

KY Services Satisfaction  
Consumer Survey Report 2022  
Statewide





In 2022 the Kentucky Cabinet for Health and Family Services (CHFS), Department for Behavioral Health, Development and Intellectual Disabilities (BHDID) conducted this survey to evaluate satisfaction of services delivered at Kentucky's Community Mental Health Centers (CMHCs).

## Introduction

This document was created as a result of collaboration between two key entities:

- The Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (DBHDID) and
- The Community Mental Health Centers (CMHCs)

### Purpose

The purpose of this document is to evaluate the satisfaction of services delivered by the Community Mental Health Centers (CMHCs) from the consumer's perspective. The source of information reported in this document is aggregated results of a survey.

### Why This Survey?

The Mental Health Statistics Improvement Program (MHSIP) survey was developed and validated at a national level in part to promulgate data standards that allow for valid results that better inform policy and decisions. The MHSIP adult survey is designed as the primary tool to evaluate and include the clients' perspectives of public mental health services they have received.

### Appropriate Use of These Survey Results

The results of this survey are intended to express the aggregated data of respondents' perception of care. This booklet represents the perceptions of a sample of CMHC clients who are actively receiving outpatient services during the time of the survey implementation. The results are not intended to be interpreted as the opinion of all CMHC clients of services received.

This output report includes results about the survey's seven core domains:

<b>Domain</b>	<b>Primary Concerns Related to the Domain</b>
<b>General Satisfaction</b>	Services were, overall, satisfactory and preferable to other choices
<b>Access to Services</b>	Staff availability, the range of service options, and how quickly and conveniently services were received
<b>Cultural Sensitivity</b>	Cultural and linguistic access and whether services promoted recovery and continuity of care
<b>Participation in Treatment Planning</b>	Clients' participation in planning services. For example, whether the patient, not staff, decided treatment goals
<b>Outcomes</b>	Services provided patients with positive changes in areas for which treatment was sought and minimal negative outcomes.
<b>Social Connectedness</b>	Services contributed to improving natural supports which come from family or friends
<b>Functioning</b>	There was a positive effect on independent community living and decreasing distress caused by symptoms

## State Mental Health Authority

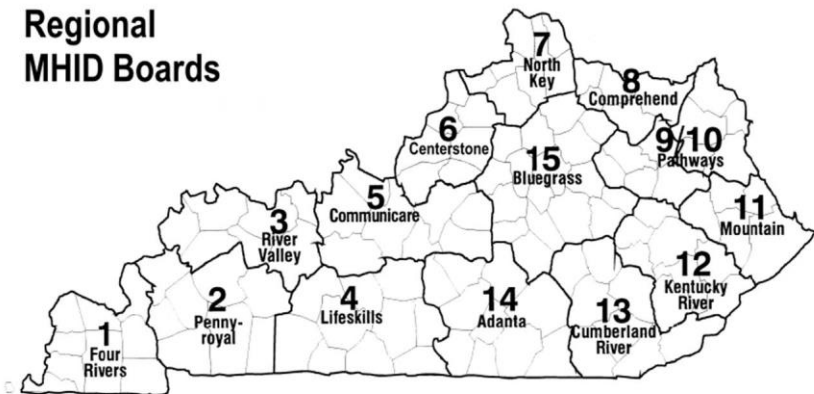
The Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (DBHDID) is identified by Kentucky Revised Statute (KRS) 194.030 as the primary state agency for developing and administering programs for the prevention, detection, and treatment of mental health, developmental, intellectual disabilities, and substance use disorders.

DBHDID Website: <http://dbhdid.ky.gov/>

## Regional Community Programs

Kentucky is divided into fourteen geographic regions for the purposes of planning and providing publicly funded community mental health services. For each region a Regional Board for Mental Health or Individuals with an Intellectual Disability has been established pursuant to KRS 210.370-210.480 as the planning authority for community mental health programs in the region.

### Regional MHID Boards



## CMHC Profile

#N/A

### Counties

Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jessamine, Lincoln, Madison, Mercer, Nicholas, Powell, Scott, Woodford

### Services

Regional/Statewide Programs: Children's Performance Measurement, Children's Review Program, Oakwood Residential facility, Hazelwood Residential facility, Bingham Gardens Residential facility, Jail Triage, Methadone Clinic, Residential Substance Use, Intensive Outpatient Therapy, Prevention, Assertive Community Treatment, Targeted Case Management, Acquired Brain Injury, Crisis, and Intellectual and Developmental Disabilities.

Client: New Vista provides a continuum of services to help children, adults and families reach their emotional, mental and physical well-being through a continuum of care. We focus in the areas of mental health, substance use and intellectual and developmental disabilities. We believe each person deserves supportive, respectful, integrated care that is person-centered and trauma-informed. We tailor services to meet individual needs and achieve recovery. New Vista believes all individuals have the ability to improve and change their lives and treatment plans should be client driven. We develop and enhance our services based on outcomes as well as client and community input.

Our team consists of caring and highly skilled individuals who are trained in evidence-based practices and make our clients their number one priority. New Vista serves more than 25,000 clients each year. We continually maintain collaborative relationships with community partners throughout our 17-county service area to best

serve our clients. The enhancement of the emotional, mental and physical well-being of our community is at the center of everything we do.

Affiliate Agencies: Accutran, Chrysalis House, Employment Solutions, Hope Center, New Beginnings, Shepherd's House, Teresa Hatton Foundation, and NAMI (National Alliance for the Mentally Ill).

### **Links**

Website: [www.newvista.org](http://www.newvista.org)

## Methodology

The survey was implemented at outpatient clinics operated by the CMHCs. During each summer staff made the survey available to people who arrived for outpatient appointments at selected clinics. Completing the survey was voluntary and had no implications on appointments or services provided.

## Survey Penetration Rate

### Survey Penetration

<b>Table 1. Statewide Survey Penetration Rate in State Fiscal Year 2022 (July 1, 2021 - June 30, 2022)</b>	
Number of Adults (Age 18 & Above) Served	109,409
Number of Surveys Returned	4,929
Survey Penetration Rate	5%

During state fiscal year 2022, 109,409 Mental Health (MH) adult clients visited Statewide. Four thousand nine hundred twenty-nine adult clients participated in the survey in Statewide, resulting in a 5% penetration rate. (Table 1)



## Adult Clients' Demographic Characteristics

The demographic profile of MH adult clients in Statewide in 2022 is presented below. In this report, adult respondents' demographic characteristics are presented on gender and race.

### Gender

<b>Table 2. Gender of Adult Respondents</b>	
Male	41%
Female	59%
<b>Total</b>	<b>4,551</b>

As Table 2 indicates, female respondents outnumber male respondents.

### Race

<b>Table 3. Race of Adult Respondents</b>	
American Indian / Alaska Native	2%
Asian	0%
Black (African-American)	6%
Hispanic	2%
Native Hawaiian / Other Pacific Islander	0%
White (Caucasian)	85%
Other	7%
<b>Total</b>	<b>4,762</b>

The majority of adult respondents are White (Caucasian) (85%) while 2% of respondents report being of Hispanic descent.

**Kentucky MHSIP Results (2018-2021)**

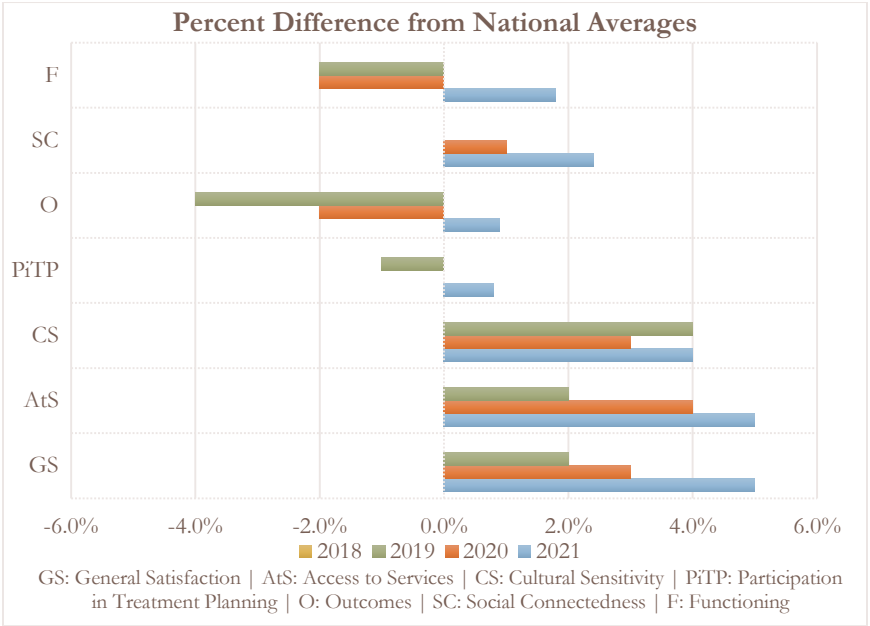


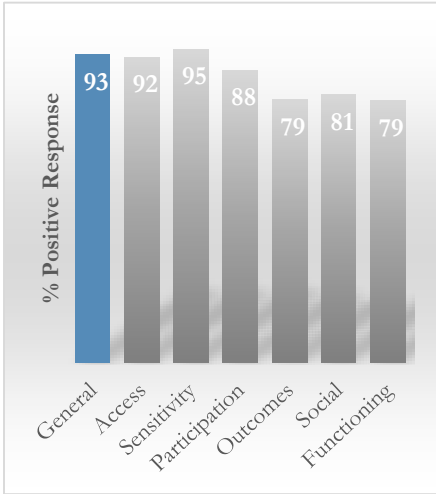
Table 5.	2018		2019		2020		2021	
	KY	US	KY	US	KY	US	KY	US
<b>Percent Positive Reporting</b>								
General Satisfaction	92	92	92	90	93	90	94	89
Access to Services	90	90	90	88	93	89	93	88
Cultural Sensitivity	93	93	94	90	94	91	94	90
Participation in Treatment Planning	85	85	85	86	87	87	87	86
Outcomes	71	71	74	78	78	80	78	77
Social Connectedness	73	73	76	76	80	79	80	78
Functioning	72	72	74	76	78	80	79	77

# GENERAL SATISFACTION

## Overview

### Primary Concerns

- Provide Satisfaction
- Service Preferences and Satisfaction



Domain	Score (1 to 5)
<b>General Satisfaction</b>	<b>4.54</b>
Access to Services	4.48
Cultural Sensitivity	4.52
Participation in Treatment Planning	4.48
Outcomes	4.14
Social Connectedness	4.21
Functioning	4.19

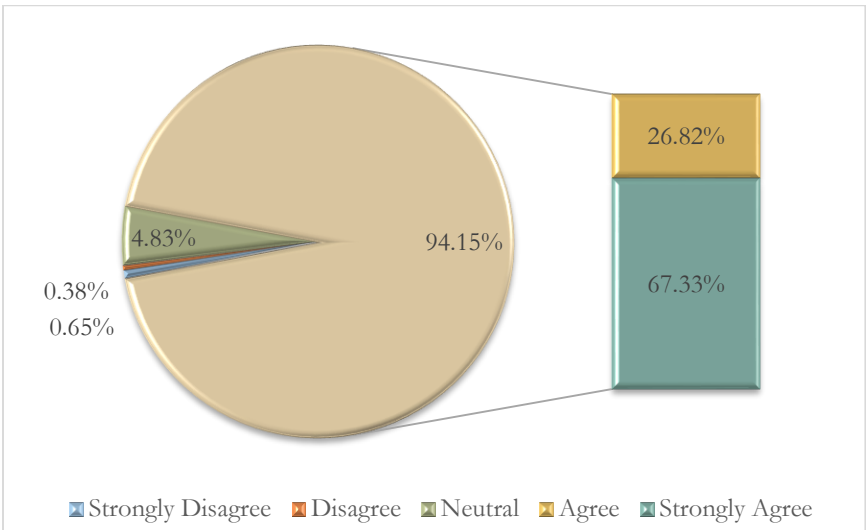
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



# GENERAL SATISFACTION

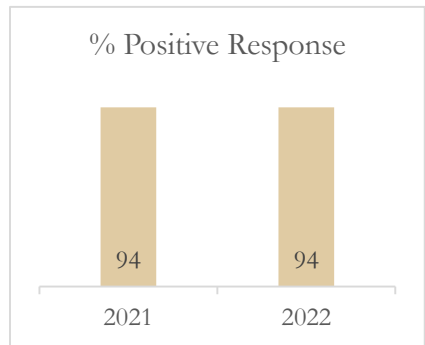
## I Liked the Services That I Received Here

### Statewide Totals

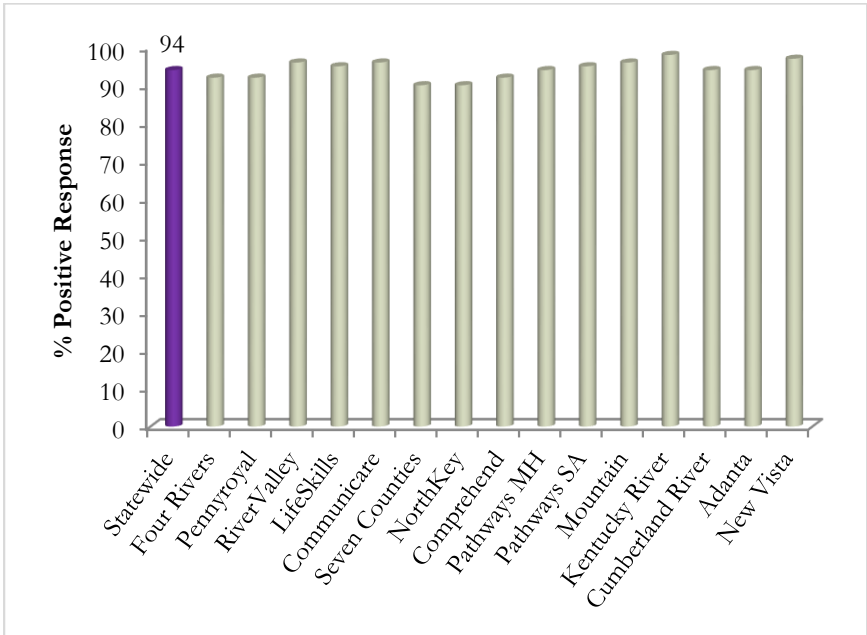


About 94% of respondents positively indicated that they liked the services that they received from the CMHC in 2022.

This is about the same as 2021.



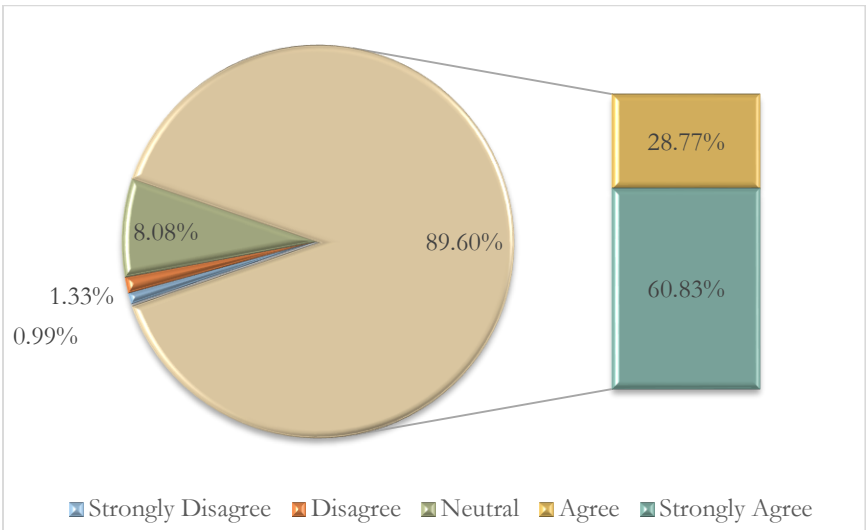
### All Region Totals



# GENERAL SATISFACTION

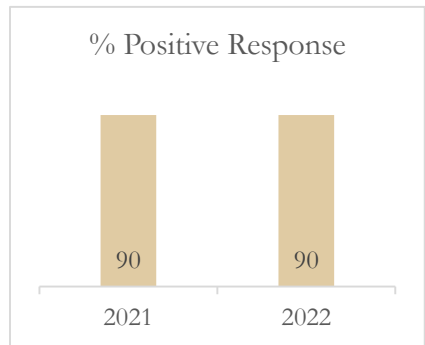
If I Had Other Choices, I Would Still Get Services from This Agency

## Statewide Totals

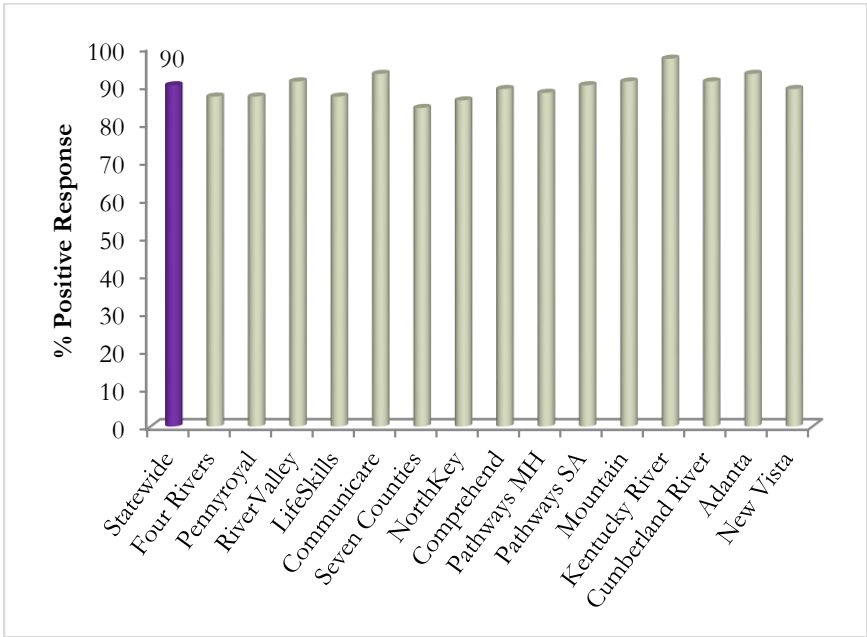


About 90% of respondents positively indicated that they would still get services here if they had other choices in 2022.

This is about the same as 2021.



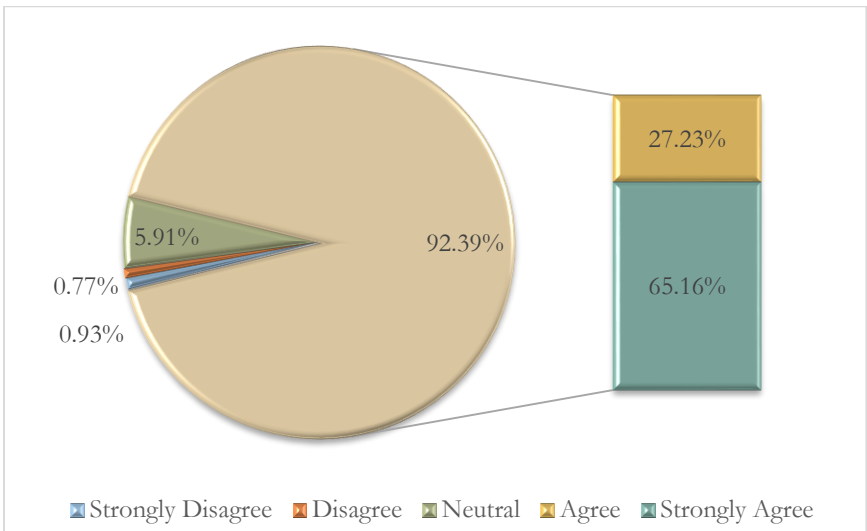
### All Region Totals



# GENERAL SATISFACTION

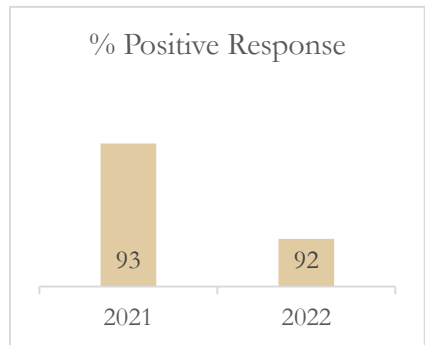
## I Would Recommend This Agency to a Friend or Family Member

### Statewide Totals



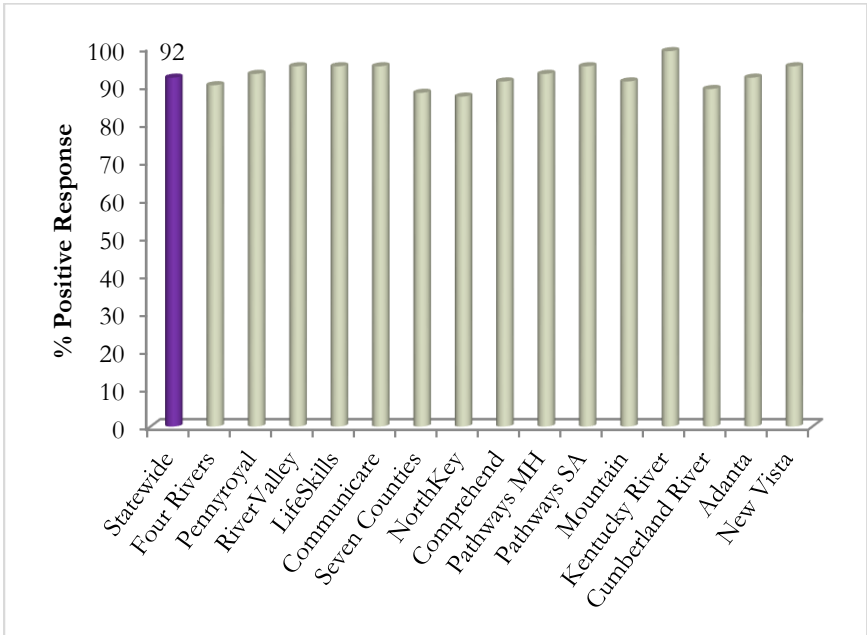
About 92% of respondents positively indicated that they would recommend this agency to friends or family in 2022.

This is a 1% decrease from 2021.





### All Region Totals



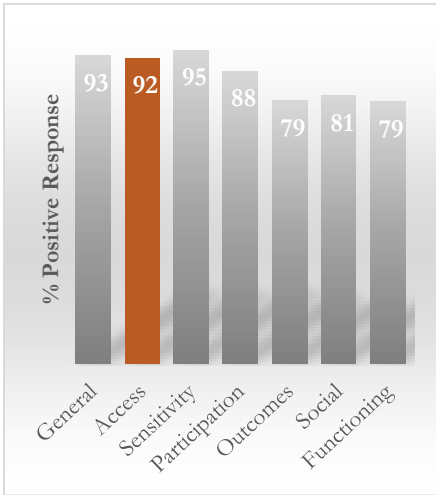


# ACCESS TO SERVICES

## Overview

### Primary Concerns

- Quick and Convenient Entry into Services
- A Full Range of Service Options
- Staff Availability



Domain	Score (1 to 5)
General Satisfaction	4.54
<b>Access to Services</b>	<b>4.48</b>
Cultural Sensitivity	4.52
Participation in Treatment Planning	4.48
Outcomes	4.14
Social Connectedness	4.21
Functioning	4.19

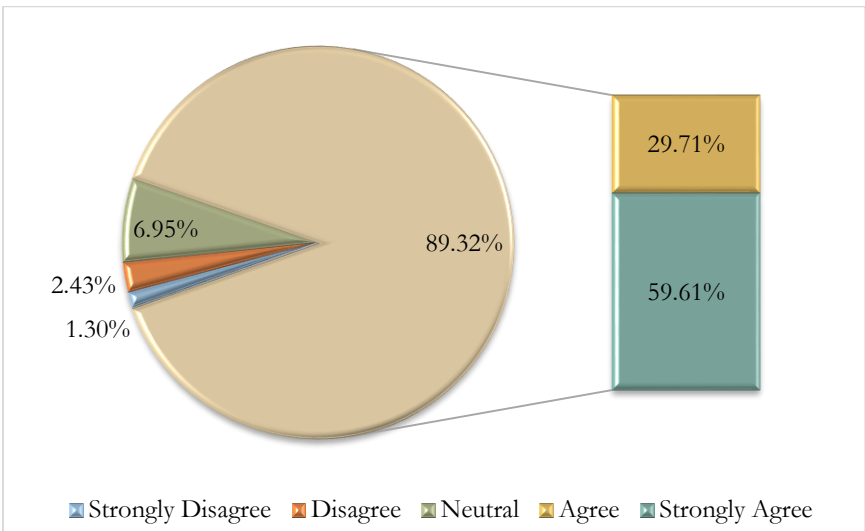
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



# ACCESS TO SERVICES

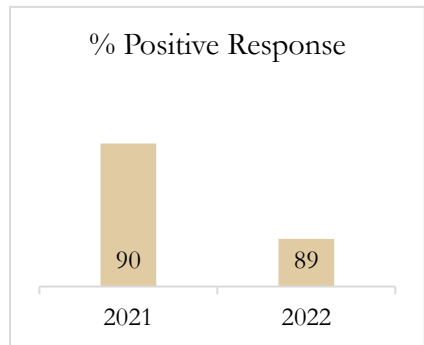
## The Location of Services Was Convenient

### Statewide Totals

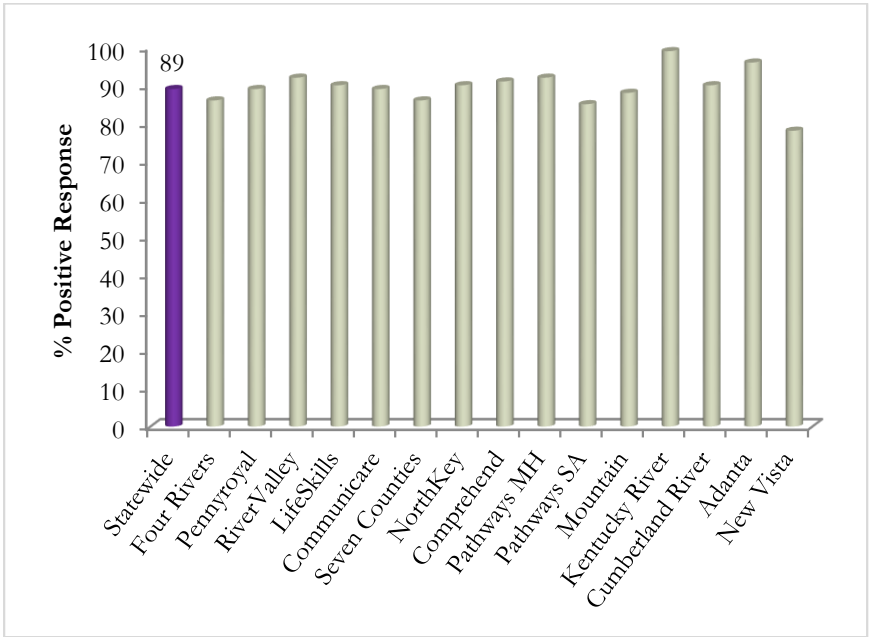


About 89% of respondents positively indicated that the location of services (parking, public transportation, distance, etc.) was convenient in 2022.

This is a 1% decrease from 2021.



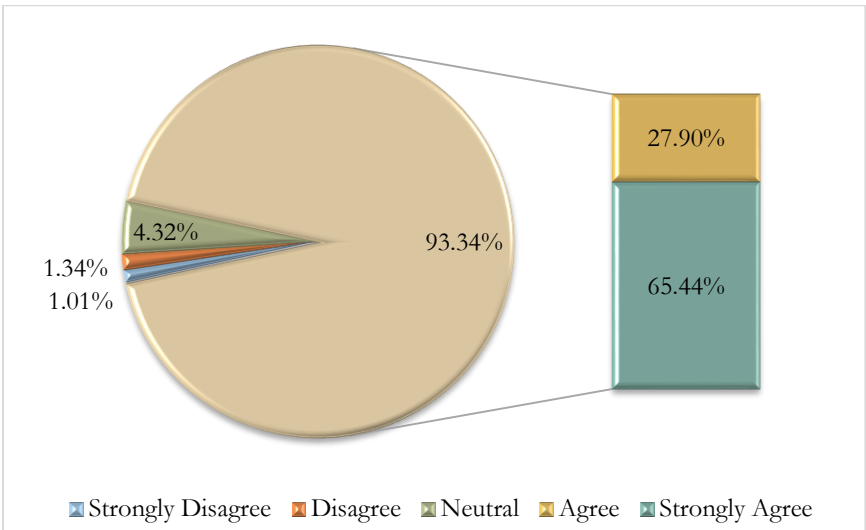
### All Region Totals



# ACCESS TO SERVICES

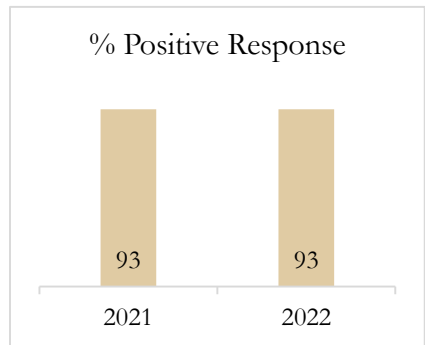
Staff Were Willing to See Me as Often as I Felt It Was Necessary

## Statewide Totals

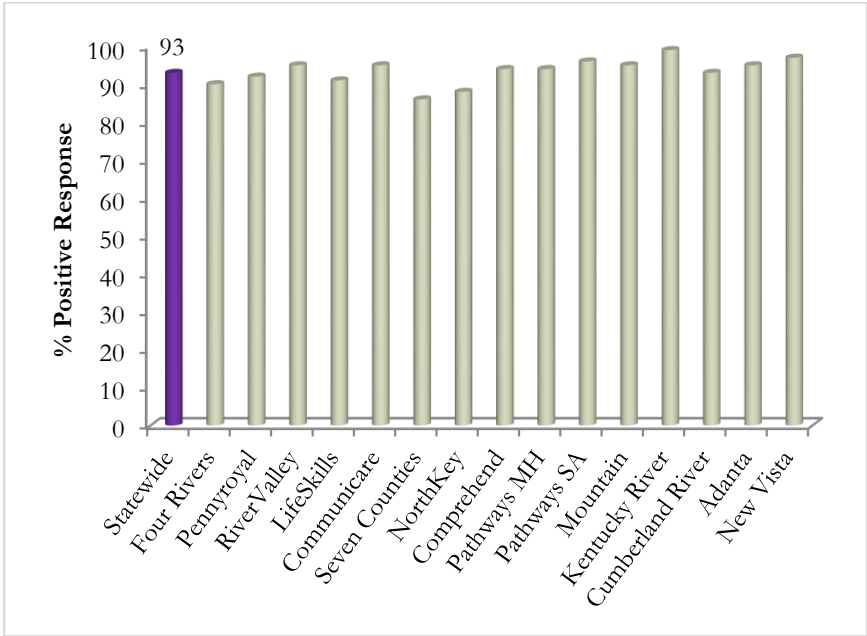


About 93% of respondents positively indicated that staff were willing to see them as often as they felt necessary in 2022.

This is about the same as 2021.



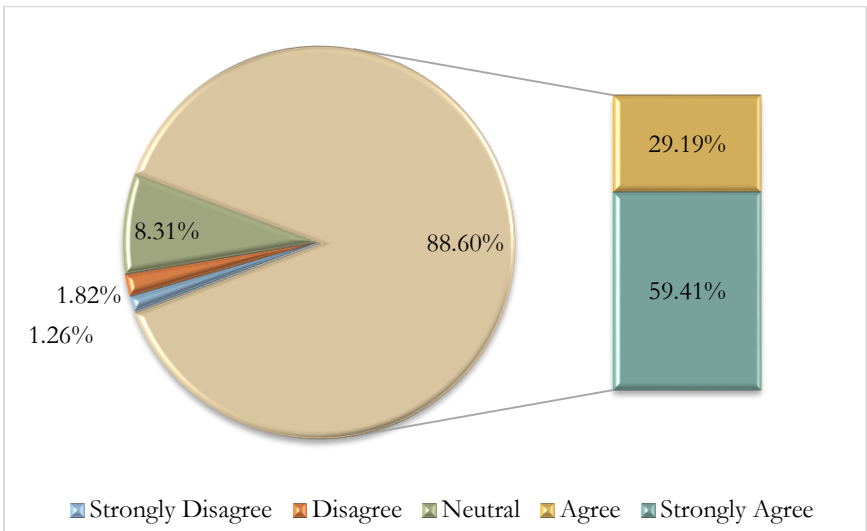
### All Region Totals



# ACCESS TO SERVICES

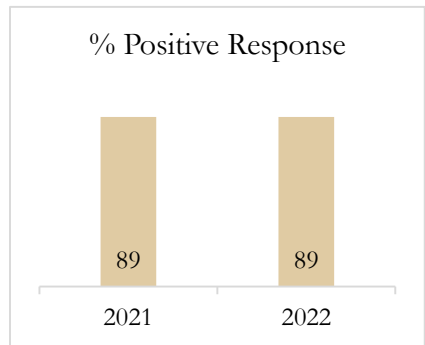
## Staff Returned My Call in 24 Hours

### Statewide Totals



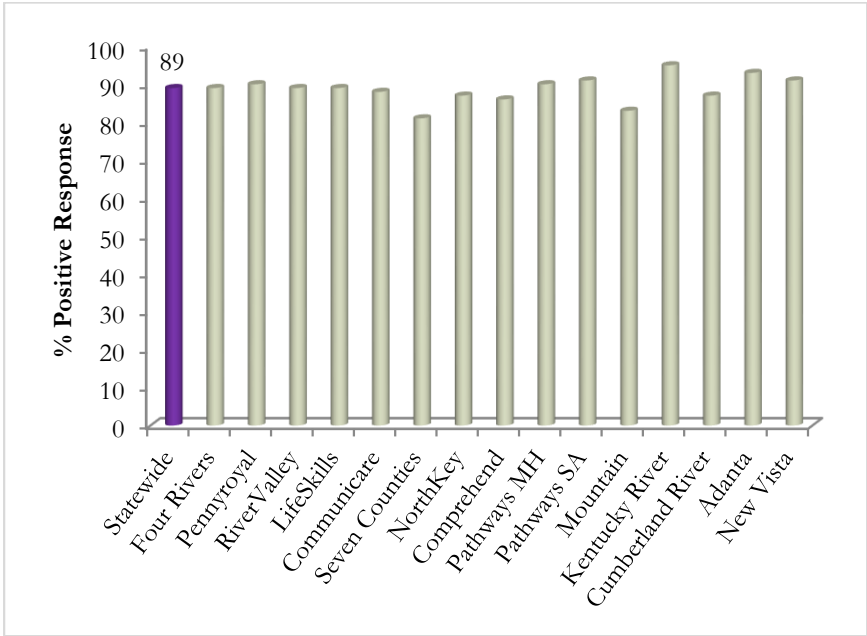
About 89% of respondents positively indicated that staff returned their call within 24 hours in 2022.

This is about the same as 2021.





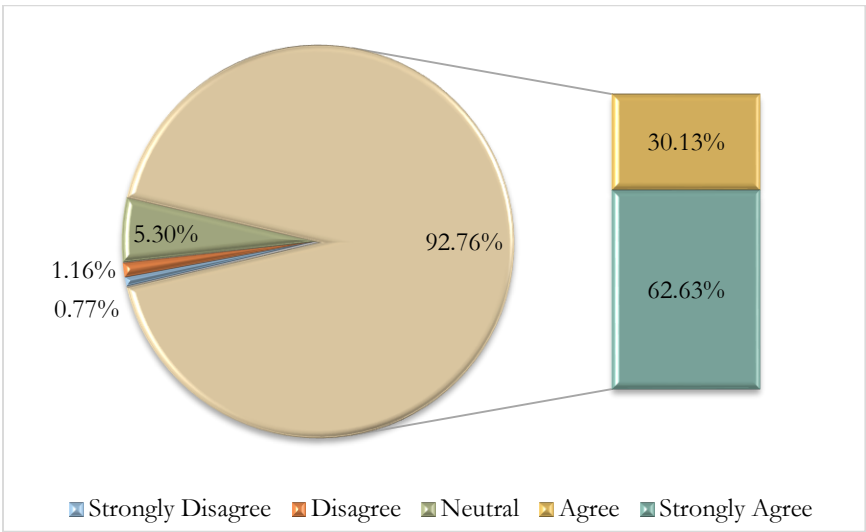
### All Region Totals



# ACCESS TO SERVICES

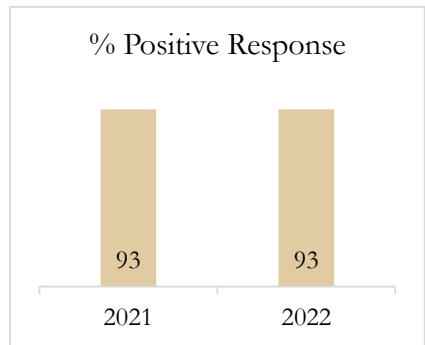
Services Were Available at Times That Were Good for Me

## Statewide Totals

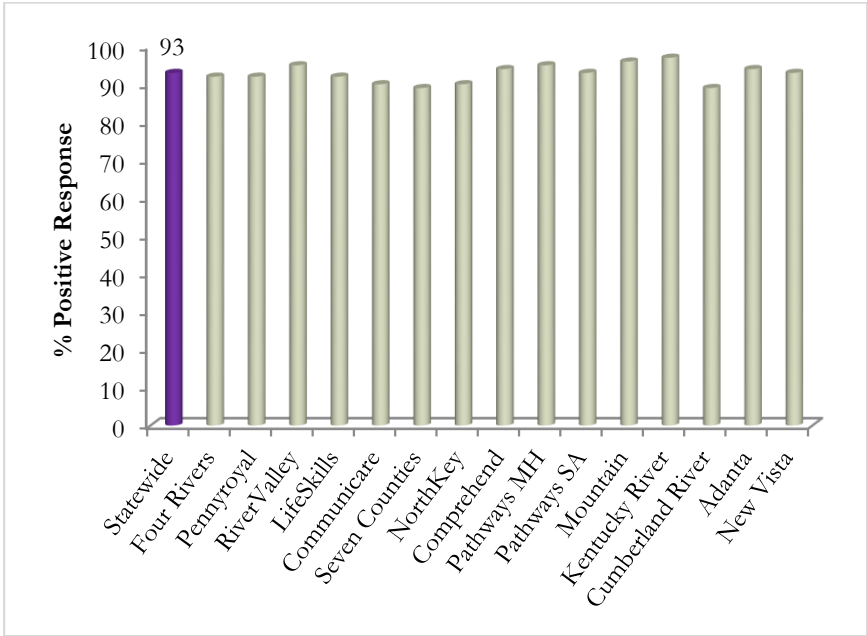


About 93% of respondents positively indicated that services were available at times that were good for them in 2022.

This is about the same as 2021.



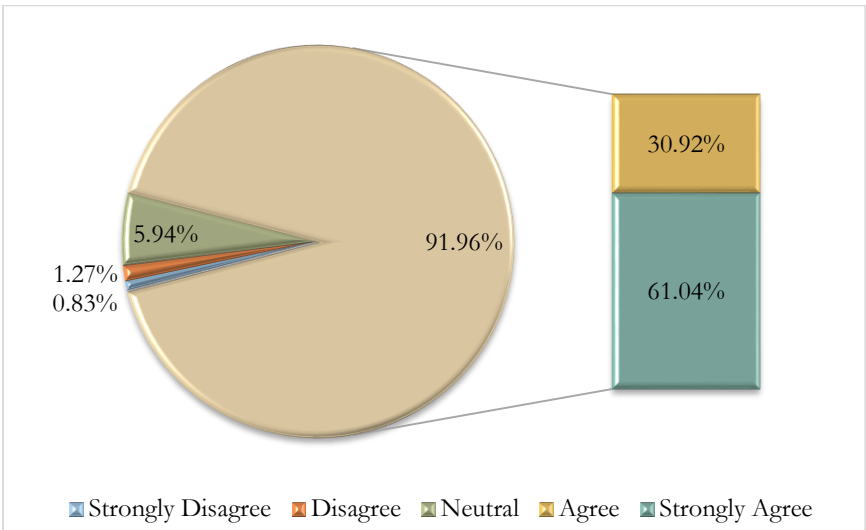
## All Region Totals



# ACCESS TO SERVICES

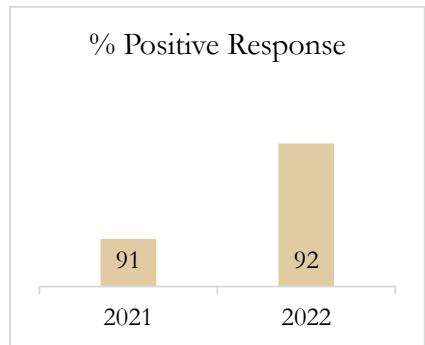
I Was Able to Get All the Services I Thought I Needed

## Statewide Totals

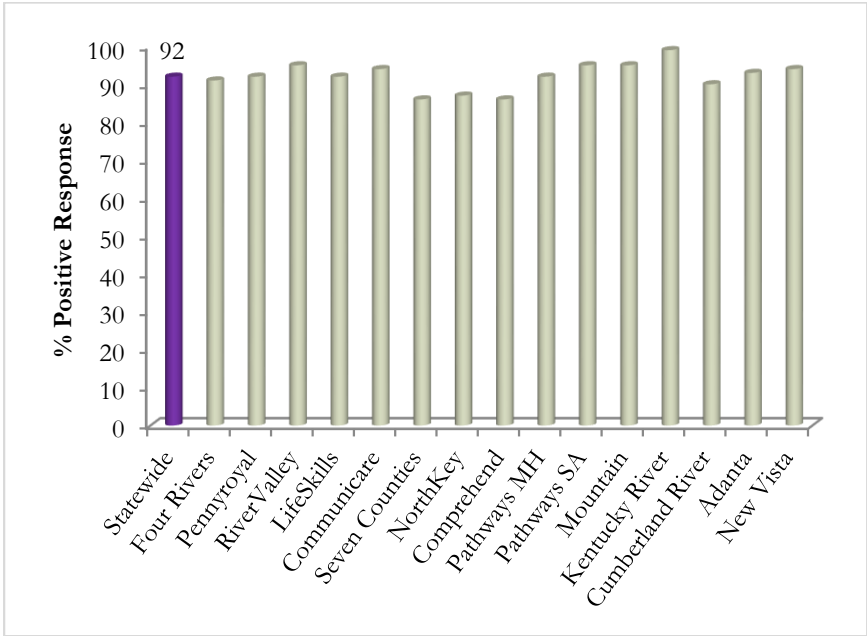


About 92% of respondents positively indicated that they were able to get all the services they felt necessary in 2022.

This is a 1% increase from 2021.



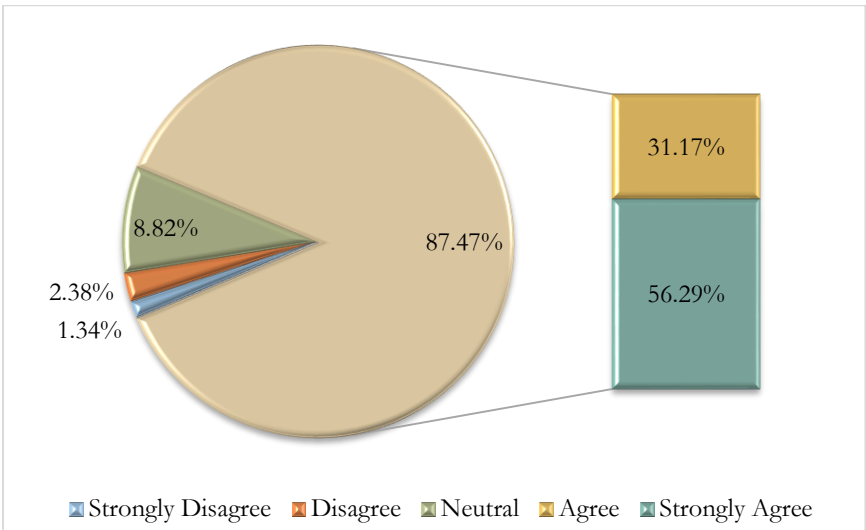
### All Region Totals



# ACCESS TO SERVICES

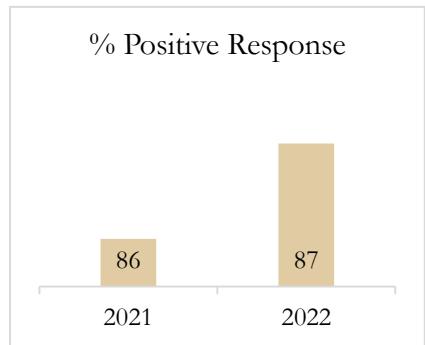
## I Was Able to See a Psychiatrist When I Wanted to

### Statewide Totals

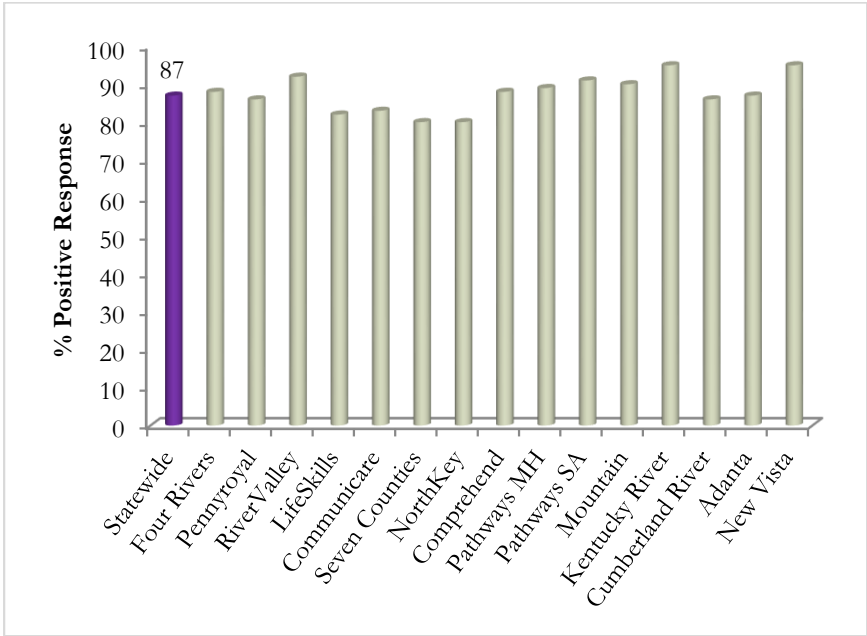


About 87% of respondents positively indicated that they were able to see a psychiatrist when they wanted to in 2022.

This is a 1% increase from 2021.



### All Region Totals





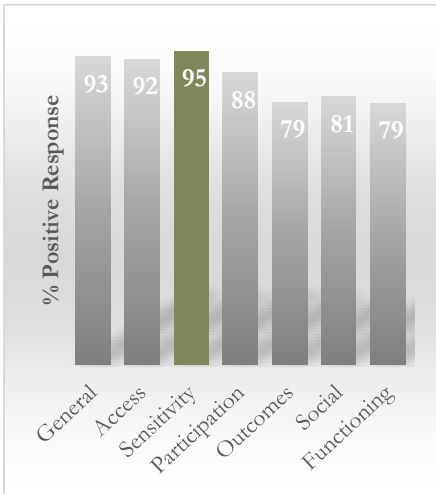


# CULTURAL SENSITIVITY

## Overview

### Primary Concerns

- Voluntary Participation in Services
- Services That Promote Recovery
- Services That Maximize Continuity of Care
- Cultural and Linguistic Access



Domain	Score (1 to 5)
General Satisfaction	4.54
Access to Services	4.48
<b>Cultural Sensitivity</b>	<b>4.52</b>
Participation in Treatment Planning	4.48
Outcomes	4.14
Social Connectedness	4.21
Functioning	4.19

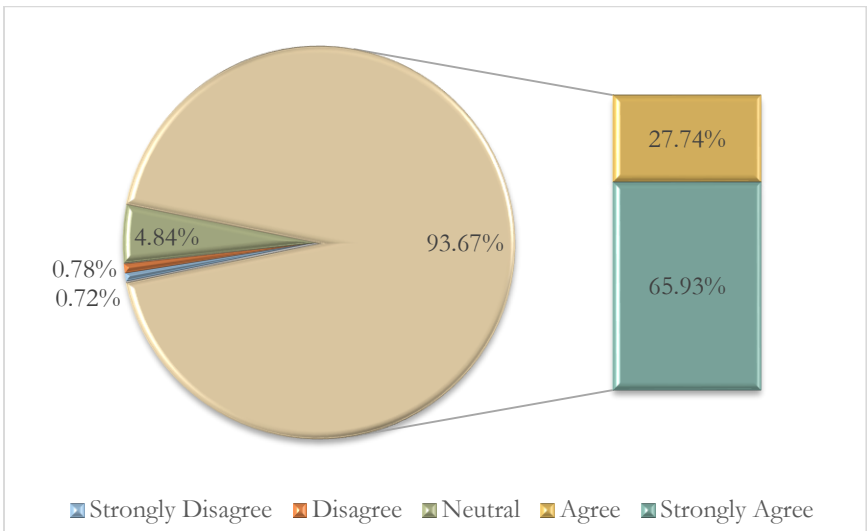
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



# CULTURAL SENSITIVITY

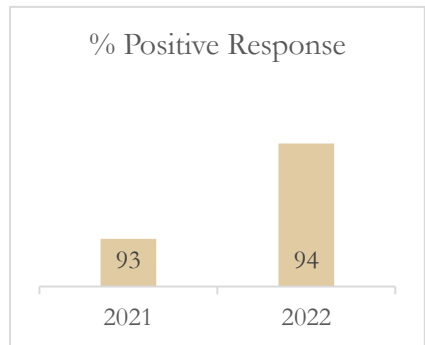
Staff Here Believe that I Can Grow, Change, and Recover

## Statewide Totals

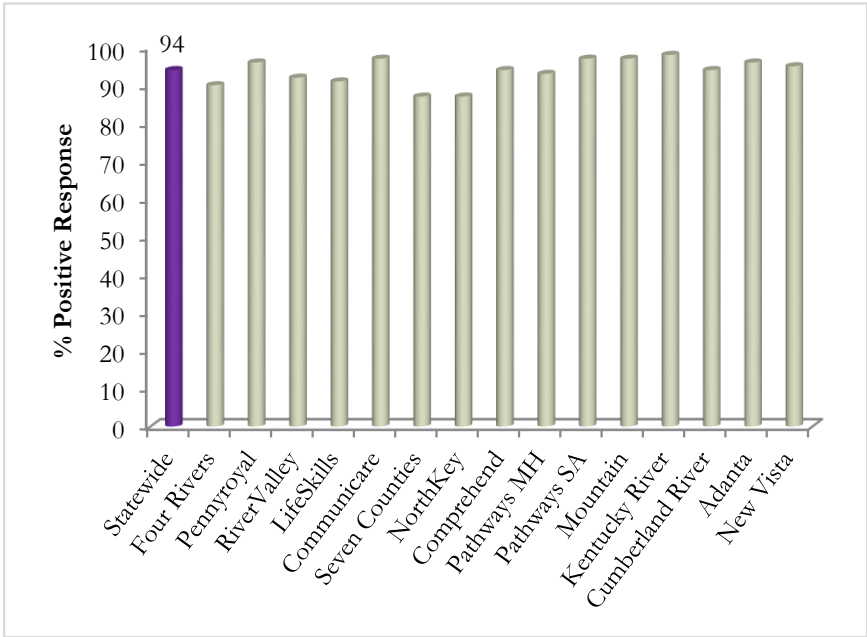


About 94% of respondents positively indicated that staff believed that the respondent can grow, change, and recover in 2022.

This is a 1% increase from 2021.



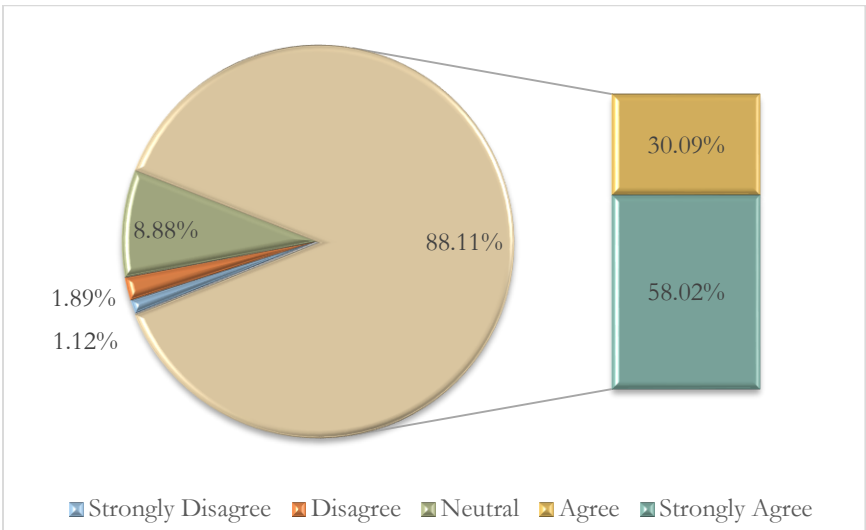
### All Region Totals



# CULTURAL SENSITIVITY

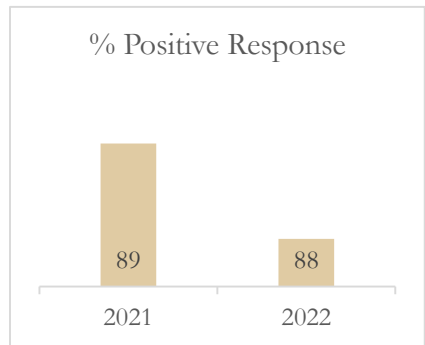
## I Felt Free to Complain

### Statewide Totals

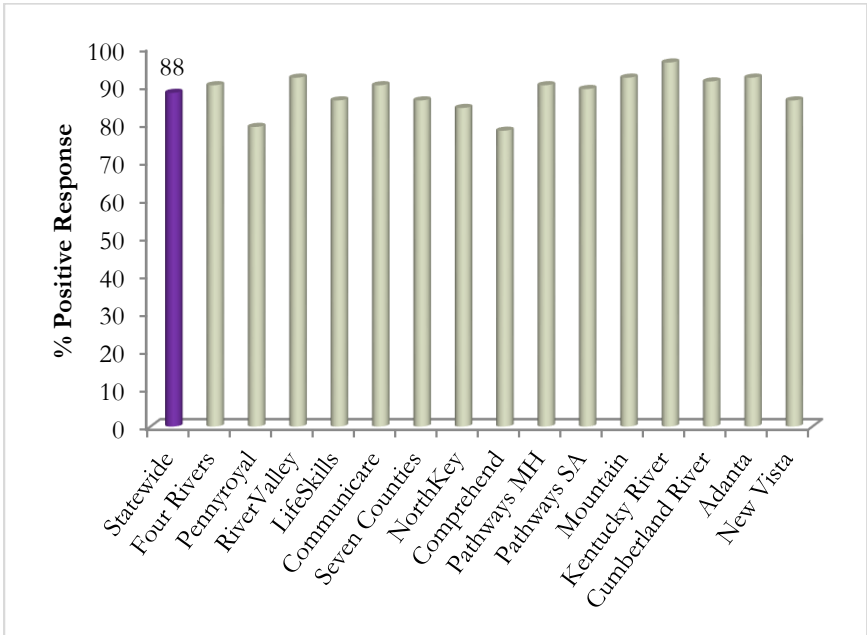


About 88% of respondents positively indicated that they felt free to complain in 2022.

This is a 1% decrease from 2021.



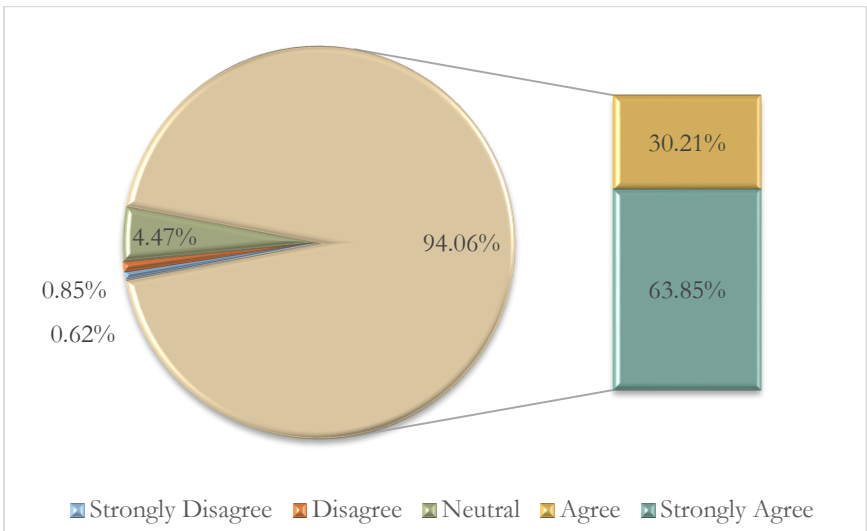
### All Region Totals



# CULTURAL SENSITIVITY

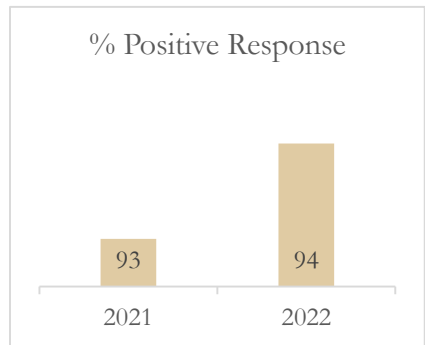
## I Was Given Information about My Rights

### Statewide Totals

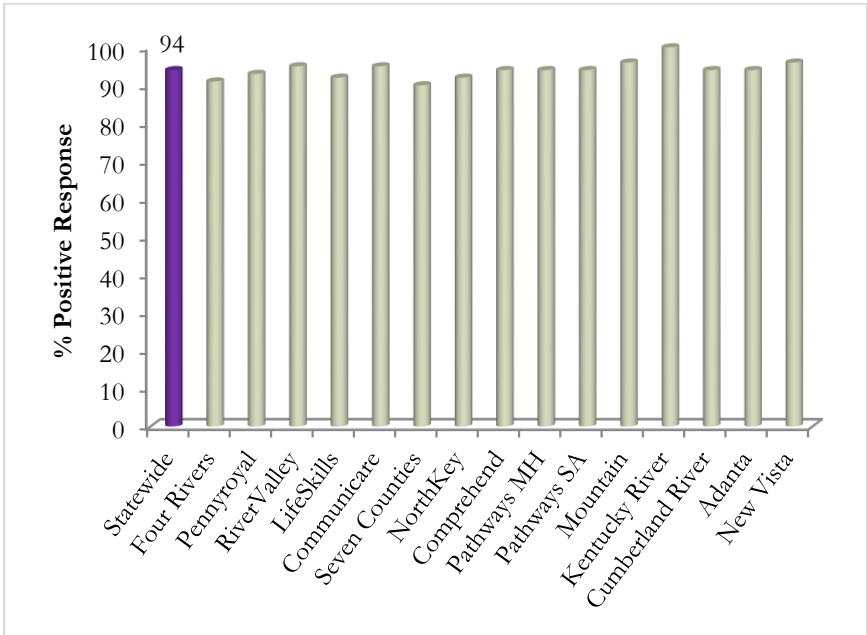


About 94% of respondents positively indicated that they were given information about their rights in 2022.

This is a 1% increase from 2021.



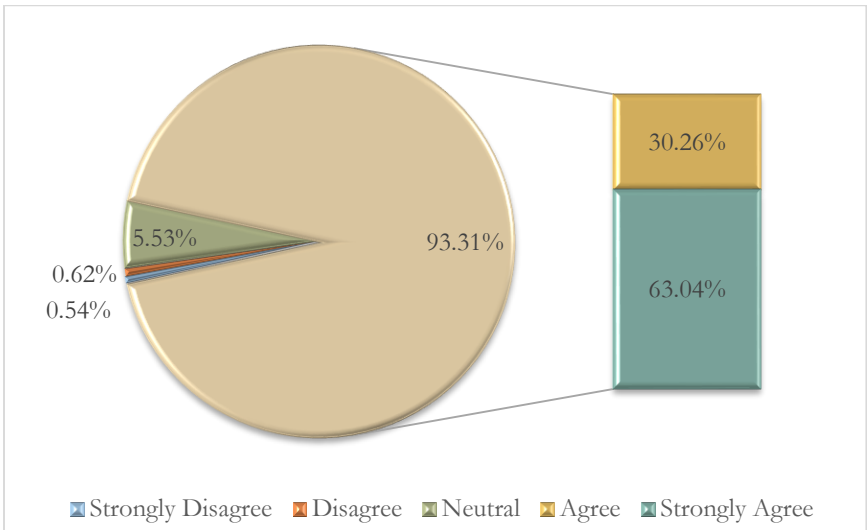
### All Region Totals



# CULTURAL SENSITIVITY

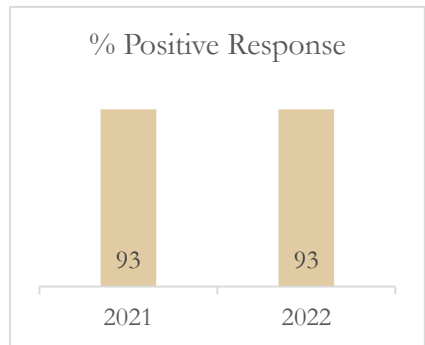
## Staff Encouraged Me to Take Responsibility for How I Live My Life

### Statewide Totals



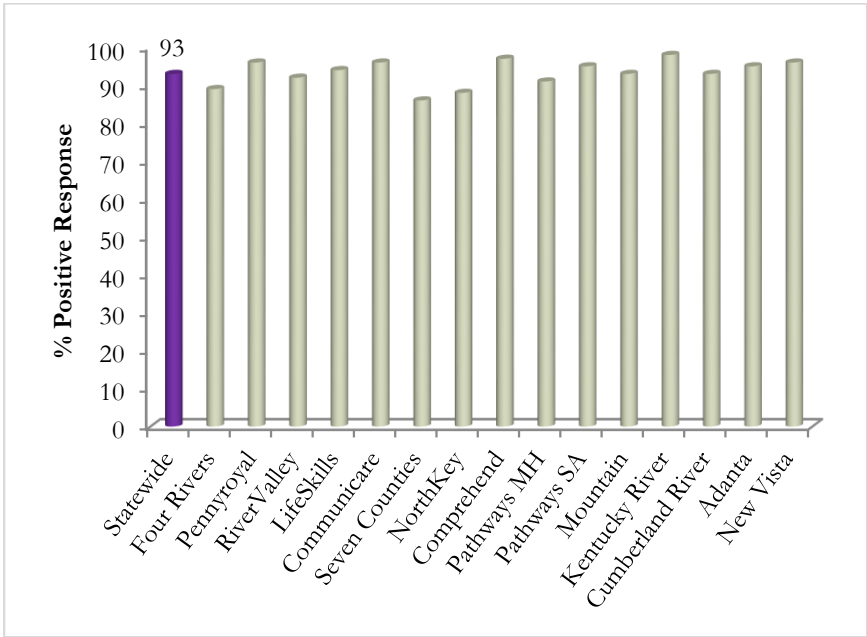
About 93% of respondents positively indicated that staff encouraged them to take responsibility for their lives in 2022.

This is about the same as 2021.





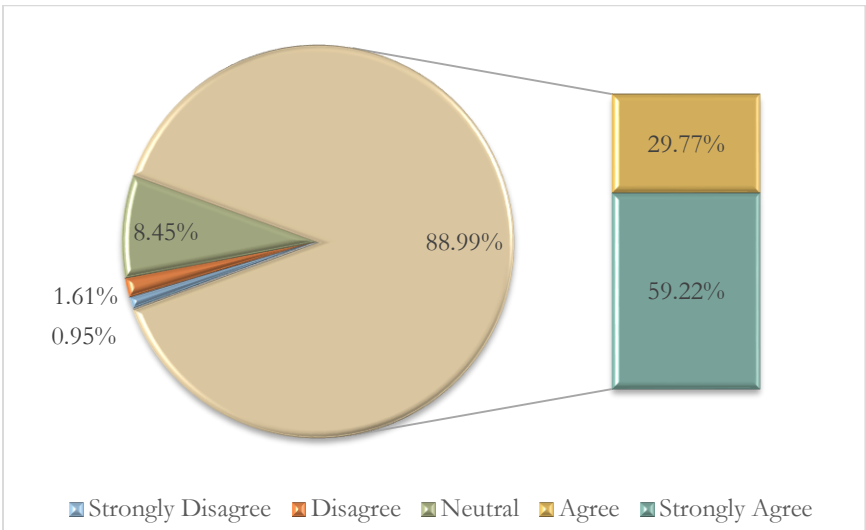
### All Region Totals



# CULTURAL SENSITIVITY

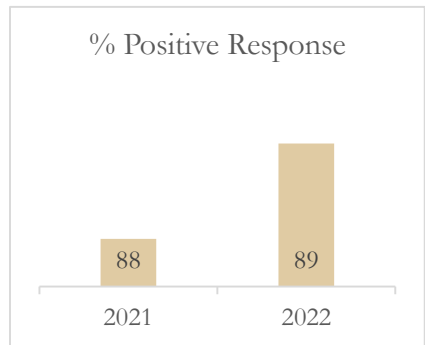
## Staff Told Me What Side Effects to Watch Out for

### Statewide Totals

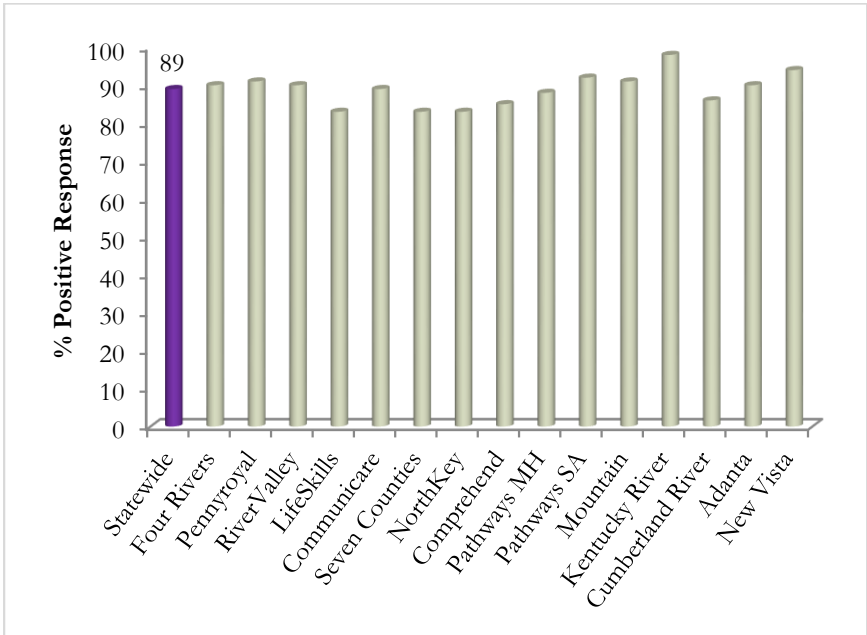


About 89% of respondents positively indicated that staff told them what side effects to watch out for in 2022.

This is a 1% increase from 2021.



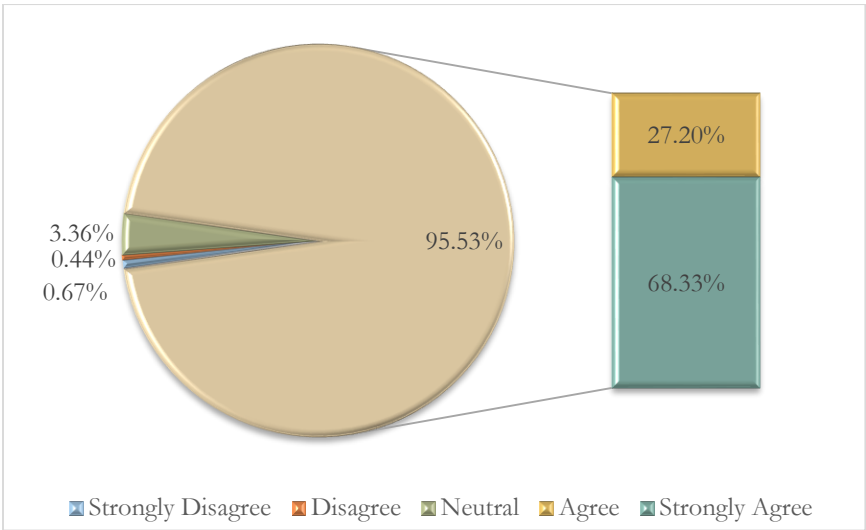
### All Region Totals



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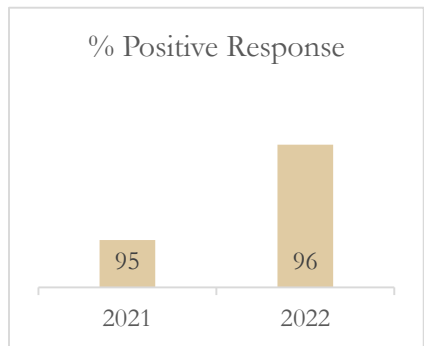
## Staff Respected My Wishes about Who Is and Who Is Not to Be Given Information about My Treatment

### Statewide Totals

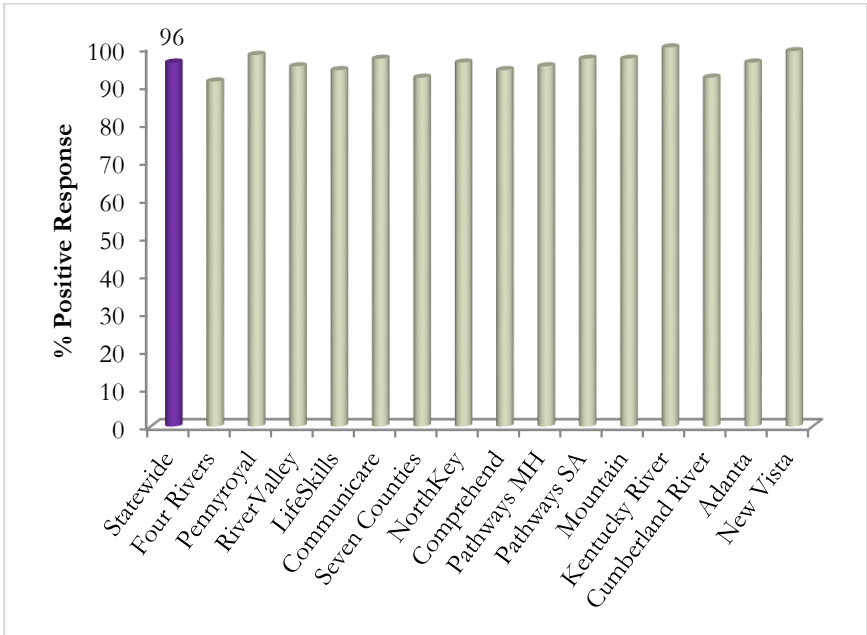


About 96% of respondents positively indicated that staff respected their wishes with recipients of their information in 2022.

This is a 1% increase from 2021.



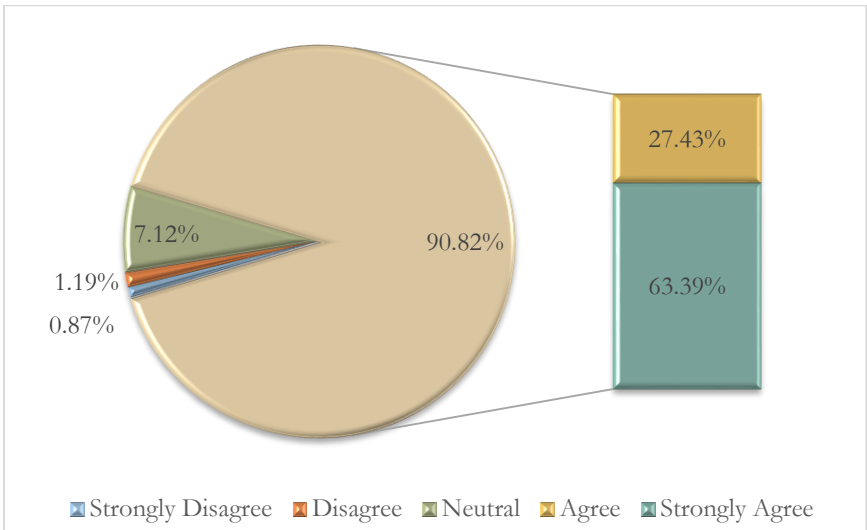
### All Region Totals



# CULTURAL SENSITIVITY

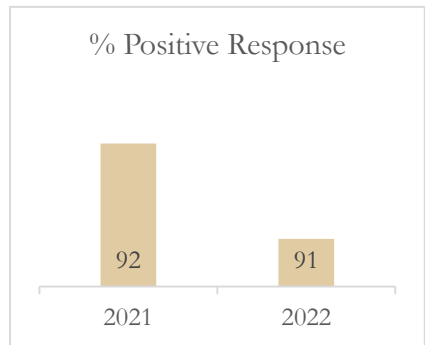
## Staff Were Sensitive to My Cultural Background

### Statewide Totals

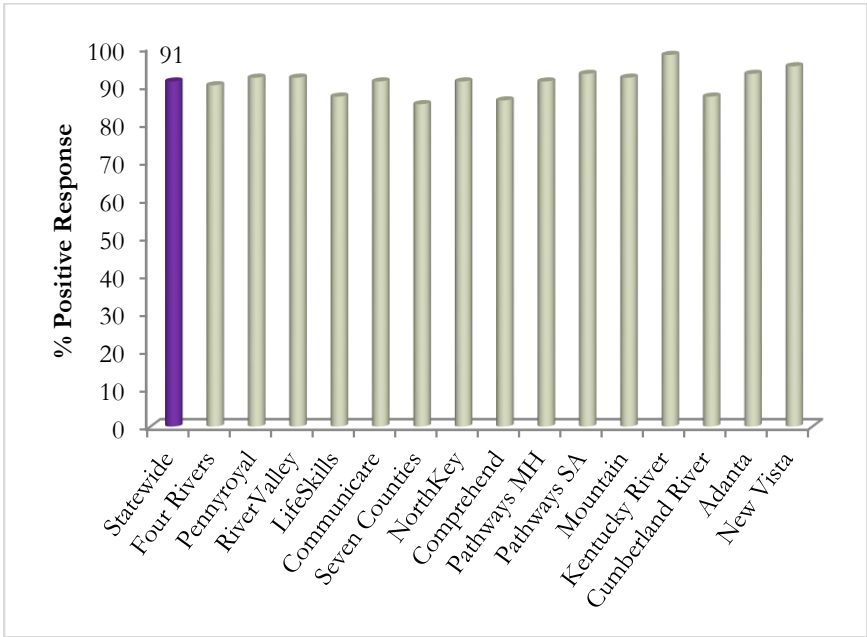


About 91% of respondents positively indicated that staff were sensitive to their cultural background in 2022.

This is a 1% decrease from 2021.



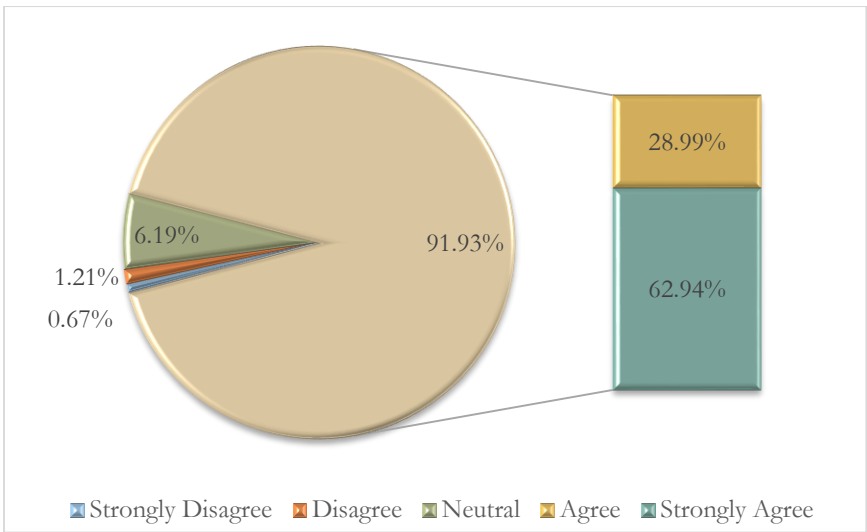
### All Region Totals



# CULTURAL SENSITIVITY

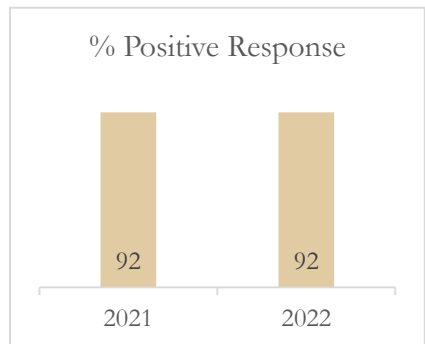
Staff Helped Me to Obtain the Information I Needed so That I Could Take Charge of Managing My Illness

## Statewide Totals



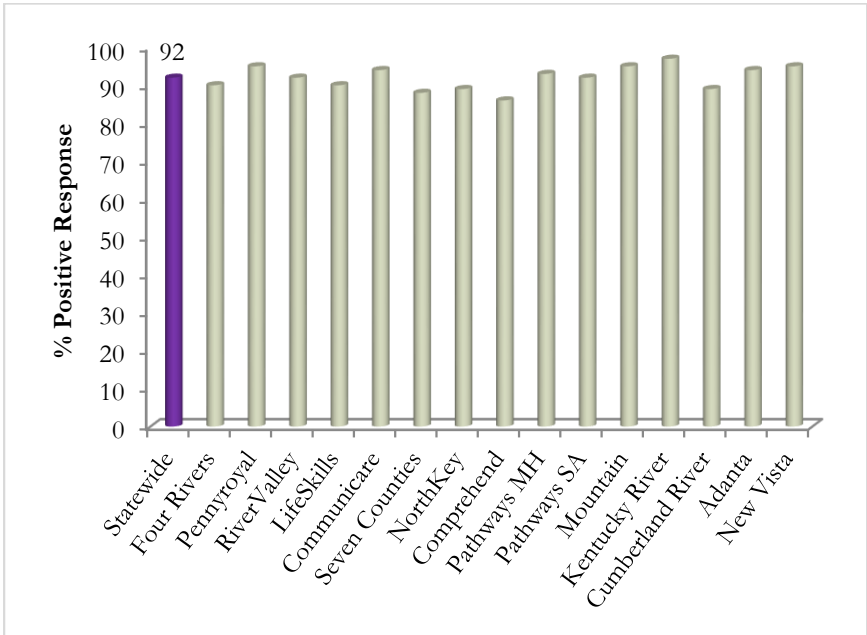
About 92% of respondents positively indicated that staff helped them take charge of managing their illness in 2022.

This is about the same as 2021.





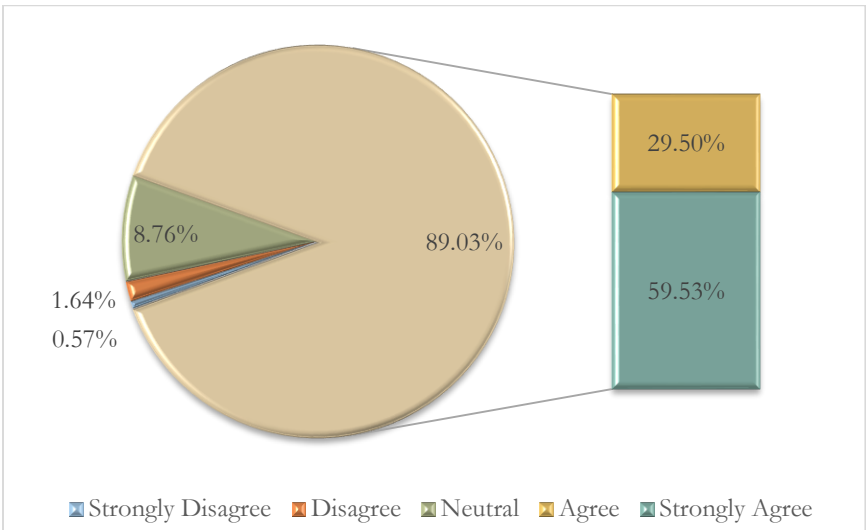
### All Region Totals



# CULTURAL SENSITIVITY

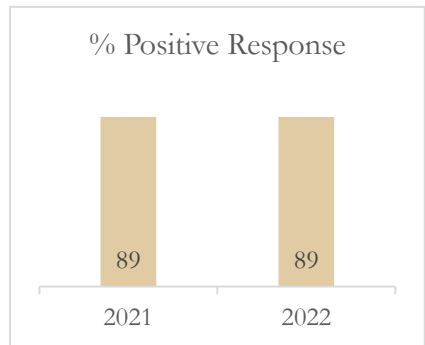
## I Was Encouraged to Use Consumer-Run Programs

### Statewide Totals

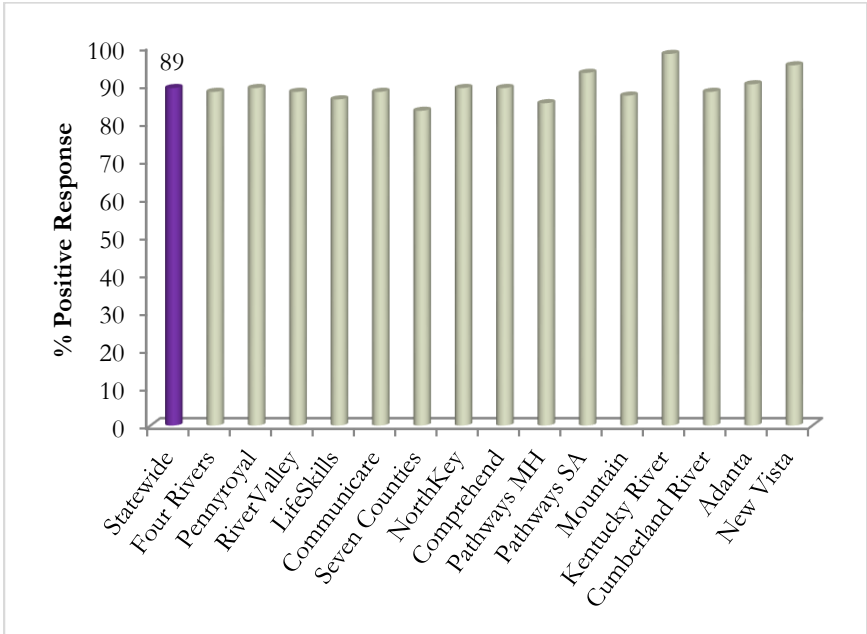


About 89% of respondents positively indicated that they were encouraged to use consumer-run programs in 2022.

This is about the same as 2021.



### All Region Totals



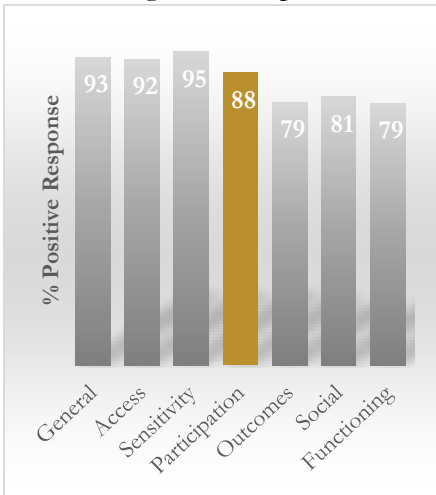


# PARTICIPATION IN TREATMENT PLANNING

## Overview

### Primary Concerns

- Meaningful Participation in Planning My Service Array



Domain	Score (1 to 5)
General Satisfaction	4.54
Access to Services	4.48
Cultural Sensitivity	4.52
<b>Participation in Treatment Planning</b>	<b>4.48</b>
Outcomes	4.14
Social Connectedness	4.21
Functioning	4.19

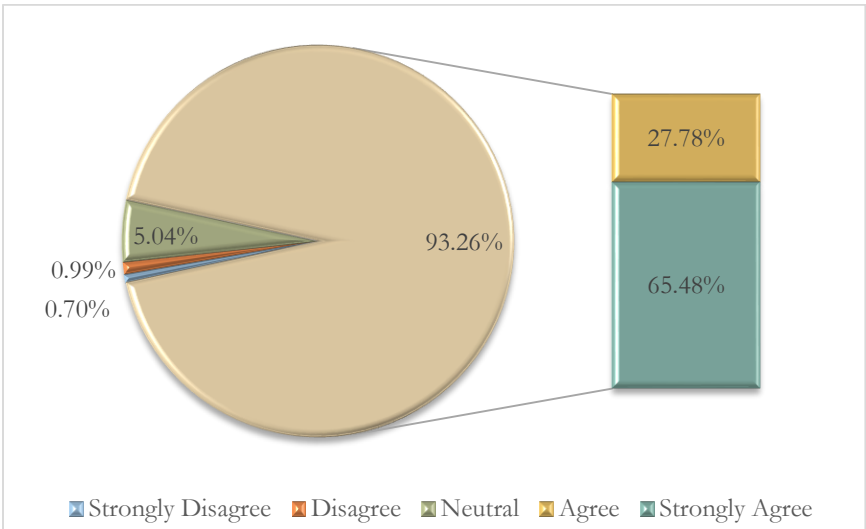
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



# PARTICIPATION IN TREATMENT PLANNING

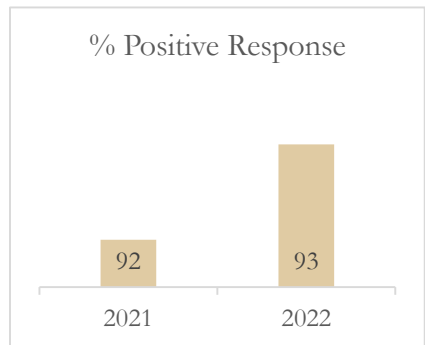
## I Felt Comfortable Asking Questions about My Treatment and Medication

### Statewide Totals

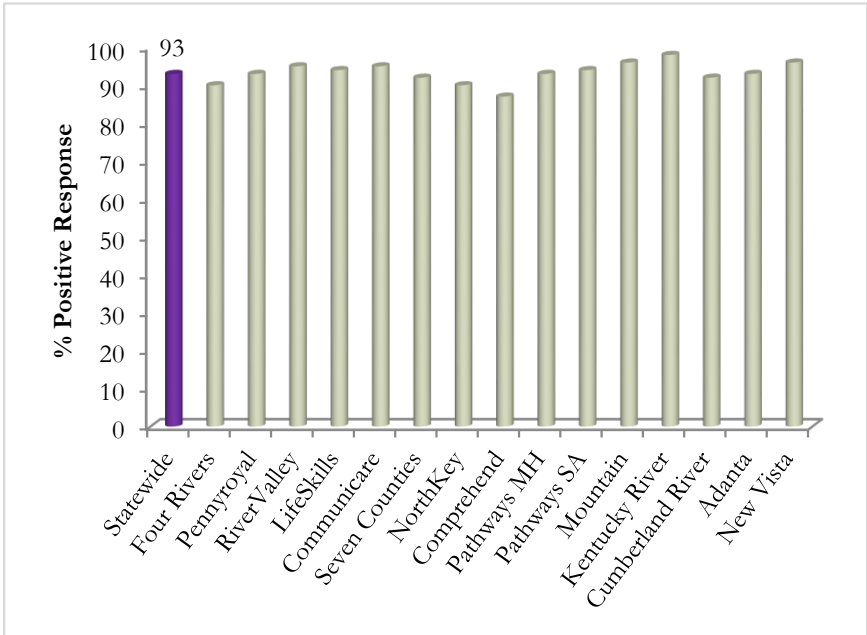


About 93% of respondents positively indicated that they felt comfortable asking questions about their treatment in 2022.

This is a 1% increase from 2021.



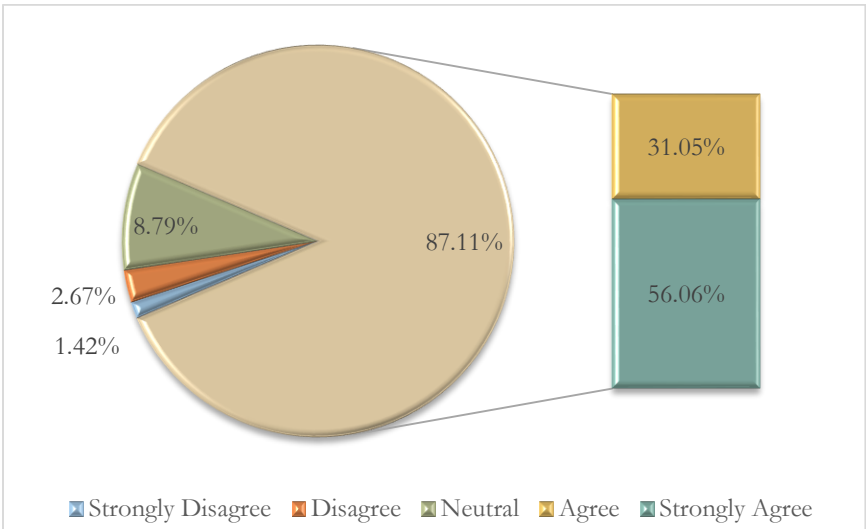
### All Region Totals



# PARTICIPATION IN TREATMENT PLANNING

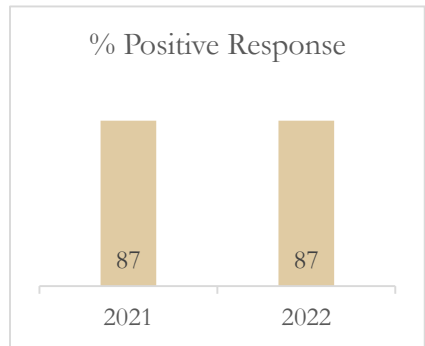
## I, Not Staff, Decided My Treatment Goals

### Statewide Totals



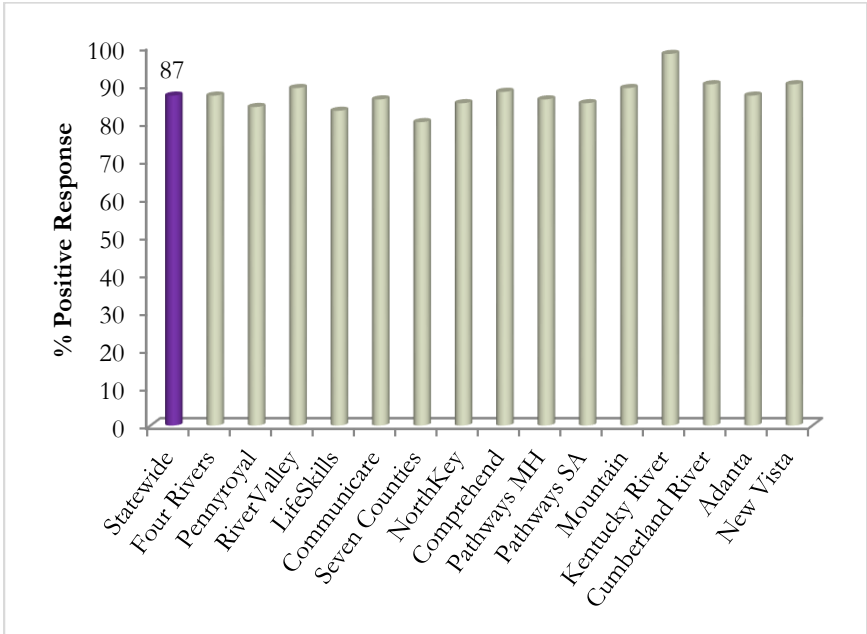
About 87% of respondents positively indicated that they, not staff, decided their treatment goals in 2022.

This is about the same as 2021.





### All Region Totals



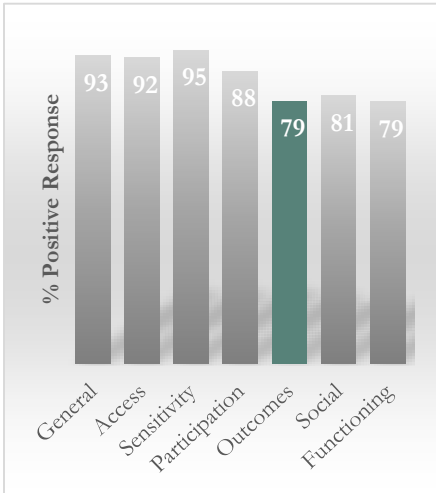


# OUTCOMES

## Overview

### Primary Concerns

- Minimal Negative Outcomes from Treatment
- Reduced Psychological Distress
- Increased Sense of Personhood
- Increase in Productive Activity
- Capacity for Independent Community Living
- Increase in Independent Functioning
- Positive Changes in Areas for Which Treatment Is Sought



Domain	Score (1 to 5)
General Satisfaction	4.54
Access to Services	4.48
Cultural Sensitivity	4.52
Participation in Treatment Planning	4.48
<b>Outcomes</b>	<b>4.14</b>
Social Connectedness	4.21
Functioning	4.19

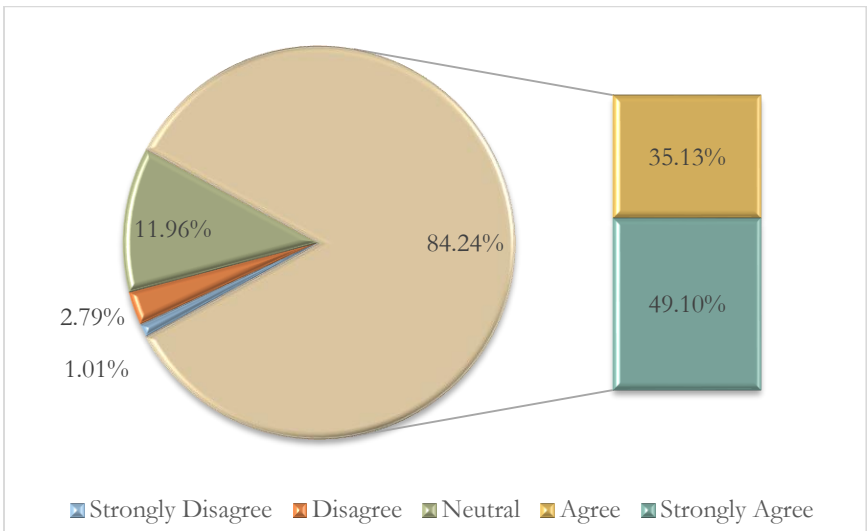
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



# OUTCOMES

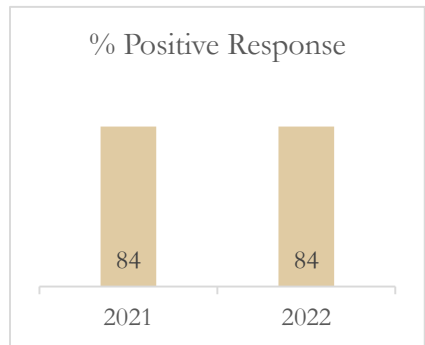
## I Deal More Effectively With Daily Problems

### Statewide Totals

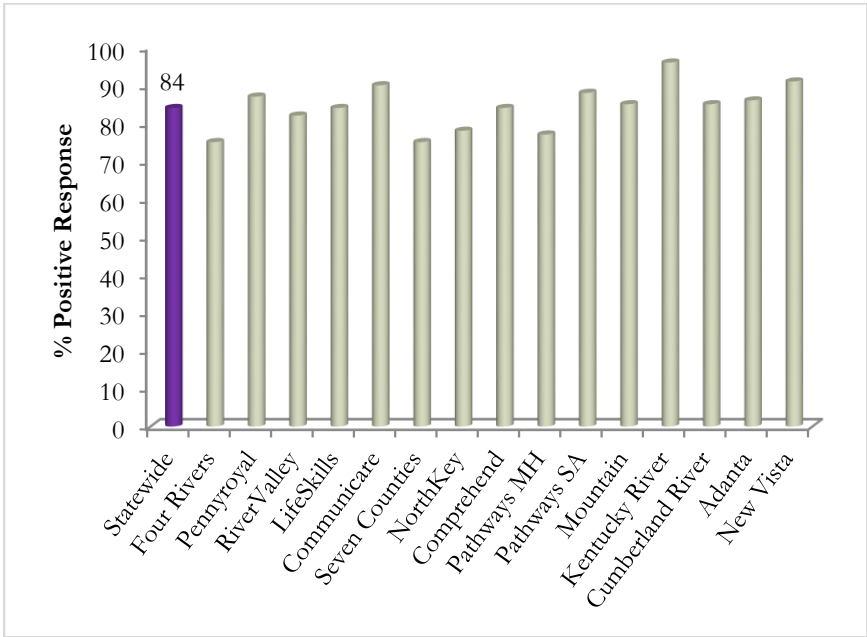


About 84% of respondents positively indicated that they dealt more effectively with daily problems in 2022.

This is about the same as 2021.



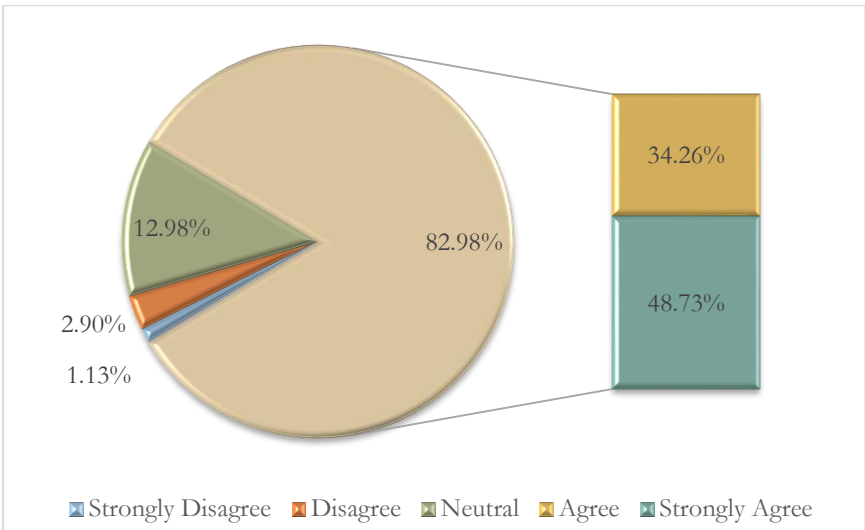
### All Region Totals



# OUTCOMES

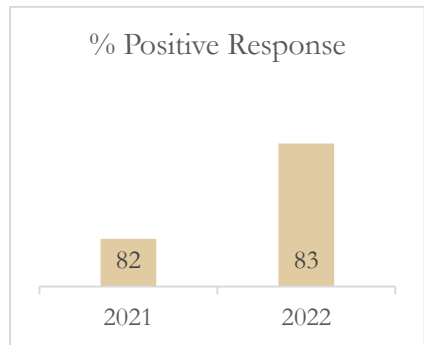
## I Am Better Able to Control My Life

### Statewide Totals

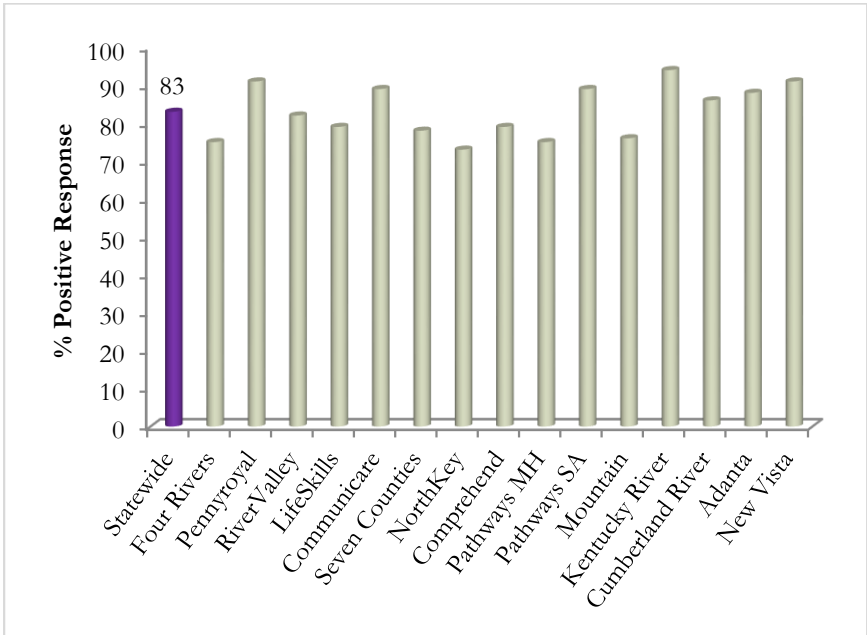


About 83% of respondents positively indicated that they were better able to control their lives in 2022.

This is a 1% increase from 2021.



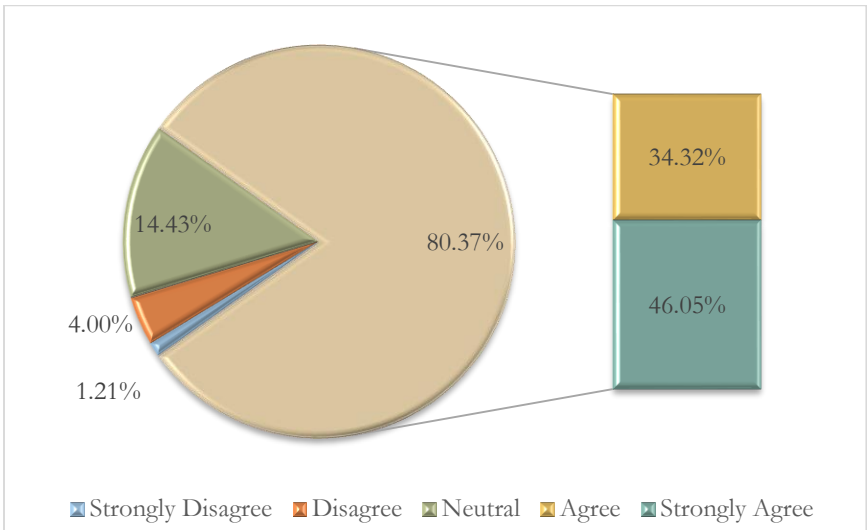
### All Region Totals



# OUTCOMES

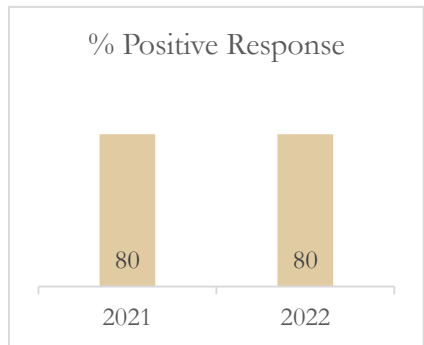
## I Am Better Able to Deal with Crisis

### Statewide Totals



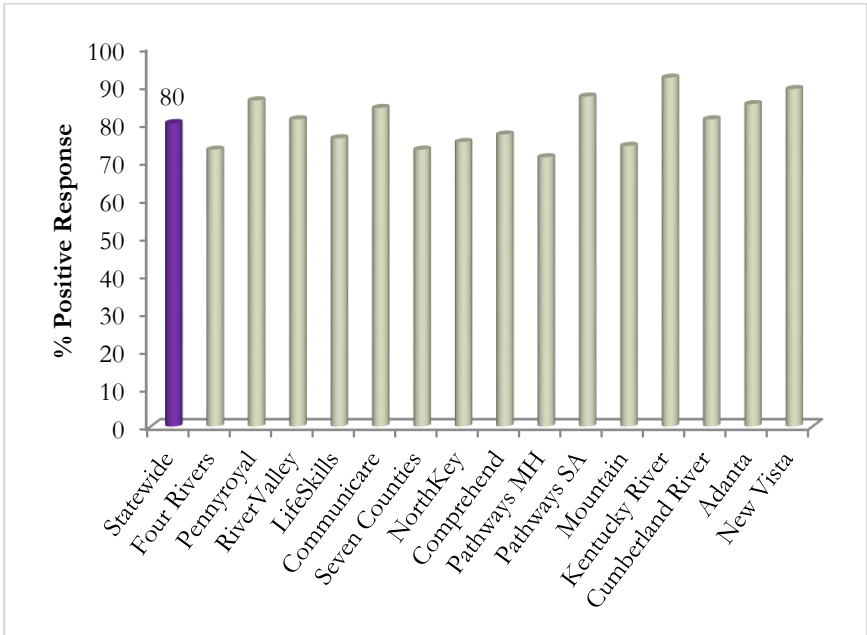
About 80% of respondents positively indicated that they were better able to deal with crisis in 2022.

This is about the same as 2021.





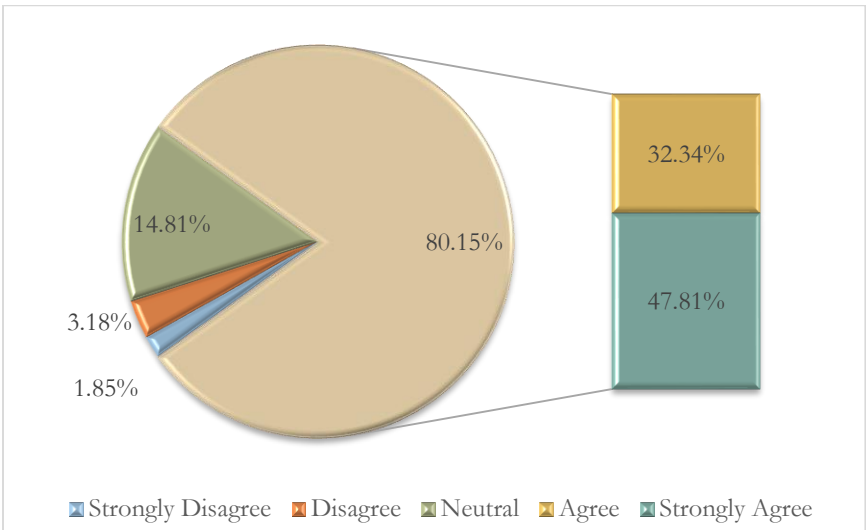
### All Region Totals



# OUTCOMES

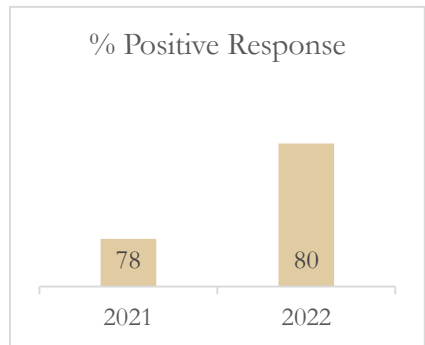
## I Am Getting Along Better with My Family

### Statewide Totals

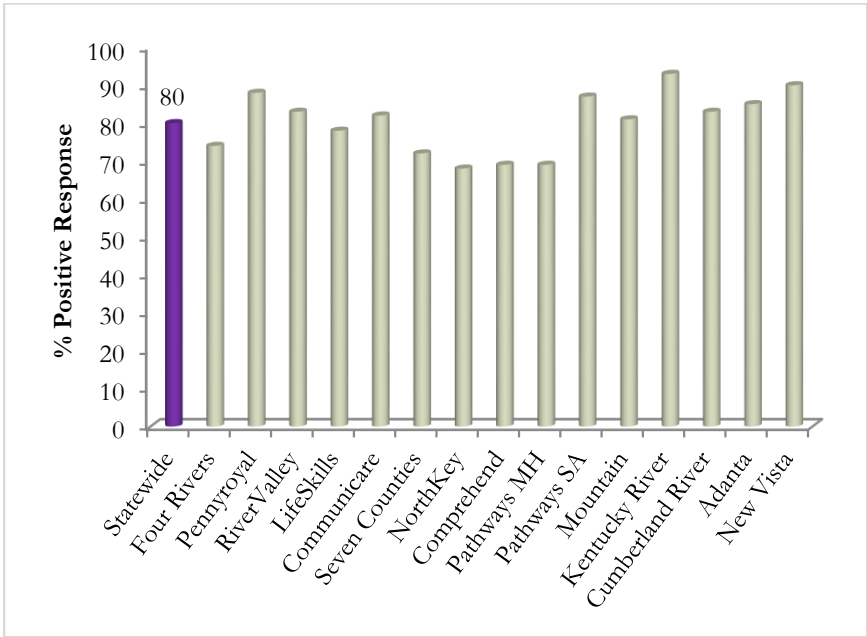


About 80% of respondents positively indicated that they were getting along better with their family in 2022.

This is a 2% increase from 2021.



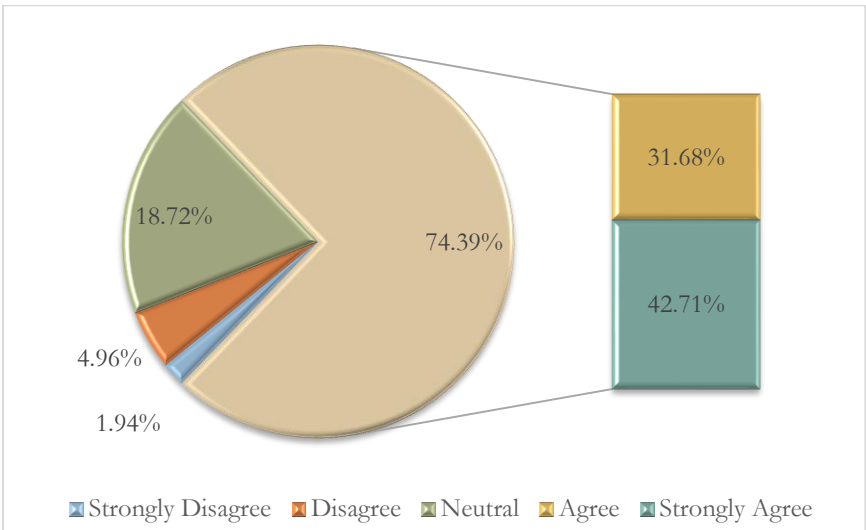
### All Region Totals



# OUTCOMES

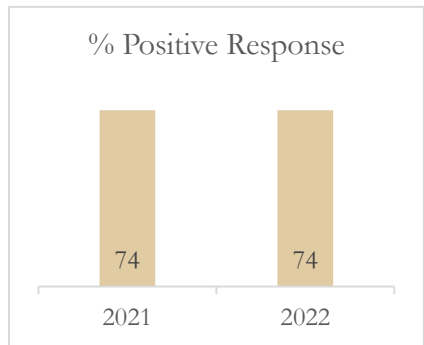
## I Do Better in Social Situations

### Statewide Totals

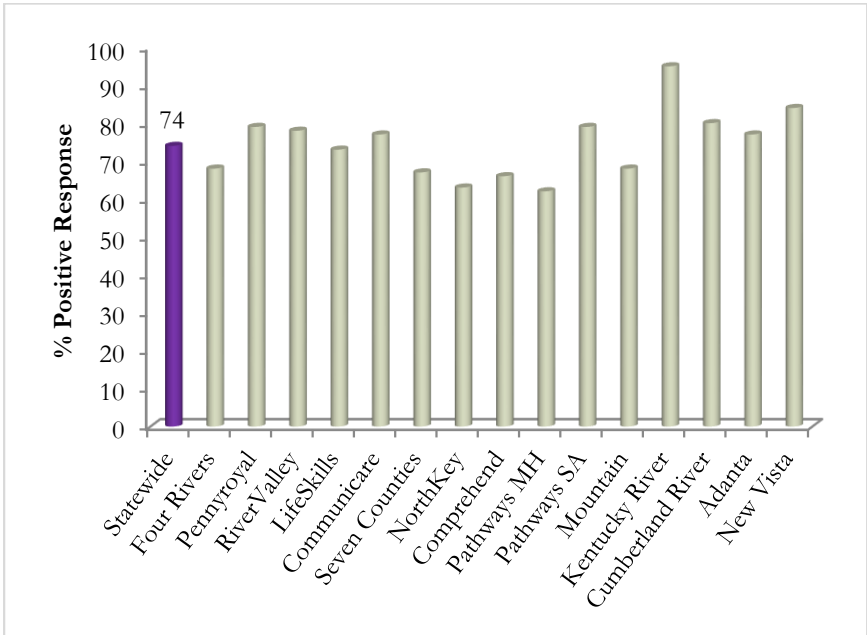


About 74% of respondents positively indicated that they did better in social situations in 2022.

This is about the same as 2021.



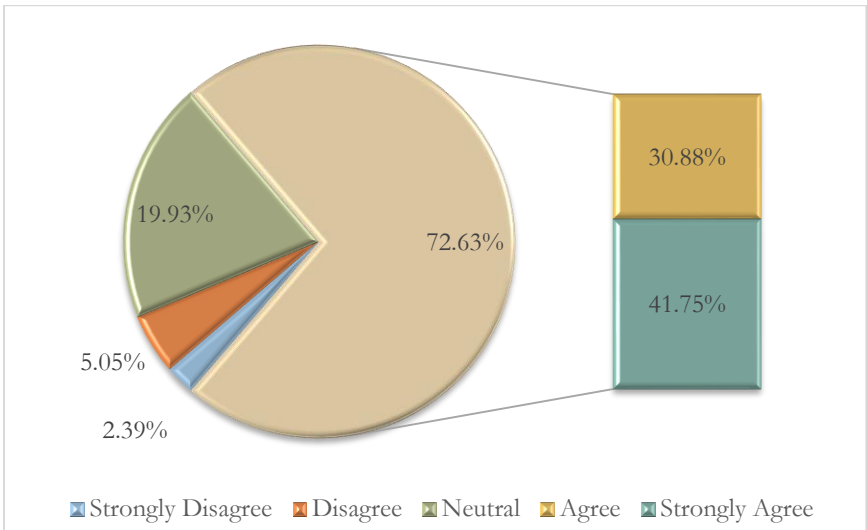
### All Region Totals



# OUTCOMES

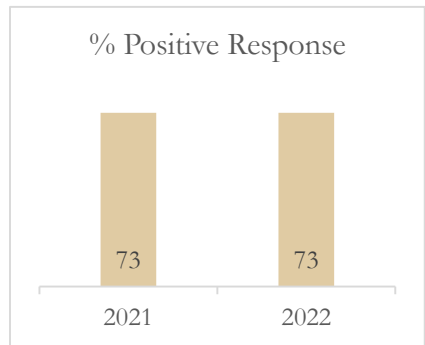
## I Do Better in School and/or Work

### Statewide Totals

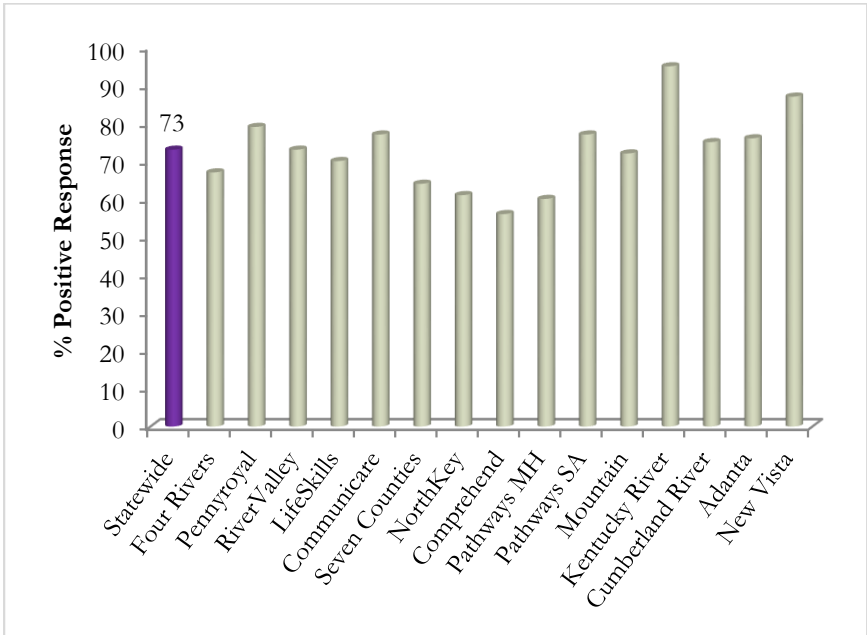


About 73% of respondents positively indicated that they did better in school and/or work in 2022.

This is about the same as 2021.



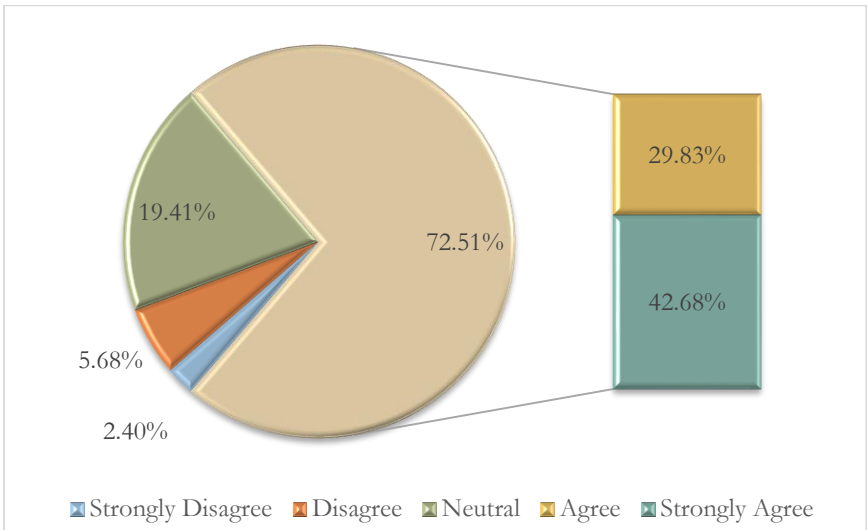
### All Region Totals



# OUTCOMES

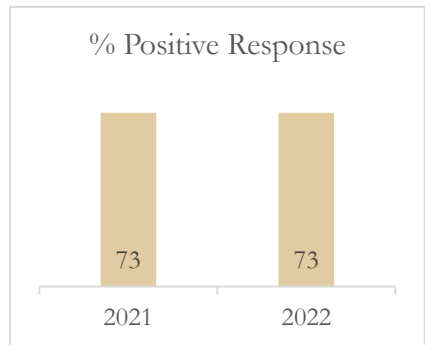
## My Housing Situation Has Improved

### Statewide Totals



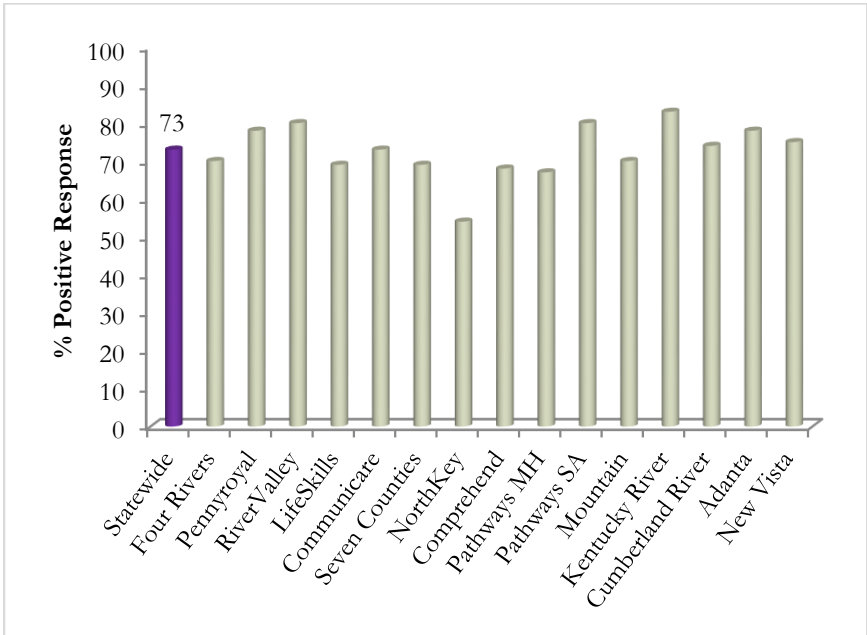
About 73% of respondents positively indicated that their housing situations have improved in 2022.

This is about the same as 2021.





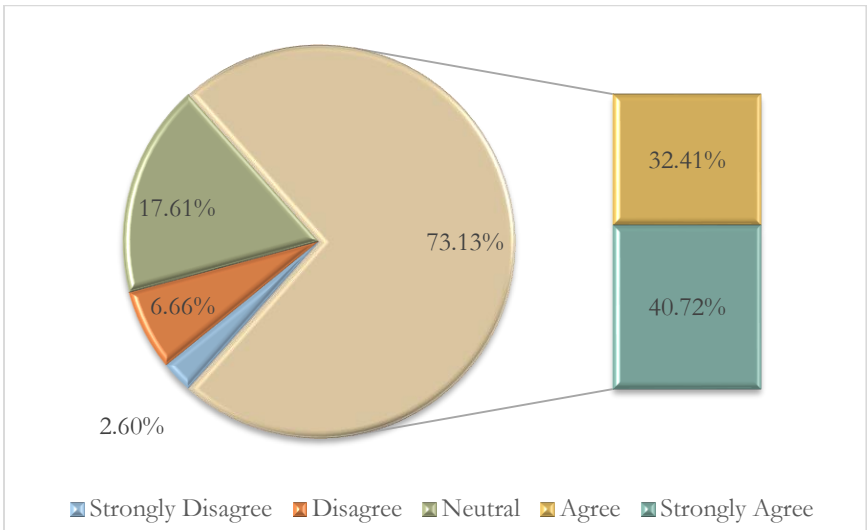
### All Region Totals



# OUTCOMES

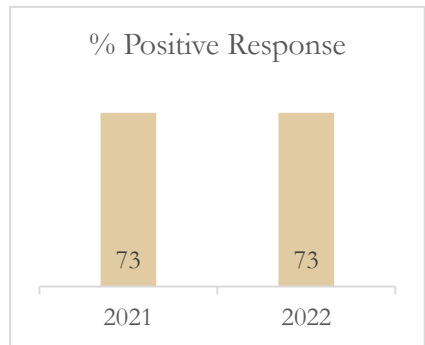
## My Symptoms Are Not Bothering Me as Much

### Statewide Totals

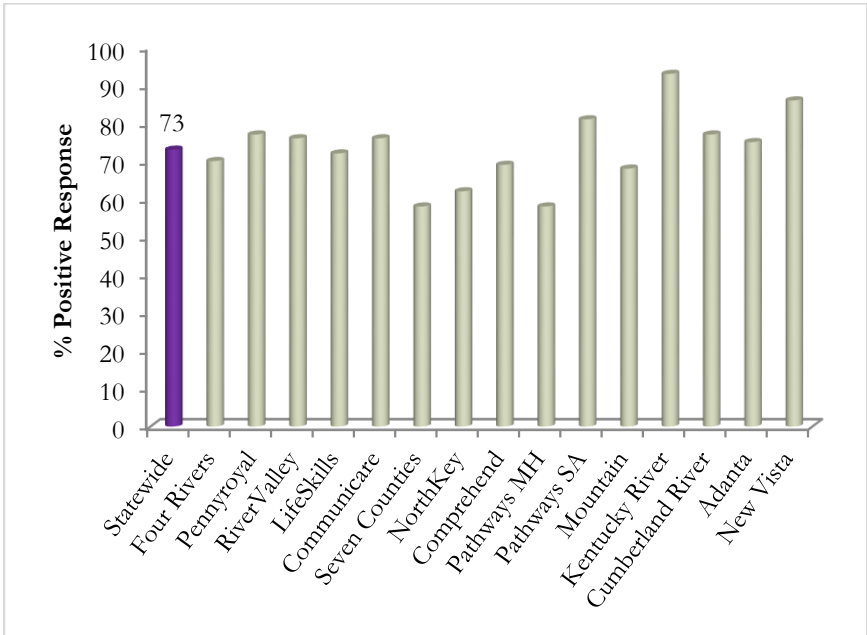


About 73% of respondents positively indicated that their symptoms were not bothering them as much in 2022.

This is about the same as 2021.



### All Region Totals



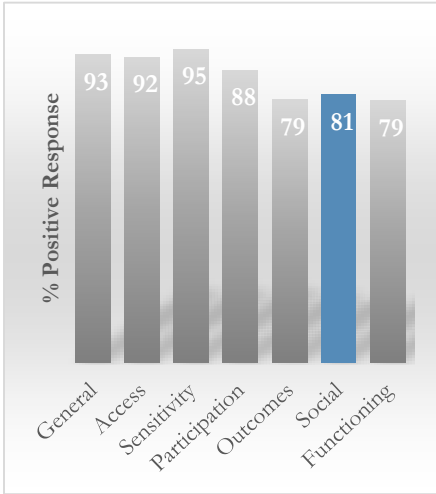


# SOCIAL CONNECTEDNESS

## Overview

### Primary Concerns

- Increased Natural Supports
- Increased Social Activities



Domain	Score (1 to 5)
General Satisfaction	4.54
Access to Services	4.48
Cultural Sensitivity	4.52
Participation in Treatment Planning	4.48
Outcomes	4.14
<b>Social Connectedness</b>	<b>4.21</b>
Functioning	4.19

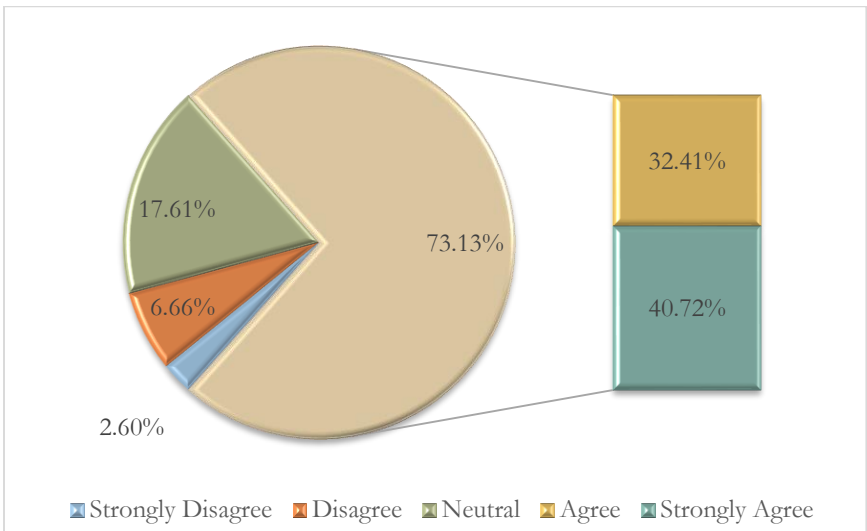
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



# SOCIAL CONNECTEDNESS

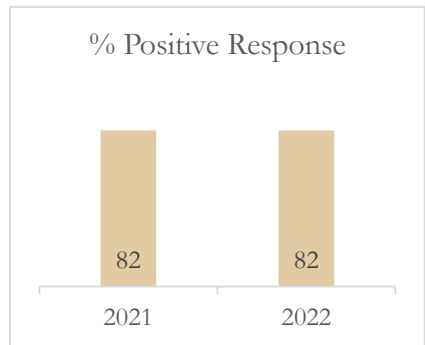
## I Am Happy with the Friendships I Have

### Statewide Totals

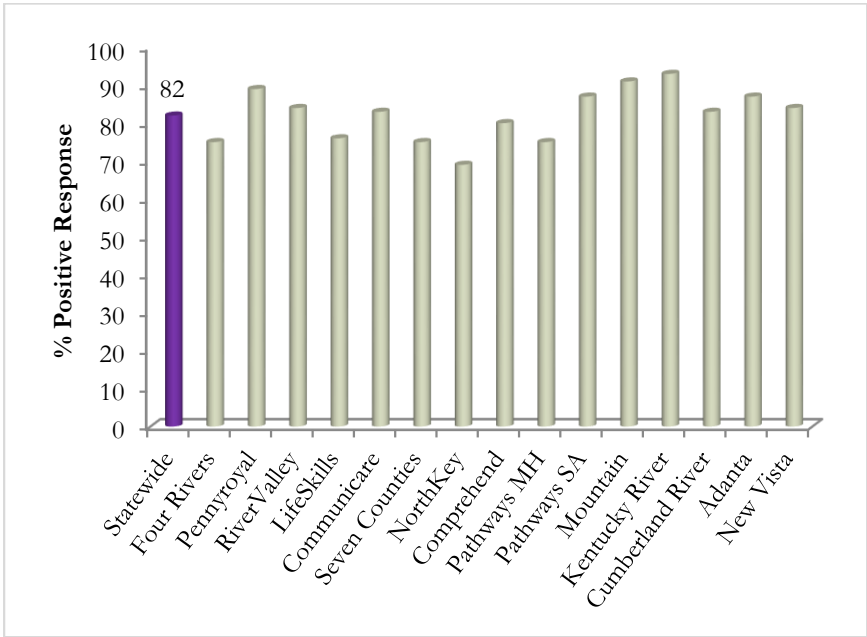


About 82% of respondents positively indicated that they were happy with the friendships they had in 2022.

This is about the same as 2021.



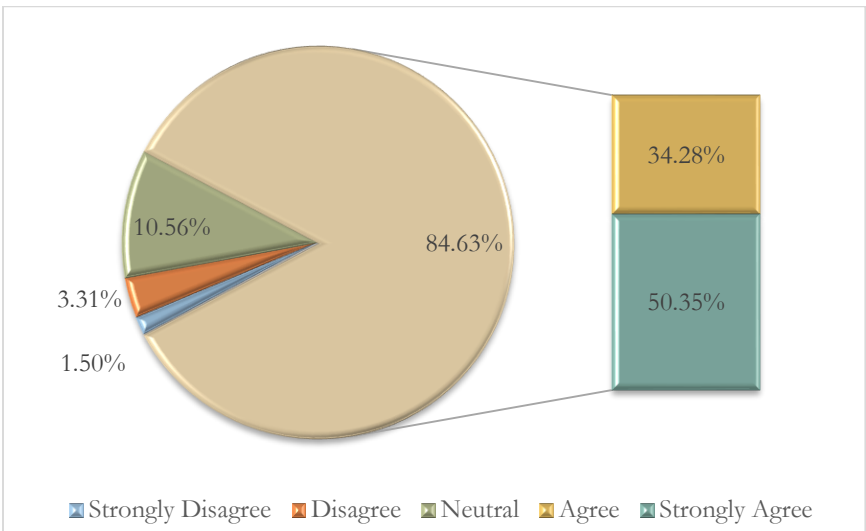
### All Region Totals



# SOCIAL CONNECTEDNESS

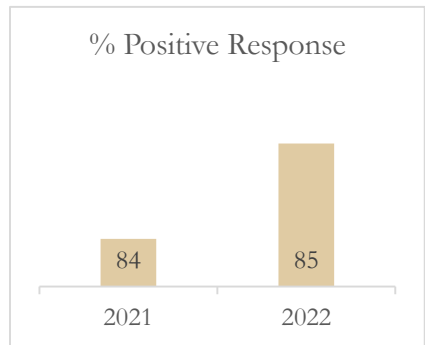
## I Have People with Whom I Can Do Enjoyable Things

### Statewide Totals



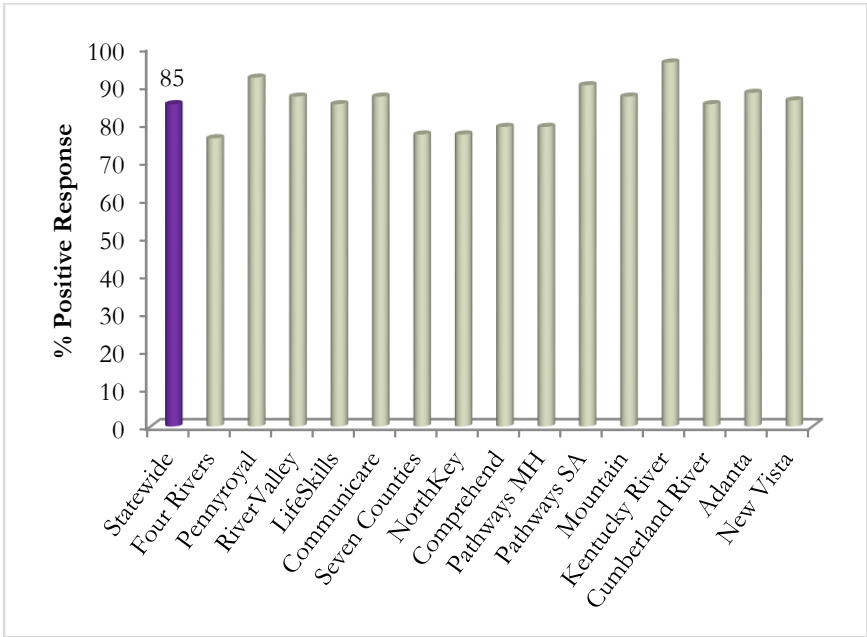
About 85% of respondents positively indicated that they had people with whom they could do enjoyable things in 2022.

This is a 1% increase from 2021.





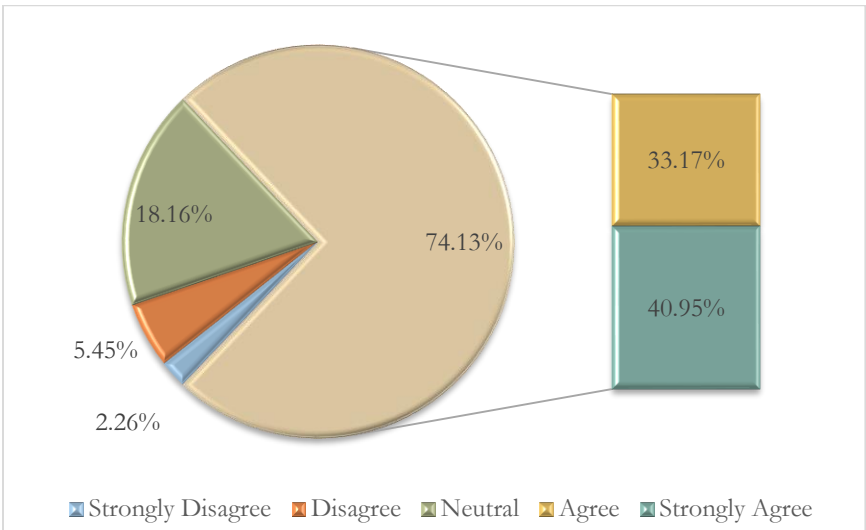
### All Region Totals



# SOCIAL CONNECTEDNESS

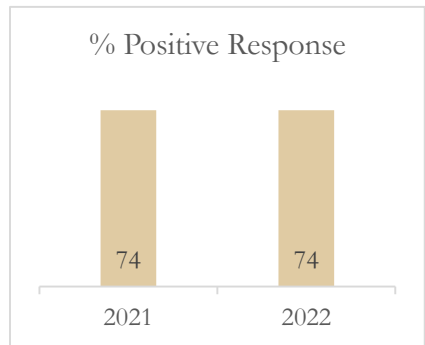
## I Feel I Belong in My Community

### Statewide Totals

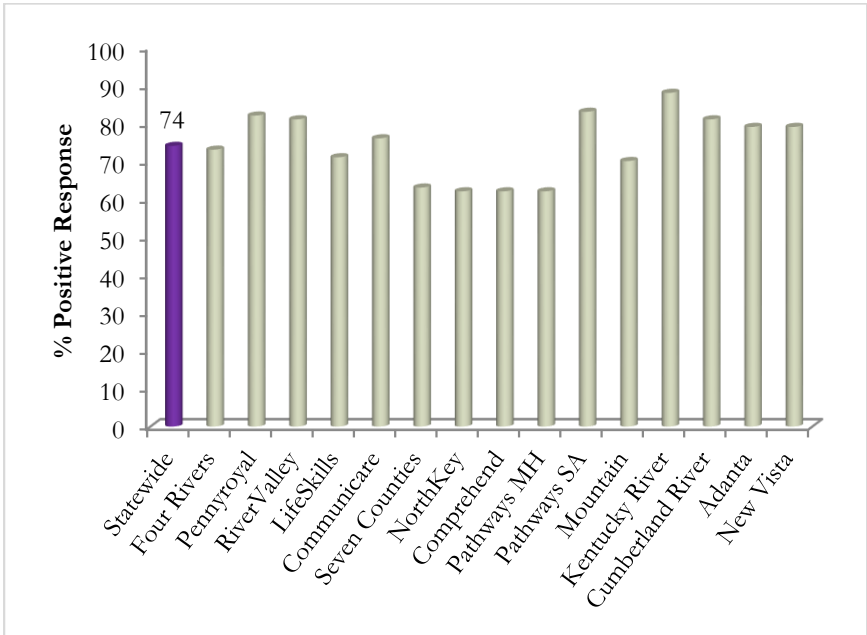


About 74% of respondents positively indicated that they felt they belonged in their community in 2022.

This is about the same as 2021.



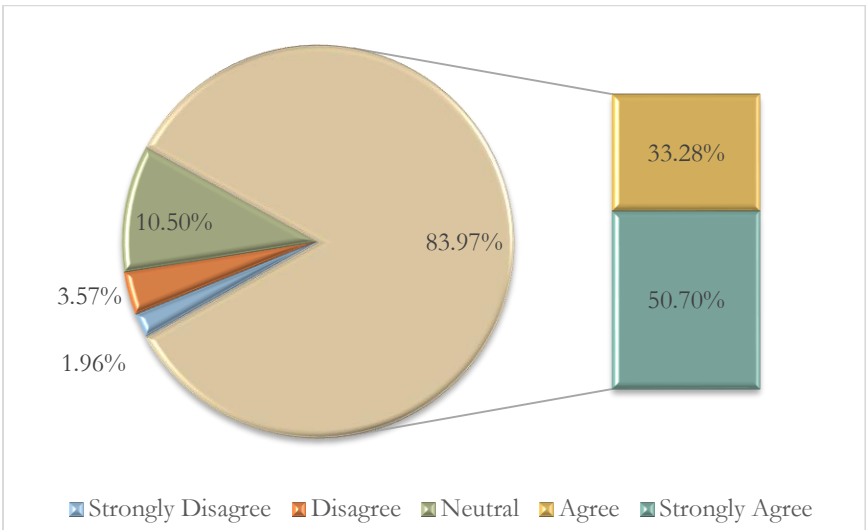
### All Region Totals



# SOCIAL CONNECTEDNESS

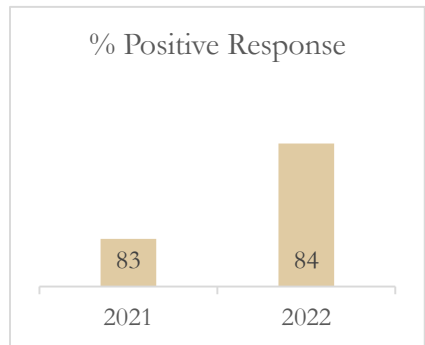
In a Crisis, I Would Have the Support I Need from Family or Friends

## Statewide Totals

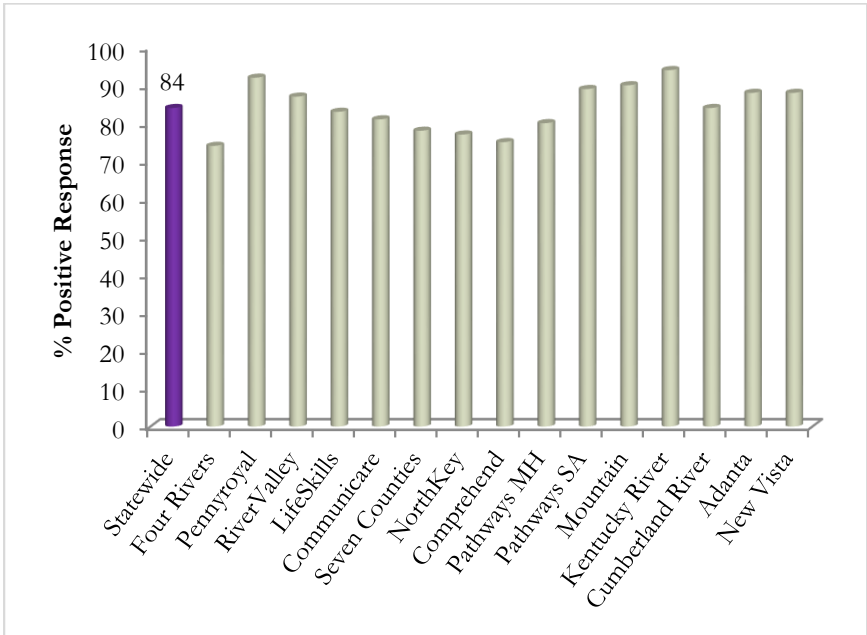


About 84% of respondents positively indicated that in a crisis, they would have the community support they needed in 2022.

This is a 1% increase from 2021.



### All Region Totals



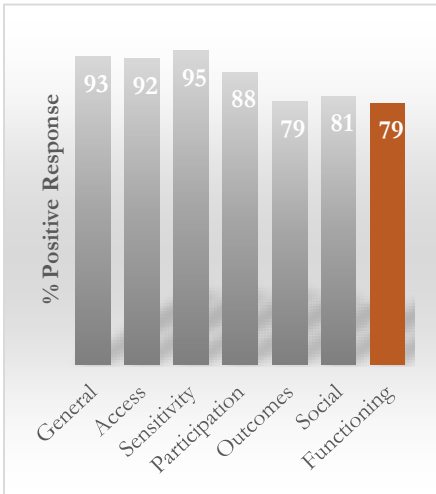


# FUNCTIONING

## Overview

### Primary Concerns

- Increase in Independent Functioning
- Capacity of Independent Community Living
- Meaningfulness of Daily Activities
- Reduced Distress Caused by Symptoms



Domain	Score (1 to 5)
General Satisfaction	4.54
Access to Services	4.48
Cultural Sensitivity	4.52
Participation in Treatment Planning	4.48
Outcomes	4.14
Social Connectedness	4.21
<b>Functioning</b>	<b>4.19</b>

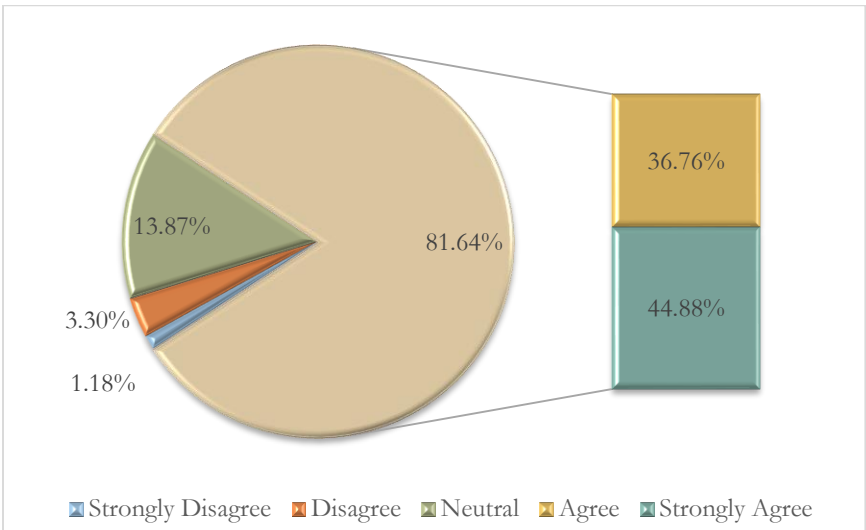
By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.



# FUNCTIONING

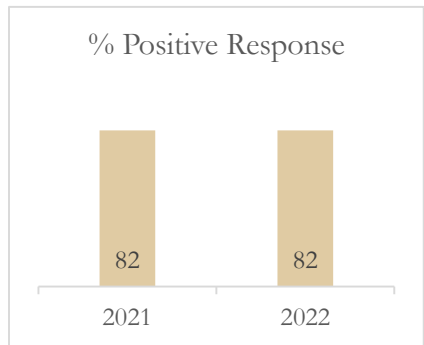
I Do Things That Are More Meaningful to Me

## Statewide Totals



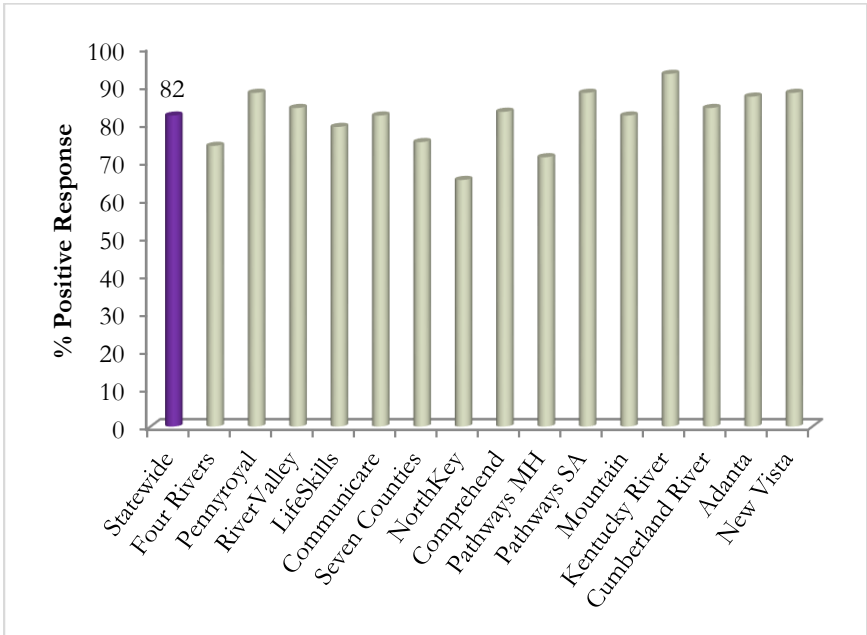
About 82% of respondents positively indicated that they did things that are more meaningful to them in 2022.

This is about the same as 2021.





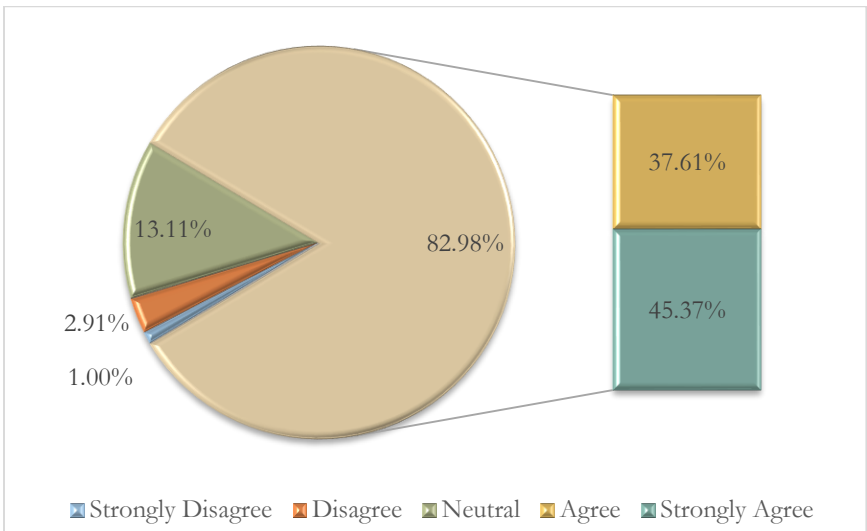
### All Region Totals



# FUNCTIONING

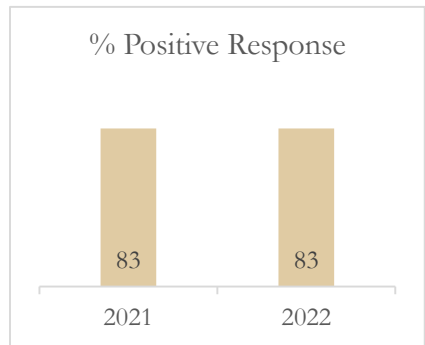
## I Am Better Able to Take Care of My Needs

### Statewide Totals

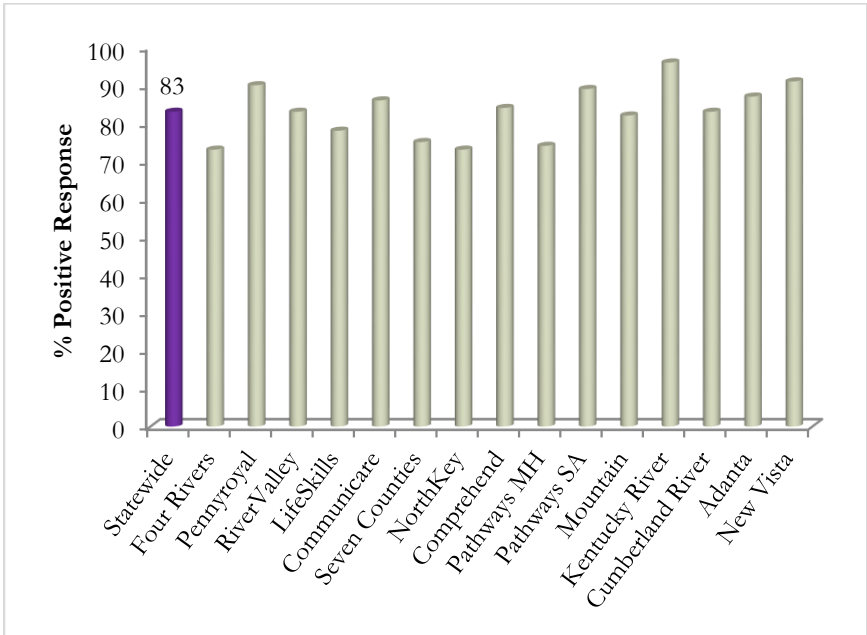


About 83% of respondents positively indicated that they were better able to take care of their needs in 2022.

This is about the same as 2021.



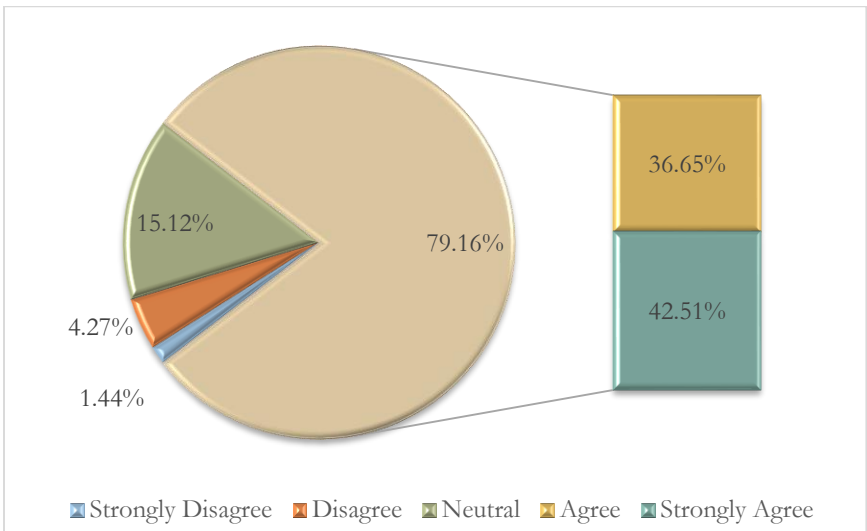
### All Region Totals



# FUNCTIONING

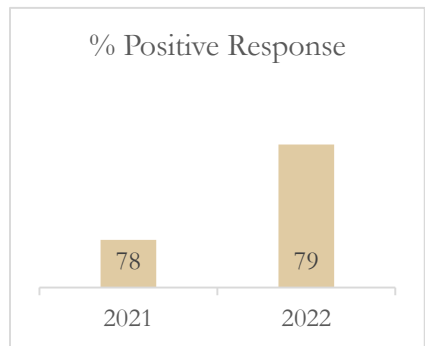
## I Am Better Able to Handle Things When They Go Wrong

### Statewide Totals

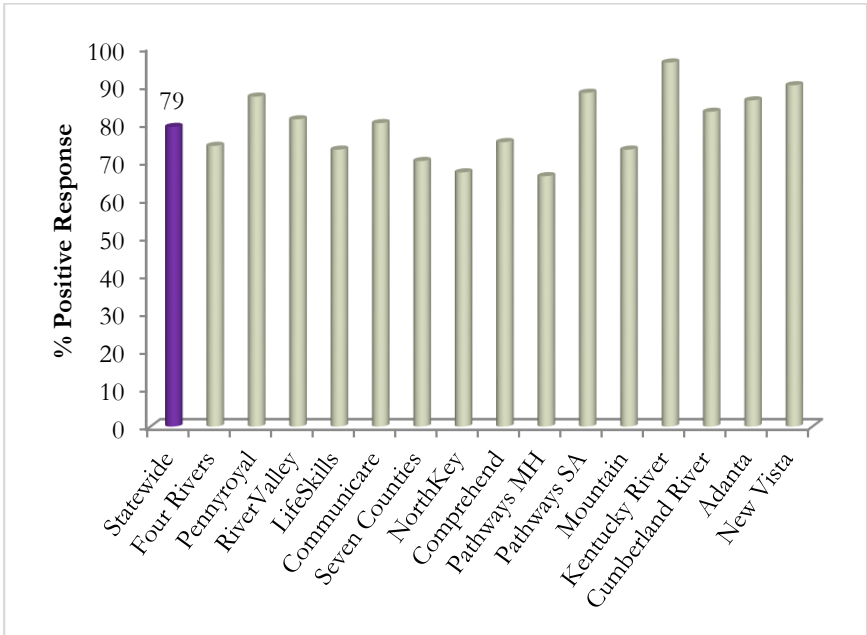


About 79% of respondents positively indicated that they were better able to handle things when they went wrong in 2022.

This is a 1% increase from 2021.



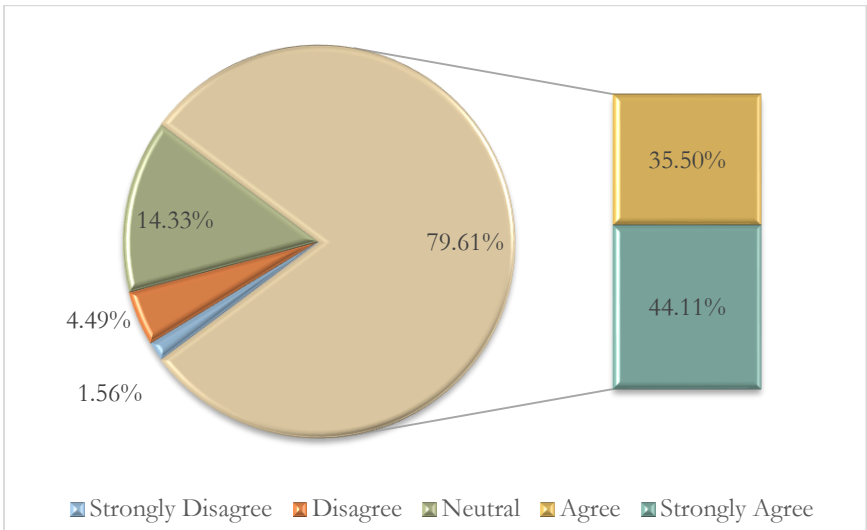
### All Region Totals



# FUNCTIONING

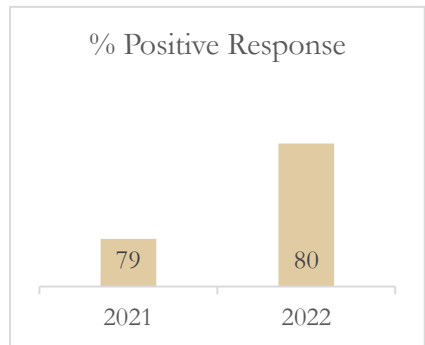
## I Am Better Able to Do Things That I Want to Do

### Statewide Totals



About 80% of respondents positively indicated that they were better able to do things that they wanted to do in 2022.

This is a 1% increase from 2021.



### All Region Totals

