MCBH Data 2018: ADULT SERVICES:						Agency Totals					
	Adult		Adult OPT								
Adult ServicesResponses of Agree/Strongly Agree 2013 Perception	CSM	Adult	Count	Adult		2018	2017	2016	2015		
of Care Data	Count	CSM %		OPT %		Total	Total*	Total	Total		
General Satisfaction	163/178	92%	55/60	92%		92%	93%	85%	92%		
Q1. I like the services that I received.											
Q2. If I had other choices, I would still choose tio get services from this											
mental health agency.											
Q3. I would recommend this agency to a friend or family member.											
Access	322/355	91%	95/114	83%		89%	91%	84%	88%		
Q4. The location of services was convenient.											
Q5. Staff were willing to see me as often as I felt it was necessary.											
Q6. Staff returned calls within 24 hours.											
Q7. Services were available at times that were good for me.											
Q8. I was able to get all the services I thought I needed.											
Q9. I was able to see a psychiatrist when I wanted to.											
Quality/Appropriateness	474/522	91%	140/172	81%		88%	87%	85%	90%		
Q10. Staff believed that I could grow, change and recover.											
Q12. I felt free to complain.											
Q13. I was given information about my rights.											
Q14. Staff encouraged me to take responsibility for how I live my life.											
Q15. Staff told me what side-effects to watch for.											
Q16. Staff respected my wishes about who is and who is not to be											
given information about my treatment services.											
Q18. Staff were sensitive to my cultural/ethnic background (e.g., race,											
religion, language, etc.)											
Q19. Staff helped me obtain the information I needed so that I could											
take charge of managing my illness and disability.											
Q20. I was encouraged to use consumer-run programs (support											
groups, drop-in centers, crisis phone line, etc.)											
Participation in Treatment Planning	106/119	89%	32/38	84%		88%	89%	77%	88%		
Q11. I felt comfortable askign questions about my treatment, services,											
and medication.											
Q17. I, not staff, decided my treatment goals.											

MCBH Data 2018: ADULT SERVICES:					Agency Totals					
Adult ServicesResponses of Agree/Strongly Agree 2013 Perception of Care Data	Adult CSM Count	Adult CSM %	Adult OPT Count	Adult OPT %	2018 Tota		2016 Total	2015 Total		
Outcomes	330/446	74%	92/150	61%	71%	79%	68%	65%		
Q21. I deal more effectively with daily problems.										
Q22. I am better able to control my life.										
Q23. I am better able to deal with crisis.										
Q24. I am getting along better with my family.										
Q25. I do better in social situations.										
Q26. I do better in school and/or work.										
Q27. My housing situation has improved.										
Q28. My symptoms are not bothering me as much.										
Functioning	174/229	76%	54/80	68%	74%	83%	73%	73%		
Q29. I do things that are more meaningful to me.										
Q30. I am better able to take care of my needs.										
Q31. I am better able to handle things when they go wrong.										
Q32. I am better able to do things that I want to do.										
Social Connectedness	188/222	85%	56/75	75%	82%	77%	73%	73%		
Q33. I am happy with the friendships I have.										
Q34. I have people with who I can do enjoyable things.										
Q35. I feel I belong in my community.										
Q36. In a crisis, I would have the support I need from family or friends.										

\*2017 and earlier Total Scores include ACT survey results.

Responses of Strongly Agree and Agree compared to all other scores. ("Not Applicable" responses were not included in scoring.)