



2010/2011 Consumer Survey- Adults

COLORADO ADULT CONSUMERS SPEAK OUT

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

In 2009 and 2010, DBH conducted a survey to hear from adults who received services at the community mental health agencies.

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 2,327 consumers responding: 62.8% were female; 16% identified with Hispanic/Latino ethnicity; 69.4% indicated that they were White/Caucasian, followed by American Indian/Alaska Native (5.9%); and 63.2% of respondents reported having at least one disability.

Race	Percent
American Indian/Alaska Native	5.9
Asian	1.2
Black/African American	4.5
Multi-Racial	4.4
Native Hawaiian/Pacific Islander	.8
Other	5.6
White/Caucasian	69.4
Age Group in Years	
18-20	3
21-30	16.5
31-45	30
46-64	30.8
65-74	2.2
75+	0.4

WHAT THEY SAID?

- 66.8% responded positively to statements regarding outcome; with employed respondents reporting higher levels than unemployed respondents.
- 90.6% reported feeling satisfied with services
- 84.9% of respondents indicated appropriate access to services

Reporting Positively about:	Percent
Access	84.9
Quality/Appropriateness	89.6
Outcomes	66.8
Participation	79.8
General Satisfaction	90.6

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 anonymous.

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

My provider allowed me to choose my treatment, gave me options.

SOME OF MY PROBLEMS ARE NOT TAKEN SERIOUSLY

I'm confused half the time.

THE THERAPIST LISTENS TO ME. THEY MAKE ME REALIZE I'M **NOT** ABNORMAL.

Staff Turnover is hard on treatment and my progress.

I HAVE WORKED WITH THERAPISTS WHO REALLY HELPED ME. ALL STAFF HAVE BEEN POSITIVE AND HELPFUL.

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 9 out of 10 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.