

Adult Consumer Survey Results for 2012

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.

During September/October 2011, DBH conducted a survey to hear from adults who received services at the community mental health agencies across Colorado. These surveys were handed out when consumers came in for an appointment. They were asked to rate on a scale of 1 to 5 whether they agreed or disagreed with 36 statements about the services they received.

A summary of the results is reflected in this paper. The full report can be found on the DBH website.

WHO ANSWERED?

Of the 2,396 consumers responding: 63% were female; 22% identified with Hispanic/Latino ethnicity; and 79% indicated that they were White/Caucasian, followed by American Indian/Alaska Native (3%).

| Race | Percent |
|----------------------------------|---------|
| American Indian/Alaska Native | 3.0 |
| Asian | 0.7 |
| Black/African American | 5.3 |
| Multi-Racial | 6.0 |
| Native Hawaiian/Pacific Islander | 0.4 |
| Other | 5.5 |
| White/Caucasian | 79.0 |
| Hispanic/Latino(a) | 21.5 |

| Age Group in Years | Percent |
|--------------------|---------|
| 18-20 | 3.6 |
| 21-30 | 21.3 |
| 31-45 | 36.2 |
| 46-64 | 35.6 |
| 65-74 | 2.7 |
| 75+ | 0.5 |

WHAT THEY SAID?

- 66% responded positively to statements regarding outcome
- 90% reported feeling satisfied with services
- 83% of respondents indicated appropriate access to services

| Reporting Positively about: | Percent |
|-----------------------------|---------|
| Access | 83.1 |
| Quality/Appropriateness | 88.7 |
| Outcomes | 66.1 |
| Participation | 79.6 |
| General Satisfaction | 90.3 |

The following are direct comments from consumers about their experience with mental health agencies:

"The staff – they have helped me when I thought it'd be best to die. I don't feel that way now."

"The case managers are overburdened. You need to hire more case managers to lessen their workload. As a result, I don't see my case manager enough and she is stressed."

"I'm learning a new way to handle life."

"Unable to get appointments with psychiatrist in a timely manner – long delays."

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WHAT THIS MEANS?

DBH 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 and how they can be improved upon for the future.

- ✓ 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.

DBH sincerely thanks all the mental health centers, their staff, and the consumers who took the time to do this survey and inform the future of mental health services in Colorado.

