

The National Mental Health Statistics Improvement Program (MHSIP) Survey

What is the MHSIP survey?

The National MHSIP survey was developed in 1997 to inform behavioral health policy decisions and audit treatment quality. The MHSIP was created with feedback from consumers and family members to promote consumer-oriented services supported by data. Utah has administered the National MHSIP each year since 2004.

The MHSIP consists of 38 questions, each answered using a 5-point Likert scale ranging from one (strongly agree) to five (strongly disagree). These questions create eight reporting group domains. These domains measure different experiences within public behavioral health services. The eight domains are: General Satisfaction, Good Service Access, Quality and Appropriateness of Services, Participation in Treatment, Improved Outcomes, Improved Social Connectedness, Improved Functioning, and Wellness. States and SAMHSA publish these outcome domains each year.

Why is satisfaction used?

Consumer satisfaction surveys are standard practice in public and private healthcare settings for performance evaluation. Client voice can capture treatment and experience data differently than utilization measures. In behavioral health, continued satisfaction, participation, and engagement in services contribute to successful treatment.

Who is surveyed?

Survey responses are anonymous and do not impact a person's access to services.

The Utah Department of Health and Human Services Office of Substance Use and Mental Health requires all county-based behavioral health local authorities to sample a minimum of 10% of their mental health and substance client totals from the previous fiscal year. Local Authorities control sampling method and most states use convenience sampling.

Limitations to the data?

The national instructions for the MHSIP note audit use drives sampling method. Results may be different than a statistical probability sampling method. This means the sample is not stratified by population demographics, diagnosis, or service treatment. MHSIP reporting doesn't include margin of error or confidence intervals.

Combined mental health and substance use adult client MHSIP consumer satisfaction survey 2026

Created 6/16/2026. Updated 8/25/2026

Local Substance and/or Mental Health Authority	Clients Served FY2025 (A) - 10% sample required for 2026	Number of surveys returned		Clients sampled (B/A)	General Satisfaction (%)		Good Service Access (%)		Quality & Appropriateness of Services (%)		Participation in Treatment Planning (%)		Positive Service Outcomes (%)		Social Connectiveness (%)		Improved Functioning (%)		Wellness (%)	
		2025	2026 (B)		2025	2026	2025	2026	2025	2026	2025	2026	2025	2026	2025	2026	2025	2026	2025	2026
Bear River Health Dept.	813	131	88	11%	89	98	91	92	92	99	79	93	88	95	86	92	89	93	94	99
Bear River Mental Health	2,645	310	267	10%	92	96	93	97	96	97	91	94	74	83	74	78	78	84	95	97
Central Utah	1,576	527	460	29%	95	93	94	93	95	95	87	87	82	83	77	77	83	83	94	93
Davis Behavioral	7,447	1,648	1,889	25%	91	90	88	90	93	91	84	85	76	79	73	74	78	78	90	90
Four Corners	1,667	331	314	19%	92	94	92	93	94	95	85	87	81	85	76	81	80	85	94	93
Northeastern	2,790	642	364	13%	89	91	89	88	91	94	83	85	72	78	69	71	74	79	89	91
Salt Lake County	12,093	2,249	2,382	20%	88	88	85	86	90	90	81	82	81	82	81	80	83	83	90	90
San Juan	376	112	79	21%	95	96	95	100	97	99	93	92	90	91	81	85	92	91	96	97
Southwest	3,314	436	437	13%	92	93	92	92	94	95	86	87	80	83	73	76	82	81	92	92
Summit Co.	165	2	38	23%	*	95	*	90	*	89	*	79	*	73	*	76	*	84	*	92
Tooele Co.	1,286	174	231	18%	90	93	90	93	91	94	86	88	71	78	75	75	71	80	90	92
Utah Co. - Wasatch	7,888	1,218	1,299	16%	89	89	86	90	89	92	93	84	77	78	74	75	78	80	88	92
Wasatch Co. (Heber)	365	107	92	25%	87	90	93	88	91	92	84	77	83	80	78	79	84	81	92	87
Weber	5,183	642	752	15%	90	87	88	89	90	91	82	77	76	78	76	78	75	80	89	89
State	46,210	8,529	8,692	19%	90	90	88	89	91	92	84	84	78	81	76	77	80	81	90	91
National (comparison)					89	89	88	88	90	89	87	85	77	77	77	76	76	77		

Mental health adult client MHSIP consumer satisfaction survey 2026

Created 6/16/2026. Updated 8/25/2026

Mental Health Agency	Clients Served FY2025 (A) - 10% sample required for 2026	Number of surveys returned		Clients sample (B/A)	General Satisfaction (%)		Good Service Access (%)		Quality & Appropriateness of Services (%)		Participation in Treatment Planning (%)		Positive Service Outcomes (%)		Social Connectiveness (%)		Improved Functioning (%)		Wellness (%)	
		2025	2026 (B)		2025	2026	2025	2026	2025	2026	2025	2026	2025	2026	2025	2026	2025	2026	2025	2026
Bear River Mental Health	2,645	310	267	10%	92	96	93	97	96	97	91	94	74	83	74	78	78	84	95	97
Central Utah	1,172	392	341	29%	95	94	94	92	94	94	87	86	80	81	73	70	80	80	93	92
Davis Behavioral	6,620	1,296	1,614	24%	91	90	88	89	92	91	86	85	74	78	70	72	76	77	90	90
Four Corners	1,201	250	170	14%	94	98	93	95	95	96	86	89	80	84	74	81	79	85	94	94
Northeastern	2,268	548	274	12%	90	92	89	89	91	95	83	85	71	78	68	68	73	78	88	91
Salt Lake County	8,051	1,026	1,247	15%	95	92	91	90	94	92	88	86	81	81	79	77	83	81	93	92
San Juan	282	83	57	20%	95	97	94	100	98	100	93	92	89	93	78	83	91	89	96	98
Southwest	3,041	335	356	12%	93	93	91	92	94	95	87	87	79	80	68	73	80	79	92	91
Summit Co.	162	2	19	12%	*	100	*	95	*	94	*	88	*	78	*	79	*	84	*	94
Tooele Co.	993	133	178	18%	90	94	88	95	92	94	87	89	66	75	71	73	67	77	91	92
Utah Co. - Wasatch	6,478	944	942	15%	88	90	96	91	88	92	82	85	74	75	70	70	75	77	87	92
Wasatch Co.	300	88	54	18%	85	83	91	82	90	87	85	80	80	70	77	67	82	70	90	82
Weber	3,825	419	428	11%	88	86	87	88	89	90	83	77	71	76	70	72	69	77	87	88
State	36,391	5,826	5,947	16%	91	91	89	91	92	93	86	86	76	78	72	73	77	79	91	91
National (comparison)					89	89	88	88	90	89	87	85	77	77	77	76	76	77		

Substance use adult client MHSIP consumer satisfaction survey 2026

Created 6/16/2026. Updated 8/25/2026

Substance Use Agency	Clients Served FY2025 (A) - 10% sample required for 2026	Number of surveys returned		Clients sample (B/A)	General Satisfaction (%)		Good Service Access (%)		Quality & Appropriateness of Services (%)		Participation in Treatment Planning (%)		Positive Service Outcomes (%)		Social Connectiveness (%)		Improved Functioning (%)		Wellness (%)	
		2025	2026 (B)		2025	2026	2025	2026	2025	2026	2025	2026	2025	2026	2025	2026	2025	2026	2025	2026
Bear River Health	813	131	88	11%	89	98	91	92	92	99	79	93	88	95	86	92	89	93	94	99
Central Utah	652	135	119	18%	96	92	94	96	99	97	86	90	90	91	89	95	90	92	87	97
Davis Behavioral	1,734	352	275	16%	90	90	90	91	93	92	80	83	83	87	82	85	82	87	90	93
Four Corners	632	81	144	23%	88	90	89	91	91	93	84	85	85	86	81	82	81	86	93	92
Northeastern	642	94	90	14%	85	91	89	87	91	93	80	86	77	79	72	78	76	82	90	92
Salt Lake County	4,715	1,223	1,135	24%	82	84	79	81	86	87	75	78	81	84	83	84	84	86	87	89
San Juan	105	29	22	21%	93	96	97	100	96	96	93	91	93	86	89	91	93	96	96	96
Southwest	492	101	81	16%	88	94	93	90	93	96	86	88	86	92	90	89	88	88	93	98
Summit Co.	17	-	19	100%	*	90	*	84	*	83	*	69	*	68	*	74	*	84	*	89
Tooele Co.	451	41	53	12%	88	89	95	87	90	94	82	86	89	89	87	81	84	87	87	92
Utah Co. - Wasatch	1,903	274	357	19%	92	88	87	89	93	93	86	83	89	86	86	88	90	87	93	94
Wasatch Co.	132	19	38	29%	95	100	100	97	94	100	79	73	95	95	84	97	85	97	100	95
Weber	2,105	223	324	15%	92	89	89	90	92	93	81	78	86	80	86	86	85	84	93	90
State	13,974	2,703	2,745	20%	87	88	85	87	90	91	79	81	84	85	84	86	85	87	90	91
National (comparison)					89	89	88	88	90	89	87	85	77	77	77	76	76	77		

Youth Satisfaction Survey YSS (youth client is respondent) 2026

Created 6/16/2026. Updated 8/25/2026

Local Substance and/or Mental Health Authority	Clients Served FY2025 (A) - 10% sample required for 2026	Number of surveys returned		Clients sample (B/A)	General Satisfaction (%)		Good Service Access (%)		Cultural Sensitivity (%)		Participation in Treatment Planning (%)		Positive Service Outcomes (%)		Wellness (%)	
		2025	2026 (B)		2025	2026	2025	2026	2025	2026	2025	2026	2025	2026	2025	2026
Bear River Health	66	13	<10	*	85	*	46	*	83	*	69	*	62	*	83	*
Bear River Mental Health	785	123	81	10%	85	95	82	80	93	96	82	85	66	80	91	94
Central Utah	361	114	78	22%	87	76	82	82	92	90	77	77	66	71	86	82
Davis Behavioral	1,593	336	358	22%	77	76	71	70	87	90	78	78	65	60	78	77
Four Corners	267	65	32	12%	75	94	82	91	88	97	77	84	62	75	80	91
Northeastern	591	113	70	12%	82	80	83	64	88	93	79	73	65	64	82	76
Salt Lake County	2,498	466	441	18%	89	85	79	79	72	92	59	79	74	72	89	87
San Juan	90	24	12	13%	71	100	58	75	83	92	71	83	58	100	79	83
Southwest	806	107	95	12%	72	76	64	67	86	87	74	73	56	58	83	84
Summit Co.	33	1	5	15%	*	*	*	*	*	*	*	*	*	*	*	*
Tooele Co.	264	60	58	22%	77	86	72	81	85	95	78	93	55	71	78	91
Utah Co. - Wasatch	2,205	302	337	15%	80	82	86	75	90	92	78	75	67	68	81	85
Wasatch Co.	83	21	22	27%	90	50	86	64	62	77	95	73	86	45	81	77
Weber	867	108	96	11%	76	78	73	62	90	84	79	73	60	61	80	73
State (comparison group)	10,298	1,853	1,690	16%	82	81	75	74	89	91	80	78	67	67	83	83
National					87	86	88	86	93	93	88	88	72	71		

Youth Satisfaction Survey Family YSS-F (youth client's caregiver is respondent) 2026

Created 6/16/2026. Updated 8/25/2026

Local Substance and/or Mental Health Authority	Clients Served FY2025 (A) - 10% sample required for 2026	Number of surveys returned		Clients sample (B/A)	General Satisfaction (%)		Good Service Access (%)		Cultural Sensitivity (%)		Participation in Treatment Planning (%)		Positive Service Outcomes (%)		Social Connectiveness (%)		Improved Functioning (%)		Wellness (%)	
		2025	2026 (B)		2025	2026	2025	2026	2025	2026	2025	2026	2025	2026	2025	2026	2025	2026	2025	2026
Bear River Health	10	12	<10	*	92	*	83	*	100	*	75	*	42	*	83	*	42	*	83	*
Bear River Mental Health	1,069	117	113	11%	93	89	86	85	97	94	94	89	68	66	90	89	75	70	92	88
Central	515	182	109	21%	91	92	92	88	99	98	89	85	73	81	90	94	73	83	87	89
Davis Behavioral	1,858	372	328	18%	83	86	80	79	95	95	86	92	58	66	85	87	61	67	80	86
Four Corners	265	62	62	23%	84	82	87	89	94	98	82	82	58	55	77	86	58	57	74	81
Northeastern	625	82	69	11%	87	81	87	84	96	93	90	81	60	57	84	83	71	58	88	81
Salt Lake County	2,899	505	513	18%	91	92	85	87	95	96	90	90	69	71	88	86	69	75	86	89
San Juan	123	24	21	17%	92	62	96	91	100	100	79	57	79	43	96	86	83	43	79	52
Southwest	1,022	147	146	14%	84	85	69	79	95	94	90	85	55	59	79	79	59	59	86	87
Summit County	42	1	8	19%	*	88	*	88	*	88	*	100	*	63	*	100	*	63	*	88
Tooele County	342	104	74	22%	87	88	90	88	95	97	87	87	59	62	90	97	61	66	89	85
Utah County - WBH	2,527	367	390	15%	87	87	81	80	95	97	84	82	71	66	84	88	73	67	78	83
Wasatch County	97	20	23	24%	100	87	95	100	95	96	95	65	65	57	90	83	70	57	95	83
Weber	1,073	139	123	11%	82	81	84	89	98	92	92	85	64	58	86	84	61	59	84	85
State (comparison group)	12,267	2,137	1,980	16%	88	88	83	84	96	95	88	86	66	66	86	87	67	68	84	86
National					87	86	88	86	93	93	88	88	72	71	88	87	72	73		

*Starting 2026, all percentage points are rounded to whole numbers.

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

Blue % = 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 OR sample size insufficient.

* Insufficient sample rate to display an outcome.

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.

National comparisons in 2025 are lagged to 2023 and national comparisons in 2026 are lagged to 2024.