

Adult Consumer Satisfaction Survey 2021 combined MH and SA Clients

5/26/2021

Agency	Number Served FY2020	Number of Forms Returned		Percent of Clients Sampled	General Satisfaction (%)		Good Service Access (%)		Quality & Appropriateness of Services (%)		Participation in Treatment Planning (%)		Positive Service Outcomes (%)		Social Connectiveness (%)		Improved Functioning (%)		Wellness (%)	
		2020	2021		2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
		Bear River Health Dept.	1,011		108	97	9.6%	94	88	89	94	98	97	94	86	91	88	83	84	92
Bear River Mental Health	1,914	587	423	22.1%	93	91	92	92	94	92	86	87	80	73	72	71	78	73	91	89
Central Utah	1,259	327	221	17.6%	93	91	91	91	93	91	87	81	80	73	74	73	75	76	92	89
Davis Behavioral	6,128	914	896	14.6%	93	88	86	83	94	89	84	80	75	73	72	71	73	73	90	88
Four Corners	1,560	258	292	18.7%	88	84	90	85	89	88	82	75	73	77	77	76	73	76	85	86
Northeastern	2,280	548	398	17.5%	88	90	88	93	89	90	76	82	79	72	71	72	71	73	84	86
Salt Lake County	14,559	3,780	2,638	18.1%	86	90	82	84	88	88	79	80	80	79	76	78	81	80	87	87
San Juan	530	103	136	25.7%	91	93	93	94	94	91	88	80	80	82	69	76	80	84	90	90
Southwest	3,495	396	402	11.5%	89	86	88	84	89	87	77	76	77	72	73	69	75	72	87	83
Summit Co.	456	6	30	6.6%	*	80	*	87	*	88	*	68	*	85	*	85	*	80	*	96
Tooele Co.	1,377	287	114	8.3%	83	91	81	92	90	95	81	88	73	81	68	78	74	81	86	93
Utah Co. - Wasatch Mental Health	6,465	860	829	12.8%	85	85	83	80	86	85	79	73	71	68	65	66	71	71	84	83
Wasatch Co.	407	81	60	14.7%	94	100	95	100	94	98	85	95	78	91	74	93	78	91	90	97
Weber	4,426	565	282	6.4%	86	76	86	73	88	79	79	68	67	62	66	57	66	63	84	76
State	45,373	9,026	6,818	15.0%	88	88	85	85	89	88	81	80	77	75	74	73	77	76	87	87
National (2020, comparison group)					90	90	87	89	90	91	85	87	75	80	76	79	76	80		

Adult Consumer Satisfaction Survey 2021 MH Clients

5/26/2021

Agency	Number Served FY2020	Number of Forms Returned		Percent of Clients Sampled	General Satisfaction (%)		Good Service Access (%)		Quality & Appropriateness of Services (%)		Participation in Treatment Planning (%)		Positive Service Outcomes (%)		Social Connectiveness (%)		Improved Functioning (%)		Wellness (%)	
		2020	2021		2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
		Bear River Mental Health	1,914		587	423	22.1%	93	91	92	92	94	92	86	87	80	73	72	71	78
Central Utah	867	212	166	19.1%	95	92	91	90	93	92	91	81	79	69	68	69	79	74	92	90
Davis Behavioral	4,947	785	632	12.8%	92	87	85	82	93	88	83	79	72	69	69	66	73	69	89	87
Four Corners	1,151	168	192	16.7%	90	85	92	84	90	87	81	76	78	74	74	72	74	73	84	82
Northeastern	1,870	457	325	17.4%	89	88	89	94	89	88	76	80	69	68	69	69	70	70	84	84
Salt Lake County	8,658	1,570	1,366	15.8%	92	92	89	87	92	89	86	81	76	74	70	72	77	76	90	88
San Juan	470	91	114	24.3%	93	91	96	94	97	96	89	78	80	79	67	75	80	82	91	89
Southwest	2,986	314	336	11.3%	90	86	89	83	89	87	79	77	78	69	71	66	74	69	87	82
Summit Co.	305	6	9	3.0%	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Tooele Co.	1,253	209	86	6.9%	81	93	79	92	91	93	81	88	79	77	60	72	71	70	85	92
Utah Co. - Wasatch Behavioral Health	6,465	860	724	11.2%	85	85	83	79	86	83	79	77	71	63	65	63	71	67	84	82
Wasatch Co.	308	51	42	13.6%	94	100	96	100	96	98	81	95	78	90	69	90	76	90	95	
Weber	3,427	386	207	6.0%	83	73	84	69	85	77	76	67	59	56	58	49	59	56	80	73
State	33,968	5,696	4,622	13.6%	90	88	87	85	91	88	82	80	73	71	69	68	74	72	87	86
National (2020, comparison group)					90	90	87	89	90	91	85	87	75	80	76	79	76	80		

Adult Consumer Satisfaction Survey 2021 SA Clients

5/26/2021

Agency	Number Served FY2020	Number of Forms Returned		Percent of Clients Sampled	General Satisfaction (%)		Good Service Access (%)		Quality & Appropriateness of Services (%)		Participation in Treatment Planning (%)		Positive Service Outcomes (%)		Social Connectiveness (%)		Improved Functioning (%)		Wellness (%)	
		2020	2021		2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
		Bear River Health Department	1,011		108	97	9.6%	94	88	89	94	98	97	94	86	91	88	83	84	92
Central Utah	488	115	55	11.3%	90	91	91	96	91	89	81	82	83	86	86	86	91	84	92	89
Davis Behavioral	1,729	129	264	15.3%	95	91	92	87	98	92	94	83	91	82	89	84	90	84	95	89
Four Corners	587	90	100	17.0%	85	84	87	87	88	91	82	74	78	84	82	84	78	83	87	93
Northeastern	558	91	73	13.1%	86	97	87	93	87	97	73	88	76	90	80	86	74	90	86	97
Salt Lake County	6,916	2,210	1,272	18.4%	82	87	77	80	86	87	75	75	82	83	80	84	83	84	86	87
San Juan	81	12	22	27.2%	75	100	75	95	75	95	83	95	82	95	82	77	82	91	83	95
Southwest	632	82	66	10.4%	83	85	87	87	89	89	73	71	74	84	84	83	78	83	85	91
Summit Co.	230	0	21	9.1%	*	71	*	81	*	90	*	68	*	90	*	84	*	83	*	95
Tooele Co.	457	78	28	6.1%	89	86	85	93	87	100	81	89	82	92	89	96	83	89	90	96
Utah Co. - Wasatch Behavioral Health	1,037	206	105	10.1%	81	88	77	86	86	95	77	85	87	89	82	91	88	93	89	94
Wasatch Co.	190	30	18	9.5%	93	100	93	100	90	100	86	94	77	94	83	100	82	94	90	100
Weber	1,508	179	75	5.0%	94	84	92	84	95	83	84	71	83	77	83	79	82	82	93	82
State	15,096	3,330	2,196	14.5%	85	88	80	84	88	89	77	80	83	84	81	84	84	85	87	89
National (2020, comparison group)					90	90	87	89	90	91	85	87	75	80	76	79	76	80		

Youth Satisfaction Survey 2021 (Youth Client Ages 12-17 is Respondent)

5/26/2021

Agency	Number Served FY2020	Number of Forms Returned		Percent of Clients Sampled	General Satisfaction (%)		Good Service Access (%)		Cultural Sensitivity (%)		Participation in Treatment Planning (%)		Positive Service Outcomes (%)		Wellness (%)	
		2020	2021		2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
		Bear River Health Department	56		3	5	8.9%	*	*	*	*	*	*	*	*	*
Bear River Mental Health	757	151	181	23.9%	80	79	76	79	91	88	80	72	67	64	82	83
Central Utah	334	83	46	13.8%	88	74	77	71	86	87	84	65	74	59	87	87
Davis Behavioral	1,549	210	214	13.8%	80	79	69	78	91	90	79	75	61	68	83	85
Four Corners	264	51	60	22.7%	61	73	70	71	90	80	75	67	75	62	73	75
Northeastern	560	97	96	17.1%	75	77	79	80	91	87	78	71	64	56	79	78
Salt Lake County	2,575	693	374	14.5%	85	86	73	77	91	94	76	81	72	70	85	87
San Juan	177	31	43	24.3%	87	79	74	64	84	91	65	74	61	67	71	77
Southwest	984	175	84	8.5%	81	69	76	73	92	88	79	68	66	60	83	76
Summit Co.	196	0	54	27.6%	*	82	*	83	*	96	*	74	*	63	*	76
Tooele Co.	388	38	47	12.1%	89	74	89	65	97	83	89	72	82	62	95	77
Utah Co. - Wasatch Behavioral Health	2,226	265	298	13.4%	80	78	65	68	91	90	75	73	64	68	81	79
Wasatch Co.	74	25	25	33.8%	76	88	71	92	83	83	56	76	60	84	63	92
Weber	1,029	157	12	1.2%	80	*	68	*	92	*	77	*	64	*	83	*
State (comparison group)	10,950	1,990	1,990	18.2%	82	80	73	74	91	90	77	74	68	66	83	82
National (2020)					88	89	87	89	94	95	89	89	72	75		

Youth Satisfaction Survey Family 2021 (Client's Caregiver is Respondent)

5/26/2021

Agency	Number Served FY2020	Number of Forms Returned		Percent of Clients Sampled	General Satisfaction (%)		Good Service Access (%)		Cultural Sensitivity (%)		Participation in Treatment Planning (%)		Positive Service Outcomes (%)		Social Connectiveness (%)		Improved Functioning (%)		Wellness (%)	
		2020	2021		2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021
		Bear River Health Department	56		0	5	8.9%	*	*	*	*	*	*	*	*	*	*	*	*	*
Bear River Mental Health	1,480	136	173	11.7%	90	86	85	88	96	95	91	88	67	61	86	89	70	62	91	88
Central Utah	646	112	82	12.7%	90	80	89	79	96	84	88	82	71	51	89	79	71	53	92	89
Davis Behavioral	2,640	154	290	11.0%	86	84	73	79	93	93	92	87	64	62	86	84	66	64	92	92
Four Corners	451	36	53	11.8%	83	81	74	90	92	98	75	83	61	68	86	81	67	68	89	90
Northeastern	927	102	99	10.7%	74	75	85	89	90	89	80	79	58	47	82	83	50	51	80	80
Salt Lake County	5,066	821	514	10.1%	92	91	82	84	95	95	90	86	68	66	84	86	70	68	93	91
San Juan	307	38	40	13.0%	90	88	68	83	87	98	87	85	66	70	84	93	61	70	95	90
Southwest	1,806	244	162	9.0%	86	74	82	79	92	91	78	77	58	48	88	78	62	48	87	82
Summit Co.	311	1	20	6.4%	*	89	*	95	*	84	*	70	*	65	*	84	*	60	*	85
Tooele Co.	725	78	37	5.1%	91	87	89	87	99	95	87	76	76	49	79	81	77	60	91	89
Utah Co. - Wasatch Behavioral Health	4,070	458	500	12.3%	88	81	72	74	95	95	85	80	66	58	88	84	70	59	87	85
Wasatch Co.	141	20	19	13.5%	88	94	80	95	95	100	90	78	80	68	95	94	70	68	95	100
Weber	1,930	116	41	2.1%	85	89	88	87	96	91	85	85	62	68	83	93	70	64	94	85
State (comparison group)	20,218	2,316	2,041	10.1%	88	84	80	83	94	94	86	83	66	60	86	84	68	61	90	88
National (2020)					88	89	87	89	94	95	89	89	72	75	88	88	72	75		

**Green % = Percentage meets or exceeds National Average for MHSIP (except Wellness) or Statewide Average for the YSS and YSS-F Surveys.**  
**Yellow % = Percentage between 75% of the National Average and the National Average for MHSIP (except Wellness) or 75% of the Statewide Average and the Statewide Average on YSS and YSS-F.**  
**Red % = Percentage below 75% of the National Average for the MHSIP (except Wellness) or of the Statewide Average for the YSS and YSS-F.**  
**Black % = Percentage is from an insufficient sample rate. A generalized finding at 95% confidence intervals were not met. Informational for those forms that were returned.**  
**\* Insufficient sample rate to display an outcome.**  
 Chart results are based on **round numbers**. The difference between the bolded State or National comparison group could be greater than the whole number shows.  
 Client served counts for each provider are unduplicated for that provider and across substance abuse and mental health combined.  
 State client served count is unduplicated across substance abuse and mental health combined and is not a sum of the provider client counts.