

FY18 STATE
STAKEHOLDER SURVEY
SUMMARY
SUBSTANCE USE
DISORDER AND
MENTAL HEALTH
SERVICES

FY18 State Stakeholder Survey Summary

The Division of Behavioral Health recognizes the need for strong community collaboration at the local level between agencies accredited with the Division of Behavioral Health and their local referral sources seeking services for clients.

In an effort to monitor and gauge collaboration between accredited agencies and referral sources, a brief survey was sent to various local stakeholders including Child Protection Supervisors; Chief Court Service Officers for the Unified Judicial System; Department of Corrections Juvenile Corrections Agent Supervisors and adult parole supervisors. In addition, the accredited agency was also asked to share the survey with local referral sources such as schools, healthcare providers and any other entities of their choosing.

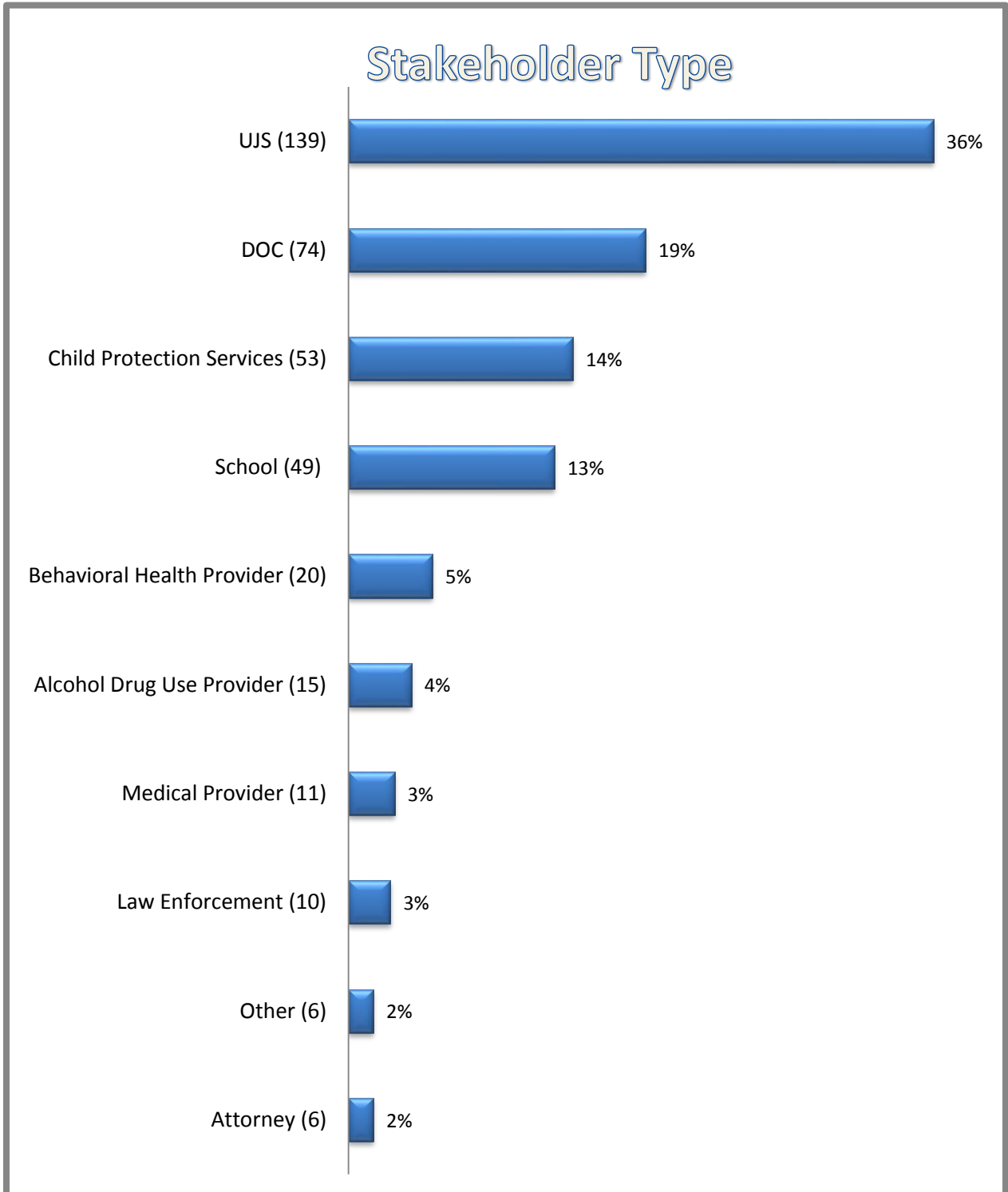
Surveys began in October of 2017 and completed in March of 2018. The information was compiled both at the statewide level but also by agency so agencies can compare their results to the behavioral health provider system as a whole.

State Fiscal Year 2018 (July 17-June 18) was the first year the survey was conducted. Through this process, 383 responses were received statewide. The following information reflects the survey results at the statewide level. Each agency will also receive their individual agency results.

The intent is to open up a dialog with both referral sources and accredited agencies to ensure at the local level there is collaboration about how best to meet the needs of clients receiving behavioral health services.

FY18 State Stakeholder Survey Summary

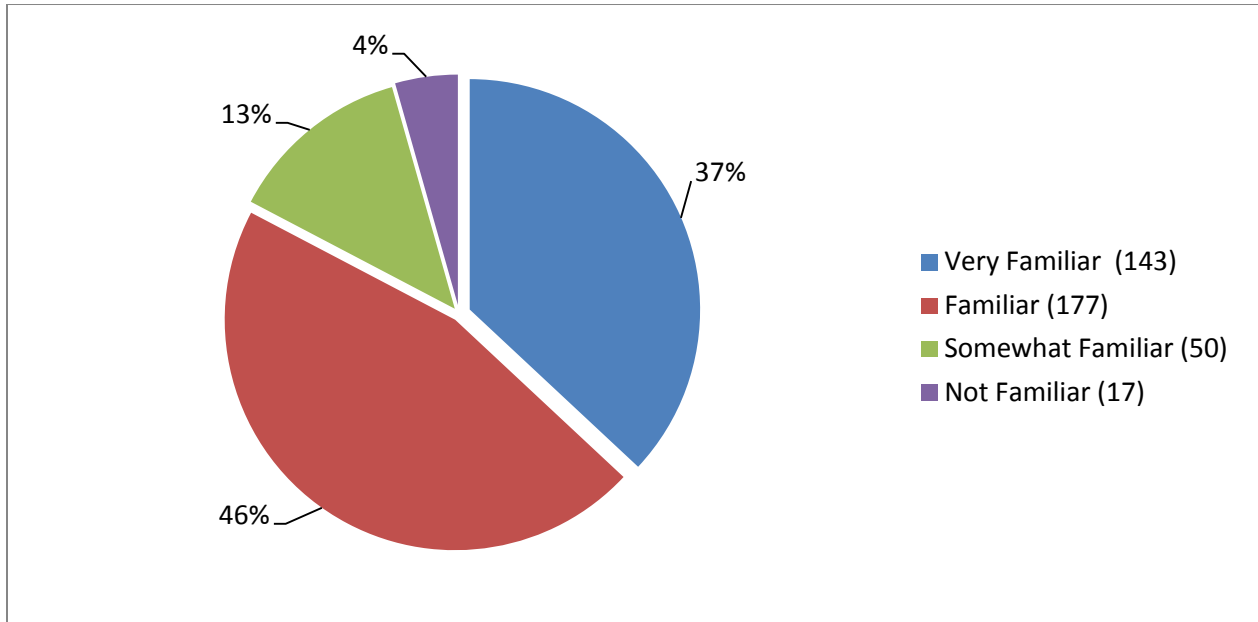
What type of stakeholder are you? (383 responses)



FY18 State Stakeholder Survey Summary

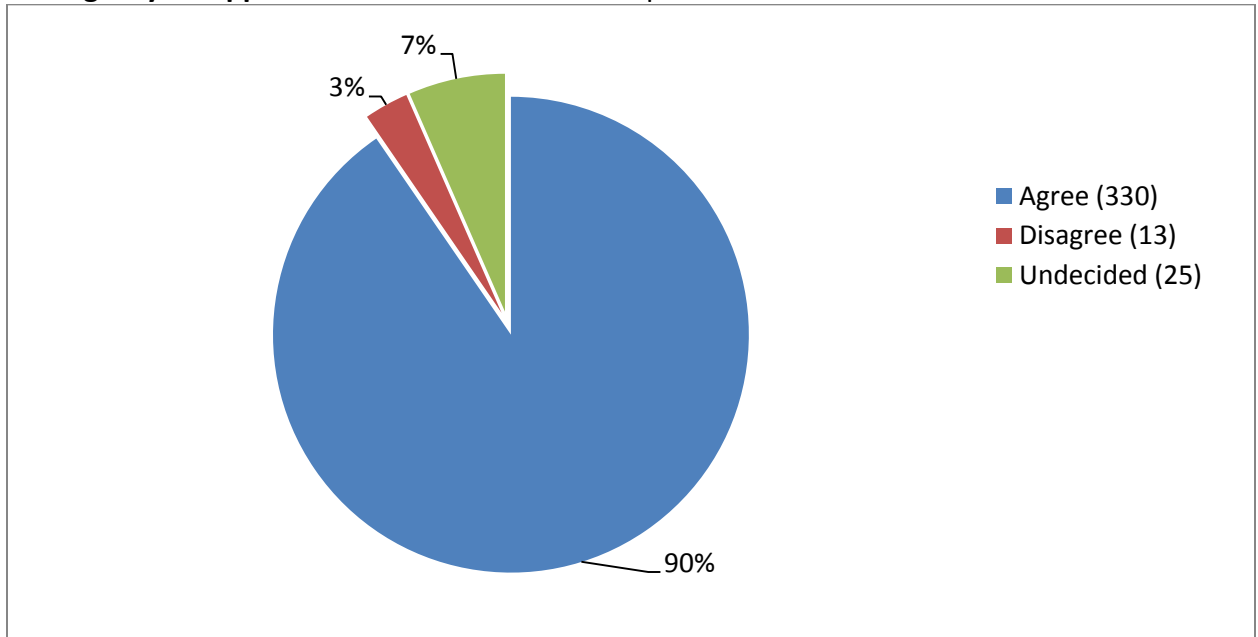
Familiarity with Services

How familiar are you with the services that are offered by this agency? All 383 responded



Client Support

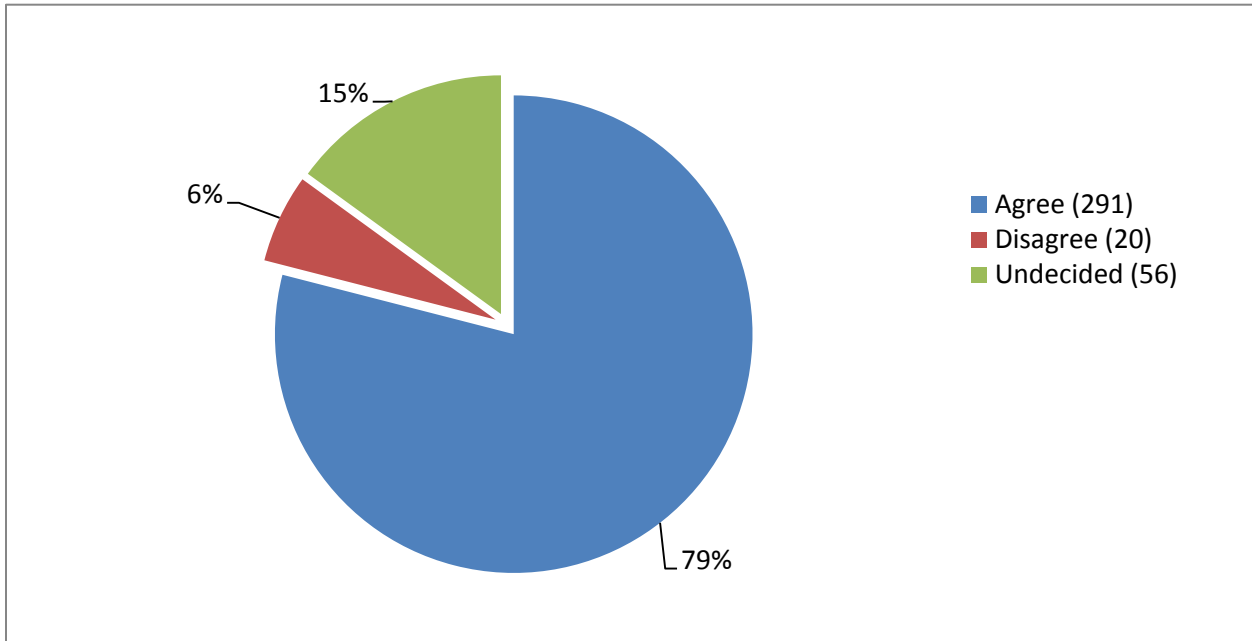
This agency is supportive of client needs-368 responses out of 383



FY18 State Stakeholder Survey Summary

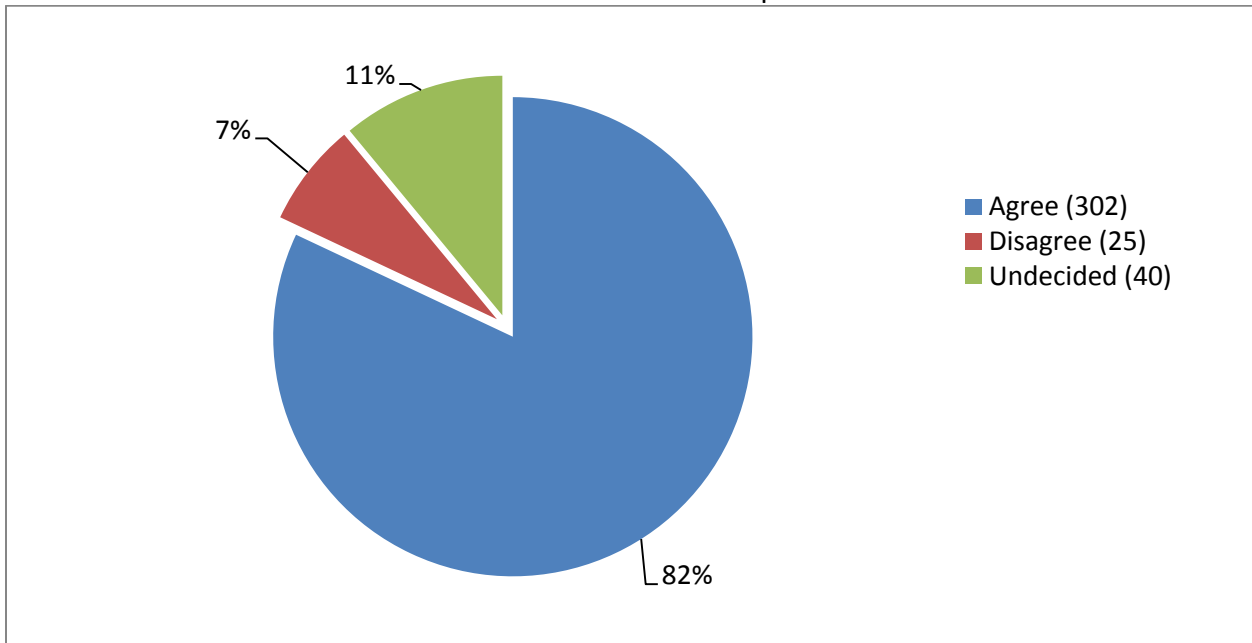
Positive Outcomes

Clients that receive services from this agency have positive outcomes- 367 responses out of 383



Location of Services

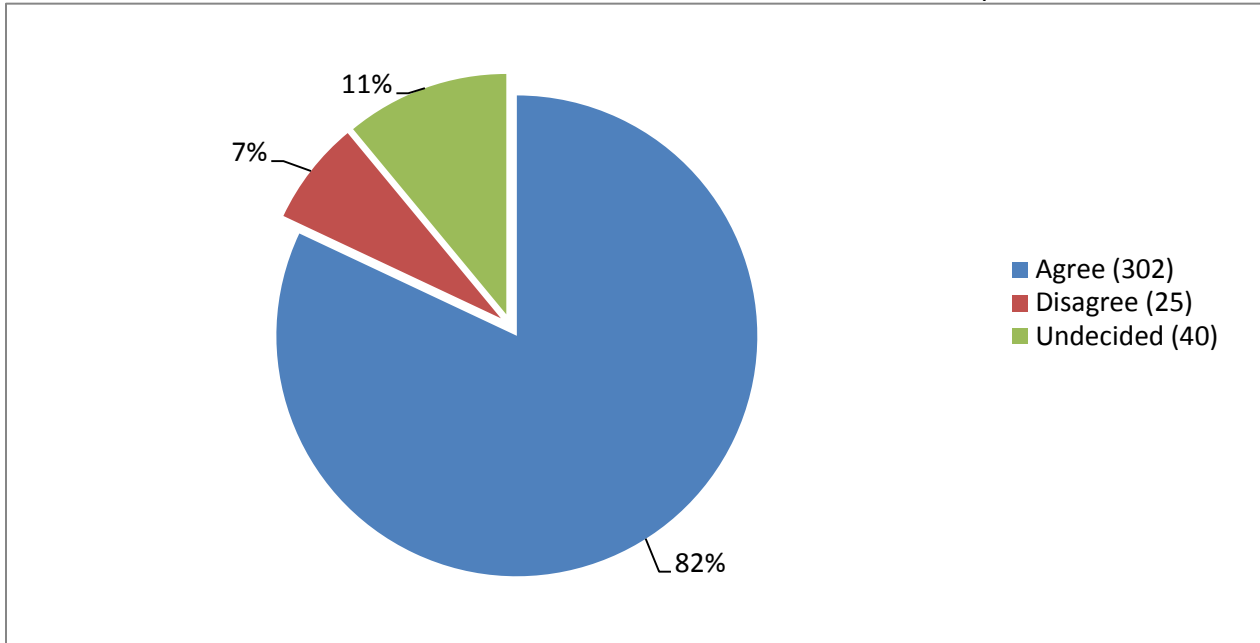
The location of services is convenient for clients. 367 responses out of 383



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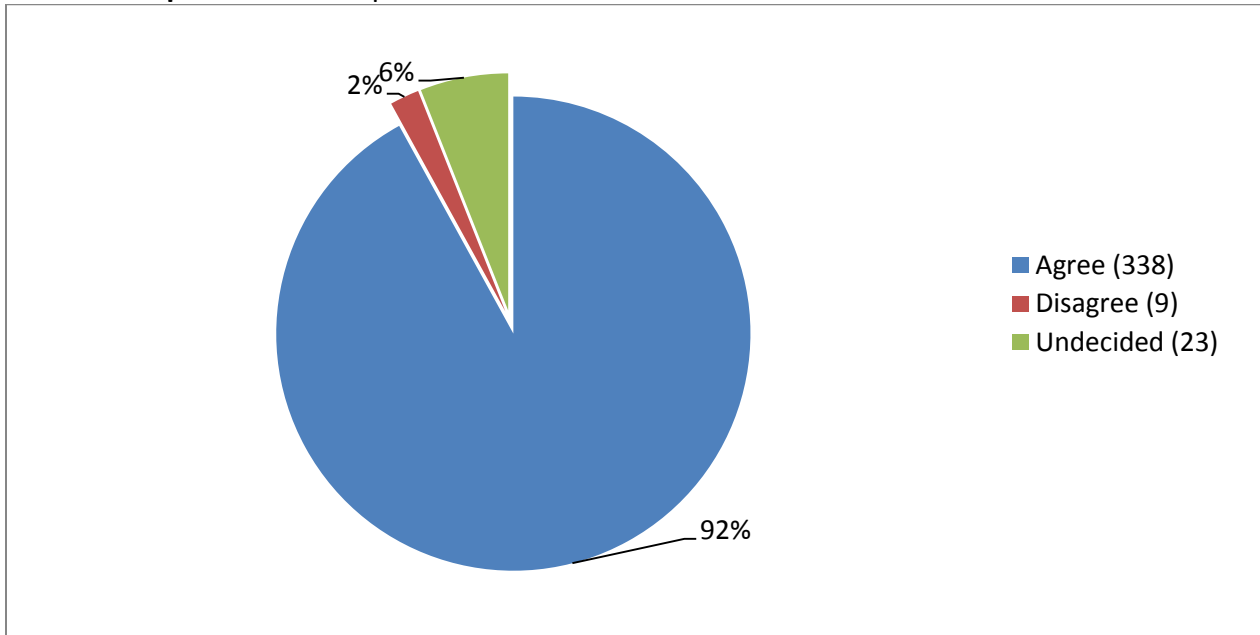
Group Times

The services are available at times that are convenient for clients- 367 responses out of 383



Respect

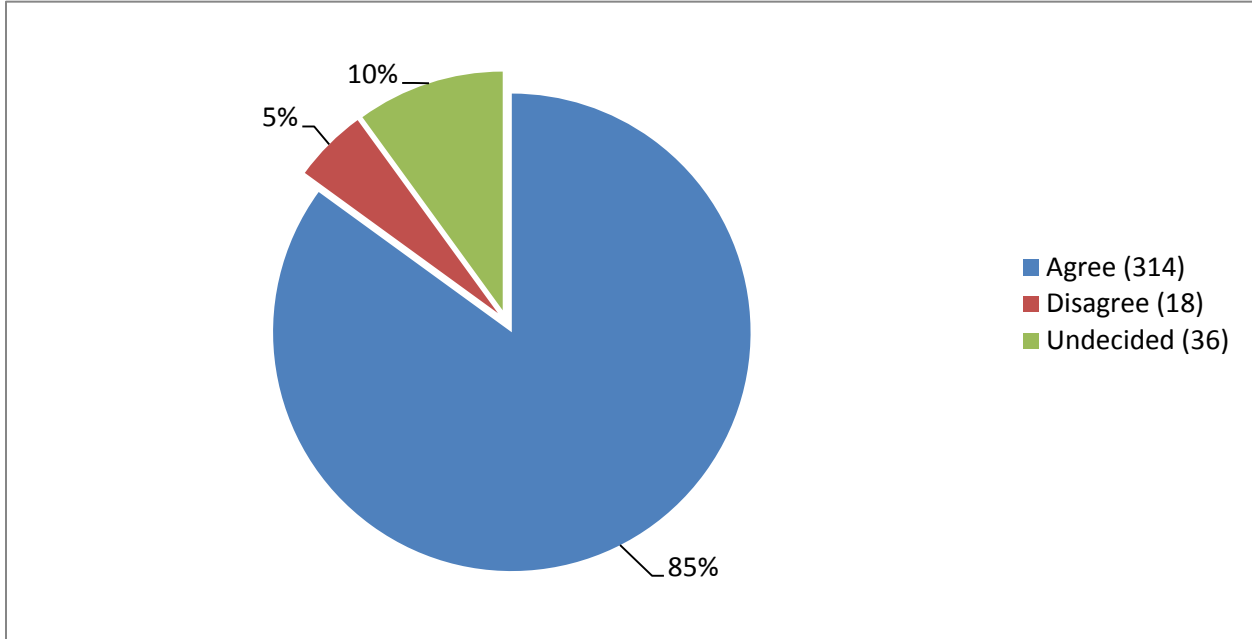
Staff are respectful- 370 responses out of 383



FY18 State Stakeholder Survey Summary

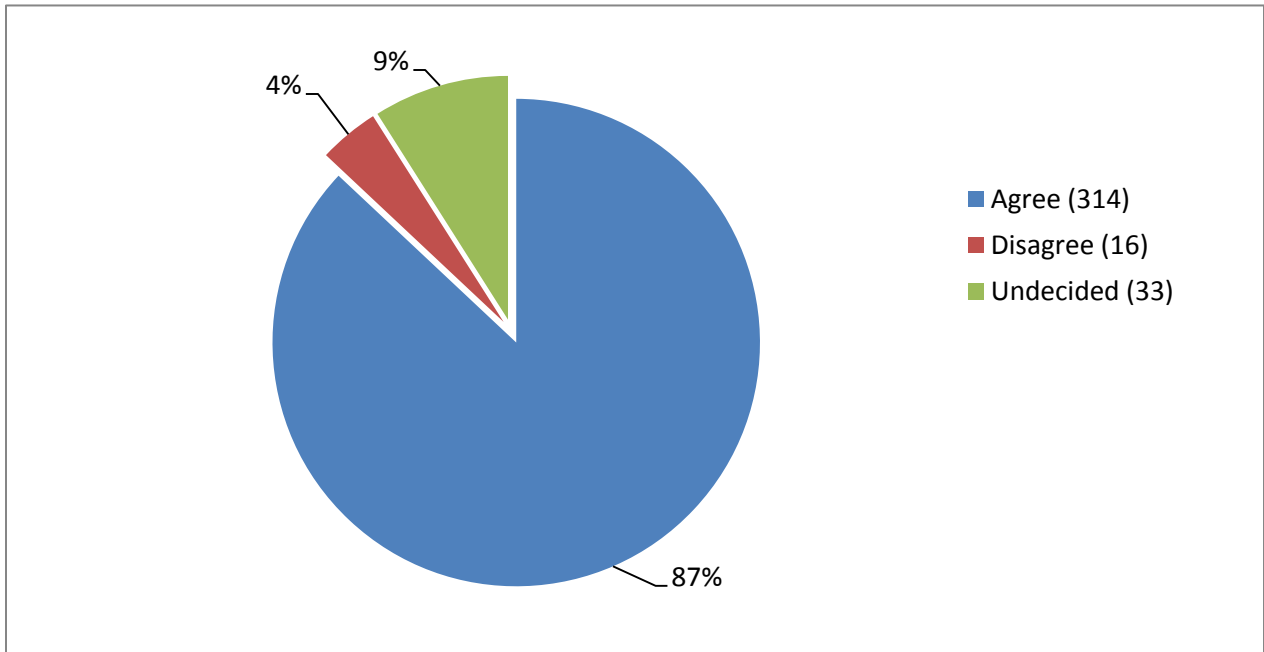
Staff Trained

Staff are well trained- 368 responses out of 383



Staff Competencies

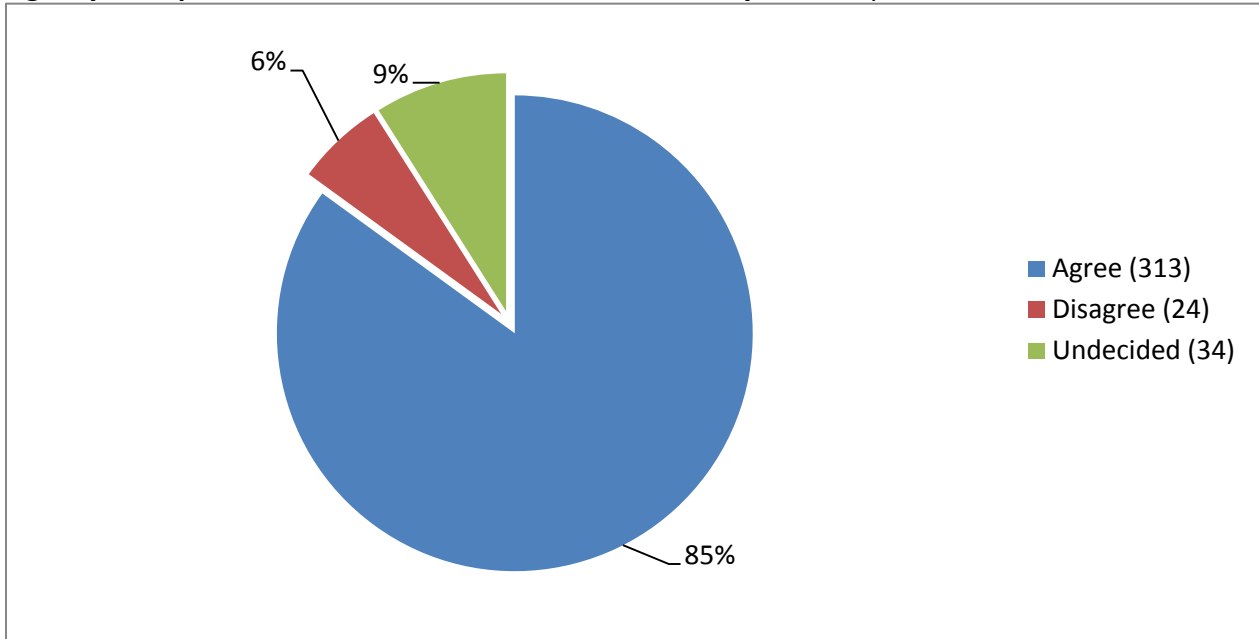
Staff are competent to deliver treatment services- 363 responses out of 383



FY18 State Stakeholder Survey Summary

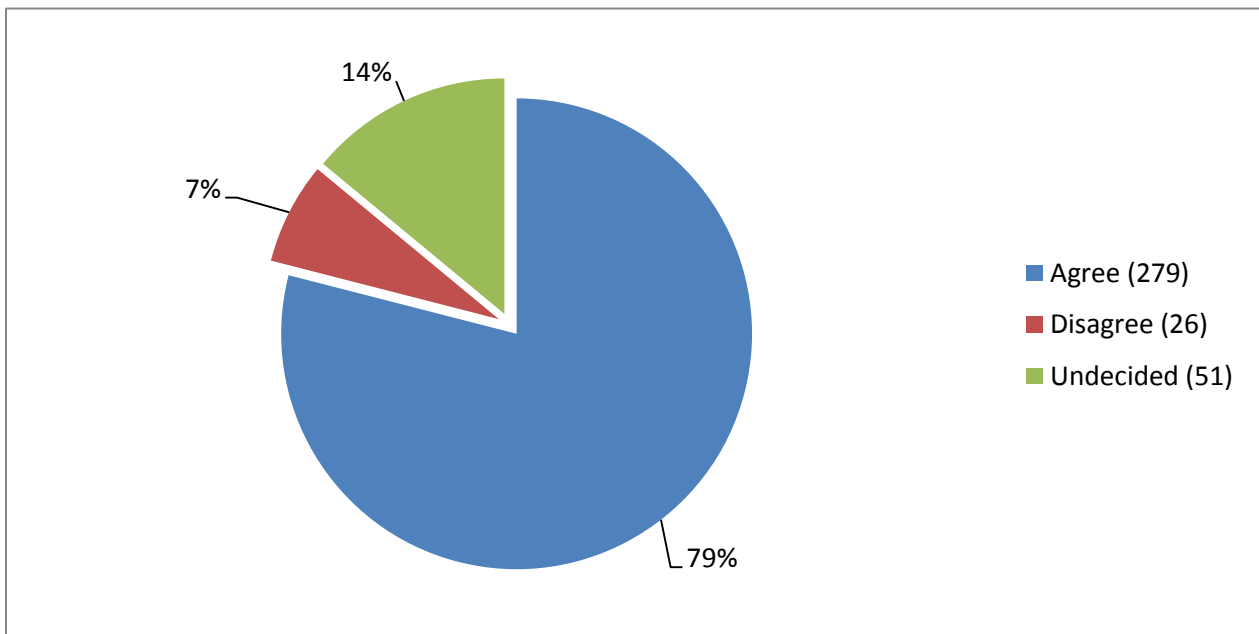
Responsivity

Agency is responsive to the needs within the community- 371 responses out of 383



Communication

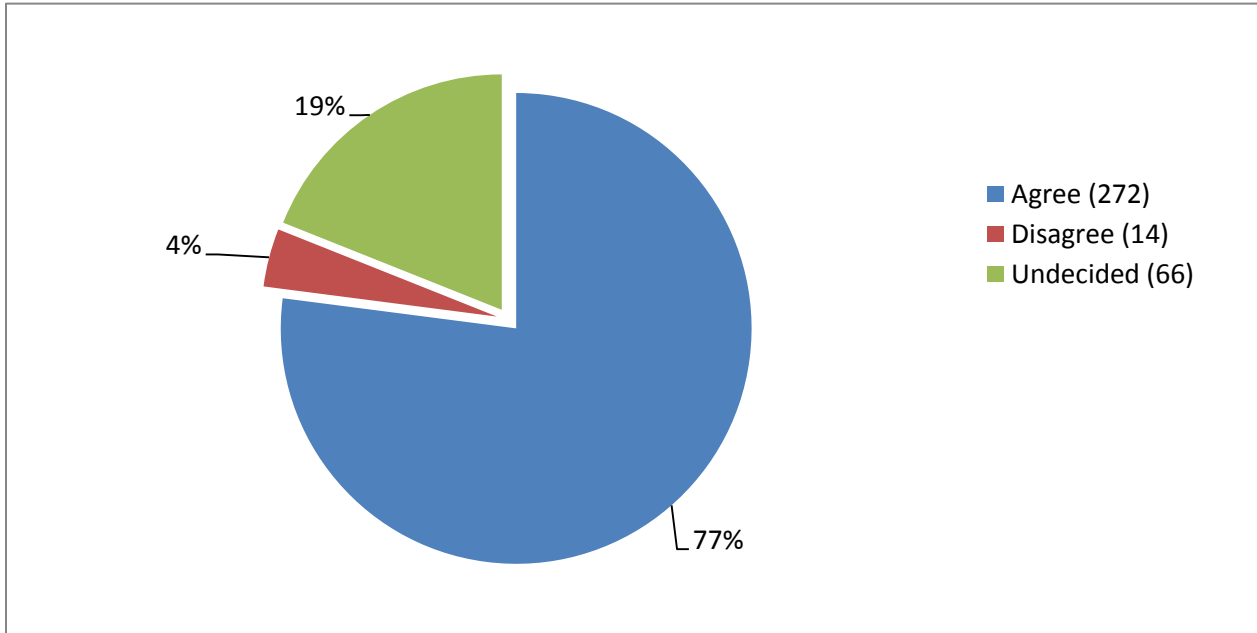
Staff actively communicate regarding the clients treatment- 356 responses out of 383



Evidence Based Practices or Emergent/Promising Practice

FY18 State Stakeholder Survey Summary

Agency utilizes Evidence Based Practices or Emergent/Promising Practice- 352 responses out of 383



Quality of Services

Agency provides quality services- 370 responses out of 383

