

Vaya Health

CAHPS 3.0

Child Medicaid

ECHO® Report

December 2020



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Using This Report

Results from the Consumer Satisfaction Survey for North Carolina Child Medicaid enrollees provide a comprehensive tool for assessing consumers' experiences with their health care. DataStat, Inc., conducted the survey on behalf of North Carolina Medicaid (NC Medicaid) and the Carolinas Center for Medical Excellence (CCME).

The instrument selected for the survey was the Child Experience of Care and Health Outcomes (ECHO®) Survey 3.0 (which is the CAHPS® behavioral health survey) for use in assessing the performance of the health plans. The survey instrument used for the NC Medicaid child Medicaid survey project consisted of fifty-eight core questions and twelve care coordination questions.

The majority of questions addressed domains of member experience such as getting treatment quickly, how well clinicians communicate, getting treatment and information from the plan, perceived improvement, and overall satisfaction with counseling and treatment.

This report is designed to allow NC Medicaid and the health plans to identify key opportunities for improving members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "... when your child needed counseling or treatment right away, how often did he or she see someone as soon as you wanted?" is considered an achievement, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for the health plan to improve.

Achievement scores are computed and reported for all pertinent survey items. In addition, composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: getting treatment quickly, how well clinicians communicate, getting treatment and information from the plan, and perceived improvement.

The ECHO®-CAHPS® survey results are presented here in a format that is optimized for use in practical decision-making. Specifically, these reports can:

1. Assist health plans in identifying strengths and weaknesses in their quality of care and services.
2. Provide health plans with a way to assess where resources can best be allocated to improve weaknesses.
3. Show health plans the effects of their efforts to improve over time.

In the *Composites* section of the report, composite scores and the achievement scores for their component questionnaire items are presented in the form of bar charts to facilitate comparison of scores across health plans or time.

Correlations with counseling or treatment satisfaction are computed for each composite score and each achievement score of the composite's individual questionnaire items. In the *Priority Matrices* section of the report, these correlations are plotted against the achievement scores to help isolate specific areas where improvement efforts might have the greatest chance of increasing counseling or treatment satisfaction among members.

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ECHO® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).
CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Statistical significance tests were run comparing NC Child overall scores with each health plan score. Comparisons are presented in the *Executive Summary* and *Graphs* sections of the report. Statistical significance tests were also run comparing the Vaya Health 2020 scores with one year of trend - 2019. Trend comparisons are presented in the *Trend Analysis* and the *Responses by Question* sections of the report.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, relatively small numbers of responses could be collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation.

Executive Summary

The Child Experience of Care and Health Outcomes (ECHO®) Survey 3.0 is the most comprehensive tool available for assessing consumers' experiences with counseling and treatment. ECHO® 3.0 provides consumers and health plans with information about a broad range of key consumer issues.

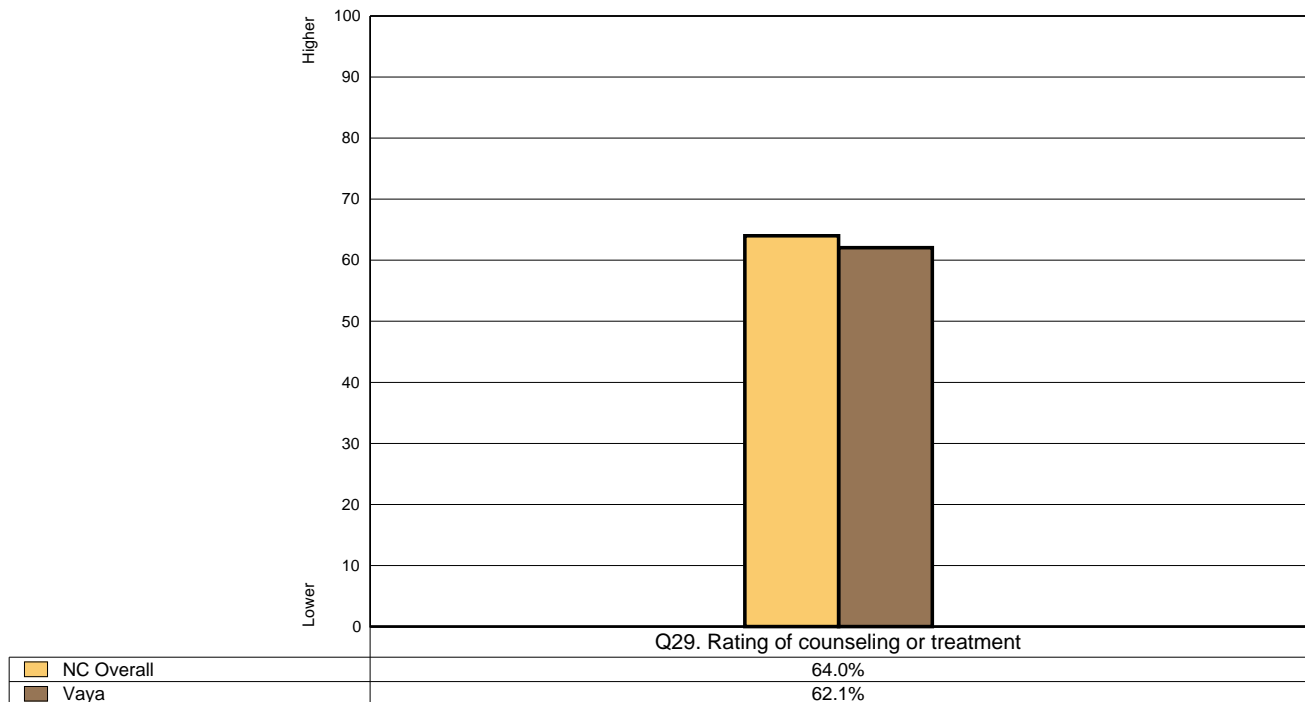
This report summarizes the findings of a child survey conducted for NC Medicaid. Attempts were made to survey 571 enrollee households by mail and web during the period from August 24, 2020 through November 18, 2020, using a standardized survey procedure and questionnaire.

SUMMARY OF OVERALL RATING QUESTION

Response options for the counseling or treatment rating question range from 0 (worst) to 10 (best). In the table below, ratings of 8, 9, or 10 are considered achievements, and the achievement score is presented as a proportion of members whose response was an achievement.

The NC overall rating is presented along with your plan's rating. Statistical testing is performed between the NC overall score and the plan score. A significantly higher or lower score is indicated by an arrow above the bar.

Overall Rating Question



↕ Statistically significantly higher/lower than NC Overall

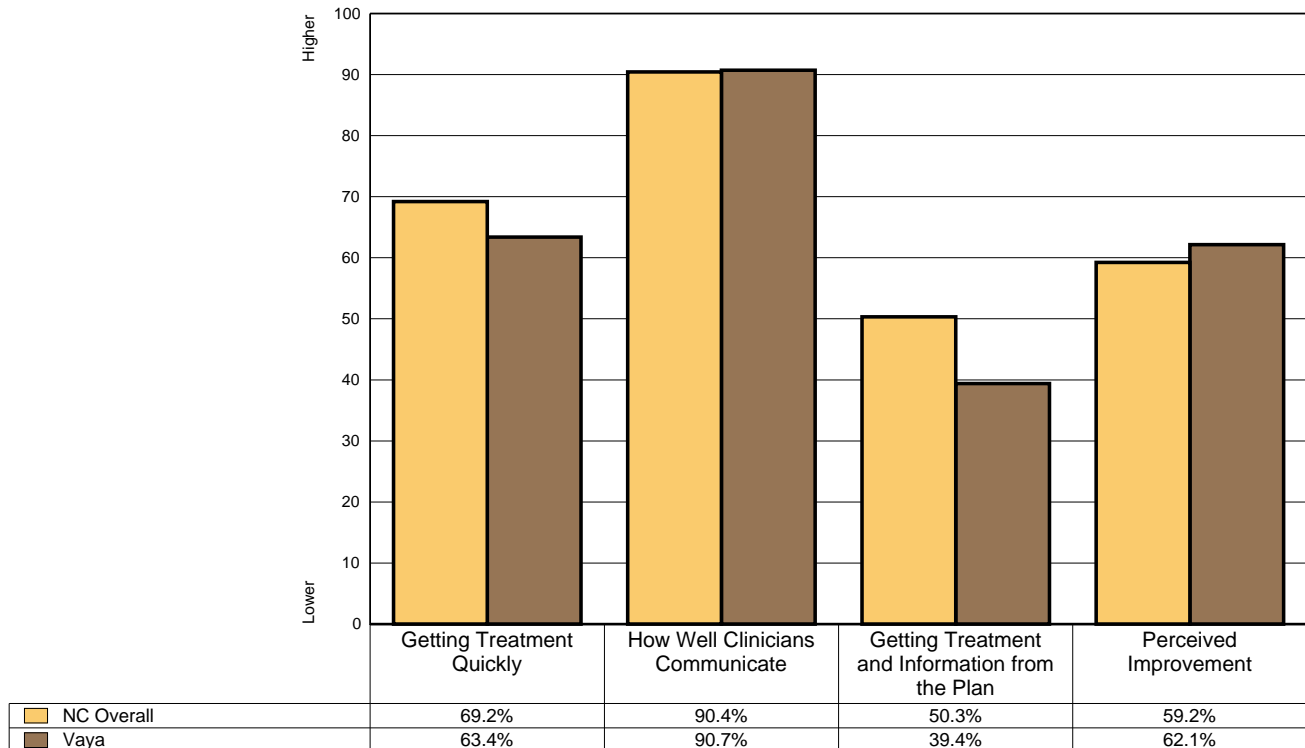
SUMMARY OF COMPOSITES

For each of five domains of member experience, Getting Treatment Quickly, How Well Clinicians Communicate, Getting Treatment and Information from the Plan, Perceived Improvement, and Information about Treatment Options, a composite score is calculated. The composite scores are intended to give a summary assessment of how Vaya Health performed across the domain.

NC Overall composite scores are presented along with the composite scores for the plan. Statistical testing is performed between the state overall score and the plan score. A significantly higher or lower score is indicated by an arrow above the bar.

In the table below, proportions of positive responses are reported as achievement scores. For the Getting Treatment Quickly and How Well Clinicians Communicate composites, responses of "Usually" or "Always" are considered achievements. For the Getting Treatment and Information from the Plan composite, responses of "Not a problem" are considered achievements. For the Perceived Improvement composite, responses of "Much better" or "A little better" are considered achievements.

Composites



↕ Statistically significantly higher/lower than NC Overall

Sample Disposition

	Vaya Health
First mailing - sent	571
*First mailing - returned surveys	47
First mailing - usable returned surveys	43
Second mailing - sent	529
*Second mailing - returned surveys	15
Second mailing - usable returned surveys	12
Third mailing - sent	492
*Third mailing - returned surveys	11
Third mailing - usable returned surveys	9
*Web - completed surveys	12
Web - usable completed surveys	10
Total - usable surveys	74
†Ineligible: According to population criteria‡	0
†Ineligible: Language barrier	0
†Ineligible: Deceased	0
Bad address	27
Refusal	1
Nonresponse - Unavailable by mail or web	485
Response Rate	14.9%
Usable Rate	87.1%

*Included in response rate numerator

†Excluded from response rate denominator

Note: $Response Rate = Total Returned and Completed Surveys / Total Eligible Cases$

Note: $Usable Rate = Total Usable Surveys / Total Returned and Completed Surveys$

Trend Analysis - 2020 vs. 2019

The table below provides a snapshot of the items with the greatest point change, positive or negative, since 2019. All performance-related items in the questionnaire that were trendable were listed in descending order of point change, and testing was conducted to determine which trends were statistically significant. Shown below are the ten items at the top of the list and the ten items at the bottom, with their 2019 and 2020 scores and results of significance testing.

In the table presented below, differences over time may be readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Question	VH 2020 Score	VH 2019 Score	Point Change	Composite/ Question Group
Q53. Care Coordinator usually or always asks how best to support me and my child	95.5%	78.6%	+ 16.9	Care Coordination Items
Q3. Usually or always got help by telephone	50.0%	35.3%	+ 14.7	Getting Treatment Quickly
Q58. Usually or always satisfied with Care Coordinator	100.0%	85.7%	+ 14.3	Care Coordination Items
Q38. Told about other ways to get treatment after benefits were used up	80.0%	66.7%	+ 13.3	Single Items
Q21. Child usually or always had someone to talk to when troubled	86.4%	76.6%	+ 9.8	Single Items
Q32. Much better or a little better able to deal with daily problems compared to 1 year ago	77.5%	67.7%	+ 9.8	Perceived Improvement
Q51. Care Coordinator usually or always helps with answers to questions	95.5%	85.7%	+ 9.7	Care Coordination Items
Q7. Usually or always got appointment as soon as wanted	84.2%	77.8%	+ 6.4	Getting Treatment Quickly
Q17. Told about side effects of medication	89.4%	83.9%	+ 5.5	Single Items
Q5. Usually or always got urgent treatment as soon as needed	62.9%	57.7%	+ 5.2	Getting Treatment Quickly
Q11. Usually or always seen within 15 minutes of appointment time	79.7%	83.0%	- 3.3	Single Items
Q26. Confident about privacy of treatment information	91.4%	95.7%	- 4.3	Single Items
Q12. Clinicians usually or always listened carefully	93.4%	97.9%	- 4.4	How Well Clinicians Communicate
Q14. Clinicians usually or always showed respect	93.4%	97.9%	- 4.4	How Well Clinicians Communicate
Q42. Getting help from customer service was not a problem	28.6%	33.3%	- 4.8	Getting Treatment and Information
Q34. Much better or a little better able to accomplish things compared to 1 year ago	54.3%	60.6%	- 6.3	Perceived Improvement
Q15. Clinicians usually or always spent enough time	86.9%	93.6%	- 6.7	How Well Clinicians Communicate
Q40. Delays in treatment while waiting for plan approval were not a problem	50.0%	58.8%	- 8.8	Getting Treatment and Information
Q57. If service request was denied, Care Coordinator usually or always talked about appeal process and submitting an appeal	50.0%	60.0%	- 10.0	Care Coordination Items
Q54. Usually or always given draft of Person Centered Plan to review prior to signing	88.9%	100.0%	- 11.1	Care Coordination Items

Better



Worse



▲ ▼ Statistically significantly higher/lower than 2019 score.

Key Strengths and Opportunities for Improvement

The following tables display the ten questions most highly correlated with Vaya Health member satisfaction with counseling and treatment, their corresponding achievement scores and correlations. Achievement scores are considered "high" when the score is 85% or higher.

Among the ten items, the five questions with the highest achievement scores are presented first as Key Strengths. These are areas that appear to matter the most to members, and where the health plan is doing well. The five questions with the lowest achievement scores are presented second, as Opportunities for Improvement. These are areas that appear to matter the most to members, but where the health plan is not doing as well and could focus quality improvement efforts.

Key Strengths

Question	VH Achievement Score	Correlation w/ satisfaction
Q14. Clinicians usually or always showed respect	93.4	0.74
Q12. Clinicians usually or always listened carefully	93.4	0.71
Q54. Usually or always given draft of Person Centered Plan to review prior to signing	88.9	0.61
Q21. Child usually or always had someone to talk to when troubled	86.4	0.77
Q20. Usually or always got professional help wanted for child	85.0	0.74

Opportunities for Improvement

Question	VH Achievement Score	Correlation w/ satisfaction
Q57. If service request was denied, Care Coordinator usually or always talked about appeal process and submitting an appeal	50.0	0.69
Q40. Delays in treatment while waiting for plan approval were not a problem	50.0	0.68
Q56. If not satisfied with Person Centered Plan, Provider/I suggested revisions that were usually or always added to plan	50.0	1.00
Q38. Told about other ways to get treatment after benefits were used up	80.0	0.81
Q30. A lot or somewhat helped by treatment	81.2	0.68

Methodology

The survey drew as potential respondents parents or guardians of child Medicaid enrollees between the ages of 12 to 17 who received mental health, substance abuse, or intellectual and developmental disability services through the LME/MCO within the last year. Respondents were surveyed in English and Spanish. Spanish language materials were available to enrollees identified as Spanish speakers as well as available on request at the second and third survey mailings and via the web.

The survey was administered over a 12-week period using a mixed-mode (mail and web) protocol. The five-wave protocol consisted of an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and reminder postcard to non-respondents, and finally a third survey mailings to any remaining non-respondents, with the web survey available via login information sent with each mailing.

Survey Milestones

1	1st mailing of survey packets:	August 24, 2020
2	1st mailing of reminder postcards:	August 31, 2020
3	2nd mailing of survey packets:	September 7, 2020
2	2nd mailing of reminder postcards:	September 14, 2020
3	3rd mailing of survey packets:	September 21, 2020
5	Mail and web field terminated:	November 18, 2020

Sampling Frame

A total random sample of 3,997 cases was drawn of child enrollees from the North Carolina plans. This consisted of a random sample of 571 enrollees from each plan, where possible. To be eligible, child enrollees had to be between the ages of 12 and 17, and received services through the LME/MCO within the last year prior to July 2020.

Selection of Cases for Analysis

Surveys were considered complete if a respondent provided a valid response to 50% of the key items listed in Appendix B. Completed usable interviews were obtained from 74 parent/caretakers of Vaya Health enrollees, and the Vaya Health usable response rate was 13.0%.

Questionnaire

The instrument selected for the survey was the CAHPS® 3.0 Child ECHO core survey for use in assessing the performance of health plans. The survey instrument used for the NC Child Medicaid ECHO survey project consisted of fifty-eight core questions and twelve care coordination questions. The majority of questions addressed domains of member experience such as getting treatment quickly, how well clinicians communicate, getting treatment and information from the plan, perceived improvement, and satisfaction with counseling or treatment.

Definition of Achievement Scores

Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did the people your child saw for counseling or treatment listen carefully to you?" is considered an achievement, and responses of "8", "9", or "10" to ratings questions are also considered achievements. Because achievement scores for survey questions are computed as the proportion of enrollees who indicate a positive experience, the lower the achievement score, the greater the need for the health plan to improve. See the *Responses by Question* section for assignment of achievement responses for each question.

Definition of Top Box Scores and Hollow Bars

Top Box scoring means only responses that indicate the most positive experience are labeled as achievements. For example, a response of "Always" to the question "How often did people you went to for counseling or treatment listen carefully to you?" is considered an achievement. Responses of "9" or "10" to the rating question are also considered achievements. Top Box scores are presented as alternate scores throughout this report and are visually displayed in the *Graphs* section as hollow bars.

Composites

Four composite scores summarize responses in key areas: Getting Treatment Quickly, How Well Clinicians Communicate, Getting Treatment and Information from the Plan, and Perceived Improvement. Following is a list of the questions that comprise each composite:

Getting Treatment Quickly

- Q3. Usually or always got help by telephone
- Q5. Usually or always got urgent treatment as soon as needed
- Q7. Usually or always got appointment as soon as wanted

How Well Clinicians Communicate

- Q12. Clinicians usually or always listened carefully
- Q13. Clinicians usually or always explained things
- Q14. Clinicians usually or always showed respect
- Q15. Clinicians usually or always spent enough time
- Q18. Usually or always involved as much as you wanted in treatment

Getting Treatment and Information from the Plan

- Q40. Delays in treatment while waiting for plan approval were not a problem
- Q42. Getting help from customer service was not a problem

Perceived Improvement

- Q32. Much better or a little better able to deal with daily problems compared to 1 year ago
- Q33. Much better or a little better able to deal with social situations compared to 1 year ago
- Q34. Much better or a little better able to accomplish things compared to 1 year ago
- Q35. Much better or a little better able to deal with symptoms or problems compared to 1 year ago

The composite scores presented in this report are calculated using a member-level scoring algorithm. First, an average of achievements is calculated for each member that appropriately answered at least one question in the composite. A composite achievement score is then calculated by taking the mean of those individual member averages.

The "N" presented with the composite score is the number of members who appropriately answered at least one question in that composite.

Correlation to Satisfaction

To understand the relationship between performance in particular areas of member experience and overall satisfaction with counseling or treatment, correlations are computed between responses to specific performance-related items and Q29, which is the rating question in the survey instrument measuring overall satisfaction with counseling or treatment. The particular correlation computed is Pearson's Correlation Coefficient, which takes on values between -1 and 1. In the context of this report, coefficients greater than or equal to .4 are more highly correlated with satisfaction (medium to high); coefficients less than .4 represent lower correlations with satisfaction (medium to low).

Comparisons: Current Year and Trending

Vaya Health 2020 results are compared to the Vaya Health 2019 ECHO® 3.0 data. Trend data with significance testing is presented in the *Executive Summary* and *Responses by Question* sections.

For some survey items, relatively small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Statistical Testing

Statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant and "↑" or "↓" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater, and there was non-zero variation in the tested groups.

Case-Mix Analysis

The majority of achievement scores presented in this report are case-mix adjusted to control for differences in the member population across plans. The results for 2020 are case-mix adjusted for age (Q64), education (Q66), and health status (Q59). Case-mix adjustment is applied to mitigate the effect of differences in individual plan member populations. The variables chosen for case-mix adjustment are beyond the control of the plans and have been shown to affect plan results and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction.

PRIORITY MATRICES

Priority matrices help focus improvement activities by graphically juxtaposing two kinds of information: the magnitude of health plan achievement scores and their Pearson correlation with overall counseling or treatment satisfaction. Overall satisfaction with counseling or treatment is based on Q29, which asks respondents to rate their experience with their counseling or treatment, using a 0-10 scale, from "Worst counseling or treatment possible" to "Best counseling or treatment possible". Achievement scores are plotted against their correlation with overall counseling or treatment satisfaction.

With respect to achievement scores, higher scores are obviously better. With respect to correlations however, their magnitude is best considered not in terms of better or worse, but rather in terms of importance. In the context of quality improvement activities, the most important composites are those which are most highly correlated with overall counseling and treatment satisfaction. For example, if one composite is more highly correlated with overall counseling and treatment satisfaction than the others, improving service in that particular area is more likely to improve ratings of overall counseling and treatment satisfaction over time. Conversely, if an item is weakly correlated with overall counseling and treatment satisfaction, altering services in that domain won't significantly alter ratings of counseling and treatment.

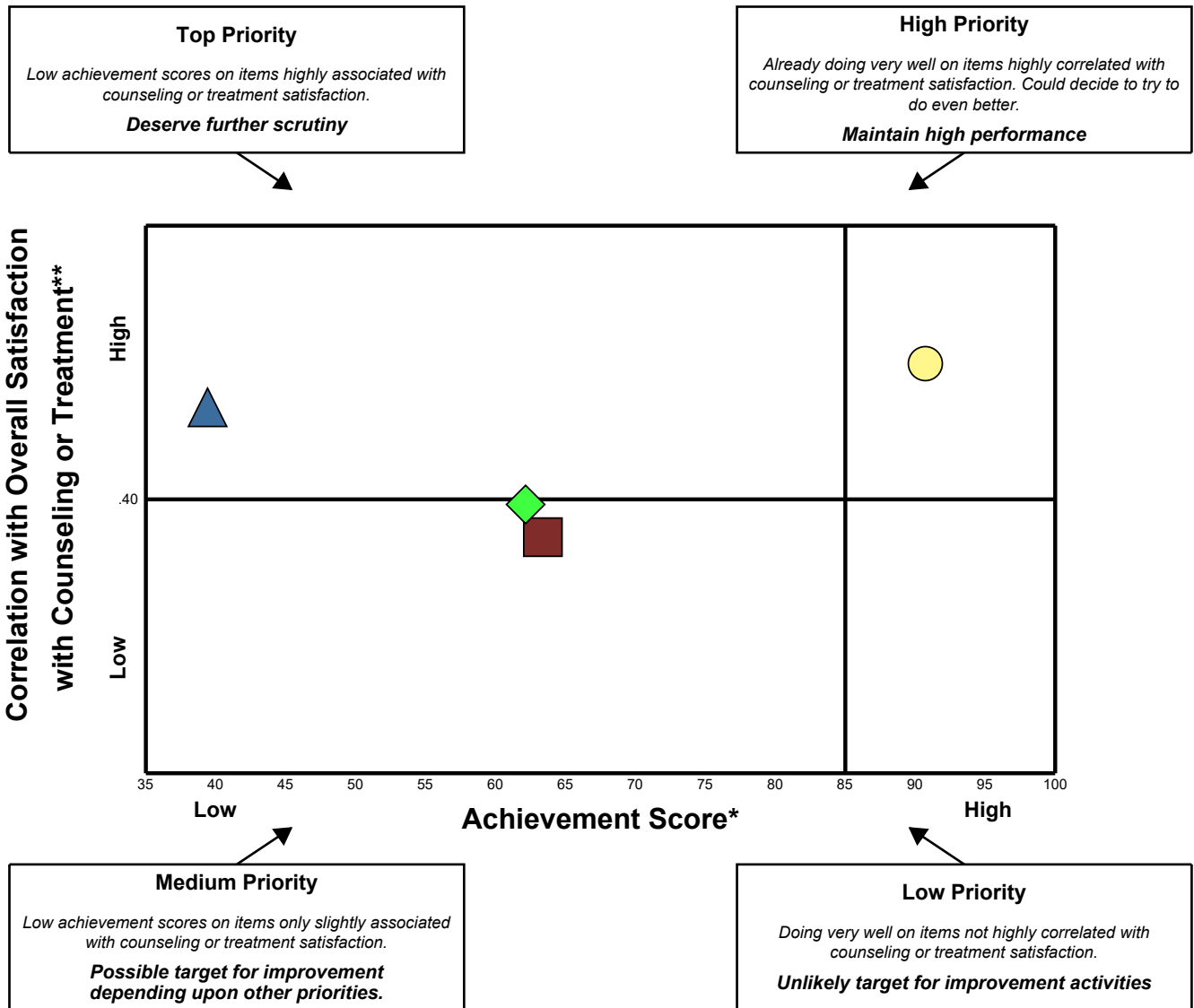
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 85% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with counseling and treatment satisfaction; coefficients less than .4 are considered lower correlations with counseling and treatment satisfaction. The plot of scores against correlations thus falls into a four-quadrant matrix, where the four quadrants are determined by an 85% score horizontal axis and a .4 correlation vertical axis.

Association with Overall Satisfaction**	High	<p>Top Priority</p> <p><i>Low achievement scores on items highly associated with counseling or treatment satisfaction.</i></p> <p>Deserve further scrutiny</p>	<p>High Priority</p> <p><i>Already doing very well on items highly correlated with counseling or treatment satisfaction. Could decide to try to do even better.</i></p> <p>Maintain high performance</p>
	Low	<p>Medium Priority</p> <p><i>Low achievement scores on items only slightly associated with counseling or treatment satisfaction.</i></p> <p>Possible target for improvement depending upon other priorities.</p>	<p>Low Priority</p> <p><i>Doing very well on items not highly correlated with counseling or treatment satisfaction.</i></p> <p>Unlikely target for improvement activities</p>
		Low	High
		Achievement Score*	

* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix Composites



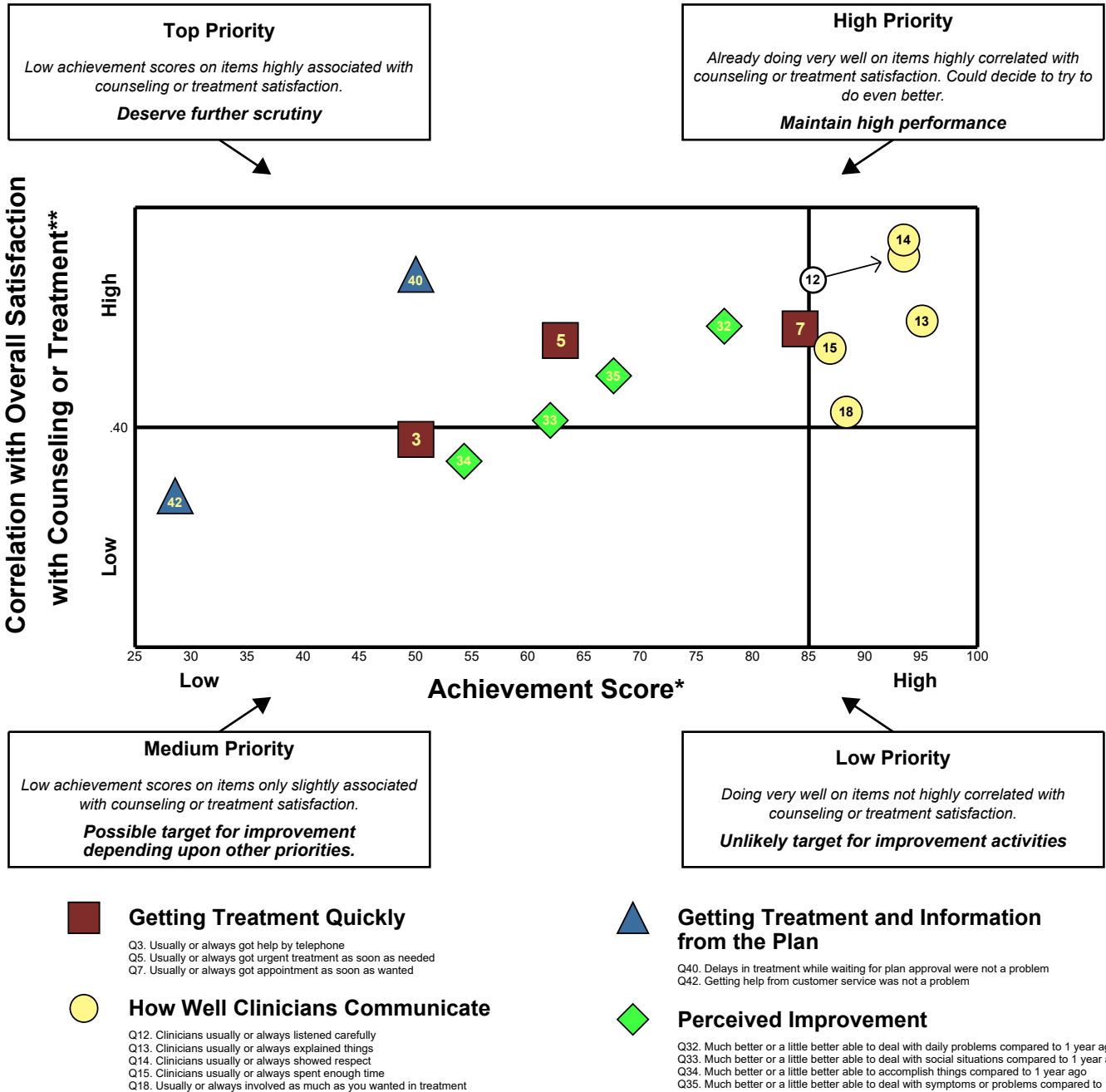
- Getting Treatment Quickly
- How Well Clinicians Communicate

- Getting Treatment and Information from the Plan
- Perceived Improvement

* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix Composite Items

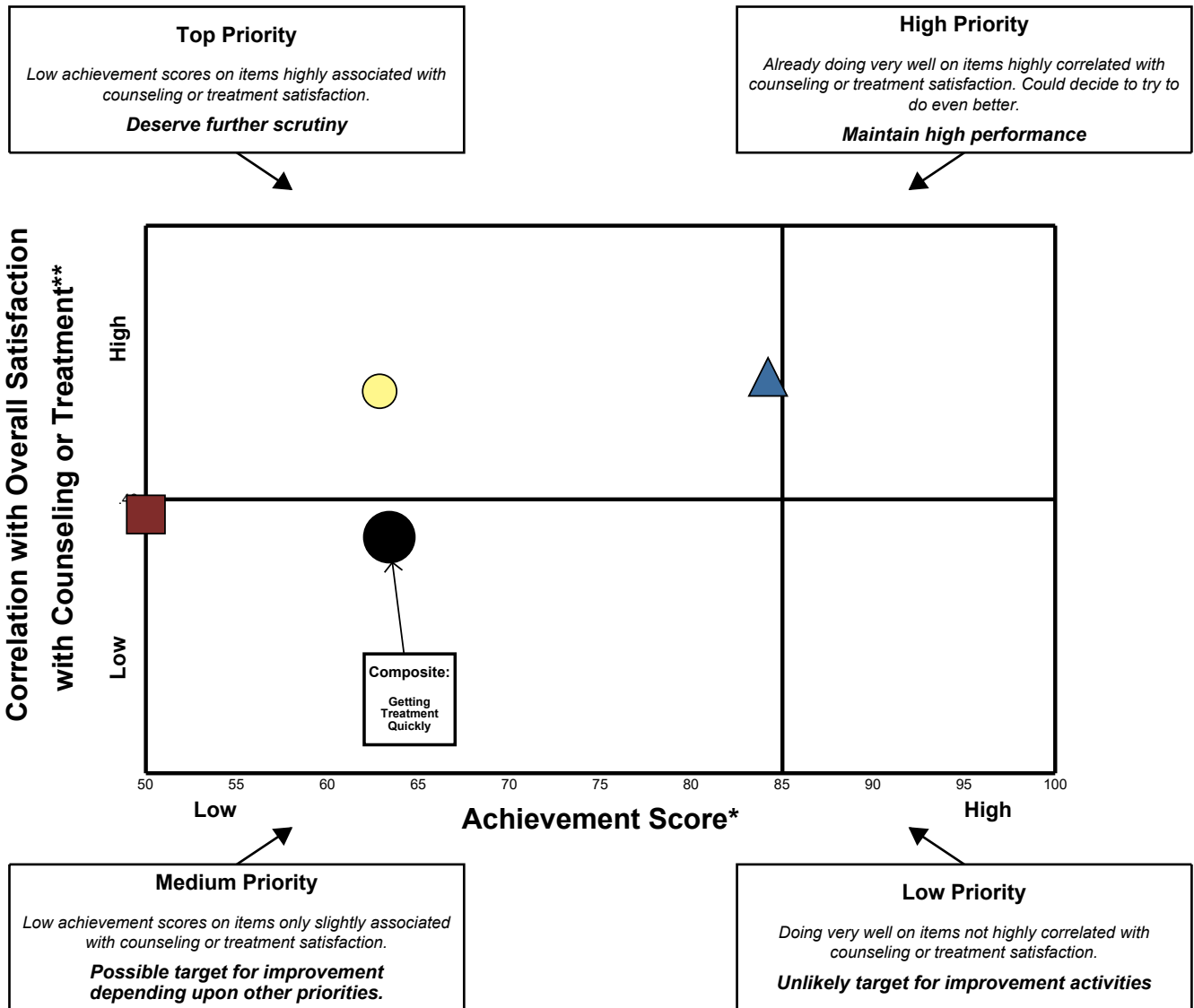


* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Individual Composites

Getting Treatment Quickly



- Q3. Usually or always got help by telephone
- Q5. Usually or always got urgent treatment as soon as needed

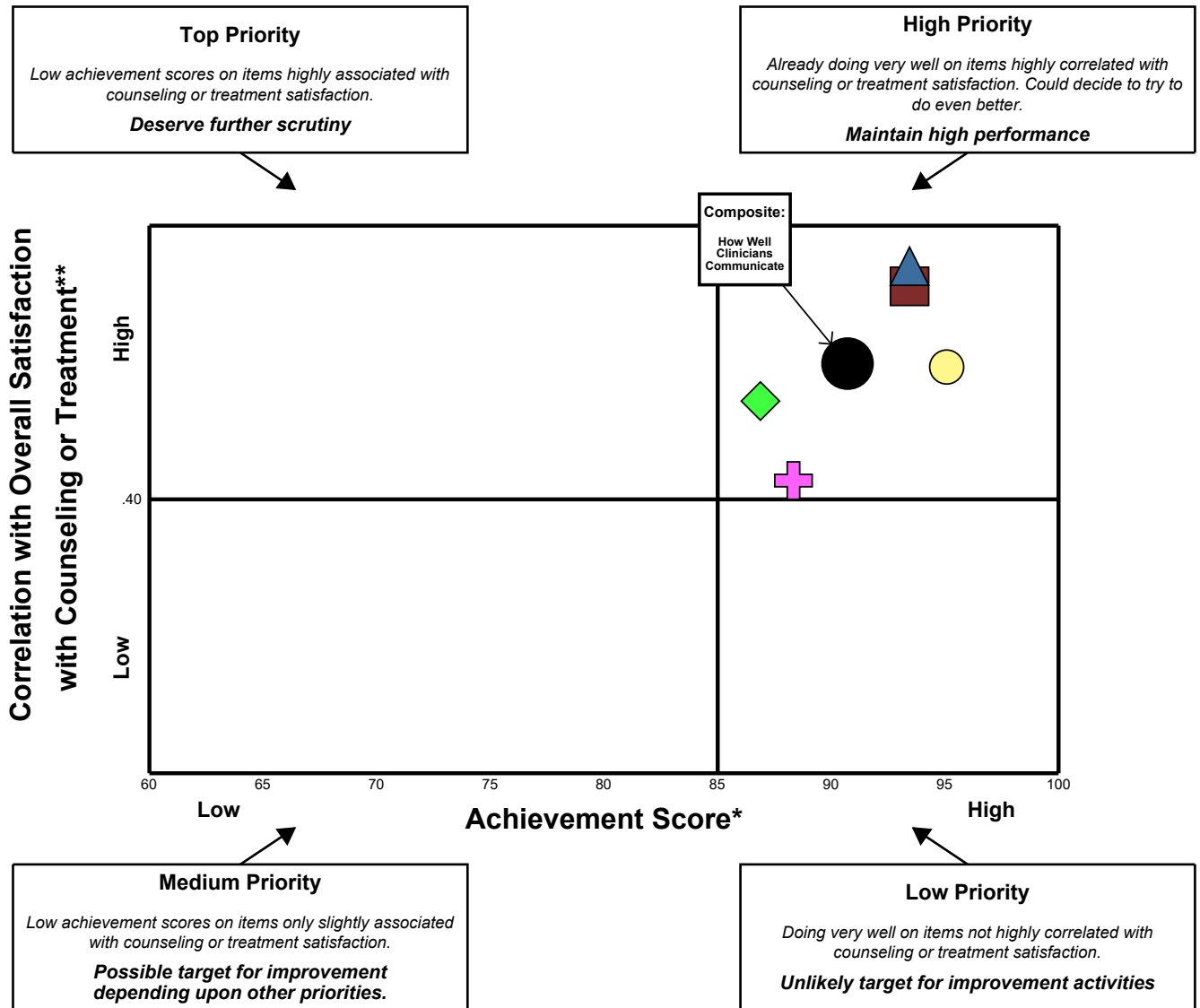
- Q7. Usually or always got appointment as soon as wanted

* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Individual Composites

How Well Clinicians Communicate

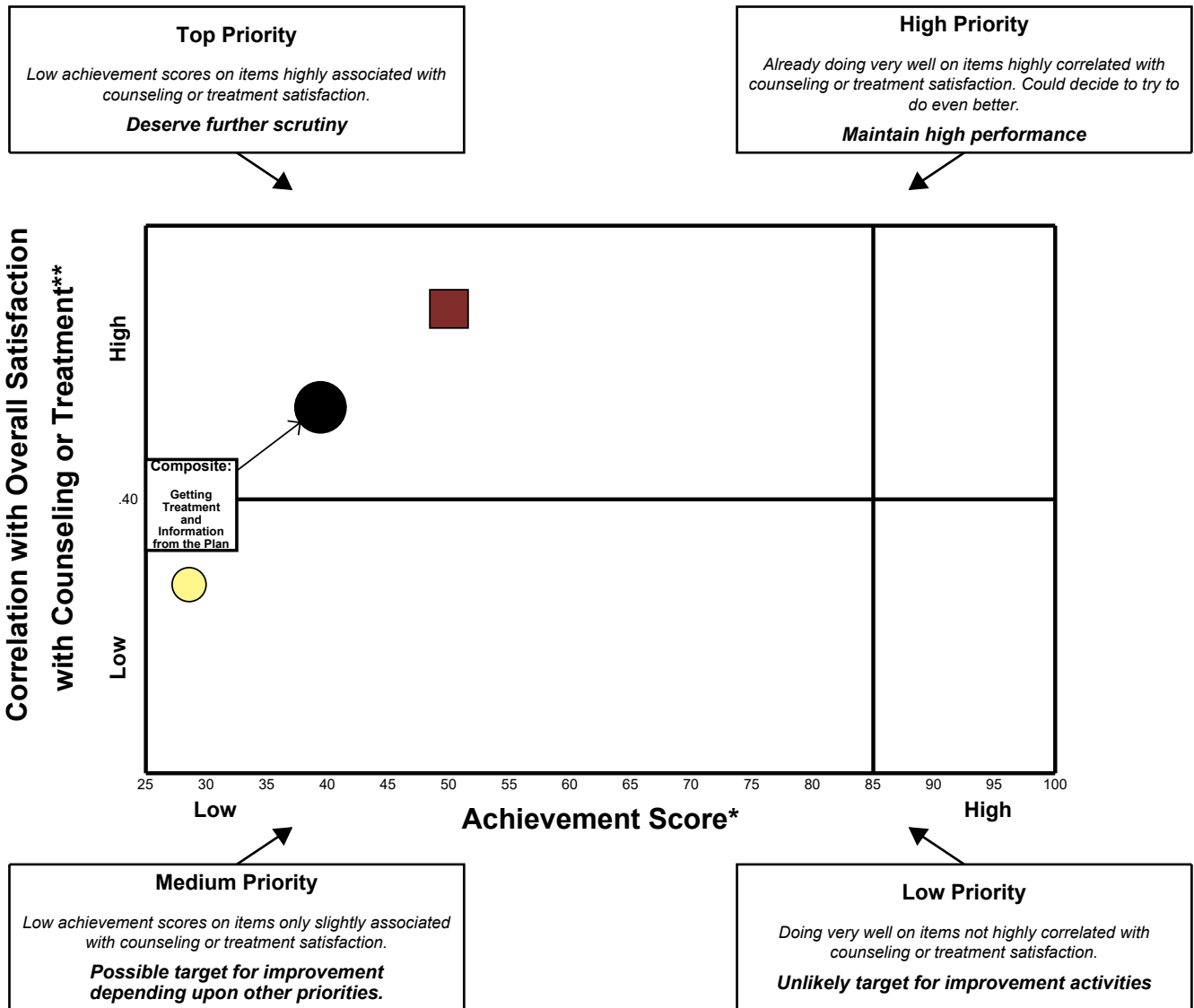


- Q12. Clinicians usually or always listened carefully
- ◆ Q15. Clinicians usually or always spent enough time
- Q13. Clinicians usually or always explained things
- + Q18. Usually or always involved as much as you wanted in treatment
- ▲ Q14. Clinicians usually or always showed respect

* An achievement score is ranked "high" when score is 85 or higher.
 ** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Individual Composites

Getting Treatment and Information from the Plan



■ Q40. Delays in treatment while waiting for plan approval were not a problem

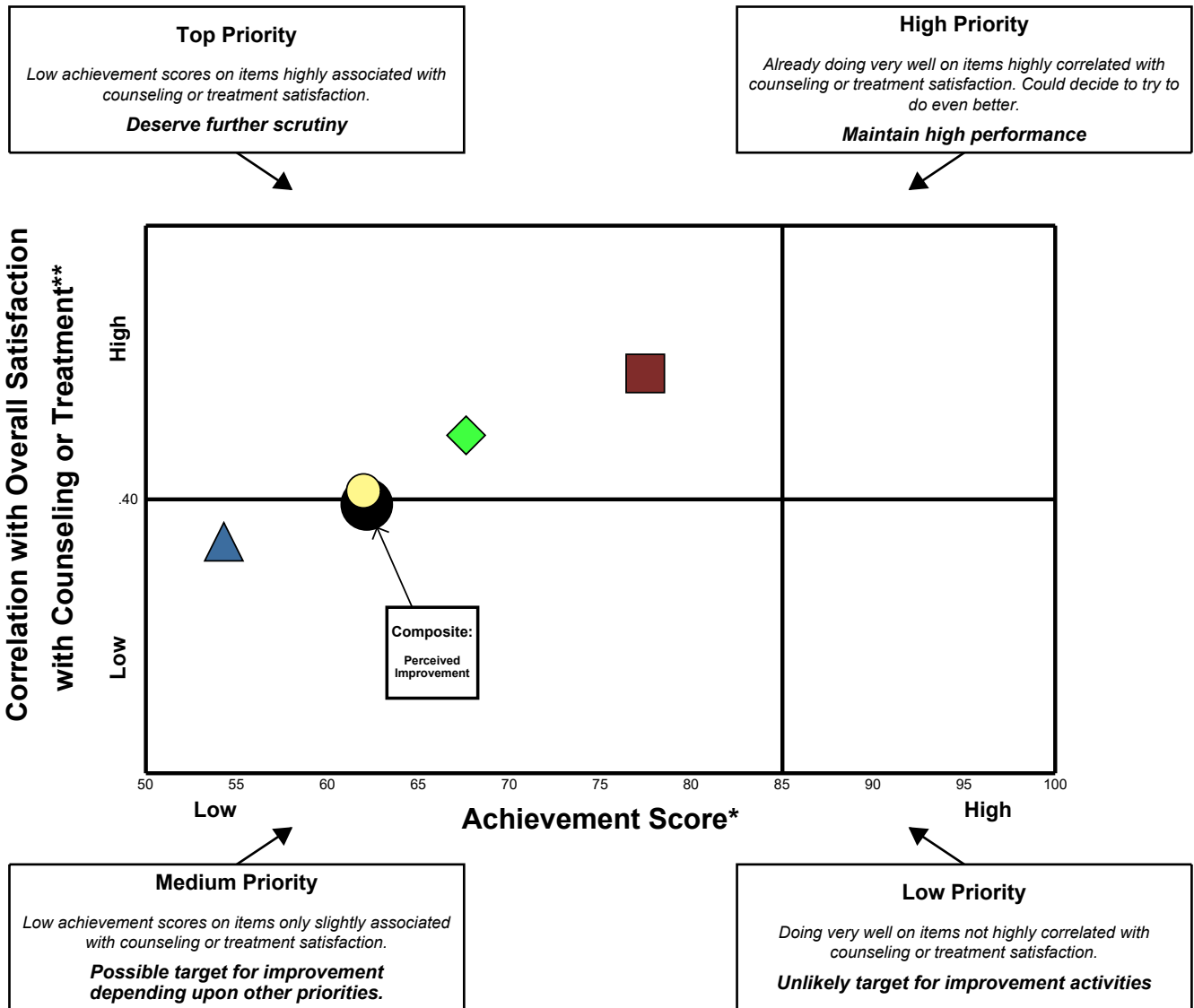
● Q42. Getting help from customer service was not a problem

* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Individual Composites

Perceived Improvement



■ Q32. Much better or a little better able to deal with daily problems compared to 1 year ago

▲ Q34. Much better or a little better able to accomplish things compared to 1 year ago

● Q33. Much better or a little better able to deal with social situations compared to 1 year ago

◆ Q35. Much better or a little better able to deal with symptoms or problems compared to 1 year ago

* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

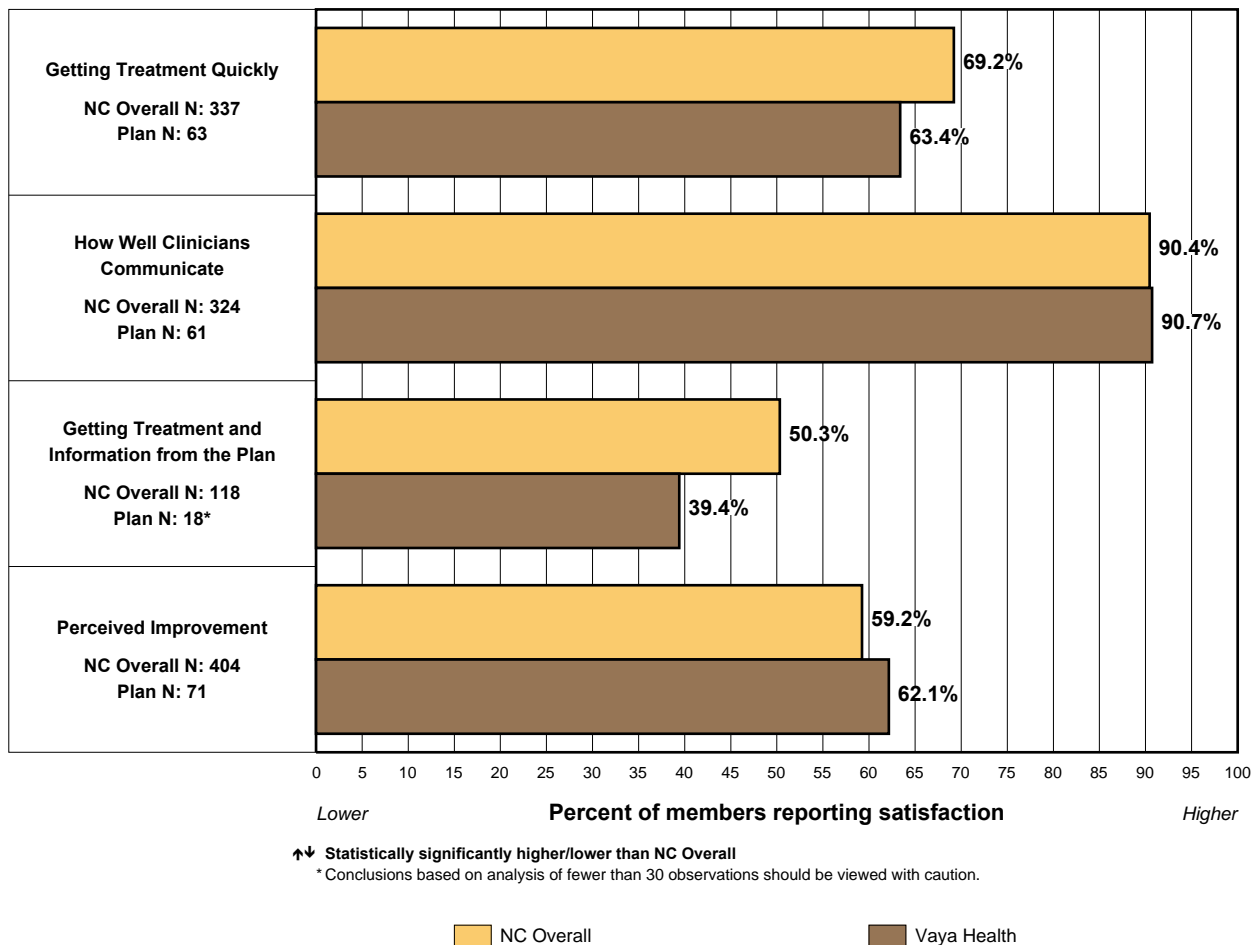
COMPOSITES

Each achievement-related question from the survey is grouped with other questions that relate to the same broad domain of performance. For example, the domain "How Well Clinicians Communicate" includes questions about how often people the respondent went to for counseling and treatment listened carefully and showed respect.

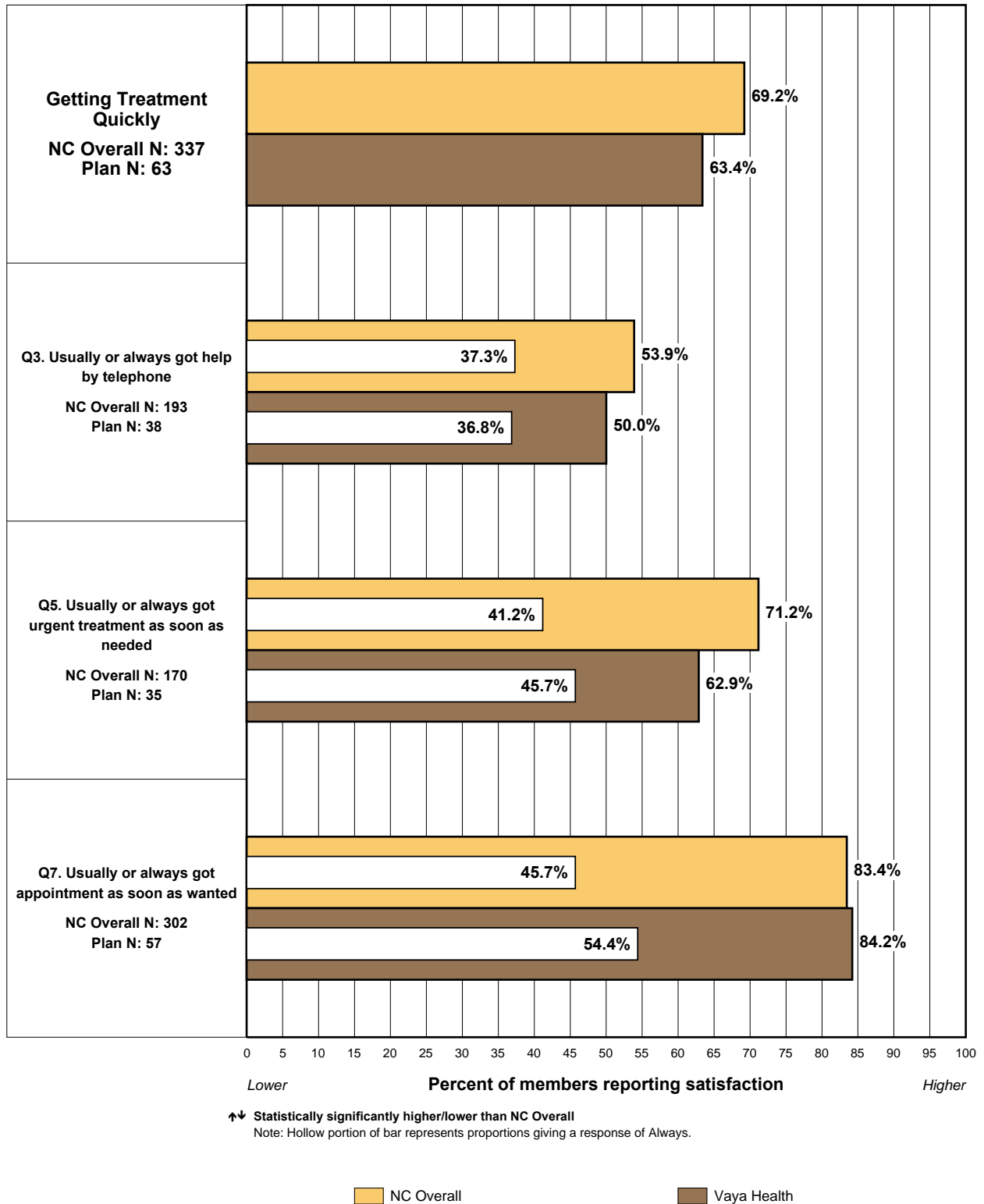
The achievement scores presented on the following pages reflect responses of "Usually" or "Always" to the questions comprising the Getting Treatment Quickly and the How Well Clinicians Communicate composites; "Not a problem" to the Getting Treatment and Information from the Plan composite; "Much better" or "A little better" to the Perceived Improvement composite. Alternate top box scoring is presented when applicable as hollow bars.

The NC overall score is compared to the plan's score. Statistical testing is run between the plan score data and the NC overall data, with an arrow beside the plan's bar if applicable. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

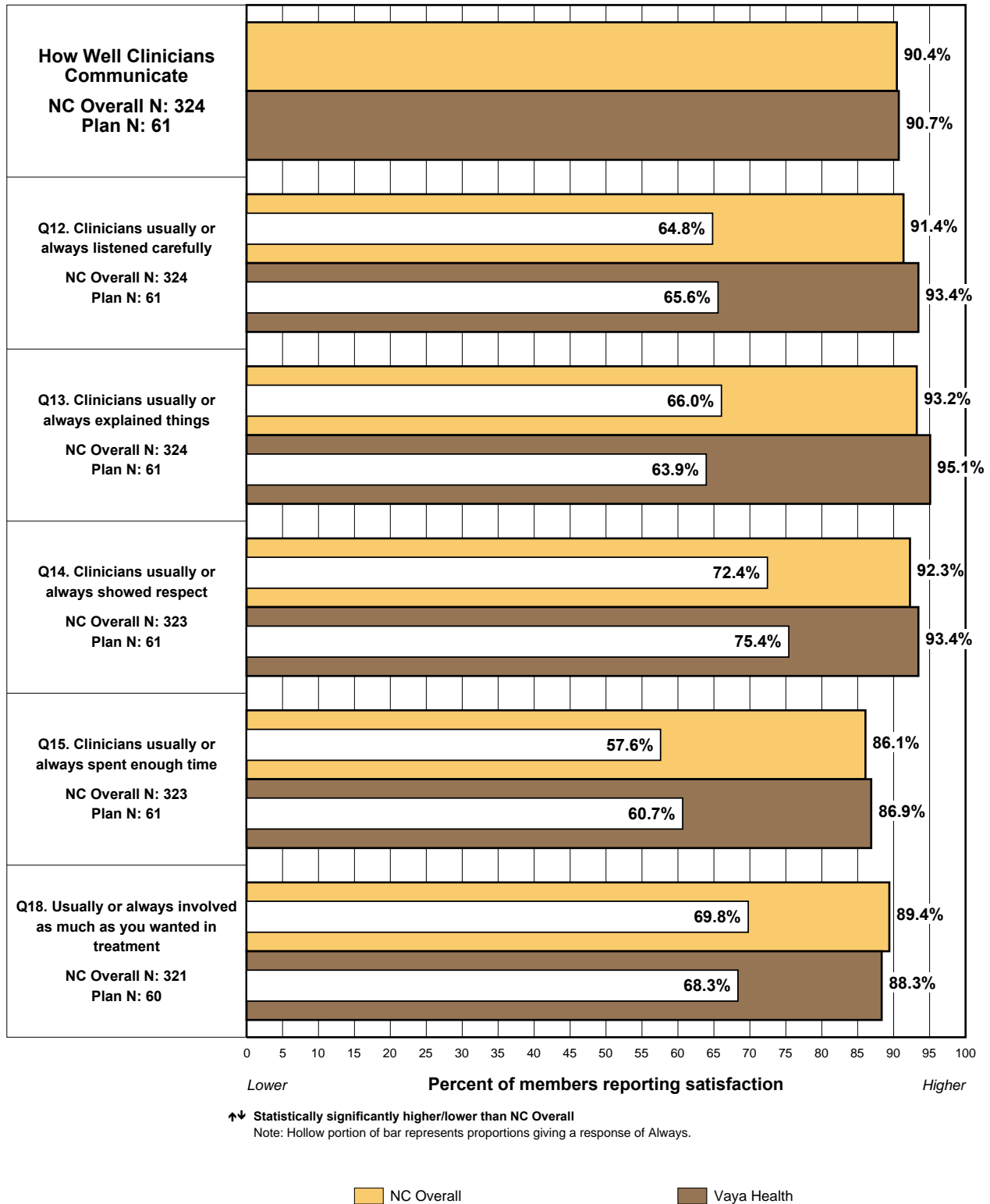
Composites - Achievement Scores



Getting Treatment Quickly - Achievement Scores

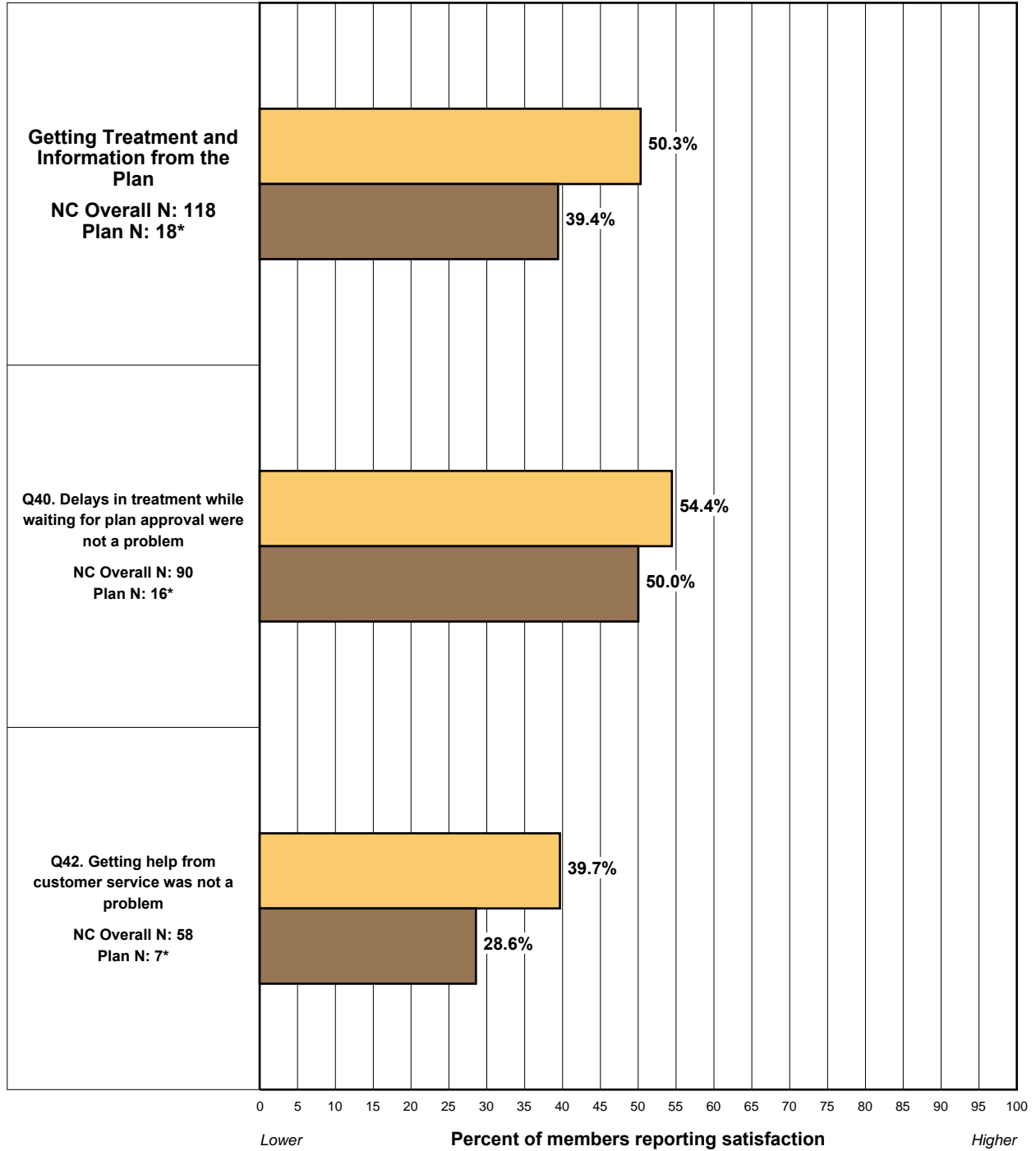


How Well Clinicians Communicate - Achievement Scores



↑↓ Statistically significantly higher/lower than NC Overall
 Note: Hollow portion of bar represents proportions giving a response of Always.

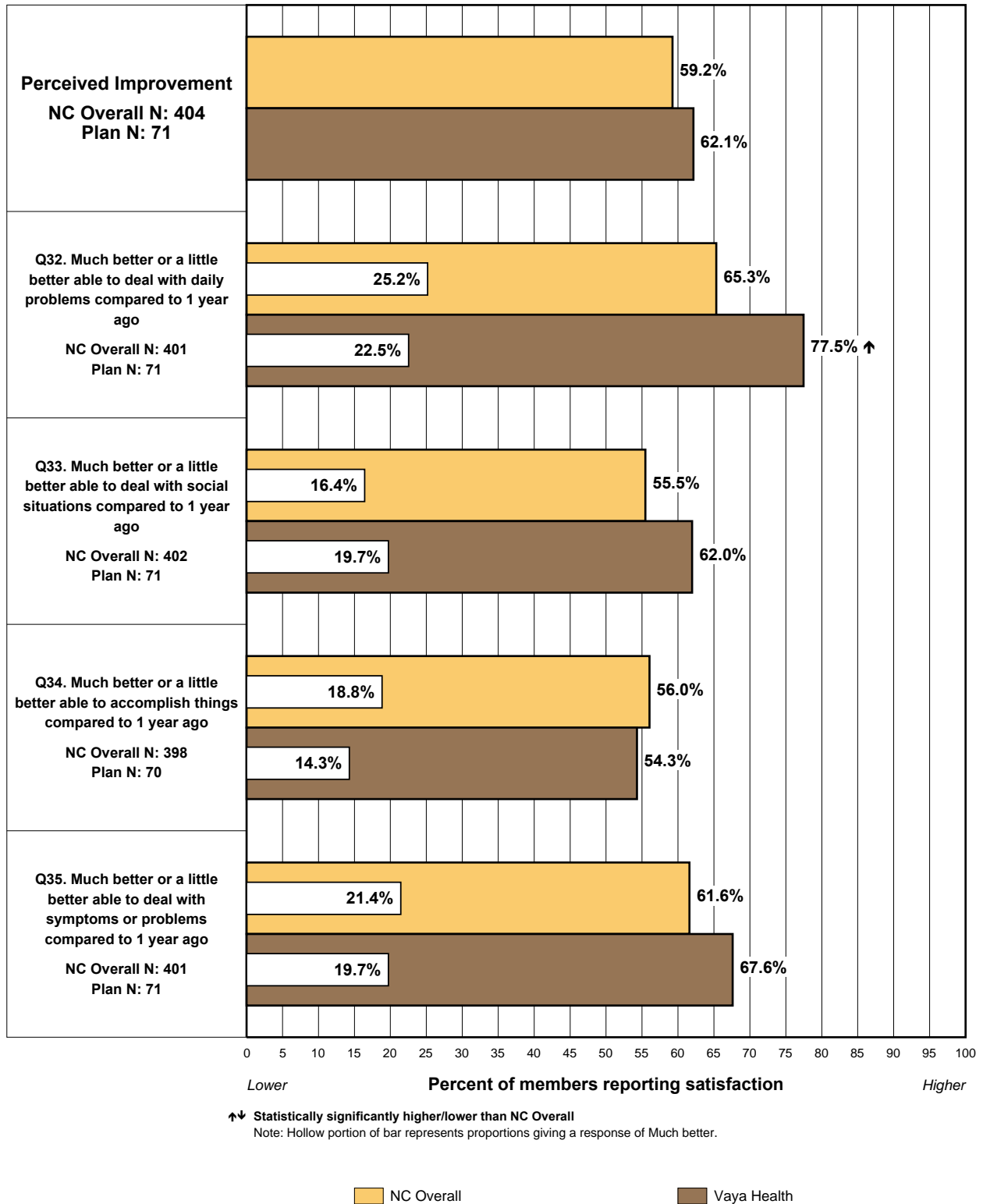
Getting Treatment and Information from the Plan - Achievement Scores



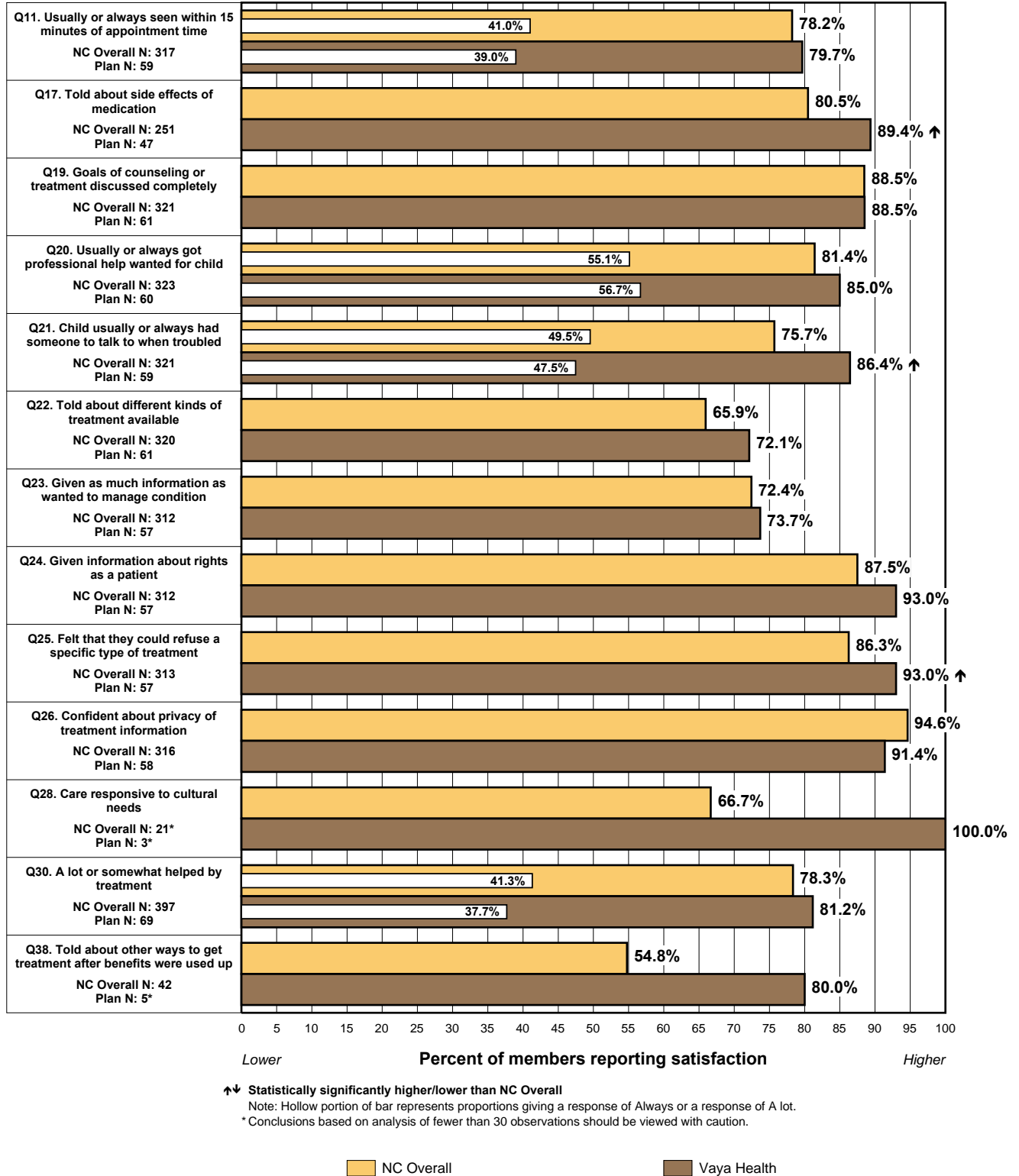
↕ Statistically significantly higher/lower than NC Overall
 * Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

NC Overall Vaya Health

Perceived Improvement - Achievement Scores



Single Item Measures - Achievement Scores



Responses by Question

Personal or Family Counseling

Children can get counseling, treatment or medicine for many different reasons, such as:

- For problems related to attention deficit hyperactivity disorder (ADHD) or other behavior or emotional problems
- Family problems (like when parents and children have trouble getting along)
- For mental or emotional illness
- For autism or other developmental conditions
- Needing help with drug or alcohol use

Q1. In the last 12 months, did your child get counseling, treatment or medicine for any of these reasons?

	Vaya	
	N	%
Yes	72	100.0%
No	0	0.0%
Total	72	100.0%
Not Answered	2	

Your Child's Counseling and Treatment in the Last 12 Months

The next questions ask about your child's counseling or treatment. Do not include counseling or treatment during an overnight stay or from a self-help group.

Q2. In the last 12 months, did you call someone to get professional counseling on the phone for your child?

	Vaya	
	N	%
Yes	38	52.1%
No	35	47.9%
Total	73	100.0%
Not Answered	1	

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q3. In the last 12 months, how often did you get the professional counseling your child needed on the phone?

	Vaya	
	N	%
<input type="radio"/> Never	2	5.3%
<input type="radio"/> Sometimes	17	44.7%
<input type="radio"/> Usually	5	13.2%
<input type="radio"/> Always	14	36.8%
Total	38	100.0%
Not Answered	0	
Reporting Category	Getting Treatment Quickly	
Achievement Score	50.00%	
2020 vs. 2019: +/- Chg (↑↓ Stat. sig.)	+14.7	
Correlation with Satisfaction	0.378	

Q4. In the last 12 months, did your child need counseling or treatment right away?

	Vaya	
	N	%
Yes	36	50.0%
No	36	50.0%
Total	72	100.0%
Not Answered	2	

Q5. In the last 12 months, when your child needed counseling or treatment right away, how often did he or she see someone as soon as you wanted?

	Vaya	
	N	%
<input type="radio"/> Never	3	8.6%
<input type="radio"/> Sometimes	10	28.6%
<input type="radio"/> Usually	6	17.1%
<input type="radio"/> Always	16	45.7%
Total	35	100.0%
Not Answered	1	
Reporting Category	Getting Treatment Quickly	
Achievement Score	62.86%	
2020 vs. 2019: +/- Chg (↑↓ Stat. sig.)	+5.2	
Correlation with Satisfaction	0.558	

Response scored as: Accomplishment Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q6. In the last 12 months, not counting times your child needed counseling or treatment right away, did you make any appointments for your child for counseling or treatment?

	Vaya	
	N	%
Yes	61	82.4%
No	13	17.6%
Total	74	100.0%
Not Answered	0	

Q7. In the last 12 months, not counting times your child needed counseling or treatment right away, how often did your child get an appointment for counseling or treatment as soon as you wanted?

	Vaya	
	N	%
<input type="radio"/> Never	3	5.3%
<input type="radio"/> Sometimes	6	10.5%
<input checked="" type="radio"/> Usually	17	29.8%
<input checked="" type="radio"/> Always	31	54.4%
Total	57	100.0%
Not Answered	4	
Reporting Category	Getting Treatment Quickly	
Achievement Score	84.21%	
2020 vs. 2019: +/- Chg (↑↓ Stat. sig.)	+6.4	
Correlation with Satisfaction	0.579	

Q8. In the last 12 months, how many times did your child go to an emergency room or crisis center to get counseling or treatment?

	Vaya	
	N	%
None	55	74.3%
1 time	11	14.9%
2 times	4	5.4%
3 or more times	4	5.4%
Total	74	100.0%
Not Answered	0	

Response scored as: Accomplishment Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q9. In the last 12 months (not counting emergency rooms or crisis centers), how many times did your child get counseling, treatment, or medicine in your home or at an office, clinic, or other treatment program?

	Vaya	
	N	%
None	12	16.4%
1 to 10 times	29	39.7%
11 to 20 times	17	23.3%
21 or more times	15	20.5%
Total	73	100.0%
Not Answered	1	

Q10. In the last 12 months how many times did your child get counseling, treatment, or medicine in your home?

	Vaya	
	N	%
None	16	26.2%
1 to 10 times	19	31.1%
11 to 20 times	13	21.3%
21 or more times	13	21.3%
Total	61	100.0%
Not Answered	0	

Q11. In the last 12 months, how often were you seen within 15 minutes of his or her appointment?

	Vaya	
	N	%
● Never	3	5.1%
● Sometimes	9	15.3%
● Usually	24	40.7%
● Always	23	39.0%
Total	59	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	79.66%	
2020 vs. 2019: +/- Chg (↑↓ Stat. sig.)	-3.3	
Correlation with Satisfaction	0.412	

○ **Response scored as:** ● Accomplishment ● Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

The next questions are about all the counseling or treatment your child got in the last 12 months in your home, during office, clinic, and emergency room visits as well as over the phone. Please do the best you can to include all the different people your child saw for counseling or treatment in your answers.

Q12. In the last 12 months, how often did the people your child saw for counseling or treatment listen carefully to you?

	Vaya	
	N	%
<input type="radio"/> Never	1	1.6%
<input type="radio"/> Sometimes	3	4.9%
<input type="radio"/> Usually	17	27.9%
<input type="radio"/> Always	40	65.6%
Total	61	100.0%
Not Answered	0	
Reporting Category	How Well Clinicians Communicate	
Achievement Score	93.44%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	-4.4	
Correlation with Satisfaction	0.711	

Q13. In the last 12 months, how often did the people your child saw for counseling or treatment explain things in a way you could understand?

	Vaya	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	3	4.9%
<input type="radio"/> Usually	19	31.1%
<input type="radio"/> Always	39	63.9%
Total	61	100.0%
Not Answered	0	
Reporting Category	How Well Clinicians Communicate	
Achievement Score	95.08%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	-0.7	
Correlation with Satisfaction	0.593	

Response scored as: Accomplishment Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q14. In the last 12 months, how often did the people your child saw for counseling or treatment show respect for what you had to say?

	Vaya	
	N	%
<input type="radio"/> Never	1	1.6%
<input type="radio"/> Sometimes	3	4.9%
<input type="radio"/> Usually	11	18.0%
<input type="radio"/> Always	46	75.4%
Total	61	100.0%
Not Answered	0	
Reporting Category	How Well Clinicians Communicate	
Achievement Score	93.44%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	-4.4	
Correlation with Satisfaction	0.741	

Q15. In the last 12 months, how often did the people your child saw for counseling or treatment spend enough time with you?

	Vaya	
	N	%
<input type="radio"/> Never	2	3.3%
<input type="radio"/> Sometimes	6	9.8%
<input type="radio"/> Usually	16	26.2%
<input type="radio"/> Always	37	60.7%
Total	61	100.0%
Not Answered	0	
Reporting Category	How Well Clinicians Communicate	
Achievement Score	86.89%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	-6.7	
Correlation with Satisfaction	0.544	

Q16. In the last 12 months, did your child take any prescription medicines as part of his or her treatment?

	Vaya	
	N	%
Yes	47	77.0%
No	14	23.0%
Total	61	100.0%
Not Answered	0	

Response scored as: Accomplishment Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q17. In the last 12 months, were you told what side effects of those medicines to watch for?

	Vaya	
	N	%
<input checked="" type="radio"/> Yes	42	89.4%
<input type="radio"/> No	5	10.6%
Total	47	100.0%
Not Answered	0	
Reporting Category	Single Items	
Achievement Score	89.36%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+5.5	
Correlation with Satisfaction	-0.054	

Q18. In the last 12 months, how often were you involved as much as you wanted in your child's counseling or treatment?

	Vaya	
	N	%
<input type="radio"/> Never	2	3.3%
<input type="radio"/> Sometimes	5	8.3%
<input checked="" type="radio"/> Usually	12	20.0%
<input checked="" type="radio"/> Always	41	68.3%
Total	60	100.0%
Not Answered	1	
Reporting Category	How Well Clinicians Communicate	
Achievement Score	88.33%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	-3.2	
Correlation with Satisfaction	0.428	

Q19. In the last 12 months, were the goals of your child's counseling or treatment discussed completely with you?

	Vaya	
	N	%
<input checked="" type="radio"/> Yes	54	88.5%
<input type="radio"/> No	7	11.5%
Total	61	100.0%
Not Answered	0	
Reporting Category	Single Items	
Achievement Score	88.52%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	-0.8	
Correlation with Satisfaction	0.548	

Response scored as: Accomplishment Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q20. In the last 12 months, how often did your family get the professional help you wanted for your child?

	Vaya	
	N	%
<input type="radio"/> Never	1	1.7%
<input type="radio"/> Sometimes	8	13.3%
<input type="radio"/> Usually	17	28.3%
<input type="radio"/> Always	34	56.7%
Total	60	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	85.00%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+4.1	
Correlation with Satisfaction	0.738	

Q21. In the last 12 months, how often did you feel your child had someone to talk to when he or she was troubled?

	Vaya	
	N	%
<input type="radio"/> Never	3	5.1%
<input type="radio"/> Sometimes	5	8.5%
<input type="radio"/> Usually	23	39.0%
<input type="radio"/> Always	28	47.5%
Total	59	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	86.44%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+9.8	
Correlation with Satisfaction	0.765	

Response scored as: Accomplishment Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q22. In the last 12 months, were you given information about different kinds of counseling or treatment that are available for your child?

	Vaya	
	N	%
<input checked="" type="radio"/> Yes	44	72.1%
<input type="radio"/> No	17	27.9%
Total	61	100.0%
Not Answered	0	
Reporting Category	Single Items	
Achievement Score	72.13%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	-0.2	
Correlation with Satisfaction	0.289	

Q23. In the last 12 months, were you given as much information as you wanted about what you could do to manage your child's condition?

	Vaya	
	N	%
<input checked="" type="radio"/> Yes	42	73.7%
<input type="radio"/> No	15	26.3%
Total	57	100.0%
Not Answered	4	
Reporting Category	Single Items	
Achievement Score	73.68%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+4.8	
Correlation with Satisfaction	0.377	

Q24. In the last 12 months, were you given information about your child's rights as a patient?

	Vaya	
	N	%
<input checked="" type="radio"/> Yes	53	93.0%
<input type="radio"/> No	4	7.0%
Total	57	100.0%
Not Answered	4	
Reporting Category	Single Items	
Achievement Score	92.98%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	-0.5	
Correlation with Satisfaction	0.172	

Response scored as: Accomplishment Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q25. In the last 12 months, did you feel you could refuse a specific type of medicine or treatment for your child?

	Vaya	
	N	%
<input checked="" type="radio"/> Yes	53	93.0%
<input type="radio"/> No	4	7.0%
Total	57	100.0%
Not Answered	4	
Reporting Category	Single Items	
Achievement Score	92.98%	
2020 vs. 2019: +/- Chg (↑↓ Stat. sig.)	+3.9	
Correlation with Satisfaction	0.306	

Q26. In the last 12 months, as far as you know did anyone your child saw for counseling or treatment share information with others that should have been kept private?

	Vaya	
	N	%
<input type="radio"/> Yes	5	8.6%
<input checked="" type="radio"/> No	53	91.4%
Total	58	100.0%
Not Answered	3	
Reporting Category	Single Items	
Achievement Score	91.38%	
2020 vs. 2019: +/- Chg (↑↓ Stat. sig.)	-4.3	
Correlation with Satisfaction	0.268	

Q27. Does your child's language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment he or she needs?

	Vaya	
	N	%
Yes	3	5.2%
No	55	94.8%
Total	58	100.0%
Not Answered	3	

Response scored as: Accomplishment Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q28. In the last 12 months, was the care your child received responsive to those needs?

	Vaya	
	N	%
<input checked="" type="radio"/> Yes	3	100.0%
<input type="radio"/> No	0	0.0%
Total	3	100.0%
Not Answered	0	
Reporting Category	Single Items	
Achievement Score	100.00%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+0.0	
Correlation with Satisfaction	-	

Q29. Using any number from 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all of your child's counseling or treatment in the last 12 months?

	Vaya	
	N	%
<input type="radio"/> Worst counseling or treatment possible	1	1.7%
<input type="radio"/> 1	2	3.4%
<input type="radio"/> 2	2	3.4%
<input type="radio"/> 3	0	0.0%
<input type="radio"/> 4	0	0.0%
<input type="radio"/> 5	6	10.3%
<input type="radio"/> 6	3	5.2%
<input type="radio"/> 7	8	13.8%
<input checked="" type="radio"/> 8	9	15.5%
<input checked="" type="radio"/> 9	9	15.5%
<input checked="" type="radio"/> Best counseling or treatment possible	18	31.0%
Total	58	100.0%
Not Answered	3	
Reporting Category	Ratings	
Achievement Score	62.07%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+1.2	

Response scored as: Accomplishment Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q30. In the last 12 months, how much was your child helped by the counseling or treatment he or she got?

	Vaya	
	N	%
<input type="radio"/> Not at all	3	4.3%
<input type="radio"/> A little	10	14.5%
<input type="radio"/> Somewhat	30	43.5%
<input type="radio"/> A lot	26	37.7%
Total	69	100.0%
Not Answered	5	
Reporting Category	Single Items	
Achievement Score	81.16%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+3.9	
Correlation with Satisfaction	0.683	

Q31. In general, how would you rate your child's overall mental health now?

	Vaya	
	N	%
Excellent	3	4.3%
Very good	12	17.1%
Good	28	40.0%
Fair	24	34.3%
Poor	3	4.3%
Total	70	100.0%
Not Answered	4	

Q32. Compared to 12 months ago, how would you rate your child's ability to deal with daily problems now?

	Vaya	
	N	%
<input type="radio"/> Much better	16	22.5%
<input type="radio"/> A little better	39	54.9%
<input type="radio"/> About the same	12	16.9%
<input type="radio"/> A little worse	3	4.2%
<input type="radio"/> Much worse	1	1.4%
Total	71	100.0%
Not Answered	3	
Reporting Category	Perceived Improvement	
Achievement Score	77.46%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+9.8	
Correlation with Satisfaction	0.584	

Response scored as: Accomplishment Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q33. Compared to 12 months ago, how would you rate your child's ability to deal with social situations now?

	Vaya	
	N	%
● Much better	14	19.7%
● A little better	30	42.3%
● About the same	24	33.8%
● A little worse	3	4.2%
● Much worse	0	0.0%
Total	71	100.0%
Not Answered	3	
Reporting Category	Perceived Improvement	
Achievement Score	61.97%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+2.9	
Correlation with Satisfaction	0.413	

Q34. Compared to 12 months ago, how would you rate your child's ability to accomplish the things he or she wants to do now?

	Vaya	
	N	%
● Much better	10	14.3%
● A little better	28	40.0%
● About the same	28	40.0%
● A little worse	4	5.7%
● Much worse	0	0.0%
Total	70	100.0%
Not Answered	4	
Reporting Category	Perceived Improvement	
Achievement Score	54.29%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	-6.3	
Correlation with Satisfaction	0.338	

○ **Response scored as:** ● Accomplishment ● Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q35. Compared to 12 months ago, how would you rate your child's problems or symptoms now?

	Vaya	
	N	%
● Much better	14	19.7%
● A little better	34	47.9%
● About the same	13	18.3%
● A little worse	10	14.1%
● Much worse	0	0.0%
Total	71	100.0%
Not Answered	3	
Reporting Category	Perceived Improvement	
Achievement Score	67.61%	
2020 vs. 2019: +/- Chg (↑↓ Stat. sig.)	+4.5	
Correlation with Satisfaction	0.494	

The next questions ask about your experience with the company or organization that handles your benefits for your child's counseling or treatment.

Q36. In the last 12 months, did your child use up all his or her benefits for counseling or treatment?

	Vaya	
	N	%
Yes	7	9.9%
No	64	90.1%
Total	71	100.0%
Not Answered	3	

Q37. At the time benefits were used up, did you think your child still needed counseling or treatment?

	Vaya	
	N	%
Yes	5	71.4%
No	2	28.6%
Total	7	100.0%
Not Answered	0	

○ **Response scored as:** ● Accomplishment ● Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q38. Were you told about other ways to get counseling, treatment, or medicine for your child?

	Vaya	
	N	%
<input checked="" type="radio"/> Yes	4	80.0%
<input type="radio"/> No	1	20.0%
Total	5	100.0%
Not Answered	0	
Reporting Category	Single Items	
Achievement Score	80.00%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+13.3	
Correlation with Satisfaction	0.810	

Q39. In the last 12 months, did you need approval for any of your child's counseling or treatment?

	Vaya	
	N	%
Yes	16	22.5%
No	55	77.5%
Total	71	100.0%
Not Answered	3	

Q40. In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval?

	Vaya	
	N	%
<input type="radio"/> A big problem	5	31.3%
<input type="radio"/> A small problem	3	18.8%
<input checked="" type="radio"/> Not a problem	8	50.0%
Total	16	100.0%
Not Answered	0	
Reporting Category	Getting Treatment and Information	
Achievement Score	50.00%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	-8.8	
Correlation with Satisfaction	0.678	

Response scored as: Accomplishment Room for improvement

Your Child's Counseling and Treatment in the Last 12 Months (continued)

Q41. In the last 12 months, did you call customer service to get information or help about counseling or treatment for your child?

	Vaya	
	N	%
Yes	7	10.0%
No	63	90.0%
Total	70	100.0%
Not Answered	4	

Q42. In the last 12 months, how much of a problem, if any, was it to get the help you needed for your child when you called customer service?

	Vaya	
	N	%
<input checked="" type="radio"/> A big problem	3	42.9%
<input checked="" type="radio"/> A small problem	2	28.6%
<input checked="" type="radio"/> Not a problem	2	28.6%
Total	7	100.0%
Not Answered	0	
Reporting Category	Getting Treatment and Information	
Achievement Score	28.57%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	-4.8	
Correlation with Satisfaction	0.275	

Reasons for Counseling or Treatment

Q43. In the last 12 months, was any of your child's counseling or treatment for problems related to ADHD or other behavior problems?

	Vaya	
	N	%
Yes	48	67.6%
No	23	32.4%
Total	71	100.0%
Not Answered	3	

Response scored as: Accomplishment Room for improvement

Reasons for Counseling or Treatment (continued)

Q44. In the last 12 months, was any of your child's counseling or treatment for family problems or mental or emotional illness?

	Vaya	
	N	%
Yes	61	83.6%
No	12	16.4%
Total	73	100.0%
Not Answered	1	

Q45. In the last 12 months, was any of your child's counseling or treatment for autism or other developmental problems?

	Vaya	
	N	%
Yes	26	35.6%
No	47	64.4%
Total	73	100.0%
Not Answered	1	

Q46. In the last 12 months, was any of your child's counseling or treatment for help with alcohol use or drug use?

	Vaya	
	N	%
Yes	11	15.1%
No	62	84.9%
Total	73	100.0%
Not Answered	1	

Care Coordination

Q47. Has your child received Care Coordination for any services in the past 12 months?

	Vaya	
	N	%
Yes	22	30.1%
No	51	69.9%
Total	73	100.0%
Not Answered	1	

Care Coordination (continued)

Q48. Please identify the service categories that your child received Care Coordination for in the past 12 months. (Please mark all that apply) (Note: Percents may add to > 100%)

	Vaya	
	N	%
Intellectual and Developmental Disabilities	10	45.5%
Mental Health	21	95.5%
Substance Use	7	31.8%
Other	1	4.5%
Total	22	100.0%
Not Answered	0	

Q49. It is easy to get in touch with my child's Care Coordinator when I need them.

	Vaya	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	1	4.5%
<input checked="" type="radio"/> Usually	6	27.3%
<input checked="" type="radio"/> Always	15	68.2%
Total	22	100.0%
Not Answered	0	
Reporting Category	Care Coordination Items	
Achievement Score	95.45%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+2.6	
Correlation with Satisfaction	0.077	

Q50. My child's Care Coordinator responds to my calls in a timely manner.

	Vaya	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	1	4.5%
<input checked="" type="radio"/> Usually	6	27.3%
<input checked="" type="radio"/> Always	15	68.2%
Total	22	100.0%
Not Answered	0	
Reporting Category	Care Coordination Items	
Achievement Score	95.45%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+2.6	
Correlation with Satisfaction	0.028	

Response scored as: Accomplishment Room for improvement

Care Coordination (continued)

Q51. If I have questions, my child's Care Coordinator helps me find the answers.

	Vaya	
	N	%
● Never	0	0.0%
● Sometimes	1	4.5%
● Usually	7	31.8%
● Always	14	63.6%
Total	22	100.0%
Not Answered	0	
Reporting Category	Care Coordination Items	
Achievement Score	95.45%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+9.7	
Correlation with Satisfaction	-0.025	

Q52. My child's Care Coordinator has helped me find services and people to support me in managing my child's care.

	Vaya	
	N	%
● Never	1	4.5%
● Sometimes	2	9.1%
● Usually	6	27.3%
● Always	13	59.1%
Total	22	100.0%
Not Answered	0	
Reporting Category	Care Coordination Items	
Achievement Score	86.36%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+0.6	
Correlation with Satisfaction	0.211	

○ **Response scored as:** ● Accomplishment ● Room for improvement

Care Coordination (continued)

Q53. My child's Care Coordinator asks how best to support me and my child.

	Vaya	
	N	%
<input type="radio"/> Never	1	4.5%
<input type="radio"/> Sometimes	0	0.0%
<input type="radio"/> Usually	7	31.8%
<input checked="" type="radio"/> Always	14	63.6%
Total	22	100.0%
Not Answered	0	
Reporting Category	Care Coordination Items	
Achievement Score	95.45%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+16.9	
Correlation with Satisfaction	0.093	

Q54. I was given a draft of my child's Person Centered Plan to review before being asked to sign it.

	Vaya	
	N	%
<input type="radio"/> Never	1	5.6%
<input type="radio"/> Sometimes	1	5.6%
<input type="radio"/> Usually	1	5.6%
<input checked="" type="radio"/> Always	15	83.3%
My child does not have a Person Centered Plan	4	
Total	18	100.0%
Not Answered	0	
Reporting Category	Care Coordination Items	
Achievement Score	88.89%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	-11.1	
Correlation with Satisfaction	0.605	

Response scored as: Accomplishment Room for improvement

Care Coordination (continued)

Q55. I was satisfied with my child's Person Centered Plan prepared by the Care Coordinator.

	Vaya	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	2	11.8%
<input type="radio"/> Usually	3	17.6%
<input type="radio"/> Always	12	70.6%
My child does not have a Person Centered Plan	3	
Total	17	100.0%
Not Answered	2	
Reporting Category	Care Coordination Items	
Achievement Score	88.24%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	-2.7	
Correlation with Satisfaction	0.576	

Q56. If you were not satisfied with your child's plan, did you and/or the provider suggest revisions that were added to your child's plan?

	Vaya	
	N	%
<input type="radio"/> Never	1	50.0%
<input type="radio"/> Sometimes	0	0.0%
<input type="radio"/> Usually	1	50.0%
<input type="radio"/> Always	0	0.0%
Total	2	100.0%
Not Answered	0	
Reporting Category	Care Coordination Items	
Achievement Score	50.00%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+50.0	
Correlation with Satisfaction	1.000	

Response scored as: Accomplishment Room for improvement

Care Coordination (continued)

Q57. If your request for service was denied, did your child's Care Coordinator talk to you about the appeal process and about additional information that might be helpful to submit for an appeal?

	Vaya	
	N	%
● Never	4	50.0%
● Sometimes	0	0.0%
● Usually	1	12.5%
● Always	3	37.5%
Request for service was not denied	13	
Total	8	100.0%
Not Answered	1	
Reporting Category	Care Coordination Items	
Achievement Score	50.00%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	-10.0	
Correlation with Satisfaction	0.693	

Q58. Are you satisfied with your child's Care Coordinator?

	Vaya	
	N	%
● Never	0	0.0%
● Sometimes	0	0.0%
● Usually	5	23.8%
● Always	16	76.2%
Total	21	100.0%
Not Answered	1	
Reporting Category	Care Coordination Items	
Achievement Score	100.00%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+14.3	
Correlation with Satisfaction	0.091	

○ **Response scored as:** ● Accomplishment ● Room for improvement

About You and Your Child

Q59. In general, how would you rate your child's overall health now?

	Vaya	
	N	%
Excellent	6	8.2%
Very good	19	26.0%
Good	41	56.2%
Fair	6	8.2%
Poor	1	1.4%
Total	73	100.0%
Not Answered	1	

Q60. What is your child's age now?

	Vaya	
	N	%
Less than 1 year old	0	0.0%
1 to 2 years old	0	0.0%
3 to 4 years old	0	0.0%
5 to 6 years old	0	0.0%
7 to 9 years old	0	0.0%
10 to 12 years old	NA	-
13 to 15 years old	40	54.1%
16 to 17 years old	24	32.4%
Total	74	100.0%
Not Answered	0	

Q61. Is your child male or female?

	Vaya	
	N	%
Male	34	45.9%
Female	40	54.1%
Total	74	100.0%
Not Answered	0	

Q62. Is your child of Hispanic or Latino origin or descent?

	Vaya	
	N	%
Yes, Hispanic or Latino	NA	-
No, not Hispanic or Latino	63	86.3%
Total	73	100.0%
Not Answered	1	

NA: Fewer than 11 responses

About You and Your Child (continued)

Q63. What is your child's race? Please mark one or more. (Note: Percents may add to > 100%)

	Vaya	
	N	%
White	65	89.0%
Black or African-American	NA	-
Asian	0	0.0%
Native Hawaiian or other Pacific Islander	0	0.0%
American Indian or Alaska Native	NA	-
Other	NA	-
Total	73	100.0%
Not Answered	1	

Q64. What is your age now?

	Vaya	
	N	%
18 to 24	0	0.0%
25 to 34	NA	-
35 to 44	15	23.8%
45 to 54	17	27.0%
55 to 64	15	23.8%
65 to 74	NA	-
75 or older	NA	-
Total	63	100.0%
Not Answered	11	

Q65. Are you male or female?

	Vaya	
	N	%
Male	11	15.3%
Female	61	84.7%
Total	72	100.0%
Not Answered	2	

NA: Fewer than 11 responses

About You and Your Child (continued)**Q66. What is the highest grade or level of school that you have completed?**

	Vaya	
	N	%
8th grade or less	NA	-
Some high school, but did not graduate	NA	-
High school graduate or GED	15	20.5%
Some college or 2-year degree	30	41.1%
4-year college degree	16	21.9%
More than a 4-year college degree	NA	-
Total	73	100.0%
Not Answered	1	

Q67. How are you related to the policyholder?

	Vaya	
	N	%
I am the policyholder	29	42.0%
Spouse or partner of policyholder	2	2.9%
Child of policyholder	2	2.9%
Other family member	27	39.1%
Friend	0	0.0%
Someone else	9	13.0%
Total	69	100.0%
Not Answered	5	

Q68. How are you related to the child?

	Vaya	
	N	%
Mother or father	49	70.0%
Grandparent	7	10.0%
Aunt or uncle	1	1.4%
Older sibling	0	0.0%
Other relative	1	1.4%
Legal guardian	12	17.1%
Total	70	100.0%
Not Answered	4	

NA: Fewer than 11 responses

About You and Your Child (continued)

Q69. Did someone help you complete this survey?

	Vaya	
	N	%
Yes	2	2.7%
No	71	97.3%
Total	73	100.0%
Not Answered	1	

Q70. How did that person help you? Check all that apply. (Note: Percents may add to > 100%)

	Vaya	
	N	%
Read the questions to me	1	50.0%
Wrote down the answers I gave	2	100.0%
Answered the questions for me	1	50.0%
Translated the questions into my language	0	0.0%
Helped in some other way	0	0.0%
Total	2	100.0%
Not Answered	0	



All information that would let someone identify you or your family will be kept private. The research staff will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get.

You may notice a barcode number on the front of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-248-4046.

SURVEY INSTRUCTIONS

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct Mark 

Incorrect Marks   

- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

Yes ➔ *If Yes, Go to Question 1*
 No

↓ **START HERE** ↓

PERSONAL OR FAMILY COUNSELING

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

Children can get counseling, treatment or medicine for many different reasons, such as:

- For problems related to attention deficit hyperactivity disorder (ADHD) or other behavior or emotional problems
- Family problems (like when parents and children have trouble getting along)
- For mental or emotional illness
- For autism or other developmental conditions
- Needing help with drug or alcohol use

1. In the last 12 months, did your child get counseling, treatment or medicine for any of these reasons?

- Yes ➔ *If Yes, go to question 2*
- No ➔ *If No, go to question 59 on page 7*



**YOUR CHILD'S COUNSELING AND
TREATMENT
IN THE LAST 12 MONTHS**

The next questions ask about your child's counseling or treatment. **Do not** include counseling or treatment during an overnight stay or from a self-help group.

2. In the last 12 months, did you call someone to get professional counseling on the phone for your child?
- Yes
 No → *If No, go to question 4*
3. In the last 12 months, how often did you get the professional counseling your child needed on the phone?
- Never
 Sometimes
 Usually
 Always
4. In the last 12 months, did your child need counseling or treatment right away?
- Yes
 No → *If No, go to question 6*
5. In the last 12 months, when your child needed counseling or treatment right away, how often did he or she see someone as soon as you wanted?
- Never
 Sometimes
 Usually
 Always
6. In the last 12 months, not counting times your child needed counseling or treatment right away, did you make any appointments for your child for counseling or treatment?
- Yes
 No → *If No, go to question 8*

7. In the last 12 months, not counting times your child needed counseling or treatment right away, how often did your child get an appointment for counseling or treatment as soon as you wanted?
- Never
 Sometimes
 Usually
 Always
8. In the last 12 months, how many times did your child go to an emergency room or crisis center to get counseling or treatment?
- None
 1
 2
 3 or more
9. In the last 12 months (not counting emergency rooms or crisis centers), how many times did your child get counseling, treatment or medicine in your home or at an office, clinic, or other treatment program?
- None → *If None, go to question 30 on page 4*
 1 to 10
 11 to 20
 21 or more
10. In the last 12 months how many times did your child get counseling, treatment or medicine in your home?
- None
 1 to 10
 11 to 20
 21 or more
11. In the last 12 months, how often were you seen within 15 minutes of his or her appointment?
- Never
 Sometimes
 Usually
 Always

The next questions are about all the counseling or treatment your child got in the last 12 months in your home, during office, clinic, and emergency room visits as well as over the phone. Please do the best you can to include all the different people your child saw for counseling or treatment in your answers.

12. In the last 12 months, how often did the people your child saw for counseling or treatment listen carefully to you?
- Never
 - Sometimes
 - Usually
 - Always
13. In the last 12 months, how often did the people your child saw for counseling or treatment explain things in a way you could understand?
- Never
 - Sometimes
 - Usually
 - Always
14. In the last 12 months, how often did the people your child saw for counseling or treatment show respect for what you had to say?
- Never
 - Sometimes
 - Usually
 - Always
15. In the last 12 months, how often did the people your child saw for counseling or treatment spend enough time with you?
- Never
 - Sometimes
 - Usually
 - Always
16. In the last 12 months, did your child take any prescription medicines as part of his or her treatment?
- Yes
 - No → *If No, go to question 18*

17. In the last 12 months, were you told what side effects of those medicines to watch for?
- Yes
 - No
18. In the last 12 months, how often were you involved as much as you wanted in your child's counseling or treatment?
- Never
 - Sometimes
 - Usually
 - Always
19. In the last 12 months, were the goals of your child's counseling or treatment discussed completely with you?
- Yes
 - No
20. In the last 12 months, how often did your family get the professional help you wanted for your child?
- Never
 - Sometimes
 - Usually
 - Always
21. In the last 12 months, how often did you feel your child had someone to talk to for counseling or treatment when he or she was troubled?
- Never
 - Sometimes
 - Usually
 - Always
22. In the last 12 months, were you given information about different kinds of counseling or treatment that are available for your child?
- Yes
 - No

23. In the last 12 months, were you given as much information as you wanted about what you could do to manage your child's condition?

- Yes
- No

24. In the last 12 months, were you given information about your child's rights as a patient?

- Yes
- No

25. In the last 12 months, did you feel you could refuse a specific type of medicine or treatment for your child?

- Yes
- No

26. In the last 12 months, as far as you know did anyone your child saw for counseling or treatment share information with others that should have been kept private?

- Yes
- No

27. Does your child's language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment he or she needs?

- Yes
- No → *If No, go to question 29*

28. In the last 12 months, was the care your child received responsive to those needs?

- Yes
- No

29. Using any number from 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all of your child's counseling or treatment in the last 12 months?

- 0 Worst Counseling or Treatment Possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best Counseling or Treatment Possible

30. In the last 12 months, how much was your child helped by the counseling or treatment he or she got?

- Not at all
- A little
- Somewhat
- A lot

31. In general, how would you rate your child's overall mental health now?

- Excellent
- Very Good
- Good
- Fair
- Poor

32. Compared to 12 months ago, how would you rate your child's ability to deal with daily problems now?

- Much better
- A little better
- About the same
- A little worse
- Much worse

33. **Compared to 12 months ago**, how would you rate your child's ability to deal with **social situations now?**

- Much better
- A little better
- About the same
- A little worse
- Much worse

34. **Compared to 12 months ago**, how would you rate your child's ability to **accomplish the things he or she wants to do now?**

- Much better
- A little better
- About the same
- A little worse
- Much worse

35. **Compared to 12 months ago**, how would you rate your child's **problems or symptoms now?**

- Much better
- A little better
- About the same
- A little worse
- Much worse

The next questions ask about your experience with the **company or organization** that handles your benefits for your child's counseling or treatment.

36. In the last 12 months, did your child **use up all his or her benefits** for counseling or treatment?

- Yes
- No → *If No, go to question 39*

37. At the time benefits were used up, did you think your child **still needed** counseling or treatment?

- Yes
- No → *If No, go to question 39*

38. Were you told about **other ways** to get counseling, treatment, or medicine for your child?

- Yes
- No

39. In the last 12 months, did you need approval for any of your child's counseling or treatment?

- Yes
- No → *If No, go to question 41*

40. In the last 12 months, how much of a problem, if any, were **delays** in counseling or treatment while you waited for approval?

- A big problem
- A small problem
- Not a problem

41. In the last 12 months, did you call **customer service** to get information or help about counseling or treatment for your child?

- Yes
- No → *If No, go to question 43*

42. In the last 12 months, how much of a problem, if any, was it to **get the help you needed for your child** when you called customer service?

- A big problem
- A small problem
- Not a problem

REASONS FOR COUNSELING OR TREATMENT

43. In the last 12 months, was any of your child's counseling or treatment for **problems related to ADHD or other behavior problems?**

- Yes
- No

44. In the last 12 months, was any of your child's counseling or treatment for family problems or mental or emotional illness?

- Yes
- No

45. In the last 12 months, was any of your child's counseling or treatment for autism or other developmental problems?

- Yes
- No

46. In the last 12 months, was any of your child's counseling or treatment for help with alcohol use or drug use?

- Yes
- No

CARE COORDINATION

47. Has your child received Care Coordination for any services in the past 12 months?

- Yes
- No → *If No, go to question 59*

48. Please identify the service categories that your child received Care Coordination for in the past 12 months. (Please mark all that apply)

- Intellectual and Developmental Disabilities
- Mental Health
- Substance Use
- Other

49. It is easy to get in touch with my child's Care Coordinator when I need them.

- Never
- Sometimes
- Usually
- Always

50. My child's Care Coordinator responds to my calls in a timely manner.

- Never
- Sometimes
- Usually
- Always

51. If I have questions, my child's Care Coordinator helps me find the answers.

- Never
- Sometimes
- Usually
- Always

52. My child's Care Coordinator has helped me find services and people to support me in managing my child's care.

- Never
- Sometimes
- Usually
- Always

53. My child's Care Coordinator asks how best to support me and my child.

- Never
- Sometimes
- Usually
- Always

54. I was given a draft of my child's Person Centered Plan to review before being asked to sign it.

- Never
- Sometimes
- Usually
- Always
- My child does not have a Person Centered Plan



55. I was satisfied with my child's Person Centered Plan prepared by the Care Coordinator.

- Never
- Sometimes
- Usually → *If Usually, go to question 57*
- Always → *If Always, go to question 57*
- My child does not have a Person Centered Plan → *Go to question 57*

56. If you were not satisfied with your child's plan, did you and/or the provider suggest revisions that were added to your child's plan?

- Never
- Sometimes
- Usually
- Always

57. If your request for service was denied, did your child's Care Coordinator talk to you about the appeal process and about additional information that might be helpful to submit for an appeal?

- Never
- Sometimes
- Usually
- Always
- Request for service was not denied

58. Are you satisfied with your child's Care Coordinator?

- Never
- Sometimes
- Usually
- Always

ABOUT YOU AND YOUR CHILD

59. In general, how would you rate your child's overall health now?

- Excellent
- Very Good
- Good
- Fair
- Poor

60. What is your child's age now?

- Less than 1 year old
- 1 to 2 years old
- 3 to 4 years old
- 5 to 6 years old
- 7 to 9 years old
- 10 to 12 years old
- 13 to 15 years old
- 16 to 17 years old

61. Is your child male or female?

- Male
- Female

62. Is your child of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- No, not Hispanic or Latino

63. What is your child's race? Please mark one or more.

- White
- Black or African-American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native
- Other

64. What is your age now?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

65. Are you male or female?

- Male
- Female

66. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

67. How are you related to the policyholder?

- I am the policyholder
- Spouse or partner of policyholder
- Child of policyholder
- Other family member
- Friend
- Someone else

68. How are you related to the child?

- Mother or father
- Grandparent
- Aunt or uncle
- Older sibling
- Other relative
- Legal guardian

69. Did someone help you complete this survey?

- Yes → *If Yes, go to question 70*
- No → *Thank you. Please return the completed survey in the postage-paid envelope.*

70. How did that person help you? Check all that apply.

- Read the questions to me
- Wrote down the answers I gave
- Answered the questions for me
- Translated the questions into my language
- Helped in some other way

THANK YOU

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed postage-paid envelope to mail the survey to:

**DataStat, 3975 Research Park Drive
Ann Arbor, MI 48108**



Key Items - Child

Question #	Question Wording
1	In the last 12 months, did your child get counseling, treatment or medicine for any of these reasons?
2	In the last 12 months, did you call someone to get professional counseling on the phone for your child?
4	In the last 12 months, did your child need counseling or treatment right away?
6	In the last 12 months, not counting times your child needed counseling or treatment right away, did you make any appointments for your child for counseling or treatment?
9	In the last 12 months (not counting emergency rooms or crisis centers), how many times did your child get counseling, treatment or medicine in an office, clinic, or other treatment program?
16	In the last 12 months, did your child take any prescription medicines as part of his or her treatment?
27	Does your child's language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment he or she needs?
29	Using any number from 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all your child's counseling or treatment in the last 12 months?
31	In general, how would you rate your child's overall mental health now?