

Vaya Health

CAHPS 3.0

Adult Medicaid

ECHO® Report

December 2020



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Using This Report

Results from the Consumer Satisfaction Survey for North Carolina Adult 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 Adult 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 adult Medicaid survey project consisted of fifty-one 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, information about treatment options, 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 you needed counseling or treatment right away, how often did you 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, perceived improvement and information about treatment options.

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 Adult 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 Adult 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.

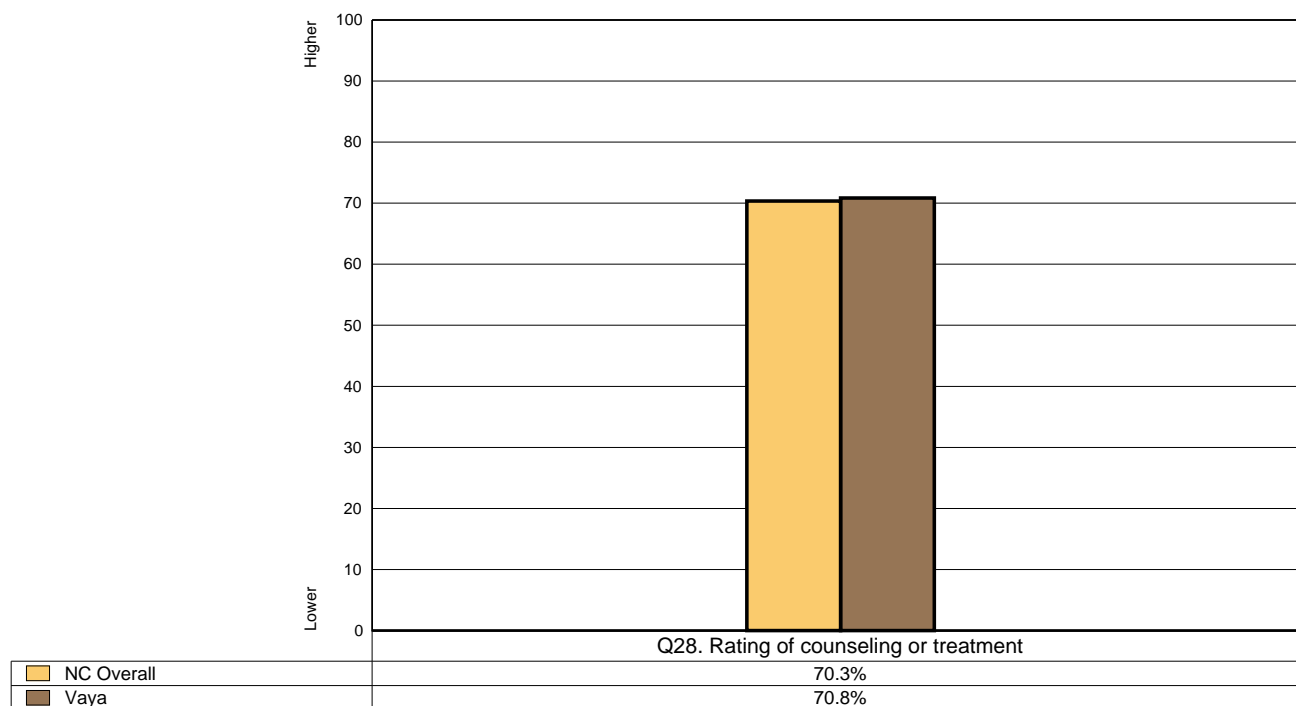
This report summarizes the findings of an adult survey conducted for NC Medicaid. Attempts were made to survey 571 enrollee households by mail and web during the period from August 24, 2020 through November 18, 2020, using a standardized survey procedure and questionnaire.

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

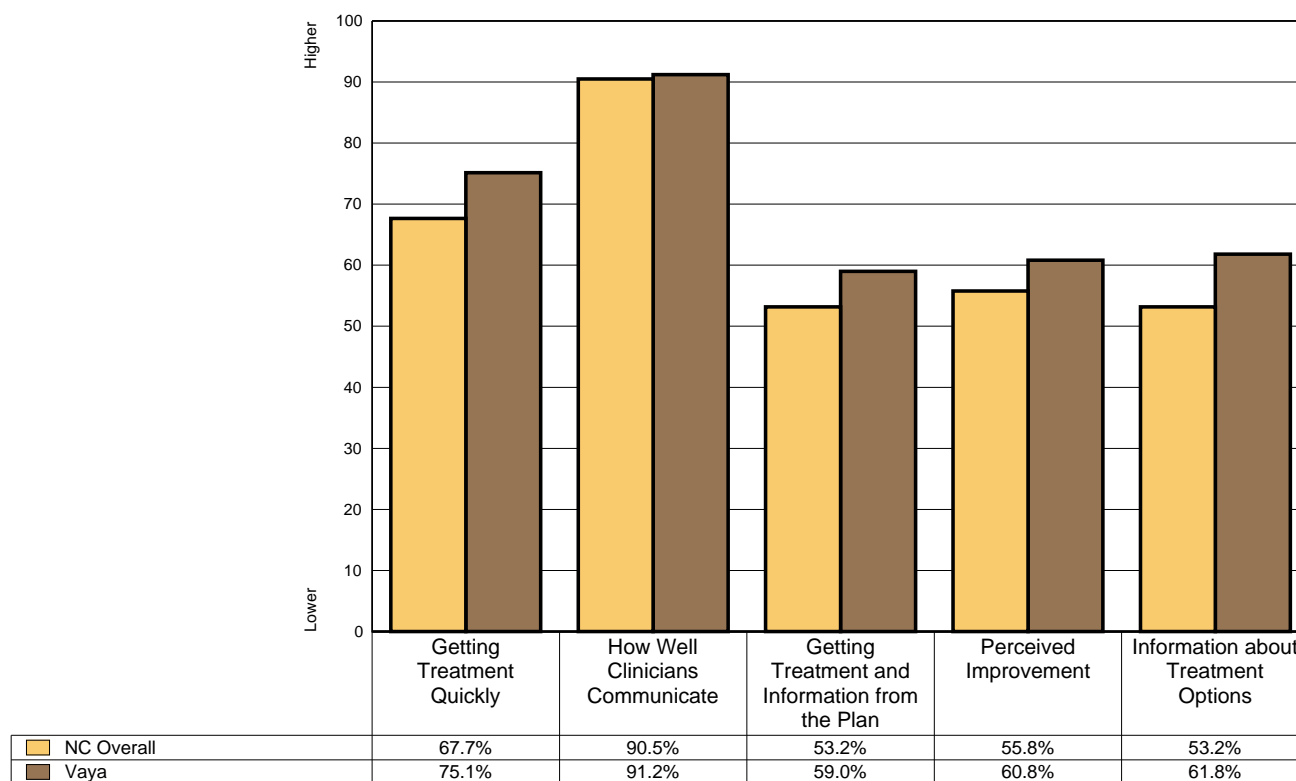
SUMMARY OF COMPOSITES

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. Responses of "Yes" are considered achievements for the Information about Treatment Options.

Composites



↕ Statistically significantly higher/lower than NC Overall

Sample Disposition

	Vaya Health
First mailing - sent	571
*First mailing - returned surveys	52
First mailing - usable returned surveys	37
Second mailing - sent	524
*Second mailing - returned surveys	20
Second mailing - usable returned surveys	14
Third mailing - sent	472
*Third mailing - returned surveys	10
Third mailing - usable returned surveys	9
*Web - completed surveys	10
Web - usable completed surveys	5
Total - usable surveys	65
†Ineligible: According to population criteria†	0
†Ineligible: Language barrier	0
†Ineligible: Deceased	1
†Ineligible: Mentally or physically unable to complete survey	0
Bad address	42
Refusal	2
Nonresponse - Unavailable by mail or web	476
Response Rate	16.1%
Usable Rate	70.7%

*Included in response rate numerator

†Excluded from response rate denominator

Note: $\text{Response Rate} = \text{Total Returned and Completed Surveys} / \text{Total Eligible Cases}$

Note: $\text{Usable Rate} = \text{Total Usable Surveys} / \text{Total Returned and Completed Surveys}$

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
Q27. Care responsive to cultural needs	100.0%	50.0%	+ 50.0	Single Items
Q49. Care Coordinator usually or always helped find services/ support with managing care	95.5%	60.7%	+ 34.7	Care Coordination Items
Q50. Care Coordinator usually or always asks how best to support me	95.5%	71.4%	+ 24.0	Care Coordination Items
Q5. Usually or always got urgent treatment as soon as needed	84.6%	61.5%	+ 23.1	Getting Treatment Quickly
Q10. Usually or always seen within 15 minutes of appointment time	86.3%	64.2%	+ 22.1 ▲	Single Items
Q3. Usually or always got help by telephone	55.2%	33.3%	+ 21.8	Getting Treatment Quickly
Q52. Usually or always satisfied with my Person Centered Plan prepared by the Care Coordinator	93.3%	73.7%	+ 19.6	Care Coordination Items
Q33. Much better or a little better able to accomplish things compared to 1 year ago	60.9%	44.7%	+ 16.2	Perceived Improvement
Q23. Given information about rights as a patient	93.9%	82.1%	+ 11.8 ▲	Single Items
Q15. Usually or always felt safe with clinicians	98.0%	89.6%	+ 8.4 ▲	How Well Clinicians Communicate
Q51. Usually or always given draft of Person Centered Plan to review prior to signing	80.0%	76.5%	+ 3.5	Care Coordination Items
Q34. Much better or a little better able to deal with symptoms or problems compared to 1 year ago	58.7%	56.6%	+ 2.2	Perceived Improvement
Q31. Much better or a little better able to deal with daily problems compared to 1 year ago	58.1%	56.6%	+ 1.5	Perceived Improvement
Q29. A lot or somewhat helped by treatment	79.7%	78.7%	+ 1.0	Single Items
Q14. Clinicians usually or always spent enough time	90.0%	89.6%	+ 0.4	How Well Clinicians Communicate
Q7. Usually or always got appointment as soon as wanted	81.8%	82.4%	- 0.5	Getting Treatment Quickly
Q20. Told about self-help or consumer run programs	54.0%	56.1%	- 2.1	Information about Treatment Options
Q37. Told about other ways to get treatment after benefits were used up	33.3%	40.0%	- 6.7	Single Items
Q22. Given as much information as wanted to manage condition	69.4%	77.3%	- 7.9	Single Items
Q54. If service request was denied, Care Coordinator usually or always talked about appeal process and submitting an appeal	44.4%	53.3%	- 8.9	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
Q48. Care Coordinator usually or always helps with answers to questions	95.5	0.94
Q49. Care Coordinator usually or always helped find services/support with managing care	95.5	0.93
Q50. Care Coordinator usually or always asks how best to support me	95.5	0.85
Q46. Usually or always easy to get in touch with Care Coordinator when needed	95.5	0.80
Q47. Care Coordinator usually or always responds to calls in timely manner	90.9	0.74

Opportunities for Improvement

Question	VH Achievement Score	Correlation w/ satisfaction
Q41. Getting help from customer service was not a problem	50.0	0.69
Q39. Delays in treatment while waiting for plan approval were not a problem	66.7	0.77
Q29. A lot or somewhat helped by treatment	79.7	0.76
Q5. Usually or always got urgent treatment as soon as needed	84.6	0.73
Q55. Usually or always satisfied with Care Coordinator	86.4	0.79

Methodology

The survey drew as potential respondents adult Medicaid enrollees over the age 18 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 adult enrollees from the North Carolina plans. This consisted of a random sample of 571 enrollees from each plan, where possible. To be eligible, enrollees had to be over the age of 18, 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 65 Vaya Health enrollees, and the Vaya Health usable response rate was 11.4%.

Questionnaire

The instrument selected for the survey was the CAHPS® 3.0 Adult ECHO core survey for use in assessing the performance of health plans. The survey instrument used for the NC Adult Medicaid ECHO survey project consisted of fifty-one 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, information about treatment options, 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 you went to 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

Five composite scores summarize responses in key areas: Getting Treatment Quickly, How Well Clinicians Communicate, Getting Treatment and Information from the Plan, Perceived Improvement and Information about Treatment Options. 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

- Q11. Clinicians usually or always listened carefully
- Q12. Clinicians usually or always explained things
- Q13. Clinicians usually or always showed respect
- Q14. Clinicians usually or always spent enough time
- Q15. Usually or always felt safe with clinicians
- Q18. Usually or always involved as much as you wanted in treatment

Getting Treatment and Information from the Plan

- Q39. Delays in treatment while waiting for plan approval were not a problem
- Q41. Getting help from customer service was not a problem

Perceived Improvement

- Q31. Much better or a little better able to deal with daily problems compared to 1 year ago
- Q32. Much better or a little better able to deal with social situations compared to 1 year ago
- Q33. Much better or a little better able to accomplish things compared to 1 year ago
- Q34. Much better or a little better able to deal with symptoms or problems compared to 1 year ago

Information about Treatment Options

- Q20. Told about self-help or consumer run programs
- Q21. Told about different treatments that are available for condition

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 Q28, 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 (Q57), education (Q59), and health status (Q56). 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 Q28, 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.

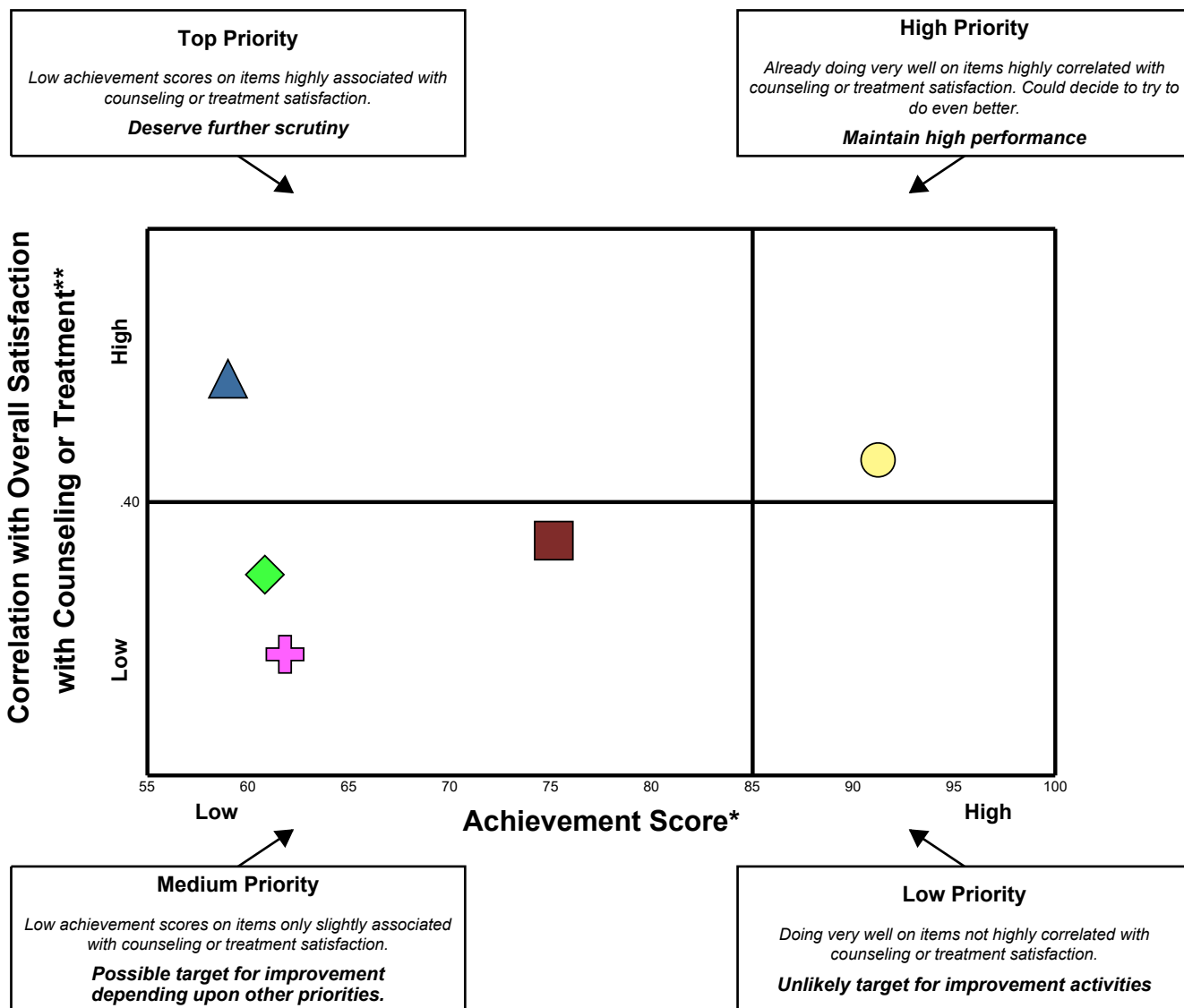
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 85% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with counseling and treatment satisfaction; coefficients less than .4 are considered lower correlations 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	Top Priority <i>Low achievement scores on items highly associated with counseling or treatment satisfaction.</i> Deserve further scrutiny	High Priority <i>Already doing very well on items highly correlated with counseling or treatment satisfaction. Could decide to try to do even better.</i> Maintain high performance
	Low	Medium Priority <i>Low achievement scores on items only slightly associated with counseling or treatment satisfaction.</i> Possible target for improvement depending upon other priorities.	Low Priority <i>Doing very well on items not highly correlated with counseling or treatment satisfaction.</i> Unlikely target for improvement activities
		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



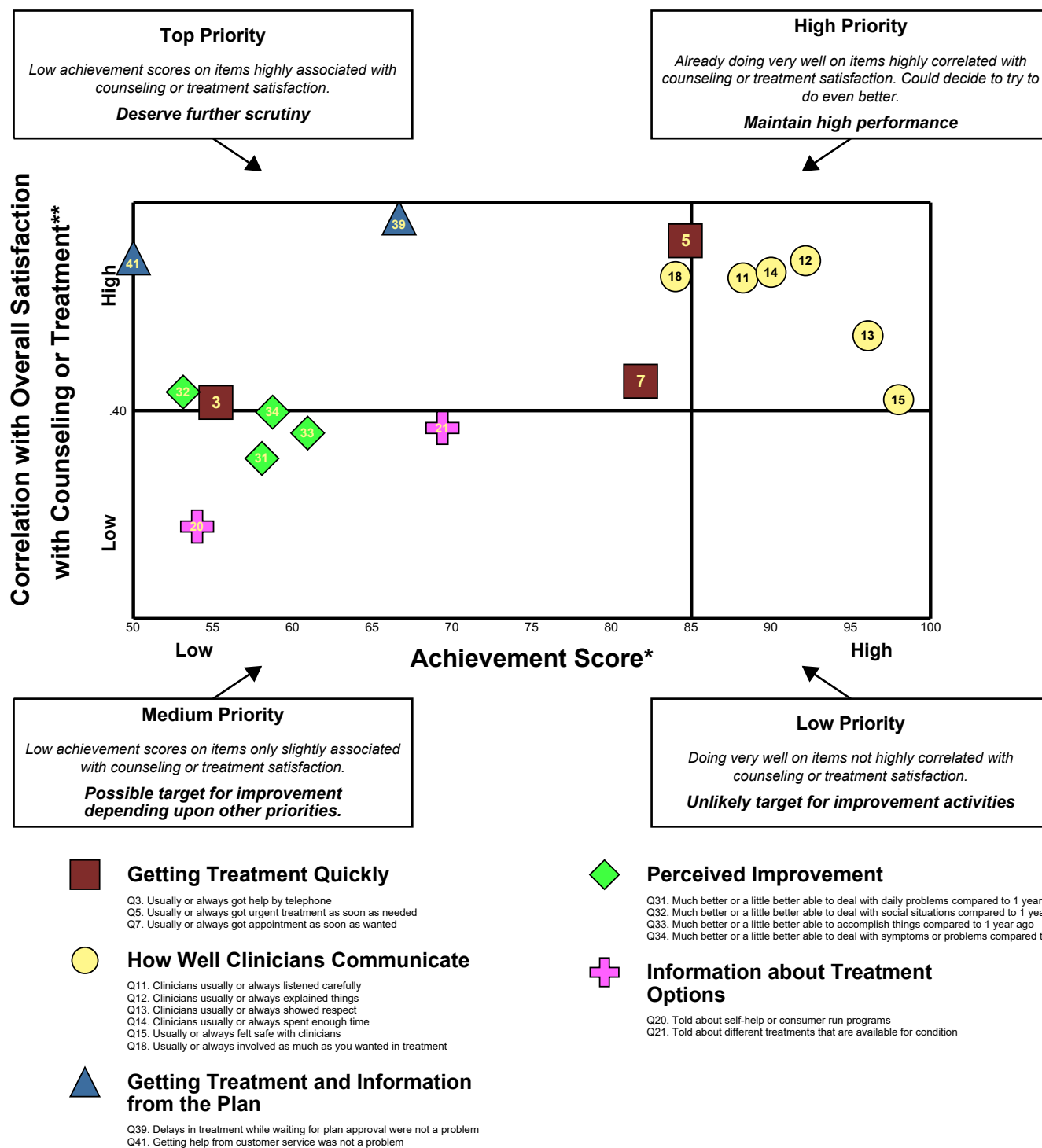
Information about Treatment Options

* 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

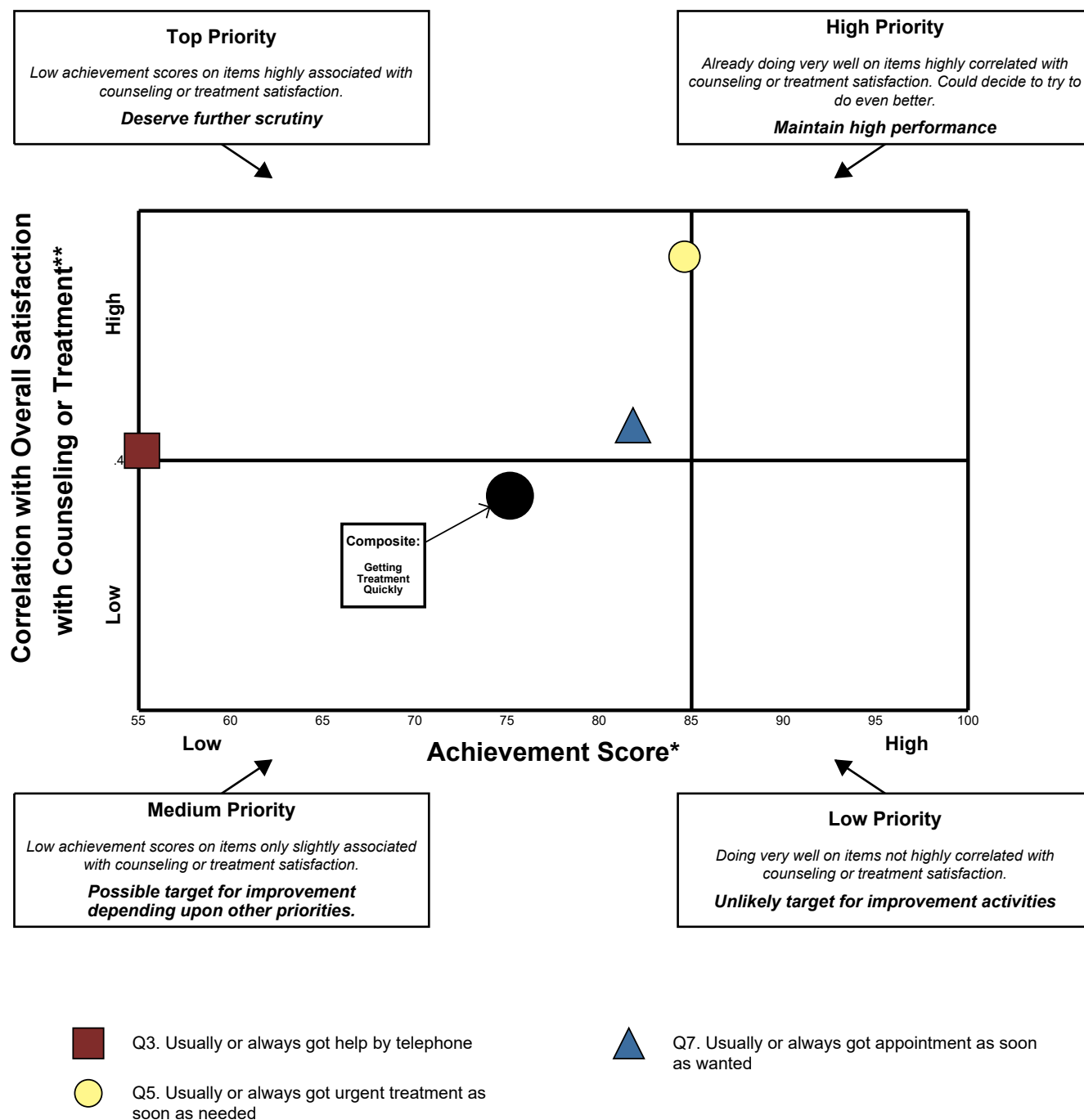


* An achievement score is ranked "high" when score is 85 or higher.

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

Priority Matrix - Individual Composites

Getting Treatment Quickly

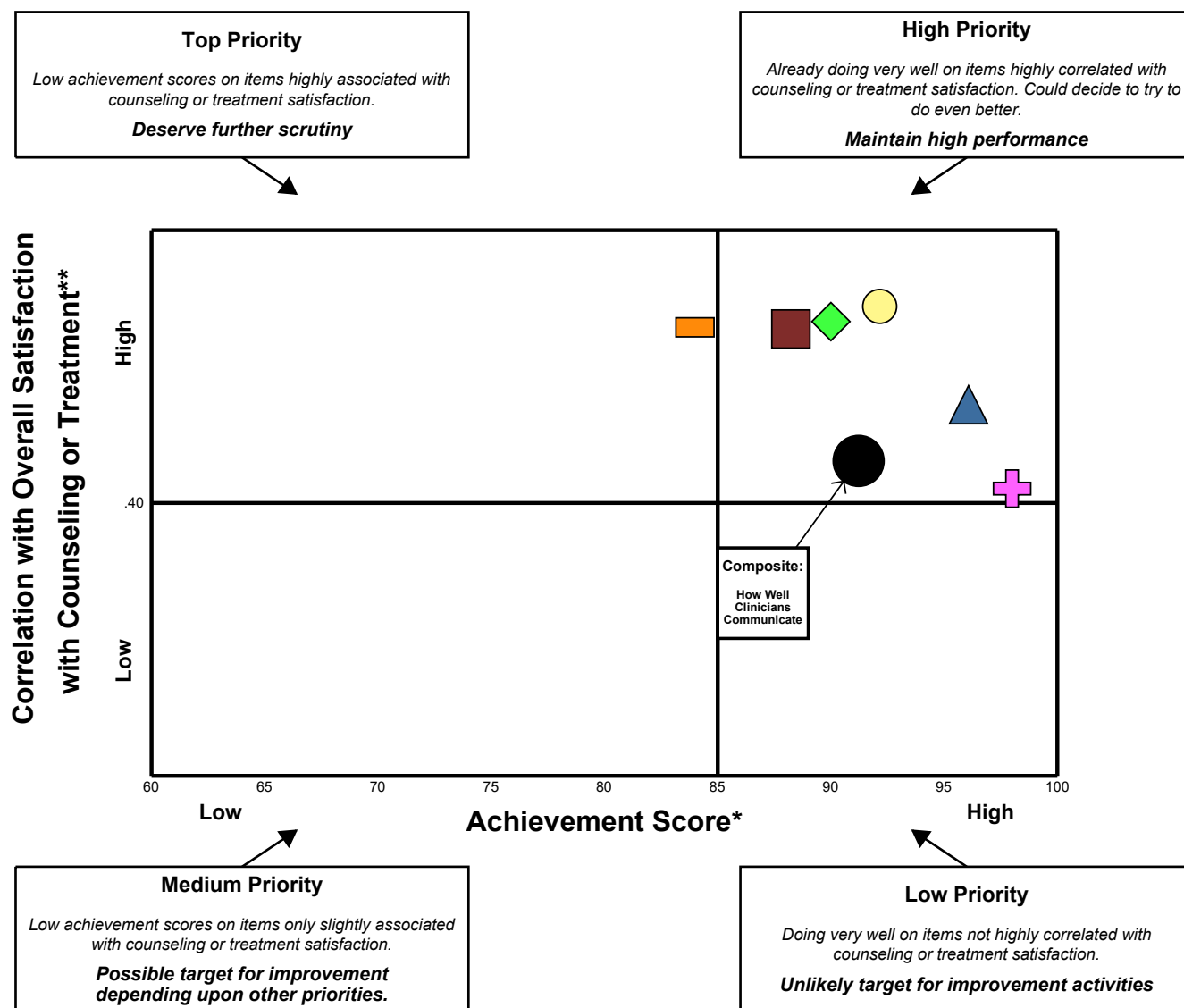


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** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Individual Composites

How Well Clinicians Communicate

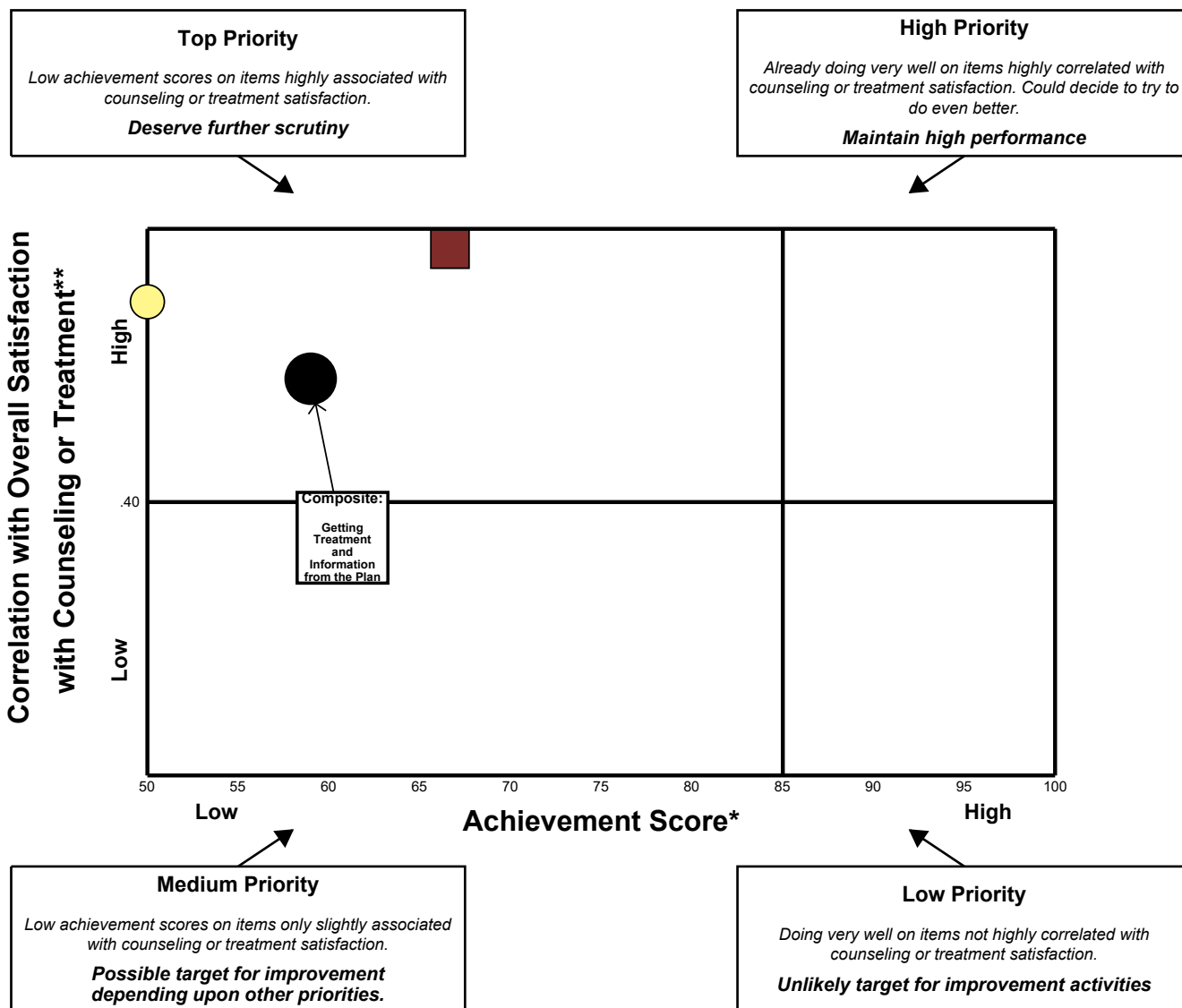


* An achievement score is ranked "high" when score is 85 or higher.

** 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

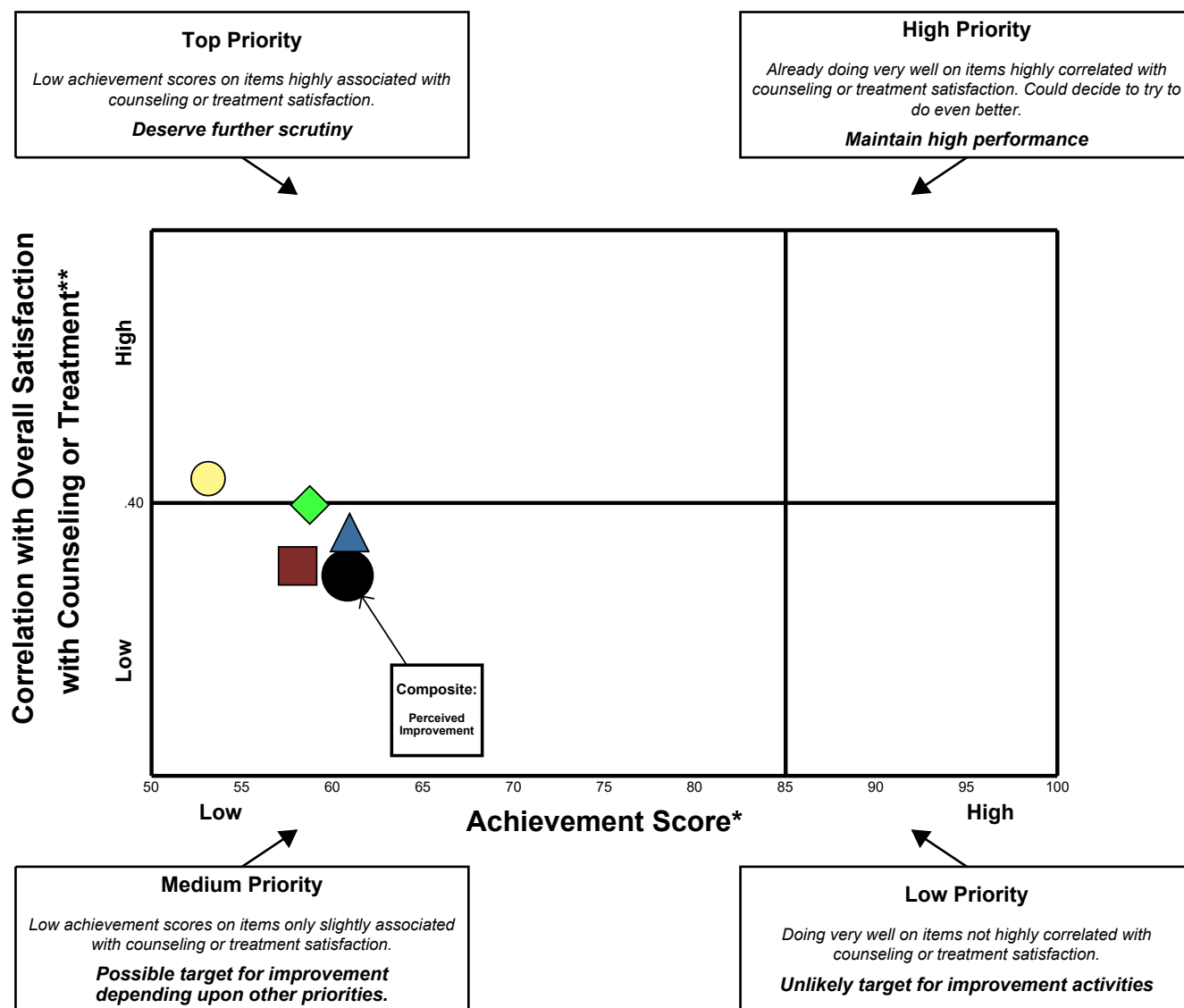


* An achievement score is ranked "high" when score is 85 or higher.

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

Priority Matrix - Individual Composites

Perceived Improvement



■ Q31. Much better or a little better able to deal with daily problems compared to 1 year ago

● Q32. Much better or a little better able to deal with social situations compared to 1 year ago

▲ Q33. Much better or a little better able to accomplish things compared to 1 year ago

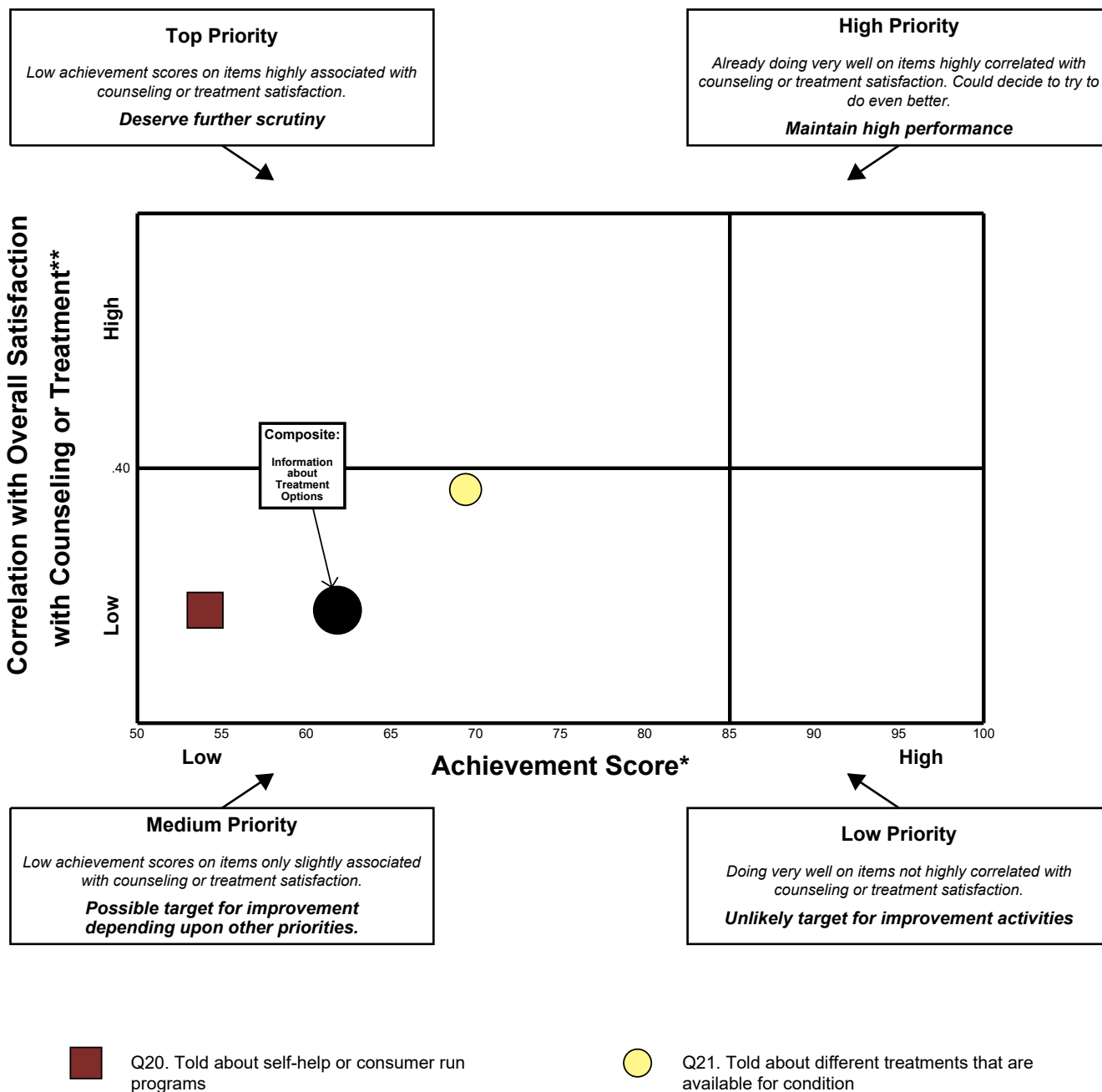
◆ Q34. Much better or a little better able to deal with symptoms or problems compared to 1 year ago

* 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.

Priority Matrix - Individual Composites

Information about Treatment Options



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

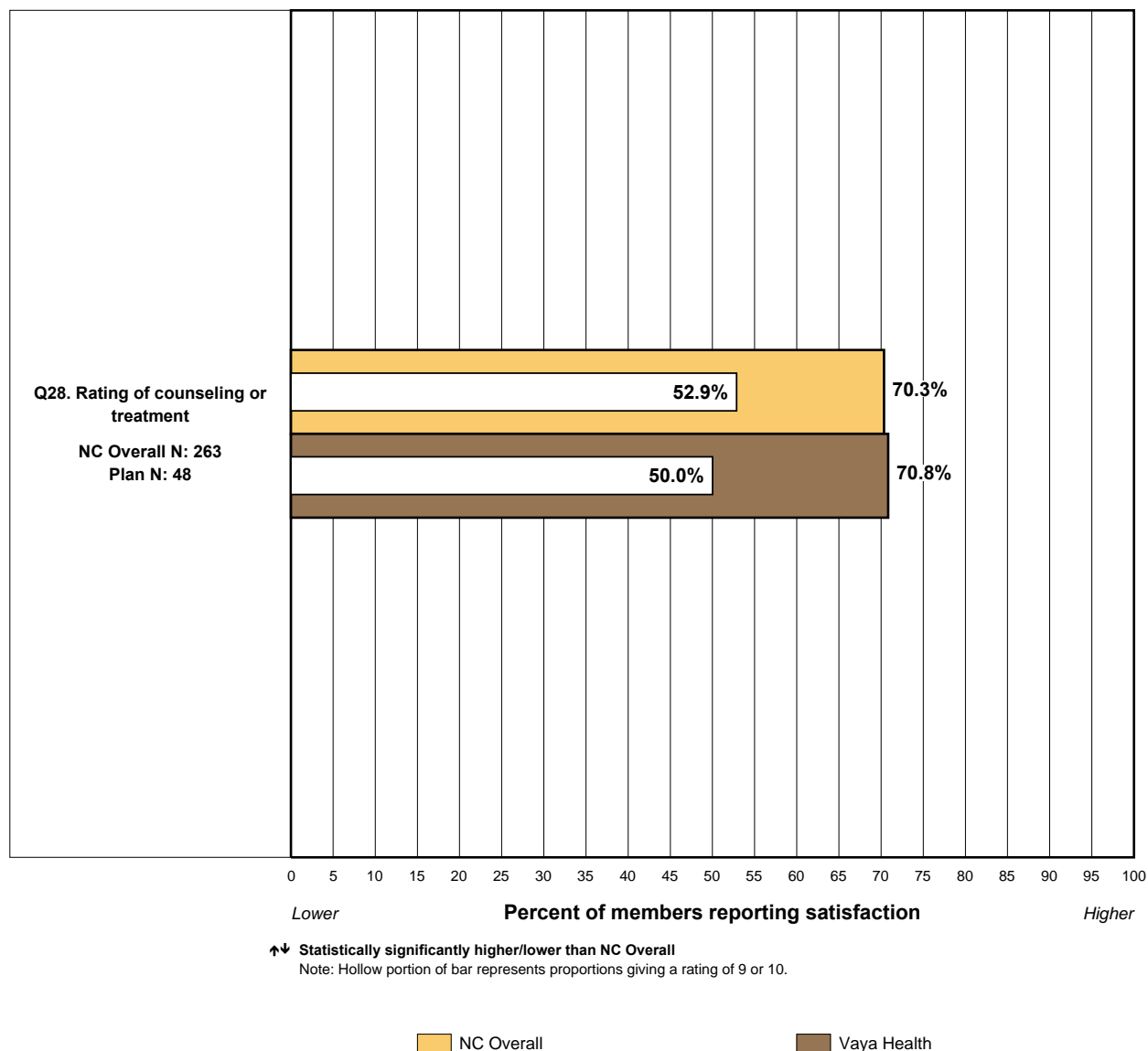
** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Overall Rating Questions

The CAHPS® 3.0 Adult ECHO® survey uses a 0-10 rating for assessing overall experience with counseling and treatment. In the following tables, proportions of respondents assigning ratings of 8, 9, or 10 are reported as achievement scores. The CAHPS® 3.0 Adult ECHO® survey uses a 0-10 rating for assessing overall experience with counseling and treatment. In the table below, proportions of respondents assigning ratings of 8, 9, or 10 are reported as achievement scores. Alternate top box scoring of 9 or 10 are presented 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 score, with an arrow beside the plan's bar if applicable.

Overall Rating Questions - Achievement Scores



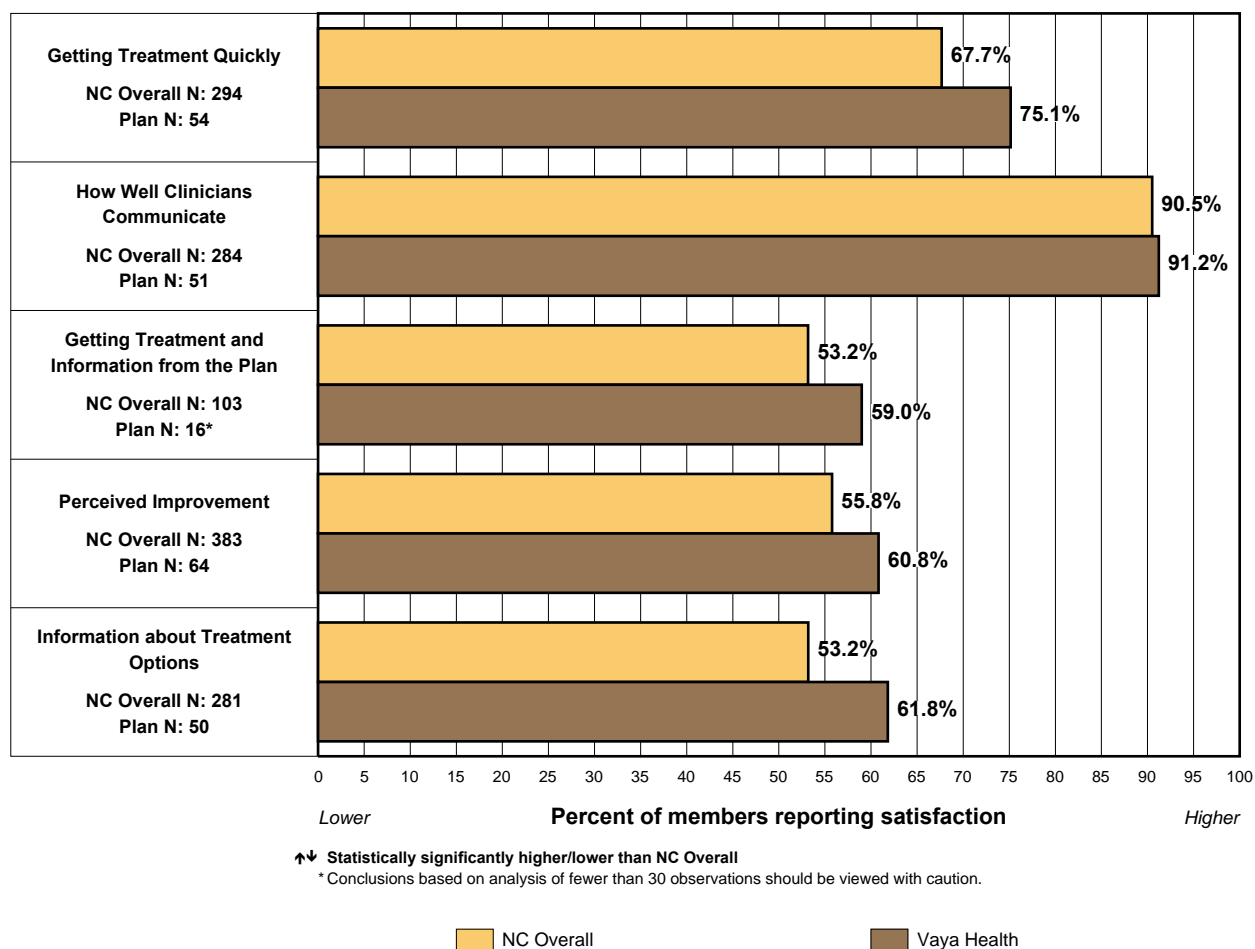
COMPOSITES

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.

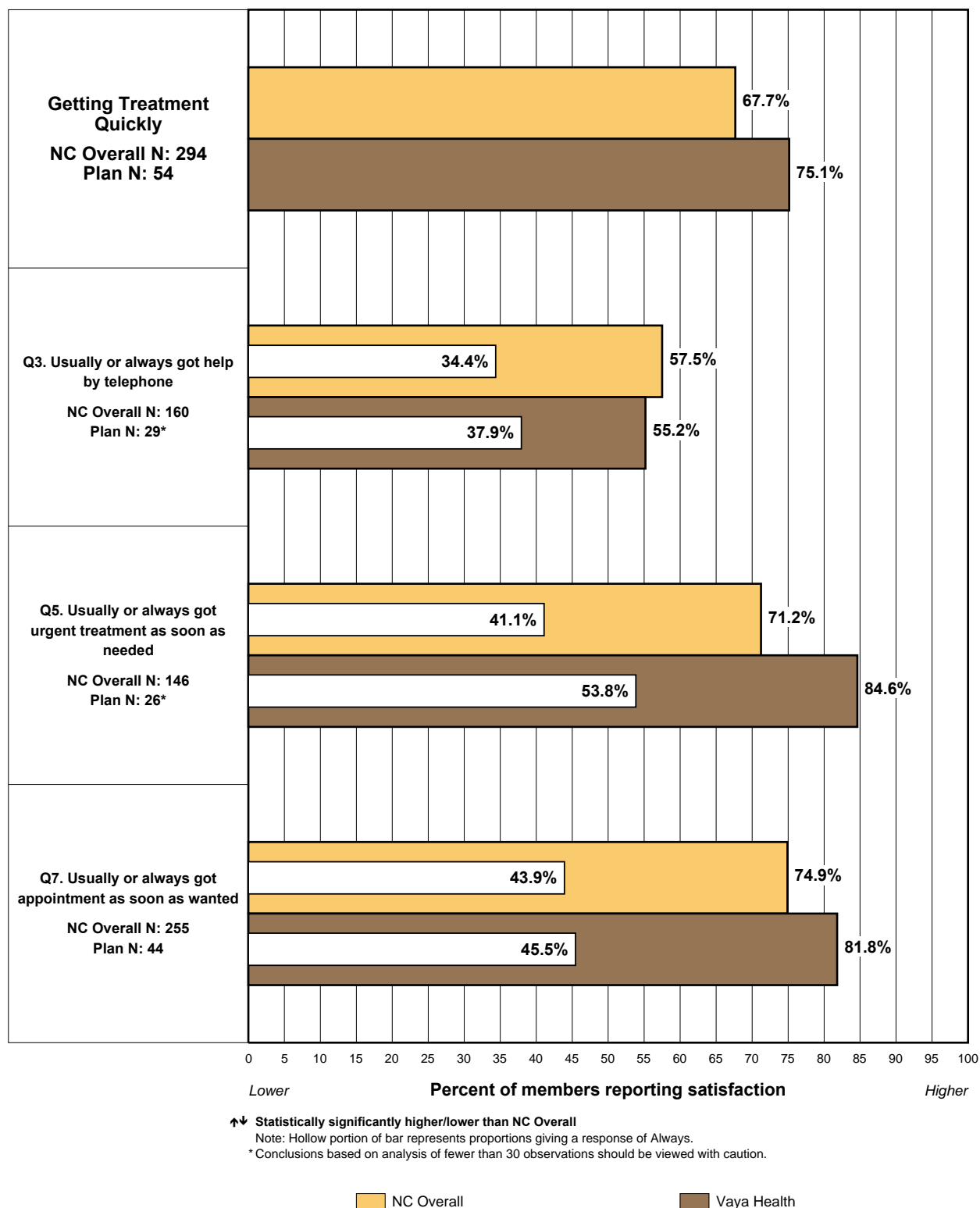
The achievement scores presented on the following pages reflect responses of "Usually" or "Always" to the questions comprising the Getting Treatment Quickly and the How Well Clinicians Communicate composites; "Not a problem" to the Getting Treatment and Information from the Plan composite; "Much better" or "A little better" to the Perceived Improvement composite and "Yes" to the Information about Treatment Options 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.

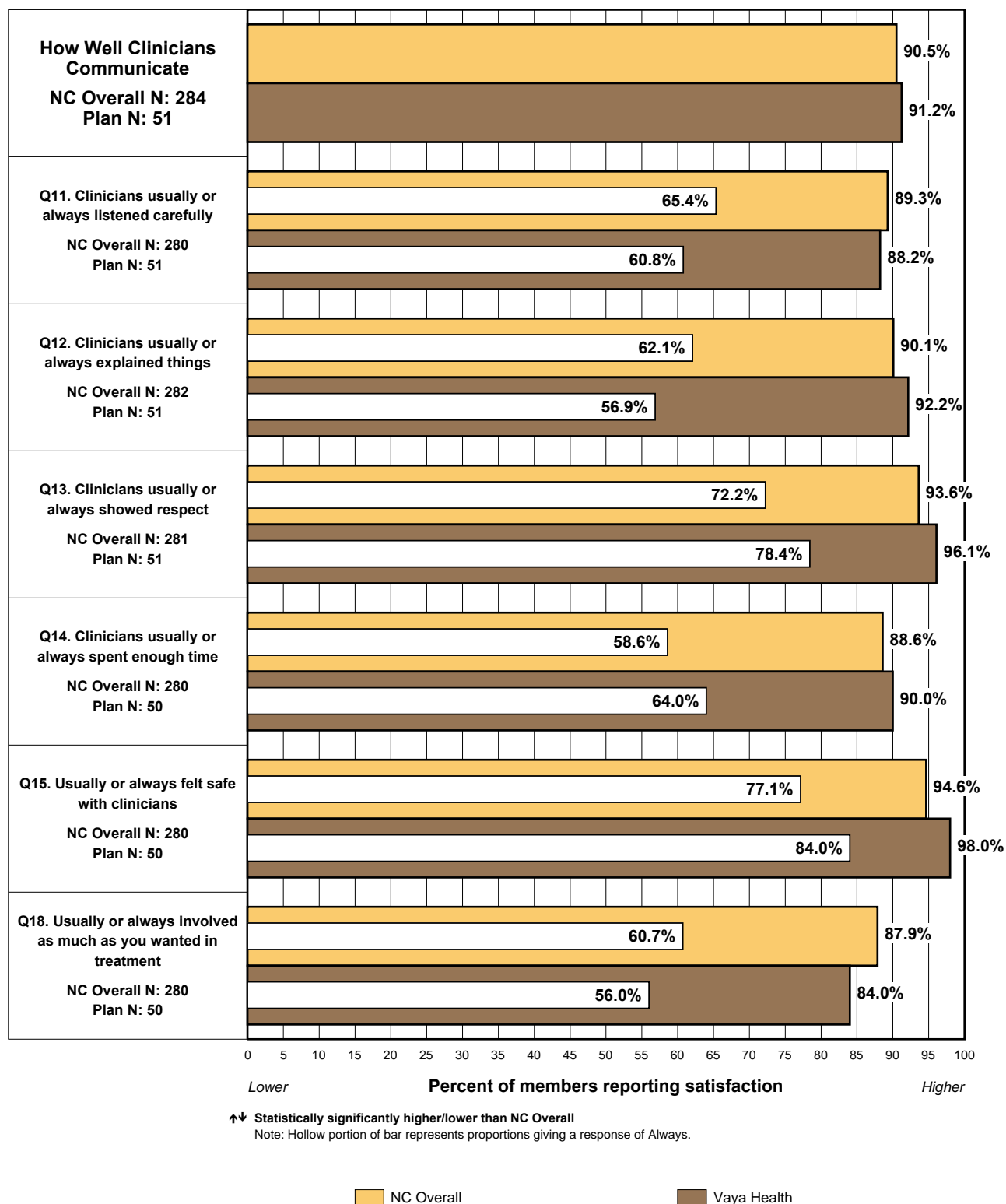
Composites - Achievement Scores



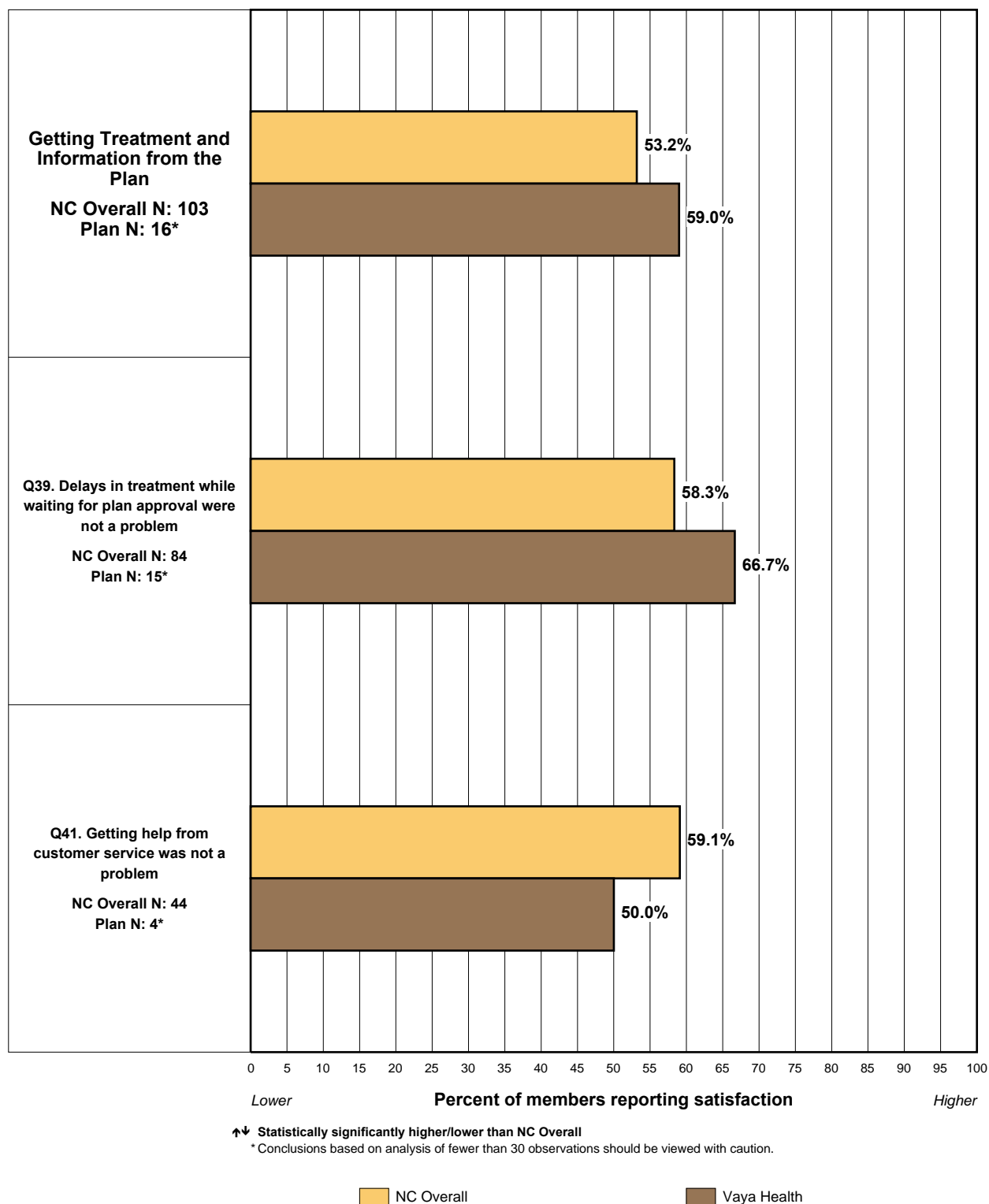
Getting Treatment Quickly - Achievement Scores



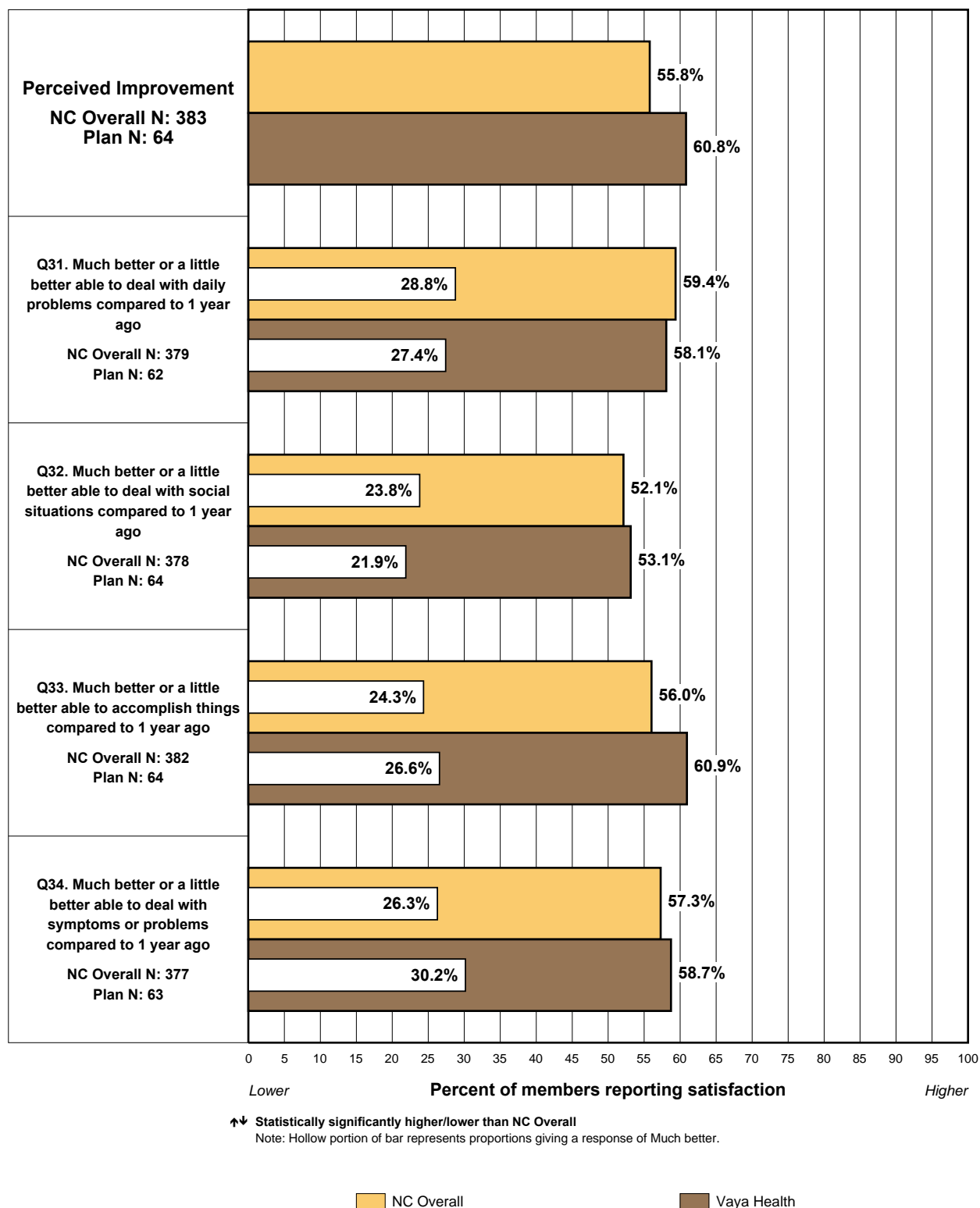
How Well Clinicians Communicate - Achievement Scores



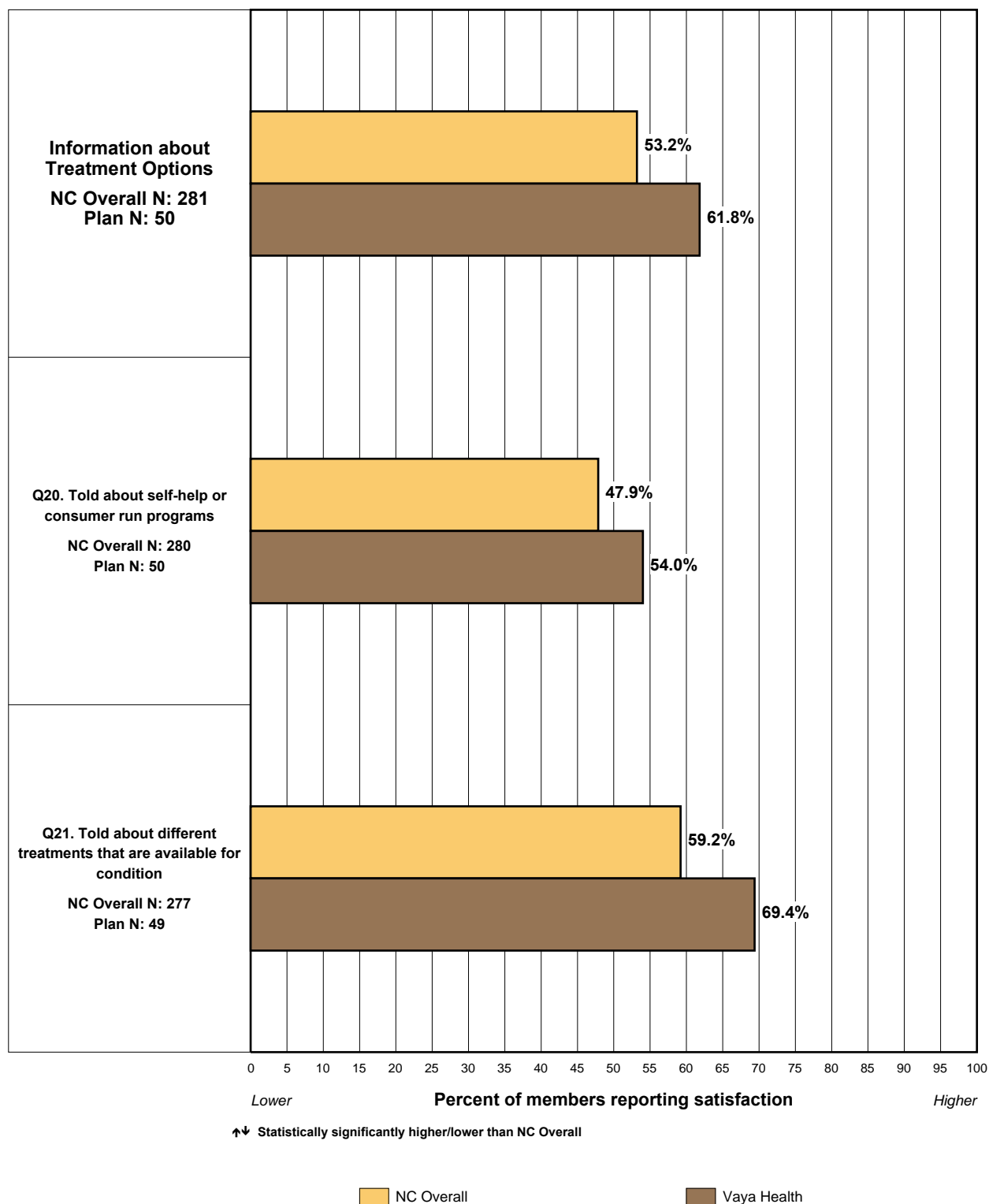
Getting Treatment and Information from the Plan - Achievement Scores



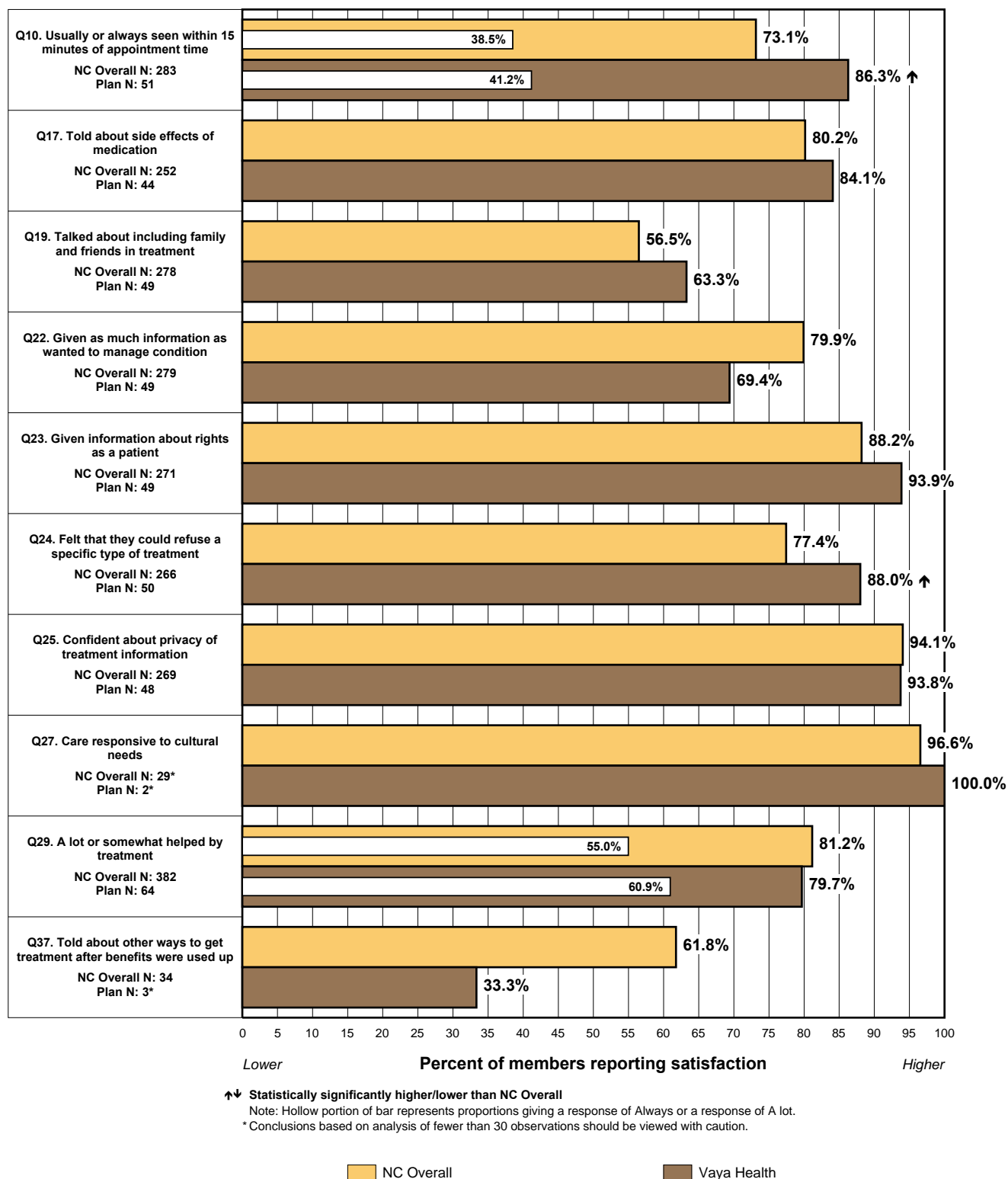
Perceived Improvement - Achievement Scores



Information about Treatment Options - Achievement Scores



Single Item Measures - Achievement Scores



Responses by Question

Personal or Family Counseling

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

- For feeling depressed, anxious, or "stressed out"
- Personal problems (like when a loved one dies or when there are problems at work)
- Family problems (like marriage problems or when parents and children have trouble getting along)
- Needing help with drug or alcohol use
- For mental or emotional illness

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

	Vaya	
	N	%
Yes	59	100.0%
No	0	0.0%
Total	59	100.0%
Not Answered	6	

Your Counseling and Treatment in the Last 12 Months

The next questions ask about your 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 yourself?

	Vaya	
	N	%
Yes	30	46.2%
No	35	53.8%
Total	65	100.0%
Not Answered	0	

Your Counseling and Treatment in the Last 12 Months *(continued)*

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

	Vaya	
	N	%
<input checked="" type="radio"/> Never	2	6.9%
<input checked="" type="radio"/> Sometimes	11	37.9%
<input checked="" type="radio"/> Usually	5	17.2%
<input checked="" type="radio"/> Always	11	37.9%
Total	29	100.0%
Not Answered	1	
Reporting Category Getting Treatment Quickly		
Achievement Score	55.17%	
2020 vs. 2019: +/- Chg (↑↓ Stat. sig.)	+21.8	
Correlation with Satisfaction	0.416	

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

	Vaya	
	N	%
Yes	26	40.6%
No	38	59.4%
Total	64	100.0%
Not Answered	1	

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

	Vaya	
	N	%
<input checked="" type="radio"/> Never	2	7.7%
<input checked="" type="radio"/> Sometimes	2	7.7%
<input checked="" type="radio"/> Usually	8	30.8%
<input checked="" type="radio"/> Always	14	53.8%
Total	26	100.0%
Not Answered	0	
Reporting Category Getting Treatment Quickly		
Achievement Score	84.62%	
2020 vs. 2019: +/- Chg (↑↓ Stat. sig.)	+23.1	
Correlation with Satisfaction	0.726	

☐ **Response scored as:** ☒ Accomplishment ☒ Room for improvement

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

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

	Vaya	
	N	%
Yes	47	74.6%
No	16	25.4%
Total	63	100.0%
Not Answered	2	

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

	Vaya	
	N	%
● Never	4	9.1%
● Sometimes	4	9.1%
● Usually	16	36.4%
● Always	20	45.5%
Total	44	100.0%
Not Answered	3	
Reporting Category Getting Treatment Quickly		
Achievement Score	81.82%	
2020 vs. 2019: +/- Chg (▲▼ Stat. sig.)	-0.5	
Correlation with Satisfaction	0.457	

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

	Vaya	
	N	%
None	51	78.5%
1 time	4	6.2%
2 times	2	3.1%
3 or more times	8	12.3%
Total	65	100.0%
Not Answered	0	

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

Your 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 you go to an office, clinic, or other treatment program to get counseling, treatment or medicine for yourself?

	Vaya	
	N	%
None	12	19.0%
1 to 10 times	31	49.2%
11 to 20 times	13	20.6%
21 or more times	7	11.1%
Total	63	100.0%
Not Answered	2	

- Q10.** In the last 12 months, how often were you seen within 15 minutes of your appointment?

	Vaya	
	N	%
<input type="radio"/> Never	4	7.8%
<input type="radio"/> Sometimes	3	5.9%
<input type="radio"/> Usually	23	45.1%
<input type="radio"/> Always	21	41.2%
Total	51	100.0%
Not Answered	0	
Reporting Category	Single Items	
Achievement Score	86.27%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+22.1↗	
Correlation with Satisfaction	0.318	

The next questions are about all the counseling or treatment you got in the last 12 months 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 you went to for counseling or treatment in your answers.

- Q11.** In the last 12 months, how often did the people you went to for counseling or treatment listen carefully to you?

	Vaya	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	6	11.8%
<input type="radio"/> Usually	14	27.5%
<input type="radio"/> Always	31	60.8%
Total	51	100.0%
Not Answered	0	
Reporting Category	How Well Clinicians Communicate	
Achievement Score	88.24%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+4.7	
Correlation with Satisfaction	0.655	

☐ **Response scored as:** ☐ Accomplishment ☐ Room for improvement

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

Q12. In the last 12 months, how often did the people you went to for counseling or treatment explain things in a way you could understand?

	Vaya	
	N	%
● Never	0	0.0%
● Sometimes	4	7.8%
● Usually	18	35.3%
● Always	29	56.9%
Total	51	100.0%
Not Answered	0	
Reporting Category How Well Clinicians Communicate		
Achievement Score	92.16%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+7.1	
Correlation with Satisfaction	0.688	

Q13. In the last 12 months, how often did the people you went to for counseling or treatment show respect for what you had to say?

	Vaya	
	N	%
● Never	0	0.0%
● Sometimes	2	3.9%
● Usually	9	17.6%
● Always	40	78.4%
Total	51	100.0%
Not Answered	0	
Reporting Category How Well Clinicians Communicate		
Achievement Score	96.08%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+8.0	
Correlation with Satisfaction	0.544	

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

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

Q14. In the last 12 months, how often did the people you went to for counseling or treatment spend enough time with you?

	Vaya	
	N	%
● Never	1	2.0%
● Sometimes	4	8.0%
● Usually	13	26.0%
● Always	32	64.0%
Total	50	100.0%
Not Answered	1	
Reporting Category How Well Clinicians Communicate		
Achievement Score	90.00%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+0.4	
Correlation with Satisfaction	0.666	

Q15. In the last 12 months, how often did you feel safe when you were with the people you went to for counseling or treatment?

	Vaya	
	N	%
● Never	0	0.0%
● Sometimes	1	2.0%
● Usually	7	14.0%
● Always	42	84.0%
Total	50	100.0%
Not Answered	1	
Reporting Category How Well Clinicians Communicate		
Achievement Score	98.00%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+8.4↗	
Correlation with Satisfaction	0.421	

Q16. In the last 12 months, did you take any prescription medicines as part of your treatment?

	Vaya	
	N	%
Yes	45	90.0%
No	5	10.0%
Total	50	100.0%
Not Answered	1	

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

Your 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	%
● Yes	37	84.1%
● No	7	15.9%
Total	44	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	84.09%	
2020 vs. 2019: +/- Chg (▲▼ Stat. sig.)	+4.8	
Correlation with Satisfaction	0.213	

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

	Vaya	
	N	%
● Never	3	6.0%
● Sometimes	5	10.0%
● Usually	14	28.0%
● Always	28	56.0%
Total	50	100.0%
Not Answered	1	
Reporting Category	How Well Clinicians Communicate	
Achievement Score	84.00%	
2020 vs. 2019: +/- Chg (▲▼ Stat. sig.)	+8.6	
Correlation with Satisfaction	0.658	

Q19. In the last 12 months, did anyone talk to you about whether to include your family or friends in your counseling or treatment?

	Vaya	
	N	%
● Yes	31	63.3%
● No	18	36.7%
Total	49	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	63.27%	
2020 vs. 2019: +/- Chg (▲▼ Stat. sig.)	+14.8	
Correlation with Satisfaction	0.140	

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

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

Q20. In the last 12 months, were you told about self-help or support groups, such as consumer-run groups or 12-step programs?

	Vaya	
	N	%
<input checked="" type="radio"/> Yes	27	54.0%
<input type="radio"/> No	23	46.0%
Total	50	100.0%
Not Answered	1	
Reporting Category	Information about Treatment Options	
Achievement Score	54.00%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	-2.1	
Correlation with Satisfaction	0.177	

Q21. In the last 12 months, were you given information about different kinds of counseling or treatment that are available?

	Vaya	
	N	%
<input checked="" type="radio"/> Yes	34	69.4%
<input type="radio"/> No	15	30.6%
Total	49	100.0%
Not Answered	2	
Reporting Category	Information about Treatment Options	
Achievement Score	69.39%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+4.2	
Correlation with Satisfaction	0.367	

Q22. In the last 12 months, were you given as much information as you wanted about what you could do to manage your condition?

	Vaya	
	N	%
<input checked="" type="radio"/> Yes	34	69.4%
<input type="radio"/> No	15	30.6%
Total	49	100.0%
Not Answered	2	
Reporting Category	Single Items	
Achievement Score	69.39%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	-7.9	
Correlation with Satisfaction	0.597	

☐ Response scored as: ☒ Accomplishment ☐ Room for improvement

Your Counseling and Treatment in the Last 12 Months *(continued)*

Q23. In the last 12 months, were you given information about your rights as a patient?

	Vaya	
	N	%
● Yes	46	93.9%
● No	3	6.1%
Total	49	100.0%
Not Answered	2	
Reporting Category		
Single Items		
Achievement Score	93.88%	
2020 vs. 2019: +/- Chg (↑↓ Stat. sig.)	+11.8↑	
Correlation with Satisfaction	0.202	

Q24. In the last 12 months, did you feel you could refuse a specific type of medicine or treatment?

	Vaya	
	N	%
● Yes	44	88.0%
● No	6	12.0%
Total	50	100.0%
Not Answered	1	
Reporting Category		
Single Items		
Achievement Score	88.00%	
2020 vs. 2019: +/- Chg (↑↓ Stat. sig.)	+11.1	
Correlation with Satisfaction	0.032	

Q25. In the last 12 months, as far as you know did anyone you went to for counseling or treatment share information with others that should have been kept private?

	Vaya	
	N	%
● Yes	3	6.3%
● No	45	93.8%
Total	48	100.0%
Not Answered	3	
Reporting Category		
Single Items		
Achievement Score	93.75%	
2020 vs. 2019: +/- Chg (↑↓ Stat. sig.)	+5.9	
Correlation with Satisfaction	0.006	

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

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

Q26. Does your language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment you need?

	Vaya	
	N	%
Yes	3	6.0%
No	47	94.0%
Total	50	100.0%
Not Answered	1	

Q27. In the last 12 months, was the care you received responsive to those needs?

	Vaya	
	N	%
● Yes	2	100.0%
● No	0	0.0%
Total	2	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	100.00%	
2020 vs. 2019: +/- Chg (↑↓ Stat. sig.)	+50.0	
Correlation with Satisfaction	-	

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

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

Q28. 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 counseling or treatment in the last 12 months?

	Vaya	
	N	%
● Worst counseling or treatment possible	0	0.0%
● 1	1	2.1%
● 2	0	0.0%
● 3	2	4.2%
● 4	1	2.1%
● 5	3	6.3%
● 6	4	8.3%
● 7	3	6.3%
● 8	10	20.8%
● 9	6	12.5%
● Best counseling or treatment possible	18	37.5%
Total	48	100.0%
Not Answered	3	
Reporting Category		Ratings
Achievement Score	70.83%	
2020 vs. 2019: +/- Chg (↑↓ Stat. sig.)	+9.6	

Q29. In the last 12 months, how much were you helped by the counseling or treatment you got?

	Vaya	
	N	%
● Not at all	4	6.3%
● A little	9	14.1%
● Somewhat	12	18.8%
● A lot	39	60.9%
Total	64	100.0%
Not Answered	1	
Reporting Category		Single Items
Achievement Score	79.69%	
2020 vs. 2019: +/- Chg (↑↓ Stat. sig.)	+1.0	
Correlation with Satisfaction	0.765	

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

Your Counseling and Treatment in the Last 12 Months *(continued)*

Q30. In general, how would you rate your overall mental health now?

	Vaya	
	N	%
Excellent	4	6.3%
Very good	6	9.4%
Good	26	40.6%
Fair	22	34.4%
Poor	6	9.4%
Total	64	100.0%
Not Answered	1	

Q31. Compared to 12 months ago, how would you rate your ability to deal with daily problems now?

	Vaya	
	N	%
● Much better	17	27.4%
● A little better	19	30.6%
● About the same	20	32.3%
● A little worse	3	4.8%
● Much worse	3	4.8%
Total	62	100.0%
Not Answered	3	
Reporting Category		
Perceived Improvement		
Achievement Score	58.06%	
2020 vs. 2019: +/- Chg (▲▼ Stat. sig.)	+1.5	
Correlation with Satisfaction	0.308	

Q32. Compared to 12 months ago, how would you rate your ability to deal with social situations now?

	Vaya	
	N	%
● Much better	14	21.9%
● A little better	20	31.3%
● About the same	21	32.8%
● A little worse	7	10.9%
● Much worse	2	3.1%
Total	64	100.0%
Not Answered	1	
Reporting Category		
Perceived Improvement		
Achievement Score	53.13%	
2020 vs. 2019: +/- Chg (▲▼ Stat. sig.)	+5.1	
Correlation with Satisfaction	0.436	

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

Your Counseling and Treatment in the Last 12 Months *(continued)*

Q33. Compared to 12 months ago, how would you rate your ability to accomplish the things you want to do now?

	Vaya	
	N	%
● Much better	17	26.6%
● A little better	22	34.4%
● About the same	15	23.4%
● A little worse	5	7.8%
● Much worse	5	7.8%
Total	64	100.0%
Not Answered	1	
Reporting Category Perceived Improvement		
Achievement Score	60.94%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+16.2	
Correlation with Satisfaction	0.357	

Q34. Compared to 12 months ago, how would you rate your problems or symptoms now?

	Vaya	
	N	%
● Much better	19	30.2%
● A little better	18	28.6%
● About the same	14	22.2%
● A little worse	6	9.5%
● Much worse	6	9.5%
Total	63	100.0%
Not Answered	2	
Reporting Category Perceived Improvement		
Achievement Score	58.73%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+2.2	
Correlation with Satisfaction	0.397	

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

Q35. In the last 12 months, did you use up all your benefits for counseling or treatment?

	Vaya	
	N	%
Yes	5	8.1%
No	57	91.9%
Total	62	100.0%
Not Answered	3	

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

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

Q36. At the time benefits were used up, did you think you still needed counseling or treatment?

	Vaya	
	N	%
Yes	4	80.0%
No	1	20.0%
Total	5	100.0%
Not Answered	0	

Q37. Were you told about other ways to get counseling, treatment, or medicine?

	Vaya	
	N	%
<input checked="" type="radio"/> Yes	1	33.3%
<input type="radio"/> No	2	66.7%
Total	3	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	33.33%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	-6.7	
Correlation with Satisfaction	0.500	

Q38. In the last 12 months, did you need approval for any counseling or treatment?

	Vaya	
	N	%
Yes	16	25.8%
No	46	74.2%
Total	62	100.0%
Not Answered	3	

☐ **Response scored as:** ☒ Accomplishment ☐ Room for improvement

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

Q39. 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	%
● A big problem	2	13.3%
● A small problem	3	20.0%
● Not a problem	10	66.7%
Total	15	100.0%
Not Answered	1	
Reporting Category Getting Treatment and Information		
Achievement Score	66.67%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+9.5	
Correlation with Satisfaction	0.770	

Q40. In the last 12 months, did you call customer service to get information or help about counseling or treatment?

	Vaya	
	N	%
Yes	4	6.3%
No	59	93.7%
Total	63	100.0%
Not Answered	2	

Q41. In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?

	Vaya	
	N	%
● A big problem	1	25.0%
● A small problem	1	25.0%
● Not a problem	2	50.0%
Total	4	100.0%
Not Answered	0	
Reporting Category Getting Treatment and Information		
Achievement Score	50.00%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+0.0	
Correlation with Satisfaction	0.693	

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

Reasons for Counseling or Treatment

- Q42.** In the last 12 months, was any of your counseling or treatment for personal problems, family problems, emotional illness, or mental illness?

	Vaya	
	N	%
Yes	58	93.5%
No	4	6.5%
Total	62	100.0%
Not Answered	3	

- Q43.** In the last 12 months, was any of your counseling or treatment for help with alcohol use or drug use?

	Vaya	
	N	%
Yes	9	14.5%
No	53	85.5%
Total	62	100.0%
Not Answered	3	

Care Coordination

- Q44.** Have you received Care Coordination for any services in the past 12 months?

	Vaya	
	N	%
Yes	22	36.7%
No	38	63.3%
Total	60	100.0%
Not Answered	5	

- Q45.** Please identify the service categories that you 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	8	36.4%
Mental Health	18	81.8%
Substance Use	3	13.6%
Other	3	13.6%
Total	22	100.0%
Not Answered	0	

Care Coordination (continued)**Q46.** It is easy to get in touch with my Care Coordinator when I need them.

	Vaya	
	N	%
● Never	1	4.5%
● Sometimes	0	0.0%
● Usually	9	40.9%
● Always	12	54.5%
Total	22	100.0%
Not Answered	0	
Reporting Category Care Coordination Items		
Achievement Score	95.45%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+12.7	
Correlation with Satisfaction	0.801	

Q47. My Care Coordinator responds to my calls in a timely manner.

	Vaya	
	N	%
● Never	1	4.5%
● Sometimes	1	4.5%
● Usually	9	40.9%
● Always	11	50.0%
Total	22	100.0%
Not Answered	0	
Reporting Category Care Coordination Items		
Achievement Score	90.91%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+11.6	
Correlation with Satisfaction	0.736	

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

Care Coordination (continued)

Q48. If I have questions, my Care Coordinator helps me find the answers.

	Vaya	
	N	%
● Never	1	4.5%
● Sometimes	0	0.0%
● 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.)	+16.1	
Correlation with Satisfaction	0.942	

Q49. My Care Coordinator has helped me find services and people to support me in managing my care.

	Vaya	
	N	%
● Never	1	4.5%
● Sometimes	0	0.0%
● Usually	8	36.4%
● Always	13	59.1%
Total	22	100.0%
Not Answered	0	
Reporting Category Care Coordination Items		
Achievement Score	95.45%	
2020 vs. 2019: +/- Chg (▲▼ Stat. sig.)	+34.7	
Correlation with Satisfaction	0.926	

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

Care Coordination (continued)**Q50. My Care Coordinator asks how best to support me.**

	Vaya	
	N	%
● Never	1	4.5%
● Sometimes	0	0.0%
● Usually	5	22.7%
● Always	16	72.7%
Total	22	100.0%
Not Answered	0	
Reporting Category Care Coordination Items		
Achievement Score	95.45%	
2020 vs. 2019: +/- Chg (▲▼ Stat. sig.)	+24.0	
Correlation with Satisfaction	0.854	

Q51. I was given a draft of my Person Centered Plan to review before being asked to sign it.

	Vaya	
	N	%
● Never	3	20.0%
● Sometimes	0	0.0%
● Usually	2	13.3%
● Always	10	66.7%
I do not have a Person Centered Plan	6	
Total	15	100.0%
Not Answered	1	
Reporting Category Care Coordination Items		
Achievement Score	80.00%	
2020 vs. 2019: +/- Chg (▲▼ Stat. sig.)	+3.5	
Correlation with Satisfaction	0.148	

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

Care Coordination (continued)**Q52.** I was satisfied with my Person Centered Plan prepared by the Care Coordinator.

	Vaya	
	N	%
● Never	0	0.0%
● Sometimes	1	6.7%
● Usually	3	20.0%
● Always	11	73.3%
I do not have a Person Centered Plan	6	
Total	15	100.0%
Not Answered	1	
Reporting Category	Care Coordination Items	
Achievement Score	93.33%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+19.6	
Correlation with Satisfaction	0.048	

Q53. If you were not satisfied with your plan, did you and/or the provider suggest revisions that were added to your plan?

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

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

Care Coordination (continued)

Q54. If your request for service was denied, did your 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	3	33.3%
● Sometimes	2	22.2%
● Usually	2	22.2%
● Always	2	22.2%
Request for service was not denied	13	
Total	9	100.0%
Not Answered	0	
Reporting Category	Care Coordination Items	
Achievement Score	44.44%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	-8.9	
Correlation with Satisfaction	0.557	

Q55. Are you satisfied with your Care Coordinator?

	Vaya	
	N	%
● Never	1	4.5%
● Sometimes	2	9.1%
● Usually	5	22.7%
● Always	14	63.6%
Total	22	100.0%
Not Answered	0	
Reporting Category	Care Coordination Items	
Achievement Score	86.36%	
2020 vs. 2019: +/- Chg (↕ Stat. sig.)	+12.3	
Correlation with Satisfaction	0.792	

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

About You

Q56. In general, how would you rate your overall health now?

	Vaya	
	N	%
Excellent	3	4.7%
Very good	9	14.1%
Good	25	39.1%
Fair	20	31.3%
Poor	7	10.9%
Total	64	100.0%
Not Answered	1	

Q57. What is your age now?

	Vaya	
	N	%
18 to 24	NA	-
25 to 34	NA	-
35 to 44	11	17.2%
45 to 54	16	25.0%
55 to 64	21	32.8%
65 to 74	NA	-
75 or older	0	0.0%
Total	64	100.0%
Not Answered	1	

Q58. Are you male or female?

	Vaya	
	N	%
Male	27	42.9%
Female	36	57.1%
Total	63	100.0%
Not Answered	2	

NA: Fewer than 11 responses

About You (continued)**Q59. 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	28	43.8%
Some college or 2-year degree	16	25.0%
4-year college degree	0	0.0%
More than a 4-year college degree	NA	-
Total	64	100.0%
Not Answered	1	

Q60. Are you of Hispanic or Latino origin or descent?

	Vaya	
	N	%
Yes, Hispanic or Latino	NA	-
No, not Hispanic or Latino	61	98.4%
Total	62	100.0%
Not Answered	3	

Q61. What is your race? Please mark one or more. (Note: Percents may add to > 100%)

	Vaya	
	N	%
White	58	90.6%
Black or African-American	NA	-
Asian	NA	-
Native Hawaiian or other Pacific Islander	NA	-
American Indian or Alaska Native	NA	-
Other	NA	-
Total	64	100.0%
Not Answered	1	

Q62. Did someone help you complete this survey?

	Vaya	
	N	%
Yes	17	27.0%
No	46	73.0%
Total	63	100.0%
Not Answered	2	

NA: Fewer than 11 responses

About You (continued)

Q63. How did that person help you? Check all that apply. (Note: Percents may add to > 100%)

	Vaya	
	N	%
Read the questions to me	7	41.2%
Wrote down the answers I gave	4	23.5%
Answered the questions for me	8	47.1%
Translated the questions into my language	1	5.9%
Helped in some other way	2	11.8%
Total	17	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

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

- For feeling depressed, anxious, or "stressed out"
- Personal problems (like when a loved one dies or when there are problems at work)
- Family problems (like marriage problems or when parents and children have trouble getting along)
- Needing help with drug or alcohol use
- For mental or emotional illness

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

- Yes ➔ *If Yes, go to question 2*
○ No ➔ *If No, go to question 56 on page 7*

YOUR COUNSELING AND TREATMENT IN THE LAST 12 MONTHS

The next questions ask about your 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 yourself?

☐ Yes
☐ No → *If No, go to question 4*

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

4. In the last 12 months, did you need counseling or treatment right away?

☐ Yes
☐ No → *If No, go to question 6*

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

☐ Never
☐ Sometimes
☐ Usually
☐ Always

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

☐ Yes
☐ No → *If No, go to question 8*

7. In the last 12 months, not counting times you needed counseling or treatment right away, how often did you 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 you go to an emergency room or crisis center to get counseling or treatment for yourself?

☐ None
☐ 1
☐ 2
☐ 3 or more

9. In the last 12 months (not counting emergency rooms or crisis centers), how many times did you go to an office, clinic, or other treatment program to get counseling, treatment or medicine for yourself?

☐ None → *If None, go to question 29 on page 4*
☐ 1 to 10
☐ 11 to 20
☐ 21 or more

10. In the last 12 months, how often were you seen within 15 minutes of your appointment?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

The next questions are about all the counseling or treatment you got in the last 12 months 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 you went to for counseling or treatment in your answers.

11. In the last 12 months, how often did the people you went to for counseling or treatment listen carefully to you?
- ☐ Never
 - ☐ Sometimes
 - ☐ Usually
 - ☐ Always
12. In the last 12 months, how often did the people you went to for counseling or treatment explain things in a way you could understand?
- ☐ Never
 - ☐ Sometimes
 - ☐ Usually
 - ☐ Always
13. In the last 12 months, how often did the people you went to for counseling or treatment show respect for what you had to say?
- ☐ Never
 - ☐ Sometimes
 - ☐ Usually
 - ☐ Always
14. In the last 12 months, how often did the people you went to for counseling or treatment spend enough time with you?
- ☐ Never
 - ☐ Sometimes
 - ☐ Usually
 - ☐ Always
15. In the last 12 months, how often did you feel safe when you were with the people you went to for counseling or treatment?
- ☐ Never
 - ☐ Sometimes
 - ☐ Usually
 - ☐ Always

16. In the last 12 months, did you take any prescription medicines as part of your 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 counseling or treatment?
- ☐ Never
 - ☐ Sometimes
 - ☐ Usually
 - ☐ Always
19. In the last 12 months, did anyone talk to you about whether to include your family or friends in your counseling or treatment?
- ☐ Yes
 - ☐ No
20. In the last 12 months, were you told about self-help or support groups, such as consumer-run groups or 12-step programs?
- ☐ Yes
 - ☐ No
21. In the last 12 months, were you given information about different kinds of counseling or treatment that are available?
- ☐ Yes
 - ☐ No
22. In the last 12 months, were you given as much information as you wanted about what you could do to manage your condition?
- ☐ Yes
 - ☐ No

23. In the last 12 months, were you given information about your rights as a patient?
- ☐ Yes
☐ No
24. In the last 12 months, did you feel you could refuse a specific type of medicine or treatment?
- ☐ Yes
☐ No
25. In the last 12 months, as far as you know did anyone you went to for counseling or treatment share information with others that should have been kept private?
- ☐ Yes
☐ No
26. Does your language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment you need?
- ☐ Yes
☐ No → *If No, go to question 28*
27. In the last 12 months, was the care you received responsive to those needs?
- ☐ Yes
☐ No

28. 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 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
29. In the last 12 months, how much were you helped by the counseling or treatment you got?
- ☐ Not at all
☐ A little
☐ Somewhat
☐ A lot
30. In general, how would you rate your overall mental health now?
- ☐ Excellent
☐ Very Good
☐ Good
☐ Fair
☐ Poor
31. Compared to 12 months ago, how would you rate your ability to deal with daily problems now?
- ☐ Much better
☐ A little better
☐ About the same
☐ A little worse
☐ Much worse

32. **Compared to 12 months ago**, how would you rate your ability to deal with **social situations 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 ability to **accomplish the things you want to do 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 **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 counseling or treatment.

35. In the last 12 months, did you **use up all your benefits** for counseling or treatment?

- ☐ Yes
- ☐ No → *If No, go to question 38*

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

- ☐ Yes
- ☐ No → *If No, go to question 38*

37. Were you told about **other ways** to get counseling, treatment, or medicine?

- ☐ Yes
- ☐ No

38. In the last 12 months, did you need approval for any counseling or treatment?

- ☐ Yes
- ☐ No → *If No, go to question 40*

39. 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

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

- ☐ Yes
- ☐ No → *If No, go to question 42*

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

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

REASONS FOR COUNSELING OR TREATMENT

42. In the last 12 months, was any of your counseling or treatment for **personal problems, family problems, emotional illness, or mental illness**?

- ☐ Yes
- ☐ No

43. In the last 12 months, was any of your counseling or treatment for help with **alcohol use or drug use**?

- ☐ Yes
- ☐ No

CARE COORDINATION

44. Have you received Care Coordination for any services in the past 12 months?

- ☐ Yes
- ☐ No → *If No, go to question 56*

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

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

46. It is easy to get in touch with my Care Coordinator when I need them.

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

47. My Care Coordinator responds to my calls in a timely manner.

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

48. If I have questions, my Care Coordinator helps me find the answers.

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

49. My Care Coordinator has helped me find services and people to support me in managing my care.

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

50. My Care Coordinator asks how best to support me.

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

51. I was given a draft of my Person Centered Plan to review before being asked to sign it.

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always
- ☐ I do not have a Person Centered Plan

52. I was satisfied with my Person Centered Plan prepared by the Care Coordinator.

- ☐ Never
- ☐ Sometimes
- ☐ Usually → *If Usually, go to question 54*
- ☐ Always → *If Always, go to question 54*
- ☐ I do not have a Person Centered Plan → *Go to question 54*

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

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

54. If your request for service was denied, did your 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

55. Are you satisfied with your Care Coordinator?

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

ABOUT YOU

56. In general, how would you rate your overall health now?

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

57. 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

58. Are you male or female?

- ☐ Male
- ☐ Female

59. 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

60. Are you of Hispanic or Latino origin or descent?

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

61. What is your race? Please mark one or more.

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

62. Did someone help you complete this survey?

- ☐ Yes → *If Yes, go to question 63*
- ☐ No → *Thank you. Please return the completed survey in the postage-paid-envelope.*

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

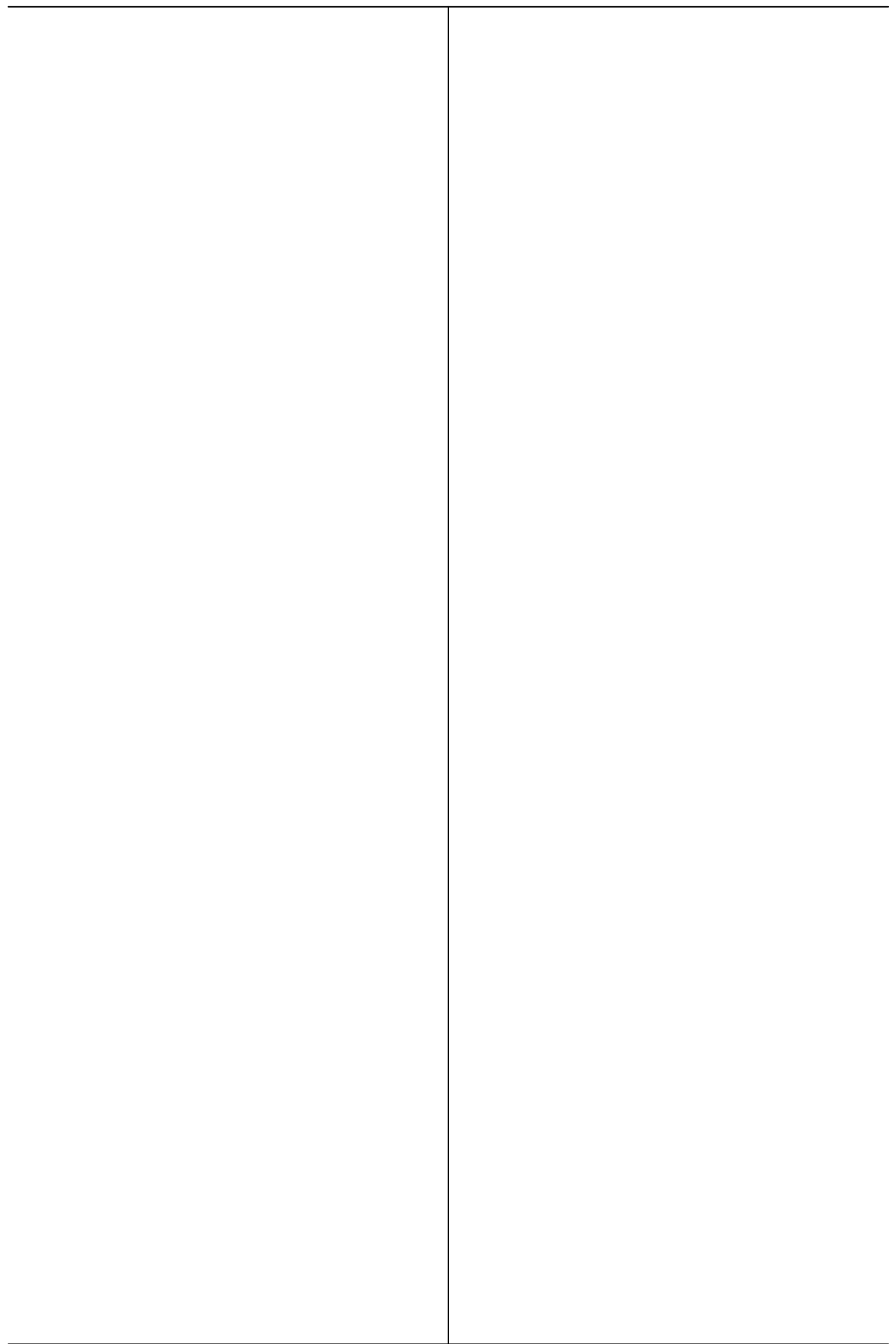
- ☐ Read the questions to me
- ☐ Wrote down the answers I gave
- ☐ Answered the questions for me
- ☐ Translated the questions into my language
- ☐ Helped in some other way.

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**



638-08



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0JJAE

Key Items - Adult

Question #	Question Wording
1	In the last 12 months, did you 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 yourself?
4	In the last 12 months, did you need counseling or treatment right away?
6	In the last 12 months, not counting times you needed counseling or treatment right away, did you make any appointments for counseling or treatment?
9	In the last 12 months (not counting emergency rooms or crisis centers), how many times did you go to an office, clinic, or other treatment program to get counseling, treatment or medicine for yourself?
16	In the last 12 months, did you take any prescription medicines as part of your treatment?
26	Does your language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment you need?
28	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 counseling or treatment in the last 12 months?
30	In general, how would you rate your overall mental health now?