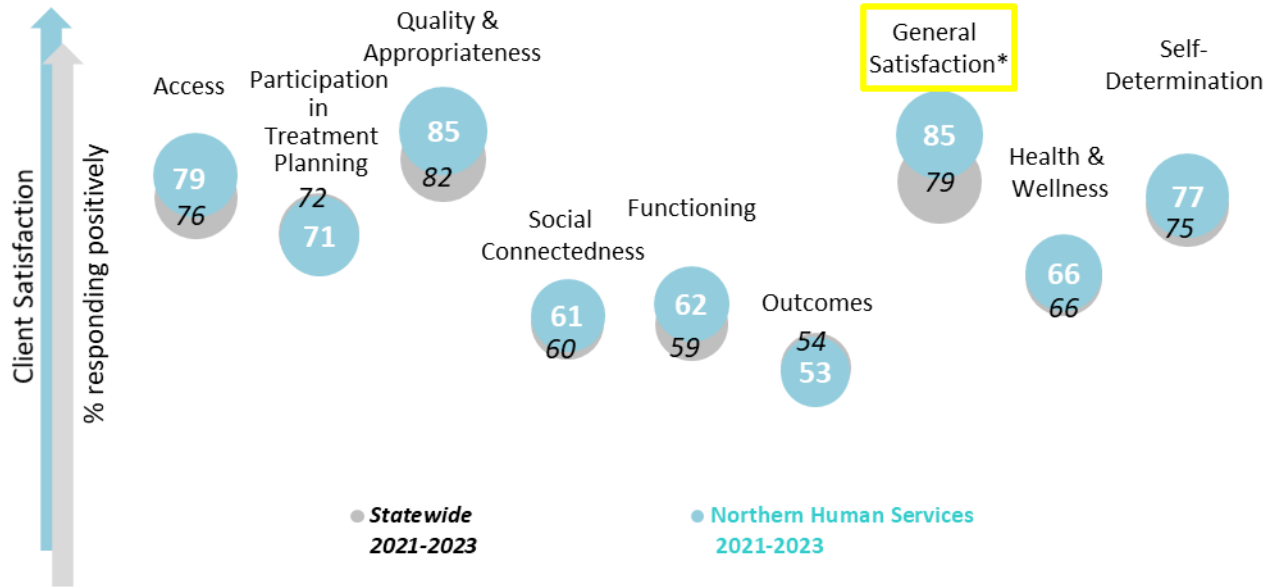
Adult Consumer Survey Respondent Characteristics	Northern Human Services 2021-2023 N=206		NH Statewide 2021-2023 N=1964	
	n	%	n	%
Gender				
Female	125	61	1207	61
Male	81	39	756	38
Age group				
Age 18-24	14	7	180	9
Age 25-44	58	28	598	30
Age 45-64	98	48	905	46
Age 65+	36	17	281	14
<i>Average age (SD, range)</i>	49.8 (15.3, 18-79)		48.0 (15.7, 18-91)	
Race category				
American Indian/Alaska Native	14	7	88	4
Asian	2	1	33	2
Black or African American	2	1	55	3
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)	183	89	1720	88
Other race	5	2	53	3
Ethnicity: Hispanic/Latino/Spanish				
Yes-Hispanic/Latino	4	2	89	5
No-Not Hispanic/Latino	184	98	1701	95
Are you currently (still) getting mental health services from CMHC providers? (%yes)	183	92	1713	91
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	13	7	171	9
1 year or more (at least 12 months)	187	94	1708	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: There were no statistically significant differences between the center and statewide.

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

Compared to the state overall, NHS client satisfaction scores were similar to those at the state level across eight of the nine domains. NHS clients had significantly higher general satisfaction (85%) compared to statewide (79%).



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 2021-2023		Statewide 2021-2023		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	204	79	1916	76	3.0
Participation with Treatment Planning	188	71	1818	72	-0.2
Quality and Appropriateness	192	85	1825	82	3.8
Social Connectedness	200	61	1882	60	1.0
Functioning	195	62	1864	59	2.8
Outcomes	189	53	1803	54	-0.6
General Satisfaction*	199	85	1902	79	6.3
Health and Wellness	172	66	1611	66	0.7
Self-Determination	202	77	1906	75	1.3

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 Northern Human Services: Comparison of 2018-2020 and 2021-2023 Domain Scores

To evaluate whether client satisfaction with Northern Human Services changed over time, domain scores across two time-periods were compared (2018-2020 versus 2021-2023). 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 2018-2020- and 2021-2023-year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Northern Human Services 2018-2020		Northern Human Services 2021-2023		Difference
	N	%	N	%	
Access	190	81	204	79	-1.1
Participation in Treatment Planning	180	69	188	71	1.8
Quality and Appropriateness	184	85	192	85	0.6
Social Connectedness	189	61	200	61	-0.9
Functioning	182	66	195	62	-3.9
Outcomes	180	58	189	53	-5.4
General Satisfaction	187	81	199	85	3.6
Health and Wellness (state added)	180	69	172	66	-3.2
Self-Determination (state added)	188	82	202	77	-5.7

Note: There were no statistically significant differences in scores between 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 (2021-2023) 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 2021-2023		Statewide 2021-2023		Difference
	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Access	The location of services was convenient for us	193	84	1776	84	-0.1
	Staff were willing to see me as often as I felt it was necessary	201	80	1888	80	0.0
	Staff returned my call in 24 hours	197	74	1839	72	1.8
	Services were available at times that were good for me	202	84	1925	83	1.1
	I was able to get all the services I thought I needed	202	78	1921	74	4.4
	I was able to see a psychiatrist when I wanted to	188	71	1780	69	2.5
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication*	200	92	1908	85	6.4
	My beliefs were respected in my treatment and treatment plan	198	87	1889	85	2.4
	Staff saw me as an equal partner in my treatment plan	202	83	1901	81	2.1
	Staff were respectful of my sexual orientation, gender expression, and gender identity	169	92	1604	91	0.8
	Staff respected me as a whole person	203	90	1918	88	2.2
	My right to refuse treatment was respected	150	76	1453	78	-1.6
	I, not staff, decided my treatment goals	191	64	1840	69	-5.0
	Staff here believed that I could grow, change, and recover	197	86	1857	81	4.3
Quality and Appropriateness	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	168	67	1710	73	-5.8
	I felt free to complain	192	83	1841	79	4.2
	I was given information about how to file a complaint	158	56	1506	54	2.2
	I was given information about my rights	199	84	1815	80	4.4
	Staff encouraged me to take responsibility for how I live my life	188	83	1814	80	2.8
	Staff told me what side effects to watch out for	178	69	1727	71	-2.2
	Staff respected my wishes about who is and who is not to be given information about my treatment	194	91	1817	88	2.7
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	170	87	1550	84	2.9
	Staff helped me obtain the information I needed so that I could take charge of managing my	186	84	1810	77	6.8
	In a crisis, I have the support I need from family or	200	78	1880	72	5.2
Social Connectedness	I am happy with the friendships I have	195	70	1858	66	3.6
	I have people with whom I can do enjoyable things	201	68	1881	69	-0.6
	I feel I belong to my community	195	49	1844	47	2.2
	I know people who listen and understand me when I need to talk	202	75	1901	71	3.8
	When I need help right away, I know people I can call on	203	73	1903	74	-0.4

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

Adult Survey Items Results Summary		Northern Human Services 2021-2023		Statewide 2021-2023		Difference
	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Functioning	My symptoms are not bothering me as much	195	54	1865	54	0.8
	I do things that are more meaningful to me	194	67	1859	64	2.5
	I am better able to take care of my needs	194	66	1860	66	-0.3
	I am better able to do things that I want to do	194	64	1863	63	1.0
	I am better able to manage my money and pay my bills	181	61	1731	61	0.5
	I feel hopeful about my future	198	58	1867	57	0.6
Outcomes	I am better able to handle things when they go wrong	193	60	1876	58	1.9
	My symptoms are not bothering me as much	195	54	1865	54	0.8
	I deal more effectively with daily problems	193	65	1871	66	-0.9
	I am better able to control my life	194	64	1865	63	0.6
	I am better able to deal with crisis	197	59	1850	59	-0.1
	I am getting along better with my family	189	65	1782	62	3.1
	I do better in social situations	191	51	1827	50	0.8
	I do better in school and/or work	125	47	1120	49	-1.7
General Satisfaction	My housing situation has improved	173	48	1611	53	-4.7
	I like the services that I have received*	199	86	1900	81	5.3
	If I had other choices, I would still get services from this agency	195	80	1872	76	4.2
	I would recommend this agency to a friend or family member*	195	86	1878	78	7.8
Self-Determination	I am happy with my counselor or psychiatrist/I am happy with my Treatment Team (revised 2022)	193		1869	79	4.7
	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)	201	72	1895	73	-0.6
	I am free to choose the kinds of goals I want to pursue	203	77	1897	81	-3.7
	I decide how involved I want to be in my treatment	199	82	1888	82	-0.2
	I have people in my life who accept me for me	198	84	1893	79	4.6
	I have people in my life who respect my values and choices	201	82	1893	76	5.3
	I have a say in what happens to me when I am in crisis	198	72	1849	73	-1.1
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)	180	76	1628	79	-3.3
	I have been eating a more healthy diet/I have been provided information on how to eat a more healthy diet (revised 2022)	180	49	1702	56	-6.7
	I have been more physically active/I have been provided information on how to be more physically active (revised 2022)*	184	56	1742	63	-6.7
	My medications have been helpful to me	194	73	1782	72	1.4
I was (not) prescribed too many medications	160	68	1464	66	1.3	

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

Behavioral Outcomes

Sixty-two 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. Four percent reported that they are attending either full- or part-time school. Thirty-five percent of NHS respondents reported they are current smokers, 10% used e-cigarettes (versus 14% statewide) and 48% 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 2021-2023 N=206		NH Statewide 2021-2023 N=1964	
	n	%	n	%
Are you currently employed?*				
No	123	62	1366	73
Yes - full-time	18	9	185	10
Yes - part-time	56	28	333	18
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	6	3	58	3
Were you arrested during the 12 months prior to that? (%yes)	7	4	66	4
Arrested at all in the past 2 years? (%yes)	12	6	109	6
Over the last 12 months, have your encounters with the police...				
Been reduced	12	6	108	6
Stayed the same	10	5	95	5
Increased	8	4	47	3
Not applicable	163	84	1601	86
Participation in community or social activities				
Spiritual/Religious	71	36	615	33
Community organizations	35	18	38	19
Gym/physical activity	47	37	439	36
Peer support center	22	11	225	12
Recovery support center for substance misuse	21	11	136	7
Volunteer work* (+)	41	21	282	15
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	14	7	155	8
Other social activities	24	12	217	11
Attending school*				
No school	188	97	1697	92
School Full-time	1	1	62	3
School Part-time	5	3	76	4
Smoking status				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	68	35	588	31
Former smoker (smoked in the past but now quit)	57	29	557	30
Never smoked	70	36	737	39
Have you used an e-cigarette or other electronic vaping product in the past 30 days?				
No	173	90	1608	86
Yes	19	10	253	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)	30	48	338	55

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

Northern Human Services: 2021-2023 Family Member Satisfaction Survey Results

Demographics

A total of 139 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 (2021-2023). Of the children whose family member responded, 47% were male, 52% were female, 1% were Other/transgender/non-binary, 89% were White, and 4% were Hispanic/Latino. NHS served a lower percent of children over age twelve (55%) compared to statewide (59%). The average age was 11.8 years. About 69% have received services for more than 1 year. The table below compares the characteristics of NHS youth clients to the state.

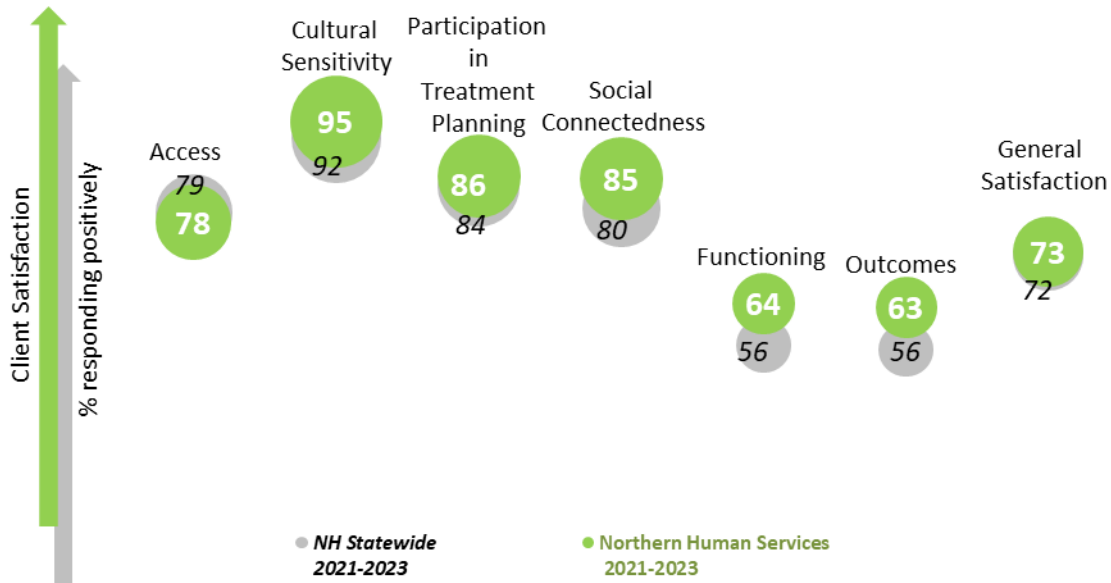
Characteristics of Children & Youth Clients	Northern Human Services 2021-2023 N=139		NH Statewide 2021-2023 N=1377	
	n	%	n	%
Gender				
Female	72	52	681	49
Male	66	47	662	48
Other, transgender, non-binary	1	1	34	2
Age group				
age 0-5	9	6	46	3
age 6-11	54	39	516	37
age 12 or older	76	55	815	59
<i>Average age (SD, range)</i>	11.8 (3.8, 3-17)		12.1 (3.4, 3-17)	
Race category				
American Indian/Alaska Native	4	3	18	1
Asian	1	1	23	2
Black or African American*(-)	3	2	85	6
Native Hawaiian/Pacific Islander	2	1	7	1
White (Caucasian)	124	89	1279	93
Other race	2	1	20	1
Either of child's parent is Spanish/Hispanic/Latino*				
Yes-Hispanic/Latino	6	4	130	10
No-Not Hispanic/Latino	128	96	1227	90
How long has your child received services from this Center?				
Less than 1 month	5	4	33	2
1-5 months	9	7	99	7
6 months-1 year	27	20	335	25
More than 1 year	91	69	883	65
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	79	61	777	58
Yes	51	39	568	42

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

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 2021-2023		NH Statewide 2021-2023		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	138	78	1338	79	-1.7
Cultural Sensitivity	98	95	983	92	2.8
Participation in Treatment Planning	138	86	1357	84	1.8
Social Connectedness	134	85	1337	80	5.2
Functioning	132	64	1340	56	7.2
Outcomes	132	63	1341	56	7.3
General Satisfaction	131	73	1354	72	0.7

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

Satisfaction with Northern Human Services: Comparison of 2018-2020 and 2021-2023 Domain Scores

To evaluate whether family member satisfaction with NHS changed over time, domain scores across two time periods were compared (2018-2020 versus 2021-2023). 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 2018-2020- and 2021-2023-year groups, the percent responding positively, and the difference in scores.

	Northern Human Services		Northern Human Services		Difference
	2018-2020		2021-2023		
Satisfaction Domains	N	%	N	%	
Access	125	77	138	78	0.7
Cultural Sensitivity	96	93	98	95	2.2
Participation in Treatment Planning	124	77	138	86	8.9
Social Connectedness	124	81	134	85	3.6
Functioning	123	54	132	64	10.0
Outcomes	123	54	132	63	8.4
General Satisfaction	122	73	131	73	-0.4

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

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 (2021-2023) 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 2021-2023		Statewide 2021-2023		Difference
	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Access	The location of services was convenient for us	138	87	1345	89	-2.4
	Services were available at times that were convenient for us	139	77	1361	79	-1.9
	My family was able to access crisis services when needed. (new2022)	64	67	598	75	-7.9
Cultural Sensitivity	Staff spoke with me in a way that I understood	139	96	1363	93	3.0
	Staff treated me with respect	138	92	1364	93	-0.8
	Staff respected my family's religious/spiritual beliefs	91	88	933	89	-1.4
	Staff were sensitive to my cultural/ethnic background	92	87	878	88	-1.2
Participation in Treatment Planning	I helped to choose my child's services	138	86	1346	81	5.0
	I helped to choose my child's treatment goals	138	79	1346	81	-2.3
	I participated in my child's treatment	136	87	1352	87	0.3
	I helped identify my child's strengths and needs (new2022)	95	92	911	90	1.8
Social Connectedness	I have people that I am comfortable talking with about my child's problems*	135	92	1345	84	7.6
	In a crisis, I would have the support I need from family or friends	132	86	1330	79	6.3
	I have people with whom I can do enjoyable things	133	86	1331	82	3.4
	I know people who will listen and understand me when I need to talk	133	85	1329	81	4.5
Functioning	My child is better at handling daily life	133	64	1350	61	2.4
	My child gets along better with family members	125	65	1296	59	5.4
	My child gets along better with friends and other people*	126	70	1307	61	9.0
	My child is doing better in school and/or work	131	65	1314	57	7.8
	My child is better able to cope when things go wrong	134	61	1345	55	5.0
	My child is better able to do things he/she wants to do	133	65	1326	60	4.2
Outcomes	My child is better at handling daily life	133	64	1350	61	2.4
	My child gets along better with family members	125	65	1296	59	5.4
	My child gets along better with friends and other people*	126	70	1307	61	9.0
	My child is doing better in school and/or work	131	65	1314	57	7.8
	My child is better able to cope when things go wrong	134	61	1345	55	5.0
	I am satisfied with our family life right now	135	60	1342	58	2.3
General Satisfaction	My family got the help we wanted for my child	137	77	1365	74	2.6
	My family got as much help as we needed for my child	134	73	1348	66	7.0
	I felt my child had someone to talk to when he/she was troubled	133	77	1344	78	-1.1
	Overall, I am satisfied with the services my child received	115	79	1199	77	2.5
	The people helping my child stuck with us no matter what	117	73	1179	76	-3.2
	The services my child and/or my family received were right for us	133	69	1356	72	-2.5
	I am happy with my child's counselor or psychiatrist(2022) I am happy with my child's treatment team	131	79	1341	76	3.8

Notes: The total number Ns or denominators are smaller for items that were added in 2022. *p<0.05 statistically significant difference between center and statewide (bolded).

Behavioral Outcomes

One NHS family member respondent 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. Sixty-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, which is significantly higher than statewide responses. Ninety-seven percent of NHS respondents reported that their child attended school in the last 12 months. 13% of NHS respondents reported that their child was expelled or suspended during 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, 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 2021-2023 N=139		NH Statewide 2021-2023 N=1377	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	1	2	19	4
Was your child arrested during the 12 months prior to that? (%yes)	2	4	8	2
Was child arrested at all in the past 2 years? (%yes)	2	4	25	5
Over the last 12 months, have your child's encounters with the police...				0
Been reduced	3	7	36	8
Stayed the same	4	9	15	3
Increased	2	4	27	6
Not applicable (My child had no police encounters this year or last year)	37	80	400	84
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)*(+)	32	63	221	41
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	122	97	1255	96
Was your child expelled or suspended during the past 12 months? (%yes)	15	13	181	15
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	9	8	130	11
Was child expelled or suspended at all in the past 2 years? (%yes)	18	15	232	19
Since starting to receive services, the number of days my child was in school...				
Has increased	19	29	164	25
Has stayed about the same	41	63	392	60
Has decreased	5	8	99	15

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: 2021-2023 Adult Satisfaction Survey Results

Demographics

A total of 173 adult clients from West Central Behavioral Health (WCBH) responded to the client satisfaction survey in the last three years (2021-2023). Of these, 42% were male, 58% were female, 85% were White (compared to 88% statewide), and 2% were Hispanic/Latino (compared to 5% statewide). The average age was 48.3 years. Ninety-four percent were still receiving services at the time of the survey and 94% have received services for a year or more. The table below compares the characteristics of WCBH respondents to the state.

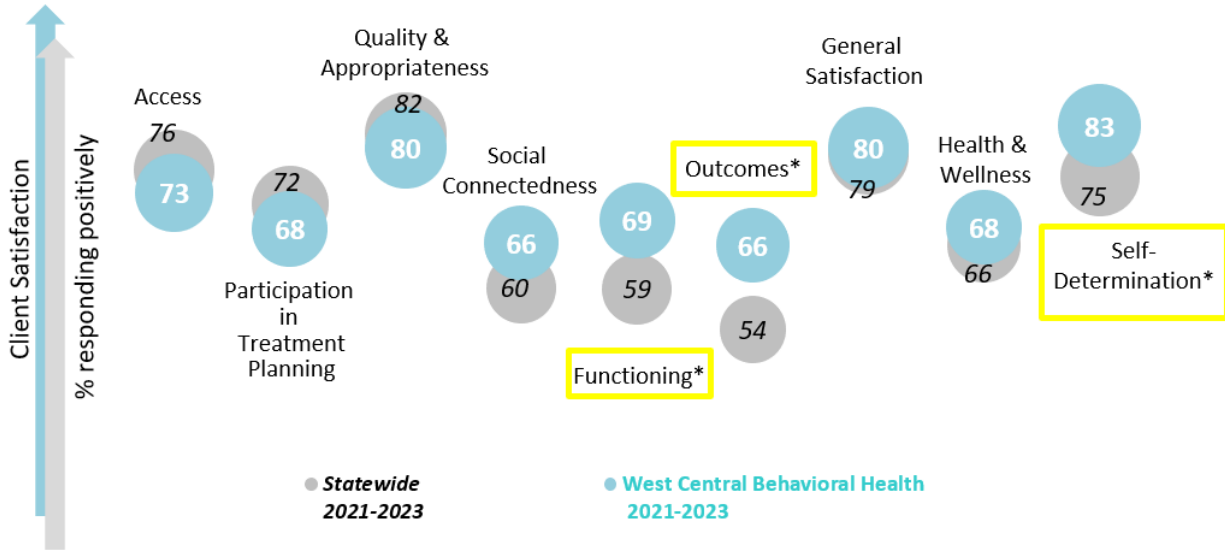
Adult Consumer Survey Respondent Characteristics	West Central Behavioral Health 2021-2023 N=173		NH Statewide 2021-2023 N=1964	
	n	%	n	%
Gender				
Female	101	58	1207	61
Male	72	42	756	38
Age group				
Age 18-24	13	8	180	9
Age 25-44	60	35	598	30
Age 45-64	73	42	905	46
Age 65+	27	16	281	14
<i>Average age (SD, range)</i>	48.3 (15.7, 18-82)		48.0 (15.7, 18-91)	
Race category				
American Indian/Alaska Native	8	5	88	4
Asian	2	1	33	2
Black or African American*(-)	0	0	55	3
Native Hawaiian/Pacific Islander	1	1	5	0
White (Caucasian)	147	85	1720	88
Other race	5	3	53	3
Ethnicity: Hispanic/Latino/Spanish				
Yes-Hispanic/Latino	3	2	89	5
No-Not Hispanic/Latino	147	98	1701	95
Are you currently (still) getting mental health services from CMHC providers? (%yes)	150	94	1713	91
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	10	6	171	9
1 year or more (at least 12 months)	151	94	1708	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

Compared to the state overall, WCBH clients had significantly higher satisfaction in three domains – functioning, outcomes, and self-determination.



Note: *p<0.05 statistically significant difference

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 2021-2023		Statewide 2021-2023		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	171	73	1916	76	-3.3
Participation with Treatment Planning	162	68	1818	72	-3.6
Quality and Appropriateness	162	80	1825	82	-2.0
Social Connectedness	167	66	1882	60	6.4
Functioning*	165	69	1864	59	9.8
Outcomes*	160	66	1803	54	12.1
General Satisfaction	167	80	1902	79	1.0
Health and Wellness	148	68	1611	66	2.6
Self-Determination*	168	83	1906	75	7.3

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.

Satisfaction with West Central Behavioral Health: Comparison of 2018-2020 and 2021-2023 Domain Scores

To evaluate whether client satisfaction with WCBH services changed over time, domain scores across two time periods were compared (2018-2020 versus 2021-2023). Social connectedness domain scores were significantly higher in 2021-2023 compared to 2018-2020.

The table below provides additional details on the total number of respondents included in each domain in the 2018-2020- and 2021-2023-year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	West Central Behavioral Health 2018-2020		West Central Behavioral Health 2021-2023		Difference
	N	%	N	%	
Access	155	79	171	73	-6.3
Participation in Treatment Planning	151	75	161	68	-6.9
Quality and Appropriateness	157	82	162	80	-2.5
Social Connectedness*	158	53	167	66	12.7
Functioning	157	61	165	69	8.6
Outcomes	153	55	160	66	10.7
General Satisfaction	160	82	167	80	-2.2
Health and Wellness (state added)	150	64	148	68	4.2
Self-Determination (state added)	158	75	168	83	7.4

Note: *p<0.05 statistically significant difference between the two time periods (bolded). A positive difference (in green) indicates the center's scores significantly improved 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 (2021-2023) 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		Statewide 2021-2023		Difference
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Access	The location of services was convenient for us	158	85	1776	84	1.3
	Staff were willing to see me as often as I felt it was necessary	169	74	1888	80	-5.6
	Staff returned my call in 24 hours	161	72	1839	72	-0.2
	Services were available at times that were good for me	170	80	1925	83	-3.0
	I was able to get all the services I thought I needed	171	73	1921	74	-0.7
	I was able to see a psychiatrist when I wanted to	166	72	1780	69	3.4
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	166	84	1908	85	-1.4
	My beliefs were respected in my treatment and treatment plan	166	84	1889	85	-0.2
	Staff saw me as an equal partner in my treatment plan	167	80	1901	81	-1.4
	Staff were respectful of my sexual orientation, gender expression, and gender identity	147	89	1604	91	-1.8
	Staff respected me as a whole person	170	88	1918	88	0.4
	My right to refuse treatment was respected	133	77	1453	78	-0.2
	I, not staff, decided my treatment goals	165	66	1840	69	-2.7
Quality and Appropriateness	Staff here believed that I could grow, change, and recover	165	84	1857	81	2.2
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	159	75	1710	73	2.4
	I felt free to complain	161	73	1841	79	-6.0
	I was given information about how to file a complaint	133	50	1506	54	-3.1
	I was given information about my rights	158	78	1815	80	-2.2
	Staff encouraged me to take responsibility for how I live my life	162	80	1814	80	0.2
	Staff told me what side effects to watch out for	158	70	1727	71	-0.4
	Staff respected my wishes about who is and who is not to be given information about my treatment	161	86	1817	88	-2.4
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	141	82	1550	84	-2.6
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	161	78	1810	77	0.5
Social Connectedness	In a crisis, I have the support I need from family or	168	76	1880	72	3.9
	I am happy with the friendships I have	164	70	1858	66	4.1
	I have people with whom I can do enjoyable things	166	73	1881	69	4.1
	I feel I belong to my community*	165	57	1844	47	10.4
	I know people who listen and understand me when I need to talk	167	74	1901	71	2.6
	When I need help right away, I know people I can call on	166	77	1903	74	3.3

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

Adult Survey Items Results Summary		West Central Behavioral Health		Statewide 2021-2023		Difference	
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree		
Functioning	My symptoms are not bothering me as much	166	58	1865	54	4.3	
	I do things that are more meaningful to me*	164	71	1859	64	7.3	
	I am better able to take care of my needs*	164	77	1860	66	10.5	
	I am better able to do things that I want to do*	163	76	1863	63	12.6	
	I am better able to manage my money and pay my bills	156	65	1731	61	3.9	
	I feel hopeful about my future	166	64	1867	57	6.5	
	I am better able to handle things when they go wrong*	165	70	1876	58	12.6	
Outcomes	My symptoms are not bothering me as much	166	58	1865	54	4.3	
	I deal more effectively with daily problems*	166	74	1871	66	7.9	
	I am better able to control my life*	164	73	1865	63	9.9	
	I am better able to deal with crisis*	162	68	1850	59	8.9	
	I am getting along better with my family*	157	73	1782	62	11.3	
	I do better in social situations*	162	61	1827	50	10.5	
	I do better in school and/or work	103	53	1120	49	3.6	
General Satisfaction	My housing situation has improved	150	60	1611	53	7.4	
	I like the services that I have received	166	81	1900	81	0.3	
	If I had other choices, I would still get services from this agency	165	76	1872	76	-0.1	
	I would recommend this agency to a friend or family member	166	75	1878	78	-3.1	
	I am happy with my counselor or psychiatrist/I am happy with my Treatment Team (revised 2022)	161	78	1869	79	-1.6	
	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)	168	79	1895	73	5.7
		I am free to choose the kinds of goals I want to pursue	167	83	1897	81	2.1
I decide how involved I want to be in my treatment		168	84	1888	82	1.9	
I have people in my life who accept me for me*		169	86	1893	79	6.6	
I have people in my life who respect my values and choices		166	81	1893	76	5.1	
I have a say in what happens to me when I am in crisis		167	78	1849	73	5.0	
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)	144	82	1628	79	3.3	
	I have been eating a more healthy diet/I have been provided information on how to eat a more healthy diet (revised 2022)	153	54	1702	56	-2.5	
	I have been more physically active/I have been provided information on how to be more physically active (revised 2022)	154	56	1742	63	-6.8	
	My medications have been helpful to me	162	76	1782	72	4.1	
	I was (not) prescribed too many medications	136	60	1464	66	-6.0	

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

Behavioral Outcomes

Seventy-eight percent of WCBH respondents reported being unemployed at the time of the survey, which is higher than statewide (73%). 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 29% of WCBH respondents reported they are current smokers, 11% used e-cigarettes, and 43% 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 2021-2023 N=173		NH Statewide 2021-2023 N=1964	
	n	%	n	%
Are you currently employed?				
No	129	78	1366	73
Yes - full-time	16	10	185	10
Yes - part-time	20	12	333	18
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	4	3	58	3
Were you arrested during the 12 months prior to that? (%yes)	5	3	66	4
Arrested at all in the past 2 years? (%yes)	8	5	109	6
Over the last 12 months, have your encounters with the police...				
Been reduced	13	8	108	6
Stayed the same	9	6	95	5
Increased	6	4	47	3
Not applicable	132	83	1601	86
Participation in community or social activities				
Spiritual/Religious	46	29	615	33
Community organizations	37	23	38	19
Gym/physical activity*(-)	29	27	439	36
Peer support center	21	13	225	12
Recovery support center for substance misuse	14	9	136	7
Volunteer work	21	13	282	15
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	10	6	155	8
Other social activities	17	10	217	11
Attending school				
No school	144	95	1697	92
School Full-time	6	4	62	3
School Part-time	1	1	76	4
Smoking status				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	47	29	588	31
Former smoker (smoked in the past but now quit)	48	29	557	30
Never smoked	68	42	737	39
Have you used an e-cigarette or other electronic vaping product in the past 30 days?				
No	140	89	1608	86
Yes	17	11	253	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)	17	43	338	55

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

West Central Behavioral Health: 2021-2023 Family Member Satisfaction Survey Results

Demographics

A total of 119 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 (2021-2023). Of the children whose family member responded, 50% were female, 49% were male, 1% were Other/transgender/non-binary, 99% were White, and 6% were Hispanic/Latino. The average age was 12.1 years. Sixty-nine percent have received services for more than 1 year. The table below compares the characteristics of WCBH youth clients to the state.

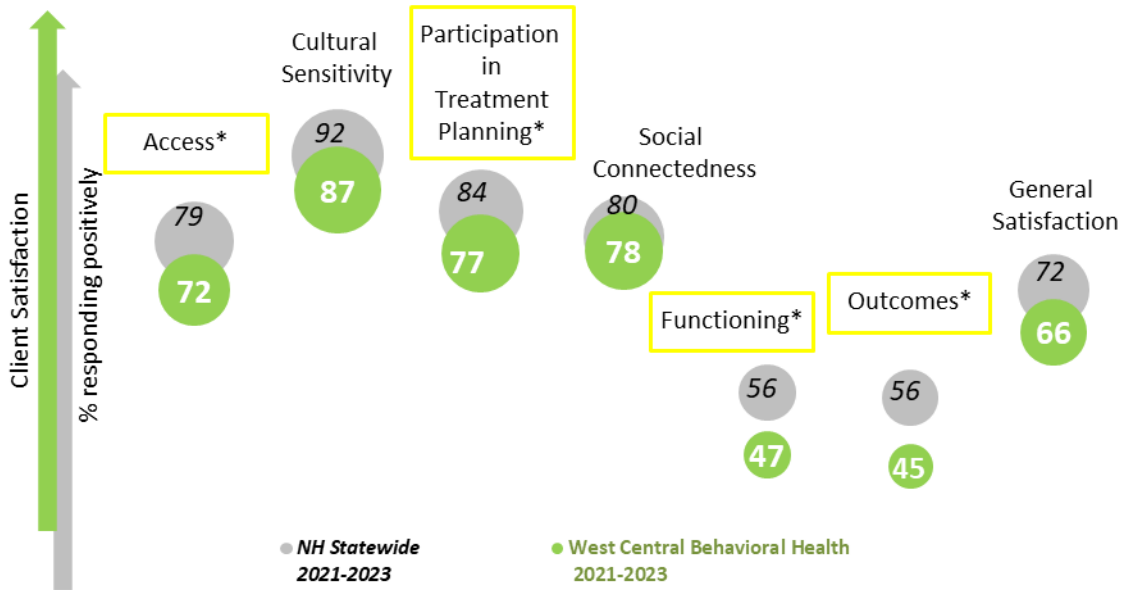
Characteristics of Children & Youth Clients	West Central Behavioral Health 2021-2023 N=119		NH Statewide 2021-2023 N=1377	
	n	%	n	%
Gender				
Female	60	50	681	49
Male	58	49	662	48
Other, transgender, non-binary	1	1	34	2
Age group				
age 0-5	6	5	46	3
age 6-11	37	31	516	37
age 12 or older	76	64	815	59
<i>Average age (SD, range)</i>	12.1 (3.4, 3-17)		12.1 (3.4, 3-17)	
Race category				
American Indian/Alaska Native	1	1	18	1
Asian	0	0	23	2
Black or African American* (-)	2	2	85	6
Native Hawaiian/Pacific Islander	0	0	7	1
White (Caucasian)*(+)	118	99	1279	93
Other race	0	0	20	1
Either of child's parent is Spanish/Hispanic/Latino*				
Yes-Hispanic/Latino	7	6	130	10
No-Not Hispanic/Latino	111	94	1227	90
How long has your child received services from this Center?				
Less than 1 month	2	2	33	2
1-5 months	2	2	99	7
6 months-1 year	32	27	335	25
More than 1 year	81	69	883	65
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	64	55	777	58
Yes	53	45	568	42

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 four domains – access, participation in treatment planning, functioning, and outcomes.



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 2021-2023		NH Statewide 2021-2023		Difference
	Total N	CMHC %	Total N	Statewide %	
Access*	117	72	1338	79	-7.4
Cultural Sensitivity	91	87	983	92	-5.3
Participation in Treatment Planning*	119	77	1357	84	-6.4
Social Connectedness	117	78	1337	80	-2.1
Functioning*	117	47	1340	56	-9.4
Outcomes*	117	45	1341	56	-10.3
General Satisfaction	119	66	1354	72	-6.3

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 West Central Behavioral Health: Comparison of 2018-2020 and 2021-2023 Domain Scores

To evaluate whether family member satisfaction with WCBH changed over time, domain scores across two time periods were compared (2018-2020 versus 2021-2023).

The table below provides additional details on the total number of respondents included in each domain in the 2018-2020- and 2021-2023-year groups, the percent responding positively, and the difference in scores.

	West Central Behavioral Health		West Central Behavioral Health		Difference
	2018-2020		2021-2023		
Satisfaction Domains	N	%	N	%	
Access	102	79	117	72	-7.6
Cultural Sensitivity	78	86	91	87	0.9
Participation in Treatment Planning	102	82	119	77	-5.0
Social Connectedness	99	76	117	78	2.0
Functioning	100	54	117	47	-7.0
Outcomes	100	53	117	45	-7.7
General Satisfaction	100	66	119	66	-0.5

Note: There were no statistically significant differences in scores between 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 (2021-2023) 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 2021-2023		Statewide 2021-2023		Difference
	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Access	The location of services was convenient for us	118	86	1345	89	-3.7
	Services were available at times that were convenient for us	118	73	1361	79	-5.9
	My family was able to access crisis services when needed. (new2022)	53	64	598	75	-11.0
Cultural Sensitivity	Staff spoke with me in a way that I understood*	119	88	1363	93	-4.5
	Staff treated me with respect	118	89	1364	93	-3.8
	Staff respected my family's religious/spiritual beliefs	88	85	933	89	-4.1
	Staff were sensitive to my cultural/ethnic background	81	83	878	88	-5.5
Participation in Treatment Planning	I helped to choose my child's services	115	77	1346	81	-3.9
	I helped to choose my child's treatment goals	119	77	1346	81	-4.0
	I participated in my child's treatment	116	82	1352	87	-4.6
	I helped identify my child's strengths and needs (new2022)*	83	83	911	90	-6.7
Social Connectedness	I have people that I am comfortable talking with about my child's problems	118	81	1345	84	-3.8
	In a crisis, I would have the support I need from family or friends	116	72	1330	79	-6.8
	I have people with whom I can do enjoyable things*	117	74	1331	82	-7.9
	I know people who will listen and understand me when I need to talk	115	77	1329	81	-3.1
Functioning	My child is better at handling daily life	116	54	1350	61	-8.0
	My child gets along better with family members	116	53	1296	59	-6.9
	My child gets along better with friends and other people*	114	46	1307	61	-15.2
	My child is doing better in school and/or work	116	49	1314	57	-8.1
	My child is better able to cope when things go wrong	118	48	1345	55	-8.0
	My child is better able to do things he/she wants to do*	116	50	1326	60	-10.4
Outcomes	My child is better at handling daily life	116	54	1350	61	-8.0
	My child gets along better with family members	116	53	1296	59	-6.9
	My child gets along better with friends and other people	114	46	1307	61	-15.2
	My child is doing better in school and/or work	116	49	1314	57	-8.1
	My child is better able to cope when things go wrong	118	48	1345	55	-8.0
General Satisfaction	I am satisfied with our family life right now	118	50	1342	58	-7.7
	My family got the help we wanted for my child	118	73	1365	74	-1.1
	My family got as much help as we needed for my child	118	63	1348	66	-3.4
	I felt my child had someone to talk to when he/she was troubled	118	79	1344	78	1.1
	Overall, I am satisfied with the services my child received	106	71	1199	77	-5.8
	The people helping my child stuck with us no matter what	102	72	1179	76	-4.3
	The services my child and/or my family received were right for us	119	66	1356	72	-5.2
	I am happy with my child's counselor or psychiatrist/(2022) I am happy with my child's treatment team	117	72	1341	76	-3.8

Notes: The total number Ns or denominators are smaller for items that were added in 2022. *p<0.05 statistically significant difference between center and statewide (bolded).

Behavioral Outcomes

Three percent of WCBH family member respondents reported that their child was arrested in the last 12 months, and 15% reported that their child's encounters with the police have been reduced. Thirty-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-three 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. Twenty-three 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 2021-2023 N=119		NH Statewide 2021-2023 N=1377	
			n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	1	3	19	4
Was your child arrested during the 12 months prior to that? (%yes)	2	5	8	2
Was child arrested at all in the past 2 years? (%yes)	3	8	25	5
Over the last 12 months, have your child's encounters with the police...				0
Been reduced	6	15	36	8
Stayed the same	2	5	15	3
Increased	2	5	27	6
Not applicable (My child had no police encounters this year or last year)	30	75	400	84
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)	17	36	221	41
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	104	93	1255	96
Was your child expelled or suspended during the past 12 months? (%yes)	15	15	181	15
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	11	11	130	11
Was child expelled or suspended at all in the past 2 years? (%yes)	19	18	232	19
Since starting to receive services, the number of days my child was in school...				
Has increased	15	23	164	25
Has stayed about the same	38	58	392	60
Has decreased	13	20	99	15

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



Lakes Region Mental Health Center

Summary of Adult and Family Member Satisfaction Surveys

Lakes Region Mental Health Center: 2021-2023 Adult Satisfaction Survey Results

Demographics

A total of 174 adult clients from Lakes Region Mental Health Center (LRMHC) responded to the client satisfaction survey in the last three years (2021-2023). Of these, 36% were male, 62% were female, 93% were White, and 2% were Hispanic/Latino (compared to 5% statewide). The average age was 50.3 years. Ninety-two percent were still receiving services at the time of the survey and 87% have received services for a year or more. The table below compares the characteristics of LRMHC respondents to the state.

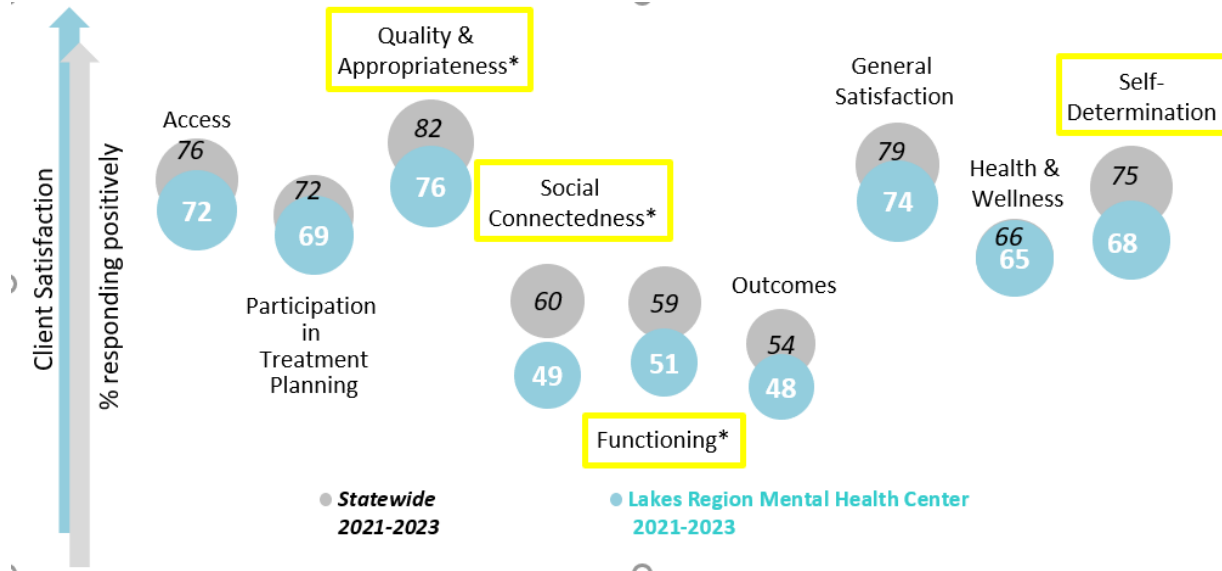
Adult Consumer Survey Respondent Characteristics	Lakes Region Mental Health Center 2021-2023 N=174		NH Statewide 2021-2023 N=1964	
	n	%	n	%
Gender				
Female	108	62	1207	61
Male	66	38	756	38
Age group				
Age 18-24	10	6	180	9
Age 25-44	45	26	598	30
Age 45-64	92	53	905	46
Age 65+	27	16	281	14
Average age (SD, range)	50.3 (14.6, 18-91)		48.0 (15.7, 18-91)	
Race category				
American Indian/Alaska Native	8	5	88	4
Asian	2	1	33	2
Black or African American	1	1	55	3
Native Hawaiian/Pacific Islander	1	1	5	0
White (Caucasian)*(+)	162	93	1720	88
Other race	3	2	53	3
Ethnicity: Hispanic/Latino/Spanish				
Yes-Hispanic/Latino	3	2	89	5
No-Not Hispanic/Latino	154	98	1701	95
Are you currently (still) getting mental health services from CMHC providers? (%yes)	156	92	1713	91
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	22	13	171	9
1 year or more (at least 12 months)	148	87	1708	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 quality and appropriateness, social connectedness, functioning, and self-determination 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 2021-2023		Statewide 2021-2023		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	172	72	1916	76	-4.3
Participation with Treatment Planning	166	69	1818	72	-2.8
Quality and Appropriateness*	163	76	1825	82	-6.1
Social Connectedness*	169	49	1882	60	-10.4
Functioning*	163	51	1864	59	-8.4
Outcomes	162	48	1803	54	-6.0
General Satisfaction	170	74	1902	79	-5.1
Health and Wellness	136	65	1611	66	-0.2
Self-Determination*	172	68	1906	75	-7.4

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 2018-2020 and 2021-2023 Domain Scores

To evaluate whether client satisfaction with LRMHC services changed over time, domain scores across two time periods were compared (2018-2020 versus 2021-2023). There were no statistically significant differences across years.

The table below provides additional details on the total number of respondents included in each domain in the 2018-2020- and 2021-2023-year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Lakes Regional Mental Health Center 2018-2020		Lakes Regional Mental Health Center 2021-2023		Difference
	N	%	N	%	
Access	203	72	172	72	0.2
Participation in Treatment Planning	188	71	166	69	-2.1
Quality and Appropriateness	197	83	163	75	-7.3
Social Connectedness	196	55	169	49	-5.5
Functioning	195	50	163	51	0.7
Outcomes	188	44	162	48	3.9
General Satisfaction	197	75	170	74	-1.1
Health and Wellness (state added)	187	59	136	65	6.6
Self-Determination (state added)	198	76	172	68	-8.2

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

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 (2021-2023) 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		Statewide 2021-2023		Difference
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Access	The location of services was convenient for us	165	84	1776	84	-0.5
	Staff were willing to see me as often as I felt it was necessary*	171	74	1888	80	-5.9
	Staff returned my call in 24 hours*	163	64	1839	72	-8.5
	Services were available at times that were good for me*	172	75	1925	83	-8.0
	I was able to get all the services I thought I needed	171	68	1921	74	-5.9
	I was able to see a psychiatrist when I wanted to*	157	61	1780	69	-7.6
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication*	172	80	1908	85	-5.4
	My beliefs were respected in my treatment and treatment plan	168	82	1889	85	-2.4
	Staff saw me as an equal partner in my treatment plan*	171	74	1901	81	-6.7
	Staff were respectful of my sexual orientation, gender expression, and gender identity	142	91	1604	91	-0.1
	Staff respected me as a whole person*	172	82	1918	88	-5.9
	My right to refuse treatment was respected	138	75	1453	78	-2.9
	I, not staff, decided my treatment goals	167	68	1840	69	-1.2
Quality and Appropriateness	Staff here believed that I could grow, change, and recover	163	77	1857	81	-4.2
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	150	66	1710	73	-6.5
	I felt free to complain	165	74	1841	79	-4.7
	I was given information about how to file a complaint	138	53	1506	54	-0.6
	I was given information about my rights	163	77	1815	80	-2.7
	Staff encouraged me to take responsibility for how I live my life	160	76	1814	80	-4.5
	Staff told me what side effects to watch out for	156	67	1727	71	-4.1
	Staff respected my wishes about who is and who is not to be given information about my treatment*	166	81	1817	88	-7.4
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	137	84	1550	84	-0.2
	Staff helped me obtain the information I needed so that I could take charge of managing my	163	68	1810	77	-9.6
Social Connectedness	In a crisis, I have the support I need from family or friends*	169	63	1880	72	-9.0
	I am happy with the friendships I have	168	61	1858	66	-4.9
	I have people with whom I can do enjoyable things	171	64	1881	69	-5.1
	I feel I belong to my community*	168	39	1844	47	-7.3
	I know people who listen and understand me when I need to talk*	170	64	1901	71	-6.9
	When I need help right away, I know people I can call on	170	69	1903	74	-4.4

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

Adult Survey Items Results Summary		Lakes Regional Mental Health Center		Statewide 2021-2023		Difference
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Functioning	My symptoms are not bothering me as much*	168	46	1865	54	-7.7
	I do things that are more meaningful to me	164	58	1859	64	-6.0
	I am better able to take care of my needs*	164	56	1860	66	-10.8
	I am better able to do things that I want to do*	163	50	1863	63	-12.6
	I am better able to manage my money and pay my bills	156	61	1731	61	0.1
	I feel hopeful about my future	166	51	1867	57	-6.8
Outcomes	I am better able to handle things when they go wrong	168	57	1876	58	-1.1
	My symptoms are not bothering me as much	168	46	1865	54	-7.7
	I deal more effectively with daily problems	169	62	1871	66	-4.1
	I am better able to control my life	167	58	1865	63	-5.2
	I am better able to deal with crisis	166	54	1850	59	-5.4
	I am getting along better with my family	159	57	1782	62	-5.4
	I do better in social situations*	165	41	1827	50	-9.4
	I do better in school and/or work	109	41	1120	49	-7.6
General Satisfaction	My housing situation has improved	144	50	1611	53	-2.6
	I like the services that I have received	167	75	1900	81	-5.7
	If I had other choices, I would still get services from this agency	169	71	1872	76	-4.8
	I would recommend this agency to a friend or family member	166	73	1878	78	-4.9
Self-Determination	I am happy with my counselor or psychiatrist/I am happy with my Treatment Team (revised 2022)	164	75	1869	79	-4.2
	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)*	170	66	1895	73	-6.9
	I am free to choose the kinds of goals I want to pursue	170	78	1897	81	-2.9
	I decide how involved I want to be in my treatment	169	83	1888	82	1.3
	I have people in my life who accept me for me*	173	71	1893	79	-8.6
	I have people in my life who respect my values and choices*	171	70	1893	76	-6.7
Health and Wellness	I have a say in what happens to me when I am in crisis	168	67	1849	73	-5.5
	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)	146	82	1628	79	3.5
	I have been eating a more healthy diet/I have been provided information on how to eat a more healthy diet (revised 2022)	150	60	1702	56	3.9
	I have been more physically active/I have been provided information on how to be more physically active (revised 2022)	154	67	1742	63	4.2
	My medications have been helpful to me	152	73	1782	72	1.2
	I was (not) prescribed too many medications	131	66	1464	66	0.1

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

Behavioral Outcomes

Seventy-two percent of LRMHC respondents reported being unemployed at the time of the survey. Six percent of respondents reported being arrested in the last 12 months, and 7% reported that their encounters with the police have been reduced. Six percent of respondents reported attending either full- or part-time school. Thirty-five percent of respondents reported they are current smokers, 16% used e-cigarettes, and 61% 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 2021-2023 N=174		NH Statewide 2021-2023 N=1964	
	n	%	n	%
Are you currently employed?				
No	122	72	1366	73
Yes - full-time	19	11	185	10
Yes - part-time	29	17	333	18
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)*(+)	10	6	58	3
Were you arrested during the 12 months prior to that? (%yes)	7	4	66	4
Arrested at all in the past 2 years? (%yes)	13	8	109	6
Over the last 12 months, have your encounters with the police...			0	0
Been reduced	12	7	108	6
Stayed the same	13	8	95	5
Increased	8	5	47	3
Not applicable	135	80	1601	86
Participation in community or social activities				
Spiritual/Religious	59	36	615	33
Community organizations	30	18	38	19
Gym/physical activity	44	40	439	36
Peer support center*(-)	12	7	225	12
Recovery support center for substance misuse	15	9	136	7
Volunteer work	22	14	282	15
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	15	9	155	8
Other social activities	22	13	217	11
Attending school				
No school	154	94	1697	92
School Full-time	3	2	62	3
School Part-time	6	4	76	4
Smoking status				
What is your current smoking status (cigarettes, cigars, pipes)? *				
Current smoker	60	35	588	31
Former smoker (smoked in the past but now quit)	60	35	557	30
Never smoked	51	30	737	39
Have you used an e-cigarette or other electronic vaping product in the past 30 days?				
No	139	84	1608	86
Yes	27	16	253	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)	41	61	338	55

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

Lakes Region Mental Health Center: 2021-2023 Family Member Satisfaction Survey Results

Demographics

A total of 107 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 (2021-2023). Of the children whose family member responded, 44% were male, 50% were female, 6% were Other/transgender/non-binary, 97% were White, and 7% were Hispanic/Latino. The average age was 12.3 years. Sixty-two percent have received services for more than 1 year. The table below compares the characteristics of LRMHC youth clients to the state.

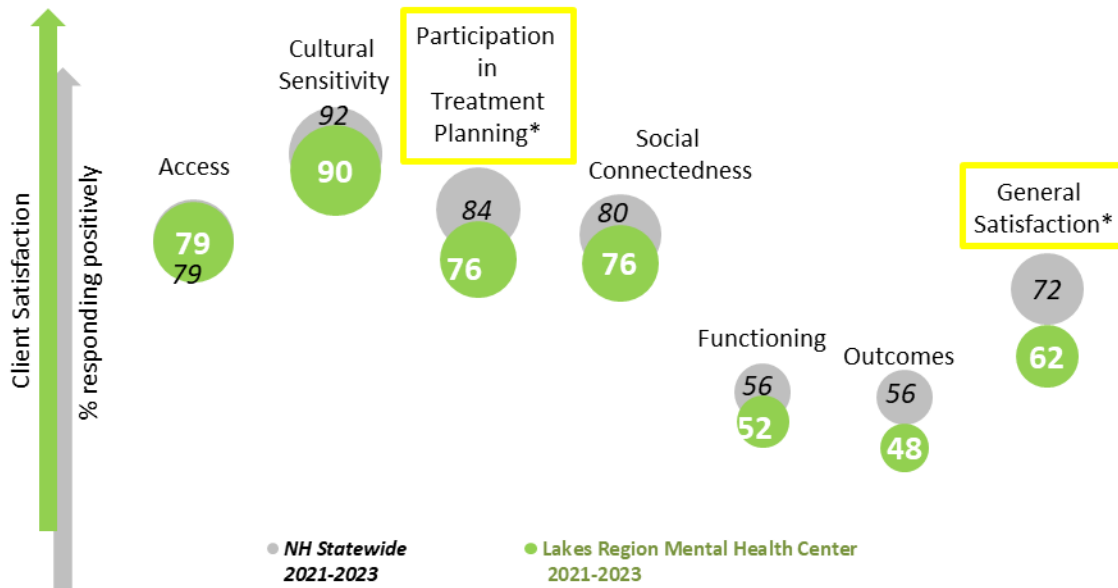
Characteristics of Children & Youth Clients	Lakes Region Mental Health Center 2021-2023 N=107		NH Statewide 2021-2023 N=1377	
	n	%	n	%
Gender				
Female	54	50	681	49
Male	47	44	662	48
Other, transgender, non-binary	6	6	34	2
Age group				
age 0-5	2	2	46	3
age 6-11	39	36	516	37
age 12 or older	66	62	815	59
<i>Average age (SD, range)</i>	12.3 (3.4, 5-17)		12.1 (3.4, 3-17)	
Race category				
American Indian/Alaska Native	0	0	18	1
Asian	0	0	23	2
Black or African American	8	7	85	6
Native Hawaiian/Pacific Islander*(+)	2	2	7	1
White (Caucasian)	104	97	1279	93
Other race	1	1	20	1
Either of child's parent is Spanish/Hispanic/Latino				
Yes-Hispanic/Latino	7	7	130	10
No-Not Hispanic/Latino	99	93	1227	90
How long has your child received services from this Center?				
Less than 1 month	2	2	33	2
1-5 months	7	7	99	7
6 months-1 year	31	30	335	25
More than 1 year	64	62	883	65
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	56	53	777	58
Yes	49	47	568	42

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

Satisfaction Domains	Lakes Region Mental Health Center 2021-2023		NH Statewide 2021-2023		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	104	79	1338	79	-0.4
Cultural Sensitivity	77	90	983	92	-2.5
Participation in Treatment Planning*	105	76	1357	84	-7.5
Social Connectedness	103	76	1337	80	-4.2
Functioning	106	52	1340	56	-4.5
Outcomes	106	48	1341	56	-7.5
General Satisfaction*	107	62	1354	72	-10.1

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 2018-2020 and 2021-2023 Domain Scores

To evaluate whether family member satisfaction with LRMHC changed over time, domain scores across two time periods were compared (2018-2020 versus 2021-2023). There were no statistically significant differences across years.

The table below provides additional details on the total number of respondents included in each domain in the 2018-2020- and 2021-2023-year groups, the percent responding positively, and the difference in scores.

	Lakes Regional Mental Health Center		Lakes Regional Mental Health Center		Difference
	2018-2020		2021-2023		
Satisfaction Domains	N	%	N	%	
Access	127	76	104	79	2.5
Cultural Sensitivity	97	88	77	90	2.0
Participation in Treatment Planning	127	72	105	76	3.8
Social Connectedness	125	74	103	76	1.3
Functioning	124	51	106	52	1.1
Outcomes	124	52	106	48	-3.5
General Satisfaction	126	63	107	62	-1.0

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

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 (2021-2023) 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 2021-2023		Statewide 2021-2023		Difference
	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Access	The location of services was convenient for us	105	91	1345	89	2.1
	Services were available at times that were convenient for us	106	73	1361	79	-6.2
	My family was able to access crisis services when needed. (new2022)	42	71	598	75	-3.7
Cultural Sensitivity	Staff spoke with me in a way that I understood	107	94	1363	93	0.8
	Staff treated me with respect	107	91	1364	93	-2.1
	Staff respected my family's religious/spiritual beliefs	73	89	933	89	-0.2
	Staff were sensitive to my cultural/ethnic background	65	89	878	88	1.1
Participation in Treatment Planning	I helped to choose my child's services	104	82	1346	81	0.4
	I helped to choose my child's treatment goals	104	76	1346	81	-5.4
	I participated in my child's treatment	106	83	1352	87	-3.5
	I helped identify my child's strengths and needs (new2022)*	62	82	911	90	-7.5
Social Connectedness	I have people that I am comfortable talking with about my child's problems	106	78	1345	84	-6.0
	In a crisis, I would have the support I need from family or friends*	102	72	1330	79	-7.8
	I have people with whom I can do enjoyable things	103	80	1331	82	-2.7
	I know people who will listen and understand me when I need to talk	105	76	1329	81	-4.3
Functioning	My child is better at handling daily life	107	52	1350	61	-9.2
	My child gets along better with family members	101	54	1296	59	-5.9
	My child gets along better with friends and other people	105	57	1307	61	-3.7
	My child is doing better in school and/or work	104	56	1314	57	-1.4
	My child is better able to cope when things go wrong	106	51	1345	55	-4.5
	My child is better able to do things he/she wants to do	107	55	1326	60	-5.2
Outcomes	My child is better at handling daily life*	107	52	1350	61	-9.2
	My child gets along better with family members	101	54	1296	59	-5.9
	My child gets along better with friends and other people	105	57	1307	61	-3.7
	My child is doing better in school and/or work	104	56	1314	57	-1.4
	My child is better able to cope when things go wrong	106	51	1345	55	-4.5
	I am satisfied with our family life right now	107	54	1342	58	-3.5
General Satisfaction	My family got the help we wanted for my child	106	67	1365	74	-7.0
	My family got as much help as we needed for my child	106	58	1348	66	-8.6
	I felt my child had someone to talk to when he/she was troubled	107	71	1344	78	-6.8
	Overall, I am satisfied with the services my child received	93	71	1199	77	-5.7
	The people helping my child stuck with us no matter what	90	73	1179	76	-2.6
	The services my child and/or my family received were right for us	107	65	1356	72	-7.1
	I am happy with my child's counselor or psychiatrist/(2022) I am happy with my child's treatment team	107	69	1341	76	-6.4

Notes: The total number Ns or denominators are smaller for items that were added in 2022. *p<0.05 statistically significant difference between center and statewide (bolded).

Behavioral Outcomes

About 9% of LRMHC family member respondents reported that their child was arrested in the last 12 months, and 3% reported that their child's encounters with the police have been reduced. Forty percent of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. Eighty-eight percent of respondents reported that their child attended school in the last 12 months, which is significantly lower compared to statewide. Twenty-one 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 2021-2023 N=107		NH Statewide 2021-2023 N=1377	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	3	9	19	4
Was your child arrested during the 12 months prior to that? (%yes)	0	0	8	2
Was child arrested at all in the past 2 years? (%yes)	3	9	25	5
Over the last 12 months, have your child's encounters with the police...				0
Been reduced	1	3	36	8
Stayed the same	1	3	15	3
Increased	5	15	27	6
Not applicable (My child had no police encounters this year or last year)	27	79	400	84
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)	17	40	221	41
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)*(-)	92	88	1255	96
Was your child expelled or suspended during the past 12 months? (%yes)	15	17	181	15
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	8	9	130	11
Was child expelled or suspended at all in the past 2 years? (%yes)	17	18	232	19
Since starting to receive services, the number of days my child was in school...				
Has increased	11	21	164	25
Has stayed about the same	36	68	392	60
Has decreased	6	11	99	15

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: 2021-2023 Adult Satisfaction Survey Results

Demographics

A total of 180 adult clients from Riverbend Community Mental Health (RCMH) responded to the client satisfaction survey in the last three years (2021-2023). Of these, 33% were male, 67% were female, 88% were White, and 3% were Hispanic/Latino (compared to 5% statewide). The average age was 49.2 years. Ninety-three percent were still receiving services at the time of the survey and 97% have received services for a year or more. The table below compares the characteristics of RCMH respondents to the state.

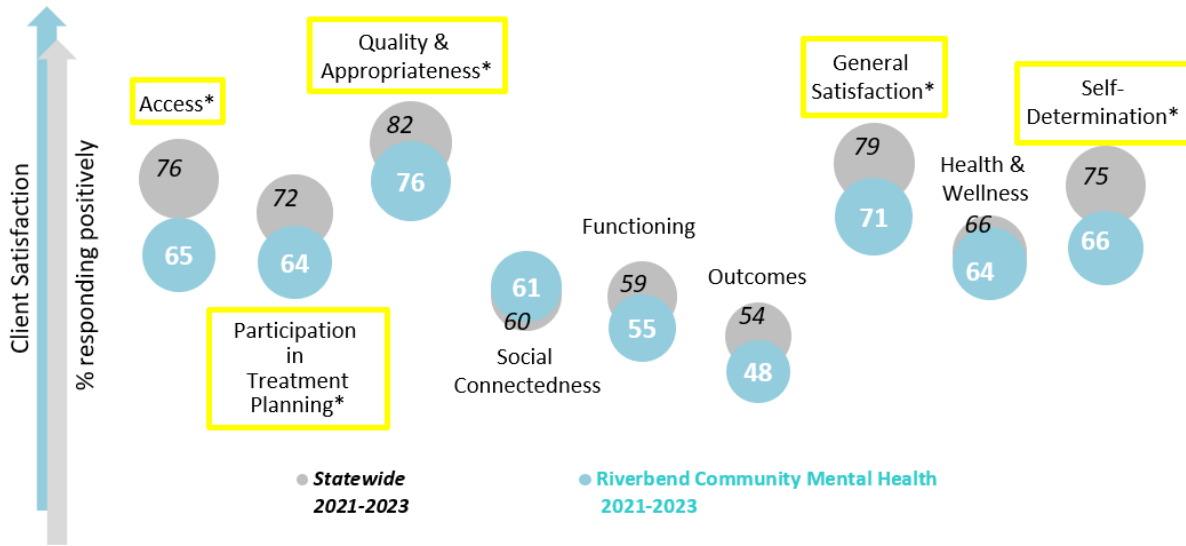
Adult Consumer Survey Respondent Characteristics	Riverbend Community Mental Health Center 2021-2023 N=180		NH Statewide 2021-2023 N=1964	
	n	%	n	%
Gender				
Female	120	67	1207	61
Male	60	33	756	38
Age group				
Age 18-24	13	7	180	9
Age 25-44	48	27	598	30
Age 45-64	92	51	905	46
Age 65+	27	15	281	14
Average age (SD, range)	49.2 (14.9, 18-79)		48.0 (15.7, 18-91)	
Race category				
American Indian/Alaska Native	9	5	88	4
Asian	1	1	33	2
Black or African American	6	3	55	3
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)	158	88	1720	88
Other race	5	3	53	3
Ethnicity: Hispanic/Latino/Spanish				
Yes-Hispanic/Latino	5	3	89	5
No-Not Hispanic/Latino	159	97	1701	95
Are you currently (still) getting mental health services from CMHC providers? (%yes)	156	93	1713	91
How long have you received mental health services from your community mental health providers?*				
Less than a year (less than 12 months)	5	3	171	9
1 year or more (at least 12 months)	165	97	1708	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: There were no statistically significant differences between center and 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 all domains. The access, participation in treatment planning, quality and appropriateness, general satisfaction, and self-determination domains were 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 2021-2023		Statewide 2021-2023		Difference
	Total N	CMHC %	Total N	Statewide %	
Access*	179	65	1916	76	-11.0
Participation with Treatment Planning*	168	64	1818	72	-7.2
Quality and Appropriateness*	171	76	1825	82	-5.6
Social Connectedness	171	61	1882	60	1.3
Functioning	170	55	1864	59	-4.6
Outcomes	161	48	1803	54	-5.1
General Satisfaction*	172	71	1902	79	-7.7
Health and Wellness	156	64	1611	66	-1.5
Self-Determination*	175	66	1906	75	-9.1

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 2018-2020 and 2021-2023 Domain Scores

To evaluate whether client satisfaction with RCMH services changed over time, domain scores across two time periods were compared (2018-2020 versus 2021-2023). Satisfaction scores for the access domain were significantly lower for years 2021-2023.

The table below provides additional details on the total number of respondents included in each domain in the 2018-2020- and 2021-2023-year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Riverbend Community Mental Health Center 2018-2020		Riverbend Community Mental Health Center 2021-2023		Difference
	N	%	N	%	
Access*	262	77	179	65	-12.1
Participation in Treatment Planning	252	69	168	64	-4.8
Quality and Appropriateness	256	79	171	76	-3.3
Social Connectedness	255	58	171	61	2.8
Functioning	257	60	170	55	-4.8
Outcomes	247	54	161	48	-5.4
General Satisfaction	261	76	172	71	-5.3
Health and Wellness (state added)	252	62	156	64	2.6
Self-Determination (state added)	259	75	175	66	-8.2

Note: *p<0.05=statistically significant difference in scores between the two time periods. A negative difference (in red) indicates the center's scores significantly decreased 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 (2021-2023) 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		Statewide 2021-2023		Difference
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Access	The location of services was convenient for us	171	82	1776	84	-2.2
	Staff were willing to see me as often as I felt it was necessary*	174	71	1888	80	-8.3
	Staff returned my call in 24 hours*	168	64	1839	72	-8.0
	Services were available at times that were good for me	178	79	1925	83	-3.8
	I was able to get all the services I thought I	178	67	1921	74	-7.0
	I was able to see a psychiatrist when I wanted to*	174	54	1780	69	-15.3
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication*	176	78	1908	85	-7.3
	My beliefs were respected in my treatment and treatment plan*	173	77	1889	85	-7.6
	Staff saw me as an equal partner in my treatment plan*	171	75	1901	81	-6.1
	Staff were respectful of my sexual orientation, gender expression, and gender identity	153	90	1604	91	-1.4
	Staff respected me as a whole person*	174	83	1918	88	-5.1
	My right to refuse treatment was respected*	131	68	1453	78	-9.7
	I, not staff, decided my treatment goals	168	66	1840	69	-2.8
Quality and Appropriateness	Staff here believed that I could grow, change, and recover*	173	75	1857	81	-6.9
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	162	77	1710	73	4.0
	I felt free to complain*	172	72	1841	79	-6.5
	I was given information about how to file a complaint	149	50	1506	54	-3.9
	I was given information about my rights*	175	71	1815	80	-8.6
	Staff encouraged me to take responsibility for how I live my life	168	79	1814	80	-1.0
	Staff told me what side effects to watch out for*	162	62	1727	71	-9.0
	Staff respected my wishes about who is and who is not to be given information about my treatment	166	85	1817	88	-3.1
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	137	82	1550	84	-2.4
	Staff helped me obtain the information I needed so that I could take charge of managing my	167	69	1810	77	-8.3
Social Connectedness	In a crisis, I have the support I need from family or	167	72	1880	72	0.1
	I am happy with the friendships I have	173	64	1858	66	-2.0
	I have people with whom I can do enjoyable things	171	64	1881	69	-4.6
	I feel I belong to my community	167	46	1844	47	-1.1
	I know people who listen and understand me when I need to talk	174	68	1901	71	-3.2
	When I need help right away, I know people I can call on	173	73	1903	74	-1.0

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

Adult Survey Items Results Summary		Riverbend Community Mental Health Center		Statewide 2021-2023		Difference
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Functioning	My symptoms are not bothering me as much	167	51	1865	54	-2.6
	I do things that are more meaningful to me	171	60	1859	64	-3.8
	I am better able to take care of my needs	173	68	1860	66	1.3
	I am better able to do things that I want to do	169	60	1863	63	-2.5
	I am better able to manage my money and pay my bills	155	63	1731	61	2.5
	I feel hopeful about my future	170	51	1867	57	-6.2
	I am better able to handle things when they go wrong	172	55	1876	58	-3.0
Outcomes	My symptoms are not bothering me as much	167	51	1865	54	-2.6
	I deal more effectively with daily problems	170	60	1871	66	-6.2
	I am better able to control my life	172	61	1865	63	-2.3
	I am better able to deal with crisis	168	57	1850	59	-2.4
	I am getting along better with my family	160	58	1782	62	-4.4
	I do better in social situations	166	46	1827	50	-4.2
	I do better in school and/or work	98	48	1120	49	-0.9
	My housing situation has improved	138	53	1611	53	0.3
General Satisfaction	I like the services that I have received*	172	73	1900	81	-7.8
	If I had other choices, I would still get services from this agency*	166	69	1872	76	-7.1
	I would recommend this agency to a friend or family member*	170	71	1878	78	-6.6
	I am happy with my counselor or psychiatrist/I am happy with my Treatment Team (revised 2022)*	167	72	1869	79	-6.8
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)*	173	64	1895	73	-8.6
	I am free to choose the kinds of goals I want to pursue	174	79	1897	81	-1.8
	I decide how involved I want to be in my	169	75	1888	82	-7.0
	I have people in my life who accept me for me	172	78	1893	79	-1.3
	I have people in my life who respect my values and choices	172	76	1893	76	-0.7
	I have a say in what happens to me when I am in crisis*	160	58	1849	73	-14.7
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)	141	80	1628	79	0.8
	I have been eating a more healthy diet/I have been provided information on how to eat a more healthy diet (revised 2022)	160	56	1702	56	0.2
	I have been more physically active/I have been provided information on how to be more physically active (revised 2022)	167	63	1742	63	0.7
	My medications have been helpful to me	170	71	1782	72	-1.3
	I was (not) prescribed too many medications	137	65	1464	66	-1.3

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

Behavioral Outcomes

Seventy-nine percent of RCMH respondents reported being unemployed at the time of the survey. One percent of respondents reported being arrested in the last 12 months, and 6% reported that their encounters with the police have been reduced. Seven percent of respondents reported that they are attending either full- or part-time school. Thirty-four percent of respondents reported they are current smokers, 11% have used e-cigarettes, and 58% of current smokers were thinking of quitting within the next 6 months. The table below compares the behavioral outcome results of RCMH respondents to the state.

Adult Consumer Survey Respondent Behavioral Outcomes	Riverbend Community Mental Health Center 2021-2023 N=180		NH Statewide 2021-2023 N=1964	
	n	%	n	%
Are you currently employed?*				
No	135	79	1366	73
Yes - full-time	7	4	185	10
Yes - part-time	28	16	333	18
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)*(-)	1	1	58	3
Were you arrested during the 12 months prior to that? (%yes)	4	2	66	4
Arrested at all in the past 2 years? (%yes)	5	3	109	6
Over the last 12 months, have your encounters with the police...				
Been reduced	10	6	108	6
Stayed the same	6	4	95	5
Increased	5	3	47	3
Not applicable	149	88	1601	86
Participation in community or social activities				
Spiritual/Religious*(-)	44	26	615	33
Community organizations	31	18	38	19
Gym/physical activity	34	30	439	36
Peer support center	21	13	225	12
Recovery support center for substance misuse	8	5	136	7
Volunteer work	32	19	282	15
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	17	10	155	8
Other social activities	21	12	217	11
Attending school				
No school	156	93	1697	92
School Full-time	3	2	62	3
School Part-time	9	5	76	4
Smoking status				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	57	34	588	31
Former smoker (smoked in the past but now quit)	48	28	557	30
Never smoked	65	38	737	39
Have you used an e-cigarette or other electronic vaping product in the past 30 days?				
No	151	89	1608	86
Yes	18	11	253	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)	33	58	338	55

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

Riverbend Community Mental Health: 2021-2023 Family Member Satisfaction Survey Results

Demographics

A total of 171 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 (2021-2023). Of the children whose family member responded, 47% were male, 49% were female, 5% were Other/transgender/non-binary, 97% were White, and 8% were Hispanic/Latino. The average age was 12.3 years. Sixty-four percent have received services for more than 1 year. The table below compares the characteristics of RCMH youth clients to the state.

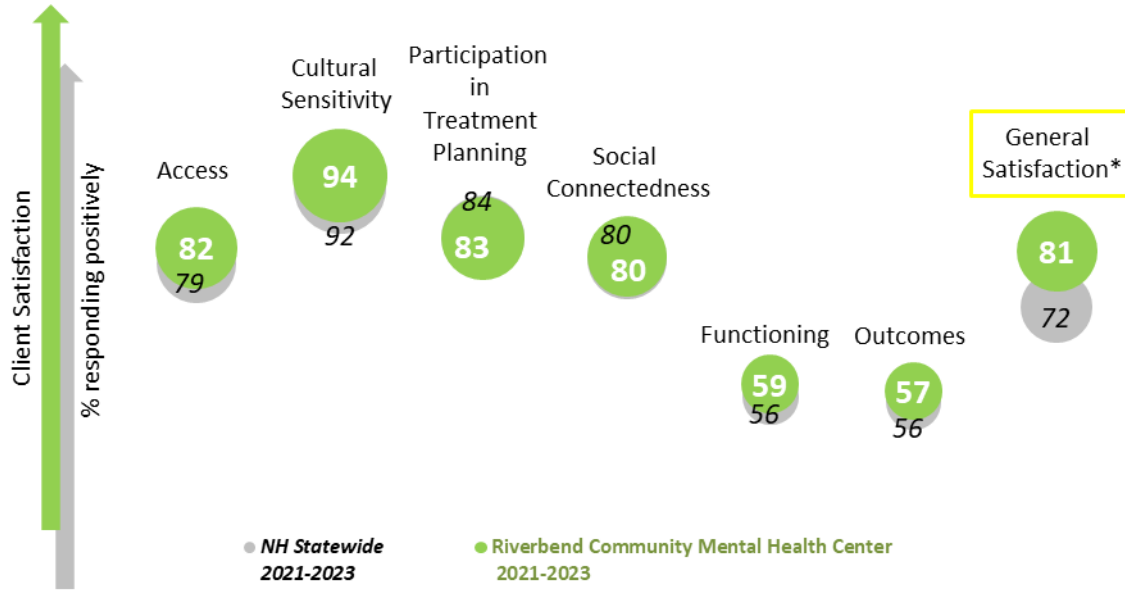
Characteristics of Children & Youth Clients	Riverbend Community Mental Health Center 2021-2023 N=171		NH Statewide 2021-2023 N=1377	
	n	%	n	%
Gender				
Female	83	49	681	49
Male	80	47	662	48
Other, transgender, non-binary	8	5	34	2
Age group				
age 0-5	3	2	46	3
age 6-11	63	37	516	37
age 12 or older	105	61	815	59
<i>Average age (SD, range)</i>	12.3 (3.4, 3-17)		12.1 (3.4, 3-17)	
Race category				
American Indian/Alaska Native	2	1	18	1
Asian	4	2	23	2
Black or African American	14	8	85	6
Native Hawaiian/Pacific Islander	1	1	7	1
White (Caucasian) *(+)	166	97	1279	93
Other race	2	1	20	1
Either of child's parent is Spanish/Hispanic/Latino				
Yes-Hispanic/Latino	13	8	130	10
No-Not Hispanic/Latino	156	92	1227	90
How long has your child received services from this Center?				
Less than 1 month	4	2	33	2
1-5 months	9	5	99	7
6 months-1 year	48	28	335	25
More than 1 year	110	64	883	65
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	91	54	777	58
Yes	76	46	568	42

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

When compared to statewide scores, the RCMH general satisfaction domain score was statistically significantly higher.



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

Satisfaction Domains	Riverbend Community Mental Health Center 2021-2023		NH Statewide 2021-2023		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	165	82	1338	79	2.6
Cultural Sensitivity	119	94	983	92	2.0
Participation in Treatment Planning	169	83	1357	84	-0.3
Social Connectedness	168	80	1337	80	0.5
Functioning	169	59	1340	56	2.2
Outcomes	169	57	1341	56	1.8
General Satisfaction*	170	81	1354	72	9.4

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 Riverbend Community Health: Comparison of 2018-2020 and 2021-2023 Domain Scores

To evaluate whether family member satisfaction with RCMH changed over time, domain scores across two time periods were compared (2018-2020 versus 2021-2023). The general satisfaction domain score was statistically significantly higher in the 2021-2023 time period compared to 2018-2020.

The table below provides additional details on the total number of respondents included in each domain in the 2018-2020- and 2021-2023-year groups, the percent responding positively, and the difference in scores.

	Riverbend Community Mental Health Center		Riverbend Community Mental Health Center		Difference
	2018-2020		2021-2023		
Satisfaction Domains	N	%	N	%	
Access	192	75	165	82	7.3
Cultural Sensitivity	154	88	119	94	6.5
Participation in Treatment Planning	191	82	169	83	1.2
Social Connectedness	189	74	168	80	6.3
Functioning	190	53	169	59	5.4
Outcomes	190	49	169	57	7.9
General Satisfaction*	193	68	170	81	13.3

Note: *p<0.05=statistically significant difference in scores between the two time periods. A positive difference (in green) indicates the center's scores significantly improved 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 (2021-2023) 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 2021-2023		Statewide 2021-2023		Difference
	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Access	The location of services was convenient for us	165	90	1345	89	0.4
	Services were available at times that were convenient for us	169	81	1361	79	2.3
	My family was able to access crisis services when needed. (new2022)	71	85	598	75	9.4
Cultural Sensitivity	Staff spoke with me in a way that I understood*	169	97	1363	93	3.8
	Staff treated me with respect	168	95	1364	93	1.9
	Staff respected my family's religious/spiritual beliefs	113	89	933	89	0.1
	Staff were sensitive to my cultural/ethnic background*	102	94	878	88	5.9
Participation in Treatment Planning	I helped to choose my child's services	167	84	1346	81	3.1
	I helped to choose my child's treatment goals	167	82	1346	81	0.7
	I participated in my child's treatment	168	88	1352	87	1.6
	I helped identify my child's strengths and needs (new2022)	112	88	911	90	-1.4
Social Connectedness	I have people that I am comfortable talking with about my child's problems	169	87	1345	84	2.6
	In a crisis, I would have the support I need from family or friends	168	83	1330	79	3.6
	I have people with whom I can do enjoyable things	167	82	1331	82	-0.3
	I know people who will listen and understand me when I need to talk	167	80	1329	81	-0.3
Functioning	My child is better at handling daily life	171	65	1350	61	3.4
	My child gets along better with family members	165	59	1296	59	-0.6
	My child gets along better with friends and other people	165	62	1307	61	1.6
	My child is doing better in school and/or work	166	55	1314	57	-2.4
	My child is better able to cope when things go wrong	169	60	1345	55	4.3
Outcomes	My child is better able to do things he/she wants to do	166	66	1326	60	5.3
	My child is better at handling daily life	171	65	1350	61	3.4
	My child gets along better with family members	165	59	1296	59	-0.6
	My child gets along better with friends and other people	165	62	1307	61	1.6
	My child is doing better in school and/or work	166	55	1314	57	-2.4
	My child is better able to cope when things go wrong	169	60	1345	55	4.3
General Satisfaction	I am satisfied with our family life right now*	168	65	1342	58	7.2
	My family got the help we wanted for my child*	170	82	1365	74	7.8
	My family got as much help as we needed for my child	167	70	1348	66	3.9
	I felt my child had someone to talk to when he/she was troubled	169	82	1344	78	4.5
	Overall, I am satisfied with the services my child received*	153	84	1199	77	7.7
	The people helping my child stuck with us no matter what*	149	84	1179	76	8.0
	The services my child and/or my family received were right for us	170	78	1356	72	6.0
	I am happy with my child's counselor or psychiatrist/(2022) I am happy with my child's treatment team	168	82	1341	76	5.9

Notes: The total number Ns or denominators are smaller for items that were added in 2022. *p<0.05 statistically significant difference between center and statewide (bolded).

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-two 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-five percent of RCMH respondents reported that their child attended school in the past 12 months. Thirty-one 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 2021-2023 N=171		NH Statewide 2021-2023 N=1377	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	2	3	19	4
Was your child arrested during the 12 months prior to that? (%yes)	3	4	8	2
Was child arrested at all in the past 2 years? (%yes)	4	6	25	5
Over the last 12 months, have your child's encounters with the police...				0
Been reduced	6	9	36	8
Stayed the same	1	2	15	3
Increased	4	6	27	6
Not applicable (My child had no police encounters this year or last year)	55	83	400	84
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)	24	32	221	41
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	159	95	1255	96
Was your child expelled or suspended during the past 12 months? (%yes)	22	14	181	15
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	22	14	130	11
Was child expelled or suspended at all in the past 2 years? (%yes)	33	21	232	19
Since starting to receive services, the number of days my child was in school...*				
Has increased	24	31	164	25
Has stayed about the same	36	46	392	60
Has decreased	18	23	99	15

Note: *p<0.05 statistically significant difference (bolded).



Monadnock Family Services

Summary of Adult and Family Member Satisfaction Surveys

Monadnock Family Services: 2021-2023 Adult Satisfaction Survey Results

Demographics

A total of 211 adult clients from Monadnock Family Services (MFS) responded to the client satisfaction survey in the last three years (2021-2023). Of these, 37% were male, 63% were female, 89% were White, and 1% were Hispanic/Latino (compared to 5% statewide). The average age was 48.8 years. Ninety-two percent were still receiving services at the time of the survey and 95% have received services for a year or more (compared to 91% statewide). The table below compares the characteristics of MFS respondents to the state.

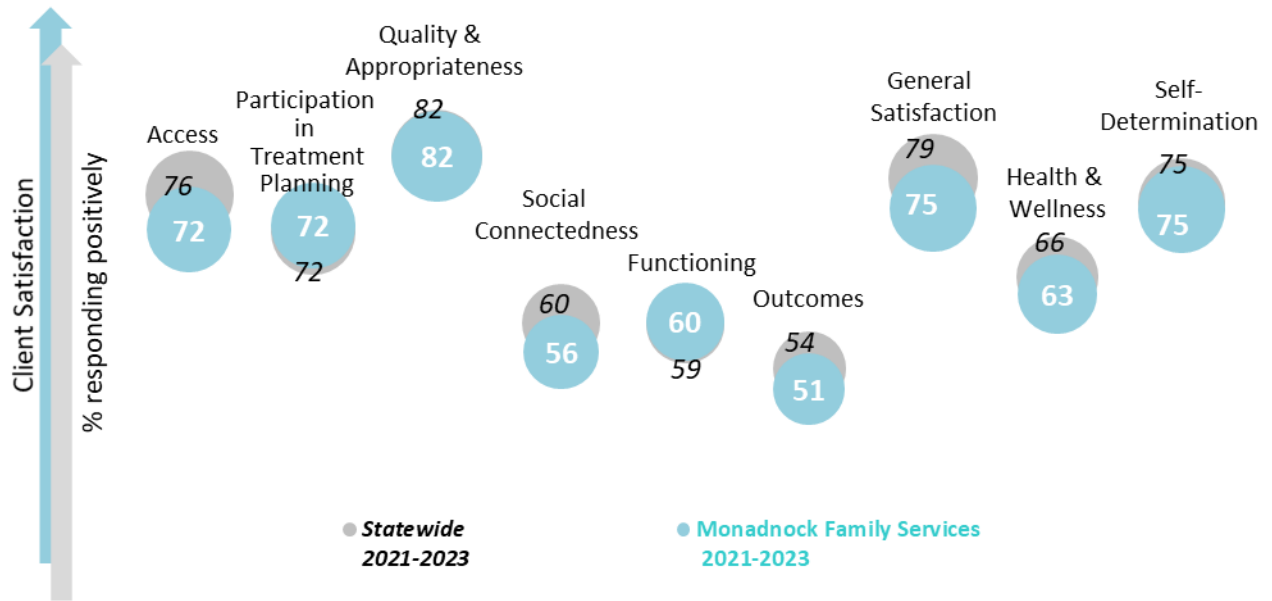
Adult Consumer Survey Respondent Characteristics	Monadnock Family Services 2021-2023 N=211		NH Statewide 2021-2023 N=1964	
	n	%	n	%
Gender				
Female	132	63	1207	61
Male	79	37	756	38
Age group				
Age 18-24	16	8	180	9
Age 25-44	67	32	598	30
Age 45-64	95	45	905	46
Age 65+	33	16	281	14
<i>Average age (SD, range)</i>	48.8 (15.0, 18-82)		48.0 (15.7, 18-91)	
Race category				
American Indian/Alaska Native	11	5	88	4
Asian	2	1	33	2
Black or African American	10	5	55	3
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)	188	89	1720	88
Other race*(-)	1	0	53	3
Ethnicity: Hispanic/Latino/Spanish*				
Yes-Hispanic/Latino	2	1	89	5
No-Not Hispanic/Latino	198	99	1701	95
Are you currently (still) getting mental health services from CMHC providers? (%yes)	187	92	1713	91
How long have you received mental health services from your community mental health providers?*				
Less than a year (less than 12 months)	10	5	171	9
1 year or more (at least 12 months)	189	95	1708	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.



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

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

Satisfaction Domains	Monadnock Family Services 2021-2023		Statewide 2021-2023		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	202	72	1916	76	-4.6
Participation with Treatment Planning	196	72	1818	72	0.9
Quality and Appropriateness	195	82	1825	82	-0.1
Social Connectedness	203	56	1882	60	-3.8
Functioning	196	60	1864	59	0.4
Outcomes	187	51	1803	54	-2.7
General Satisfaction	205	75	1902	79	-4.0
Health and Wellness	177	63	1611	66	-2.3
Self-Determination	200	75	1906	75	-0.9

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

Satisfaction with Monadnock Family Services: Comparison of 2018-2020 and 2021-2023 Domain Scores

To evaluate whether client satisfaction with MFS changed over time, domain scores across two time periods were compared (2018-2020 versus 2021-2023). There were no significant differences in scores across time periods.

The table below provides additional details on the total number of respondents included in each domain in the 2018-2020- and 2021-2023-year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Monadnock Family Services 2018-2020		Monadnock Family Services 2021-2023		Difference
	N	%	N	%	
Access	242	72	202	72	-0.5
Participation in Treatment Planning	219	71	196	72	1.2
Quality and Appropriateness	231	82	195	82	-0.3
Social Connectedness	234	57	203	56	-1.2
Functioning	228	58	196	60	1.4
Outcomes	218	50	187	51	0.3
General Satisfaction	236	78	205	75	-3.3
Health and Wellness (state added)	213	67	177	63	-3.9
Self-Determination (state added)	234	71	200	75	3.1

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

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 (2021-2023) 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		Statewide 2021-2023		Difference
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Access	The location of services was convenient for us	182	82	1776	84	-1.7
	Staff were willing to see me as often as I felt it was necessary	196	75	1888	80	-5.1
	Staff returned my call in 24 hours*	190	65	1839	72	-7.0
	Services were available at times that were good for me*	205	78	1925	83	-5.5
	I was able to get all the services I thought I needed	205	71	1921	74	-2.6
	I was able to see a psychiatrist when I wanted to*	179	60	1780	69	-8.5
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	203	84	1908	85	-1.3
	My beliefs were respected in my treatment and treatment plan	204	84	1889	85	-0.1
	Staff saw me as an equal partner in my treatment plan	202	83	1901	81	2.1
	Staff were respectful of my sexual orientation, gender expression, and gender identity	173	88	1604	91	-3.1
	Staff respected me as a whole person	205	86	1918	88	-1.6
	My right to refuse treatment was respected	152	79	1453	78	1.4
Quality and Appropriateness	I, not staff, decided my treatment goals	198	71	1840	69	2.6
	Staff here believed that I could grow, change, and recover*	198	76	1857	81	-5.3
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	189	71	1710	73	-1.6
	I felt free to complain	201	76	1841	79	-3.0
	I was given information about how to file a complaint	173	52	1506	54	-2.0
	I was given information about my rights	194	85	1815	80	4.5
	Staff encouraged me to take responsibility for how I live my life	198	77	1814	80	-2.8
	Staff told me what side effects to watch out for	182	69	1727	71	-1.5
	Staff respected my wishes about who is and who is not to be given information about my treatment	193	89	1817	88	0.5
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)*	169	78	1550	84	-6.1
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	193	73	1810	77	-4.6
Social Connectedness	In a crisis, I have the support I need from family or	203	73	1880	72	0.6
	I am happy with the friendships I have	196	65	1858	66	-0.9
	I have people with whom I can do enjoyable things	202	66	1881	69	-2.6
	I feel I belong to my community	198	46	1844	47	-0.6
	I know people who listen and understand me when I need to talk	203	74	1901	71	2.9
	When I need help right away, I know people I can call on	205	73	1903	74	-1.1

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

Adult Survey Items Results Summary		Monadnock Family Services		Statewide 2021-2023		Difference
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Functioning	My symptoms are not bothering me as much	196	52	1865	54	-1.4
	I do things that are more meaningful to me	198	63	1859	64	-0.9
	I am better able to take care of my needs	196	62	1860	66	-4.6
	I am better able to do things that I want to do	196	58	1863	63	-5.2
	I am better able to manage my money and pay my bills	181	54	1731	61	-6.6
	I feel hopeful about my future	197	55	1867	57	-2.6
Outcomes	I am better able to handle things when they go wrong	196	55	1876	58	-2.6
	My symptoms are not bothering me as much	196	52	1865	54	-1.4
	I deal more effectively with daily problems	196	61	1871	66	-5.5
	I am better able to control my life	194	60	1865	63	-3.0
	I am better able to deal with crisis	193	56	1850	59	-3.5
	I am getting along better with my family	187	58	1782	62	-4.2
	I do better in social situations	192	45	1827	50	-4.7
	I do better in school and/or work	109	45	1120	49	-3.9
General Satisfaction	My housing situation has improved	170	52	1611	53	-0.8
	I like the services that I have received	204	79	1900	81	-2.2
	If I had other choices, I would still get services from this agency	200	72	1872	76	-3.8
	I would recommend this agency to a friend or family member	201	73	1878	78	-4.8
Self-Determination	I am happy with my counselor or psychiatrist/I am happy with my Treatment Team (revised 2022)	203	76	1869	79	-3.4
	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)	201	72	1895	73	-0.7
	I am free to choose the kinds of goals I want to pursue	200	83	1897	81	1.4
	I decide how involved I want to be in my treatment	199	80	1888	82	-2.2
	I have people in my life who accept me for me	199	81	1893	79	2.2
	I have people in my life who respect my values and choices	202	75	1893	76	-1.6
	I have a say in what happens to me when I am in crisis	197	72	1849	73	-1.2
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	79	1628	79	0.3
	I have been eating a more healthy diet/I have been provided information on how to eat a more healthy diet (revised 2022)	189	61	1702	56	4.7
	I have been more physically active/I have been provided information on how to be more physically active (revised 2022)	194	62	1742	63	-0.9
	My medications have been helpful to me*	186	65	1782	72	-6.7
	I was (not) prescribed too many medications	151	62	1464	66	-4.1

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

Behavioral Outcomes

Seventy-seven 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. Seven percent reported attending either full or part-time school. Twenty-nine percent of respondents reported they are current smokers, 13% used e-cigarettes, and 56% 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 2021-2023 N=211		NH Statewide 2021-2023 N=1964	
	n	%	n	%
Are you currently employed?				
No	156	77	1366	73
Yes - full-time	15	7	185	10
Yes - part-time	32	16	333	18
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	6	3	58	3
Were you arrested during the 12 months prior to that? (%yes)	5	2	66	4
Arrested at all in the past 2 years? (%yes)	11	5	109	6
Over the last 12 months, have your encounters with the police...				
Been reduced	9	5	108	6
Stayed the same	8	4	95	5
Increased	6	3	47	3
Not applicable	176	88	1601	86
Participation in community or social activities				
Spiritual/Religious	69	34	615	33
Community organizations	48	23	38	19
Gym/physical activity	52	42	439	36
Peer support center*(+)	39	19	225	12
Recovery support center for substance misuse	14	7	136	7
Volunteer work	34	17	282	15
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	17	8	155	8
Other social activities	26	12	217	11
Attending school				
No school	187	93	1697	92
School Full-time	6	3	62	3
School Part-time	9	4	76	4
Smoking status				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	58	29	588	31
Former smoker (smoked in the past but now quit)	73	36	557	30
Never smoked	71	35	737	39
Have you used an e-cigarette or other electronic vaping product in the past 30 days?				
No	178	87	1608	86
Yes	26	13	253	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)	39	56	338	55

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

Monadnock Family Services: 2021-2023 Family Member Satisfaction Survey Results

Demographics

A total of 123 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 (2021-2023). Of the children whose family member responded, 48% were male, 49% were female, 2% were Other/transgender/non-binary, 92% were White, and 5% were Hispanic/Latino. The average age was 11.6 years. Sixty-two percent have received services more than 1 year. The table below compares the characteristics of MFS youth clients to the state.

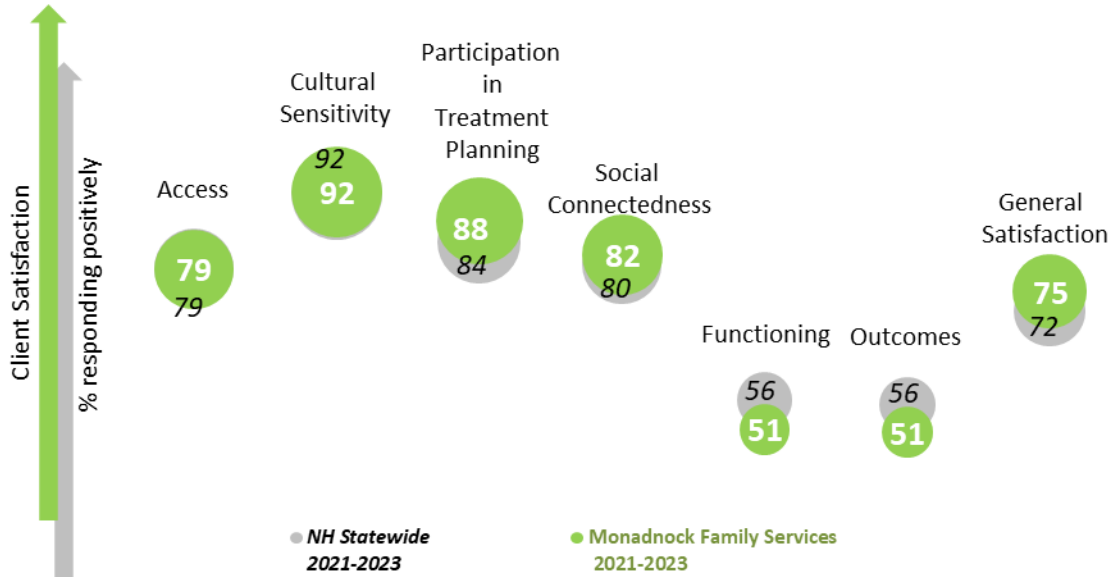
Characteristics of Children & Youth Clients	Monadnock Family Services 2021-2023 N=123		NH Statewide 2021-2023 N=1377	
	n	%	n	%
Gender				
Female	61	49	681	49
Male	59	48	662	48
Other, transgender, non-binary	3	2	34	2
Age group				
age 0-5	5	4	46	3
age 6-11	51	41	516	37
age 12 or older	67	54	815	59
<i>Average age (SD, range)</i>	11.6 (3.4, 3-17)		12.1 (3.4, 3-17)	
Race category				
American Indian/Alaska Native	2	2	18	1
Asian	2	2	23	2
Black or African American	4	3	85	6
Native Hawaiian/Pacific Islander	0	0	7	1
White (Caucasian)	113	92	1279	93
Other race	1	1	20	1
Either of child's parent is Spanish/Hispanic/Latino				
Yes-Hispanic/Latino	6	5	130	10
No-Not Hispanic/Latino	114	95	1227	90
How long has your child received services from this Center?				
Less than 1 month	2	2	33	2
1-5 months	16	13	99	7
6 months-1 year	28	23	335	25
More than 1 year	74	62	883	65
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	64	53	777	58
Yes	57	47	568	42

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.

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 2021-2023		NH Statewide 2021-2023		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	119	79	1338	79	-0.2
Cultural Sensitivity	92	92	983	92	0.3
Participation in Treatment Planning	120	88	1357	84	3.8
Social Connectedness	119	82	1337	80	1.6
Functioning	119	51	1340	56	-5.1
Outcomes	120	51	1341	56	-4.8
General Satisfaction	121	75	1354	72	3.4

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

Satisfaction with Monadnock Family Services: Comparison of 2018-2020 and 2021-2023 Domain Scores

To evaluate whether family member satisfaction with MFS changed over time, domain scores across two time periods were compared (2018-2020 versus 2021-2023). 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 2018-2020- and 2021-2023-year groups, the percent responding positively, and the difference in scores.

	Monadnock Family Services		Monadnock Family Services		Difference
	2018-2020		2021-2023		
Satisfaction Domains	N	%	N	%	
Access	132	74	119	79	4.8
Cultural Sensitivity	101	83	92	92	9.2
Participation in Treatment Planning	132	84	120	88	3.4
Social Connectedness	126	74	119	82	7.7
Functioning	126	51	119	51	0.5
Outcomes	127	51	120	51	-0.4
General Satisfaction	130	73	121	75	2.1

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

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 (2021-2023) combined with comparison to three-year combined statewide data. There were no statistically significant differences between the center and statewide. Items revised or newly added in 2022 are noted.

Family Survey Items Results Summary		Monadnock Family Services 2021-2023		Statewide 2021-2023		Difference
	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Access	The location of services was convenient for us	120	86	1345	89	-3.4
	Services were available at times that were convenient for us	121	79	1361	79	0.6
	My family was able to access crisis services when needed. (new2022)	54	76	598	75	0.8
Cultural Sensitivity	Staff spoke with me in a way that I understood	121	92	1363	93	-1.0
	Staff treated me with respect	120	93	1364	93	0.6
	Staff respected my family's religious/spiritual beliefs	90	90	933	89	0.7
	Staff were sensitive to my cultural/ethnic background	82	90	878	88	2.1
Participation in Treatment Planning	I helped to choose my child's services	118	87	1346	81	6.0
	I helped to choose my child's treatment goals	118	83	1346	81	1.7
	I participated in my child's treatment	120	89	1352	87	2.7
	I helped identify my child's strengths and needs (new2022)	86	88	911	90	-1.4
Social Connectedness	I have people that I am comfortable talking with about my child's problems	118	81	1345	84	-3.0
	In a crisis, I would have the support I need from family or friends	119	80	1330	79	0.7
	I have people with whom I can do enjoyable things	120	85	1331	82	2.7
	I know people who will listen and understand me when I need to talk	119	81	1329	81	0.2
Functioning	My child is better at handling daily life	120	58	1350	61	-3.2
	My child gets along better with family members	115	58	1296	59	-1.2
	My child gets along better with friends and other people	115	53	1307	61	-7.7
	My child is doing better in school and/or work	117	55	1314	57	-2.5
	My child is better able to cope when things go wrong	120	52	1345	55	-3.8
Outcomes	My child is better able to do things he/she wants to do	117	61	1326	60	0.3
	My child is better at handling daily life	120	58	1350	61	-3.2
	My child gets along better with family members	115	58	1296	59	-1.2
	My child gets along better with friends and other people	115	53	1307	61	-7.7
	My child is doing better in school and/or work	117	55	1314	57	-2.5
General Satisfaction	My child is better able to cope when things go wrong	120	52	1345	55	-3.8
	I am satisfied with our family life right now	120	59	1342	58	1.5
	My family got the help we wanted for my child	121	76	1365	74	2.0
	My family got as much help as we needed for my child	120	68	1348	66	1.4
	I felt my child had someone to talk to when he/she was troubled	119	84	1344	78	6.3
	Overall, I am satisfied with the services my child received	99	79	1199	77	2.2
	The people helping my child stuck with us no matter what	101	77	1179	76	1.3
	The services my child and/or my family received were right for us	120	71	1356	72	-0.8
	I am happy with my child's counselor or psychiatrist/(2022) I am happy with my child's treatment team	118	79	1341	76	3.2

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

Behavioral Outcomes

One MFS family member respondent reported that their child was arrested in the last 12 months. Thirty-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-nine percent of respondents reported that their child attended school in the last 12 months, which is significantly higher than statewide. Ten percent reported that their child had been suspended or expelled in the last 12 months. Twenty-one 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 2021-2023 N=123		NH Statewide 2021-2023 N=1377	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	1	3	19	4
Was your child arrested during the 12 months prior to that? (%yes)	0	0	8	2
Was child arrested at all in the past 2 years? (%yes)	1	3	25	5
Over the last 12 months, have your child's encounters with the police...				0
Been reduced	0	0	36	8
Stayed the same	1	3	15	3
Increased	2	7	27	6
Not applicable (My child had no police encounters this year or last year)	26	90	400	84
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)	13	35	221	41
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)*(+)	116	99	1255	96
Was your child expelled or suspended during the past 12 months? (%yes)	12	10	181	15
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	10	9	130	11
Was child expelled or suspended at all in the past 2 years? (%yes)	18	16	232	19
Since starting to receive services, the number of days my child was in school...				
Has increased	11	21	164	25
Has stayed about the same	33	63	392	60
Has decreased	8	15	99	15

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



Greater Nashua Mental Health

Summary of Adult and Family Member Satisfaction Surveys

Greater Nashua Mental Health: 2021-2023 Adult Satisfaction Survey Results

Demographics

A total of 205 adult clients from Greater Nashua Mental Health (GNMH) responded to the client satisfaction survey in the last three years (2021-2023). Of these, 34% were male, 66% were female, 85% were White, and 16% were Hispanic/Latino (compared to 5% statewide). The average age was 50.4 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.

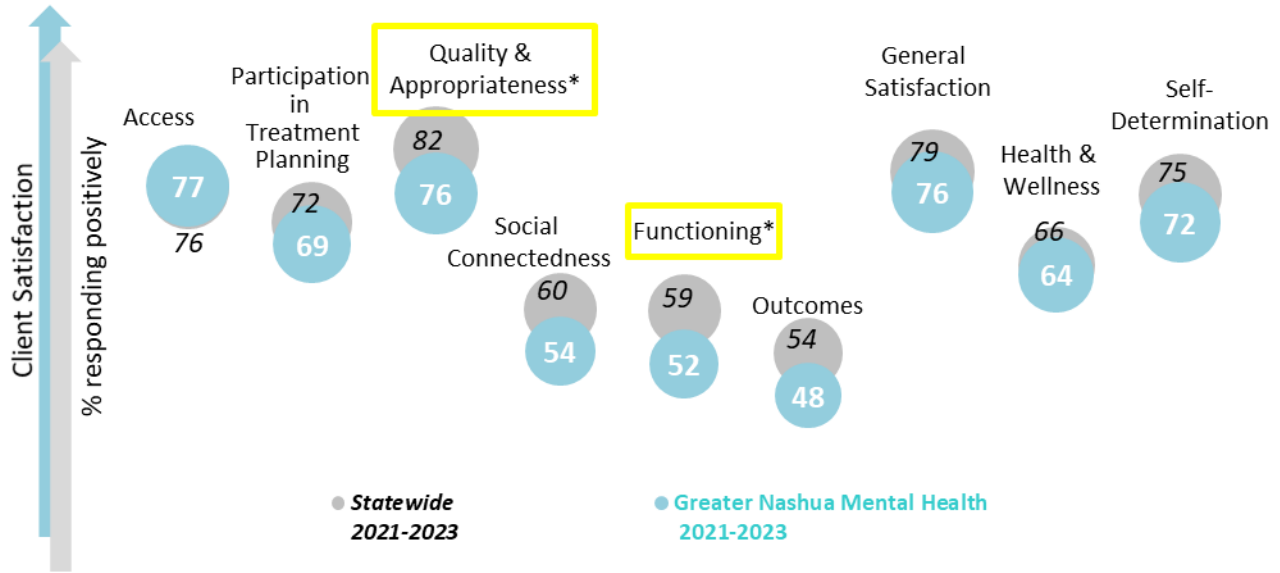
Adult Consumer Survey Respondent Characteristics	Greater Nashua Mental Health 2021-2023 N=205		NH Statewide 2021-2023 N=1964	
	n	%	n	%
Gender				
Female	135	66	1207	61
Male	70	34	756	38
Age group*				
Age 18-24	9	4	180	9
Age 25-44	59	29	598	30
Age 45-64	111	54	905	46
Age 65+	26	13	281	14
<i>Average age (SD, range)</i>	50.4 (14.6, 18-83)		48.0 (15.7, 18-91)	
Race category				
American Indian/Alaska Native	14	7	88	4
Asian	1	0	33	2
Black or African American	3	1	55	3
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)	175	85	1720	88
Other race*(+)	12	6	53	3
Ethnicity: Hispanic/Latino/Spanish*				
Yes-Hispanic/Latino	31	16	89	5
No-Not Hispanic/Latino	159	84	1701	95
Are you currently (still) getting mental health services from CMHC providers? (%yes)	182	91	1713	91
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	14	7	171	9
1 year or more (at least 12 months)	185	93	1708	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 functioning – that were statistically significantly lower.



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 2021-2023		Statewide 2021-2023		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	197	77	1916	76	0.2
Participation with Treatment Planning	181	69	1818	72	-3.0
Quality and Appropriateness*	184	76	1825	82	-6.1
Social Connectedness	197	54	1882	60	-5.7
Functioning*	198	52	1864	59	-7.3
Outcomes	189	48	1803	54	-5.9
General Satisfaction	202	76	1902	79	-2.9
Health and Wellness	171	64	1611	66	-1.3
Self-Determination	200	72	1906	75	-3.9

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 2018-2020 and 2021-2023 Domain Scores

To evaluate whether client satisfaction with GNMH services changed over time, domain scores across two time periods were compared (2018-2020 versus 2021-2023). The access domain score significantly increased over time while the social connectedness domain score significantly decreased.

The table below provides additional details on the total number of respondents included in each domain in the 2018-2020- and 2021-2023-year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Greater Nashua Mental Health 2018-2020		Greater Nashua Mental Health 2021-2023		Difference
	N	%	N	%	
Access*	274	68	197	77	 8.8
Participation in Treatment Planning	251	66	181	69	 2.8
Quality and Appropriateness	263	76	184	76	 -0.5
Social Connectedness*	265	64	197	54	 -10.0
Functioning	265	59	198	52	 -6.8
Outcomes	254	49	189	48	 -1.2
General Satisfaction	269	73	202	76	 2.9
Health and Wellness (state added)	263	60	171	64	 3.9
Self-Determination (state added)	269	74	200	72	 -2.1

Note: *p<0.05 = statistically significant differences in scores between the two time periods (bolded). A positive difference (in green) indicates the center scored significantly higher over time and a negative difference (in red) indicates the center scored significantly lower 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 (2021-2023) 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 2021-2023		Statewide 2021-2023		Difference
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Access	The location of services was convenient for us	180	82	1776	84	-2.5
	Staff were willing to see me as often as I felt it was necessary	194	82	1888	80	1.9
	Staff returned my call in 24 hours	191	68	1839	72	-4.8
	Services were available at times that were good for me	198	85	1925	83	1.9
	I was able to get all the services I thought I needed	199	69	1921	74	-4.4
	I was able to see a psychiatrist when I wanted to	187	68	1780	69	-0.9
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	197	83	1908	85	-2.3
	My beliefs were respected in my treatment and treatment plan	192	80	1889	85	-4.3
	Staff saw me as an equal partner in my treatment plan	193	77	1901	81	-3.8
	Staff were respectful of my sexual orientation, gender expression, and gender identity	164	92	1604	91	1.2
	Staff respected me as a whole person	199	87	1918	88	-0.9
	My right to refuse treatment was respected	151	72	1453	78	-6.1
	I, not staff, decided my treatment goals	184	64	1840	69	-5.2
Quality and Appropriateness	Staff here believed that I could grow, change, and recover	189	80	1857	81	-1.1
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	175	67	1710	73	-5.6
	I felt free to complain	190	78	1841	79	-0.2
	I was given information about how to file a complaint	147	52	1506	54	-1.8
	I was given information about my rights*	176	72	1815	80	-7.9
	Staff encouraged me to take responsibility for how I live my life*	182	74	1814	80	-6.4
	Staff told me what side effects to watch out for	179	72	1727	71	1.4
	Staff respected my wishes about who is and who is not to be given information about my treatment	185	87	1817	88	-1.1
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	162	86	1550	84	1.7
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	180	73	1810	77	-3.8
Social Connectedness	In a crisis, I have the support I need from family or friends	192	68	1880	72	-4.6
	I am happy with the friendships I have*	197	55	1858	66	-11.3
	I have people with whom I can do enjoyable things	197	63	1881	69	-6.0
	I feel I belong to my community*	192	38	1844	47	-8.6
	I know people who listen and understand me when I need to talk	198	65	1901	71	-5.9
When I need help right away, I know people I can call on	200	69	1903	74	-5.3	

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

Adult Survey Items Results Summary		Greater Nashua Mental Health 2021-2023		Statewide 2021-2023		Difference
Domain	Item	N	Strongly Agree/Agree	N	Strongly Agree/Agree	
Functioning	My symptoms are not bothering me as much	197	50	1865	54	-3.8
	I do things that are more meaningful to me*	197	55	1859	64	-8.7
	I am better able to take care of my needs	196	61	1860	66	-5.1
	I am better able to do things that I want to do	199	58	1863	63	-4.6
	I am better able to manage my money and pay my bills	186	62	1731	61	1.0
	I feel hopeful about my future	197	51	1867	57	-6.1
	I am better able to handle things when they go wrong*	201	49	1876	58	-8.5
Outcomes	My symptoms are not bothering me as much	197	50	1865	54	-3.8
	I deal more effectively with daily problems*	199	57	1871	66	-8.9
	I am better able to control my life	198	60	1865	63	-3.7
	I am better able to deal with crisis	196	53	1850	59	-5.9
	I am getting along better with my family*	192	55	1782	62	-6.8
	I do better in social situations	194	49	1827	50	-1.0
	I do better in school and/or work	97	45	1120	49	-3.5
General Satisfaction	My housing situation has improved	179	48	1611	53	-4.5
	I like the services that I have received	204	78	1900	81	-3.6
	If I had other choices, I would still get services from this agency	199	70	1872	76	-5.4
	I would recommend this agency to a friend or family member	198	76	1878	78	-1.6
Self-Determination	I am happy with my counselor or psychiatrist/I am happy with my Treatment Team (revised 2022)	200	78	1869	79	-1.2
	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)	198	72	1895	73	-1.1
	I am free to choose the kinds of goals I want to pursue	200	77	1897	81	-4.1
	I decide how involved I want to be in my life*	201	75	1888	82	-6.9
	I have people in my life who accept me for me*	197	72	1893	79	-7.1
	I have people in my life who respect my values and choices	199	73	1893	76	-3.0
Health and Wellness	I have a say in what happens to me when I am in crisis	196	70	1849	73	-2.4
	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	78	1628	79	-1.2
	I have been eating a more healthy diet/I have been provided information on how to eat a more healthy diet (revised 2022)	181	57	1702	56	0.8
	I have been more physically active/I have been provided information on how to be more physically active (revised 2022)	183	62	1742	63	-0.9
	My medications have been helpful to me	185	71	1782	72	-0.4
I was (not) prescribed too many medications	148	64	1464	66	-2.1	

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

Behavioral Outcomes

Eighty-one percent of GNMH adult respondents reported being unemployed at the time of the survey, which is significantly higher compared to statewide. Four percent reported being arrested in the last 12 months, and 7% reported that their encounters with the police have been reduced. Seven percent of GNMH respondents reported attending either full- or part-time school. Thirty-four percent reported being current smokers, and 15% have used e-cigarettes and 45% 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 2021-2023 N=205		NH Statewide 2021-2023 N=1964	
	n	%	n	%
Are you currently employed?*				
No	163	81	1366	73
Yes - full-time	10	5	185	10
Yes - part-time	28	14	333	18
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	8	4	58	3
Were you arrested during the 12 months prior to that? (%yes)	10	5	66	4
Arrested at all in the past 2 years? (%yes)	15	8	109	6
Over the last 12 months, have your encounters with the police...				
Been reduced	14	7	108	6
Stayed the same	11	6	95	5
Increased	4	2	47	3
Not applicable	164	85	1601	86
Participation in community or social activities				
Spiritual/Religious	71	37	615	33
Community organizations*(-)	24	12	38	19
Gym/physical activity	41	33	439	36
Peer support center	22	11	225	12
Recovery support center for substance misuse	14	7	136	7
Volunteer work*(-)	19	10	282	15
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	14	7	155	8
Other social activities	22	11	217	11
Attending school				
No school	180	93	1697	92
School Full-time	8	4	62	3
School Part-time	5	3	76	4
Smoking status				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	68	34	588	31
Former smoker (smoked in the past but now quit)	51	26	557	30
Never smoked	81	41	737	39
Have you used an e-cigarette or other electronic vaping product in the past 30 days?				
No	163	85	1608	86
Yes	29	15	253	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)	30	45	338	55

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

Greater Nashua Mental Health: 2021-2023 Family Member Satisfaction Survey Results

Demographics

A total of 140 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 (2021-2023). Of the children whose family member responded, 52% were male, 44% were female, 4% were Other/transgender/non-binary, 90% were White (compared to 93% statewide), and 16% were Hispanic/Latino (compared to 10% statewide). The average age was 12.4 years. Seventy-seven percent have received services for more than 1 year. The table below compares the characteristics of GNMH youth clients to the state.

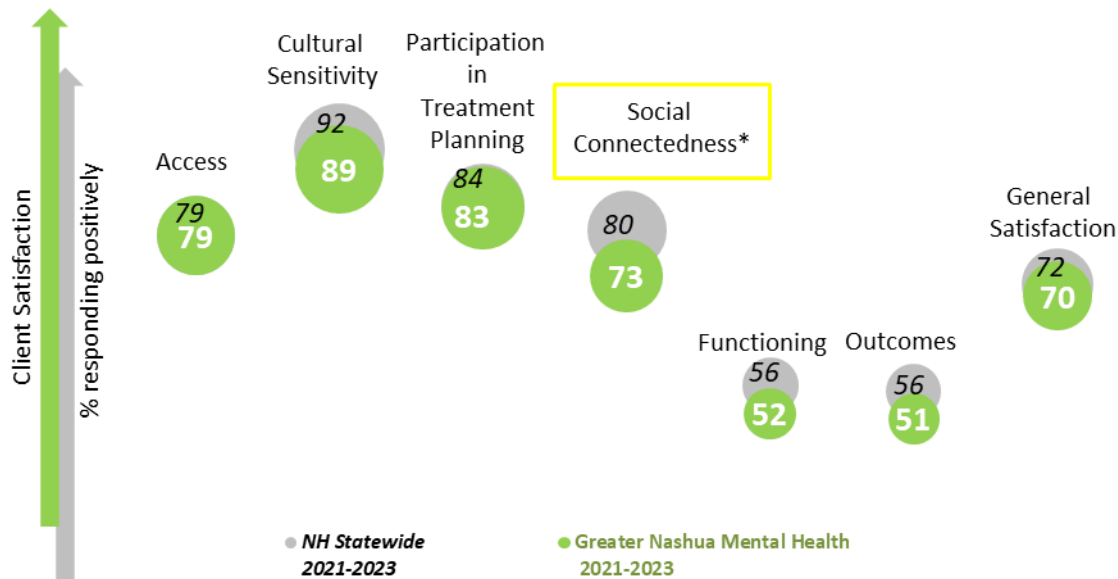
Characteristics of Children & Youth Clients	Greater Nashua Mental Health 2021-2023 N=140		NH Statewide 2021-2023 N=1377	
	n	%	n	%
Gender				
Female	62	44	681	49
Male	73	52	662	48
Other, transgender, non-binary	5	4	34	2
Age group				
age 0-5	3	2	46	3
age 6-11	47	34	516	37
age 12 or older	90	64	815	59
<i>Average age (SD, range)</i>	12.4 (3.2, 5-17)		12.1 (3.4, 3-17)	
Race category				
American Indian/Alaska Native	2	1	18	1
Asian	0	0	23	2
Black or African American	11	8	85	6
Native Hawaiian/Pacific Islander	1	1	7	1
White (Caucasian)	126	90	1279	93
Other race	3	2	20	1
Either of child's parent is Spanish/Hispanic/Latino*				
Yes-Hispanic/Latino(+)	23	16	130	10
No-Not Hispanic/Latino(-)	117	84	1227	90
How long has your child received services from this Center?*				
Less than 1 month	0	0	33	2
1-5 months	11	8	99	7
6 months-1 year	20	15	335	25
More than 1 year	106	77	883	65

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 social connectedness 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 2021-2023		NH Statewide 2021-2023		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	139	79	1338	79	-0.1
Cultural Sensitivity	101	89	983	92	-3.0
Participation in Treatment Planning	138	83	1357	84	-0.4
Social Connectedness*	137	73	1337	80	-6.9
Functioning	138	52	1340	56	-4.2
Outcomes	138	51	1341	56	-4.2
General Satisfaction	140	70	1354	72	-1.8

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 2018-2020 and 2021-2023 Domain Scores

To evaluate whether family member satisfaction with GNMH changed over time, domain scores across two time periods were compared (2018-2020 versus 2021-2023). 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 2018-2020- and 2021-2023-year groups, the percent responding positively, and the difference in scores.

	Greater Nashua Mental Health		Greater Nashua Mental Health		Difference
	2018-2020		2021-2023		
Satisfaction Domains	N	%	N	%	
Access	122	76	139	79	2.9
Cultural Sensitivity	92	86	101	89	3.2
Participation in Treatment Planning	120	77	138	83	6.7
Social Connectedness	119	82	137	73	-8.5
Functioning	120	53	138	52	-0.3
Outcomes	120	50	138	51	1.5
General Satisfaction	122	69	140	70	1.2

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

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 (2021-2023) 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 2021-2023		Statewide 2021-2023		Difference
	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Access	The location of services was convenient for us	139	89	1345	89	-0.8
	Services were available at times that were convenient for us	140	83	1361	79	4.1
	My family was able to access crisis services when needed. (new2022)	69	73	598	75	-2.6
Cultural Sensitivity	Staff spoke with me in a way that I understood	138	93	1363	93	0.7
	Staff treated me with respect	140	94	1364	93	1.5
	Staff respected my family's religious/spiritual beliefs	98	88	933	89	-1.5
	Staff were sensitive to my cultural/ethnic background	95	87	878	88	-0.8
Participation in Treatment Planning	I helped to choose my child's services	139	81	1346	81	-0.8
	I helped to choose my child's treatment goals	136	78	1346	81	-3.4
	I participated in my child's treatment	136	84	1352	87	-2.7
	I helped identify my child's strengths and needs (new2022)	93	90	911	90	0.5
Social Connectedness	I have people that I am comfortable talking with about my child's problems	138	79	1345	84	-5.3
	In a crisis, I would have the support I need from family or friends	137	74	1330	79	-5.6
	I have people with whom I can do enjoyable things	138	81	1331	82	-1.1
	I know people who will listen and understand me when I need to talk	138	78	1329	81	-2.2
Functioning	My child is better at handling daily life	139	59	1350	61	-2.5
	My child gets along better with family members	135	57	1296	59	-2.4
	My child gets along better with friends and other people	137	66	1307	61	4.9
	My child is doing better in school and/or work	135	49	1314	57	-8.4
	My child is better able to cope when things go wrong	138	54	1345	55	-1.1
Outcomes	My child is better able to do things he/she wants to do	138	54	1326	60	-6.1
	My child is better at handling daily life	139	59	1350	61	-2.5
	My child gets along better with family members	135	57	1296	59	-2.4
	My child gets along better with friends and other people	137	66	1307	61	4.9
	My child is doing better in school and/or work*	135	49	1314	57	-8.4
	My child is better able to cope when things go wrong	138	54	1345	55	-1.1
General Satisfaction	I am satisfied with our family life right now	136	51	1342	58	-7.0
	My family got the help we wanted for my child	140	69	1365	74	-4.7
	My family got as much help as we needed for my child	138	62	1348	66	-3.8
	I felt my child had someone to talk to when he/she was troubled	138	76	1344	78	-1.7
	Overall, I am satisfied with the services my child received	117	70	1199	77	-6.5
	The people helping my child stuck with us no matter what	115	79	1179	76	3.2
	The services my child and/or my family received were right for us	139	69	1356	72	-2.5
	I am happy with my child's counselor or psychiatrist/(2022) I am happy with my child's treatment team	137	72	1341	76	-4.1

Notes: The total number Ns or denominators are smaller for items that were added in 2022. *p<0.05 statistically significant difference between center and statewide (bolded).

Behavioral Outcomes

Twelve 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. Eight percent reported that their child's encounters with the police have been reduced. Forty-three percent of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. Ninety-six percent of GNMH respondents reported that their child attended school in the last 12 months, and 22% reported that their child had been suspended or expelled in the last 12 months, which was significantly higher compared to 15% statewide. Twenty-seven 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 2021-2023 N=140		NH Statewide 2021-2023 N=1377	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)*(+)	6	12	19	4
Was your child arrested during the 12 months prior to that? (%yes)	0	0	8	2
Was child arrested at all in the past 2 years? (% yes)*(+)	6	12	25	5
Over the last 12 months, have your child's encounters with the police...				0
Been reduced	4	8	36	8
Stayed the same	3	6	15	3
Increased	4	8	27	6
Not applicable (My child had no police encounters this year or last year)	40	78	400	84
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)	26	43	221	41
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	131	96	1255	96
Was your child expelled or suspended during the past 12 months? (% yes)*(+)	28	22	181	15
Was your child expelled or suspended during the past 12 months prior to that? (% yes)*(+)	20	16	130	11
Was child expelled or suspended at all in the past 2 years? (% yes)*(+)	36	28	232	19
Since starting to receive services, the number of days my child was in school...				
Has increased	21	27	164	25
Has stayed about the same	42	54	392	60
Has decreased	15	19	99	15

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: 2021-2023 Adult Satisfaction Survey Results

Demographics

A total of 226 adult clients from Mental Health Center of Greater Manchester (MHCGM) responded to the client satisfaction survey in the last three years (2021-2023). Of these, 42% were male, 58% were female, 81% were White (compared to 88% statewide), and 12% were Hispanic/Latino (compared to 5% statewide). The average age was 46.6 years. Ninety-three percent were still receiving services at the time of the survey and 92% have received services for a year or more. The table below compares the characteristics of MHCGM respondents to the state.

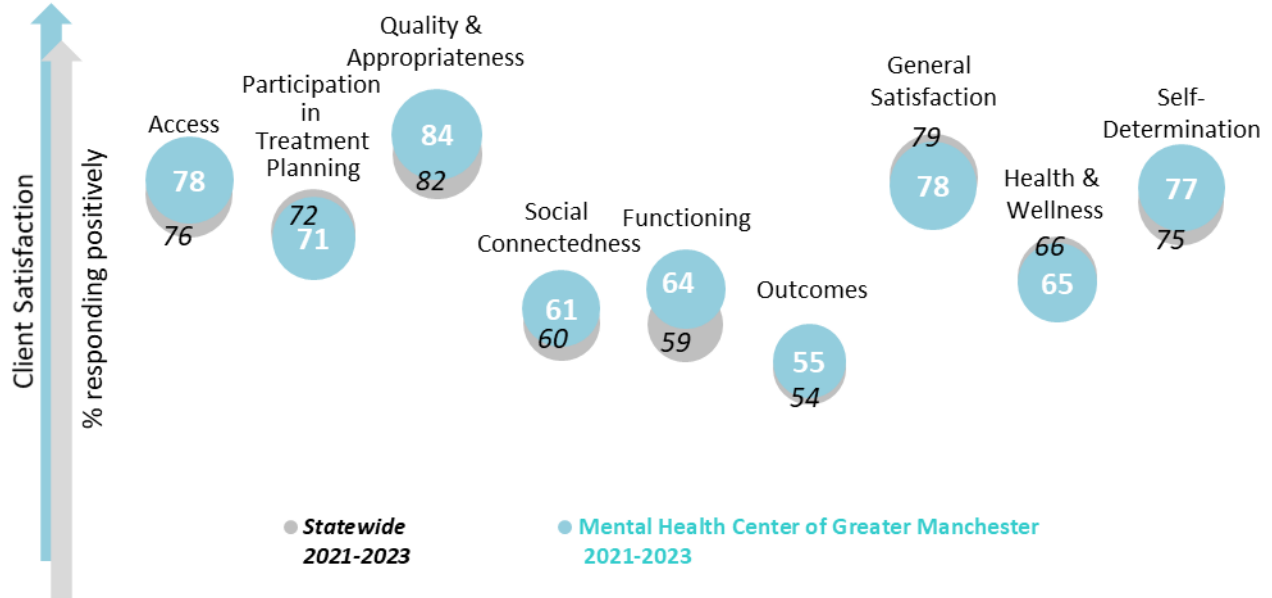
Adult Consumer Survey Respondent Characteristics	Mental Health Center of Greater Manchester 2021-2023 N=226		NH Statewide 2021-2023 N=1964	
	n	%	n	%
Gender*				
Female	131	58	1207	61
Male	94	42	756	38
Age group				
Age 18-24	27	12	180	9
Age 25-44	70	31	598	30
Age 45-64	95	42	905	46
Age 65+	34	15	281	14
<i>Average age (SD, range)</i>	46.6 (16.4, 18-83)		48.0 (15.7, 18-91)	
Race category				
American Indian/Alaska Native	6	3	88	4
Asian	6	3	33	2
Black or African American*(+)	15	7	55	3
Native Hawaiian/Pacific Islander	1	0	5	0
White (Caucasian)*(-)	183	81	1720	88
Other race	8	4	53	3
Ethnicity: Hispanic/Latino/Spanish*				
Yes-Hispanic/Latino(+)	24	12	89	5
No-Not Hispanic/Latino(-)	181	88	1701	95
Are you currently (still) getting mental health services from CMHC providers? (%yes)	198	93	1713	91
How long have you received mental health services from your community mental health providers?				
Less than a year (less than 12 months)	16	8	171	9
1 year or more (at least 12 months)	197	92	1708	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: There were no statistically significant differences between 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 2021-2023		Statewide 2021-2023		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	217	78	1916	76	1.9
Participation with Treatment Planning	214	71	1818	72	-0.9
Quality and Appropriateness	210	84	1825	82	2.7
Social Connectedness	215	61	1882	60	1.9
Functioning	216	64	1864	59	4.6
Outcomes	211	55	1803	54	1.0
General Satisfaction	218	78	1902	79	-1.1
Health and Wellness	193	65	1611	66	-0.8
Self-Determination	219	77	1906	75	1.8

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

Satisfaction with Mental Health Center of Greater Manchester: Comparison of 2018-2020 and 2021-2023 Domain Scores

To evaluate whether client satisfaction with MHCGM services changed over time, domain scores across two time periods were compared (2018-2020 versus 2021-2023). Satisfaction scores for the functioning domain statistically significantly increased across the years.

The table below provides additional details on the total number of respondents included in each domain in the 2018-2020- and 2021-2023-year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Mental Health Center of Greater Manchester 2018-2020		Mental Health Center of Greater Manchester 2021-2023		Difference
	N	%	N	%	
Access	348	76	217	78	2.8
Participation in Treatment Planning	325	65	214	71	5.3
Quality and Appropriateness	333	83	210	84	1.4
Social Connectedness	343	61	215	61	0.5
Functioning*	332	55	216	64	8.5
Outcomes	329	51	211	55	3.4
General Satisfaction	338	76	218	78	1.8
Health and Wellness (state added)	330	61	193	65	3.6
Self-Determination (state added)	345	73	219	77	3.8

Note: *p<0.05=statistically significant difference in scores between the two time periods (bolded). A positive difference (in green) indicates the center's scores 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 (2021-2023) 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 2021-2023		Statewide 2021-2023		Difference
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Access	The location of services was convenient for us	196	83	1776	84	-1.5
	Staff were willing to see me as often as I felt it was necessary	219	81	1888	80	1.2
	Staff returned my call in 24 hours	206	75	1839	72	2.9
	Services were available at times that were good for me	221	86	1925	83	3.0
	I was able to get all the services I thought I needed	220	75	1921	74	0.7
	I was able to see a psychiatrist when I wanted to*	206	76	1780	69	7.0
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	223	84	1908	85	-1.2
	My beliefs were respected in my treatment and treatment plan	222	85	1889	85	0.2
	Staff saw me as an equal partner in my treatment plan	221	80	1901	81	-0.9
	Staff were respectful of my sexual orientation, gender expression, and gender identity	190	92	1604	91	0.7
	Staff respected me as a whole person	220	89	1918	88	0.7
	My right to refuse treatment was respected	174	79	1453	78	1.8
	I, not staff, decided my treatment goals	216	67	1840	69	-2.2
Quality and Appropriateness	Staff here believed that I could grow, change, and recover	217	82	1857	81	0.0
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	192	74	1710	73	1.9
	I felt free to complain	213	78	1841	79	-0.7
	I was given information about how to file a complaint	172	51	1506	54	-2.4
	I was given information about my rights	205	76	1815	80	-4.4
	Staff encouraged me to take responsibility for how I live my life	211	82	1814	80	1.9
	Staff told me what side effects to watch out for	207	72	1727	71	0.8
	Staff respected my wishes about who is and who is not to be given information about my treatment	205	91	1817	88	2.6
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	184	85	1550	84	1.1
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	209	82	1810	77	4.7
Social Connectedness	In a crisis, I have the support I need from family or	217	71	1880	72	-1.8
	I am happy with the friendships I have	210	69	1858	66	2.3
	I have people with whom I can do enjoyable things	216	73	1881	69	4.3
	I feel I belong to my community	214	52	1844	47	5.2
	I know people who listen and understand me when I need to talk	219	69	1901	71	-1.6
	When I need help right away, I know people I can call on	219	76	1903	74	2.0

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

Adult Survey Items Results Summary		Mental Health Center of Greater Manchester 2021-2023		Statewide 2021-2023		Difference
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Functioning	My symptoms are not bothering me as much	216	57	1865	54	3.4
	I do things that are more meaningful to me*	214	70	1859	64	6.1
	I am better able to take care of my needs	215	71	1860	66	4.8
	I am better able to do things that I want to do*	217	71	1863	63	8.0
	I am better able to manage my money and pay my bills	207	61	1731	61	0.6
	I feel hopeful about my future*	214	65	1867	57	7.1
Outcomes	I am better able to handle things when they go wrong	217	62	1876	58	4.5
	My symptoms are not bothering me as much	216	57	1865	54	3.4
	I deal more effectively with daily problems	216	68	1871	66	1.4
	I am better able to control my life	216	68	1865	63	4.3
	I am better able to deal with crisis	216	63	1850	59	4.4
	I am getting along better with my family	202	60	1782	62	-2.1
	I do better in social situations	213	52	1827	50	2.1
	I do better in school and/or work	144	47	1120	49	-1.7
General Satisfaction	My housing situation has improved	192	57	1611	53	4.2
	I like the services that I have received	218	83	1900	81	1.9
	If I had other choices, I would still get services from this agency	213	74	1872	76	-2.1
	I would recommend this agency to a friend or family member	217	77	1878	78	-0.8
Self-Determination	I am happy with my counselor or psychiatrist/I am happy with my Treatment Team (revised 2022)	218	79	1869	79	0.2
	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)	220	77	1895	73	4.1
	I am free to choose the kinds of goals I want to pursue	220	86	1897	81	4.4
	I decide how involved I want to be in my treatment	219	85	1888	82	3.3
	I have people in my life who accept me for me	219	81	1893	79	2.1
	I have people in my life who respect my values and choices	217	74	1893	76	-2.1
Health and Wellness	I have a say in what happens to me when I am in crisis	214	78	1849	73	5.3
	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)	196	80	1628	79	0.8
	I have been eating a more healthy diet/I have been provided information on how to eat a more healthy diet (revised 2022)	201	58	1702	56	1.6
	I have been more physically active/I have been provided information on how to be more physically active (revised 2022)	203	64	1742	63	0.9
	My medications have been helpful to me	209	70	1782	72	-1.9
I was (not) prescribed too many medications	169	62	1464	66	-4.1	

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

Behavioral Outcomes

Seventy-three percent of MHCGM 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. A significantly smaller proportion (27%) reported participating in gym/physical activity compared to statewide (36%). Ten percent reported attending either full- or part-time school. Thirty-two percent of respondents reported they are current smokers, and 18% have used e-cigarettes (compared to 14% statewide) and 56% 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 2021-2023 N=226		NH Statewide 2021-2023 N=1964	
	n	%	n	%
Are you currently employed?				
No	159	73	1366	73
Yes - full-time	23	11	185	10
Yes - part-time	35	16	333	18
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	7	3	58	3
Were you arrested during the 12 months prior to that? (%yes)	7	3	66	4
Arrested at all in the past 2 years? (%yes)	14	6	109	6
Over the last 12 months, have your encounters with the police...				
Been reduced	11	5	108	6
Stayed the same	11	5	95	5
Increased	1	0	47	3
Not applicable	189	89	1601	86
Participation in community or social activities				
Spiritual/Religious	80	38	615	33
Community organizations	30	14	38	19
Gym/physical activity*(-)	37	27	439	36
Peer support center	21	10	225	12
Recovery support center for substance misuse	12	6	136	7
Volunteer work	26	12	282	15
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	19	9	155	8
Other social activities	22	10	217	11
Attending school				
No school	192	90	1697	92
School Full-time	10	5	62	3
School Part-time	11	5	76	4
Smoking status				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	70	32	588	31
Former smoker (smoked in the past but now quit)	67	31	557	30
Never smoked	79	37	737	39
Have you used an e-cigarette or other electronic vaping product in the past 30 days? *				
No(-)	177	82	1608	86
Yes(+)	39	18	253	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)	43	56	338	55

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

Mental Health Center of Greater Manchester: 2021-2023 Family Member Satisfaction Survey Results

Demographics

A total of 135 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 (2021-2023). Of the children whose family member responded, 51% were male, 48% were female, 1% were Other/transgender/non-binary, 13% were Black or African American (significantly higher compared to 6% statewide), 84% were White (significantly lower compared to 93% statewide), and 22% were Hispanic/Latino (significantly higher compared to 10% statewide). The average age was 12.3 years. Sixty-four percent have received services for more than 1 year. The table below compares the characteristics of MHCGM youth clients to the state.

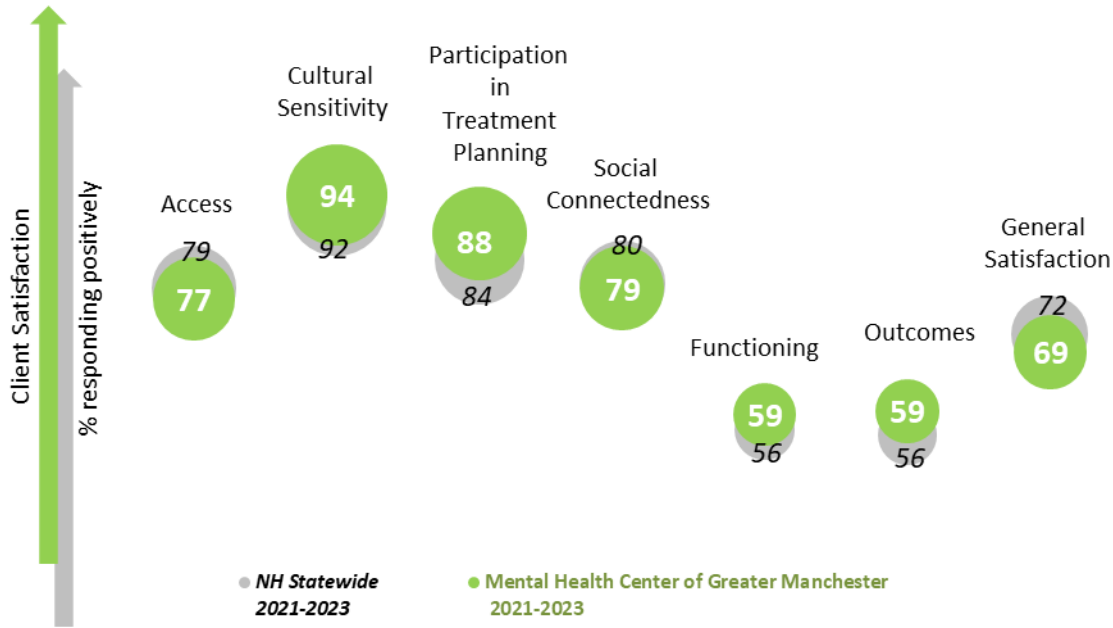
Characteristics of Children & Youth Clients	Mental Health Center of Greater Manchester 2021-2023 N=135		NH Statewide 2021-2023 N=1377	
	n	%	n	%
Gender				
Female	65	48	681	49
Male	69	51	662	48
Other, transgender, non-binary	1	1	34	2
Age group				
age 0-5	5	4	46	3
age 6-11	48	36	516	37
age 12 or older	82	61	815	59
<i>Average age (SD, range)</i>	12.3 (3.4, 4-17)		12.1 (3.4, 3-17)	
Race category				
American Indian/Alaska Native	3	2	18	1
Asian	1	1	23	2
Black or African American*(+)	18	13	85	6
Native Hawaiian/Pacific Islander	0	0	7	1
White (Caucasian)* (-)	113	84	1279	93
Other race*(+)	5	4	20	1
Either of child's parent is Spanish/Hispanic/Latino*				
Yes-Hispanic/Latino	28	22	130	10
No-Not Hispanic/Latino	102	78	1227	90
How long has your child received services from this Center?				
Less than 1 month	6	5	33	2
1-5 months	10	8	99	7
6 months-1 year	31	23	335	25
More than 1 year	85	64	883	65
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	86	66	777	58
Yes	45	34	568	42

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

Satisfaction Domains	Mental Health Center of Greater Manchester 2021-2023		NH Statewide 2021-2023		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	133	77	1338	79	-1.8
Cultural Sensitivity	101	94	983	92	2.0
Participation in Treatment Planning	132	88	1357	84	4.2
Social Connectedness	129	79	1337	80	-0.8
Functioning	129	59	1340	56	2.5
Outcomes	128	59	1341	56	3.8
General Satisfaction	132	69	1354	72	-2.9

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

Satisfaction with Mental Health Center of Greater Manchester: Comparison of 2018-2020 and 2021-2023 Domain Scores

To evaluate whether family member satisfaction with MHCGM changed over time, domain scores across two time periods were compared (2018-2020 versus 2021-2023). There were no statistically significant differences over the two time periods.

The table below provides additional details on the total number of respondents included in each domain in the 2018-2020- and 2021-2023-year groups, the percent responding positively, and the difference in scores.

	Mental Health Center of Greater Manchester		Mental Health Center of Greater Manchester		Difference
	2018-2020		2021-2023		
Satisfaction Domains	N	%	N	%	
Access	157	81	133	77	-3.5
Cultural Sensitivity	128	96	101	94	-2.0
Participation in Treatment Planning	159	88	132	88	-0.2
Social Connectedness	157	82	129	79	-2.5
Functioning	156	60	129	59	-0.7
Outcomes	156	58	128	59	1.1
General Satisfaction	160	78	132	69	-9.2

Note: There were no statistically significant differences in scores between 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 (2021-2023) combined with comparison to three-year combined statewide data. There were no statistically significant differences between the center and statewide. Items revised or newly added in 2022 are noted.

Family Survey Items Results Summary		Mental Health Center of Greater Manchester 2021-2023		Statewide 2021-2023		Difference
	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Access	The location of services was convenient for us	133	89	1345	89	-0.6
	Services were available at times that were convenient for us	134	83	1361	79	4.1
	My family was able to access crisis services when needed. (new2022)	54	76	598	75	0.8
Cultural Sensitivity	Staff spoke with me in a way that I understood	133	95	1363	93	2.0
	Staff treated me with respect	133	96	1364	93	3.4
	Staff respected my family's religious/spiritual beliefs	93	95	933	89	5.4
	Staff were sensitive to my cultural/ethnic background	93	90	878	88	2.1
Participation in Treatment Planning	I helped to choose my child's services	130	82	1346	81	0.2
	I helped to choose my child's treatment goals	131	86	1346	81	4.2
	I participated in my child's treatment	133	89	1352	87	2.2
	I helped identify my child's strengths and needs (new2022)	83	93	911	90	3.0
Social Connectedness	I have people that I am comfortable talking with about my child's problems	129	85	1345	84	1.0
	In a crisis, I would have the support I need from family or friends	128	80	1330	79	0.5
	I have people with whom I can do enjoyable things	130	85	1331	82	2.4
	I know people who will listen and understand me when I need to talk	127	78	1329	81	-2.5
Functioning	My child is better at handling daily life	130	67	1350	61	5.4
	My child gets along better with family members	125	60	1296	59	0.6
	My child gets along better with friends and other people	122	63	1307	61	2.3
	My child is doing better in school and/or work	124	61	1314	57	4.2
	My child is better able to cope when things go wrong	132	52	1345	55	-3.3
	My child is better able to do things he/she wants to do	128	63	1326	60	2.1
Outcomes	My child is better at handling daily life	130	67	1350	61	5.4
	My child gets along better with family members	125	60	1296	59	0.6
	My child gets along better with friends and other people	122	63	1307	61	2.3
	My child is doing better in school and/or work	124	61	1314	57	4.2
	My child is better able to cope when things go wrong	132	52	1345	55	-3.3
	I am satisfied with our family life right now	129	60	1342	58	2.0
General Satisfaction	My family got the help we wanted for my child	134	67	1365	74	-6.8
	My family got as much help as we needed for my child	131	63	1348	66	-3.5
	I felt my child had someone to talk to when he/she was troubled	130	75	1344	78	-2.3
	Overall, I am satisfied with the services my child received	120	76	1199	77	-0.7
	The people helping my child stuck with us no matter what	117	76	1179	76	0.2
	The services my child and/or my family received were right for us	132	71	1356	72	-1.1
	I am happy with my child's counselor or psychiatrist/(2022) I am happy with my child's treatment team	131	73	1341	76	-2.4

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

Behavioral Outcomes

Two percent of MHCGM family member respondents reported that their child was arrested in the last 12 months, and 11% reported that their child’s encounters with the police have been reduced. Forty percent of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child’s transition to adulthood. Ninety-eight percent of MHCGM respondents reported that their child attended school in the last 12 months. Twenty-six 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 2021-2023 N=135		NH Statewide 2021-2023 N=1377	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	1	2	19	4
Was your child arrested during the 12 months prior to that? (%yes)	0	0	8	2
Was child arrested at all in the past 2 years? (%yes)	1	2	25	5
Over the last 12 months, have your child's encounters with the police...				0
Been reduced	5	11	36	8
Stayed the same	0	0	15	3
Increased	0	0	27	6
Not applicable (My child had no police encounters this year or last year)	40	89	400	84
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	40	221	41
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	122	98	1255	96
Was your child expelled or suspended during the past 12 months? (%yes)	18	15	181	15
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	11	9	130	11
Was child expelled or suspended at all in the past 2 years? (%yes)	19	16	232	19
Since starting to receive services, the number of days my child was in school...				
Has increased	14	26	164	25
Has stayed about the same	31	58	392	60
Has decreased	8	15	99	15

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: 2021-2023 Adult Satisfaction Survey Results

Demographics

A total of 211 adult clients from Seacoast Mental Health Center (SMHC) responded to the client satisfaction survey in the last three years (2021-2023). Of these, 36% were male, 64% were female, 91% were White, and 3% were Hispanic/Latino. The average age was 48.1 years. Eighty-eight percent were still receiving services at the time of the survey and 86% have received services for a year or more (compared to 91% statewide). The table below compares the characteristics of SMHC respondents to the state.

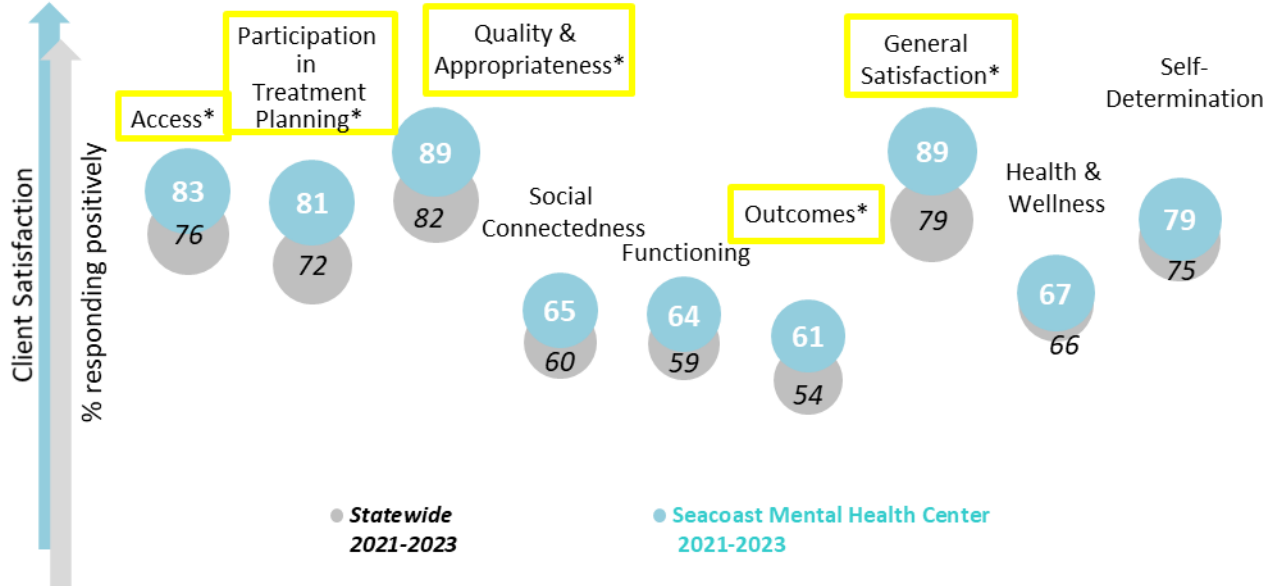
Adult Consumer Survey Respondent Characteristics	Seacoast Mental Health Center 2021-2023 N=211		NH Statewide 2021-2023 N=1964	
	n	%	n	%
Gender				
Female	134	64	1207	61
Male	77	36	756	38
Age group				
Age 18-24	23	11	180	9
Age 25-44	62	29	598	30
Age 45-64	91	43	905	46
Age 65+	35	17	281	14
<i>Average age (SD, range)</i>	48.1 (17.2,18-80)		48.0 (15.7, 18-91)	
Race category				
American Indian/Alaska Native	6	3	88	4
Asian	4	2	33	2
Black or African American	4	2	55	3
Native Hawaiian/Pacific Islander	0	0	5	0
White (Caucasian)	191	91	1720	88
Other race	4	2	53	3
Ethnicity: Hispanic/Latino/Spanish				
Yes-Hispanic/Latino	5	3	89	5
No-Not Hispanic/Latino	185	97	1701	95
Are you currently (still) getting mental health services from CMHC providers? (%yes)	182	88	1713	91
How long have you received mental health services from your community mental health providers?*				
Less than a year (less than 12 months)(+)	28	14	171	9
1 year or more (at least 12 months)(-)	177	86	1708	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 five 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 2021-2023		Statewide 2021-2023		Difference
	Total N	CMHC %	Total N	Statewide %	
Access*	207	83	1916	76	6.7
Participation with Treatment Planning*	192	81	1818	72	9.8
Quality and Appropriateness*	194	89	1825	82	7.6
Social Connectedness	203	65	1882	60	5.0
Functioning	199	64	1864	59	4.5
Outcomes*	195	61	1803	54	7.0
General Satisfaction*	206	89	1902	79	10.7
Health and Wellness	152	67	1611	66	1.5
Self-Determination	207	79	1906	75	3.3

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 2018-2020 and 2021-2023 Domain Scores

To evaluate whether client satisfaction with SMHC services changed over time, domain scores across two time periods were compared (2018-2020 versus 2021-2023). There were no statistically significant differences over the two time periods.

The table below provides additional details on the total number of respondents included in each domain in the 2018-2020- and 2021-2023-year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Seacoast Mental Health Center 2018-2020		Seacoast Mental Health Center 2021-2023		Difference
	N	%	N	%	
Access	252	86	207	83	-2.6
Participation in Treatment Planning	235	79	192	81	2.1
Quality and Appropriateness	237	85	194	89	4.0
Social Connectedness	246	66	203	65	-1.7
Functioning	246	62	199	64	2.0
Outcomes	236	64	195	61	-3.5
General Satisfaction	245	85	206	89	4.0
Health and Wellness (state added)	214	71	152	67	-3.9
Self-Determination (state added)	249	79	207	79	-0.4

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

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 (2021-2023) 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 2021-2023		Statewide 2021-2023		Difference
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Access	The location of services was convenient for us	190	83	1776	84	-1.5
	Staff were willing to see me as often as I felt it was necessary*	206	87	1888	80	7.3
	Staff returned my call in 24 hours*	198	83	1839	72	10.5
	Services were available at times that were good for me	208	87	1925	83	3.6
	I was able to get all the services I thought I	207	81	1921	74	7.4
	I was able to see a psychiatrist when I wanted to*	188	81	1780	69	12.5
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	208	89	1908	85	4.3
	My beliefs were respected in my treatment and treatment plan*	203	91	1889	85	6.1
	Staff saw me as an equal partner in my treatment plan*	206	90	1901	81	8.8
	Staff were respectful of my sexual orientation, gender expression, and gender identity	163	93	1604	91	1.8
	Staff respected me as a whole person	208	92	1918	88	3.9
	My right to refuse treatment was respected	143	81	1453	78	2.9
	I, not staff, decided my treatment goals*	194	76	1840	69	7.6
Quality and Appropriateness	Staff here believed that I could grow, change, and recover	198	86	1857	81	4.3
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	175	74	1710	73	1.2
	I felt free to complain*	196	85	1841	79	6.6
	I was given information about how to file a complaint	151	58	1506	54	4.7
	I was given information about my rights*	198	86	1815	80	6.4
	Staff encouraged me to take responsibility for how I live my life*	197	87	1814	80	6.7
	Staff told me what side effects to watch out for*	174	78	1727	71	7.5
	Staff respected my wishes about who is and who is not to be given information about my treatment*	196	93	1817	88	5.2
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	157	87	1550	84	2.4
	Staff helped me obtain the information I needed so that I could take charge of managing my	194	83	1810	77	5.9
Social Connectedness	In a crisis, I have the support I need from family or	203	73	1880	72	0.6
	I am happy with the friendships I have	201	70	1858	66	3.4
	I have people with whom I can do enjoyable things	202	75	1881	69	5.9
	I feel I belong to my community	195	52	1844	47	5.2
	I know people who listen and understand me when I need to talk	205	72	1901	71	0.7
When I need help right away, I know people I can call on	206	79	1903	74	5.3	

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

Adult Survey Items Results Summary		Seacoast Mental Health Center 2021-2023		Statewide 2021-2023		Difference
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Functioning	My symptoms are not bothering me as much	199	56	1865	54	2.3
	I do things that are more meaningful to me	199	70	1859	64	5.8
	I am better able to take care of my needs	199	71	1860	66	4.5
	I am better able to do things that I want to do	200	64	1863	63	0.6
	I am better able to manage my money and pay my bills	175	64	1731	61	3.2
	I feel hopeful about my future*	201	66	1867	57	8.3
I am better able to handle things when they go wrong	204	63	1876	58	5.1	
Outcomes	My symptoms are not bothering me as much	199	56	1865	54	2.3
	I deal more effectively with daily problems*	205	72	1871	66	6.1
	I am better able to control my life	202	65	1865	63	2.1
	I am better able to deal with crisis	198	64	1850	59	5.1
	I am getting along better with my family	195	62	1782	62	-0.5
	I do better in social situations	195	53	1827	50	2.8
	I do better in school and/or work*	121	60	1120	49	10.6
My housing situation has improved	165	54	1611	53	1.3	
General Satisfaction	I like the services that I have received*	205	90	1900	81	8.7
	If I had other choices, I would still get services from this agency*	205	89	1872	76	13.0
	I would recommend this agency to a friend or family member*	205	88	1878	78	10.0
	I am happy with my counselor or psychiatrist/ I am happy with my Treatment Team (revised 2022)*	201	88	1869	79	8.9
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)	206	76	1895	73	3.4
	I am free to choose the kinds of goals I want to pursue	205	83	1897	81	2.3
	I decide how involved I want to be in my	206	87	1888	82	5.2
	I have people in my life who accept me for me	205	79	1893	79	-0.7
	I have people in my life who respect my values and choices	207	76	1893	76	0.0
I have a say in what happens to me when I am in crisis	196	79	1849	73	5.7	
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)	167	80	1628	79	0.8
	I have been eating a more healthy diet/ I have been provided information on how to eat a more healthy diet (revised 2022)	163	60	1702	56	3.5
	I have been more physically active/ I have been provided information on how to be more physically active (revised 2022)	167	69	1742	63	6.7
	My medications have been helpful to me	183	75	1782	72	3.6
	I was (not) prescribed too many medications*	157	73	1464	66	7.0

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

Behavioral Outcomes

Sixty-five percent of SMHC respondents reported being unemployed at the time of the survey, which is significantly lower than statewide (73%). Two percent reported being arrested in the last 12 months, and 4% reported that their encounters with the police have been reduced. A significantly larger proportion of SMHC respondents reported participating in volunteer work and self-help groups (21%) compared to statewide (15%). Ten percent reported that they are attending either full- or part-time school. Twenty-five percent reported they are current smokers, 11% have used e-cigarettes and 52% 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 2021-2023 N=211		NH Statewide 2021-2023 N=1964	
	n	%	n	%
Are you currently employed?*				
No	132	65	1366	73
Yes - full-time	29	14	185	10
Yes - part-time	43	21	333	18
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	5	2	58	3
Were you arrested during the 12 months prior to that? (%yes)	3	1	66	4
Arrested at all in the past 2 years? (%yes)	7	3	109	6
Over the last 12 months, have your encounters with the police...				
Been reduced	8	4	108	6
Stayed the same	13	7	95	5
Increased	2	1	47	3
Not applicable	177	89	1601	86
Participation in community or social activities				
Spiritual/Religious	72	36	615	33
Community organizations	43	22	38	19
Gym/physical activity	56	42	439	36
Peer support center	29	15	225	12
Recovery support center for substance misuse	16	8	136	7
Volunteer work*(+)	41	21	282	15
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)*(+)	25	13	155	8
Other social activities	25	12	217	11
Attending school				
No school	182	91	1697	92
School Full-time	9	5	62	3
School Part-time	9	5	76	4
Smoking status				
What is your current smoking status (cigarettes, cigars, pipes)?*				
Current smoker	50	25	588	31
Former smoker (smoked in the past but now quit)	55	27	557	30
Never smoked	97	48	737	39
Have you used an e-cigarette or other electronic vaping product in the past 30 days?*				
No	181	89	1608	86
Yes	22	11	253	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)	29	52	338	55

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

Seacoast Mental Health Center: 2021-2023 Family Member Satisfaction Survey Results

Demographics

A total of 138 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 (2021-2023). Of the children whose family member responded, 46% were male, 51% were female, 3% were Other/transgender/non-binary, 94% were White, and 7% were Hispanic/Latino. The average age was 12.4 years. Fifty-seven percent have received services for more than 1 year. The table below compares the characteristics of SMHC youth clients to the state.

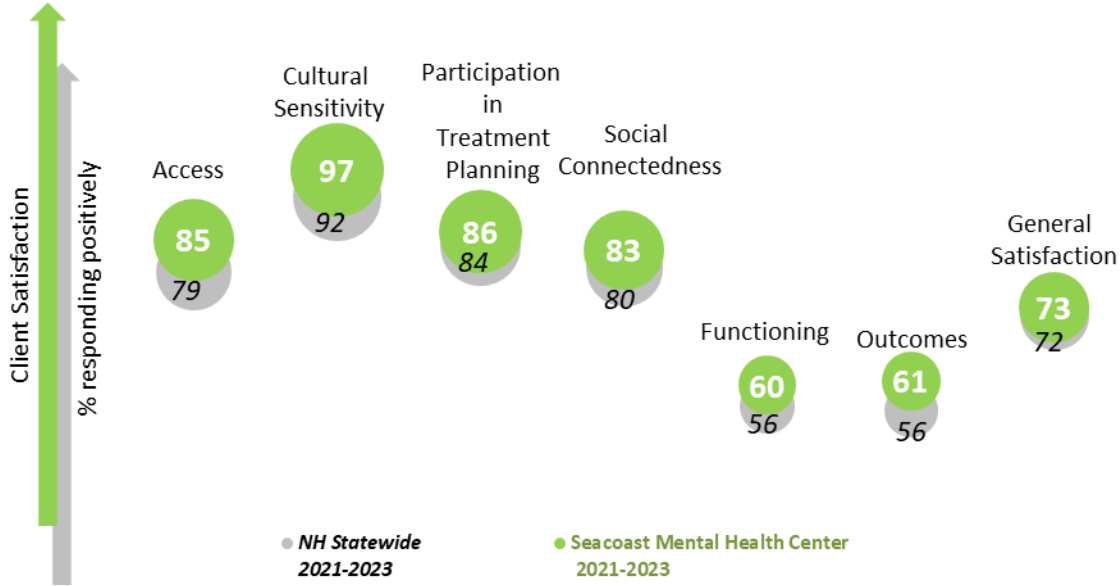
Characteristics of Children & Youth Clients	Seacoast Mental Health Center 2021-2023 N=138		NH Statewide 2021-2023 N=1377	
	n	%	n	%
Gender				
Female	70	51	681	49
Male	64	46	662	48
Other, transgender, non-binary	4	3	34	2
Age group				
age 0-5	2	1	46	3
age 6-11	49	36	516	37
age 12 or older	87	63	815	59
<i>Average age (SD, range)</i>	12.4 (3.4, 3-17)		12.1 (3.4, 3-17)	
Race category				
American Indian/Alaska Native	4	3	18	1
Asian	4	3	23	2
Black or African American	7	5	85	6
Native Hawaiian/Pacific Islander	0	0	7	1
White (Caucasian)	130	94	1279	93
Other race	3	2	20	1
Either of child's parent is Spanish/Hispanic/Latino				
Yes-Hispanic/Latino	9	7	130	10
No-Not Hispanic/Latino	128	93	1227	90
How long has your child received services from this Center?				
Less than 1 month	3	2	33	2
1-5 months	10	7	99	7
6 months-1 year	46	34	335	25
More than 1 year	77	57	883	65
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	73	53	777	58
Yes	65	47	568	42

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

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

Satisfaction with 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 2021-2023		NH Statewide 2021-2023		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	132	85	1338	79	5.6
Cultural Sensitivity	92	97	983	92	4.6
Participation in Treatment Planning	138	86	1357	84	2.5
Social Connectedness	135	83	1337	80	3.1
Functioning	135	60	1340	56	3.6
Outcomes	135	61	1341	56	5.1
General Satisfaction	138	73	1354	72	1.4

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

Satisfaction with Seacoast Mental Health Center: Comparison of 2018-2020 and 2021-2023 Domain Scores

To evaluate whether family member satisfaction with SMHC changed over time, domain scores across two time periods were compared (2018-2020 versus 2021-2023). 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 2018-2020- and 2021-2023-year groups, the percent responding positively, and the difference in scores.

	Seacoast Mental Health Center		Seacoast Mental Health Center		Difference
	2018-2020		2021-2023		
Satisfaction Domains	N	%	N	%	
Access*	149	70	132	85	15.1
Cultural Sensitivity	101	95	92	97	1.7
Participation in Treatment Planning	150	87	138	86	-0.4
Social Connectedness	145	84	135	83	-1.2
Functioning	148	59	135	60	0.5
Outcomes	148	55	135	61	5.3
General Satisfaction	149	72	138	73	0.7

Note: *p<0.05=statistically significant difference in scores between the two time periods (bolded). A positive difference (in green) indicates the center's scores 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 (2021-2023) 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 2021-2023		Statewide 2021-2023		Difference
	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Access	The location of services was convenient for us	136	93	1345	89	3.4
	Services were available at times that were convenient for us	134	83	1361	79	4.0
	My family was able to access crisis services when needed. (new2022)	55	85	598	75	10.3
Cultural Sensitivity	Staff spoke with me in a way that I understood	138	91	1363	93	-1.4
	Staff treated me with respect	137	93	1364	93	-0.1
	Staff respected my family's religious/spiritual beliefs	89	94	933	89	5.1
	Staff were sensitive to my cultural/ethnic background	79	87	878	88	-0.8
Participation in Treatment Planning	I helped to choose my child's services	135	87	1346	81	6.1
	I helped to choose my child's treatment goals	136	84	1346	81	2.5
	I participated in my child's treatment	138	86	1352	87	-1.0
	I helped identify my child's strengths and needs (new2022)	99	93	911	90	3.1
Social Connectedness	I have people that I am comfortable talking with about my child's problems	137	88	1345	84	3.3
	In a crisis, I would have the support I need from family or friends	135	84	1330	79	4.5
	I have people with whom I can do enjoyable things*	132	89	1331	82	7.1
	I know people who will listen and understand me when I need to talk	133	84	1329	81	3.0
Functioning	My child is better at handling daily life	138	63	1350	61	1.5
	My child gets along better with family members	133	65	1296	59	5.2
	My child gets along better with friends and other people*	133	69	1307	61	8.4
	My child is doing better in school and/or work*	132	66	1314	57	8.8
	My child is better able to cope when things go wrong	137	61	1345	55	5.1
	My child is better able to do things he/she wants to do	133	68	1326	60	7.3
Outcomes	My child is better at handling daily life	138	63	1350	61	1.5
	My child gets along better with family members	133	65	1296	59	5.2
	My child gets along better with friends and other people	133	69	1307	61	8.4
	My child is doing better in school and/or work	132	66	1314	57	8.8
	My child is better able to cope when things go wrong	137	61	1345	55	5.1
	I am satisfied with our family life right now	136	62	1342	58	4.1
General Satisfaction	My family got the help we wanted for my child	138	80	1365	74	5.7
	My family got as much help as we needed for my child	137	67	1348	66	1.0
	I felt my child had someone to talk to when he/she was troubled	137	77	1344	78	-0.3
	Overall, I am satisfied with the services my child received	125	80	1199	77	3.4
	The people helping my child stuck with us no matter what	120	71	1179	76	-5.1
	The services my child and/or my family received were right for us	138	76	1356	72	4.5
	I am happy with my child's counselor or psychiatrist/(2022) I am happy with my child's treatment team	137	73	1341	76	-2.6

Notes: The total number Ns or denominators are smaller for items that were added in 2022. *p<0.05 statistically significant difference between center and statewide (bolded).

Behavioral Outcomes

Two percent of SMHC family member respondents reported that their child was arrested in the last 12 months, and 8% reported that their child’s encounters with the police have been reduced. Forty-seven percent of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child’s transition to adulthood. Ninety-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. Nineteen 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 2021-2023 N=138		NH Statewide 2021-2023 N=1377	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	1	2	19	4
Was your child arrested during the 12 months prior to that? (%yes)	1	2	8	2
Was child arrested at all in the past 2 years? (%yes)	2	3	25	5
Over the last 12 months, have your child's encounters with the police...				0
Been reduced	5	8	36	8
Stayed the same	0	0	15	3
Increased	1	2	27	6
Not applicable (My child had no police encounters this year or last year)	53	90	400	84
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)	29	47	221	41
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	131	96	1255	96
Was your child expelled or suspended during the past 12 months? (%yes)	12	9	181	15
Was your child expelled or suspended during the past 12 months prior to that? (%yes)*(-)	6	5	130	11
Was child expelled or suspended at all in the past 2 years? (%yes)* (-)	15	11	232	19
Since starting to receive services, the number of days my child was in school...				
Has increased	12	19	164	25
Has stayed about the same	42	67	392	60
Has decreased	9	14	99	15

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: 2021-2023 Adult Satisfaction Survey Results

Demographics

A total of 158 adult clients from Community Partners (CP) responded to the client satisfaction survey in the last three years (2021-2023). Of these, 41% were male, 59% were female, 86% were White, and 4% were Hispanic/Latino. The average age was 44.5 years. About 87% were still receiving services at the time of the survey (versus 91% statewide) and 83% have received services for a year or more (versus 91% statewide). The table below compares the characteristics of CP respondents to the state.

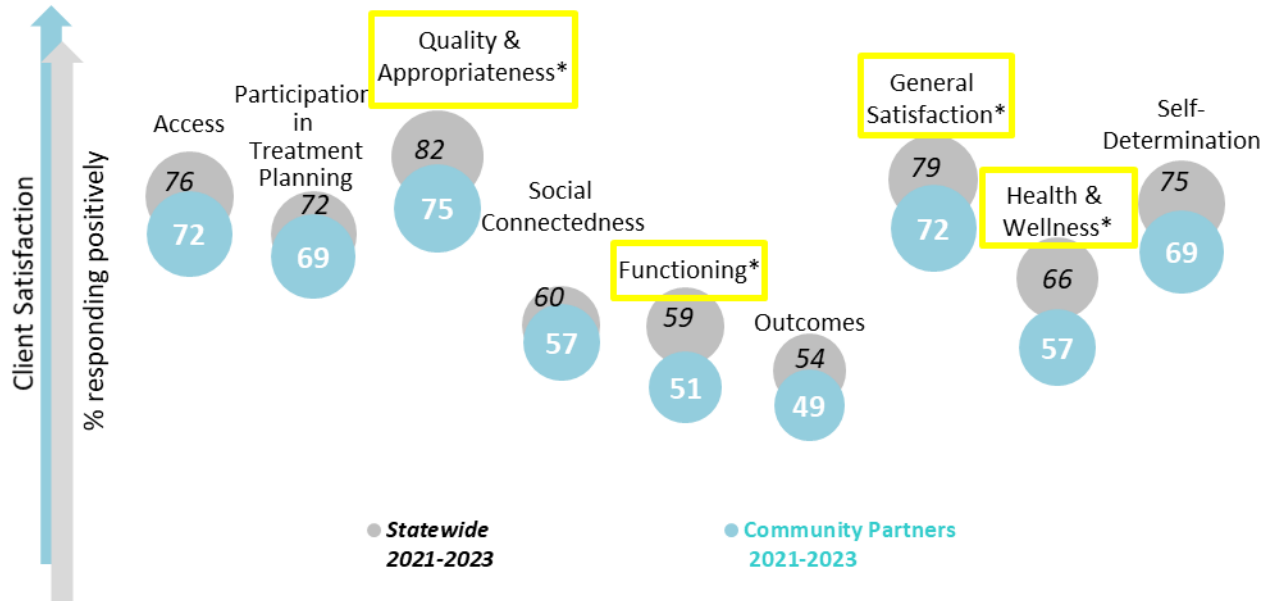
Adult Consumer Survey Respondent Characteristics	Community Partners 2021-2023 N=158		NH Statewide 2021-2023 N=1964	
	n	%	n	%
Gender				
Female	93	59	1207	61
Male	65	41	756	38
Age group				
Age 18-24	23	15	180	9
Age 25-44	50	32	598	30
Age 45-64	66	42	905	46
Age 65+	19	12	281	14
<i>Average age (SD, range)</i>	44.5 (16.2, 18-75)		48.0 (15.7, 18-91)	
Race category				
American Indian/Alaska Native	6	4	88	4
Asian*(+)	6	4	33	2
Black or African American	5	3	55	3
Native Hawaiian/Pacific Islander	1	1	5	0
White (Caucasian)	136	86	1720	88
Other race	5	3	53	3
Ethnicity: Hispanic/Latino/Spanish				
Yes-Hispanic/Latino	6	4	89	5
No-Not Hispanic/Latino	137	96	1701	95
Are you currently (still) getting mental health services from CMHC providers? (%yes)*	132	87	1713	91
How long have you received mental health services from your community mental health providers?*				
Less than a year (less than 12 months)	25	17	171	9
1 year or more (at least 12 months)	124	83	1708	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, four domains were statistically significantly lower than statewide – quality and appropriateness of services, functioning, 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 2021-2023		Statewide 2021-2023		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	151	72	1916	76	-4.9
Participation with Treatment Planning	146	69	1818	72	-3.0
Quality and Appropriateness*	147	75	1825	82	-6.8
Social Connectedness	145	57	1882	60	-2.3
Functioning*	148	51	1864	59	-7.9
Outcomes	145	49	1803	54	-4.5
General Satisfaction*	151	72	1902	79	-6.4
Health and Wellness*	129	57	1611	66	-9.0
Self-Determination	149	69	1906	75	-6.3

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 Community Partners: Comparison of 2018-2020 and 2021-2023 Domain Scores

To evaluate whether client satisfaction with CP services changed over time, domain scores across two time periods were compared (2018-2020 versus 2021-2023). 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 2018-2020- and 2021-2023-year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Community Partners 2018-2020		Community Partners 2021-2023		Difference
	N	%	N	%	
Access	206	72	151	72	-0.3
Participation in Treatment Planning	195	70	146	68	-1.3
Quality and Appropriateness	199	78	147	75	-3.1
Social Connectedness	195	62	145	57	-4.8
Functioning	203	55	148	51	-3.8
Outcomes	197	45	145	49	4.3
General Satisfaction	202	75	151	72	-2.6
Health and Wellness (state added)	194	60	129	57	-3.2
Self-Determination (state added)	204	71	149	69	-2.0

Note: There were no statistically significant differences in scores between 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 (2021-2023) 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 2021-2023		Statewide 2021-2023		Difference
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Access	The location of services was convenient for us	144	82	1776	84	-2.2
	Staff were willing to see me as often as I felt it was necessary	146	75	1888	80	-4.9
	Staff returned my call in 24 hours	153	67	1839	72	-5.0
	Services were available at times that were good for me	152	84	1925	83	1.2
	I was able to get all the services I thought I needed	150	68	1921	74	-5.8
	I was able to see a psychiatrist when I wanted to	140	67	1780	69	-2.3
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication	150	83	1908	85	-1.7
	My beliefs were respected in my treatment and treatment plan	148	82	1889	85	-2.1
	Staff saw me as an equal partner in my treatment plan	152	76	1901	81	-5.4
	Staff were respectful of my sexual orientation, gender expression, and gender identity	131	90	1604	91	-0.8
	Staff respected me as a whole person	153	88	1918	88	0.3
	My right to refuse treatment was respected	117	82	1453	78	4.5
	I, not staff, decided my treatment goals	147	67	1840	69	-1.3
Quality and Appropriateness	Staff here believed that I could grow, change, and recover	149	77	1857	81	-4.9
	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	141	74	1710	73	1.3
	I felt free to complain	144	76	1841	79	-2.9
	I was given information about how to file a complaint	122	53	1506	54	-0.2
	I was given information about my rights	148	82	1815	80	1.7
	Staff encouraged me to take responsibility for how I live my life	144	77	1814	80	-3.0
	Staff told me what side effects to watch out for	142	64	1727	71	-6.6
	Staff respected my wishes about who is and who is not to be given information about my treatment	146	84	1817	88	-3.9
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	124	82	1550	84	-2.7
	Staff helped me obtain the information I needed so that I could take charge of managing my illness	148	76	1810	77	-1.5
Social Connectedness	In a crisis, I have the support I need from family or friends	150	72	1880	72	-0.3
	I am happy with the friendships I have	146	69	1858	66	2.3
	I have people with whom I can do enjoyable things	146	68	1881	69	-1.1
	I feel I belong to my community	146	41	1844	47	-5.5
	I know people who listen and understand me when I need to talk	148	74	1901	71	2.7
	When I need help right away, I know people I can call on	147	69	1903	74	-5.1

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

Adult Survey Items Results Summary		Community Partners 2021-2023		Statewide 2021-2023		Difference
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Functioning	My symptoms are not bothering me as much	148	51	1865	54	-2.8
	I do things that are more meaningful to me	144	59	1859	64	-4.9
	I am better able to take care of my needs*	147	58	1860	66	-8.5
	I am better able to do things that I want to do	148	58	1863	63	-4.8
	I am better able to manage my money and pay my bills*	139	52	1731	61	-9.0
	I feel hopeful about my future	148	50	1867	57	-7.4
Outcomes	I am better able to handle things when they go wrong	148	51	1876	58	-7.0
	My symptoms are not bothering me as much	148	51	1865	54	-2.8
	I deal more effectively with daily problems	147	61	1871	66	-4.9
	I am better able to control my life	147	60	1865	63	-3.5
	I am better able to deal with crisis	146	57	1850	59	-2.1
	I am getting along better with my family	140	64	1782	62	1.6
	I do better in social situations	145	43	1827	50	-6.6
	I do better in school and/or work	78	46	1120	49	-2.8
	My housing situation has improved	131	50	1611	53	-2.2
	General Satisfaction	I like the services that I have received	152	77	1900	81
If I had other choices, I would still get services from this agency		150	70	1872	76	-5.8
I would recommend this agency to a friend or family member		149	73	1878	78	-5.3
I am happy with my counselor or psychiatrist/I am happy with my Treatment Team (revised 2022)		151	75	1869	79	-4.4
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)*	146	66	1895	73	-7.0
	I am free to choose the kinds of goals I want to pursue*	146	72	1897	81	-9.2
	I decide how involved I want to be in my treatment	146	77	1888	82	-5.4
	I have people in my life who accept me for me	148	74	1893	79	-4.8
	I have people in my life who respect my values and choices	145	71	1893	76	-5.2
	I have a say in what happens to me when I am in crisis	146	69	1849	73	-3.6
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)	130	72	1628	79	-6.5
	I have been eating a more healthy diet/I have been provided information on how to eat a more healthy diet (revised 2022)*	136	48	1702	56	-8.3
	I have been more physically active/I have been provided information on how to be more physically active (revised 2022)	141	60	1742	63	-3.2
	My medications have been helpful to me	145	68	1782	72	-3.5
	I was (not) prescribed too many medications	114	69	1464	66	3.0

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

Behavioral Outcomes

Seventy-eight percent of CP respondents reported being unemployed at the time of the survey. Five percent reported being arrested in the last 12 months, and 9% reported that their encounters with the police have been reduced. Eight percent attended either full- or part-time school. Thirty-eight percent reported they are current smokers, 17% used e-cigarettes and 56% 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 2021-2023 N=158		NH Statewide 2021-2023 N=1964	
	n	%	n	%
Are you currently employed?*				
No	116	78	1366	73
Yes - full-time	18	12	185	10
Yes - part-time	15	10	333	18
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	8	5	58	3
Were you arrested during the 12 months prior to that? (%yes)	9	6	66	4
Arrested at all in the past 2 years? (%yes)	14	9	109	6
Over the last 12 months, have your encounters with the police...				
Been reduced	13	9	108	6
Stayed the same	11	7	95	5
Increased	5	3	47	3
Not applicable	120	81	1601	86
Participation in community or social activities				
Spiritual/Religious	44	30	615	33
Community organizations	21	14	38	19
Gym/physical activity	34	37	439	36
Peer support center	14	10	225	12
Recovery support center for substance misuse	11	8	136	7
Volunteer work	16	11	282	15
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	9	6	155	8
Other social activities	12	8	217	11
Attending school				
No school	134	92	1697	92
School Full-time	6	4	62	3
School Part-time	6	4	76	4
Smoking status				
What is your current smoking status (cigarettes, cigars, pipes)?				
Current smoker	57	38	588	31
Former smoker (smoked in the past but now quit)	40	26	557	30
Never smoked	54	36	737	39
Have you used an e-cigarette or other electronic vaping product in the past 30 days?				
No	126	83	1608	86
Yes	25	17	253	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)	34	56	338	55

Note: *p<0.05 statistically significant difference (bolded).

Community Partners: 2021-2023 Family Member Satisfaction Survey Results

Demographics

A total of 140 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 (2021-2023). Of the children whose family member responded, 51% were male, 46% were female, 2% were Other/transgender/non-binary, 96% were White, and 8% were Hispanic/Latino. The average age was 11.9 years. Sixty percent have received services for more than 1 year. The table below compares the characteristics of CP youth clients to the state.

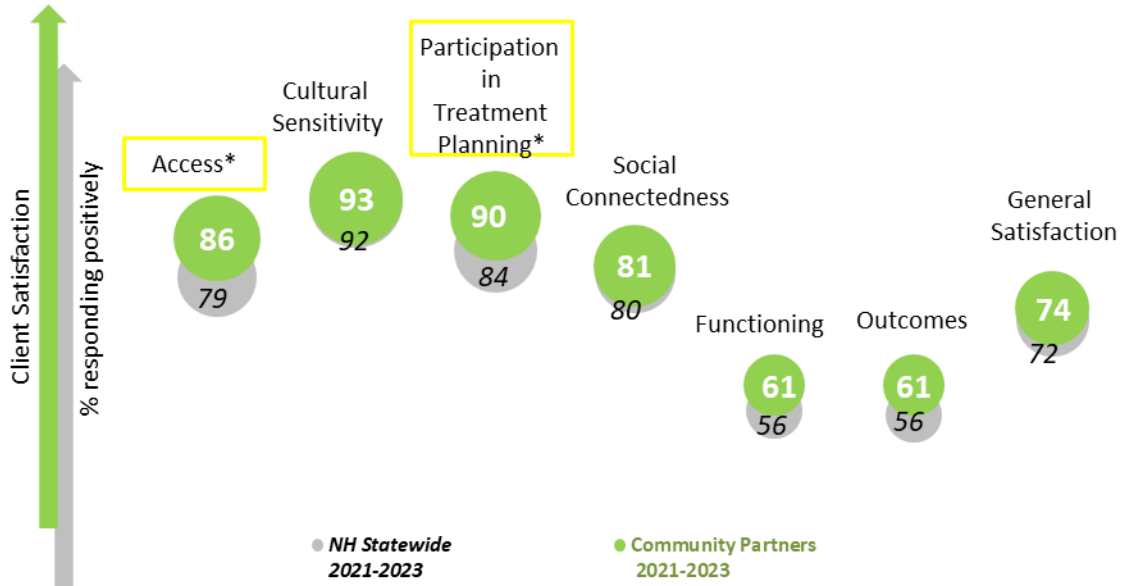
Characteristics of Children & Youth Clients	Community Partners 2021-2023 N=140		NH Statewide 2021-2023 N=1377	
	n	%	n	%
Gender				
Female	65	46	681	49
Male	72	51	662	48
Other, transgender, non-binary	3	2	34	2
Age group				
age 0-5	4	3	46	3
age 6-11	59	42	516	37
age 12 or older	77	55	815	59
<i>Average age (SD, range)</i>	11.9 (3.4, 4-17)		12.1 (3.4, 3-17)	
Race category				
American Indian/Alaska Native	0	0	18	1
Asian*(+)	4	3	23	2
Black or African American	8	6	85	6
Native Hawaiian/Pacific Islander	1	1	7	1
White (Caucasian)	134	96	1279	93
Other race	1	1	20	1
Either of child's parent is Spanish/Hispanic/Latino				
Yes-Hispanic/Latino	11	8	130	10
No-Not Hispanic/Latino	128	92	1227	90
How long has your child received services from this Center?				
Less than 1 month	6	4	33	2
1-5 months	13	9	99	7
6 months-1 year	36	26	335	25
More than 1 year	83	60	883	65
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	85	62	777	58
Yes	53	38	568	42

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

Satisfaction Domains	Community Partners 2021-2023		NH Statewide 2021-2023		Difference
	Total N	CMHC %	Total N	Statewide %	
Access*	134	86	1338	79	6.6
Cultural Sensitivity	96	93	983	92	0.6
Participation in Treatment Planning*	136	90	1357	84	6.0
Social Connectedness	133	81	1337	80	1.3
Functioning	135	61	1340	56	4.3
Outcomes	135	61	1341	56	5.1
General Satisfaction	134	74	1354	72	2.1

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

Satisfaction with Community Partners: Comparison of 2018-2020 and 2021-2023 Domain Scores

To evaluate whether family member satisfaction with CP changed over time, domain scores across two time periods were compared (2018-2020 versus 2021-2023). The outcomes domain improved significantly over time.

The table below provides additional details on the total number of respondents included in each domain in the 2018-2020- and 2021-2023-year groups, the percent responding positively, and the difference in scores.

	Community Partners		Community Partners		Difference
	2018-2020		2021-2023		
Satisfaction Domains	N	%	N	%	
Access	144	81	134	86	5.2
Cultural Sensitivity	113	89	96	93	3.3
Participation in Treatment Planning	143	88	136	90	1.6
Social Connectedness	140	76	133	81	5.5
Functioning	139	50	135	61	10.4
Outcomes*	139	47	135	61	13.3
General Satisfaction	140	71	134	74	3.2

Note: *p<0.05=statistically significant difference in scores between the two time periods (bolded). A positive difference (in green) indicates the center's scores 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 (2021-2023) 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 2021-2023		Statewide 2021-2023		Difference
Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree		
Access	The location of services was convenient for us	134	93	1345	89	4.0
	Services were available at times that were convenient for us	137	82	1361	79	3.0
	My family was able to access crisis services when needed. (new2022)	63	76	598	75	1.1
Cultural Sensitivity	Staff spoke with me in a way that I understood	137	95	1363	93	2.2
	Staff treated me with respect	140	94	1364	93	0.7
	Staff respected my family's religious/spiritual beliefs	92	89	933	89	-0.2
	Staff were sensitive to my cultural/ethnic background	88	86	878	88	-1.8
Participation in Treatment Planning	I helped to choose my child's services	133	85	1346	81	3.6
	I helped to choose my child's treatment goals	136	86	1346	81	4.7
	I participated in my child's treatment*	137	92	1352	87	5.5
	I helped identify my child's strengths and needs (new2022)*	96	96	911	90	6.1
Social Connectedness	I have people that I am comfortable talking with about my child's problems	133	87	1345	84	2.2
	In a crisis, I would have the support I need from family or friends	131	77	1330	79	-2.2
	I have people with whom I can do enjoyable things	130	82	1331	82	-0.7
	I know people who will listen and understand me when I need to talk*	131	87	1329	81	6.5
Functioning	My child is better at handling daily life	135	68	1350	61	6.7
	My child gets along better with family members	128	59	1296	59	-0.1
	My child gets along better with friends and other people	133	57	1307	61	-3.7
	My child is doing better in school and/or work	133	61	1314	57	3.8
	My child is better able to cope when things go wrong	134	56	1345	55	0.5
	My child is better able to do things he/she wants to do	131	60	1326	60	-0.1
Outcomes	My child is better at handling daily life	135	68	1350	61	6.7
	My child gets along better with family members	128	59	1296	59	-0.1
	My child gets along better with friends and other people	133	57	1307	61	-3.7
	My child is doing better in school and/or work	133	61	1314	57	3.8
	My child is better able to cope when things go wrong	134	56	1345	55	0.5
	I am satisfied with our family life right now	133	60	1342	58	2.5
General Satisfaction	My family got the help we wanted for my child	139	75	1365	74	0.8
	My family got as much help as we needed for my child	137	70	1348	66	4.0
	I felt my child had someone to talk to when he/she was troubled	133	77	1344	78	-0.3
	Overall, I am satisfied with the services my child received	121	80	1199	77	3.5
	The people helping my child stuck with us no matter what	121	75	1179	76	-0.7
	The services my child and/or my family received were right for us*	135	79	1356	72	7.6
	I am happy with my child's counselor or psychiatrist/(2022) I am happy with my child's treatment team*	134	84	1341	76	8.0

Notes: The total number Ns or denominators are smaller for items that were added in 2022. *p<0.05 statistically significant difference between center and statewide (bolded).

Behavioral Outcomes

Two percent of CP family member respondents reported that their child was arrested in the last 12 months, and 4% 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-four percent of CP respondents reported that their child attended school in the last 12 months, and 18% reported that their child had been suspended or expelled in the last 12 months. Nineteen 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 2021-2023 N=140		NH Statewide 2021-2023 N=1377	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	1	2	19	4
Was your child arrested during the 12 months prior to that? (%yes)	0	0	8	2
Was child arrested at all in the past 2 years? (%yes)	1	2	25	5
Over the last 12 months, have your child's encounters with the police...				0
Been reduced	2	4	36	8
Stayed the same	1	2	15	3
Increased	4	9	27	6
Not applicable (My child had no police encounters this year or last year)	40	85	400	84
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)	22	42	221	41
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	126	94	1255	96
Was your child expelled or suspended during the past 12 months? (%yes)	23	18	181	15
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	17	14	130	11
Was child expelled or suspended at all in the past 2 years? (%yes)	31	25	232	19
Since starting to receive services, the number of days my child was in school...				
Has increased	13	19	164	25
Has stayed about the same	44	66	392	60
Has decreased	10	15	99	15

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: 2021-2023 Adult Satisfaction Survey Results

Demographics

A total of 220 adult clients from Center for Life Management (CLM) responded to the client satisfaction survey in the last three years (2021-2023). Of these, 42% were male, 58% were female, 90% were White (compared to 88% statewide), and 3% were Hispanic/Latino (compared to 5% statewide). The average age was 43.6 years. About 90% were still receiving services at the time of the survey and 87% have received services for a year or more. The table below compares the characteristics of CLM respondents to the state.

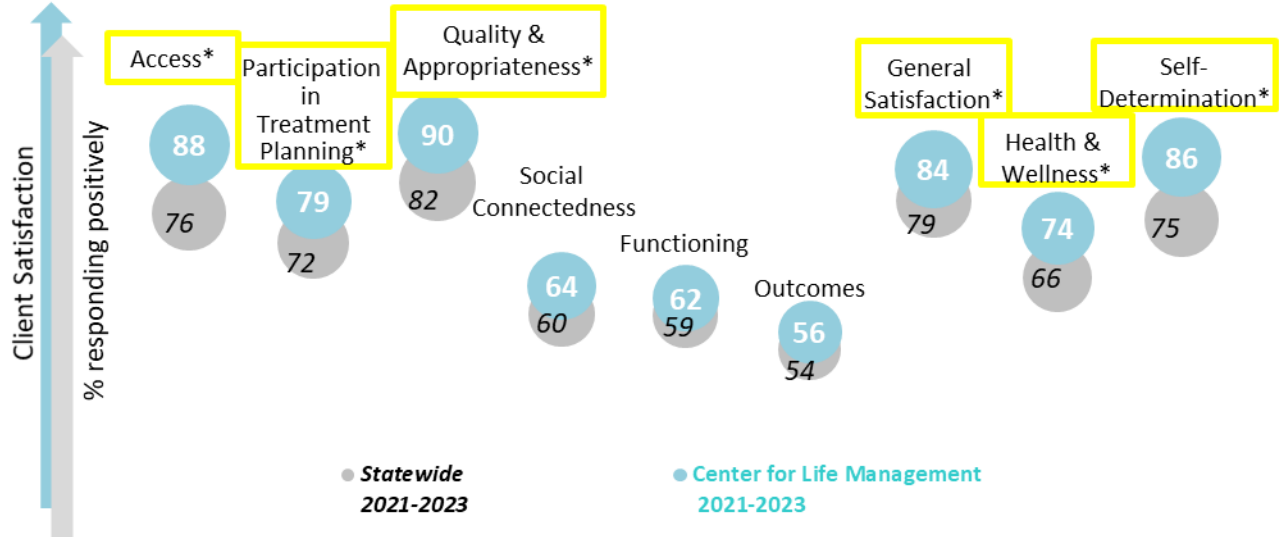
Adult Consumer Survey Respondent Characteristics	Center for Life Management 2021-2023 N=220		NH Statewide 2021-2023 N=1964	
	n	%	n	%
Gender				
Female	128	58	1207	61
Male	92	42	756	38
Age group*				
Age 18-24	32	15	180	9
Age 25-44	79	36	598	30
Age 45-64	92	42	905	46
Age 65+	17	8	281	14
<i>Average age (SD, range)</i>	43.6 (15.2, 18-74)		48.0 (15.7, 18-91)	
Race category				
American Indian/Alaska Native	6	3	88	4
Asian	7	3	33	2
Black or African American	9	4	55	3
Native Hawaiian/Pacific Islander	1	0	5	0
White (Caucasian)	197	90	1720	88
Other race	5	2	53	3
Ethnicity: Hispanic/Latino/Spanish				
Yes-Hispanic/Latino	6	3	89	5
No-Not Hispanic/Latino	197	97	1701	95
Are you currently (still) getting mental health services from CMHC providers? (%yes)	187	90	1713	91
How long have you received mental health services from your community mental health providers?*				
Less than a year (less than 12 months)	28	13	171	9
1 year or more (at least 12 months)	185	87	1708	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).

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

Compared to the state overall, six out of nine domains – access to services, participation in treatment planning, quality and appropriateness, general satisfaction, health and wellness, and self-determination – were statistically significantly higher for CLM clients.



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 2021-2023		Statewide 2021-2023		Difference
	Total N	CMHC %	Total N	Statewide %	
Access*	216	88	1916	76	11.6
Participation with Treatment Planning*	205	79	1818	72	7.0
Quality and Appropriateness*	207	90	1825	82	8.3
Social Connectedness	212	64	1882	60	4.7
Functioning	214	62	1864	59	2.8
Outcomes	204	56	1803	54	2.9
General Satisfaction*	212	84	1902	79	5.4
Health and Wellness*	177	74	1611	66	8.4
Self-Determination*	214	86	1906	75	10.6

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 2018-2020 and 2021-2023 Domain Scores

To evaluate whether client satisfaction with CLM services changed over time, domain scores across two time periods were compared (2018-2020 versus 2021-2023). There were statistically significant improvements in all nine satisfaction domains over time.

The table below provides additional details on the total number of respondents included in each domain in the 2018-2020- and 2021-2023-year groups, the percent responding positively, and the difference in scores.

Satisfaction Domains	Center for Life Management 2018-2020		Center for Life Management 2021-2023		Difference
	Total N	CMHC %	Total N	CMHC %	
Access*	200	80	216	88	8.0
Participation in Treatment Planning*	193	68	205	79	10.7
Quality and Appropriateness*	197	82	207	90	7.6
Social Connectedness*	197	54	212	64	10.7
Functioning*	198	47	214	62	14.7
Outcomes*	189	42	204	56	14.6
General Satisfaction*	201	76	212	84	7.8
Health and Wellness (state added)*	192	61	177	74	13.1
Self-Determination (state added)*	201	71	214	86	15.3

Note: *p<0.05=statistically significant difference in scores between the two time periods (bolded). A positive difference (in green) indicates the center's scores 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 (2021-2023) 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 2021-2023		Statewide 2021-2023		Difference
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Access	The location of services was convenient for us*	197	93	1776	84	9.3
	Staff were willing to see me as often as I felt it was necessary*	212	94	1888	80	14.3
	Staff returned my call in 24 hours*	212	85	1839	72	12.6
	Services were available at times that were good for me*	219	90	1925	83	7.0
	I was able to get all the services I thought I	218	84	1921	74	9.7
	I was able to see a psychiatrist when I wanted to	195	74	1780	69	5.0
Participation in Treatment Planning	I felt comfortable asking questions about my treatment and medication*	213	92	1908	85	7.0
	My beliefs were respected in my treatment and treatment plan*	215	90	1889	85	5.8
	Staff saw me as an equal partner in my treatment plan*	216	88	1901	81	7.0
	Staff were respectful of my sexual orientation, gender expression, and gender identity	172	93	1604	91	2.1
	Staff respected me as a whole person*	214	92	1918	88	4.2
	My right to refuse treatment was respected*	164	86	1453	78	8.4
	I, not staff, decided my treatment goals*	210	77	1840	69	8.0
	Staff here believed that I could grow, change, and recover*	208	90	1857	81	8.4
Quality and Appropriateness	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)*	199	80	1710	73	7.4
	I felt free to complain*	207	88	1841	79	9.3
	I was given information about how to file a complaint	163	60	1506	54	6.6
	I was given information about my rights*	199	86	1815	80	6.4
	Staff encouraged me to take responsibility for how I live my life	204	84	1814	80	3.8
	Staff told me what side effects to watch out for*	189	82	1727	71	10.8
	Staff respected my wishes about who is and who is not to be given information about my treatment	205	92	1817	88	3.6
	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	169	89	1550	84	4.5
	Staff helped me obtain the information I needed so that I could take charge of managing my	209	83	1810	77	6.1
	Social Connectedness	In a crisis, I have the support I need from family or	211	77	1880	72
I am happy with the friendships I have		208	69	1858	66	3.1
I have people with whom I can do enjoyable things		209	73	1881	69	4.0
I feel I belong to my community		204	45	1844	47	-1.6
I know people who listen and understand me when I need to talk		215	75	1901	71	4.4
When I need help right away, I know people I can call on		214	78	1903	74	4.2

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

Adult Survey Items Results Summary		Center for Life Management 2021-2023		Statewide 2021-2023		Difference
Domain	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Functioning	My symptoms are not bothering me as much	213	59	1865	54	5.2
	I do things that are more meaningful to me	214	64	1859	64	0.0
	I am better able to take care of my needs	212	72	1860	66	5.4
	I am better able to do things that I want to do	214	68	1863	63	4.9
	I am better able to manage my money and pay my bills	195	64	1731	61	2.7
	I feel hopeful about my future	210	61	1867	57	3.1
Outcomes	I am better able to handle things when they go wrong	212	56	1876	58	-2.1
	My symptoms are not bothering me as much	213	59	1865	54	5.2
	I deal more effectively with daily problems	210	70	1871	66	3.3
	I am better able to control my life	211	63	1865	63	-0.3
	I am better able to deal with crisis	208	59	1850	59	0.2
	I am getting along better with my family*	201	70	1782	62	7.6
	I do better in social situations*	204	57	1827	50	7.3
	I do better in school and/or work	136	54	1120	49	5.5
General Satisfaction	My housing situation has improved	169	54	1611	53	1.2
	I like the services that I have received	213	85	1900	81	3.9
	If I had other choices, I would still get services from this agency*	210	84	1872	76	8.5
	I would recommend this agency to a friend or family member*	211	83	1878	78	5.6
Self-Determination	I am happy with my counselor or psychiatrist/I am happy with my Treatment Team (revised 2022)	211	84	1869	79	4.7
	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	80	1895	73	7.4
	I am free to choose the kinds of goals I want to pursue*	212	89	1897	81	7.6
	I decide how involved I want to be in my	212	89	1888	82	7.1
	I have people in my life who accept me for me*	213	85	1893	79	5.3
	I have people in my life who respect my values and choices*	213	83	1893	76	6.8
	I have a say in what happens to me when I am in crisis*	207	81	1849	73	7.9
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)	178	80	1628	79	1.1
	I have been eating a more healthy diet/I have been provided information on how to eat a more healthy diet (revised 2022)	189	57	1702	56	1.1
	I have been more physically active/I have been provided information on how to be more physically active (revised 2022)	195	68	1742	63	4.9
	My medications have been helpful to me	196	75	1782	72	3.2
	I was (not) prescribed too many medications	161	72	1464	66	5.7

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

Behavioral Outcomes

Sixty-three percent of CLM respondents reported being unemployed at the time of the survey, which was significantly lower than 73% statewide. One 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. Twelve percent attended either full- or part-time school. Twenty-five percent reported they are current smokers, 15% have used e-cigarettes and 67% were thinking of quitting within the next 6 months, which was significantly higher than the 55% of statewide respondents. The table below compares the behavioral outcome results of CLM respondents to the state.

Adult Consumer Survey Respondent Behavioral Outcomes	Center for Life Management 2021-2023 N=220		NH Statewide 2021-2023 N=1964	
	n	%	n	%
Are you currently employed?*				
No	131	63	1366	73
Yes - full-time	30	14	185	10
Yes - part-time	47	23	333	18
Arrests & police encounters				
Were you arrested in the last 12 months? (% yes)	3	1	58	3
Were you arrested during the 12 months prior to that? (%yes)	9	4	66	4
Arrested at all in the past 2 years? (%yes)	10	5	109	6
Over the last 12 months, have your encounters with the police...*				
Been reduced	6	3	108	6
Stayed the same	3	1	95	5
Increased	2	1	47	3
Not applicable	196	95	1601	86
Participation in community or social activities				
Spiritual/Religious	59	29	615	33
Community organizations	38	19	38	19
Gym/physical activity*(+)	65	48	439	36
Peer support center	24	12	225	12
Recovery support center for substance misuse	11	5	136	7
Volunteer work	30	15	282	15
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	15	7	155	8
Other social activities	26	12	217	11
Attending school*				
No school	180	88	1697	92
School Full-time	10	5	62	3
School Part-time	15	7	76	4
Smoking status				
What is your current smoking status (cigarettes, cigars, pipes)?*				
Current smoker	53	25	588	31
Former smoker (smoked in the past but now quit)	58	27	557	30
Never smoked	101	48	737	39
Have you used an e-cigarette or other electronic vaping product in the past 30 days?				
No	180	85	1608	86
Yes	31	15	253	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)*(+)	42	67	338	55

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

Center for Life Management: 2021-2023 Family Member Satisfaction Survey Results

Demographics

A total of 165 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 (2021-2023). Of the children whose family member responded, 45% were male, 54% were female, 1% were Other/transgender/non-binary, 92% were White, and 12% were Hispanic/Latino. The average age was 12.1 years. Sixty-nine percent have received services for more than 1 year. The table below compares the characteristics of CLM youth clients to the state.

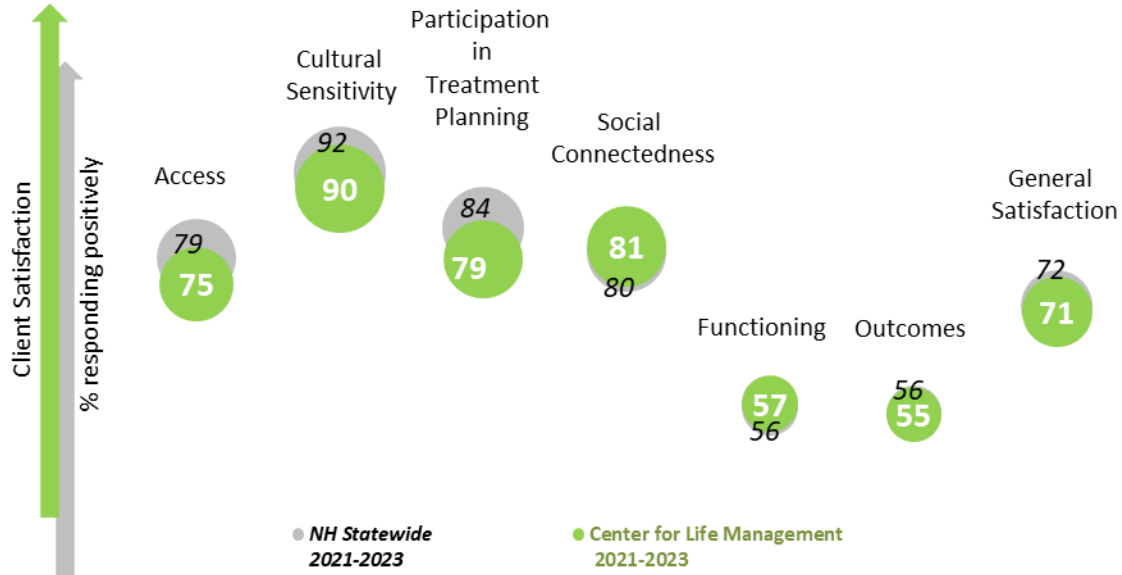
Characteristics of Children & Youth Clients	Center for Life Management 2021-2023 N=165		NH Statewide 2021-2023 N=1377	
	n	%	n	%
Gender				
Female	89	54	681	49
Male	74	45	662	48
Other, transgender, non-binary	2	1	34	2
Age group				
age 0-5	7	4	46	3
age 6-11	69	42	516	37
age 12 or older	89	54	815	59
<i>Average age (SD, range)</i>	12.1 (3.6, 4-17)		12.1 (3.4, 3-17)	
Race category				
American Indian/Alaska Native	0	0	18	1
Asian	7	4	23	2
Black or African American	10	6	85	6
Native Hawaiian/Pacific Islander	0	0	7	1
White (Caucasian)	151	92	1279	93
Other race	2	1	20	1
Either of child's parent is Spanish/Hispanic/Latino				
Yes-Hispanic/Latino	20	12	130	10
No-Not Hispanic/Latino	144	88	1227	90
How long has your child received services from this Center?				
Less than 1 month	3	2	33	2
1-5 months	12	7	99	7
6 months-1 year	36	22	335	25
More than 1 year	112	69	883	65
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	59	777	58
Yes	66	41	568	42

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 2021-2023		NH Statewide 2021-2023		Difference
	Total N	CMHC %	Total N	Statewide %	
Access	157	75	1338	79	-4.0
Cultural Sensitivity	116	90	983	92	-2.4
Participation in Treatment Planning	162	79	1357	84	-4.7
Social Connectedness	162	81	1337	80	1.0
Functioning	160	57	1340	56	0.5
Outcomes	161	55	1341	56	-0.3
General Satisfaction	162	71	1354	72	-0.8

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

Satisfaction with Center for Life Management: Comparison of 2018-2020 and 2021-2023 Domain Scores

To evaluate whether family member satisfaction with CLM changed over time, domain scores across two time periods were compared (2018-2020 versus 2021-2023). 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 2018-2020- and 2021-2023-year groups, the percent responding positively, and the difference in scores.

	Center for Life Management		Center for Life Management		Difference
	2018-2020		2021-2023		
Satisfaction Domains	N	%	N	%	
Access	159	78	157	75	-2.8
Cultural Sensitivity	110	87	116	90	2.4
Participation in Treatment Planning	155	86	162	79	-7.4
Social Connectedness	158	82	162	81	-1.4
Functioning	156	56	160	57	1.1
Outcomes	156	56	161	55	-1.1
General Satisfaction	160	73	162	71	-2.1

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

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 (2021-2023) 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		Center for Life Management 2021-2023		Statewide 2021-2023		Difference
	Item	N	Percent (%) Strongly Agree/Agree	N	Percent (%) Strongly Agree/Agree	
Access	The location of services was convenient for us	157	90	1345	89	0.6
	Services were available at times that were convenient for us	163	74	1361	79	-5.2
	My family was able to access crisis services when needed. (new2022)	73	75	598	75	0.2
Cultural Sensitivity	Staff spoke with me in a way that I understood*	162	87	1363	93	-5.7
	Staff treated me with respect	163	91	1364	93	-2.0
	Staff respected my family's religious/spiritual beliefs	106	86	933	89	-3.4
	Staff were sensitive to my cultural/ethnic background	101	86	878	88	-2.0
Participation in Treatment Planning	I helped to choose my child's services	159	78	1346	81	-3.4
	I helped to choose my child's treatment goals	161	81	1346	81	-0.6
	I participated in my child's treatment	162	85	1352	87	-1.3
	I helped identify my child's strengths and needs (new2022)	102	89	911	90	-0.6
Social Connectedness	I have people that I am comfortable talking with about my child's problems	162	83	1345	84	-1.0
	In a crisis, I would have the support I need from family or friends	162	82	1330	79	2.8
	I have people with whom I can do enjoyable things	161	88	1331	82	5.2
	I know people who will listen and understand me when I need to talk	161	78	1329	81	-2.2
Functioning	My child is better at handling daily life	161	61	1350	61	-0.7
	My child gets along better with family members	153	63	1296	59	3.3
	My child gets along better with friends and other people	157	61	1307	61	0.3
	My child is doing better in school and/or work	156	55	1314	57	-2.1
	My child is better able to cope when things go wrong	157	57	1345	55	1.9
Outcomes	My child is better able to do things he/she wants to do	157	60	1326	60	-0.5
	My child is better at handling daily life	161	61	1350	61	-0.7
	My child gets along better with family members	153	63	1296	59	3.3
	My child gets along better with friends and other people	157	61	1307	61	0.3
	My child is doing better in school and/or work	156	55	1314	57	-2.1
General Satisfaction	My child is better able to cope when things go wrong	157	57	1345	55	1.9
	I am satisfied with our family life right now	160	54	1342	58	-3.9
	My family got the help we wanted for my child	162	72	1365	74	-2.4
	My family got as much help as we needed for my child	160	65	1348	66	-1.1
	I felt my child had someone to talk to when he/she was troubled	160	77	1344	78	-0.8
	Overall, I am satisfied with the services my child received	150	73	1199	77	-3.9
	The people helping my child stuck with us no matter what	147	76	1179	76	0.3
	The services my child and/or my family received were right for us	163	69	1356	72	-2.3
	I am happy with my child's counselor or psychiatrist/(2022) I am happy with my child's treatment team	161	72	1341	76	-3.6

Notes: The total number Ns or denominators are smaller for items that were added in 2022. *p<0.05 statistically significant difference between center and statewide (bolded).

Behavioral Outcomes

Three 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. Thirty-four percent of respondents with children over age 14 reported that they and the CMHC staff had begun planning for the child's transition to adulthood. Ninety-seven percent of respondents reported that their child attended school in the last 12 months, and 14% 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 2021-2023 N=165		NH Statewide 2021-2023 N=1377	
	n	%	n	%
Arrests & police encounters (among those age 14 or older)				
Was your child arrested in the last 12 months? (% yes)	2	3	19	4
Was your child arrested during the 12 months prior to that? (%yes)	0	0	8	2
Was child arrested at all in the past 2 years? (%yes)	2	3	25	5
Over the last 12 months, have your child's encounters with the police...				0
Been reduced	4	7	36	8
Stayed the same	2	3	15	3
Increased	3	5	27	6
Not applicable (My child had no police encounters this year or last year)	52	85	400	84
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)	22	34	221	41
School attendance (among those 6 or older)				
Did your child attend school in the past 12 months? (%yes)	152	97	1255	96
Was your child expelled or suspended during the past 12 months? (%yes)	21	14	181	15
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	16	11	130	11
Was child expelled or suspended at all in the past 2 years? (%yes)	26	17	232	19
Since starting to receive services, the number of days my child was in school...				
Has increased	24	30	164	25
Has stayed about the same	49	61	392	60
Has decreased	7	9	99	15

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

Appendix A1. 2023 NH Adult Satisfaction Survey

















Appendix A2. Statewide 2023 Adult Survey Demographics

2023 NH DHHS Adult Satisfaction Survey – Respondent Characteristics	Statewide 2023 N=663	
	n	%
Gender		
Female	402	61
Male	261	39
Age group		
Age 18-24	55	8
Age 25-44	198	30
Age 45-64	309	47
Age 65+	101	15
<i>Average age (SD, range)</i>	48.5 (15.81,18-91)	
Race category		
American Indian/Alaska Native	32	5
Asian	11	2
Black or African American	26	4
Native Hawaiian/Pacific Islander	0	0
White (Caucasian)	579	87
Other race	16	2
Ethnicity: Hispanic/Latino/Spanish		
Yes-Hispanic/Latino	30	5
No-Not Hispanic/Latino	579	95
Are you currently (still) getting mental health services from CMHC providers? (% yes)	593	92
How long have you received mental health services from your community mental health providers?		
Less than a year (less than 12 months)	50	8
1 year or more (at least 12 months)	592	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, 40% were male and 60% were female; by age group: 14% age 18-24, 38% age 25-44, 37% age 45-64, and 11% age 65+ and average age was 44 years; and by race, 88% were white.

Appendix A3. Adult Survey – Statewide Domain Scores by Year (2021-2023)

Adult Survey: Statewide Domain Scores (2021-2023) with 95% Confidence Intervals									
Satisfaction Domains	2021		2022		2023		p-values		2021 U.S. Percent
	Total	Percent (95% CI)	Total	Percent (95% CI)	Total	Percent (95% CI)	2021 vs 2023	2022 vs 2023	
Access	661	75 (72, 78)	598	77 (73, 80)	656	79 (76, 82)	0.0979	0.4022	88
Participation in Treatment Planning	633	70 (67, 74)	562	71 (68, 75)	622	74 (70, 77)	0.1506	0.3314	86
Quality and Appropriateness	630	81 (78, 84)	569	81 (78, 84)	626	84 (81, 87)	0.2234	0.2482	90
Social Connectedness	650	59 (55, 62)	592	61 (57, 65)	639	59 (55, 63)	0.8757	0.4069	78
Functioning	653	60 (56, 64)	588	56 (52, 60)	627	60 (56, 64)	0.9911	0.1700	77
Outcomes	632	55 (51, 59)	569	50 (46, 54)	606	54 (50, 58)	0.8023	0.1368	77
General Satisfaction	658	77 (74, 80)	600	79 (76, 82)	645	80 (77, 83)	0.2115	0.6856	89
Health and Wellness*	604	59 (55, 63)	489	69 (65, 73)	514	71 (67, 75)	<0.001	0.6795	n/a
Self-Determination	663	75 (72, 78)	601	75 (72, 79)	646	75 (72, 78)	0.9796	0.9707	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, comparisons of 2022 and 2023 data to 2021 should be interpreted with caution, as is the statistically significant difference between 2021 and 2023. See Appendix A4 below for revised questions.

National U.S. percentages are not applicable for the health and wellness and self-determination domains, which are state-added.

~SAMHSA Uniform Reporting System 2021 URS Output Tables. Mental Health National Outcome Measures (NOMS). Accessed online October 2023. <https://www.samhsa.gov/data/report/2021-uniform-reporting-system-urs-output-tables>

Note: 2022 national scores are not available at the time of this report.

Appendix A4. Adult Survey – Statewide Item-specific Responses by Domain by Year (2021-2023)

Adult Survey: Statewide Results for Items by Domain (2021-2023)	% Strongly Agree or Agree					
	2021		2022		2023	
	N	Percent (95% CI)	N	Percent (95% CI)	N	Percent (95% CI)
Access						
Services were available at times that were good for me	670	83 (80, 86)	601	82 (79, 85)	656	86 (83, 88)
The location of services was convenient for us	596	83 (80, 86)	558	85 (82, 88)	619	84 (82, 87)
Staff were willing to see me as often as I felt it was necessary	652	78 (75, 82)	595	81 (78, 84)	646	82 (79, 85)
I was able to get all the services I thought I needed[^]*	669	73 (70, 76)	596	71 (67, 75)	657	78 (74, 81)
Staff returned my call in 24 hours	642	73 (70, 76)	573	72 (68, 76)	622	74 (70, 77)
I was able to see a psychiatrist when I wanted to	622	67 (64, 71)	558	69 (65, 73)	605	71 (67, 74)
Participation in Treatment Planning						
Staff were respectful of my sexual orientation, gender expression, and gender identity[^]	565	89 (87, 92)	503	91 (88, 93)	533	94 (92, 96)
Staff respected me as a whole person	664	88 (85, 90)	605	87 (85, 90)	647	88 (86, 91)
My beliefs were respected in my treatment and treatment plan	656	83 (80, 86)	599	84 (81, 87)	636	87 (84, 89)
I felt comfortable asking questions about my treatment and medication	663	86 (83, 88)	602	85 (82, 88)	649	84 (81, 87)
Staff saw me as an equal partner in my treatment plan	662	82 (79, 85)	603	80 (77, 83)	636	81 (78, 84)
My right to refuse treatment was respected	511	76 (72, 80)	448	77 (73, 81)	493	78 (75, 82)
I, not staff, decided my treatment goals	642	67 (63, 71)	570	68 (64, 72)	626	72 (68, 75)
Quality and Appropriateness						
Staff respected my wishes about who is and who is not to be given information about my treatment	621	87 (85, 90)	572	88 (85, 90)	621	91 (88, 93)
Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.) [^] *	543	83 (80, 86)	475	83 (80, 86)	526	88 (85, 91)
I felt free to complain[^]	635	76 (73, 80)	575	79 (75, 82)	634	82 (79, 85)
Staff here believed that I could grow, change, and recover	642	83 (80, 86)	581	79 (76, 83)	633	82 (79, 85)
Staff encouraged me to take responsibility for how I live my life	626	82 (79, 85)	579	78 (74, 81)	608	82 (79, 85)
Staff helped me obtain the information I needed so that I could take charge of managing my illness	631	78 (75, 81)	565	75 (71, 78)	614	79 (76, 83)
I was given information about my rights	626	81 (78, 84)	573	80 (77, 83)	612	77 (74, 80)
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)[^]	588	69 (65, 73)	542	73 (69, 77)	572	77 (73, 80)
Staff told me what side effects to watch out for	596	72 (68, 75)	549	71 (68, 75)	583	70 (67, 74)
I was given information about how to file a complaint	509	52 (48, 56)	478	53 (48, 57)	511	56 (51, 60)
Social Connectedness						
In a crisis, I have the support I need from family or friends	653	73 (70, 76)	596	70 (66, 74)	626	73 (69, 76)
When I need help right away, I know people I can call on	659	75 (71, 78)	599	75 (71, 78)	647	73 (69, 76)
I know people who listen and understand me when I need to talk	660	71 (68, 75)	597	69 (65, 73)	646	71 (67, 74)
I have people with whom I can do enjoyable things	652	69 (65, 72)	591	71 (67, 74)	637	68 (64, 71)
I am happy with the friendships I have	647	65 (61, 68)	589	65 (61, 69)	625	67 (64, 71)
I feel I belong to my community	640	45 (41, 49)	581	48 (44, 53)	621	46 (42, 49)
Functioning						
I am better able to take care of my needs	653	65 (61, 68)	585	66 (62, 70)	627	69 (65, 72)
I do things that are more meaningful to me	653	64 (60, 67)	584	63 (59, 67)	627	65 (61, 69)
I am better able to do things that I want to do	647	64 (60, 68)	592	62 (58, 66)	631	63 (59, 67)
I am better able to manage my money and pay my bills	616	62 (58, 66)	554	60 (56, 64)	563	62 (58, 66)
I am better able to handle things when they go wrong	656	58 (54, 62)	591	55.2 (51, 59)	637	58 (54, 62)
I feel hopeful about my future	649	61 (57, 65)	588	53.5 (50, 58)	632	58 (54, 62)

Adult Survey: Statewide Results for Items by Domain (2021-2023)	% Strongly Agree or Agree					
	2021		2022		2023	
	N	Percent (95% CI)	N	Percent (95% CI)	N	Percent (95% CI)
My symptoms are not bothering me as much*	649	54 (50, 58)	591	49 (45, 53)	627	49 (45, 53)
Outcomes						
I deal more effectively with daily problems*	649	64 (61, 68)	590	61 (57, 65)	638	69 (66, 73)
I am better able to control my life	649	65 (61, 69)	591	60 (56, 64)	633	64 (60, 68)
I am getting along better with my family	625	62 (59, 66)	561	60 (56, 64)	600	61 (57, 65)
I am better able to deal with crisis	639	60 (56, 64)	587	57 (53, 61)	629	60 (56, 64)
My symptoms are not bothering me as much	649	54 (50, 58)	591	49 (45, 53)	627	57 (54, 61)
My housing situation has improved	575	56 (52, 60)	505	47 (43, 52)	526	53 (49, 57)
I do better in social situations*	633	52 (48, 56)	580	45 (41, 49)	617	52 (48, 56)
I do better in school and/or work	416	51 (46, 56)	341	45 (40, 51)	370	51 (46, 56)
General Satisfaction						
I like the services that I have received	657	81 (78, 84)	601	80 (77, 83)	645	82 (79, 85)
I am happy with my counselor or psychiatrist/I am happy with my Treatment Team (revised 2022)	636	82 (79, 85)	595	77 (74, 81)	641	79 (76, 83)
I would recommend this agency to a friend or family member	650	78 (75, 81)	595	78 (75, 81)	635	79 (76, 82)
If I had other choices, I would still get services from this agency	650	74 (71, 78)	584	75 (72, 79)	638	79 (75, 82)
Self-Determination (state added)						
I am free to choose the kinds of goals I want to pursue	660	81 (78, 84)	595	80 (77, 83)	646	84 (81, 86)
I decide how involved I want to be in my treatment	658	83 (80, 86)	597	81 (78, 84)	637	83 (80, 85)
I have people in my life who accept me for me	658	80 (77, 83)	597	78 (75, 81)	641	78 (75, 81)
I have people in my life who respect my values and choices	661	77 (74, 80)	594	77 (73, 80)	642	74 (71, 78)
I have a say in what happens to me when I am in crisis	648	72 (69, 76)	570	72 (68, 75)	625	74 (70, 77)
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)	658	74 (70, 77)	596	71 (67, 75)	644	74 (70, 77)
Health and Wellness (state added)						
My medications have been helpful to me^	597	57 (53, 61)	521	69 (65, 73)	607	81 (78, 84)
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)^	618	85 (82, 88)	482	75 (71, 79)	524	76 (72, 79)
I have been more physically active/I have been provided information on how to be more physically active (revised 2022)^*	634	57 (53, 61)	577	78 (74, 81)	568	71 (67, 75)
I was (not) prescribed too many medications	388	63 (58, 67)	482	75 (71, 79)	553	67 (63, 71)
I have been eating a more healthy diet/I have been provided information on how to eat a more healthy diet (revised 2022)	655	55 (51, 59)	536	64 (60, 68)	532	59 (54, 63)

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 2021 and 2023 are indicated by (), and differences between 2022 and 2023 are indicated by (^).

Appendix A5. Adult Survey – 2023 Statewide Adult Survey Behavioral Outcomes

2023 NH DHHS Adult Satisfaction Survey – Behavioral Outcomes	Statewide 2023 N=663	
	n	%
Are you currently employed?		
No	466	73
Yes - full-time	61	10
Yes - part-time	110	17
Arrests & police encounters		
Were you arrested in the last 12 months? (% yes)	20	3
Were you arrested during the 12 months prior to that? (%yes)	19	3
Arrested at all in the past 2 years? (%yes)	35	5
Over the last 12 months, have your encounters with the police...		
Been reduced	39	6
Stayed the same	32	5
Increased	11	2
Not applicable	551	87
Participation in community or social activities		
Spiritual/Religious	188	30
Community organizations	119	19
Gym/physical activity	241	38
Peer support center	79	13
Recovery support center for substance misuse	45	7
Volunteer work	95	15
Self-help groups (e.g., AA, overeaters anonymous, gamblers anonymous)	52	8
Other social activities	74	11
Attending school		
No school	575	93
School Full-time	15	2
School Part-time	31	5
Smoking status		
What is your current smoking status (cigarettes, cigars, pipes)?		
Current smoker	182	28
Former smoker (smoked in the past but now quit)	194	30
Never smoked	262	41
Have you used an e-cigarette or other electronic vaping product in the past 30 days?		
No	536	85
Yes	93	15
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)	118	56

Appendix A6. Adult Survey – 2023 Statewide Domain Scores by Client Characteristics

2023 NH DHHS Adult Satisfaction Survey: 2023 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	78.8	73.8	83.7	59.0	60.2	54.2	79.9	70.6	75.2
Gender									
Female	78	72	82	59	58	52	80	68	75
Male	80	77	86	59	63	57	80	74	76
<i>p-value</i>	0.5208	0.1547	0.2433	0.9488	0.1949	0.2571	0.9044	0.1164	0.8445
Age Group									
Age 18-24	78	71	84	71	60	50	88	63	83
Age 25-44	81	74	90	55	62	57	78	72	74
Age 45-64	77	71	79	56	59	51	78	72	74
Age 65 or older	79	83	86	69	61	58	85	68	78
<i>p-value</i>	0.7971	0.1548	0.0119	0.0215	0.9730	0.4571	0.1621	0.6076	0.4322
Length of Time in Care									
Received services for less than 1 year	68	63	73	50	44	49	69	42	62
Received services for 1 year or more	80	75	85	60	61	55	81	73	76
<i>p-value</i>	0.0437	0.0726	0.0359	0.1704	0.0166	0.4848	0.0372	0.0002	0.0289
Employment Status									
Not employed	79	72	83	57	56	49	79	71	73
Employed (FT/PT)	80	78	86	66	70	68	82	71	81
<i>p-value</i>	0.8140	0.1357	0.4228	0.0394	0.0024	<0.0001	0.3994	0.9165	0.0313

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

Appendix B1. 2023 NH Family Member Satisfaction Survey







Appendix B2. Statewide 2023 Family Member Satisfaction Survey Demographics

2023 NH DHHS Family Member Satisfaction Survey - Child and Youth Characteristics		NH Statewide 2023 N=489	
		n	%
Gender			
	Female	238	49
	Male	238	49
	Other, transgender, non-binary	13	3
Age group			
	age 0-5	20	4
	age 6-11	186	38
	age 12 or older	283	58
	<i>Average age (SD, range)</i>	12.0 (3.6, 4-17)	
Race category			
	American Indian/Alaska Native	10	2
	Asian	8	2
	Black or African American	40	8
	Native Hawaiian/Pacific Islander	2	8
	White (Caucasian)	448	92
	Other race	3	1
Either of child's parent is Spanish/Hispanic/Latino			
	Yes-Hispanic/Latino	59	12
	No-Not Hispanic/Latino	425	88
How long has your child received services from this Center?			
	Less than 1 month	17	4
	1-5 months	37	8
	6 months-1 year	112	23
	More than 1 year	317	66
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	275	57
	Yes	204	43

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, 49% were male children and 51% were female children, by age group: 3% age 0-5, 37% age 6-11, and 60% age 12 or older and the average age was 12.2 years; and by race, 85% were white.

Appendix B3. Family Survey – Statewide Domain Scores by Year (2021-2023)

Family Survey: Statewide Domain Scores (2021-2023) with 95% Confidence Intervals									
Areas of Satisfaction	2021		2022		2023		p-values		2021 U.S. Percent
	Total	Percent (95% CI)	Total	Percent (95% CI)	Total	Percent (95% CI)	2021 vs 2023	2022 vs 2023	
Access*	436	81 (78, 85)	425	83 (79, 86)	477	75 (71, 79)	0.0250	0.0060	88
Cultural Sensitivity	351	92 (87, 94)	299	94 (91, 97)	333	93 (90, 96)	0.5162	0.5482	94
Participation in Treatment Planning	452	84 (81, 88)	425	85 (82, 88)	479	85 (82, 88)	0.8987	0.9011	89
Social Connectedness	443	82 (78, 85)	422	80 (76, 83)	470	79 (76, 83)	0.4205	0.9834	88
Functioning	449	54 (50, 59)	418	60 (55, 64)	470	58 (54, 63)	0.2646	0.6654	72
Outcomes	449	55 (50, 60)	418	58 (54, 63)	470	57 (52, 61)	0.5567	0.6556	72
General Satisfaction	454	74 (70, 78)	428	72 (68, 76)	474	71 (67, 75)	0.3082	0.6794	87

*p<0.05 = statistically significant differences in domain scores across years (bolded). ~SAMHSA Uniform Reporting System 2021 URS Output Tables. Mental Health National Outcome Measures (NOMS). Accessed online October 2022. <https://www.samhsa.gov/data/report/2021-uniform-reporting-system-urs-output-tables>

Note: 2022 national scores are not available at the time of this report.

Appendix B4. Family Survey – Statewide Item-specific Responses by Domain by Year (2021-2023)

Family Survey: Statewide Results for Items by Domain (2021-2023)		Statewide Item % Strongly Agree or Agree					
		2021		2022		2023	
Domains	Item	N	Percent (95% CI)	N	Percent (95% CI)	N	Percent (95% CI)
Access							
	The location of services was convenient for us*	442	89 (86, 92)	425	92 (90, 95)	479	88 (85, 91)
	My family was able to access crisis services when needed. (new2022)			279	75 (70, 80)	312	78 (73, 83)
	Services were available at times that were convenient for us^	447	82 (79, 86)	430	81 (77, 85)	482	76 (72, 80)
Cultural Sensitivity							
	Staff treated me with respect	453	93 (91, 95)	426	94 (92, 96)	483	93 (91, 96)
	Staff spoke with me in a way that I understood	449	93 (90, 95)	431	93 (91, 96)	483	93 (91, 95)
	Staff were sensitive to my cultural/ethnic background	326	87 (84, 91)	262	89 (85, 93)	289	90 (87, 93)
	Staff respected my family's religious/spiritual beliefs	335	89 (86, 93)	283	93 (90, 96)	313	89 (85, 92)
Participation in Treatment Planning							
	I helped identify my child's strengths and needs (new2022)			427	90 (87, 93)	483	91 (88, 93)
	I participated in my child's treatment	451	86 (83, 90)	425	87 (84, 90)	478	88 (85, 90)
	I helped to choose my child's services	445	84 (81, 87)	416	84 (80, 87)	476	82 (79, 86)
	I helped to choose my child's treatment goals	449	83 (80, 87)	417	82 (78, 86)	478	82 (79, 86)
Social Connectedness							
	I have people that I am comfortable talking with about my child's problems	446	87 (84, 90)	425	82 (78, 86)	472	85 (81, 88)
	I have people with whom I can do enjoyable things	439	86 (82, 89)	421	83 (79, 86)	471	84 (81, 87)
	In a crisis, I would have the support I need from family or friends	437	81 (77, 84)	424	77 (73, 81)	468	82 (78, 85)
	I know people who will listen and understand me when I need to talk	444	82 (78, 86)	412	80 (76, 84)	469	80 (76, 83)
Functioning							
	My child is better at handling daily life	451	63 (58, 67)	430	62 (57, 67)	469	64 (59, 68)
	My child gets along better with friends and other people	437	61 (57, 66)	405	65 (60, 69)	458	61 (56, 65)
	My child gets along better with family members	437	60 (55, 64)	404	60 (56, 65)	454	60 (56, 65)
	My child is better able to do things he/she wants to do	439	61 (56, 66)	422	65 (60, 69)	463	60 (56, 65)
	My child is doing better in school and/or work	439	56 (51, 61)	405	59 (55, 64)	464	59 (54, 63)
	My child is better able to cope when things go wrong	450	54 (50, 59)	426	56 (51, 61)	471	56 (52, 61)
Outcomes							
	My child is better at handling daily life	451	63 (58, 67)	430	62 (57, 67)	469	64 (59, 68)
	My child gets along better with friends and other people	437	61 (57, 66)	405	65 (60, 69)	458	61 (56, 65)
	My child gets along better with family members	437	60 (55, 64)	404	60 (56, 65)	454	60 (56, 65)
	My child is doing better in school and/or work	439	56 (51, 61)	405	59 (55, 64)	464	59 (54, 63)
	My child is better able to cope when things go wrong	450	54 (50, 59)	426	56 (51, 61)	471	56 (52, 61)
	I am satisfied with our family life right now*	448	59 (54, 64)	422	63 (58, 67)	469	55 (51, 60)
General Satisfaction							
	I felt my child had someone to talk to when he/she was troubled	451	79 (75, 83)	426	78 (74, 82)	466	76 (72, 80)
	Overall, I am satisfied with the services my child received	453	78 (74, 82)	427	78 (74, 82)	327	75 (70, 79)
	The people helping my child stuck with us no matter what	442	80 (76, 83)	417	73 (68, 77)	323	74 (70, 79)
	I am happy with my child's counselor or psychiatrist(2022) I am happy with my child's treatment team^	448	80 (76, 84)	419	72 (68, 77)	475	74 (70, 78)
	The services my child and/or my family received were right for us	453	74 (70, 78)	424	70 (65, 74)	480	73 (69, 77)
	My family got the help we wanted for my child	452	76 (72, 80)	430	74 (70, 78)	484	72 (67, 76)
	My family got as much help as we needed for my child	448	69 (64, 73)	420	64 (59, 69)	479	65 (61, 69)

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 2021 and 2023 are indicated by (^) and differences between 2022 and 2023 are indicated by ().

Appendix B5. Statewide 2023 Family Survey Behavioral Outcomes

2023 NH DHHS Family Member Satisfaction Survey - Behavioral Outcomes	NH Statewide 2023 N=489	
	n	%
Arrests & police encounters (among those age 14 or older)		
Was your child arrested in the last 12 months? (% yes)	6	5
Was your child arrested during the 12 months prior to that? (%yes)	2	2
Was child arrested at all in the past 2 years? (%yes)	7	6
Over the last 12 months, have your child's encounters with the police...		
Been reduced	7	6
Stayed the same	2	2
Increased	7	5
Not applicable (My child had no police encounters this year or last year)	108	87
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)	73	40
School attendance (among those 6 or older)		
Did your child attend school in the past 12 months? (%yes)	451	97
Was your child expelled or suspended during the past 12 months? (%yes)	76	17
Was your child expelled or suspended during the past 12 months prior to that? (%yes)	55	12
Was child expelled or suspended at all in the past 2 years? (%yes)	91	20
Since starting to receive services, the number of days my child was in school...		
Has increased	64	25
Has stayed about the same	139	55
Has decreased	48	19

Appendix B6. Family Survey – 2023 Statewide Domain Scores by Client Characteristics

2023 NH DHHS Family Member Satisfaction Survey: 2023 Statewide Domain Scores, by Client Characteristics	Access	Cultural Sensitivity	Participation in Treatment Planning	Social Connectedness	Functioning	Outcomes	General Satisfaction
Statewide % Responding Positively	75	93	85	79	58	57	71
Gender							
Female	74	92	85	81	62	60	72
Male	77	94	84	78	54	54	70
Other, transgender, non-binary	76	100	94	75	66	58	71
	0.7367	0.6231	0.5941	0.7778	0.2494	0.5156	0.8932
Age Group							
Under 12	72	93	88	79	62	59	72
Age 12 or older	78	93	82	79	56	56	70
<i>p-value</i>	0.1306	0.9613	0.0946	0.9892	0.2026	0.4801	0.7255
Length of Time in Care							
Received services for 1 year or less	66	91	81	74	50	47	61
Received services for more than 1 year	80	94	87	82	63	62	76
<i>p-value</i>	0.0012	0.3124	0.0815	0.0517	0.0072	0.0019	0.0012

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