

# MHSIP Consumer Survey: Consumers' Perceptions of Care in the Community Mental Health System in Colorado

## 2005

A Report from the Colorado Department of Human Services  
Division of Mental Health

The logo for the Division of Mental Health (DMH) features the letters 'DMH' in a bold, blue, sans-serif font. The letter 'D' is outlined in red and contains a yellow vertical bar.

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Prepared by the Division of Mental Health, Data and Evaluation Section

**MHSIP Consumer Survey – FY2005**  
**Consumer Evaluation of the Community Mental Health System in Colorado**  
**Annual Report**

Colorado Division of Mental Health (DMH) continues to support the use of performance measurement by maintaining and strengthening the role of consumer input in the State's Performance Incentive System. Performance measurement is a very high priority at the national level as evidenced by President Bush's creation of the New Freedom Commission on Mental Health. Colorado is one of the leading states in the development of measures of consumer perceptions of treatment. In fiscal year 2005, the Division of Mental Health conducted the annual Mental Health Statistics Improvement Program (MHSIP) Consumer Survey for the eighth time. This report is disseminated to all mental health centers and specialty clinics in Colorado. It is accompanied by comparative individual feedback regarding each center's performance to an overall state average. This annual report describes the data collection, sample selection, and data analysis in detail.

**Data Collection**

**Survey Description**

The MHSIP consumer survey consists of two sections. The first section asks for demographic information and inquires into health care utilization. The second section consists of the standard MHSIP 28 survey items, each associated with a 5-point Likert scale (1-strongly agree to 5-strongly disagree, a "not applicable" option is also included). The 28 survey items underwent national standardization as part of the 16-State Performance Indicator Pilot and the current Data Infrastructure Grant. Two additional open-ended questions inquire into the consumers' perceptions of what they liked the most and the least about the services they received. Please refer to Appendix A for a complete copy of the FY2005 survey. The MHSIP Consumer Survey is distributed in two languages, depending upon the consumers' native or preferred language: English and Spanish.

The MHSIP Consumer Survey is scored along five domains. The domains of Access, Appropriateness/Quality, Participation in Service/Treatment Planning, Outcome, and General Satisfaction, are scored according to a methodology developed for the MHSIP Consumer Survey. The items are distributed as follows:

**Survey Items in Each Domain**

Consumer Perception of Access

The location of services was convenient.

Staff was willing to see me as often as I felt it was necessary.

Staff returned my calls within 24 hours.

Services were available at times that were good for me.



### Consumer Perception of Quality/Appropriateness

Staff here believe I can grow, change and recover.

I felt free to complain.

Staff told me what side effects to watch for.

Staff respected my wishes about who is, and is not to be given information about my treatment.

Staff was sensitive to my cultural/ethnic background.

Staff helped me obtain information so that I could take charge of managing my illness.

### Participation in Service/Treatment Planning

I, not staff, decided my treatment goals.

I felt comfortable asking questions about my treatment and medication.

### Consumer Perception of Outcomes

I deal more effectively with daily problems.

I am better able to control my life.

I am better able to deal with crisis.

I am getting along better with my family.

I do better in social situations.

I do better in school and/or work.

My symptoms are not bothering me as much.

### General Satisfaction

I like the services that I received here.

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

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

\* Note: Five of the 28 items do not factor into any domain.

### **Sampling**

The FY2005 MHSIP Consumer Survey sample was created through a random sample drawn from an unduplicated file of Colorado Client Assessment Record (CCAR) records for adult consumers receiving services within a specified time window of January 1<sup>st</sup>, 2004 to June 30<sup>th</sup> 2004. Thirteen community mental health centers were sampled at a rate up to 225 Medicaid and 225 Non-Medicaid individuals providing a potential sample size of 450. If the center did not have a consumer population of this size within the above-mentioned parameter's, the entire population was included. With four urban centers that have significantly larger populations, the Medicaid samples were increased to 300 individuals resulting in sample sizes of potentially 525. Due to the relatively low numbers of consumers seeking services at the two specialty clinics included in the MHSIP sampling, all consumers who meet the above stated criteria within these two clinics were included in the sample. The resulting sample size for centers and clinics ranged from 37 to 500. The samples sent to the community mental health centers matched to the center's population served on demographic variables such as age, gender and ethnicity, as reflected in the CCAR file from which they were drawn.

### **Mailing**

Surveys were mailed to the sample along with a cover letter and a postage paid return envelope. Approximately ten weeks after the completion of the first wave, a second survey was sent out minus those surveys that were returned as bad addresses, deceased, or refused. Surveys were

returned to State of Colorado Central Services and then forwarded on to Division of Mental Health. Please refer to Appendix B for complete mailing data for 2005.

### Consumer Comments

Written comments accompanied more than 80% of all returned surveys. The vast majority of comments were in response to two additional questions that follow the basic MHSIP. These two questions prompt the consumer to indicate the two things he or she liked most and liked least about the services provided. Written comments were presented to each center as part of their raw data. Phone calls regarding complaints and those seeking services were referred to DMH's Office of Consumer and Family Affairs.

## Data Analysis

### Survey Distribution and Completion

The number of surveys sent to individuals receiving mental health services equaled 7915. Between incorrect addresses, client refusal, and death, 6389 possible respondents remained. A total of 2420 completed or partially completed surveys were returned to DMH, a 37.9% return rate.

### Respondent Demographic Characteristics

The following tables (Tables 1.01-1.06) explore the demographic variables of the survey respondents and compare them to those receiving mental health services in the public mental health system statewide as reported by the CCAR (FY 2004) to ensure that survey respondents are representative of the total population served. As follows from the tables below, survey respondents are, overall, a representative sample of the total population served in Colorado.

Table 1.01: RESPONDENTS BY GENDER

	2005		Statewide % Receiving Services (CCAR)	
	N	Valid%	N	%
Female	1555	64.3	24603	59.4
Male	801	33.1	16647	40.2
Missing	64	2.6	175	0.4
<b>Total</b>	<b>2420</b>	<b>100.0</b>	<b>41250</b>	<b>100.0</b>

Table 1.02: RESPONDENTS BY ETHNICITY

	2005		Statewide % Receiving Services (CCAR)	
	N	Valid%	N	Valid%
White/Caucasian	1692	69.9	28362	68.5
Hispanic/Latino	346	14.3	7413	17.9
American Indian	42	1.7	522	1.3
Black/African American	92	3.8	3033	7.3
Asian	23	1.0	551	1.3
Native Hawaiian/Pacific Islander	1	0.0	77	0.2
Multiracial	119	4.9	484	1.2
Other	60	2.5	na	na
Missing	45	1.9	983	2.4
<b>Total</b>	<b>2420</b>	<b>100.0</b>	<b>41425</b>	<b>100.0</b>

Table 1.03: RESPONDENTS BY AGE GROUP

	2005		Statewide % Receiving Services (CCAR)	
	N	Valid%	N	%
Adults	2132	88.1	39171	94.6
Older Adults*	208	8.6	2254	5.4
Missing	80	3.3	0	0
<b>Total</b>	<b>2420</b>	<b>100.0</b>	<b>41425</b>	<b>100.0</b>

\*defined as 65 and up to match 16-State reporting.

Table 1.04: RESPONDENTS BY LOCALITY

	2005		Statewide % Receiving Services (CCAR)	
	N	Valid%	N	%
Urban	1645	68.0	31810	76.8
Rural	559	23.1	9521	23.0
Missing	216	8.9	94	0.2
<b>Total</b>	<b>2420</b>	<b>100.0</b>	<b>41425</b>	<b>100.0</b>

Table 1.05: RESPONDENTS BY MARITAL STATUS

	2005		Statewide % Receiving Services (CCAR)	
	N	Valid%	N	%
Single	1060	43.8	18435	44.5
Divorced	597	24.7	10034	24.2
Married	440	18.2	7725	18.6
Widowed	118	4.9	1318	3.2
Separated	81	3.3	3147	7.6
Living with Significant Other	92	3.8	0	0
Missing	32	1.3	766	1.8
<b>Total</b>	<b>2420</b>	<b>100.0</b>	<b>41425</b>	<b>100.0</b>

Table 1.06: RESPONDENTS BY MEDICAID

	2005		Statewide % Receiving Services (CCAR)	
	N	Valid%	N	%
Medicaid	1387	57.3	19195	46.3
Non-Medicaid	998	41.2	22230	53.7
Missing	35	1.4	na	na
<b>Total</b>	<b>2420</b>	<b>100.0</b>	<b>41425</b>	<b>100.0</b>

### Employment

The following two tables (Tables 1.07-1.08) report respondent employment, both paid and unpaid, during the six months prior to the survey. The percentage of respondents who reported that they were engaged in paid employment declined three percent from last year while volunteer employment remained stable.

Table 1.07: PAID JOB LAST 3 MONTHS

	2005	
	N	Valid%
Yes	610	25.2
No	1781	73.6
Missing	29	1.2
<b>Total</b>	<b>2420</b>	<b>100.0</b>

Table 1.08: VOLUNTEER LAST 3 MONTHS

	2005	
	N	Valid%
Yes	544	22.5
No	1820	75.2
Missing	56	2.3
<b>Total</b>	<b>2420</b>	<b>100.0</b>

### Criminal Justice

Tables 1.09 and 1.10 report arrests in the six months prior to the survey and for the same time period a year earlier. The vast majority of respondents report no arrests in these time periods.

Table 1.09: ARRESTS LAST 6 MONTHS

	2005	
	N	Valid%
0	2337	96.6
1	61	2.5
2	13	0.5
3	7	0.3
4	1	0.0
5	1	0.0
6	0	0.0
<b>Total</b>	<b>2420</b>	<b>100.0</b>

Table 1.10: ARRESTS IN SAME PERIOD A YEAR AGO

	2005	
	N	Valid%
0	2352	97.2
1	53	2.2
2	7	0.3
3	7	0.3
4	0	0.0
5	0	0.0
6	1	0.0
<b>Total</b>	<b>2420</b>	<b>100.0</b>

### Health

Slightly more than half of respondents reported an emergency room visit in the year preceding the survey (Table 1.11) while over three-quarters reported seeing a doctor in the same period for

a physical health reason (Table 1.12). Only 11.6 percent had contact with emergency services other than a hospital emergency room (Table 1.13). Finally, over 80 percent of respondents reported they were still receiving mental health treatment at the time of the survey (Table 1.14).

Table 1.11: EMERGENCY ROOM VISIT IN LAST YEAR

	2005	
	N	Valid%
Yes	1026	42.4
No	1256	51.9
Do Not Remember	106	4.4
Missing	32	1.3
<b>Total</b>	<b>2420</b>	<b>100.0</b>

Table 1.12: DOCTOR'S VISIT IN LAST YEAR

	2005	
	N	Valid%
Yes	1902	78.6
No	449	18.6
Do Not Remember	45	1.9
Missing	24	1.0
<b>Total</b>	<b>2420</b>	<b>100.0</b>

Table 1.13: OTHER EMERGENCY SERVICES IN LAST YEAR

	2005	
	N	Valid%
Yes	280	11.6
No	2100	86.8
Missing	40	1.7
<b>Total</b>	<b>2420</b>	<b>100.0</b>

Table 1.14: STILL RECEIVING TREATMENT

	2005	
	N	Valid%
Yes	1978	81.7
No	387	16.0
Missing	55	2.3
<b>Total</b>	<b>2420</b>	<b>100.0</b>

### Overall Domain Results

Domain scores were calculated across all CMHCs and specialty clinics combined. Results are reported as a percentage of consumers agreeing with each of the five domains (see Table 2). Agreement is defined as a mean that is less than 2.5 (1 is strongly agree). However, domain scores are not calculated for the individual unless at least 50% are non-missing responses. Following national recommendations and the recommendation of the Performance Indicator and Outcome Committee, summary results are reported as percentages with confidence intervals (95%). The MHSIP overall domain scores have remained relatively stable across the years since first being implemented in FY2001.

Table 2. MHSIP DOMAIN SCORES 2005

<b>% of Survey Respondents Agreeing with Domains</b>					
	Access	Appropriate/Quality	Outcomes	Participation	General Satisfaction
Community Reach	66.1	65.3	50.0	59.7	67.7
West Central	76.3	77.6	59.2	62.5	77.0
Servicios	80.0	93.3	73.3	60.0	100.0
Arapahoe	76.7	72.3	57.9	56.6	74.8
Colorado West	71.9	64.1	58.8	58.2	73.2
Aurora	81.7	78.3	63.5	63.5	87.0
MidWestern	81.3	79.1	60.4	61.9	74.6
Boulder	72.0	66.9	65.3	62.7	76.3
Southwest	76.0	76.0	62.8	69.0	81.4
Jefferson	67.1	70.3	55.7	58.2	81.0
North Range Behavioral	74.2	82.3	66.9	69.4	79.8
Pikes Peak	67.4	66.0	63.1	59.6	69.5
Centennial	67.9	62.9	58.6	60.0	69.3
Asian Pacific	53.8	53.8	38.5	23.1	69.2
San Luis Valley	75.5	74.8	61.9	57.4	80.6
Larimer	75.6	66.7	62.2	59.3	76.3
Spanish Peak	77.5	74.8	56.3	64.2	78.1
Southeast	68.2	64.5	56.4	57.3	70.0
MHCD	63.0	59.4	60.0	53.3	73.3
<b>TOTAL</b>	<b>74.4</b> <i>(72.4-76.4)</i>	<b>73.3</b> <i>(71.3-75.3)</i>	<b>62.4</b> <i>(60.2-64.6)</i>	<b>66.5</b> <i>(64.4-68.6)</i>	<b>78.2</b> <i>(76.3-80.1)</i>



### Ethnicity and Satisfaction

The satisfaction of minority groups in Colorado with the mental health system has increased slightly (depending on the minority group) from the previous year (Table 3). In particular, African American and American Indian respondents are reporting a 6.2% and a 4.3% increase in general satisfaction, respectively. However, Hispanic/Latinos are reporting a 3.8% decrease in general satisfaction this year as compared to last year.

Table 3: GENERAL SATISFACTION AND ETHNICITY

	% of Satisfied Survey Respondents 2004		% of Satisfied Survey Respondents 2005		% Change in Satisfaction
	N	%	N	%	%
White/Caucasian	1317	75.4	1316	79.3	+3.9
Hispanic/Latino	303	82.1	260	78.3	-3.8
American Indian	42	73.7	32	78.0	+4.3
Black/African American	56	72.7	71	78.9	+6.2
Other	49	72.1	41	75.9	+3.8
Asian	42	85.7	16	72.7	-13.0*
Native Hawaiian/Pacific Islander	-	-	-	-	-

\* The change score for Asians should be interpreted very cautiously given the low number of respondents for 2005. The change score for Native Hawaiian/Pacific Islanders should not be interpreted due to the low sample sizes in 2004 and 2005.

Although caution is warranted in examining the survey results for consumers of Asian ethnicity due to low response rate, it is of interest to note the large percentage change in satisfaction (i.e., 13%). Specific conclusions can not be drawn regarding such a large discrepancy as compared to the other ethnicities' satisfaction percent change; however, there may be a relationship between General Satisfaction domain scores for centers that serve Asian consumers and the results reflected in Table 3.

### Age and Satisfaction

Of the 11 demographic and care utilization variables collected, age consistently predicted agreement across most of the domains. In all 5 domains, older adults showed greater agreement with survey domains as compared to younger adults (see Table 4).

Table 4: AGE AND PERCENTAGE AGREEMENT ON EACH DOMAIN

	Access		Appropriate / Quality		Outcomes		Participation		General Satisfaction	
	N	% agree	N	% agree	N	% agree	N	% agree	N	% agree
Adults	1533	73.1	1502	72.6	1262	61.3	1288	65.7	1607	77.1
Older Adults*	168	84.4	151	78.6	134	69.8	125	72.7	171	85.9
<b>Total</b>	<b>1701</b>	<b>74.1</b>	<b>1653</b>	<b>73.1</b>	<b>1396</b>	<b>62.0</b>	<b>1413</b>	<b>66.3</b>	<b>1778</b>	<b>77.8</b>

\*defined as 65 and up to match 16-State reporting.

These findings indicate older adults generally are more satisfied across the domains; however, there is no clear reason as to why this trend exists and has been consistent across years. It is

possible that older adults may have fewer expectations regarding their treatment, which may be a reflection of how older adults are viewed and treated in the American culture. It is also possible that there may be some inherent bias in the MHSIP survey that does not adequately sample the experiences older adults may have with the mental health system. This may be due to the fact that older adults are less likely to experience fluctuations in their mental health and, thus, do not need mental health services as frequently or intensely as younger adults.

### Colorado versus National Domain Scores

A national normative effort on the MHSIP Consumer Survey has been in progress. Table 5 presents Colorado’s survey results compared to the National survey results.

Table 5: MHSIP DOMAIN COMPARISON

<b>% of Survey Respondents agreeing with Domains</b>					
	Access	Appropriate/Quality	Outcomes	Participation	General Satisfaction
<b>Colorado</b>	<b>74</b>	<b>73</b>	<b>62</b>	<b>67</b>	<b>78</b>
<b>National (2004)*</b>	<b>84</b>	<b>85</b>	<b>71</b>	<b>81</b>	<b>87</b>

\* National percentages are derived from the cumulative average of 40-45 states that reported their MHSIP domain scores for 2004. Since different states use various collection methods (i.e., telephone, in-person surveying, etc.) national percentages are expected to be slightly higher than expected.

As noted, National domain scores are obtained through a variety of sampling methods. Although Colorado only utilizes the mail survey method, it is interesting to note the discrepancy in scores as compared to the National scores. Colorado is noticeably lower across all domains and these findings generate a number of hypotheses that may continue to go unanswered due to financial constraints and prioritization at the State level. One of these hypotheses would be to investigate whether State scores would become more comparable to National scores if Colorado had the resources to conduct the MHSIP in a way similar to the National data collection methodology (i.e., telephone, in-person, online, etc.). Despite constraints, Colorado should continue to strive toward reducing the discrepancy between State and National domain scores.

### Conclusion

The MHSIP Consumer Survey continues to offer valuable information in regard to the perspectives of consumers receiving mental health services in Colorado. This year’s response rate of 37.9% was comparable to last year’s response rate of 38.9%. The overall survey domain results showed a slight increase across most of the domains, but were not statistically significant.

In summary, consumers of mental health services in Colorado continue to report high satisfaction with services and domain scores remain statistically stable. A suggested next step would be for each Center to complete a qualitative analysis of the consumer comments provided. While this is a time and resource intensive process, the information available is invaluable and can lead to continued increases in the quality and effectiveness of mental health services throughout the system.

## COLORADO DIVISION OF MENTAL HEALTH SURVEY 2004-2005

**Otro lado por Espanol**

The Division of Mental Health would like to know what you think about the services you are receiving. This survey will only take a few minutes of your time. It is voluntary, so you don't have to do the survey if you don't want to. It is confidential, so your name will not be used at all, and your answers will not become part of your clinical record. Your opinions count! Both positive and negative answers can really help improve services.

**DEMOGRAPHICS**

Gender:  Female      Residence:  Urban (In a city)      Age Group:  18-20       46-64  
 Male       Rural (In the country)       21-30       65-74  
 31-45       75+

Ethnicity: Are you Spanish?  Yes, I am Spanish/Hispanic/Latino  
 No, I am not Spanish/Hispanic/Latino

Race:  American Indian/Alaska Native  
12 (Check all  White/Caucasian  
13 that apply)  Black/African-American  
14  Native Hawaiian/Pacific Islander  
 Asian  
 Other \_\_\_\_\_

15 Marital/ Relationship Status:  Single       Living with Significant Other  
 Married       Separated  
 Divorced       Widowed

**EMPLOYMENT**

During the past 3 months did you work at a paid job?  Yes       No  
During the past 3 months have you spent time doing volunteer work?  Yes       No

**CRIMINAL JUSTICE**

How many times were you arrested in the last 6 months? \_\_\_\_\_  
How many times were you arrested in the same 6 months last year? \_\_\_\_\_

**HEALTH**

Do you currently receive Medicaid?  Yes       No  
How long have you been in treatment at your community mental health center? \_\_\_\_\_  
Are you still receiving treatment at this community mental health center?  Yes       No  
In the last year, did you see a doctor or nurse in a hospital emergency room?  
 Yes       No       Do not remember  
In the last year, other than going to a hospital emergency room, did you see a doctor or nurse for a health check-up, physical exam, or because you were sick?  
 Yes       No       Do not remember  
In the last year, did you have contact with any other emergency services (e.g., Fire Department, Poison Control)?  Yes       No      If Yes, which? \_\_\_\_\_

Please indicate your agreement with each of the following statements by circling the number that best represents your opinion. Please answer all questions. If the question is about something you have not experienced, circle the number 9, to indicate that this item is "not applicable" to you.

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
1 I liked the services that I received here.	1	2	3	4	5	9
2 If I had other choices, I would still get services from this agency.	1	2	3	4	5	9
3 I would recommend this agency to a friend or family member.	1	2	3	4	5	9
4 The location of services was convenient (parking, public transportation, distance, etc).	1	2	3	4	5	9
5 Staff were willing to see me as often as I felt it was necessary.	1	2	3	4	5	9
6 Staff returned my calls within 24 hours.	1	2	3	4	5	9
7 Services were available at times that were good for me.	1	2	3	4	5	9
8 I was able to get the services I thought I needed.	1	2	3	4	5	9
9 I was able to see a psychiatrist when I wanted to.	1	2	3	4	5	9
10 Staff here believe I can grow, change and recover.	1	2	3	4	5	9
11 I felt comfortable asking questions about my treatment and medication.	1	2	3	4	5	9
12 I felt free to complain.	1	2	3	4	5	9
13 I was given information about my rights.	1	2	3	4	5	9
14 Staff encouraged me to take responsibility for how I live my life.	1	2	3	4	5	9
15 Staff told me what side-effects to watch for.	1	2	3	4	5	9
16 Staff respected my wishes about who is, and is not to be given information about my treatment.	1	2	3	4	5	9
17 I, not staff, decided my treatment goals.	1	2	3	4	5	9
18 Staff were sensitive to my cultural/ethnic background.	1	2	3	4	5	9
19 Staff helped me obtain information so that I could take charge of managing my illness.	1	2	3	4	5	
20 I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	1	2	3	4	5	9

	<b>AS A DIRECT RESULT OF SERVICES I RECEIVED:</b>	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
21	I deal more effectively with daily problems.	1	2	3	4	5	9
22	I am better able to control my life.	1	2	3	4	5	9
23	I am better able to deal with crises.	1	2	3	4	5	9
24	I am getting along better with my family.	1	2	3	4	5	9
25	I do better in social situations.	1	2	3	4	5	9
26	I do better in school and/or work.	1	2	3	4	5	9
27	My housing situation has improved.	1	2	3	4	5	9
28	My symptoms are not bothering me as much.	1	2	3	4	5	9

29. What two things do you like the **most** about the services you receive?

30. What two things do you like the **least** about the mental health services you receive?

Thank you!



## MAILING DATA

## MHSIP 2005

CENTER	1 <sup>st</sup> Wave Total Sent	1 <sup>st</sup> Wave Deceased Total	1 <sup>st</sup> Wave Refused Total	1 <sup>st</sup> Wave Bad Address Returns	1 <sup>st</sup> Wave Forwarded Addresses	2 <sup>nd</sup> Wave Total Sent	2 <sup>nd</sup> Wave Deceased Total	2 <sup>nd</sup> Wave Refused Total	2 <sup>nd</sup> Wave Bad Address Returns	2 <sup>nd</sup> Wave Forwarded Addresses	Final Total Sent	Final Deceased Total	Final Refused Total	Final Bad Address Returns	Final Forwarded Addresses	Total Completed Returns
<b>Community Reach</b>	400	1	0	46	10	355	0	0	13	0	755	1	0	59	10	124
<b>Arapahoe</b>	500	2	0	51	3	397	1	0	15	3	897	3	0	66	6	159
<b>Asian Pacific</b>	37	0	0	3	0	34	0	0	0	0	71	0	0	3	0	13
<b>Aurora</b>	447	0	0	48	2	400	0	0	21	10	847	0	0	69	12	115
<b>Boulder</b>	491	0	0	100	132	491	1	0	95	4	982	1	0	195	136	118
<b>Centennial</b>	445	0	0	41	3	403	0	0	18	2	848	0	0	59	5	140
<b>Colorado West</b>	446	0	1	51	5	395	0	1	21	38	841	0	2	72	43	153
<b>Jefferson</b>	459	0	0	53	34	426	1	0	61	2	885	1	0	114	36	158
<b>Larimer</b>	443	0	0	65	50	388	1	1	44	3	831	1	1	109	53	135
<b>MHCD</b>	470	1	0	50	8	421	0	0	25	1	891	1	0	75	9	165
<b>Midwestern</b>	444	1	0	46	1	400	2	0	9	3	844	3	0	55	4	134
<b>North Range</b>	442	0	0	69	2	374	0	0	25	0	816	0	0	94	2	124
<b>Pikes Peak</b>	377	0	2	34	3	343	0	0	31	13	720	0	2	65	16	141
<b>San Luis Valley</b>	439	0	2	45	7	396	1	0	21	0	835	1	2	46	7	155
<b>Servicios</b>	80	0	0	24	2	58	0	0	9	2	138	0	0	33	4	15
<b>Southeast</b>	448	0	0	35	2	429	0	0	42	42	877	0	0	77	44	110
<b>Southwest</b>	439	1	0	38	6	400	0	1	19	1	839	1	1	57	7	129
<b>Spanish Peaks</b>	439	0	0	59	3	380	0	1	28	3	819	0	1	87	6	151
<b>West Central</b>	450	0	1	45	34	405	0	1	40	2	855	0	2	85	36	152
<b>Total</b>	<b>7915</b>	<b>6</b>	<b>6</b>	<b>903</b>	<b>307</b>	<b>6895</b>	<b>7</b>	<b>5</b>	<b>537</b>	<b>129</b>	<b>14591</b>	<b>13</b>	<b>11</b>	<b>1420</b>	<b>436</b>	<b>2391</b>

