



**COLORADO**

Department of Human Services

# Mental Health Statistics Improvement Plan (MHSIP) Consumer Survey

## Executive Summary FY2014



**COLORADO**

Office of Behavioral Health

Department of Human Services

## **About this Report**

In 2013, the Colorado Office of Behavioral Health (The Office) conducted its seventeenth annual Mental Health Statistics Improvement Program (MHSIP) Consumer Survey with a focus on services provided in State Fiscal Year 2014 (July 1, 2013 - June 30, 2014; FY2014). Consistent with national trends in performance measurement, the Office administers the MHSIP Consumer Survey to assess various consumer perceptions of public behavioral health services provided in Colorado. This report describes data collection, sample selection, and results of this year's survey. The Office is committed to the inclusion of consumer participation at multiple levels of behavioral health services and perceives the MHSIP survey as one way of meeting this ongoing goal.

## **The MHSIP Consumer Survey**

The MHSIP Consumer Survey consists of 36 items, each answered using a 5-point Likert scale ranging from one (strongly agree) to five (strongly disagree). These questions create seven domains, which are used to measure different aspects of customer satisfaction with public behavioral health services: Satisfaction, Access, Quality, Participation, Outcomes, Social Connectedness, and Functioning.

## **Survey Procedures**

Since 2008, a convenience sample has been used where surveys were given directly to consumers when they arrived for their appointment, meaning the MHSIP only captures those who are currently receiving services. Additionally, consumers who chose to complete the MHSIP survey were eligible to enter a drawing to win a \$10 gift card for a local grocery or convenience store. For FY2014, the option of completing the survey online was offered via Survey Monkey with a link to the survey being provided in the survey cover letter handed out to consumers with the paper survey. The online survey was designed to mimic the paper survey as closely as possible and provide the convenience of online completion. The online survey option was offered in both English and Spanish. Despite Office efforts, only seven English surveys were completed via Survey Monkey.

## **Who Received the Survey?**

The Office used a convenience sampling method whereby each of the 17 community mental health centers and the two specialty clinics, Asian Pacific and Servicios de la Raza, were provided with surveys to hand out to consumers who were receiving services during a three week period conducted between October 28<sup>th</sup> and November 15<sup>th</sup> 2013. Consumers who were attending their first appointment, or intake, were excluded from the sample.

## Results

### *Response Rate*

The Office received a total of 3,676 completed or partially completed surveys. Soon after the survey administration, agencies were asked for the number of consumers that were seen during the survey period. All agencies responded and 22,248 adult consumers were reportedly seen during the 3-week survey period, representing a 16.5% return rate. This percentage is higher than FY2013, which had a response rate of 15.7%. This year's survey process was not significantly different from the three previous years, and the number of surveys completed this year was higher than past years (2,327; 2,642; 3,338 respectively).

### *Demographics of Interest*

Below is a brief description of respondent demographics:

- 64.7% were female, 34.4% male
- 23.4% identified their ethnicity as Hispanic/Latino(a)
- 84.1% identified as White/Caucasian followed by 5.6% who identified as Multi-Racial and 4.6% African American/Black
- 70.3% were 31-64 years old

### **Overall Domain Results**

The Office computes domain scores for the seven domains captured on the MHSIP survey. Using the five point Likert-scale, agreement is defined as a mean that ranges from 1 to 2.49, whereas disagreement is defined as a mean that ranges from 2.50 to 5. Respondents who did not answer at least two-thirds of the domain items did not receive a domain score and were excluded from analysis. This method of computation follows national recommendations from the Substance Abuse Mental Health Service Administration (SAMHSA).

Table 1 presents the total mean score results, in percentages, for FY2014, as well as for the past three fiscal years. Looking at the trends over time, FY2014 levels of agreement remained relatively stable for all domains compared to prior years.

Table 1. Valid Domain Percent Agreement by Fiscal Year

Domain	FY2010/2011	FY2012	FY2013	FY2014
Access (n)	84.9 (1951)	83.1 (1973)	84.8 (3301)	84.9 (3095)
Functioning <sup>1</sup> (n)	N/A	N/A	N/A	68.8 (2408)
Outcomes (n)	66.8 (1467)	66.1 (1506)	64.7 (3180)	65.7 (2216)
Participation (n)	79.8 (1759)	79.6 (1812)	80.8 (3178)	81.4 (2957)
Quality (n)	89.6 (2016)	88.7 (2069)	90.7 (3246)	88.1 (2965)
Satisfaction (n)	90.6 (2098)	90.3 (2150)	90.1 (3315)	90.2 (3295)
Social Connectedness (n)	N/A	N/A	N/A	63.8 (2224)

### Discussion and Implications

In summary, the MHSIP survey for FY2014 provides invaluable data regarding consumer perceptions and supports the ideals of a consumer-driven model; this information can inform change and highlight strengths for individual behavioral health centers and for the state as a whole.

For information regarding this report please contact Adrienne Jones, M.A., MHSIP Project Coordinator, at the Office of Behavioral Health, 3824 W. Princeton Circle, Denver, CO 80236, 303-866-7400/adrienne.jones@state.co.us.

---

<sup>1</sup> While having been collected since 2006, this is the first year Functioning and Social Connectedness have been reported within the MHSIP annual report.