SCORECARD
2011 Consumer, Family and Youth Survey Results Highlights

Outcomes: Individuals and Family
- How services provided have affected quality of life and well-being
  - Who have reduced their drug/alcohol usage: 89.4% (Statewide Adult), 45.5% (Statewide Child/Family)
  - Who have experienced harmful medication side effects: 27.2% (Statewide Adult), 16.7% (Statewide Child/Family)
  - Who has a better work or school situation because of treatment: 80% (Statewide Adult), 77.5% (Statewide Child/Family)
  - Who have the tools they need to understand and prevent relapse: 85.5% (Statewide Adult), 68% (Statewide Child/Family)

Service Delivery
- Perception by consumers and family members concerning control of their situations
  - Staff were sensitive to my cultural background: 83% (Statewide Adult), 83% (Statewide Child/Family)
  - Location of services was convenient: 82% (Statewide Adult), 82% (Statewide Child/Family)
  - I was encouraged to use consumer run programs: 74% (Statewide Adult), 56% (Statewide Child/Family)
  - Self-advocate: 21% Negative/neutral, Youth – 17% Negative
  - Services were available at times that were convenient: 88% (Statewide Adult), 88% (Statewide Child/Family)

General Concerns
- Comments or Additional Observations from Consumers or CSP Workgroup
  - Effectiveness Domain*: 63% (Statewide Adult), 54% (Statewide Child/Family)
  - Resources Information*: Task Generated from Survey Comments
  - Increase engagement of consumers in the CSP process: Task Generated from CSP Workgroup
  - Publish Survey Report Card and Recommendations: Task Generated from CSP Workgroup
  - Changed the survey question response choices to decipher the unknowns and not applicable values: Task Generated from CSP Workgroup – Not Applicable did not provide sufficient information

Task Completed
- Link to Recommendation Initiatives

Task Generated
- Link to Recommendation Initiatives