



2009 Consumer Survey- Adults

COLORADO ADULT CONSUMERS SPEAK OUT

The Division of Behavioral Health (DBH) is dedicated to strengthening the health, resiliency, and recovery of Coloradoans through quality and effective behavioral health prevention, intervention, and treatment.

In 2008 and 2009, DBH conducted a survey to hear from adults who received services at the community mental health centers.

A portion of the results is reflected in this paper. The full report can be found on the Division of Behavioral Health website.

WHO ANSWERED?

Of the 2,642 consumers responding: 60.9% were female; 15% identified with Hispanic/Latino ethnicity; 64.8% indicated that they were White/Caucasian, followed by Black/African American (4.5%); 52.9% of respondents reported having at least one

Race	Percent	disability.
American Indian/Alaska Native	3.0	
Asian	0.7	
Black/African American	4.5	
Multi-Racial	4.4	
Native Hawaiian/Pacific Islander	0.2	
Other	4.1	
White/Caucasian	64.8	

Age Group in Years	Percent
18-20	2.9
21-30	15.6
31-45	31.1
46-64	30.7
65-74	2.5
75+	0.4

WHAT THEY SAID?

- 75.4% responded positively to statements regarding participation; with Hispanic respondents reporting higher levels than non-Hispanic respondents.
- 87.6% reported feeling satisfied with services
- 83.9% of respondents indicated appropriate access to services

Reporting Positively about:	Percent
Access	83.9
Quality/Appropriateness	86.0
Outcomes	64.0
Participation	75.4
General Satisfaction	87.6

SURVEY METHODS

During a three-week period, consumers were asked to fill out the survey before a scheduled appointment. Participants were asked to rate on a scale of 1 to 5 whether they agreed or disagreed with 36 statements. The statements were then combined to create the domains above. All surveys were confidential.

Example statements from the survey are:

"I am better able to deal with crisis."
"I felt free to complain."
"I like the services I received here."

Consumer Comments

I LIKE THE RESPECT AND PRIVACY I GET AND THE TREATMENT I RECEIVE.

I REALLY LIKE THAT I HAVE SUPPORT AND MY THERAPIST GIVES ME IMPORTANT AND MEANINGFUL ADVICE. I HAVE A PLACE TO TALK OPENLY AND HONESTLY ABOUT MY FEELINGS.

SOMEONE IS ALWAYS THERE WHEN I NEED THEM. I NEVER FEEL RUSHED DURING MY APPOINTMENT – I MATTER!

My symptoms have dramatically decreased since my diagnosis and the start of treatment.

I DON'T UNDERSTAND WHY I HAVE BEEN DIAGNOSED WITH MY CONDITION OR WHAT IT TRULY IS. I WOULD LIKE MORE INFORMATION ON WHY.

What it Means

The Division of Behavioral Health strives to ensure high quality, accessible behavioral health services for Colorado residents, by reviewing community mental health programs; adopting standards, rules and regulations; providing training and technical assistance; and responding to complaints from non-Medicaid consumers.

Consumer perceptions are one measure of how well services measure up to these expectations.

This survey demonstrated that 7 out of 8 consumers reported being satisfied with their services.

3 of 5 people agreed that they functioned better as a result of services.

1 of 4 persons indicated a need to participate more in their treatment.

The data can be used in the Division's mission towards improving the services it funds.

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