

Virginia Public Mental Health Consumer Survey Report - 2022

Department of Behavioral Health and Developmental Services

Introduction

The Virginia Department of Behavioral Health and Developmental Services (DBHDS) conducts a survey of consumers receiving services through one of the Community Services Boards (CSBs). The purpose is two-fold: one, to gather input from consumers who use, or have used the public mental health services, and second, to gather input that is required for Virginia to maintain its eligibility for funding through the Mental Health Block Grant to the States. The grant requires certain National Outcome Measures (NOMS) data to be reported, and the survey collects some of this data. Most of the survey questions are prescribed by the block grant with the standardized Mental Health Statistics Improvement Program survey (MHSIP) for adults and the Youth Services Survey for Families (YSS-F) for youth, but states may add items that are specific to the states' individual interests.

Methodology

The Social Science Research Center (SSRC) at Old Dominion University (ODU) conducted a mail survey of adult consumers and families with children receiving services. A second survey packet was sent to non-responding consumers.

This year, in an effort to increase response rates, DBHDS added an online option. In addition to the paper forms, the packets included a link and QR code to take the survey online via Qualtrics. Each consumer received a unique, eight-character code to enter into Qualtrics. The code allowed us to track online completion and to match the respondents to their primary CSB. The survey was also offered in Spanish in both the online and paper formats.

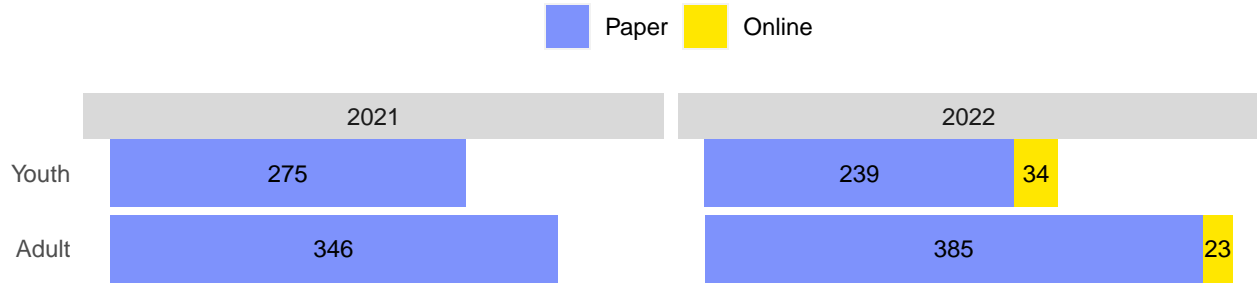
Table 1: Responses by survey format

Source	Adults	Youth	Total	Percentage
online	23	34	57	8%
paper	385	239	624	92%
Total	408	273	681	100%

Only 8% of the respondents chose to complete the online version. The absolute number of responses remained about constant for the youth survey (a decrease of 2) while the number of adult surveys received increased by 62.

The exact impact of the online option is unknown, since we do not know how many of those who responded online would have otherwise not completed the survey at all.

Fig. 1: Number of survey responses 2022 vs. 2021



Adult consumer survey (MHSIP)

The number of sampled consumers by CSB, and the number of survey responses received, are displayed in Table 2. Of the 2,500 sampled consumers, 2,210 were sent to valid addresses. The 408 responses received represent 16.3% of sampled consumers and 18.5% of those with a valid address.

Consumers from all 40 CSBs responded to the survey. Response rates by CSB ranged from 7% (Goochland Powhatan) to 37.5% (Rockbridge). As expected, the largest number of responses came from Fairfax Falls-Church, the CSB with the greatest number of consumers.

Table 2: Surveys received by CSB (Adults)

CSB	Sampled	Responses	Response Rate
Alexandria	40	7	18%
Alleghany Highlands	19	5	26%
Arlington	91	14	15%
Blue Ridge	82	15	18%
Chesapeake	57	9	16%
Chesterfield	61	12	20%
Colonial	26	4	15%
Crossroads	54	8	15%
Cumberland Mountain	49	8	16%
Danville-Pittsylvania	27	5	19%
Dickenson	22	3	14%
District 19	58	7	12%
Eastern Shore	41	6	15%
Fairfax-Falls Church	151	35	23%
Goochland Powhatan	15	1	7%
Hampton-Newport News	125	22	18%
Hanover	26	4	15%
Harrisonburg Rockingham	51	11	22%
Henrico	65	13	20%
Highlands	83	16	19%
Horizon	129	25	19%
Loudoun	42	4	10%
Middle Peninsula Northern Neck	44	7	16%
Mount Rogers	80	11	14%
New River Valley	100	13	13%

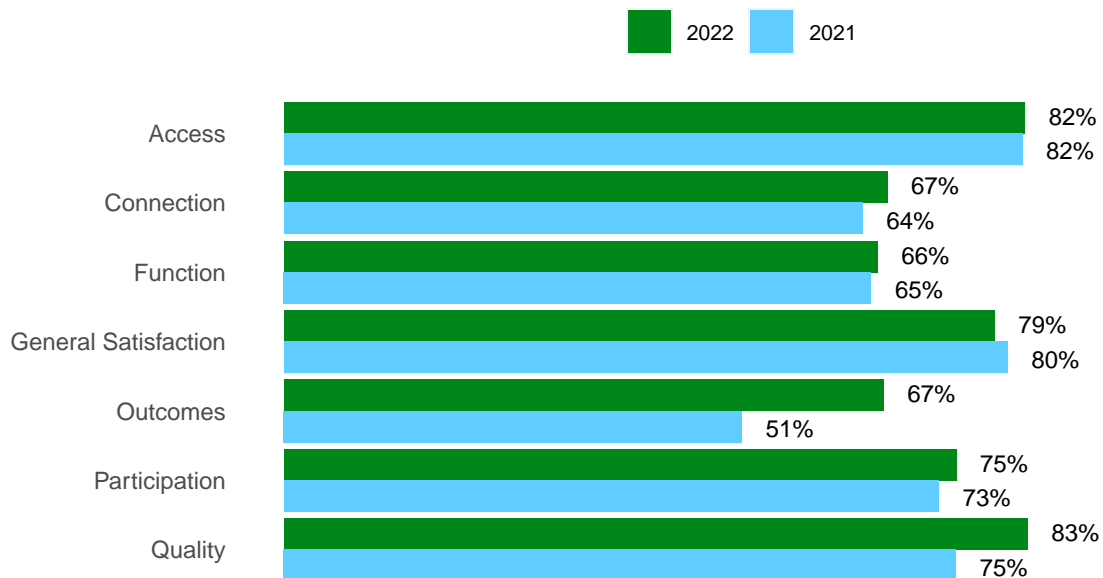
Table 2: Surveys received by CSB (Adults) (*continued*)

CSB	Sampled	Responses	Response Rate
Norfolk	48	11	23%
Northwestern	89	12	13%
Piedmont	99	20	20%
Planning District 1	71	12	17%
Portsmouth	33	3	9%
Prince William	67	5	7%
Rappahannock Area	81	9	11%
Rappahannock Rapidan	23	6	26%
Region Ten	68	9	13%
Richmond	127	15	12%
Rockbridge	16	6	38%
Southside	26	5	19%
Valley	56	9	16%
Virginia Beach	102	14	14%
Western Tidewater	56	7	12%
Total	2500	408	16%

Adult summary results

The combined scores for each domain are displayed in Figure 2. Per the instructions provided for the SAMHSA Uniform Reporting System (URS), respondents who did not answer two thirds of the items in a given domain (or more) were excluded from these calculations. Scores from 2021 are included for comparison purposes. Most domains saw similar scores for both years, with the exception of the outcomes domain which improved by 16 percentage points.

Fig. 2: Positive scores by domain, 2022 and 2021 (Adults)



Adult MHSIP results by domain

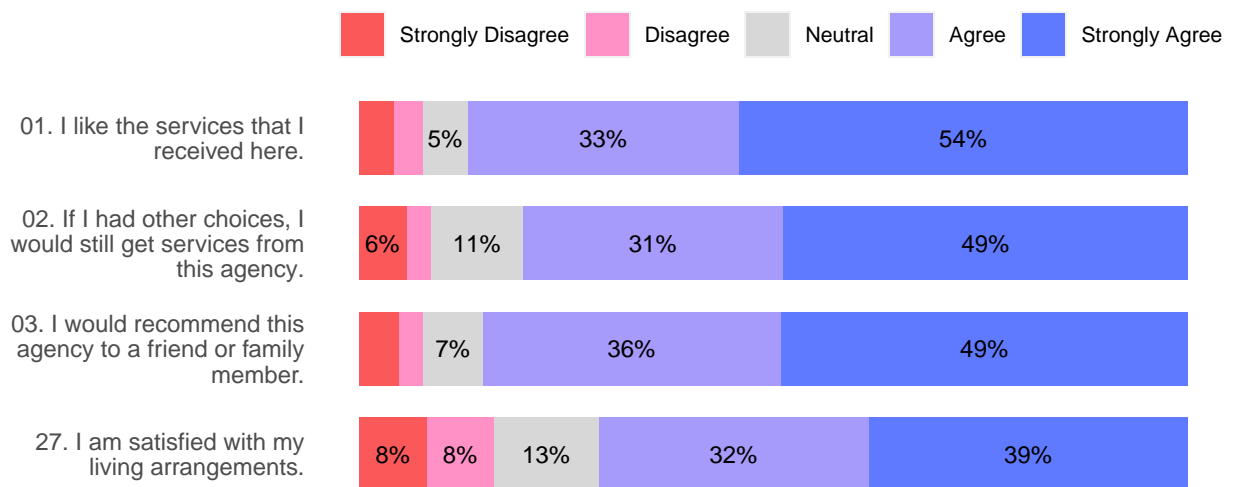
The results for each question, organized by domain, are displayed in the figures below.

The Adult MHSIP includes a “Does Not Apply” option. These responses are excluded from the charts; however, the text notes when a substantial number of respondents selected this option. Missing responses were also excluded from visualizations.

General satisfaction domain

The majority of respondents expressed agreement with the statements in this domain. The three items that refer directly to agency services had very positive results (85% agreement or greater). The item with the weakest agreement score (68%) asked about satisfaction with living arrangements.

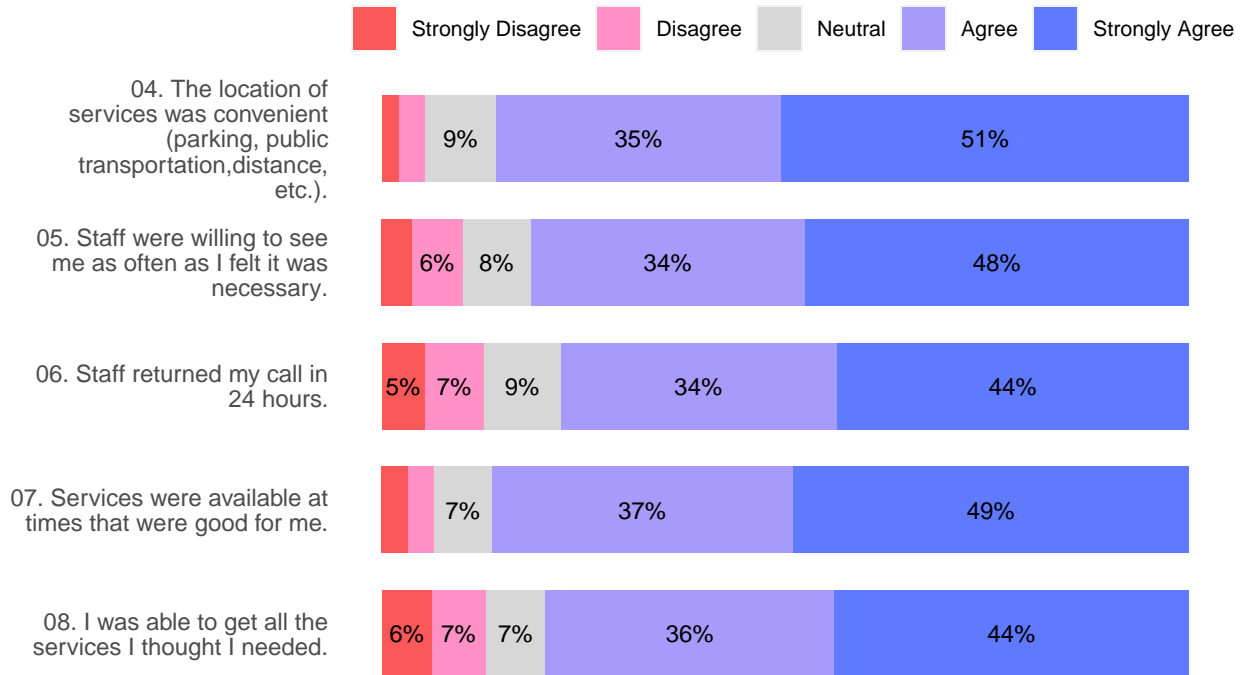
Fig. 3: General satisfaction (Adults)



Access domain

A strong majority of respondents agreed with the items in the Access domain. The item with the lowest score asked if calls were returned within 24 hours. Seven percent of respondents said this item did not apply.

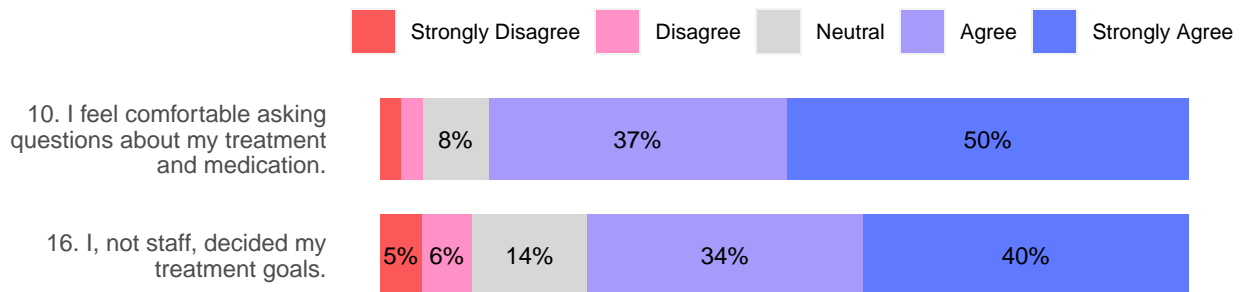
Fig. 4: Access (Adults)



Participation in treatment domain

The participation domain only has two items. Scores were positive for both, with 84% agreeing that they feel comfortable asking questions and 70% agreeing that they decided their own treatment goals.

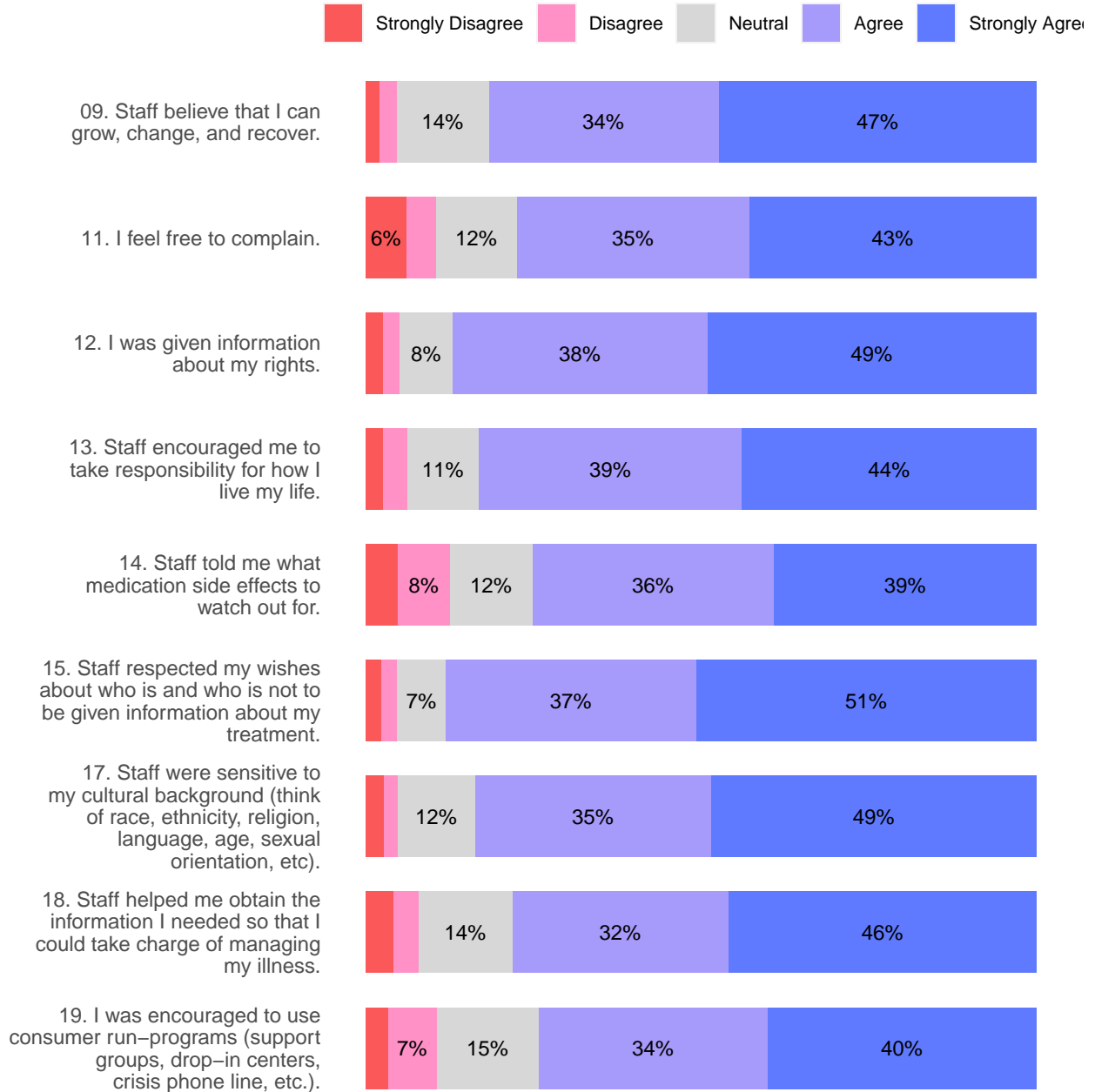
Fig. 5: Participation in treatment (Adults)



Quality domain

Respondents were asked nine different questions related to the quality of care. All of the items received positive responses. The item with the weakest results (67% agreement) asked about encouragement to join consumer-run programs. Ten percent of respondents (excluded from the visual) said this question did not apply.

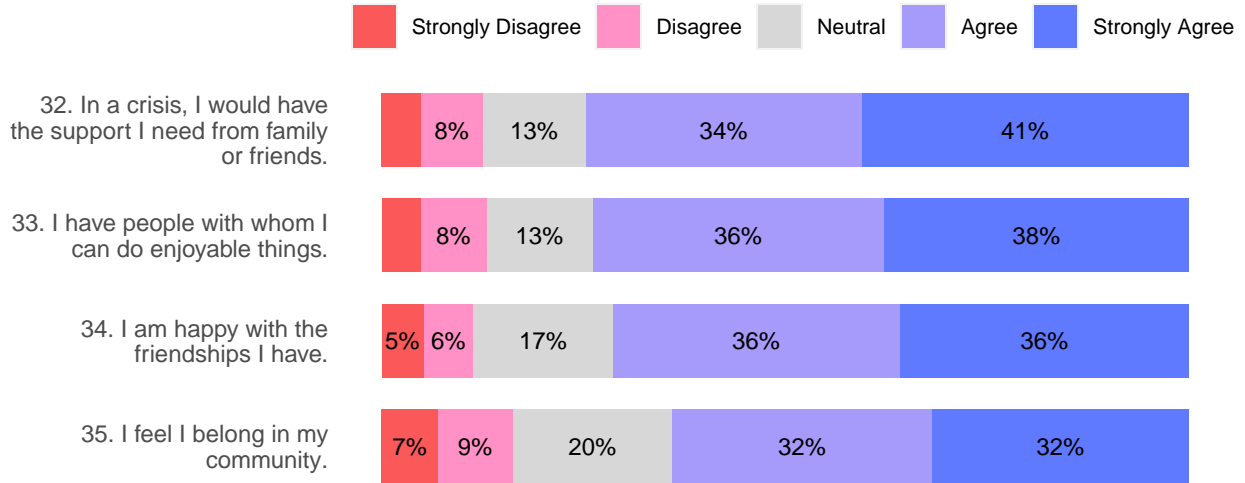
Fig. 6: Quality (Adults)



Social connection domain

Scores on this domain were positive overall, with agreement ranging from 61% (“belong in my community”) to 72% (support from friends and family).

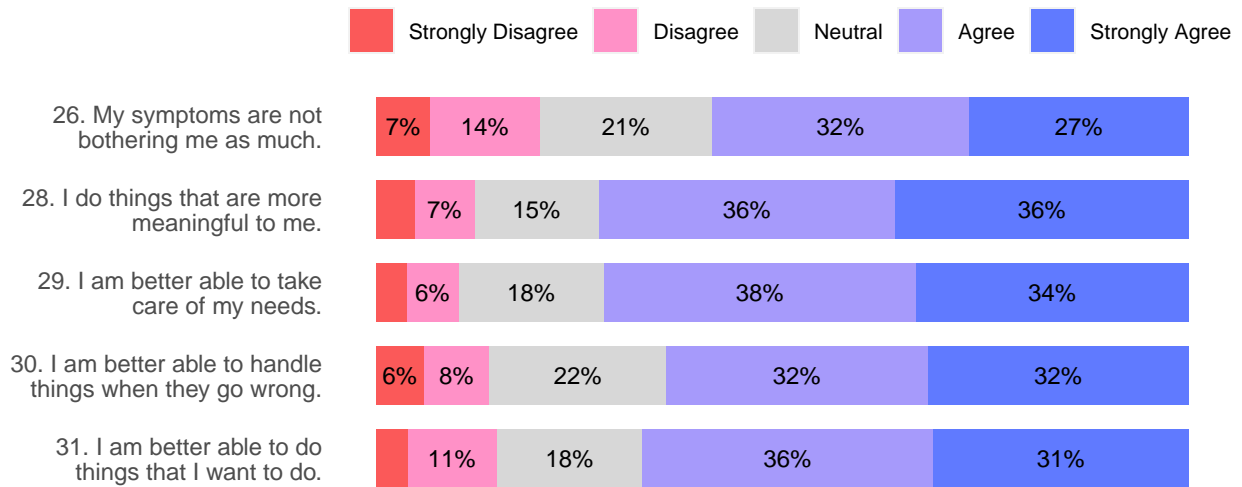
Fig. 7: Social connection (Adults)



Function domain

The function domain includes five items. The percentage of respondents agreeing ranged from 56% (“symptoms are not bothering me as much”) to 71% (“I do things that are more meaningful to me”).

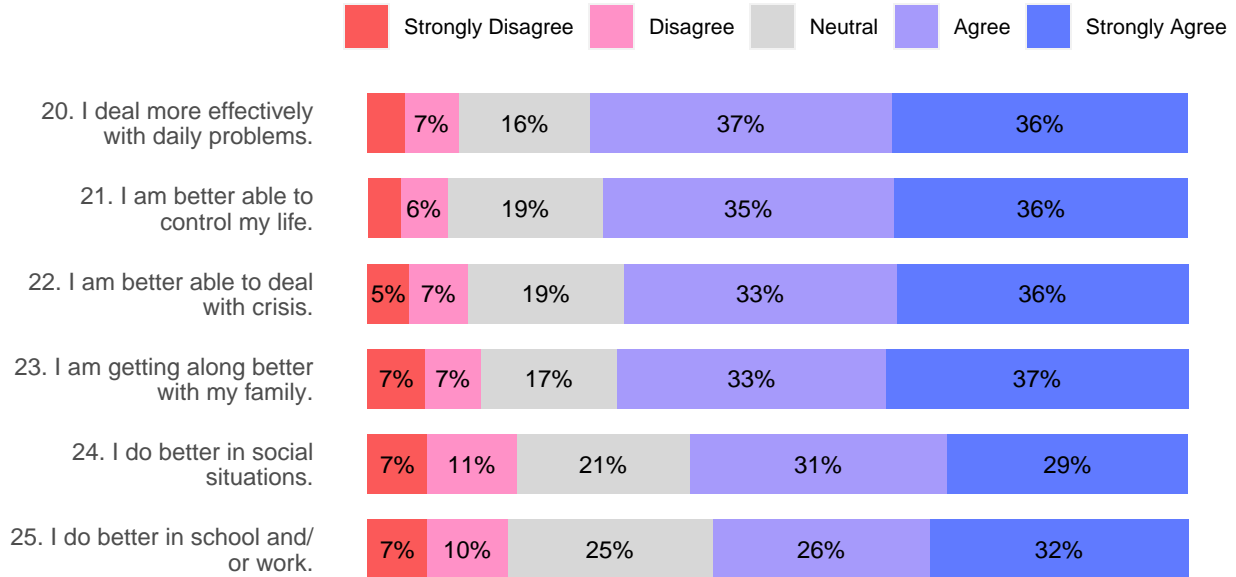
Fig. 8: Function (Adults)



Outcomes domain

Scores ranged from 58% (“I do better in school and/or work”) to 73% (“I deal more effectively with daily problems”). Thirty-two percent of respondents (excluded from visual) answered “Does Not Apply” to the question about school and work. Additionally, 5% said the question asking about social situations did not apply.

Fig. 9: Outcomes (Adults)



Youth Services Survey for Families (YSS-F)

The number of sampled families by CSB, and the number of survey responses received, are displayed in Table 3. Of the 2,501 addresses in the sample, 2,250 were found to be valid. The 273 responses received represent 10.9% of sampled consumers and 12.1% of those with a valid address.

Consumers from 38 of the CSBs responded to the survey. There were no responses from Portsmouth or Rockbridge. The highest response rate (36%) came from Rappahannock Rapidan.

Youth YSS-F Responses Received

CSB	Sampled	Responses	Response Rate
Alexandria	27	2	7%
Alleghany Highlands	14	2	14%
Arlington	25	3	12%
Blue Ridge	48	8	17%
Chesapeake	40	6	15%
Chesterfield	53	3	6%
Colonial	40	4	10%
Crossroads	25	3	12%
Cumberland Mountain	71	11	15%
Danville-Pittsylvania	39	7	18%
Dickenson	12	1	8%
District 19	22	2	9%
Eastern Shore	31	2	6%
Fairfax-Falls Church	109	15	14%
Goochland Powhatan	13	2	15%
Hampton-Newport News	147	14	10%
Hanover	31	6	19%
Harrisonburg Rockingham	85	11	13%

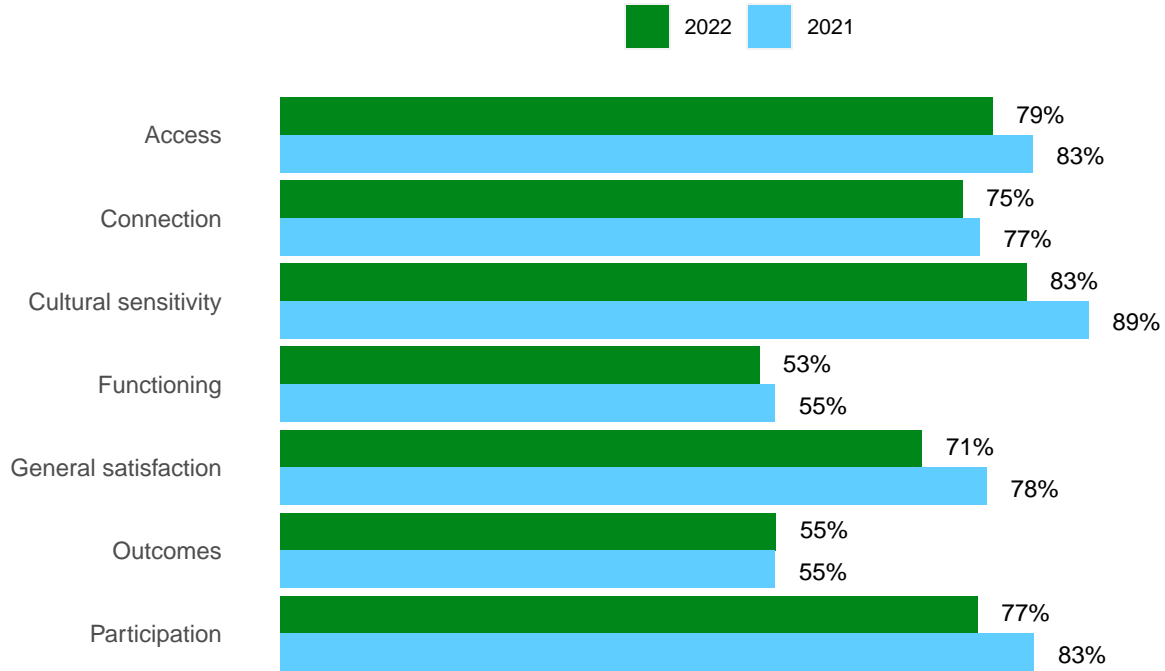
Youth YSS-F Responses Received (*continued*)

CSB	Sampled	Responses	Response Rate
Henrico	60	3	5%
Highlands	89	10	11%
Horizon	196	20	10%
Loudoun	23	1	4%
Middle Peninsula Northern Neck	72	6	8%
Mount Rogers	113	19	17%
New River Valley	257	26	10%
Norfolk	16	1	6%
Northwestern	90	9	10%
Piedmont	117	21	18%
Planning District 1	83	3	4%
Portsmouth	5	0	0%
Prince William	63	4	6%
Rappahannock Area	82	12	15%
Rappahannock Rapidan	14	5	36%
Region Ten	89	7	8%
Richmond	58	1	2%
Rockbridge	15	0	0%
Southside	31	3	10%
Valley	54	4	7%
Virginia Beach	50	4	8%
Western Tidewater	92	11	12%
Total	2501	272	11%

Youth (YSS-F) domain summary results

The combined scores for each domain are displayed in Figure 10, with scores from 2021 included for comparison purposes. Per the instructions provided for the SAMHSA Uniform Reporting System (URS), respondents who did not answer two thirds of the items in a given domain (or more) were excluded from these calculations. Average scores were roughly similar to those observed in 2021.

Fig. 10: Positive scores by domain, 2022 and 2021 (Youth)



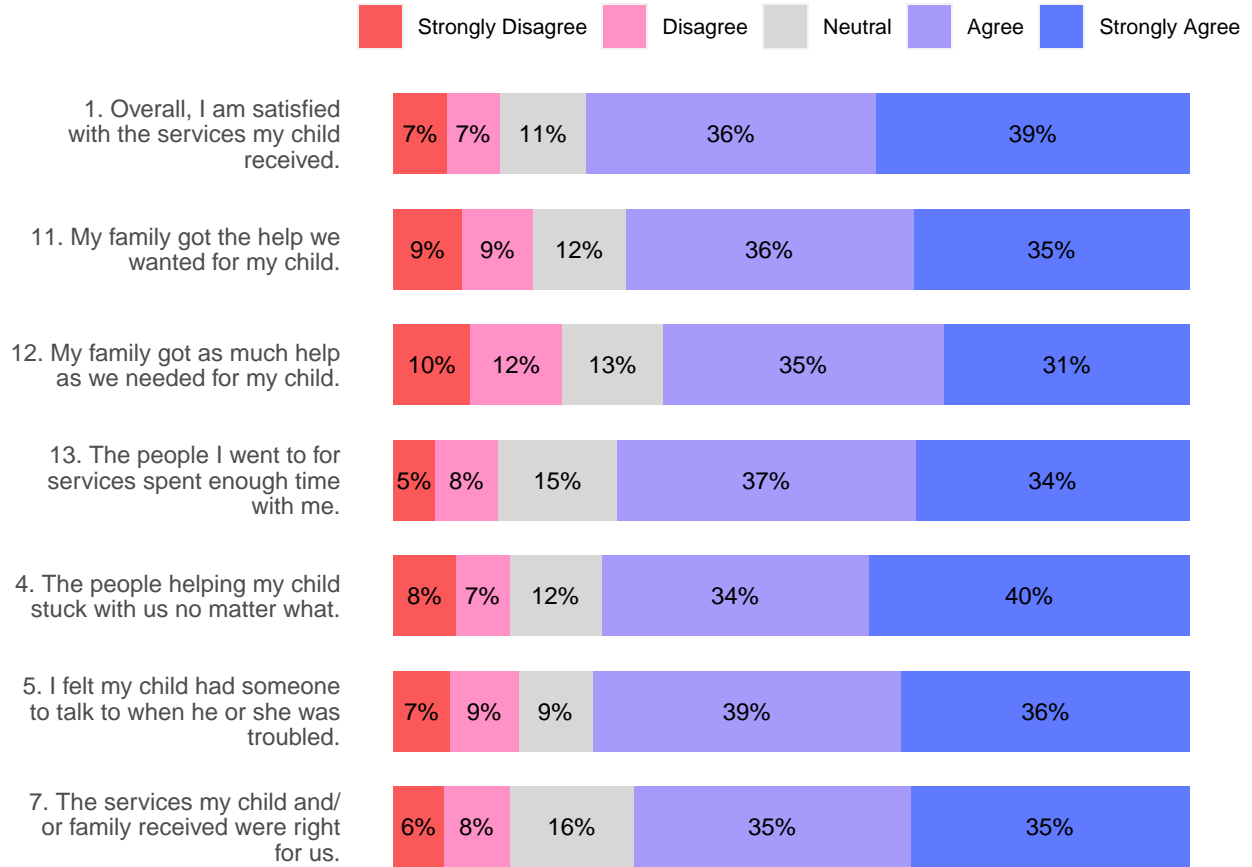
Youth (YSS-F) results by domain

The results for each question, organized by domain, are displayed in the figures below. Unlike the MHSIP, the YSS-F does not include a “Does Not Apply” option. Missing responses are excluded from the visualizations.

General satisfaction domain

Scores for this domain were high, with the percentage choosing “Agree” or “Strongly agree” ranging from 66% (“got as much help as we needed”) to 77% (“satisfied with the services my child received” and “my child had someone to talk to when he or she was troubled”).

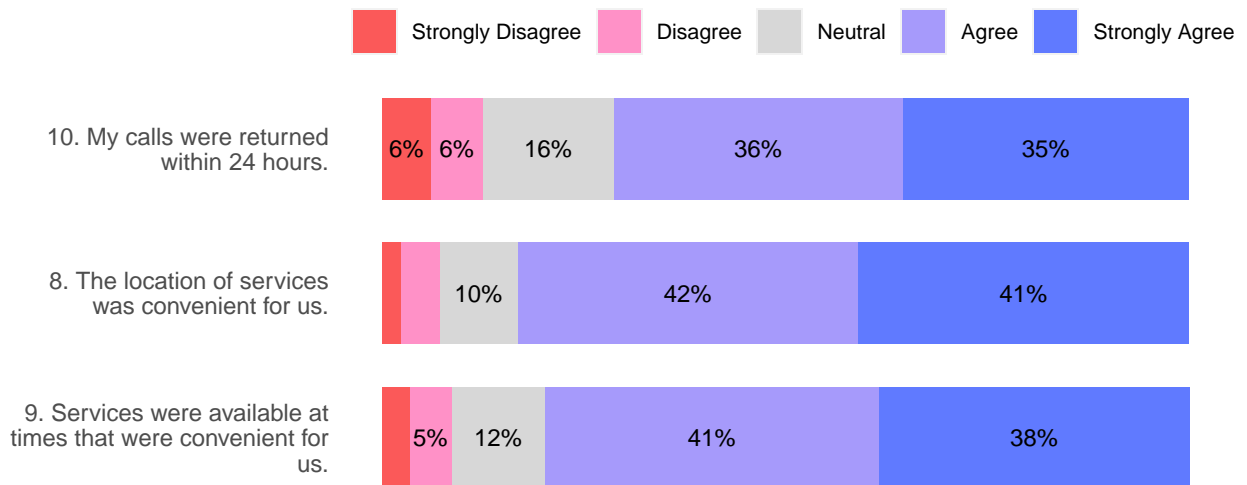
Fig. 11: General satisfaction (Youth)



Access domain

Respondents were asked three questions about access. Scores were high for all items. As in the adult survey, the weakest item was the question that asked if calls were returned within 24 hours.

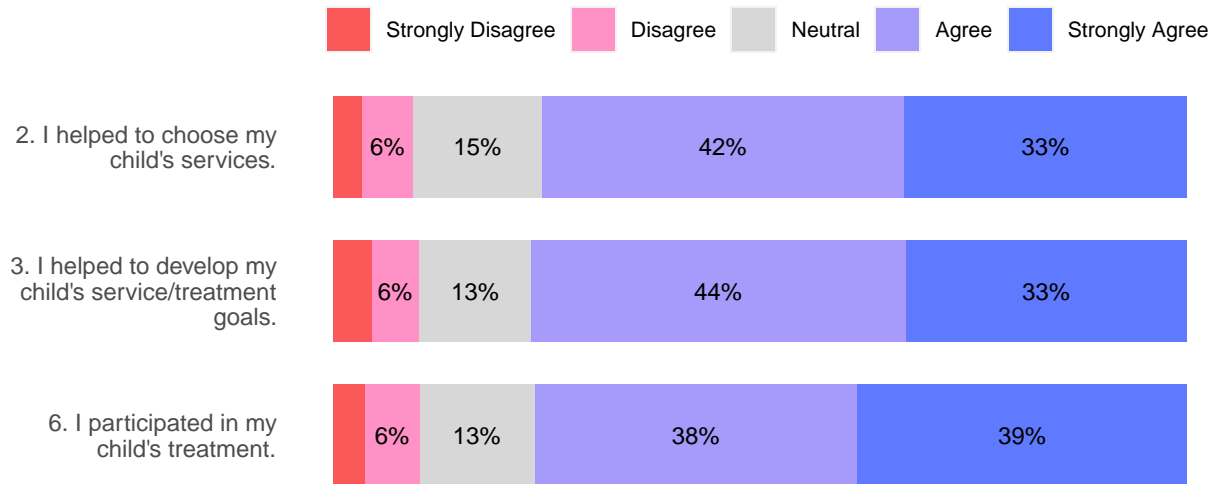
Fig. 12: Access (Youth)



Participation

Scores were high (77% or above) for all three items in the participation domain.

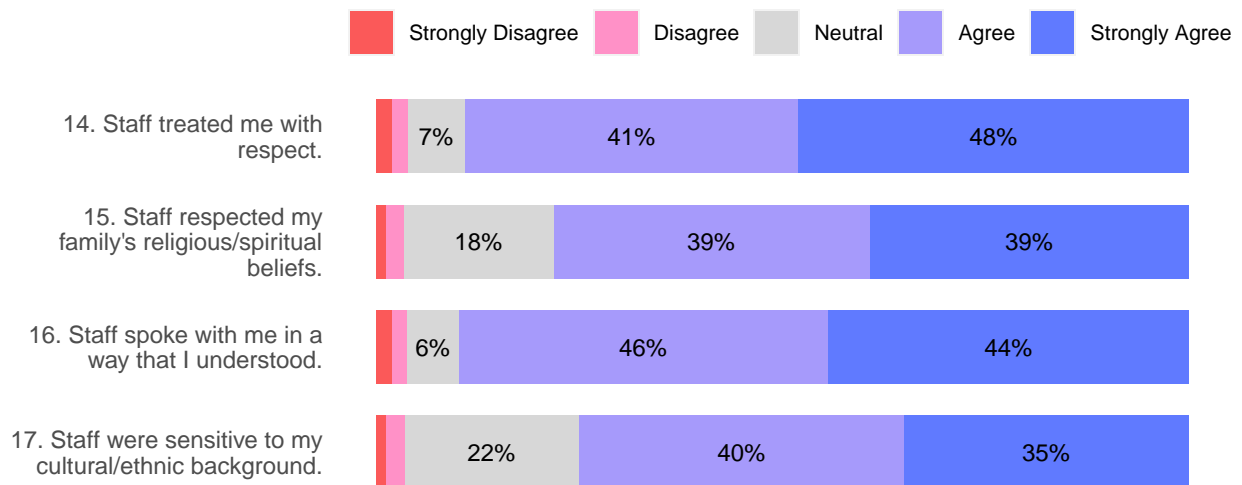
Fig. 13: Participation (Youth)



Cultural sensitivity

Scores were high for the questions that asked if staff spoke with respect, and if staff spoke “in a way that I understood.” While scores were still high, they were relatively lower for the items asking about respect for spiritual/religious beliefs and sensitivity to the family’s cultural/ethnic background.

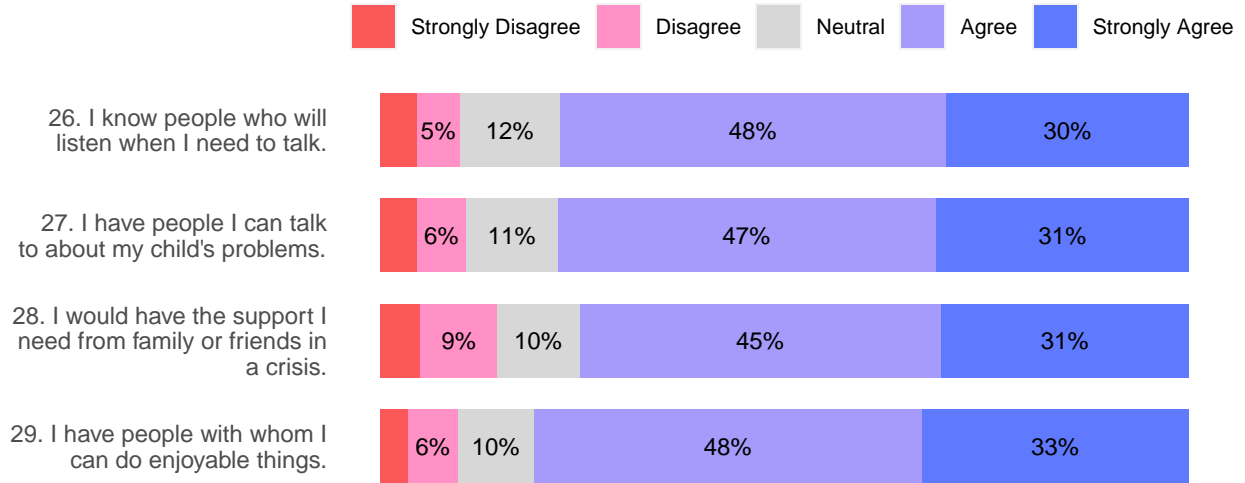
Fig. 14: Cultural Sensitivity (Youth)



Social connection

All four of the items measuring social connection received high scores, ranging from 76% (support from family and friends in a crisis) to 81% (“I have people with whom I can do enjoyable things.”)

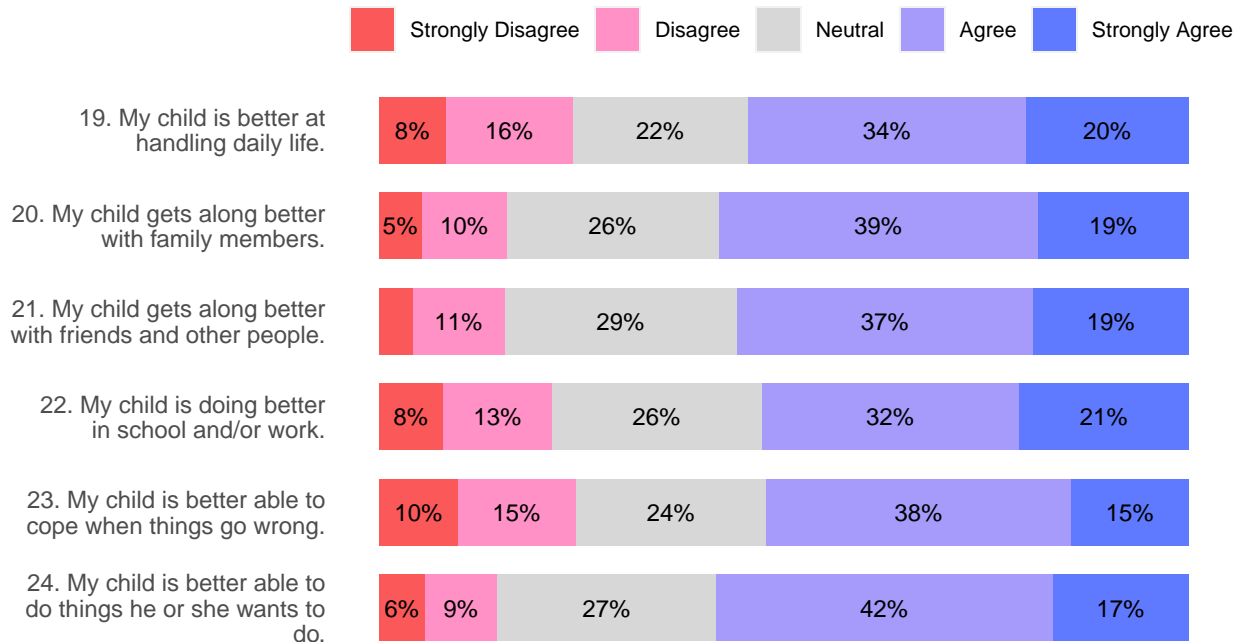
Fig. 15: Social connection (Youth)



Function domain

Some of the questions (Q19-Q23) are included in both the function and the outcomes domains. These items appear in both figures for comparison purposes. Results ranged from 53% positive (child's ability to cope) to 59% (child able to do things he or she wants to do).

Fig. 16: Function (Youth)

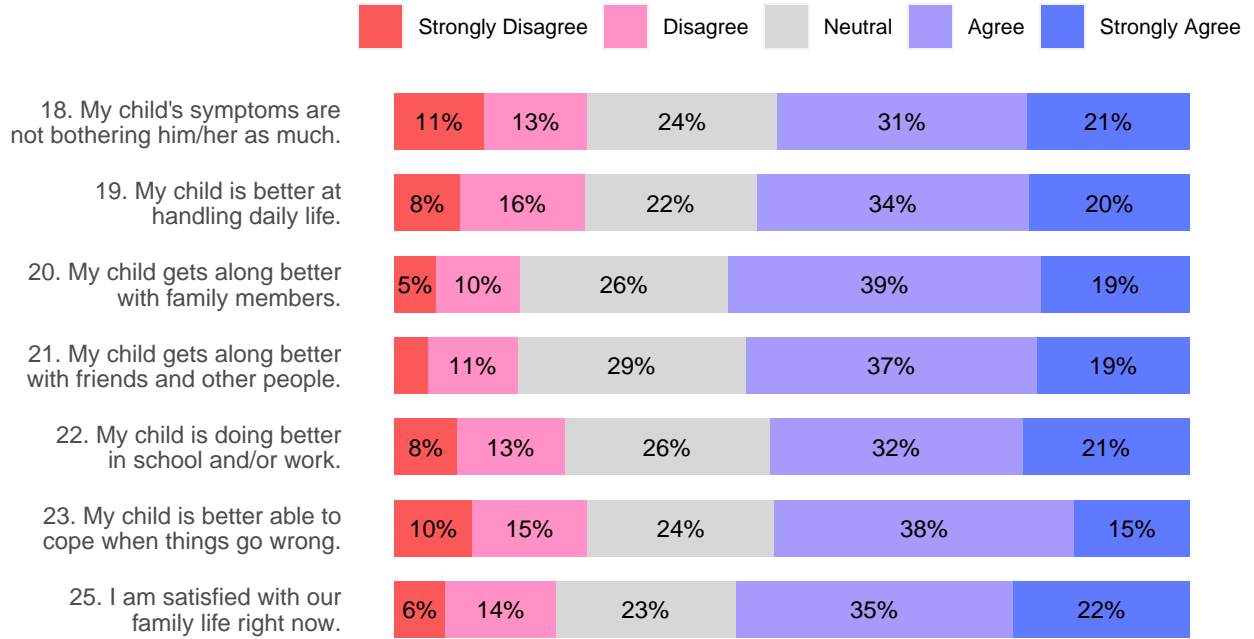


* Some items appear in both Function and Outcomes

Outcomes domain

Results for the outcomes domain ranged from 52% positive (child's symptoms not bothering him or her as much) to 58% positive (symptoms are not bothering him/her as much).

Fig. 17: Outcomes (Youth)



* Some items appear in both Function and Outcomes