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INTRODUCTION

Consumer Perception of Care Surveys are administered annually to individuals and families who have received Medicaid or State-funded mental health and/or substance abuse services. Samples of adult consumers (ages 18+), youth (ages 12-17), and families/parents of children under age 12 complete the confidential surveys.

In 2018, Trillium had 910 adult respondents, 327 youth respondents, and 271 family/parent respondents.

DEMOGRAPHICS

Surveys were returned from or on behalf of 1508 consumers, up from 1165 in 2017.

AGE & GENDER

The largest number of surveys (27.9%) were returned by or on behalf of consumers aged 10 – 19. Respondents were fairly evenly split by gender. Results were nearly identical to the last two years’ numbers.
RACE

Of the 1494 consumers who indicated their race, more than 90% were either White (58.8%) or Black/African American (31.3%). Results were nearly identical to 2017 and 2016 numbers.
**SERVICE DEMOGRAPHICS**

52% of survey respondents came from 10 different providers, including 107 “Unknown” responses. The remaining 48% were spread out amongst 82 different providers. There was a more diverse population of providers included in the 2018 surveys.

---

**RESPONDENTS BY PROVIDER - TOP 10**

- **Physician Alliance For Mental Health**: 82 (2016), 137 (2017), 150 (2018)
- **Coastal Horizons Center, Inc.**: 38 (2016), 38 (2017), 93 (2018)
- **Strategic Behavioral**: 29 (2016), 17 (2017), 29 (2018)
More than three-quarters of respondents reported a primary mental health diagnosis. Of the services utilized in the past three months, 51% were Basic Community Services, including outpatient counseling and medication management. 32% were Intensive Community Services like IIH and MST, and 10% were Residential Services like TFC. 7% were Inpatient or Crisis Services.
Just over half of respondents (59%) reported being with their current provider for less than a year. 23% reported being with their current provider for more than 2 years, including 22 adult consumers who indicated they have been engaged with the same provider for 10 years or more. Most respondents (80%) reported receiving services voluntarily, while 14% indicated they had been under pressure or requirement from family, friends, work, school, and/or the courts system.

Regression analysis showed, for a couple of treatment outcome questions, statistically significant relationships at the 95% confidence level between the length of time the respondent has been engaged with their current provider and answers to treatment outcome questions. In cases where a relationship could be established, greater time with the provider was associated with higher satisfaction in treatment outcomes. However, the strength of the effect was relatively weak, as these associations showed relatively low odds of an increase in time with current provider predicting an increase in satisfaction with treatment outcomes.

**TIME WITH CURRENT PROVIDER**

![Chart showing time with current provider]

**VOLUNTARY ENGAGEMENT**

![Chart showing voluntary engagement]

Note: Only Youth and Adult surveys included this question.
Additionally, respondents from all surveys indicated whether they used the ER for physical, mental health, and/or substance abuse issues in the last 12 months. A majority of respondents (61%) indicated no use of the ER for any reasons. The chart below represents the average number of days the ER was used amongst respondents who did indicate ER use.

### AVERAGE # OF ER UTILIZATION DAYS

<table>
<thead>
<tr>
<th>Reason for Use</th>
<th>POC 2018</th>
<th>POC 2017</th>
<th>POC 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical Health</td>
<td>1-81</td>
<td>1-38</td>
<td>1 - 32</td>
</tr>
<tr>
<td>Mental Health</td>
<td>1-24</td>
<td>1-52</td>
<td>1 - 30</td>
</tr>
<tr>
<td>Substance Use</td>
<td>1-10</td>
<td>1-10</td>
<td>1 - 6</td>
</tr>
</tbody>
</table>

Range of Responses (Number of Days)
EMERGENCY & CRISIS PLANS

Respondents were asked whether they have plans and resources in place in the event of an emergency such as a fire, tornado, etc., and then whether they have a plan in place in the case of a behavioral health crisis. The charts reflect combined responses from the adult, youth, and parent survey instruments.

**HAVE AN EMERGENCY PLAN**

<table>
<thead>
<tr>
<th></th>
<th>Yes 2018</th>
<th>Yes 2017</th>
<th>No 2018</th>
<th>No 2017</th>
<th>Don’t Know 2018</th>
<th>Don’t Know 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAVE AN EMERGENCY PLAN</td>
<td>65.9%</td>
<td>61.9%</td>
<td>19.2%</td>
<td>21.7%</td>
<td>14.9%</td>
<td>16.4%</td>
</tr>
</tbody>
</table>

**HAVE AN EMERGENCY KIT**

<table>
<thead>
<tr>
<th></th>
<th>Yes 2018</th>
<th>Yes 2017</th>
<th>No 2018</th>
<th>No 2017</th>
<th>Don’t Know 2018</th>
<th>Don’t Know 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAVE AN EMERGENCY KIT</td>
<td>42.9%</td>
<td>36.4%</td>
<td>42.8%</td>
<td>46.7%</td>
<td>14.3%</td>
<td>16.9%</td>
</tr>
</tbody>
</table>

**HAVE A BEHAVIORAL HEALTH CRISIS PLAN**

<table>
<thead>
<tr>
<th></th>
<th>Yes 2018</th>
<th>Yes 2017</th>
<th>No 2018</th>
<th>No 2017</th>
<th>Don’t Know 2018</th>
<th>Don’t Know 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAVE A BEHAVIORAL HEALTH CRISIS PLAN</td>
<td>67.8%</td>
<td>65.6%</td>
<td>18.4%</td>
<td>18.1%</td>
<td>13.9%</td>
<td>16.3%</td>
</tr>
</tbody>
</table>
**Physical Health**

Adults answered 12 questions related to their health behaviors, medical history, exercise habits, and overall health. The Physical Health section is unique to the Adult survey.

**Overall Health**

Most respondents (70.6%) felt their overall health was Good to Excellent, while 29.4% felt their health was generally Fair to Poor. These numbers are slightly up from 2017 results (65.8% and 34.2% respectively).

**Range**

- **Height**: 0'0" to 7'1"
- **Weight**: 40 to 505 lbs

**Average**

- **Height**: 5'6"
- **Weight**: 188 lbs
Respondents were asked 2 questions related to their health over the last 30 days. Respondents indicated a decrease from 2017 to 2018 in the percentage of time that their physical health was not good due to an illness or injury. Those reporting physical health being impacted by illness or injury every day decreased by 7.3% and those reporting physical health being an issue rarely or none of the time increased by 14.8%. The mental health question saw similar patterns with more drastic improvement in responses every day. Those reporting mental health being impacted by stress, depression, or other emotional or behavior problems every day decreased by 12.9% and those reporting mental health being an issue rarely or none of the time increased by 14.6%. The exception to this pattern was for mental health impact most days which did increase from 2017 to 2018 by 0.6%.
Respondents were also asked whether a doctor had ever diagnosed them with one or more of seven different health conditions. High Blood Pressure was the most common condition (22%) followed by Asthma (13%) and High Cholesterol (13%). 34% of respondents indicated no diagnosis from this set. Results were similar to 2017 numbers.
Routine Care

This section asked respondents to indicate how recently they had seen a doctor or dentist for routine care unrelated to a specific injury, illness, or condition.
Health Behaviors

Respondents were asked about their smoking behaviors. 878 of 910 adults answered this question. 52% of respondents indicated that they smoked cigarettes every day, while only 37% reported not currently smoking. This indicates an improvement in smoking habits compared to 2017 when 56% of respondents reported smoking daily (4% decrease) and 34% reported not smoking at all (3% increase).

The total smoking rate for the sample is 63%. This is far in excess of the smoking rate for the general population in North Carolina. According to data from the Robert Wood Johnson Foundation¹, the average adult smoking rate in North Carolina is 19%, with a range of 14%-27% and a standard deviation of 2.20. The smoking rate for this sample is 20.29 standard deviations above the statewide mean for the general population, and 16 standard deviations above the smoking rate for the county with the highest adult smoking rate in the state (Robeson, 27%). This is in line with the 2017 results indicating a minimal improvement in smoking habits.

STATISTICAL FINDINGS

CORRELATIONS

Correlograms are visualizations of correlation strength between variables. The more saturated the color, the more closely two variables are correlated. These correlograms represent the relationships between questions about the LME-MCO and all applicable survey, physical health, and emergency plan questions.

Adult Survey
Youth Survey

| PROV1 | PROV2 | PROV3 | PROV4 | PROV5 | Q1   | Q2   | Q3   | Q4   | Q5   | Q6   | Q7   | Q8   | Q9   | Q10  | Q11  | Q12  | Q13  | Q14  | Q15  | Q16  | Q17  | Q18  | Q19  | Q20  | Q21  | EP8  | EP9  | EP10 |
|-------|-------|-------|-------|-------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
|       |       |       |       |       |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |

The image contains a correlation matrix with heat map representation, showing the relationships between different variables related to the Youth Survey.
ADULTS

PERCEPTION OF CARE

Adult participants answered 36 questions related to their perceptions of care. The questions are grouped into 7 domains. Appendix D lists the specific questions that comprise each domain. Each question was answered using a 5-point Likert scale (Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree) or “N/A.” “N/A” responses were removed from calculations. 2016 and 2017 responses are included for comparison.

Adult participants answered 36 questions related to their perceptions of care. The questions are grouped into 7 domains. Appendix D lists the specific questions that comprise each domain. Each question was answered using a 5-point Likert scale (Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree) or “N/A.” “N/A” responses were removed from calculations. 2016 and 2017 responses are included for comparison.

Access to Care

This domain contains questions related to location of provider, convenience and timeliness of appointments, and availability of appropriate services.

This domain contains questions related to whether staff appropriately communicated information about privacy rights, expectations for treatment, and available services, as well as whether consumers felt empowered and informed about their treatment.
This domain assesses how the consumer perceives that services directly impacted their lives, including improved coping skills, social interactions, and school/work performance.

This domain assesses how comfortable a consumer feels asking questions about their treatment and how in control of their treatment they feel.

This domain measures whether the consumer found their services and agency satisfactory and/or would recommend the agency to a friend or family member.

This domain assesses whether a consumer feels comfortable and supported in their social relationships (outside of their provider).
Functioning

This domain assesses whether the consumer feels their symptoms have improved and/or whether they are better equipped to take care of themselves in their daily lives.
LME/MCO

Adult participants were asked 6 single-response questions (Yes, No, Not Sure, or Not Applicable) and one multiple-response question related to the MCO and its Provider Network. Correlation testing conducted on these variables showed statistically significant relationships between most of the responses to these questions and questions 1-36, generally at the 99% confidence level. However, the actual strength of the effect was weak in real terms ($r < .268$), so interventions in this area should be expected to produce modest improvements at best.

Did you receive a Consumer Handbook in the mail within 14 days of starting services with your LME/MCO or its network providers?

<table>
<thead>
<tr>
<th>Trillium 2018</th>
<th>Trillium 2017</th>
<th>Trillium 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>35.5%</td>
<td>34.4%</td>
</tr>
<tr>
<td>No</td>
<td>26.7%</td>
<td>26.0%</td>
</tr>
<tr>
<td>Not Sure</td>
<td>37.8%</td>
<td>39.6%</td>
</tr>
</tbody>
</table>

Do you know how to make a complaint with your LME/MCO?

<table>
<thead>
<tr>
<th>Trillium 2018</th>
<th>Trillium 2017</th>
<th>Trillium 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>49.2%</td>
<td>47.1%</td>
</tr>
<tr>
<td>No</td>
<td>29.1%</td>
<td>28.3%</td>
</tr>
<tr>
<td>Not Sure</td>
<td>21.7%</td>
<td>20.9%</td>
</tr>
</tbody>
</table>

If you contacted your LME/MCO to request services, were you given a choice of providers?

<table>
<thead>
<tr>
<th>Trillium 2018</th>
<th>Trillium 2017</th>
<th>Trillium 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>48.0%</td>
<td>46.8%</td>
</tr>
<tr>
<td>No</td>
<td>18.1%</td>
<td>7.4%</td>
</tr>
<tr>
<td>Not Sure</td>
<td>35.7%</td>
<td>33.9%</td>
</tr>
</tbody>
</table>

Was your first service with your provider in a time frame that met your needs?

<table>
<thead>
<tr>
<th>Trillium 2018</th>
<th>Trillium 2017</th>
<th>Trillium 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>79.5%</td>
<td>74.2%</td>
</tr>
<tr>
<td>No</td>
<td>6.3%</td>
<td>7.0%</td>
</tr>
<tr>
<td>Not Sure</td>
<td>14.2%</td>
<td>14.7%</td>
</tr>
</tbody>
</table>

Has your LME/MCO provided you with as much information as you need about the services and supports available to you?

If you needed help applying for benefits (for example, Medicaid, food stamps, veterans benefits, disability benefits), did you receive the assistance you needed?
Have any of the following problems interfered with your ability to receive the services you need from any of your LME/MCO’s providers? (Multi-response)
**YOUTH**

**PERCEPTION OF CARE**

Youth participants answered 21 questions related to their perceptions of care. The questions are grouped into 5 domains. Appendix F lists the specific questions that comprise each domain. Each question was answered using a 5-point Likert scale (Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree) or “N/A.” “N/A” responses were removed from calculations. 2016 and 2017 responses are included for comparison.

**Access to Care**

This domain contains questions related to location of provider and availability of appointments at a convenient time.

**General Satisfaction**

This domain contains questions related to satisfaction with services, including whether help was available in an appropriate time and quantity.

**Outcomes**

This domain assesses how the consumer perceives that services directly impacted their lives, including improved coping skills, social interactions, and school/work performance.

**Treatment Planning**

This domain assesses how involved and in control of their treatment the consumer feels.
This domain assesses whether the consumer felt staff were respectful of their cultural and/or religious beliefs.
LME/MCO

Youth participants were asked 5 single-response questions (Yes, No, Not Sure, or Not Applicable) and one multiple-response question related to the MCO and its Provider Network. Correlation testing conducted on these variables showed statistically significant relationships between most of the responses to these questions and questions 1-21, generally at the 99% confidence level. However, the actual strength of the effect was weak in real terms ($r < .272$), so interventions in this area should be expected to produce modest improvements at best.

### Did you receive a Consumer Handbook in the mail within 14 days of starting services with your LME/MCO or its network providers?

<table>
<thead>
<tr>
<th></th>
<th>Trillium 2018</th>
<th>Trillium 2017</th>
<th>Trillium 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>43.3%</td>
<td>34.7%</td>
<td>40.2%</td>
</tr>
<tr>
<td>No</td>
<td>40.2%</td>
<td>33.8%</td>
<td>48.8%</td>
</tr>
<tr>
<td>Not Sure</td>
<td>50.0%</td>
<td>50.0%</td>
<td>48.9%</td>
</tr>
</tbody>
</table>

### Do you know how to make a complaint with your LME/MCO?

<table>
<thead>
<tr>
<th></th>
<th>Trillium 2018</th>
<th>Trillium 2017</th>
<th>Trillium 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>48.8%</td>
<td>40.0%</td>
<td>27.4%</td>
</tr>
<tr>
<td>No</td>
<td>27.4%</td>
<td>25.7%</td>
<td>38.6%</td>
</tr>
<tr>
<td>Not Sure</td>
<td>28.6%</td>
<td>23.9%</td>
<td>34.3%</td>
</tr>
</tbody>
</table>

### If you contacted your LME/MCO to request services, were you given a choice of providers?

<table>
<thead>
<tr>
<th></th>
<th>Trillium 2018</th>
<th>Trillium 2017</th>
<th>Trillium 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>40.1%</td>
<td>39.7%</td>
<td>35.9%</td>
</tr>
<tr>
<td>No</td>
<td>23.9%</td>
<td>22.5%</td>
<td>17.7%</td>
</tr>
<tr>
<td>Not Sure</td>
<td>52.7%</td>
<td>50.0%</td>
<td>50.0%</td>
</tr>
</tbody>
</table>

### Was your first service with your provider in a time frame that met your needs?

<table>
<thead>
<tr>
<th></th>
<th>Trillium 2018</th>
<th>Trillium 2017</th>
<th>Trillium 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>73.7%</td>
<td>74.6%</td>
<td>74.6%</td>
</tr>
<tr>
<td>No</td>
<td>17.7%</td>
<td>19.6%</td>
<td>19.6%</td>
</tr>
<tr>
<td>Not Sure</td>
<td>5.8%</td>
<td>5.8%</td>
<td>5.8%</td>
</tr>
</tbody>
</table>
Has your LME/MCO provided you with as much information as you need about the services and supports available to you?

Have any of the following problems interfered with your ability to receive the services you want from one of your LME/MCO’s provider networks? (Multi-response)
PARENT

PERCEPTION OF CARE

Parents answered 26 questions related to their perceptions of care for their child. The questions are grouped into 7 domains. Appendix E lists the specific questions that comprise each domain. Each question was answered using a 5-point Likert scale (Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree) or “N/A.” “N/A” responses were removed from calculations. 2016 and 2017 responses are included for comparison.

Access to Care

This domain contains questions related to location of provider and availability of appointments at a convenient time.

General Satisfaction

This domain contains questions related to satisfaction with services, including whether help was available in an appropriate time and quantity.

Outcomes

This domain assesses how parents perceive that services directly impacted their child’s life, including improved coping skills, social interactions, and school/work performance.

Treatment Planning

This domain assesses how involved and in control of their child’s treatment the parent feels.
This domain assesses whether parents felt staff were respectful of their family’s cultural and/or religious beliefs.

This domain assesses whether parents feel their child’s symptoms have improved and/or whether they are better equipped to take care of themselves in their daily lives.

This domain assesses whether parents feel comfortable and supported in their social relationships (outside of their child’s provider).
LME/MCO

Parent participants were asked 5 single-response questions (Yes, No, Not Sure, or Not Applicable) and one multiple-response question related to the MCO and its Provider Network. Correlation testing conducted on these variables showed relationships between the responses to these questions and questions 1-26, generally at the 99% confidence level. However, the actual strength of the effect was weak in real terms ($r < .261$), so interventions in this area should be expected to produce modest improvements at best.

- Did you receive a Consumer Handbook in the mail within 14 days of starting services with your LME/MCO or its network providers?
  - Yes: 54.9% (POC 2018), 43.1% (POC 2017), 39.5% (POC 2016)
  - No: 43.1% (POC 2018), 22.9% (POC 2017), 22.1% (POC 2016)
  - Not Sure: 2.0% (POC 2018), 2.0% (POC 2017), 2.0% (POC 2016)

- Do you know how to make a complaint with your LME/MCO?
  - Yes: 61.7% (POC 2018), 26.4% (POC 2017), 53.1% (POC 2016)
  - No: 22.8% (POC 2018), 21.6% (POC 2017), 20.5% (POC 2016)
  - Not Sure: 2.9% (POC 2018), 4.3% (POC 2017), 6.4% (POC 2016)

- If you contacted your LME/MCO to request services, were you given a choice of providers?
  - Yes: 56.8% (POC 2018), 61.6% (POC 2017), 70.9% (POC 2016)
  - No: 13.0% (POC 2018), 30.4% (POC 2017), 25.4% (POC 2016)
  - Not Sure: 12.8% (POC 2018), 12.8% (POC 2017), 4.2% (POC 2016)

- Was your child’s first service with a provider in a time frame that met your needs?
  - Yes: 90.7% (POC 2018), 89.0% (POC 2017), 89.4% (POC 2016)
  - No: 4.3% (POC 2018), 5.0% (POC 2017), 5.0% (POC 2016)
  - Not Sure: 5.0% (POC 2018), 4.7% (POC 2017), 6.7% (POC 2016)
Has your LME/MCO provided you with as much information as you need about the services and supports available to your child?

Have any of the following problems interfered with your ability to receive the services you want for your child from any of your LME/MCO’s providers? (Multi-response)
APPENDICES

A. ADULT SURVEY RESPONSE FREQUENCY HISTOGRAMS

Q1
Mean = 1.40  
Std. Dev. = 0.624  
Number = 900

Q2
Mean = 1.57  
Std. Dev. = 0.808  
Number = 888

Q3
Mean = 1.47  
Std. Dev. = 0.690  
Number = 884

Q4
Mean = 1.71  
Std. Dev. = 0.882  
Number = 886

Q5
Mean = 1.48  
Std. Dev. = 0.666  
Number = 889

Q6
Mean = 1.62  
Std. Dev. = 0.814  
Number = 838
Q7
Mean = 1.54
Std Dev. = 0.705
Number = 890

Q8
Mean = 1.53
Std. Dev. = 0.704
Number = 891

Q9
Mean = 1.42
Std. Dev. = 0.598
Number = 891

Q10
Mean = 1.66
Std. Dev. = 0.816
Number = 883

Q11
Mean = 1.70
Std. Dev. = 0.861
Number = 825

Q12
Mean = 1.40
Std. Dev. = 0.608
Number = 881
Q13
Mean = 1.53
Std. Dev. = 0.750
Number = 861

Q14
Mean = 1.51
Std. Dev. = 0.658
Number = 884

Q15
Mean = 1.73
Std. Dev. = 0.881
Number = 826

Q16
Mean = 1.47
Std. Dev. = 0.645
Number = 877

Q17
Mean = 1.50
Std. Dev. = 0.718
Number = 883

Q18
Mean = 1.63
Std. Dev. = 0.808
Number = 852
Q19
Mean = 1.52
Std. Dev. = 0.706
Number = 882

Q20
Mean = 1.71
Std. Dev. = 0.900
Number = 863

Q21
Mean = 1.71
Std. Dev. = 0.781
Number = 880

Q22
Mean = 1.73
Std. Dev. = 0.796
Number = 876

Q23
Mean = 1.78
Std. Dev. = 0.856
Number = 879

Q24
Mean = 1.85
Std. Dev. = 0.952
Number = 865
Q25
Mean = 1.87
Std. Dev. = 0.936
Number = 863

Q26
Mean = 1.86
Std. Dev. = 0.908
Number = 718

Q27
Mean = 2.03
Std. Dev. = 0.993
Number = 862

Q28
Mean = 1.99
Std. Dev. = 1.065
Number = 828

Q29
Mean = 1.83
Std. Dev. = 0.857
Number = 872

Q30
Mean = 1.77
Std. Dev. = 0.827
Number = 869
Q31
Mean = 1.88
Std. Dev. = 0.894
Number = 872

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Mean = 1.85
Std. Dev. = 0.893
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Q33
Mean = 1.80
Std. Dev. = 0.976
Number = 877

Q34
Mean = 1.85
Std. Dev. = 0.899
Number = 876

Q35
Mean = 1.81
Std. Dev. = 0.889
Number = 882

Q36
Mean = 2.04
Std. Dev. = 1.041
Number = 875
B. PARENT SURVEY RESPONSE FREQUENCY HISTOGRAMS

Q1
Mean = 1.42
Std. Dev. = 0.611
N = 266

Q2
Mean = 1.7
Std. Dev. = 0.839
N = 257

Q3
Mean = 1.52
Std. Dev. = 0.644
N = 257

Q4
Mean = 1.4
Std. Dev. = 0.606
N = 255

Q5
Mean = 1.43
Std. Dev. = 0.581
N = 263

Q6
Mean = 1.44
Std. Dev. = 0.65
N = 264
Q7
Mean = 1.45
Std. Dev. = 0.652
N = 261

Q8
Mean = 1.48
Std. Dev. = 0.634
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Q9
Mean = 1.42
Std. Dev. = 0.587
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Q10
Mean = 1.52
Std. Dev. = 0.681
N = 263

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Mean = 1.57
Std. Dev. = 0.754
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Q12
Mean = 1.2
Std. Dev. = 0.413
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Q13  
Mean = 1.33  
Std. Dev. = 0.568  
N = 240

Q14  
Mean = 1.26  
Std. Dev. = 0.471  
N = 265

Q15  
Mean = 1.38  
Std. Dev. = 0.596  
N = 238

Q16  
Mean = 1.92  
Std. Dev. = 0.847  
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Q17  
Mean = 1.94  
Std. Dev. = 0.832  
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Q18  
Mean = 2.01  
Std. Dev. = 0.876  
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Mean = 2.06
Std. Dev. = 0.972
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Std. Dev. = 0.978
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Q21
Mean = 2.08
Std. Dev. = 0.915
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Q22
Mean = 2
Std. Dev. = 0.839
N = 255

Q23
Mean = 1.61
Std. Dev. = 0.691
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Q24
Mean = 1.64
Std. Dev. = 0.773
N = 263
Q25

Mean = 1.65
Std. Dev. = 0.843
N = 262

Q26

Mean = 1.61
Std. Dev. = 0.678
N = 263
C. YOUTH SURVEY RESPONSE FREQUENCY HISTOGRAMS

Q1
Mean = 1.59  
Std. Dev. = 0.696  
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Mean = 2.28  
Std. Dev. = 1.179  
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Q3
Mean = 1.86  
Std. Dev. = 0.915  
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Q4
Mean = 1.66  
Std. Dev. = 0.816  
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Q5
Mean = 1.67  
Std. Dev. = 0.823  
Number = 320

Q6
Mean = 1.66  
Std. Dev. = 0.776  
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Q13
Mean = 1.51  
Std. Dev. = 0.643  
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Q14
Mean = 1.45  
Std. Dev. = 0.600  
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Q15
Mean = 1.62  
Std. Dev. = 0.787  
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Q16
Mean = 2.03  
Std. Dev. = 0.849  
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Q17
Mean = 2.18  
Std. Dev. = 0.964  
Number = 313

Q18
Mean = 2.04  
Std. Dev. = 0.863  
Number = 316
Q19
Mean = 2.25
Std. Dev. = 1.030
Number = 306

Q20
Mean = 2.21
Std. Dev. = 0.980
Number = 316

Q21
Mean = 2.15
Std. Dev. = 1.056
Number = 317
## D. Survey Question Domains – Adult

The 36 Adult Perception of Care survey questions were split into 7 domains. One question (Q27) appeared in two domains.

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The 26 Parent Perception of Care survey questions were split into 7 domains. 5 questions (Q16 - 20) appeared in two domains.

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### F. Survey Question Domains - Youth

The 21 Youth Perception of Care survey questions were split into 5 domains.

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