



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Mental Health,  
Developmental Disabilities  
and Substance Abuse Services

## 2020 NC Mental Health/Substance Use Disorder Client Perceptions of Care Survey

### YOUTH SURVEY (Clients 12 to 17 years)

#### Instructions for Community MH/SUD Service Providers

All items on this page should be completed by the service provider before the client completes the survey.

SURVEYS WITH INCORRECT INFORMATION ON THIS PAGE CANNOT BE USED.

Provider NPI\*

Enter the 10-digit number.

Member's LME-MCO Client Number\*

Enter the person's unique Client Number.

Member's LME-MCO\*

- Alliance Health
- Cardinal Innovations Healthcare
- Eastpointe
- Partners Behavioral Health Management
- Sandhills Center
- Trillium Health Resources
- Vaya Health

Please indicate how the client survey is being administered.\*

- Client is completing electronically using computer or other device
- Client is completing paper copy
- Clinical provider staff is administering by telephone or camera connection
- Non-clinical provider staff is administering by telephone or camera connection
- LME/MCO is administering by telephone or camera connection
- Other (please describe):

Select the "Next" button below to go to the first page of the client survey.



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Thank you for helping our agency make services better by agreeing to answer some questions about your services. Your answers are confidential and will not influence current or future services you receive.

### **BACKGROUND INFORMATION**

Please tell us a little about yourself.

What is your age?

Gender:

- Male
- Female
- Prefer to self-describe:

Are you Hispanic or Latino/a/x?

- Yes
- No

Which of the following best describes your racial background?

Select all that apply.

- White
- Asian
- Black/African American
- Multiracial
- American Indian/Native American
- Alaskan Native
- Pacific Islander
- Unknown
- Other, please specify

What is the primary reason you are currently receiving services?

- Mental Health
- Substance Use

**YOUR SERVICES**

Please answer the following questions based on the services you have received so far in the past year. Indicate if you Strongly Agree, Agree, are Neutral, Disagree, or Strongly Disagree with each statement. If the question is about something you have not experienced, please fill in the circle for Not Applicable (N/A) to indicate that this item does not apply to you.

1. Overall, I am satisfied with the services I received.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree
- N/A

2. I helped to choose my services.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree
- N/A

3. I helped to choose my treatment goals.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree
- N/A

4. The people helping me stuck with me no matter what.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree
- N/A

5. I felt I had someone to talk to when I was troubled.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree
- N/A

6. I participated in my own treatment.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree
- N/A

7. I received services that were right for me.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree
- N/A

8. The location of services was convenient.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree
- N/A

9. Services were available at times that were convenient for me.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree
- N/A

10. I got the help I wanted.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree
- N/A

11. I got as much help as I needed.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree
- N/A

12. Staff treated me with respect.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree
- N/A

13. Staff respected my religious/spiritual beliefs.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree
- N/A

14. Staff spoke with me in a way that I understood.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree
- N/A

15. Staff were sensitive to my cultural/ethnic background.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree
- N/A

As a direct result of the services I received...

16. I am better at handling daily life.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree
- N/A

17. I get along better with family members.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree
- N/A

18. I get along better with friends and other people.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree
- N/A

19. I do better in school and/or work.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree
- N/A

20. I am better able to cope when things go wrong.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree
- N/A

21. I am satisfied with our family life right now.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree
- N/A

In what North Carolina county do you currently live?

- Alamance
- Alleghany
- Ashe
- Beaufort
- Bladen
- Buncombe
- Cabarrus
- Camden
- Caswell
- Chatham
- Chowan
- Cleveland
- Craven
- Currituck
- Davidson
- Duplin
- Edgecombe
- Franklin
- Gates
- Granville
- Guilford
- Harnett
- Henderson
- Hoke
- Iredell
- Johnston
- Lee
- Lincoln
- Madison
- McDowell
- Mitchell
- Moore
- New Hanover
- Onslow
- Pamlico
- Pender
- Person
- Polk
- Richmond
- Rockingham
- Rutherford
- Scotland
- Stokes
- Swain
- Tyrrell
- Vance
- Warren
- Watauga
- Wilkes
- Yadkin
- Alexander
- Anson
- Avery
- Bertie
- Brunswick
- Burke
- Caldwell
- Carteret
- Catawba
- Cherokee
- Clay
- Columbus
- Cumberland
- Dare
- Davie
- Durham
- Forsyth
- Gaston
- Graham
- Greene
- Halifax
- Haywood
- Hertford
- Hyde
- Jackson
- Jones
- Lenoir
- Macon
- Martin
- Mecklenburg
- Montgomery
- Nash
- Northampton
- Orange
- Pasquotank
- Perquimans
- Pitt
- Randolph
- Robeson
- Rowan
- Sampson
- Stanly
- Surry
- Transylvania
- Union
- Wake
- Washington
- Wayne
- Wilson
- Yancey

**TELEHEALTH/TELETHERAPY**

"Telehealth" is using an electronic device like a computer or telephone for appointments with your provider. This can include therapy appointments (teletherapy) or check-ins by telephone or using the camera on your computer or smartphone to "video chat" or "facetime" with your service provider. "Teletherapy" is a form of telehealth.

In the past six months, did you receive any teletherapy or other telehealth services from your mental health or substance use service provider(s)?

- Yes
- No
- Not sure

In the past six months, did any of the following interfere with your ability to receive teletherapy or telehealth services from your mental health or substance use provider(s)?

Check all that apply.

- No, nothing interfered with my ability to get telehealth services
- My provider didn't offer telehealth services
- Telehealth appointments weren't available at convenient times for me
- I don't have a smartphone or computer
- High speed internet is limited or not available in my area
- The cost of internet or phone service is a barrier
- I'm not comfortable using the technology for telehealth (smartphone/computer, internet, etc.)
- I don't think telehealth would be helpful
- I have concerns about the privacy of telehealth sessions
- I don't feel telehealth is right for me
- Other (please describe):

Compared to seeing your mental health or substance use service provider in person, how helpful were the teletherapy or telehealth services you received in the past six months?

- Much less helpful
- Somewhat less helpful
- About the same as seeing my provider in person
- Somewhat more helpful
- Much more helpful
- Doesn't apply; I didn't receive any telehealth

Is there anything else you'd like to tell us about your experience with teletherapy or telehealth services?



**COVID-19 EMERGENCY**

Starting in March 2020, North Carolina communities have had stay-at-home orders and other precautions at different times to help slow the spread of the COVID-19 coronavirus. For example, people have been encouraged to keep a physical distance from others and have not been able to gather in large groups, and some types of businesses have had to close for a time.

**Since the COVID-19 emergency started, have you been doing better, worse, or about the same in these areas of your life?**

Select one answer for each row.

	Much better	Somewhat better	About the same	Somewhat worse	Much worse	Does not apply to me
Mental health symptoms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance use (drugs or alcohol)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relationships with family, friends, or others important to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Doing things I enjoy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling safe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing/Living situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work/School	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**As a result of the COVID-19 emergency, have you had problems meeting your needs in any of the following areas?**

Check all that apply.

- Food
- Housing/Having a place to stay
- Money/Income/Paying bills
- Transportation
- Personal safety
- Child care
- Medical care
- Dental care
- Getting needed mental health services
- Getting needed substance use services
- Getting needed medication
- None of the above
- Other (please describe):

Please indicate if you Strongly Agree, Agree, are Neutral, Disagree, or Strongly Disagree with the following statements.

**During the COVID-19 emergency, I have been able to get as much information as I need about the virus and how to stay safe.**

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree

**My LME/MCO has helped me stay informed about resources available to me during the COVID-19 emergency.**

The LME/MCO is the Local Management Entity/Managed Care Organization in your area of the state that helps coordinate your mental health or substance use services. There are seven LME/MCOs in different areas of North Carolina: Alliance Health, Cardinal Innovations Healthcare, Eastpointe, Partners Behavioral Health Management, Sandhills Center, Trillium Health Resources, and Vaya Health.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree

**I have gotten the support I need from my mental health or substance use provider(s) during the COVID-19 emergency.**

Answer this question about the provider(s) you see for treatment or support for mental health or substance use.

- Strongly Agree
- Agree
- I am Neutral
- Disagree
- Strongly Disagree

**Is there anything else you'd like to tell us about your experiences during the COVID-19 emergency?**

**Thank you for completing the survey!**

**Who to Contact with Concerns about Your Services**

The N.C. Division of Mental Health, Developmental Disabilities and Substance Abuse Services, Customer Service and Community Rights Team, is committed to addressing the needs of consumers and family members through timely and quality customer service. Contact us at 919-715-3197, Toll-Free at 1-855-262-1946, by email at [dmh.advocacy@dhhs.nc.gov](mailto:dmh.advocacy@dhhs.nc.gov), or on the web at [www.ncdhhs.gov/mhddsas](http://www.ncdhhs.gov/mhddsas) by scrolling down to the Customer Service and Consumer Empowerment link.

Please select the "Done" button below to end the session.



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