

**Combined mental health and substance use adult client MHSIP consumer satisfaction survey 2025** 6/18/2025

Agency	Clients Served FY2024	Number of surveys returned		Clients sampled (%)	General Satisfaction (%)		Good Service Access (%)		Quality & Appropriateness of Services (%)		Participation in Treatment Planning (%)		Positive Service Outcomes (%)		Social Connectiveness (%)		Improved Functioning (%)		Wellness (%)	
		2024	2025		2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025
		Bear River Health Dept.	1,105		128	131	12%	85	89	87	91	91	92	77	79	83	88	76	86	86
Bear River Mental Health	2,792	348	310	11%	94	92	93	93	93	96	90	91	69	74	67	74	71	78	92	95
Central Utah	1,487	387	527	35%	89	95	88	94	90	95	85	87	80	82	74	77	83	83	91	94
Davis Behavioral	7,321	1,486	1,648	23%	90	91	88	88	88	93	83	84	74	76	71	73	76	78	88	90
Four Corners	1,550	336	331	21%	85	92	86	92	86	94	80	85	73	81	72	76	74	80	85	94
Northeastern	2,731	504	642	24%	93	89	90	89	92	91	85	83	76	72	75	69	76	74	93	89
Salt Lake County	12,871	2,367	2,249	17%	86	88	84	85	85	90	79	81	79	81	80	81	80	83	88	90
San Juan	390	107	112	29%	96	95	96	95	94	97	92	93	86	90	77	81	85	92	95	96
Southwest	3,688	394	436	12%	92	92	91	92	92	94	85	86	76	80	72	73	77	82	91	92
Summit Co.	65	16	2	3%	100	*	80	*	94	*	80	*	94	*	81	*	94	*	94	*
Tooele Co.	1,325	217	174	13%	91	90	94	90	90	91	86	86	78	71	78	75	78	71	92	90
Utah Co. - Wasatch Behavioral	9,237	1,261	1,218	13%	88	89	86	86	87	89	82	93	75	77	72	74	77	78	88	88
Wasatch Co. (Heber)	360	52	107	30%	96	87	98	93	98	91	84	84	82	83	80	78	85	84	98	92
Weber	5,075	665	642	13%	87	90	84	88	87	90	76	82	70	76	67	76	68	75	85	89
State	48,466	8,269	8,529	18%	89	90	87	88	88	91	82	84	76	78	74	76	77	80	89	90
National (2023)					89	89	88	88	90	90	87	87	77	77	77	77	76	76		

**Mental health adult client MHSIP consumer satisfaction survey 2025** 6/18/2025

Mental Health Agency	Clients Served FY2024	Number of surveys returned		Clients sampled (%)	General Satisfaction (%)		Good Service Access (%)		Quality & Appropriateness of Services (%)		Participation in Treatment Planning (%)		Positive Service Outcomes (%)		Social Connectiveness (%)		Improved Functioning (%)		Wellness (%)	
		2024	2025		2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025		
		Bear River Mental Health	2,792		348	310	11%	94	92	93	93	93	96	90	91	69	74	67	74	71
Central Utah	1,132	323	392	35%	89	95	88	94	89	94	85	87	77	80	71	73	80	80	90	93
Davis Behavioral	6,530	1,065	1,296	20%	90	91	87	88	86	92	84	86	71	74	69	70	72	76	87	90
Four Corners	1,118	234	250	22%	84	94	84	93	84	95	81	86	68	80	66	74	69	79	84	94
Northeastern	2,249	437	548	24%	93	90	90	89	91	91	86	83	75	71	74	68	75	73	92	88
Salt Lake County	7,478	1,242	1,026	14%	90	95	89	91	87	94	85	88	77	81	76	79	77	83	90	93
San Juan	315	73	83	26%	96	95	97	94	96	98	94	93	85	89	70	78	83	91	97	96
Southwest	3,020	328	335	11%	92	93	90	91	91	94	84	87	72	79	67	68	74	80	90	92
Summit Co.	35	9	2	6%	100	*	75	*	89	*	63	*	89	*	67	*	89	*	89	*
Tooele Co.	1,088	154	133	12%	90	90	93	88	88	92	87	87	73	66	77	71	75	67	91	91
Utah Co. - Wasatch Behavioral	8,138	1,008	944	12%	87	88	85	96	85	88	81	82	73	74	67	70	74	75	86	87
Wasatch Co.	280	34	88	31%	97	85	97	91	100	90	82	85	81	80	82	77	87	82	100	90
Weber	3,926	416	419	11%	86	88	83	87	85	89	75	83	64	71	60	70	63	69	83	87
State	37,408	5,671	5,826	16%	90	91	88	89	88	92	83	86	73	76	70	72	74	77	88	91
National (2023)					89	89	88	88	90	90	87	87	77	77	77	77	76	76		

**Substance use adult client MHSIP consumer satisfaction survey 2025** 6/18/2025

Substance Use Agency	Clients Served FY2024	Number of surveys returned		Clients sampled (%)	General Satisfaction (%)		Good Service Access (%)		Quality & Appropriateness of Services (%)		Participation in Treatment Planning (%)		Positive Service Outcomes (%)		Social Connectiveness (%)		Improved Functioning (%)		Wellness (%)	
		2024	2025		2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025		
		Bear River Health Department	1,105		128	131	12%	85	89	87	91	91	92	77	79	84	88	76	86	86
Central Utah	591	64	135	23%	89	96	89	94	97	99	86	86	95	90	86	89	94	90	95	87
Davis Behavioral	1,803	421	352	20%	91	90	91	90	94	93	81	80	82	83	77	82	85	82	91	90
Four Corners	582	102	81	14%	88	88	90	89	91	91	80	84	85	85	85	81	85	81	89	93
Northeastern	608	67	94	15%	91	85	99	89	96	91	79	80	80	77	80	72	84	76	94	90
Salt Lake County	6,125	1,126	1,223	20%	81	82	78	79	82	86	74	75	82	81	84	83	83	84	86	87
San Juan	87	34	29	33%	97	93	94	97	88	96	88	93	90	93	91	89	91	93	91	96
Southwest	919	66	101	11%	92	88	96	93	94	93	91	86	92	86	92	90	92	88	96	93
Summit Co.	30	7	-	0%	100	*	86	*	100	*	100	*	100	*	100	*	100	*	100	*
Tooele Co.	454	63	41	9%	92	88	94	95	95	90	82	82	88	89	79	87	87	84	95	87
Utah Co. - Wasatch Behavioral	1,784	253	274	15%	89	92	91	87	94	93	87	86	87	89	89	86	88	90	94	93
Wasatch Co.	138	18	19	14%	94	95	100	100	94	94	89	79	83	95	77	84	81	85	94	100
Weber	1,926	249	223	12%	88	92	86	89	89	92	80	81	79	86	79	86	77	85	87	93
State	15,641	2,598	2,703	17%	86	87	85	85	88	90	79	79	84	84	83	84	84	85	89	90
National (2023)					89	89	88	88	90	90	87	87	77	77	77	77	76	76		

**Youth Satisfaction Survey YSS (youth client is respondent) 6/18/2025**

Agency	Clients Served FY2024 (age 12-17)	Number of surveys returned		Clients sampled (%)	General Satisfaction (%)		Good Service Access (%)		Cultural Sensitivity (%)		Participation in Treatment Planning (%)		Positive Service Outcomes (%)		Wellness (%)	
		2024	2025		2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025
		Bear River Health Department	109		21	13	12%	81	85	57	46	90	83	62	69	81
Bear River Mental Health	865	129	123	14%	87	85	86	82	95	93	87	82	70	66	89	91
Central Utah	385	123	114	30%	89	87	84	82	94	92	83	77	76	66	90	86
Davis Behavioral	1,683	331	336	20%	78	77	72	71	88	87	79	78	57	65	79	78
Four Corners	264	72	65	25%	71	75	68	82	81	88	76	77	54	62	81	80
Northeastern	675	130	113	17%	72	82	71	83	88	88	75	79	53	65	77	82
Salt Lake County	2,755	560	466	17%	80	89	76	79	92	72	77	59	63	74	84	89
San Juan	108	20	24	22%	60	71	75	58	85	83	70	71	60	58	65	79
Southwest	962	110	107	11%	69	72	65	64	81	86	67	74	56	56	72	83
Summit Co.	43	2	1	2%	*	*	*	67	*	*	*	*	*	*	*	
Tooele Co.	293	74	60	20%	89	77	92	72	97	85	78	78	70	55	93	78
Utah Co. - Wasatch Behavioral	2,326	264	302	13%	79	80	68	86	89	90	72	78	66	67	81	81
Wasatch Co.	104	17	21	20%	76	90	80	86	87	62	76	95	56	86	75	81
Weber	1,003	113	108	11%	85	76	77	73	92	90	91	79	74	60	91	80
State (comparison group)	11,341	1,966	1,853	16%	79	82	75	75	90	89	78	80	63	67	83	83
National (2023)					87	87	88	88	93	93	88	88	72	72	-	-

**Youth Satisfaction Survey Family YSS-F 2025 (youth client's caregiver is respondent) 6/18/2025**

Agency	Clients Served FY2024	Number of surveys returned		Clients sampled (%)	General Satisfaction (%)		Good Service Access (%)		Cultural Sensitivity (%)		Participation in Treatment Planning (%)		Positive Service Outcomes (%)		Social Connectiveness (%)		Improved Functioning (%)		Wellness (%)	
		2024	2025		2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025
		Bear River Health Department	24		21	12	50%	62	92	86	83	91	100	67	75	67	42	86	83	67
Bear River Mental Health	1,145	148	117	10%	85	93	84	86,3	97	97	90	94	61	68	91	90	60	75	93	94
Central Utah	498	121	182	37%	92	91	90	92	98	99	88	89	66	73	93	90	69	73	91	93
Davis Behavioral	1,904	285	372	20%	81	83	80	80	92	95	86	86	55	58	80	85	56	61	89	91
Four Corners	271	56	62	23%	82	84	80	87	89	94	88	82	68	58	86	77	66	58	93	86
Northeastern	664	121	82	12%	85	87	84	87	97	96	85	90	55	60	84	84	59	71	91	93
Salt Lake County	3,105	674	505	16%	89	91	83	85	94	95	86	90	67	69	59	88	68	69	94	92
San Juan	148	33	24	16%	88	92	67	96	91	100	91	79	82	79	85	96	79	83	85	83
Southwest	1,121	120	147	13%	91	84	82	69	94	95	90	90	63	55	81	79	64	59	95	91
Summit Co.	52	1	1	2%	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Tooele Co.	340	80	104	31%	98	87	96	90	100	95	96	87	70	59	91	90	74	61	99	99
Utah Co. - Wasatch Behavioral	2,622	413	367	14%	84	87	85	81	95	95	80	84	61	71	87	84	63	73	85	86
Wasatch Co.	93	29	20	22%	81	100	75	95	100	95	83	95	62	65	97	90	62	70	85	100
Weber	1,191	147	139	12%	88	82	91	84	97	98	95	92	71	64	90	86	73	61	95	91
State (comparison group)	12,986	2,249	2,137	16%	87	88	82	83	95	96	86	88	64	66	86	86	65	67	91	91
National (2023)					87	87	88	88	93	93	88	88	72	72	88	88	72	72		

**Green % = Percentage meets or exceeds National Average for MHSIP (except Wellness) or Statewide Average for the YSS and YSS-F Surveys.**  
**Orange % = 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.