

West Virginia Bureau for Behavioral Health (BBH)
**2024 Community Mental Health Services Block
Grant (MHBG) Consumer Satisfaction Survey Report**



Prepared by Acentra Health for BBH
September 2024

Table of Contents

Background	Page 3
Survey Tool Selection	Page 3
Criteria for Survey Completion	Page 3
Survey Distribution	Page 3
Number and Methods of Survey Responses	Page 4
Analysis of Select Survey Questions	Page 4
“How do you currently describe your gender?”	Page 5
“Do you consider yourself part of the LGBTQIA+ community?”	Page 7
“In what county did you primarily receive services?” and most common behavioral health provider agencies listed	Page 8
“What has been the most helpful thing about the services you received?”	Page 11
“What could be improved about the services?”	Page 12
“Do you have any other feedback you'd like to share?”	Page 12
Completed MHBG Reporting Tables	
Table 16 (URS Table 9) Social Connectedness/Improved Functioning	Page 14
Table 17A (URS Table 11) Summary Profile of Client Evaluation of Care	Page 16
Attachments	
A. Survey Instruments	
B. Flyer and Social Media Posts	
C. Full Reports on Survey Responses	



Background

The West Virginia Bureau for Behavioral Health (BBH) contracts with Acentra Health to administer annual surveys to ascertain the experiences of individuals who receive care in the public mental health system. BBH reports this consumer feedback each year to the Substance Abuse and Mental Health Services Administration (SAMHSA) as part of its Community Mental Health Services Block Grant (MHBG). The surveys focus on access to services, quality and appropriateness of services, outcome, participation in treatment planning, cultural sensitivity of staff, general satisfaction with services, functioning, and social connectedness.

Survey Tool Selection

SAMHSA recommends, but does not require, that states and territories select the following consumer survey tools: Mental Health Statistics Improvement Program Adult Consumer Satisfaction Survey (MHSIP) and Youth Services Survey for Families (YSS-F).¹ Acentra Health and BBH met in April 2024 and agreed to use these SAMHSA-recommended surveys, as well as the Youth Services Survey (YSS), with added questions regarding providers, primary county of service provision, gender assigned at birth and at present, LGBTQIA+ identify, and opportunities for open-ended feedback. The modified MHSIP, YSS-F, and YSS survey instruments are in Attachment A.

Criteria for Survey Completion

Acentra Health and BBH chose the following criteria for individuals to complete the surveys:

- **Timeframe.** Individuals may have received services at any point between October 1, 2023, and August 1, 2024.
- **Types of services.** There was no limitation on the length, number, or types of mental health or co-occurring behavioral health treatment.
- **Ages and relationships.** The surveys sought the following age ranges or relationships for individuals who received services:
 - o YSS – individuals aged 12-17
 - o YSS-F – families of children up to age 17
 - o MHSIP – individuals aged 18 and up.

Survey Distribution

Acentra Health created paper and electronic versions of the modified YSS, YSS-F, and MHSIP surveys with the Alchemer software platform. Casting a wide net for a convenience sample, the partners disseminated the surveys in the following ways:

- **Email.** BBH shared the surveys to its listserv on [May 6](#) and [July 8](#), 2024. During Mental Health Acceptance Week (May 5-11, 2024), Acentra Health emailed the

¹ Read about SAMHSA's recommended survey instruments at <https://www.samhsa.gov/grants/block-grants/resources>.

surveys to parents and guardians of children and youth who received the Children with Serious Emotional Disorder (CSED) Waiver. In June and July 2024, Acentra Health emailed surveys to more than 700 behavioral health provider administrators registered in its Atrezzo portal. It also emailed the surveys to the West Virginia Behavioral Healthcare Providers Association, Child Care Association, and other state partners.

- **Flyer.** Acentra Health sent behavioral health providers a flyer with QR codes to post in their waiting rooms and common areas. The flyer is in Attachment B.
- **Social media posts and press release.** The West Virginia Department of Human Services (DoHS) included the survey links in a [press release](#) for Mental Health Awareness Month on May 2, 2024. At Acentra Health’s request, DoHS, First Choice Services, NAMI of Greater Wheeling, and Help & Hope WV shared the surveys on their social media accounts. Attachment B includes screenshots of select social media posts.
- **Acentra Health website.** Acentra Health posted the survey links under the provider announcements section of its website, <https://wvaso.acentra.com/wv-aso-notices/>.

Number and Methods of Survey Responses

In total, Acentra Health received 529 survey responses comprising 385 MHSIP (Adult), 90 YSS (Youth), and 54 YSS-F (Family). Overall, Acentra Health received most survey responses by mail (about 78%), followed by online responses (about 20%), and then a few emailed responses (1.3%) and faxes (0.95%). The exception was that most family members (about 78%) completed the YSS-F survey online. Most mailed, emailed, and faxed responses came from behavioral health providers who had gathered their consumers’ responses. Only one individual requested and completed a phone interview.

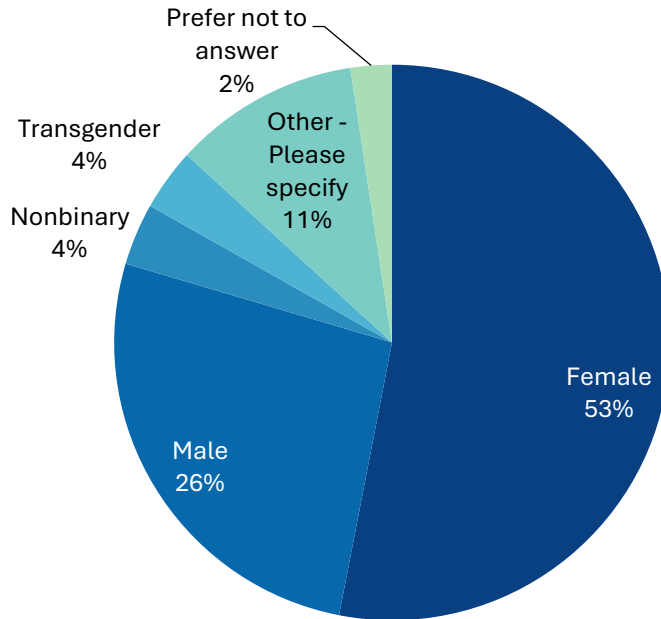
The chart below summarizes the survey responses:

Survey Responses						
	Online	Mail	Fax	Email	Phone	Total
Adult	55	323	1	5	1	385
Youth	7	80	3	0	0	90
Family	42	9	1	2	0	54
Total	104	412	5	7	1	529

Analysis of Select Survey Questions

This section explores insights from responses to the new survey questions added this year. The full MHSIP, YSS-F, and YSS survey response summary reports are in Attachment C.

The 83 YSS survey responses to the question “How do you currently describe your gender?” included 4% transgender (three responses) and 4% nonbinary (three responses), as well as nine “other” responses, including “gender fluid” and comments made in jest:

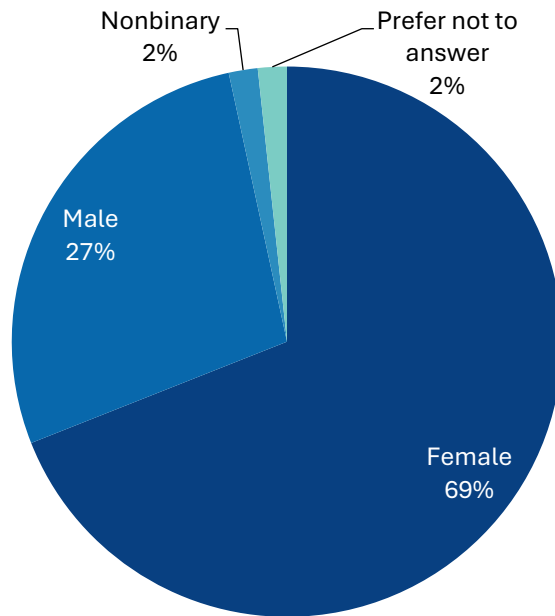


Value	Percent	Count
Female	53.0%	44
Male	26.5%	22
Nonbinary	3.6%	3
Transgender	3.6%	3
Other - Please specify	10.8%	9
Prefer not to answer	2.4%	2
	Totals	83

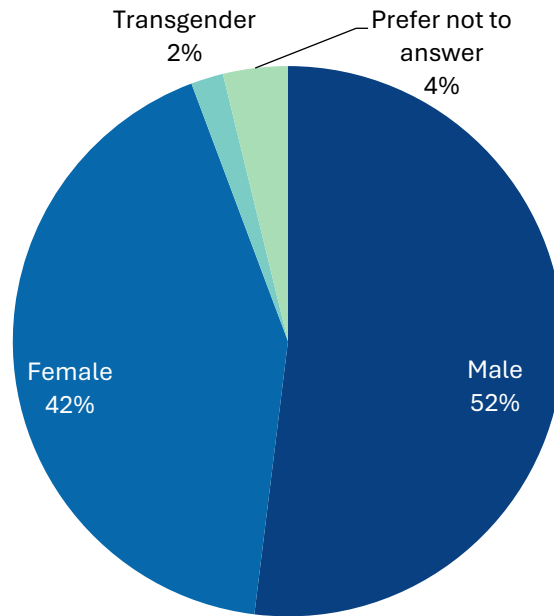
Other - Please specify	Count

I don't like being a boy or a girl	1
I identify as a gremlin	1
Lebron	1
You tell me	1
attack helicopter	1
gangster	1
gender fluid	1
green	1
sandle	1
Totals	9

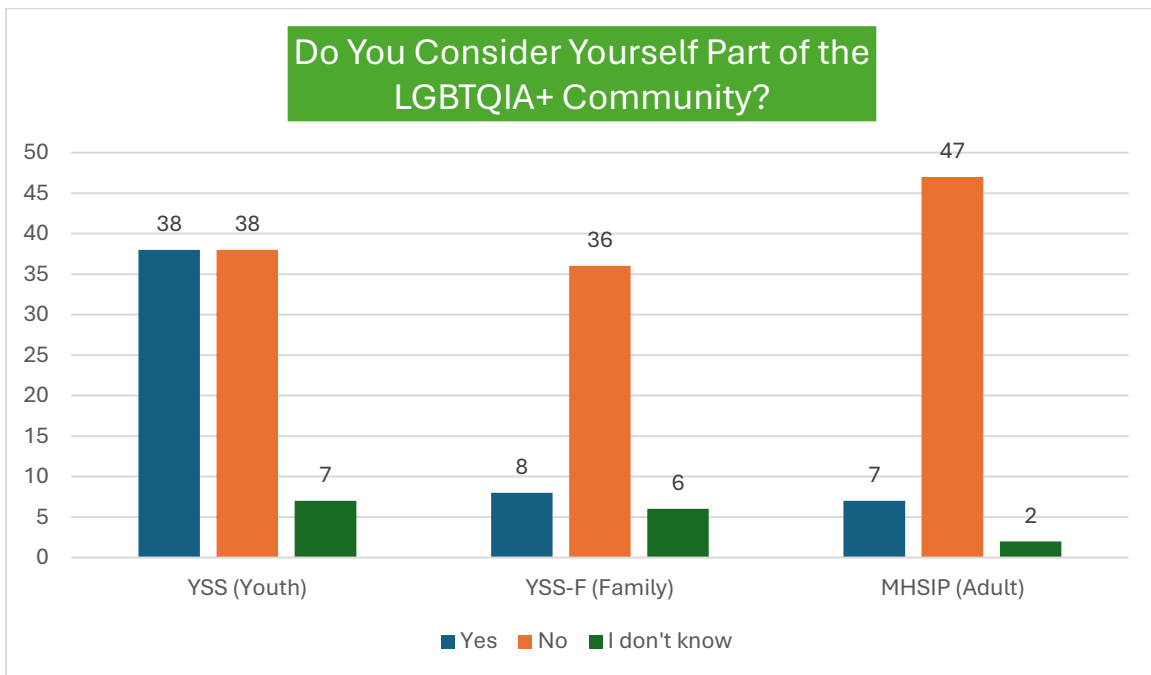
In comparison, fewer adults (58 or 15%) answered this question on the MHSIP, partially because several adults completed an older MHSIP form, with 2% nonbinary (one response) and no transgender or “other” responses:



The 52 YSS-F responses to this gender question included 2% transgender (one response) and no nonbinary or “other” responses:

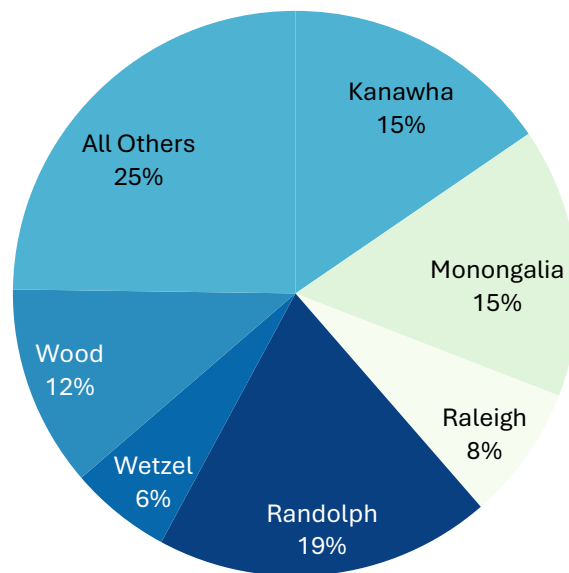


The affirmative responses to the question “**Do you consider yourself part of the LGBTQIA+ community?**” varied by survey, with the 44.7% for the YSS, 15% for the YSS-F, and 12% for the MHSIP, as quantified below:



A couple of youth wrote in that they are allies or supportive of the LGBTQIA+ community, which might be an option to add to the question in future years. It is significant that as many youth responded “yes” to this LGBTQIA+ community question as “no” on the YSS. Because LGBTQIA+ individuals face health disparities linked to stigma, discrimination, and barriers to accessing mental health services,² they may experience higher rates of mental health and substance use disorders and suicide.³ The responses reinforce the importance of prevention, early intervention, and access to culturally responsive services for LGBTQIA+ youth and adults.⁴

The responses to the **county and provider questions** were limited. They may reflect providers who more actively shared the survey with their consumers, several surveys left the question blank, and a few respondents seemed to mistake the word “county” for “country.” (The electric version had a drop-down menu with the 55 state counties, but it was a blank for handwritten surveys.) For the MHSIP, the most common counties out of 52 adult responses to “In what county did you primarily receive services?” were Randolph, Kanawha, Monongalia, Wood, Raleigh, and Wetzel, as broken down below:



² See, e.g., Moagi MM, van Der Wath AE, Jiyane PM, Rikhotso RS. Mental health challenges of lesbian, gay, bisexual and transgender people: An integrated literature review. *Health SA*. 2021 Jan 20;26:1487. doi: 10.4102/hsag.v26i0.1487. PMID: 33604059; PMCID: PMC7876969. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7876969/>

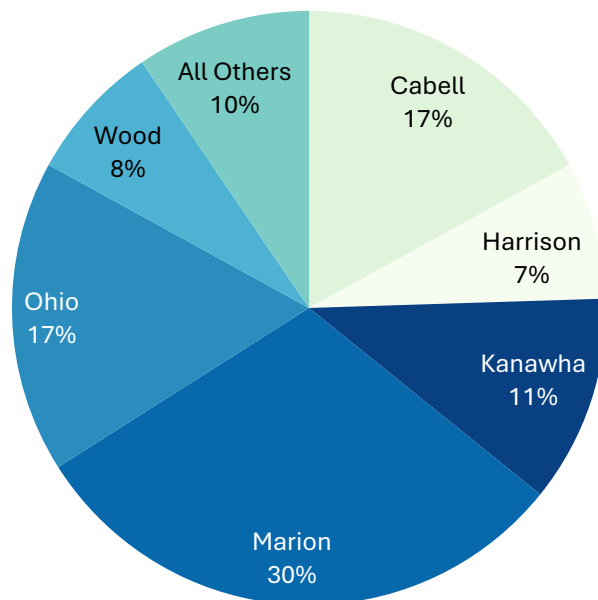
³ See, e.g., “Facts About Suicide Among LGBTQ+ Young People,” The Trevor Project, January 1, 2024. <https://www.thetrevorproject.org/resources/article/facts-about-lgbtq-youth-suicide/>

⁴ Explore behavioral health workforce resources from the Center of Excellence on LGBTQ+ Behavioral Health Equity at <https://sogiecenter.org/behavioral-health-care-work-and-resources/>.

The providers listed most in the MHSIP responses were the following:

1. Appalachian Community Health Center (12)
2. Westbrook Health Services (8)
3. Clay-Battelle Community Health Center (6)
4. Hope Drug Rehabilitation Center (4)
5. FMRS (3)
6. (tied at 2 each) Cabin Creek Health Systems (CCHS)
Healthy Minds (United Summit Center)
Hope Drug Rehabilitation Center
Prestera Health Services
Shawna Cogar
Southern Highlands Community Mental Health Center
Valley HealthCare Systems.

For the YSS, the most common counties out of 53 responses were Marion, Cabell, Ohio, Kanawha, Wood, and Harrison, as charted below:

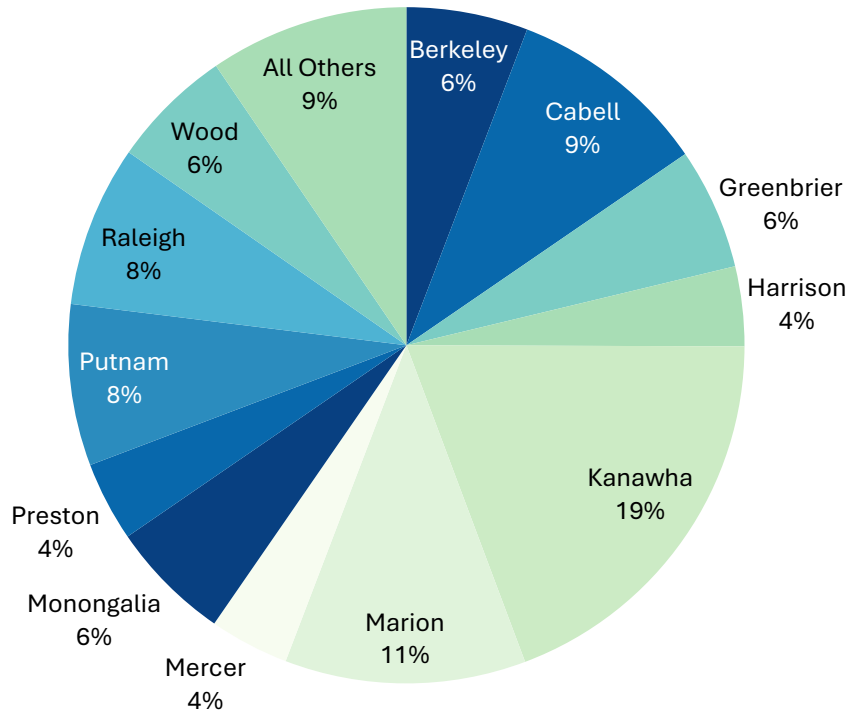


The providers listed most in the YSS responses to this question were the following:

1. Academy Programs (AP or Youth Academy) (14)
2. Florence Crittenton (11)
3. DHS-related terms, including DHHR, Child Protective Services, Aetna, and Safe at Home (5)
4. Prestera Health Services (4).

Several youth did not know their providers (7), responded “N/A” (4), or listed multiple providers (5), with one youth writing “too many.”

For the YSS-F, almost all respondents (52 of 54) answered the question about primary county of services, with the most common counties being Kanawha, Marion, Cabell, Putnam, Raleigh, Berkeley, Monongalia, Wood, Preston, Mercer, and Wood, as shown below:



The providers listed most in the YSS-F responses were the following:

1. Prestera Health Services (8)
2. CSED Waiver (7)
3. Home Base (5)
4. Youth Academy/Yore (4)
5. DHS-related terms, including DHHR and Aetna (3)
6. (tied at 2 each) Chestnut Ridge
Diversified Assessment and Therapy Services
FMRS
NuSkool Scholars
Westbrook Health Services.

Ten YSS-F responses listed multiple providers, and two family members stated that they did not know their children's providers.

The other **open-ended questions** had a few themes that may be useful for systemic planning and improvement:

A. "What has been the most helpful thing about the services you received?"

- **Social Connectedness and Someone to Talk to/Listen.** Having someone to talk to about their feelings who would listen was mentioned about 12 times by youth, five times by family members, and four times by adults. A family member wrote, "The most helpful thing about the services my child receives is that I do not feel like I am alone. My child and I have a whole team working to help us." An adult wrote, "Excellent feedback. I felt I was listened to and was guided along a more productive direction." A few youth and family members noted improved, more respectful family communication. Several adults emphasized their social connections through group settings.
- **Improved Coping Skills and Functioning.** Youth mentioned improved coping skills and learning to regulate or understand their emotions more than 17 times. Six youth described no longer using substances. A few youth described completing or doing better in school; one youth wrote, "School is good, and my grades are getting better." Several family members also described their children learning coping skills, understanding and processing their emotions, and experiencing new things. One family member wrote that services provided "a voice for my children to help them navigate an unfriendly world." Another family member said, "She had done so much better with school. She understands and sees things clearer. She has been very respectful and handles emotions well." An adult wrote, "Doing exceptionally well. Budgeting, prescribed medicine, and staying stabilized," while another said, "I can actually get out of bed, and I'm not suicidal anymore."
- **Specific Services or Providers.** Youth mentioned therapy nine times, while family members listed therapy, service coordination, specific providers, or other services about 20 times. A few parents praised flexibility in scheduling and in-home services; one family member wrote, "The most helpful thing is a counselor coming to the home. I was literally drowning in mental health appointments and in being the only caregiver for my child." Family members focused on the services received with several specific providers listed. Adults more commonly noted group therapy and medication. Adults wrote about medication five times, and families noted it two times. Non-behavioral health supports were mentioned

a few times, including a youth writing that the services “help me have better teeth” and an adult describing the importance of transportation assistance.

- **Hope for the Future.** Several youth seemed optimistic, including one youth who wrote, “I have been able to put my future ahead of me, and I'm starting to notice things I can change because of my goals.” Other youth said they were “realizing who I am inside and outside of here” and “finding myself.” A couple of youth expressed confidence about “doing better” for themselves. Another youth simply stated, “I’m still alive.”

B. “What could be improved about the services?” While numerous responses said “nothing” or were complimentary about services, some respondents gave suggestions for improvement or made comments about what was not working for every open-ended question. The most common feedback included the following:

- **Challenges to accessing services.** Several family members expressed frustration with accessing services, including provider staff turnover, waiting lists for services, and long driving distances to receive services. Comments included, “She was always overbooked, and there were not enough other services to support what she was trying to do for my grandchild,” and “When we had family therapy for the two months that we did get, it was helping. Then the therapist quit, and we are once again on a waitlist.” Recommendations included better pay and benefits for providers, “mental health checkups” for provider staff, more flexible hours, closer locations, and offering a wider array of services, including “out-of-the-box,” autism, speech therapy, and school-based services.
- **Providers not listening or communicating.** Several youth commented that some staff did not seem to listen to or care about them. Youth comments included asking that staff “occasionally listen to me instead of saying things over and over again,” take their thoughts into consideration, provide “more one-on-one time with kids who need it most,” and “stop trying to tell me what was wrong with me but they really don't know.” Several family members recommended that providers communicate with and involve family members more often. One family member wrote, “It's been very disappointing. Services have fallen apart, and there have been difficulties with communication and follow through.” An adult lamented that his nurse practitioner “is not listening to my needs and preferences for medication....All providers need to understand and listen to clients and what they need, not make decisions for them....I don't feel valued as a consumer when this happens.” Another adult wrote, “Providers need to listen to patients and their concerns and what they want. Spend extra time each visit learning what works for the individual.”

- **Suggestions specific to youth in residential care.** Several youth who completed the YSS had experienced residential care and made recommendations for improvement. Common themes included better food options, fairer treatment by staff, more free time (e.g., choices to stay in one's room, read, or go outside the facility), more visits with family (or pleas to go home), better accommodations (e.g., more color, decorations, comfortable furniture), and multiple clothing options for different temperatures (e.g., shorts for hot days).

C. "Do you have any other feedback you'd like to share?" Youth in residential care shared additional recommendations for systemic improvement, including these:

- "We should be able to have some kind of privacy, a say in our lives."
- "Don't try to hold kids against their PTSD like with pills."
- "I wish people could help more with kids who need more help and support."
- "Remove ALL PLACEMENTS! Like actually get rid of them. It makes everything worse!"
- "I honestly think there are a lot of things that could improve/change with these placements that would be good for these kids. Just ask them."

The YSS-F answers to this question were largely covered in the previous open-ended questions. Adults shared a few more opinions in the MHSIP responses, including these themes:

- **Affordability of services.** One adult wrote, "I had to stop going because I could not afford to go anymore," and another suggested, "Make sure those in MAT and therapy keep Medicaid even if working. It helps take stress off their plate. It makes people not want to work for fear of losing Medicaid that helps them stay sober."
- **Stigma.** One adult said, "Receiving services for co-occurring disorders is hard when you are being treated for SUD. My experience has been negative across the board. Biases and contempt come through loud and clear when interacting with the provider and supporting staff." Another wrote, "Maybe try not threatening to pink slip someone when they are being open and truthful about their feelings and experiences/past unless they are of immediate danger to themselves or others. Punishing honesty prevents steps needed to be taken to heal and instead encourages people to lie or be scared of telling the truth simply because it is interpreted wrong."

Completed MHBG Reporting Tables

MHBG Table 16 (URS Table 9) *Social Connectedness and Improved Functioning*

This table provides information for children/adolescents and adults regarding improved social connectedness. In addition, states are required to provide information on functional domains that provide a general sense of an individual’s ability to develop and maintain relationships, cope with challenges, and a sense of community belonging.

MHBG Table 16			
Reporting Period (Year Survey was Conducted): From:	October 1, 2023	To:	August 1, 2024
State Identifier: West Virginia			
Adult Consumer Survey Results:	Number of Positive Responses*	Responses**	Percent Positive (calculated)
1. Social Connectedness	329	372	88.4%
2. Functioning	325	370	87.8%
Child/Adolescent Consumer Survey Results:	Number of Positive Responses*	Responses**	Percent Positive (calculated)
3. Social Connectedness	122	138	88.4%
4. Functioning	91	138	66.0%

Adult Social Connectedness and Functioning Measures

- 1. Did you use the recommended Social Connectedness Measures? **Yes**
- 2. Did you use the recommended Functioning Domain Questions? **Yes**
- 3. Did you collect these as part of your MHSIP Adult Consumer Survey? **Yes**

Child/Family Social Connectedness and Functioning Measures

- 4. Did you use the recommended Social Connectedness Measures? **Yes**
- 5. Did you use the recommended Functioning Domain Questions? **Yes**
- 6. Did you collect these as part of your YSS-F Survey?*** **Yes**

* Positive responses “Strongly Agree” and “Agree” were averaged.

** “Not Applicable” responses were not counted toward the total responses.

*** YSS-F and YSS survey responses were combined and averaged.

Recommended Scoring Rules

Please use the same rules for reporting Social Connectedness and Functioning Domain scores as for calculating other Consumer Survey Domain scores for Table 11: i.e.:

- 1. Recode ratings of “not applicable” as missing values.
- 2. Exclude respondents with more than 1/3rd of the items in that domain missing.
- 3. Calculate the mean of the items for each respondent.
- 4. FOR ADULTS: calculate the percent of scores less than 2.5 (percent agree and strongly agree).
- 5. FOR YSS-F: calculate the percent of scores greater than 3.5 (percent agree and strongly agree).

Items to Score in the Functioning Domain: Adult MHSIP Functioning Domain Items

1. I do things that are more meaningful to me.
2. I am better able to take care of my needs.
3. I am better able to handle things when they go wrong.
4. I am better able to do things that I want to do.
5. My symptoms are not bothering me as much (this question already is a part of the MHSIP adult survey).

YSS-F Functioning Domain Items:

1. My child is better able to do things he or she wants to do.
2. My child is better at handling daily life (existing YSS-F Survey item).
3. My child gets along better with family members (existing YSS-F Survey item).
4. My child gets along better with friends and other people (existing YSS-F Survey item).
5. My child is doing better in school and/or work (existing YSS-F Survey item).
6. My child is better able to cope when things go wrong (existing YSS-F Survey item).

Items to Score in the Social Connectedness Domain: Adult MHSIP Social Connectedness Domain:

1. I am happy with the friendships I have.
2. I have people with whom I can do enjoyable things.
3. I feel I belong in my community.
4. In a crisis, I would have the support I need from family or friends.

YSS-F Social Connectedness Domain Items:

1. I know people who will listen and understand me when I need to talk.
2. I have people that I am comfortable talking with about my child's problems.
3. In a crisis, I would have the support I need from family or friends.
4. I have people with whom I can do enjoyable things.

MHBG Table 17A (URS Table 11) Summary Profile of Client Evaluation of Care

This table provides information that evaluates the “experience” of care for individuals that participate in the public mental health system. Specifically, the evaluation focuses on several areas including access, quality and the appropriateness of services, outcomes, participation in treatment planning, cultural sensitivity of staff, and general satisfaction with services. Please enter the number of persons responding positively to the questions and the number of total responses within each group. Percent positive will be calculated from these data.

MHBG Table 17A			
Report Year (Year Survey was Conducted):	October 1, 2023, to August 1, 2024		
State Identifier:	West Virginia		
MHSIP Adult Consumer Survey Results*	Number of Positive Responses	Responses	Confidence Interval*
1. Reporting Positively about Access (Questions 4-9)	334 (89.3%)	374	±1.938 (±0.6%)
2. Reporting Positively about Quality and Appropriateness for Adults (Questions 10, 13, 15, 16, 18, 20)	343 (91.5%)	375	±1.810 (±0.5%)
3. Reporting Positively about Outcomes (Questions 21-28)	309 (85.1%)	363	±4.727 (±1.5%)
4. Reporting Participation in Treatment Planning (Questions 11, 12, 14, 17, 19)	346 (90.8%)	381	±2.017 (±0.6%)
5. Reporting Positively about General Satisfaction with Services (Questions 1-3)	343 (90%)	381	±1.254 (±0.4%)

YSS-F/YSS Child/Adolescent Consumer Survey Results*	Number of Positive Responses	Responses	Confidence Interval*
1. Reporting Positively about Access (Questions 8, 9)	85 (59.4%)	143	±0.390 (±0.5%)
2. Reporting Positively about General Satisfaction for Children (Questions 1, 4, 5, 7, 10, 11)	87 (61.3%)	142	±1.418 (±1.6%)
3. Reporting Positively about Outcomes for Children (Questions 16-20)	91 (65.9%)	138	±1.261 (±1.4%)
4. Family Members Reporting on Participation in Treatment Planning for their Children (Questions 2, 3, 6)	77 (55%)	140	±2.536 (±3.3%)
5. Reporting High Cultural Sensitivity of Staff (Questions 12, 13, 14, 15)	96 (73.3%)	131	±1.738 (±1.8%)

** Positive responses included “Agree” and “Strongly Agree.” “Not Applicable” responses were excluded from the total responses.*

Please report Confidence Intervals at the 95% level. See directions below regarding the calculation of confidence intervals.*

MHSIP Adult Consumer Surveys

1. Was the Official 28 Item MHSIP Adult Outpatient Consumer Survey used? **No**

1.a. If no, which version:

1. Original 40-Item Version
2. 21-Item Version
3. **State Variation of MHSIP X**
4. Other Consumer Survey

1.b. If other, please attach instrument used.

1.c. Did you use any translation of MHSIP into another language? **No.**

1. Spanish
2. Other Language: _____

Adult Survey Approach

2. Population covered in survey (note: all survey should covered all regions of the state)

1. All Consumers in State
2. **Sample of MH Consumers X**

2.a. If a sample was used, what sample methodology was used?

1. Random Sample
2. Stratified/Random Stratified Sample
3. **Convenience Sample X**
4. Other sample: _____

2.b. Do you survey only people currently in services, or do you also survey persons no longer in service?

1. **Persons currently receiving services X**
2. **Persons no longer receiving services X**

2.c. If yes, please describe how you survey persons no longer receiving services: Anyone who had received services between October 1, 2023, and August 1, 2024, was invited to complete the survey through their providers, social media posts, BBH listserv, direct email to certain consumers, administrative services organization website, BBH press release.

3. Please describe the populations included in your sample (e.g., all adults, only adults with SMI, etc.)

1. **All adult consumers in state X**

2. **Adults with serious mental illness** X

3. **Adults who were Medicaid eligible or in Medicaid Managed Care** X

4. **Other**, describe (for example, if you survey anyone served in the last 3 months, describe that here: Adults who received mental health or co-occurring behavioral health services in West Virginia between October 1, 2024, and August 1, 2024. While most adults (68.4% or 39 of 57 responses) reported they had Medicaid, the survey was open to anyone who had received services.

4. Methodology of collecting data (check all that apply):

	Self-Administered	Interview
Phone		Yes (one)
Mail/Fax	Yes	N/A
Face-to-Face	No	No
Web-based	Yes	No

Below is a chart of how the surveys were received:

	Survey Responses					
	Online	Mail	Fax	Email	Phone	Total
Adult	55	323	1	5	1	385

4.a. Who administered the survey (check all that apply)?

1. MH consumers
2. Family members
3. Professional interviewers
4. MH clinicians
5. Non-direct treatment staff

6. X **Other: Administrative Services Administration (ASO) Acentra Health**

5. Are responses anonymous, confidential, and/or linked to other patient databases?

1. X **Responses are anonymous**
2. Responses are confidential
3. Responses are matched to client databases

6. Sample Size and Response Rate

6a. How many surveys were attempted (**sent out** or calls initiated)? **1000+**

6b. How many survey contacts were made (surveys to valid phone numbers or **email addresses**)? **1000+**

6c. How many surveys were completed (survey forms returned or calls completed)? **385**

6d. What was your response rate (number of completed surveys divided by number of contacts)?

Because the survey was shared widely on social media, listserv, and press release, it is challenging to calculate a response rate. The ASO emailed at least 1,000 individuals or providers.

6e. If you receive “blank” surveys back from consumers (surveys with no responses on them), did you count these surveys as “completed” for the calculation of response rates? **No.**

7. Who conducted the survey?

7a. SMHA conducted or contracted for the survey (survey done at state level).
Acentra Health, the state’s administrative services organization (ASO, <https://wvaso.acentra.com/>) conducted the survey by contract with the SMHA (BBH) and with support of local behavioral health providers.

7b. Local mental health providers/county mental health providers conducted or contracted for the survey (survey was done at the local or regional level)

7c. Other: describe: _____

**Note: The confidence interval is the plus-or-minus figure usually reported in newspaper or television opinion poll results. For example, if you use a confidence interval of 4 and 47 percent of your sample picks an answer you can be "sure" that if you had asked the question of the entire relevant population between 43 percent (47-4) and 51 percent (47+4) would have picked that answer.*

The confidence level tells you how sure you can be. It is expressed as a percentage and represents how often the true percentage of the population who would pick an answer lies within the confidence interval. The 95 percent confidence level means you can be 95 percent certain; the 99 percent confidence level means you can be 99 percent certain. Most researchers use the 95 percent confidence level.

When you put the confidence level and the confidence interval together, you can say that you are 95 percent sure that the true percentage of the population is between 43 percent and 51 percent. (from www.surveysystem.com)

Child/Family Consumer Surveys

1. Was the MHSIP Youth Services Survey for Families (YSS-F) used? Yes, a modified version, as well as a modified YSS for youth aged 12-17.

If no, what survey was used? _____

If no, please attached instrument used.

1.a Did you use any translations of the YSS-F into another language? **No.**

1. Spanish

2. Other Language: _____

Child Survey Approach:

2. Population covered in survey (note: all survey should covered all regions of the state)

- 1. All Consumers in State
- 2. **Sample of MH Consumers X**

2.a. If a sample was used, what sample methodology was used?

- 1. Random Sample
- 2. Stratified/Random Stratified Sample
- 3. **Convenience Sample X**
- 4. Other sample: _____

2.b. Do you survey only people currently in services, or do you also survey persons no longer in service?

- 1. **Persons currently receiving services X**
- 2. **Persons no longer receiving services X**

2.c. If yes, please describe how you survey persons no longer receiving services: Anyone who had received services between October 1, 2023, and August 1, 2024, was invited to complete the survey through their providers, social media posts, BBH listserv, direct email to certain consumers, administrative services organization website, BBH press release.

3. Please describe the populations included in your sample (e.g., all children, only adults with SED, etc.)

- 1. **All child consumers in state X**
- 2. **Children with serious emotional disturbances X**
- 3. **Children who were Medicaid eligible or in Medicaid Managed Care X**

4. Other, describe (for example, if you survey anyone served in the last 3 months, describe that here: Parents of children up to age 17 (YSS-F) and Youth aged 12-17 (YSS) who received mental health or co-occurring behavioral health services in West Virginia between October 1, 2024, and August 1, 2024. While most parents (90.4% or 47 of 52 responses) and youth (65.5% or 55 of 84 responses) reported they had Medicaid, the survey was open to anyone who had received services.

4. Methodology of collecting data (check all that apply):

	Self-Administered	Interview
Phone		Yes (one)
Mail/Fax	Yes	N/A
Face-to-Face	No	No
Web-based	Yes	No

Below is a chart of how the surveys were received:

Survey Responses						
	Online	Mail	Fax	Email	Phone	Total
Youth	7	80	3	0	0	90
Family	42	9	1	2	0	54
Total	49	89	4	2	0	144

4.a. Who administered the survey (check all that apply)?

1. MH consumers
2. Family members
3. Professional interviewers
4. MH clinicians
5. Non-direct treatment staff
6. **Other: Administrative Services Administration (ASO) Acentra Health**

5. Are responses anonymous, confidential, and/or linked to other patient databases?

1. **Responses are anonymous**
2. Responses are confidential
3. Responses are matched to client databases

6. Sample Size and Response Rate

6a. How many surveys were attempted (**sent out** or calls initiated)? **1000+**

6b. How many survey contacts were made (surveys to valid phone numbers or **email addresses**)? **1000+**

6c. How many surveys were completed (survey forms returned or calls completed)? **90 YSS and 54 YSS-F**

6d. What was your response rate (number of completed surveys divided by number of contacts)?

Because the survey was shared widely on social media, listserv, and press release, it is challenging to calculate a response rate. The ASO emailed at least 1,000 individuals or providers.

6e. If you receive “blank” surveys back from consumers (surveys with no responses on them), did you count these surveys as “completed” for the calculation of response rates? **No.**

7. Who conducted the survey?

7a. SMHA conducted or contracted for the survey (survey done at state level). Acentra Health, the state’s administrative services organization (ASO,

<https://wvaso.acentra.com/>) conducted the survey by contract with the SMHA and with support of local behavioral health providers.

7b. Local mental health providers/county mental health providers conducted or contracted for the survey (survey was done at the local or regional level)

7c. Other: describe: _____

Attachment A
Survey Instruments



WV 2024 Adult Mental Health Services Satisfaction Survey (MHSIP)

Administered by Acentra Health for the West Virginia Department of Human Services (DoHS) Bureau for Behavioral Health (BBH)

This survey is for individuals aged 18 and older who received mental health or co-occurring behavioral health services at any point between October 2023 and now. Please help BBH make services better by answering some questions about your experiences. Your answers are confidential and will not influence the services you receive. Thank you for your time to complete the survey, which will take about 10 minutes.

Please indicate if you Strongly Agree, Agree, Are Neutral, Disagree, or Strongly Disagree with each of the statements below. You can also choose Not Applicable if it is something you have not experienced.

1) I like the services that I received.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

2) If I had other choices, I would still get services from the same agency.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

3) I would recommend this agency to a friend or family member.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

4) The location of services was convenient (parking, public transportation, distance, etc.).

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

5) Staff were willing to see me as often as I felt it was necessary.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

6) Staff returned my call in 24 hours.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

7) Services were available at times that were good for me.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

8) I was able to get all the services I thought I needed.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

9) I was able to see a psychiatrist when I wanted to.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

10) Staff believe that I can grow, change, and recover.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

11) I felt comfortable asking questions about my treatment and medication.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

12) I felt free to complain.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

13) I was given information about my rights.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

14) Staff encouraged me to take responsibility for how I live my life.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

15) Staff told me what medication side effects to watch out for.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

16) Staff respected my wishes about who is and who is not to be given information about my treatment.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

17) I, not staff, decided my treatment goals.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

18) Staff were sensitive to my cultural background (race, religion, language, etc.).

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

19) Staff helped me obtain the information I needed so that I could take charge of managing my mental health.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

20) I was encouraged to use consumer-run programs such as support groups, drop-in centers, and crisis phone lines.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

As a Direct Result of Services I received:

21) I deal more effectively with daily problems.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

22) I am able to control my life better.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

23) I am able to deal with a crisis better.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

24) I am getting along better with my family.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

25) I do better in social situations.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

26) I do better in school and/or work.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

27) My housing situation has improved.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

28) My symptoms are not bothering me as much.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

29) I do things that are more meaningful to me.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

30) I am able to take care of my needs better.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

31) I am able to handle things better when they go wrong.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

32) I am able to do things better that I want to do.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

For the following questions, please answer for your relationships with persons other than your mental health provider(s).

33) I am happy with the friendships I have.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

34) I have people with whom I can do enjoyable things.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

35) I feel I belong in my community.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

36) In a crisis, I would have the support I need from family or friends.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

Please tell us a little more about the services you received and how you are doing.

37) Are you currently (still) receiving mental health services?

- Yes
- No

38) How long have you received mental health services?

- One time
- More than one time but less than a year (less than 12 months)
- One year or more (12 months or more)

39) In what county did you primarily receive services? If you mainly received services by phone or in your home, please write your home county.

40) Please list the behavioral health provider agency or agencies that served you.

41) What has been the most helpful thing about the services you received?

42) What could be improved about the services?

43) Were you arrested since you began to receive mental health services?

- Yes
- No

44) Were you arrested in the 12 months prior to that?

- Yes
- No

45) Since you began receiving mental health services, have your encounters with the police

- Been reduced
- Stayed the same
- Increased
- Not applicable (no police encounters)

Please tell us a little more about yourself for statistical purposes.

46) Are you of Hispanic or Latino origin?

- Yes
- No

47) What is your race? Please check all that apply.

- American Indian or Alaska Native
- Asian
- Black (African American)
- Native Hawaiian or Pacific Islander
- White (Caucasian)
- Other - Please describe: _____

48) What is your age range?

- 18-27
- 28-43
- 44-59
- 60-78
- 79+

49) What sex were you assigned at birth?

- Female
- Male

50) How do you currently describe your gender?

- Female
- Male
- Nonbinary
- Transgender
- Other - Please describe: _____
- Prefer not to answer

51) Do you consider yourself part of the LGBTQIA+ community?

- Yes
- No
- I don't know
- Prefer not to answer

52) Do you have Medicaid insurance?

- Yes
- No

53) Do you have health insurance other than Medicaid?

- Yes
- No

54) Do you have any other feedback you'd like to share? Your input is important to us and could help improve behavioral health services in West Virginia.

Thank you for taking time to complete this survey. Your confidential answers are greatly appreciated.

To learn more about behavioral health services in West Virginia, please visit the Bureau for Behavioral Health's website at <https://dhhr.wv.gov/bbh/>.

If you need someone to talk to, you can call, text, or chat the 988 Suicide & Crisis Lifeline (<https://988lifeline.org/>) anytime.

Please return this survey in one of the following ways:

Mail:

Nikki Tennis
Acentra Health
1007 Bullitt St., Suite 200
Charleston, WV 25301

Email: Nikki.Tennis@acentra.com

Fax: 866-473-2354



WV 2024 Youth Services Survey for Family Members (YSS-F)

Administered by Acentra Health for the West Virginia Department of Human Services (DoHS) Bureau for Behavioral Health (BBH)

This survey is for family members of children up to age 17 who received mental health or co-occurring behavioral health services at any point between October 2023 and now. Please help BBH make services better by answering some questions about your experiences. Your answers are confidential and will not influence the services you or your child receives. Thank you for your time to complete the survey, which will take about 10 minutes.

Please indicate if you Strongly Disagree, Disagree, Are Undecided, Agree, or Strongly Agree with each of the statements below. You can also choose Not Applicable if it is something you or your child has not experienced.

1) Overall, I am satisfied with the services my child received.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

2) I helped to choose my child's services.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

3) I helped to choose my child's treatment goals.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

4) The people helping my child stuck with us no matter what.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

5) I felt my child had someone to talk to when he/she/they were troubled.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

6) I participated in my child's treatment.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

7) The services my child and/or family received were right for us.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

8) The location of services was convenient for us.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

9) Services were available at times that were convenient for us.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

10) My family got the help we wanted for my child.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

11) My family got as much help as we needed for my child.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

12) Staff treated me with respect.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

13) Staff respected my family's religious/spiritual beliefs.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

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

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

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

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

As a result of the services my child and/or family received:

16) My child is handling daily life better.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

17) My child gets along better with family members.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

18) My child gets along better with friends and other people.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

19) My child is doing better in school and/or work.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

20) My child is able to cope better when things go wrong.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

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

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

22) My child is able to do things better than he/she/they want to do.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

Please answer the following questions about your relationships with persons other than your mental health provider(s). As a result of the services my child and/or family received:

23) I know people who will listen and understand me when I need to talk.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

24) I have people I am comfortable talking with about my child's problems.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

25) In a crisis, I would have the support I need from family or friends.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

26) I have people with whom I can do enjoyable things.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

Please tell us more about the services your child and family received and how your child is doing now.

27) What has been the most helpful thing about the services you and your child received?

28) What would improve the services?

29) Please write the county where your child received services most often. If your child received services by phone or in your home, please write your home county.

30) Please list the behavioral health provider agency or agencies that served your child.

31) Is your child currently living with you?

- Yes
- No

32) Has your child lived in any of the following places in the last year? Please check all that apply.

- With one or both parents
- With another family member
- Foster home
- Therapeutic foster home
- Crisis shelter
- Homeless shelter
- Group home
- Residential treatment center
- Hospital
- Local jail or detention facility
- State correctional facility
- Runaway/homeless/on the streets
- Other - Please describe: _____*

33) In the last year, did your child see a medical doctor or other health care professional for a health check-up or because he/she/they were sick? Check one.

- Yes, in a clinic or office
- Yes, but only in a hospital emergency room
- No
- Do not remember

34) Is your child taking medication for emotional/behavioral health needs?

- Yes
- No

35) If your child is taking medication for emotional/behavioral health needs, did the doctor or health care provider tell you and/or your child the possible side effects of the medication?

- Yes
- No
- Not applicable

36) Is your child still receiving mental health or co-occurring behavioral health services?

- Yes
- No

37) How long did your child receive services?

- One time
- More than one time but less than 1 month
- 1-5 months
- 6 months to 1 year
- More than 1 year

38) Was your child arrested since beginning to receive mental health services?

- Yes
- No

39) Was your child arrested during the 12 months prior to that?

- Yes
- No

40) Since your child began to receive mental health services, have their encounters with the police

- been reduced
- stayed the same
- increased
- not applicable (no police encounters before or after services)

41) Was your child expelled or suspended since beginning services?

- Yes
- No

42) Was your child expelled or suspended during the 12 months prior to that?

- Yes
- No

43) Since starting to receive services, the number of days my child was in school is

- Greater
- About the same
- Less
- Does not apply because my child
 - had no attendance problems before or after receiving services
 - is too young to be in school
 - was expelled or suspended from school
 - is home-schooled
 - dropped out of school
 - Other - Please share: _____

Please let us know a little more about your child for statistical purposes.

44) Are either of your child's parents Hispanic or Latino?

- Yes
- No
- I don't know

45) What is your child's race? Please mark all that apply.

- American Indian or Alaska Native
- Asian
- Black (African American)
- Native Hawaiian or Other Pacific Islander
- White (Caucasian)
- Other - Please describe: _____

46) What is your child's age?

47) What sex was your child assigned at birth?

- Male
- Female

48) How does your child describe his/her/their gender?

- Male
- Female
- Nonbinary
- Transgender
- Other - Please describe: _____
- Prefer not to answer

49) Does your child identify as part of the LGBTQIA+ community?

- Yes
- No
- I don't know
- Prefer not to answer

50) Does your child have Medicaid insurance?

- Yes
- No

51) Does your child have health insurance other than Medicaid?

- Yes
- No

52) Do you have any other feedback you'd like to share? Your input is important to us and could help improve behavioral health services in West Virginia.

Thank you for taking time to complete this survey. Your confidential answers are greatly appreciated.

To learn more about behavioral health services in West Virginia, please visit the Bureau for Behavioral Health's website at <https://dhhr.wv.gov/bbh/>.

If you need someone to talk to, you can call, text, or chat the 988 Suicide & Crisis Lifeline (<https://988lifeline.org/>) anytime.

Please return this survey in one of the following ways:

Mail:

Nikki Tennis
Acentra Health
1007 Bullitt St., Suite 200
Charleston, WV 25301

Email: Nikki.Tennis@acentra.com

Fax: 866-473-2354



WV 2024 Youth Services Survey for Youth Aged 12-17 (YSS)
Administered by Acentra Health for the West Virginia Department of Human Services (DoHS) Bureau for Behavioral Health (BBH)

This survey is for youth aged 12-17 who received mental health or co-occurring behavioral health services at any point between October 2023 and now. Please help BBH make services better by answering some questions about your experiences. Your answers are confidential and will not influence the services you receive. Thank you for your time to complete the survey, which will take about 10 minutes.

Please indicate if you Strongly Disagree, Disagree, Are Undecided, Agree, or Strongly Agree with each of the statements below. If it is something you have not experienced, please select Not Applicable.

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

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

2) I helped to choose my services.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

3) I helped to choose my treatment goals.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

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

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

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

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

6) I participated in my own treatment.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

7) I received services that were right for me.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

8) The location of services was convenient for me.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

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

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

10) I got the help I wanted.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

11) I got as much help as I needed.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

12) Staff treated me with respect.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

13) Staff respected my religious/spiritual beliefs.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

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

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

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

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

As a result of the services I received:

16) I am better at handling daily life.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly agree
- Not Applicable

17) I get along better with family members.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

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

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

19) I am doing better in school and/or work.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

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

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

21) I am satisfied with my family life right now.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

22) I am able to do things better that I want to do.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

For the following questions, please answer for your relationships with persons other than your mental health provider(s). As a result of the services I received:

23) I know people who will listen and understand me when I need to talk.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

24) I have people with whom I am comfortable talking about my problem(s).

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

25) In a crisis, I would have the support I need from family or friends.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

26) I have people with whom I can do enjoyable things.

- Strongly Disagree
- Disagree
- Undecided
- Agree
- Strongly Agree
- Not Applicable

Please tell us a little more about the services you received and how you are doing.

27) Are you currently receiving services?

- Yes
- No

28) About how long have you received mental health or co-occurring behavioral health services?

- One time
- More than once but less than a month
- 1-2 months
- 3-5 months
- 6 months to a year
- More than 1 year

29) What has been the most helpful thing about the services you received?

30) What would improve the services?

31) In what county did you receive services most often? (If you mainly received services by phone or in your home, please write your home county.)

32) Please list the behavioral health provider agency or agencies that served you.

33) Are you currently living with one or both of your parents?

- Yes
- No

34) Please check all the places you have lived in the last year.

- With one or both parents
- With another family member
- Foster home
- Therapeutic foster home
- Crisis shelter
- Homeless shelter
- Group home
- Residential treatment center
- Hospital
- Local jail or detention facility
- State correctional facility
- Runaway/homeless/on the streets
- Other - Please describe: _____

35) In the last year, did you see a medical doctor or other health care professional for a check-up or because you were not feeling well?

- Yes, in a clinic or office
- Yes, but only in a hospital emergency room
- No
- Do not remember

36) Are you taking medication for emotional/behavioral health needs?

- Yes
- No

37) If you are taking medication for emotional/behavioral health needs, did your doctor or other health care professional tell you about possible side effects of your medication?

- Yes
- No
- Not applicable

38) Since you began receiving mental health services, have you been arrested by the police?

- Yes
- No

39) Were you arrested in the year prior to receiving mental health services?

- Yes
- No

40) Since you began receiving mental health services, have your encounters with the police

- Been reduced
- Stayed the same
- Increased
- Not applicable (no police encounters)

41) Have you been expelled or suspended since beginning mental health services?

- Yes
- No

42) Were you expelled or suspended in the year before receiving mental health services?

- Yes
- No

43) Since starting to receive mental health services, the number of days you were in school is

- Greater
- About the same
- Less
- Does not apply because
 - I've had no problem with attendance before or after services.
 - I was expelled or suspended.
 - I am home-schooled.
 - I dropped out of school.
 - Other - Please describe: _____

Please tell us a little more about yourself for statistical purposes.

44) What is your race? Please mark all that apply.

- American Indian or Alaska Native
- Asian
- Native Hawaiian or Other Pacific Islander
- Black (African American)
- White (Caucasian)
- Other - Write in: _____

45) Are either of your parents Hispanic or Latino?

- Yes
- No
- I don't know

46) Please share your age.

47) What sex were you assigned at birth?

- Female
- Male

48) How do you currently describe your gender?

- Female
- Male
- Nonbinary
- Transgender
- Other - Please specify: _____
- Prefer not to answer

49) Do you consider yourself part of the LGBTQIA+ community?

- Yes
- No
- I don't know
- Prefer not to answer

50) Do you have Medicaid insurance?

- Yes
- No
- I don't know

51) Do you have health insurance other than Medicaid?

- Yes
- No
- I don't know

52) Do you have any other feedback you'd like to share? Your input is important to us and could help improve behavioral health services in West Virginia.

Thank you for taking time to complete this survey. Your confidential answers are greatly appreciated.

To learn more about behavioral health services in West Virginia, please visit the Bureau for Behavioral Health's website at <https://dhhr.wv.gov/bbh/>.

If you need someone to talk to, you can call, text, or chat the 988 Suicide & Crisis Lifeline (<https://988lifeline.org/>) anytime.

Please return this survey in one of the following ways:

Mail:

Nikki Tennis
Acentra Health
1007 Bullitt St., Suite 200
Charleston, WV 25301

Email: Nikki.Tennis@acentra.com

Fax: 866-473-2354

Attachment B
Flyer and Select Social Media Posts

Have you or your child received mental health services at any point since October 1, 2023?

If so, please help the West Virginia Bureau for Behavioral Health (BBH) make services better by answering some questions about your experiences.

Your answers are confidential and will not influence your services. Please scan a QR code below with your phone to take a 10-minute online survey. You can also request a survey link, paper copy, or phone call by contacting Nikki Tennis by email (nikki.tennis@acentra.com) or phone (800-461-0655). **Surveys are open until August 1, 2024.**

Adults



Youth's Family Members



Youth aged 12-17





NAMI Greater Wheeling

23h · 🌐



Acentra Health is assisting the West Virginia Bureau for Behavioral Health (BBH) with collecting feedback on mental health and co-occurring services West Virginians have received since October 2023. Would you please spare about 10 minutes to share your experiences? Individual survey responses are confidential and will not affect your or your child's services. BBH will use the combined data both to help improve mental health services and for inclusion of service recipient feedback in its annual block grant report to the Substance Abuse and Mental Health Services Administration (SAMHSA).



First Choice Services

1h · 🌐



Acentra Health is assisting the West Virginia Bureau for Behavioral Health (BBH) with collecting feedback on mental health and co-occurring services West Virginians have received since October 2023. Would you please spare about 10 minutes to share your experiences? Individual survey responses are confidential and will not affect your or your child's services. BBH will use the combined data both to help improve mental health services and for inclusion of service recipient feedback in its annual block grant report to the Substance Abuse and Mental Health Services Administration (SAMHSA).



Accelerating Better Outcomes

Have you or your child received mental health services at any point since October 1, 2023?

If so, please help the West Virginia Bureau for Behavioral Health (BBH) make services better by answering some questions about your experiences.

Your answers are confidential and will not influence your services. Please scan a QR code below with your phone to take a 10-minute online survey. Surveys are open until August 1, 2024.

Adults

Youth's Family Members

Youth aged 12-17



1007 Bullitt Street | Suite 200 | Charleston, WV 25301

wvaso.acentra.com



wvaso.acentra.com

Announcements - WV ASO



West Virginia Department of Human Services



1h · 🌐

Acentra Health is partnering with the [West Virginia Department of Human Services](#) (DoHS), Bureau for Behavioral Health (BBH) to gather feedback on mental health and co-occurring services received by West Virginians since October 2023. Your responses are confidential and will not impact you or your child's services. Surveys are open until August 1, 2024. For printable or online surveys, visit: <https://wvaso.acentra.com/wv-aso-notices/>

Adults



Acentra Health is partnering with the West Virginia Department of Human Services (DoHS), Bureau for Behavioral Health (BBH) to gather feedback on mental health and co-occurring services received by West Virginians since October 2023.



Youth's Family Members



Youth aged 12-17



Your responses are confidential and won't affect you or your child's services. BBH will use the data to improve mental health services and include feedback in its annual block grant report to Substance Abuse and Mental Health Services Administration (SAMHSA). Surveys are open until **August 1, 2024**. Scan the QR codes to access the 10-minute surveys.



Questions? Contact Nikki Tennis: nikki.tennis@acentra.com

Help & Hope WV's posts



Help & Hope WV

10h · 🌐



wvaso.acentra.com

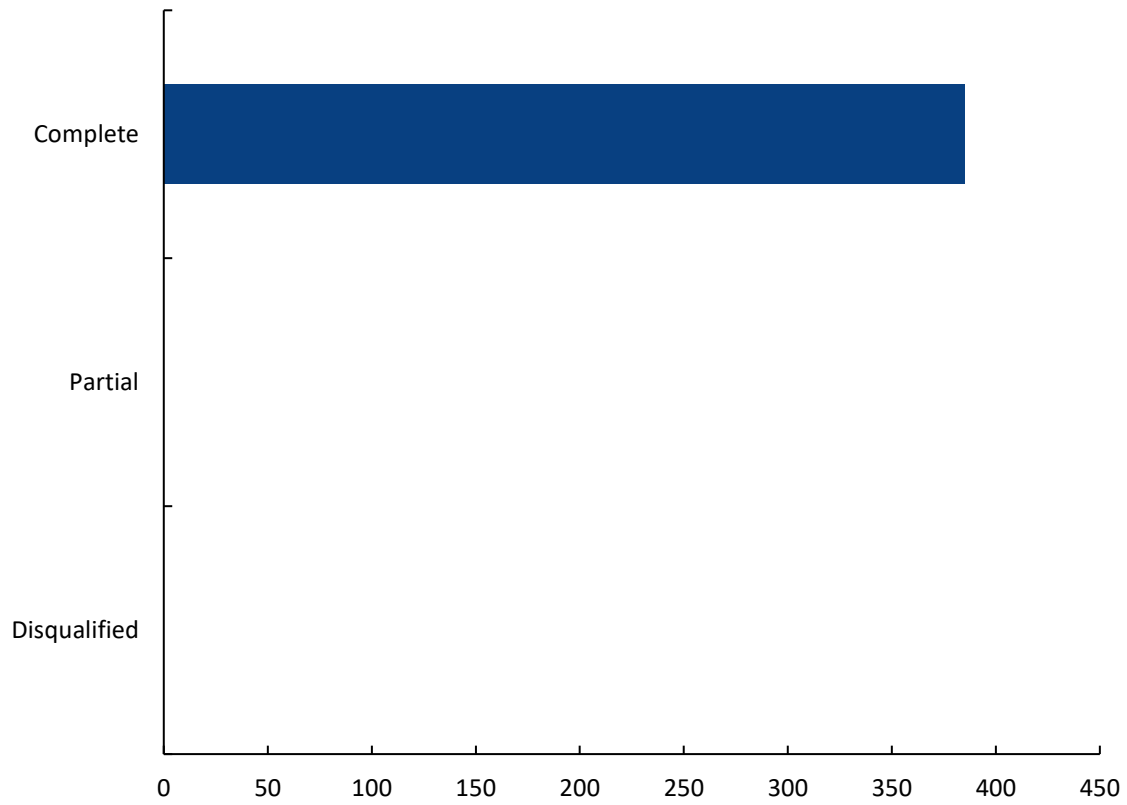
Announcements - WV ASO

Attachment C
Full Survey Reports

Report for WV 2024 Adult Mental Health Services Satisfaction Survey (MHSIP)

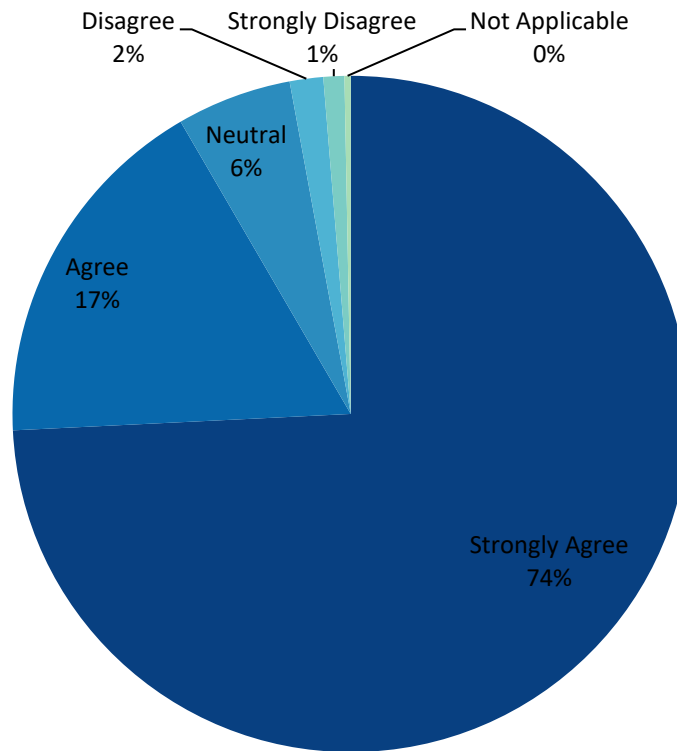
WV 2024 Adult Mental Health Services Satisfaction Survey (MHSIP)

Response Statistics



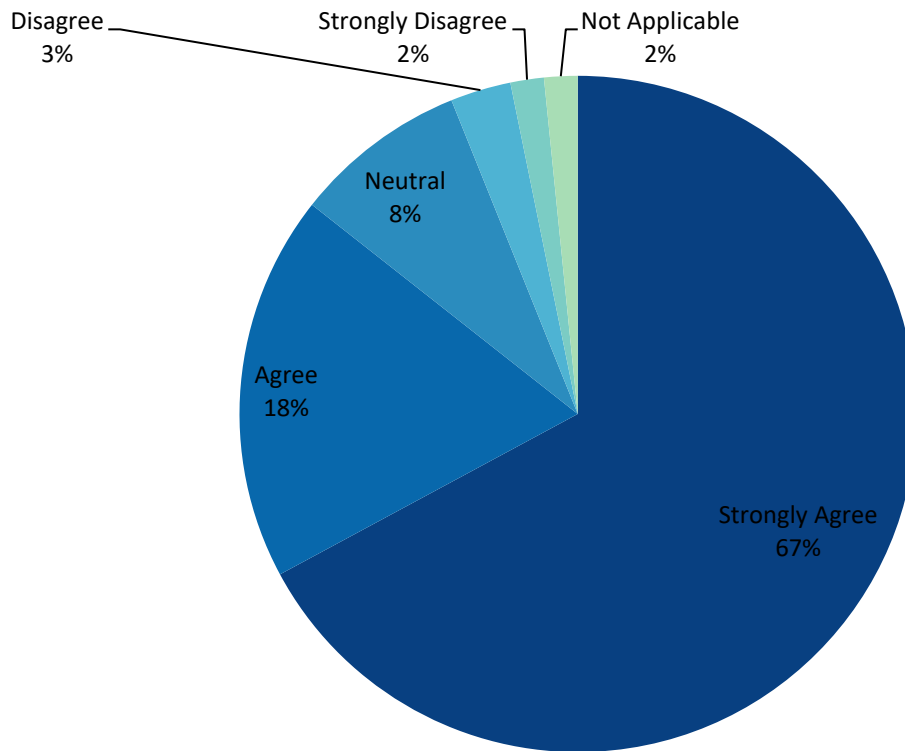
	Count	Percent
Complete	385	100
Partial	0	0
Disqualified	0	0
Totals	385	

1.I like the services that I received.



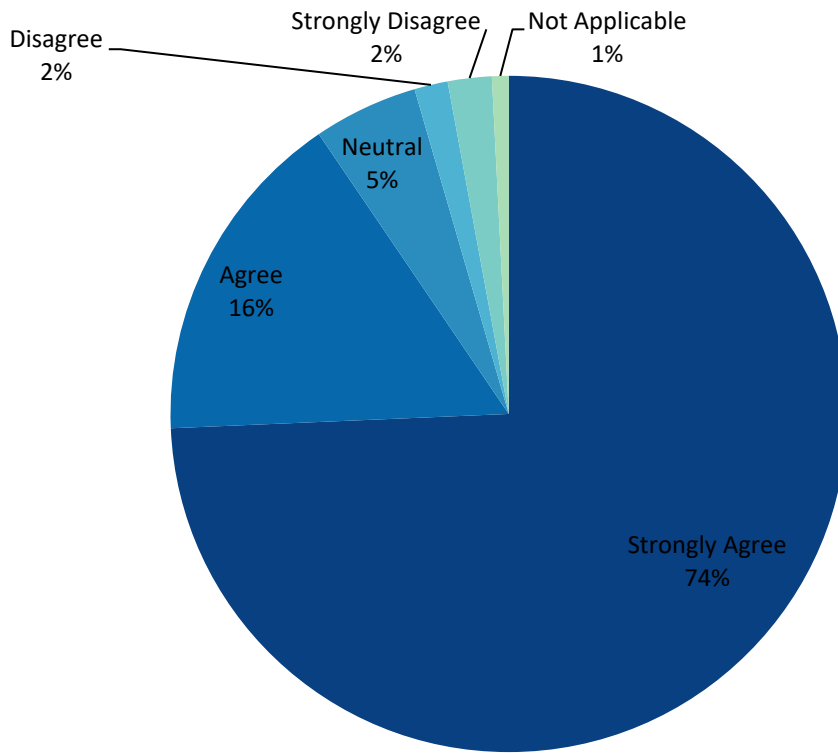
Value	Percent	Count
Strongly Agree	74.3%	286
Agree	17.4%	67
Neutral	5.5%	21
Disagree	1.6%	6
Strongly Disagree	1.0%	4
Not Applicable	0.3%	1
	Totals	385

2.If I had other choices, I would still get services from the same agency.



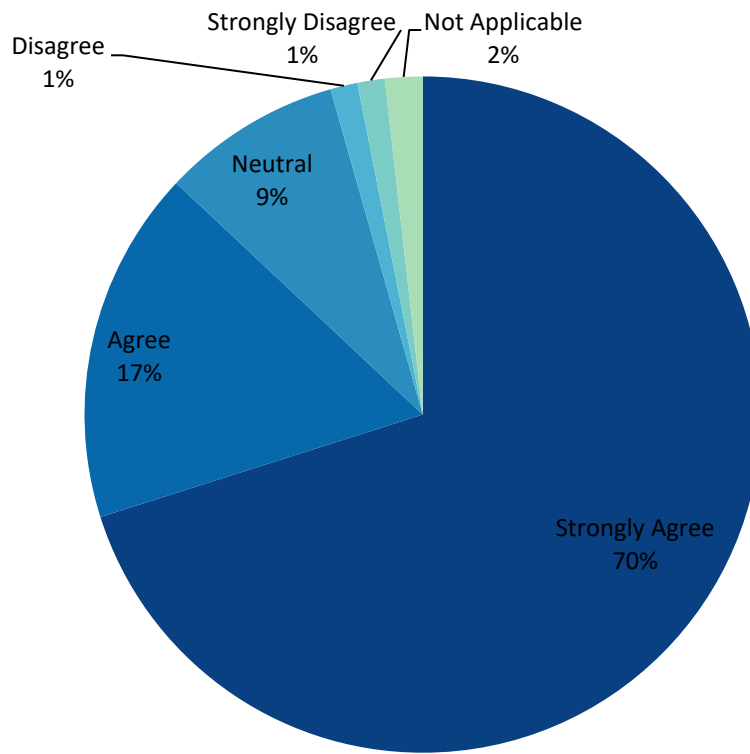
Value	Percent	Count
Strongly Agree	67.2%	258
Agree	18.5%	71
Neutral	8.3%	32
Disagree	2.9%	11
Strongly Disagree	1.6%	6
Not Applicable	1.6%	6
	Totals	384

3.I would recommend this agency to a friend or family member.



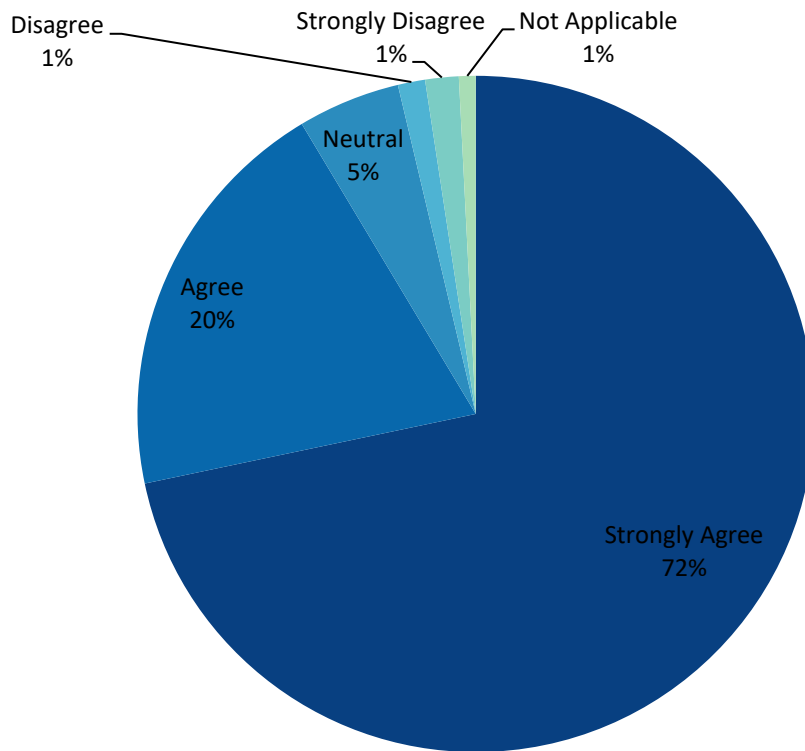
Value	Percent	Count
Strongly Agree	74.4%	285
Agree	16.2%	62
Neutral	5.0%	19
Disagree	1.6%	6
Strongly Disagree	2.1%	8
Not Applicable	0.8%	3
	Totals	383

4.The location of services was convenient (parking, public transportation, distance, etc.).



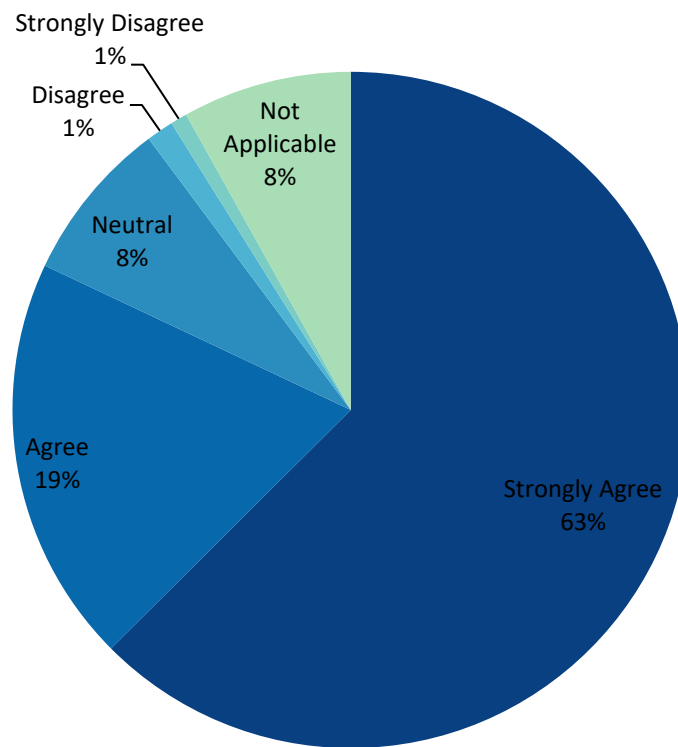
Value	Percent	Count
Strongly Agree	70.1%	269
Agree	16.9%	65
Neutral	8.6%	33
Disagree	1.3%	5
Strongly Disagree	1.3%	5
Not Applicable	1.8%	7
	Totals	384

5. Staff was willing to see me as often as I felt it was necessary.



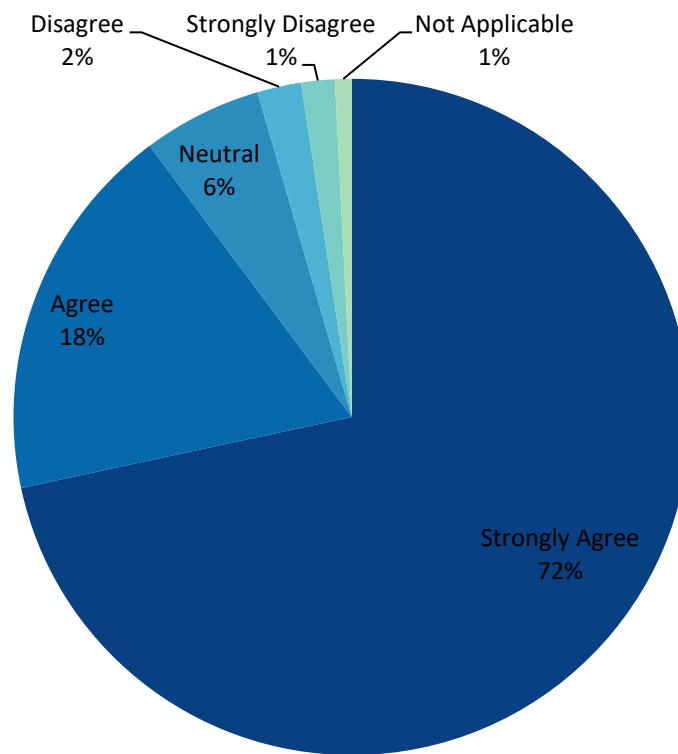
Value	Percent	Count
Strongly Agree	71.7%	276
Agree	19.7%	76
Neutral	4.9%	19
Disagree	1.3%	5
Strongly Disagree	1.6%	6
Not Applicable	0.8%	3
	Totals	385

6. Staff returned my call in 24 hours.



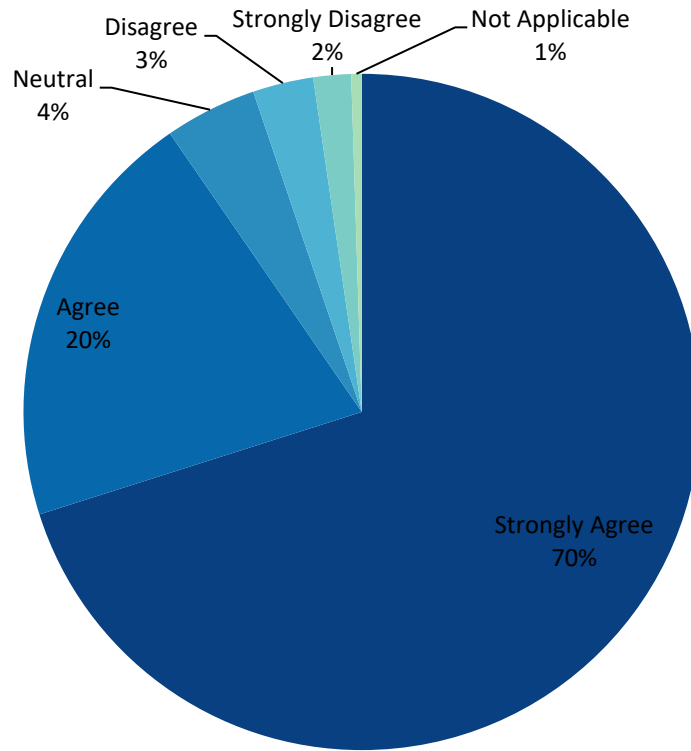
Value	Percent	Count
Strongly Agree	62.6%	241
Agree	19.5%	75
Neutral	7.8%	30
Disagree	1.3%	5
Strongly Disagree	0.8%	3
Not Applicable	8.1%	31
	Totals	385

7.Services were available at times that were good for me.



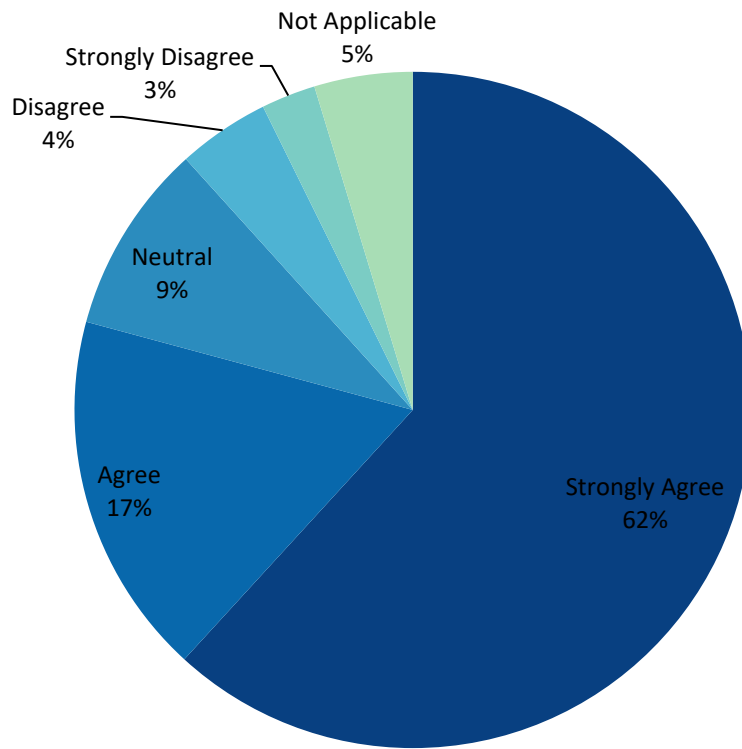
Value	Percent	Count
Strongly Agree	71.7%	276
Agree	18.2%	70
Neutral	5.7%	22
Disagree	2.1%	8
Strongly Disagree	1.6%	6
Not Applicable	0.8%	3
	Totals	385

8.I was able to get all the services I thought I needed.



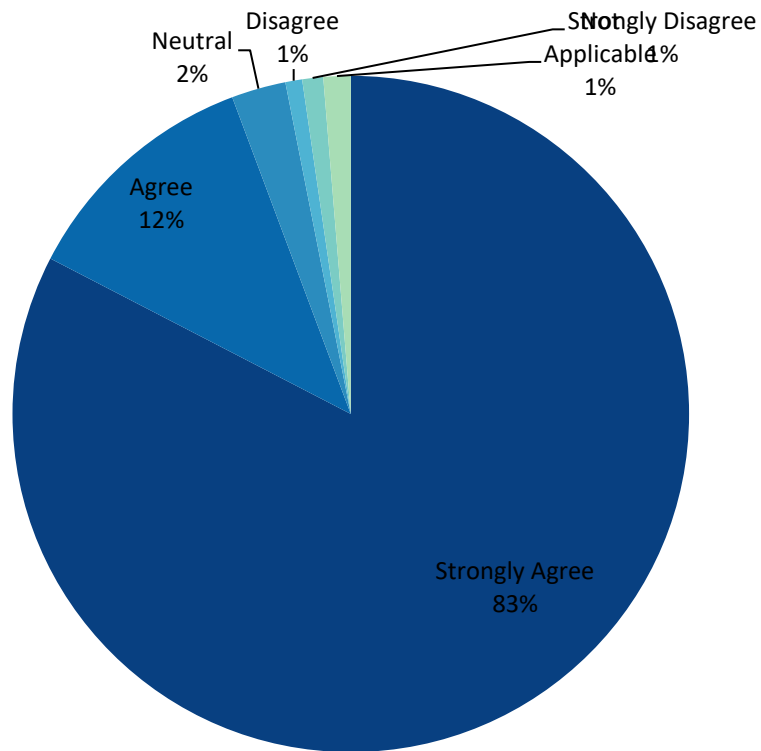
Value	Percent	Count
Strongly Agree	70.1%	270
Agree	20.3%	78
Neutral	4.4%	17
Disagree	2.9%	11
Strongly Disagree	1.8%	7
Not Applicable	0.5%	2
	Totals	385

9.I was able to see a psychiatrist when I wanted to.



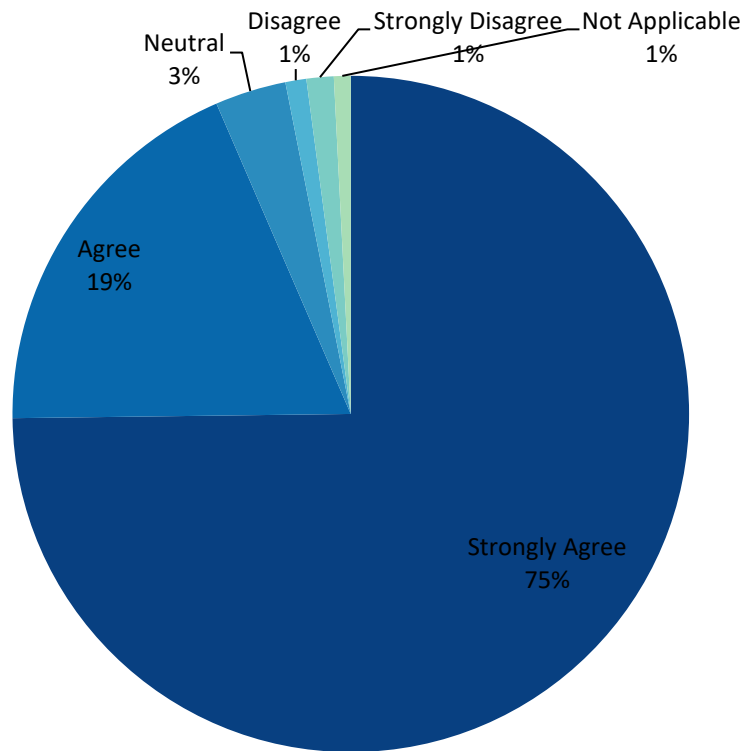
Value	Percent	Count
Strongly Agree	61.8%	238
Agree	17.4%	67
Neutral	9.1%	35
Disagree	4.4%	17
Strongly Disagree	2.6%	10
Not Applicable	4.7%	18
	Totals	385

10. Staff believe that I can grow, change, and recover.



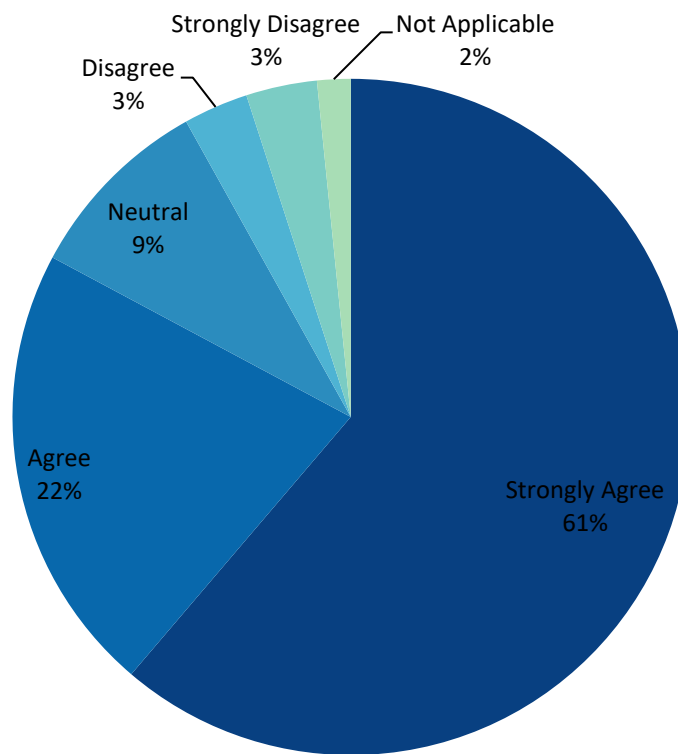
Value	Percent	Count
Strongly Agree	82.6%	317
Agree	11.7%	45
Neutral	2.6%	10
Disagree	0.8%	3
Strongly Disagree	1.0%	4
Not Applicable	1.3%	5
	Totals	384

11.I felt comfortable asking questions about my treatment and medication.



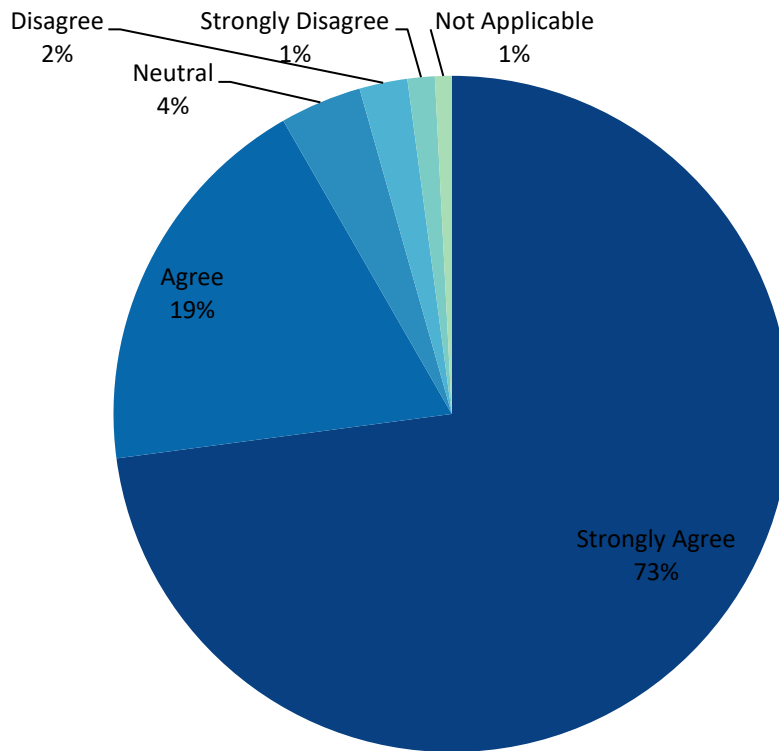
Value	Percent	Count
Strongly Agree	74.8%	288
Agree	18.7%	72
Neutral	3.4%	13
Disagree	1.0%	4
Strongly Disagree	1.3%	5
Not Applicable	0.8%	3
	Totals	385

12.I felt free to complain.



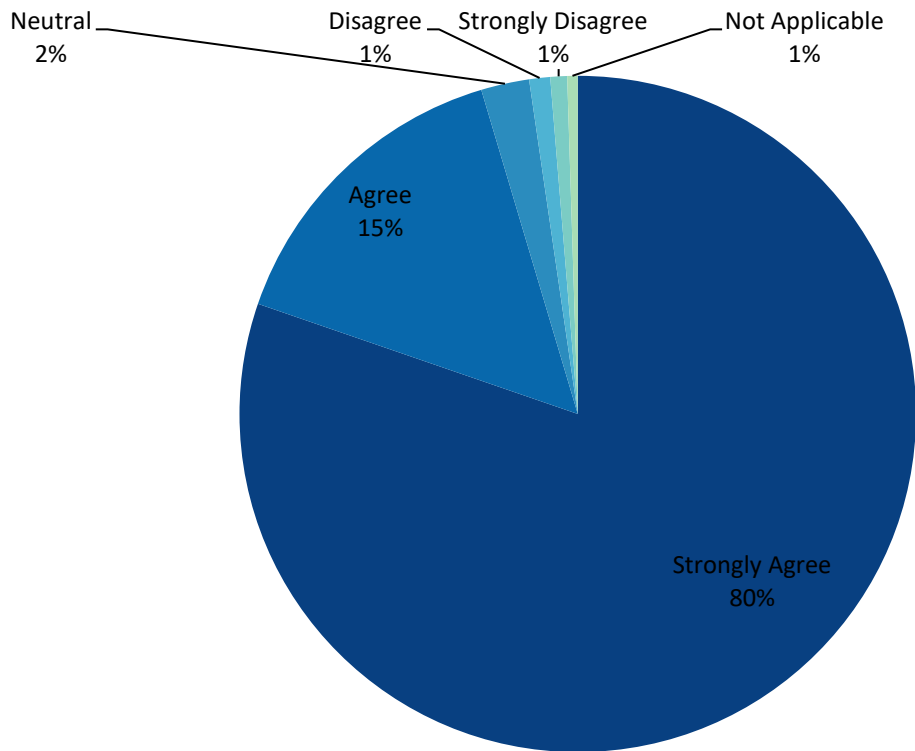
Value	Percent	Count
Strongly Agree	61.3%	236
Agree	21.6%	83
Neutral	9.1%	35
Disagree	3.1%	12
Strongly Disagree	3.4%	13
Not Applicable	1.6%	6
	Totals	385

13.I was given information about my rights.



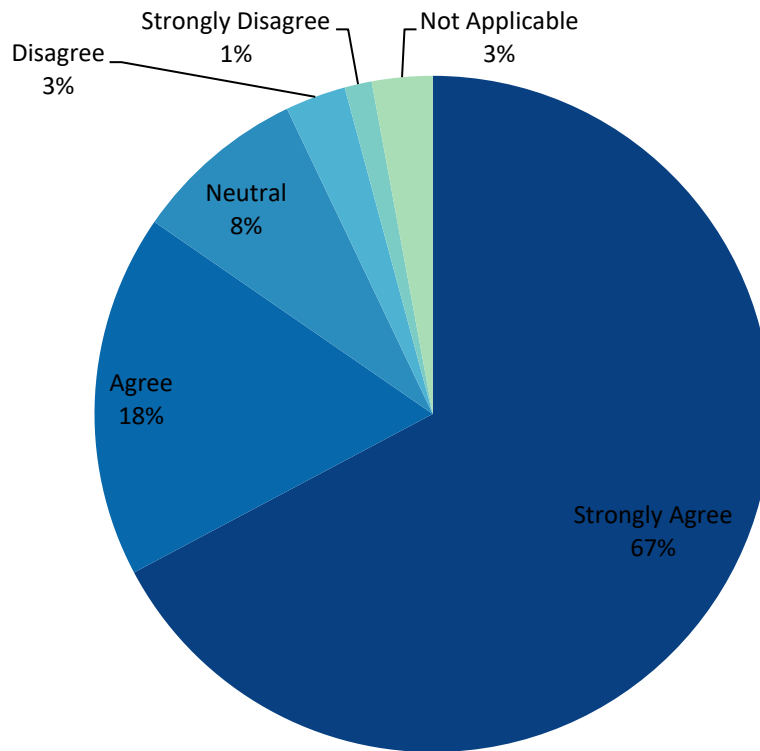
Value	Percent	Count
Strongly Agree	72.9%	280
Agree	18.8%	72
Neutral	3.9%	15
Disagree	2.3%	9
Strongly Disagree	1.3%	5
Not Applicable	0.8%	3
	Totals	384

14. Staff encouraged me to take responsibility for how I live my life.



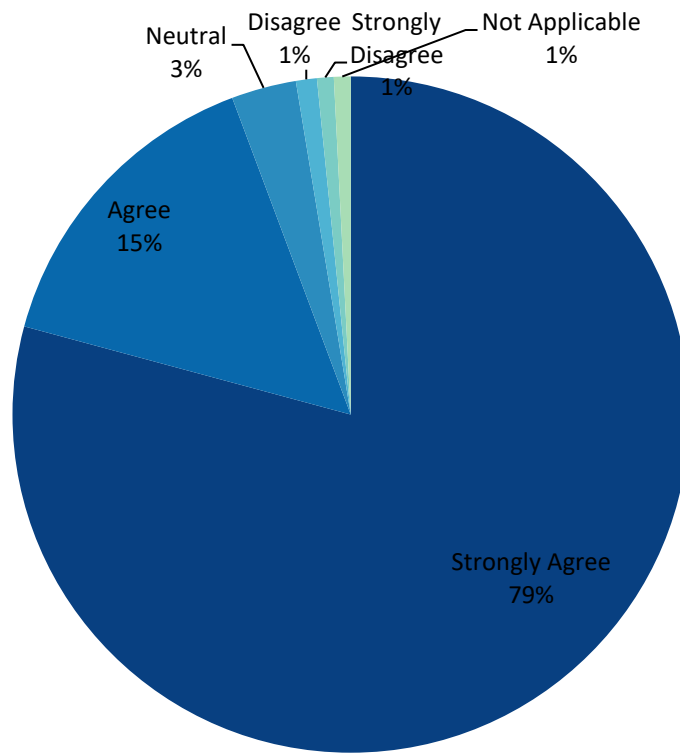
Value	Percent	Count
Strongly Agree	80.2%	308
Agree	15.1%	58
Neutral	2.3%	9
Disagree	1.0%	4
Strongly Disagree	0.8%	3
Not Applicable	0.5%	2
	Totals	384

15. Staff told me what medication side effects to watch out for.



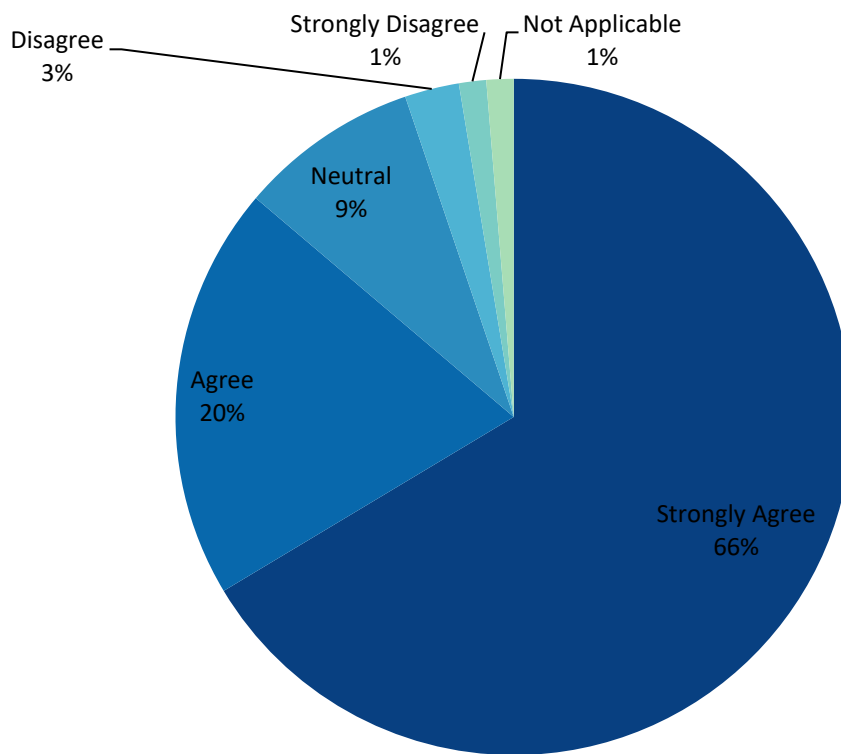
Value	Percent	Count
Strongly Agree	67.3%	259
Agree	17.4%	67
Neutral	8.3%	32
Disagree	2.9%	11
Strongly Disagree	1.3%	5
Not Applicable	2.9%	11
	Totals	385

16. Staff respected my wishes about who is and who is not to be given information about my treatment.



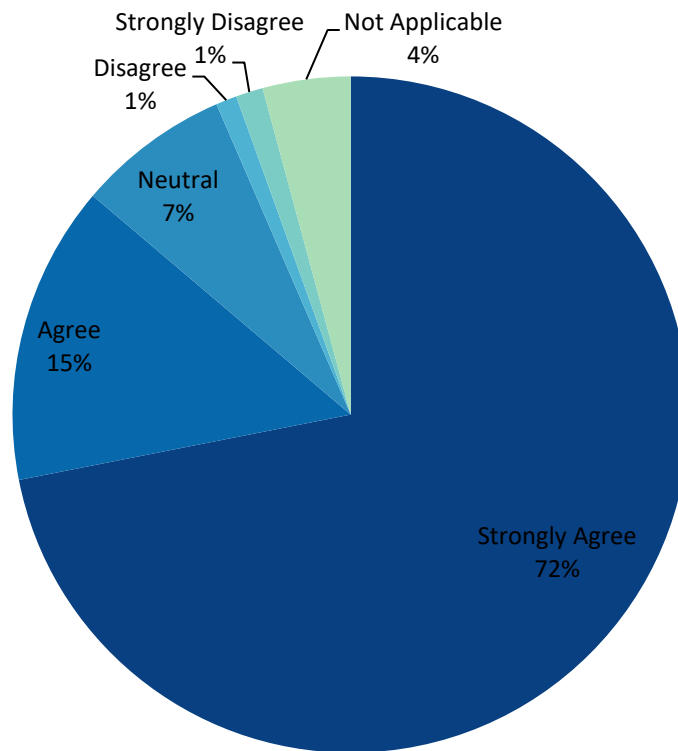
Value	Percent	Count
Strongly Agree	79.2%	304
Agree	15.1%	58
Neutral	3.1%	12
Disagree	1.0%	4
Strongly Disagree	0.8%	3
Not Applicable	0.8%	3
	Totals	384

17.I, not staff, decided my treatment goals.



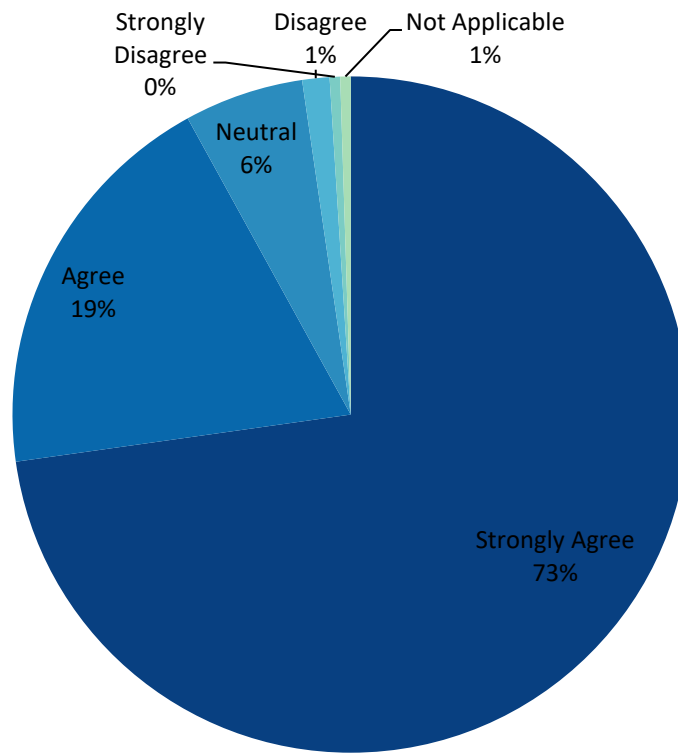
Value	Percent	Count
Strongly Agree	66.4%	255
Agree	19.8%	76
Neutral	8.6%	33
Disagree	2.6%	10
Strongly Disagree	1.3%	5
Not Applicable	1.3%	5
	Totals	384

18. Staff were sensitive to my cultural background (race, religion, language, etc.).



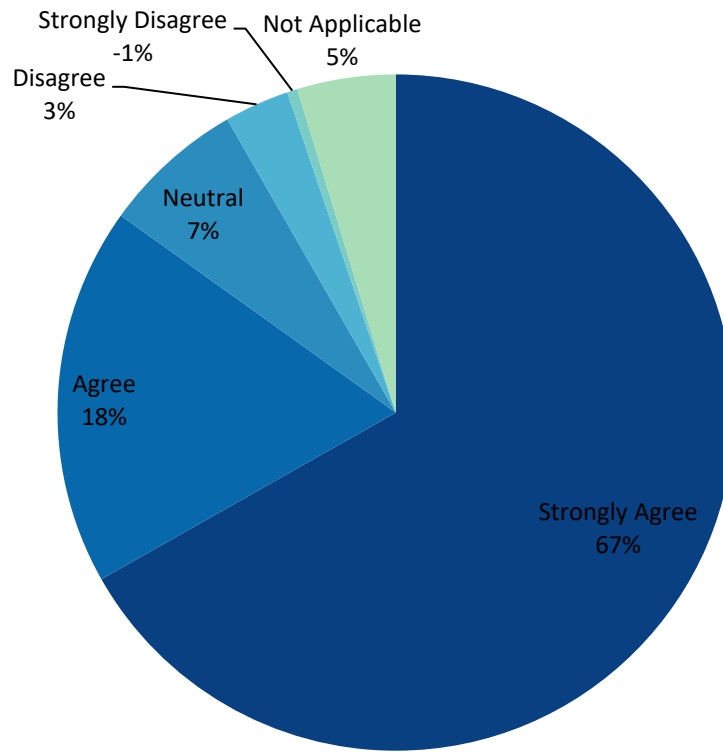
Value	Percent	Count
Strongly Agree	71.9%	276
Agree	14.3%	55
Neutral	7.3%	28
Disagree	1.0%	4
Strongly Disagree	1.3%	5
Not Applicable	4.2%	16
	Totals	384

19. Staff helped me obtain the information I needed so that I could take charge of managing my mental health.



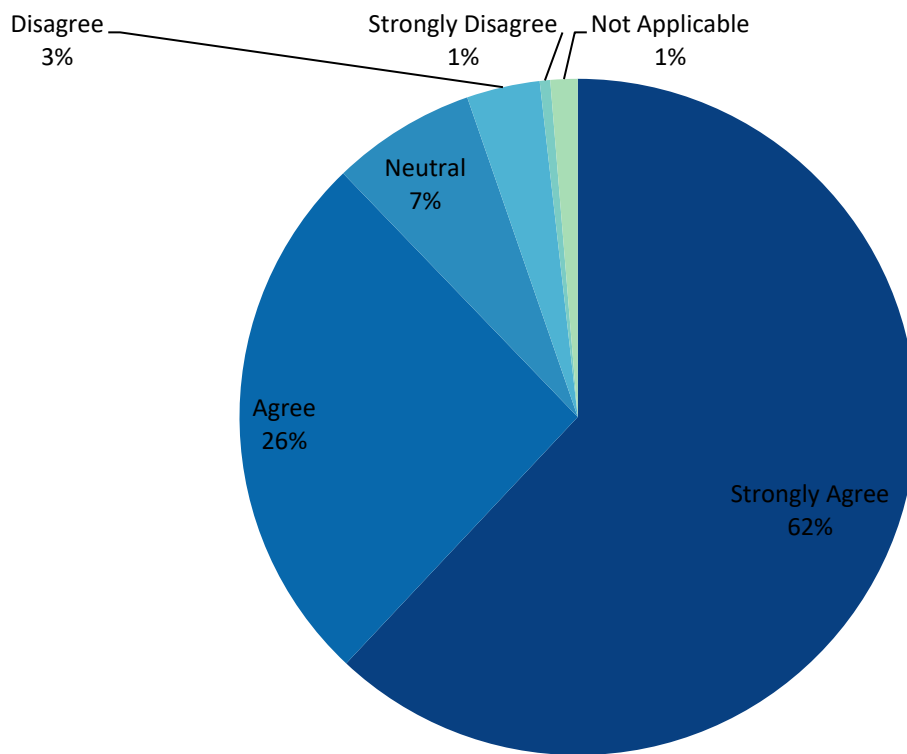
Value	Percent	Count
Strongly Agree	72.7%	280
Agree	19.2%	74
Neutral	5.7%	22
Disagree	1.3%	5
Strongly Disagree	0.5%	2
Not Applicable	0.5%	2
	Totals	385

20.I was encouraged to use consumer-run programs such as support groups, drop-in centers, and crisis phone lines.



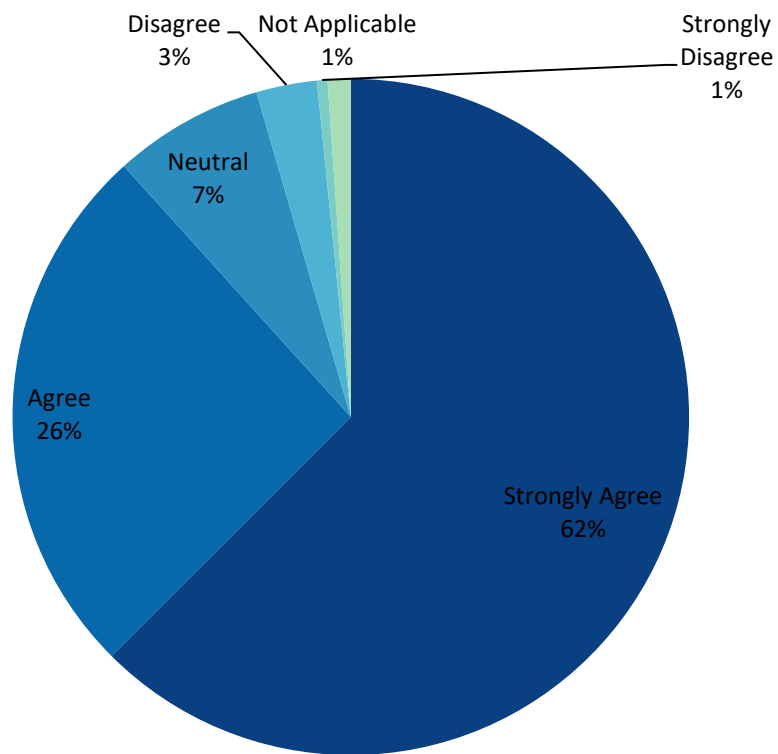
Value	Percent	Count
Strongly Agree	66.8%	255
Agree	18.1%	69
Neutral	6.8%	26
Disagree	3.1%	12
Strongly Disagree	0.5%	2
Not Applicable	4.7%	18
	Totals	382

21.I deal more effectively with daily problems.



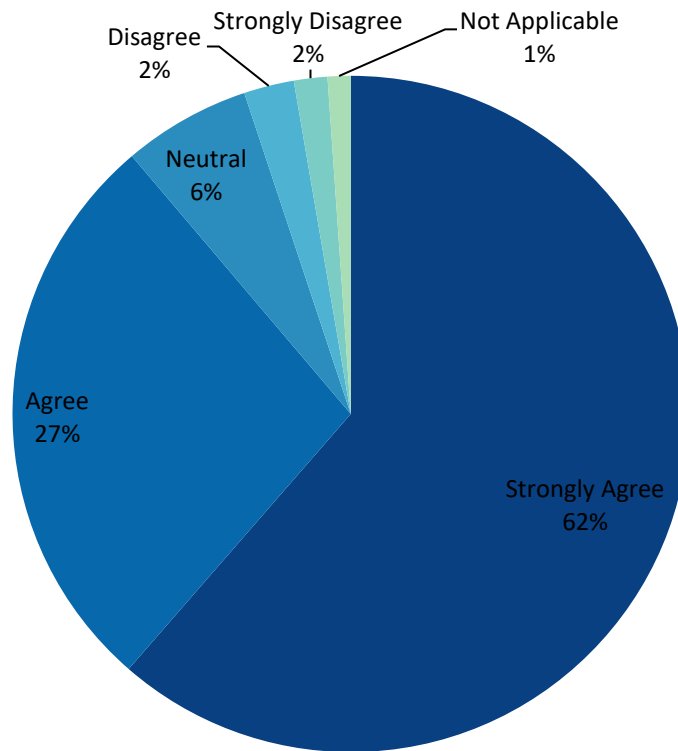
Value	Percent	Count
Strongly Agree	62.0%	233
Agree	25.8%	97
Neutral	6.9%	26
Disagree	3.5%	13
Strongly Disagree	0.5%	2
Not Applicable	1.3%	5
	Totals	376

22.I am able to control my life better.



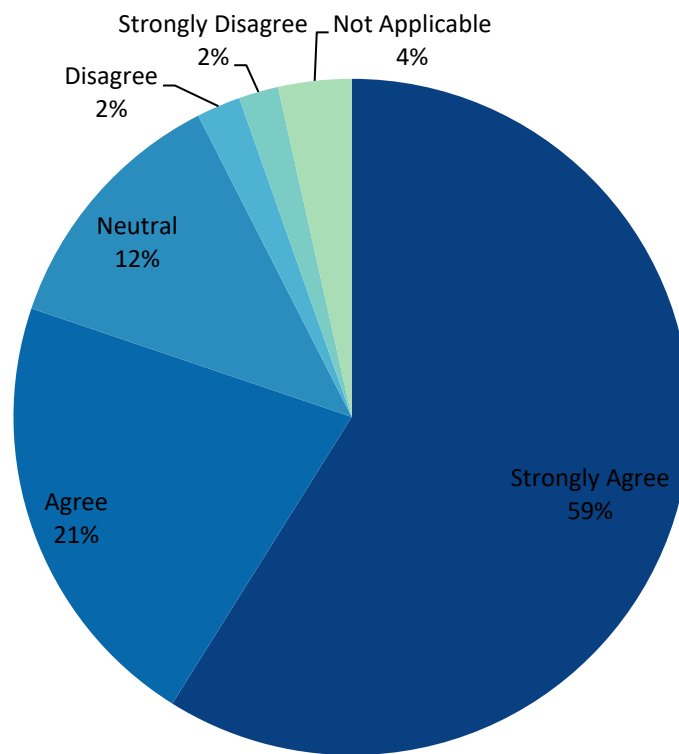
Value	Percent	Count
Strongly Agree	62.5%	235
Agree	25.8%	97
Neutral	7.2%	27
Disagree	2.9%	11
Strongly Disagree	0.5%	2
Not Applicable	1.1%	4
	Totals	376

23.I am able to deal with a crisis better.



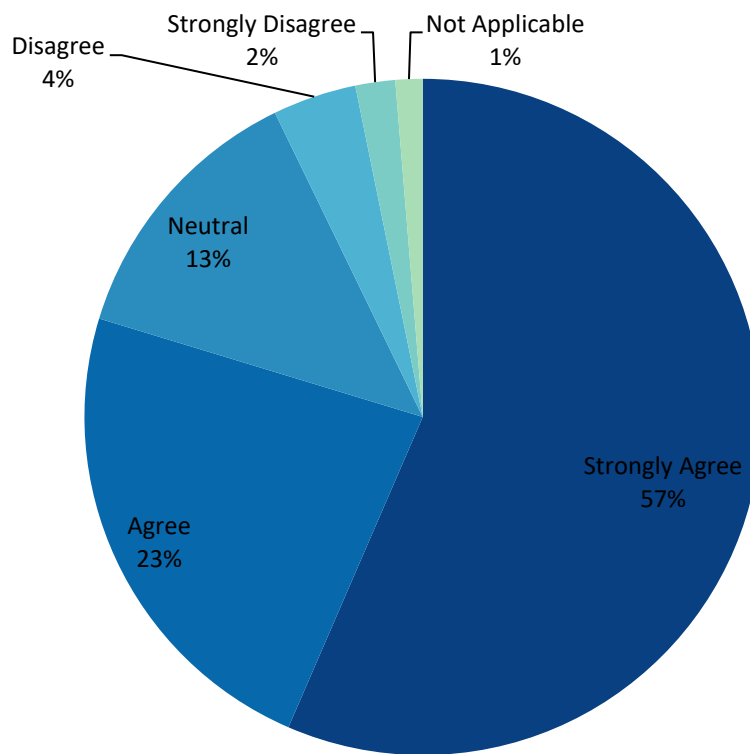
Value	Percent	Count
Strongly Agree	61.4%	231
Agree	27.4%	103
Neutral	6.1%	23
Disagree	2.4%	9
Strongly Disagree	1.6%	6
Not Applicable	1.1%	4
	Totals	376

24.I am getting along better with my family.



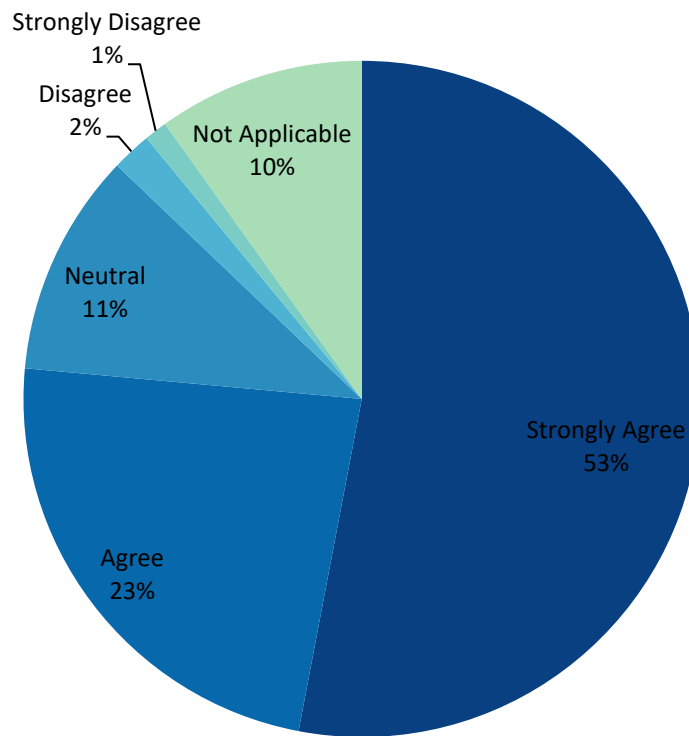
Value	Percent	Count
Strongly Agree	58.9%	221
Agree	21.3%	80
Neutral	12.3%	46
Disagree	2.1%	8
Strongly Disagree	1.9%	7
Not Applicable	3.5%	13
	Totals	375

25.I do better in social situations.



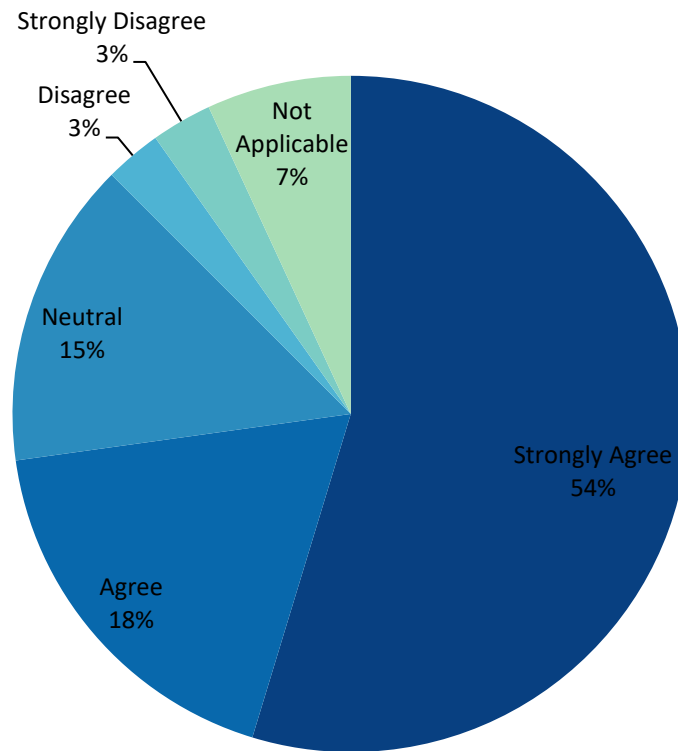
Value	Percent	Count
Strongly Agree	56.5%	212
Agree	23.2%	87
Neutral	13.1%	49
Disagree	4.0%	15
Strongly Disagree	1.9%	7
Not Applicable	1.3%	5
	Totals	375

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



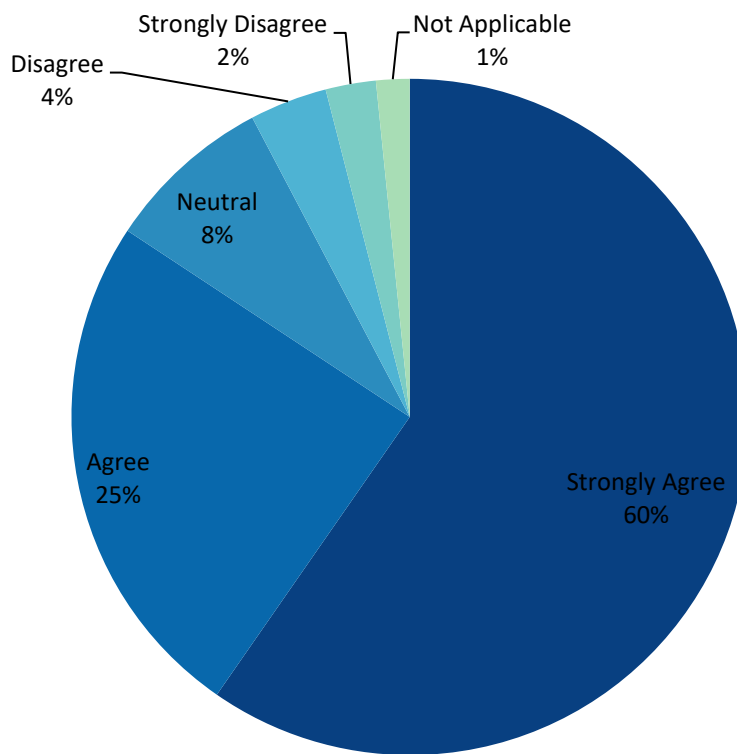
Value	Percent	Count
Strongly Agree	53.1%	199
Agree	23.5%	88
Neutral	10.7%	40
Disagree	1.9%	7
Strongly Disagree	1.1%	4
Not Applicable	9.9%	37
	Totals	375

27. My housing situation has improved.



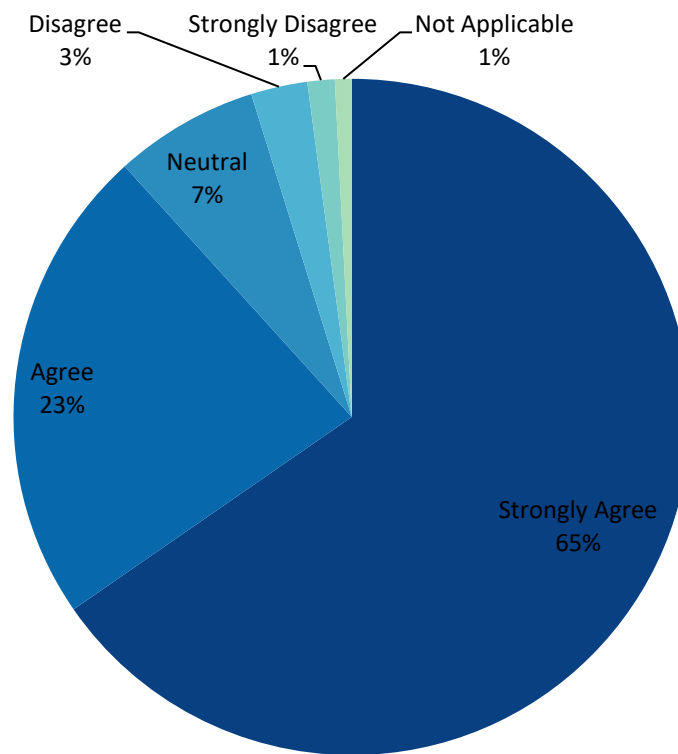
Value	Percent	Count
Strongly Agree	54.7%	205
Agree	18.1%	68
Neutral	14.7%	55
Disagree	2.7%	10
Strongly Disagree	2.9%	11
Not Applicable	6.9%	26
	Totals	375

28. My symptoms are not bothering me as much.



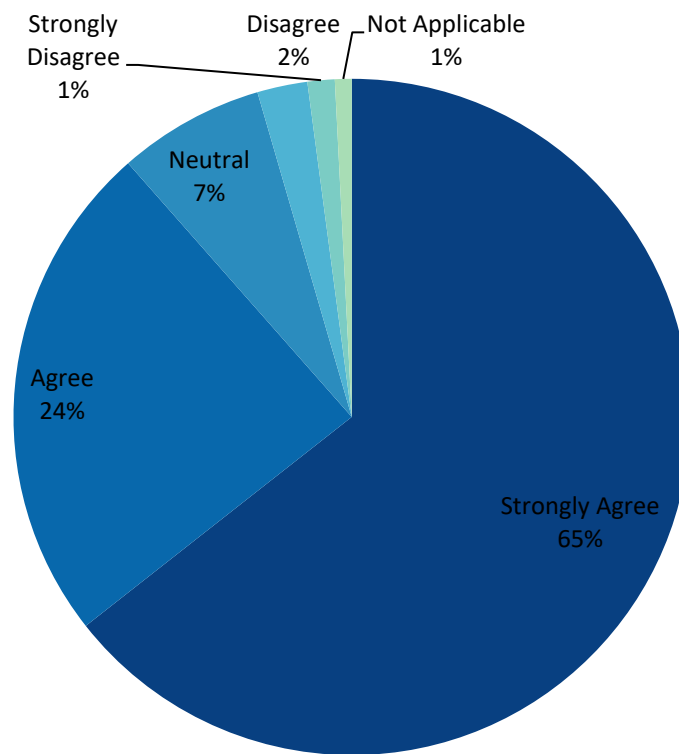
Value	Percent	Count
Strongly Agree	59.6%	223
Agree	24.6%	92
Neutral	8.0%	30
Disagree	3.7%	14
Strongly Disagree	2.4%	9
Not Applicable	1.6%	6
	Totals	374

29.I do things that are more meaningful to me.



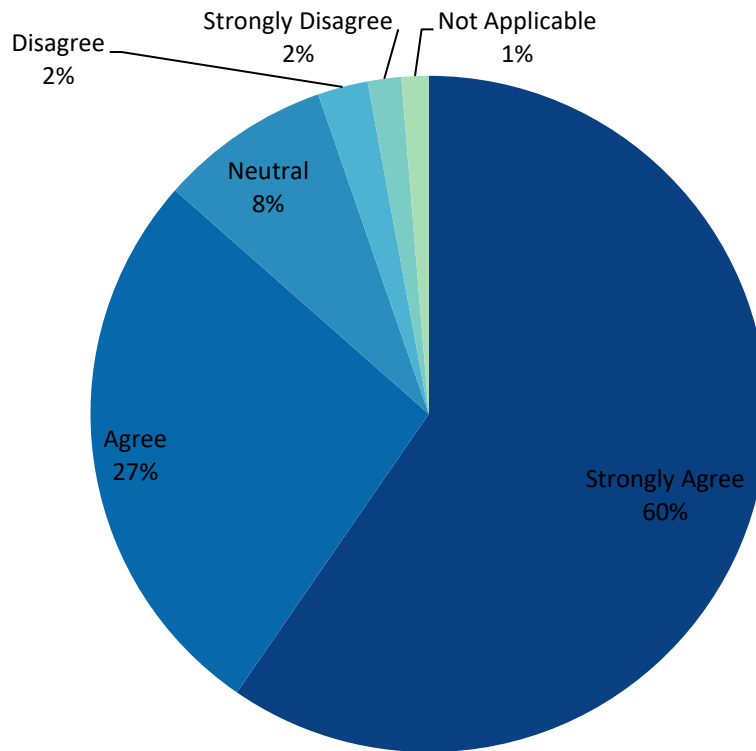
Value	Percent	Count
Strongly Agree	65.3%	245
Agree	22.9%	86
Neutral	6.9%	26
Disagree	2.7%	10
Strongly Disagree	1.3%	5
Not Applicable	0.8%	3
	Totals	375

30.I am able to take care of my needs better.



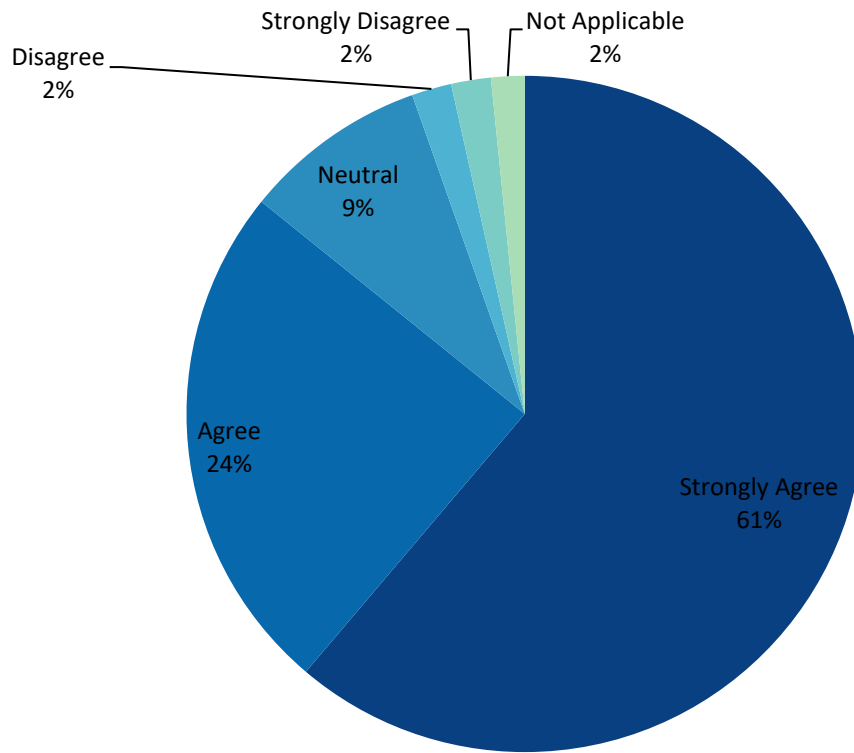
Value	Percent	Count
Strongly Agree	64.4%	241
Agree	24.1%	90
Neutral	7.0%	26
Disagree	2.4%	9
Strongly Disagree	1.3%	5
Not Applicable	0.8%	3
	Totals	374

31.I am able to handle things better when they go wrong.



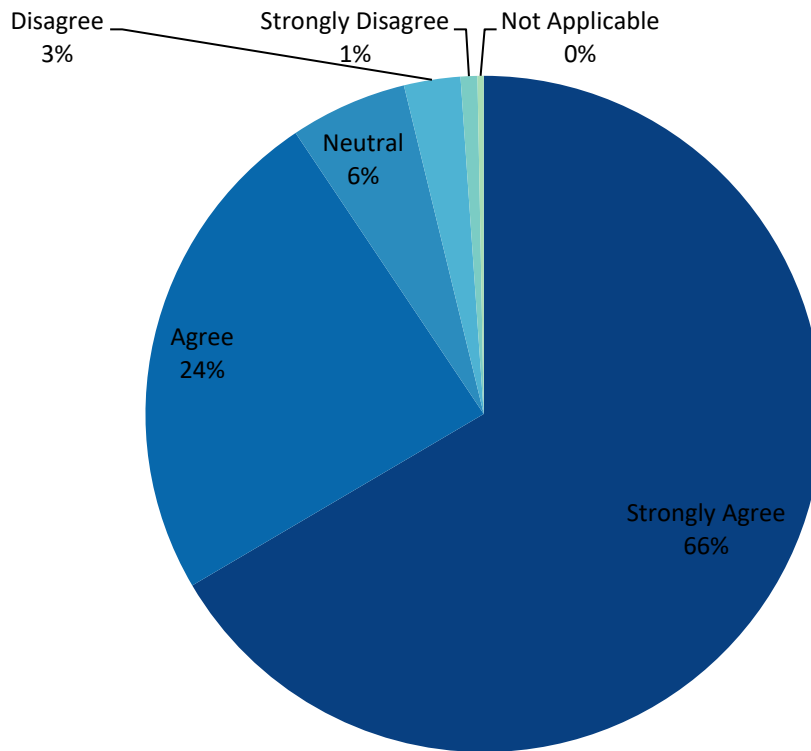
Value	Percent	Count
Strongly Agree	59.6%	224
Agree	26.9%	101
Neutral	8.2%	31
Disagree	2.4%	9
Strongly Disagree	1.6%	6
Not Applicable	1.3%	5
	Totals	376

32.I am able to do things better that I want to do.



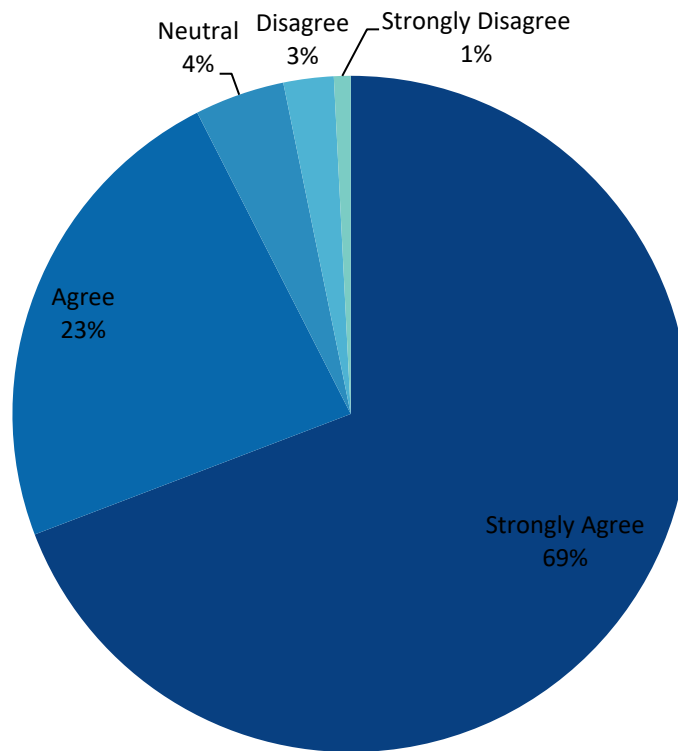
Value	Percent	Count
Strongly Agree	61.2%	229
Agree	24.6%	92
Neutral	8.8%	33
Disagree	1.9%	7
Strongly Disagree	1.9%	7
Not Applicable	1.6%	6
	Totals	374

33.I am happy with the friendships I have.



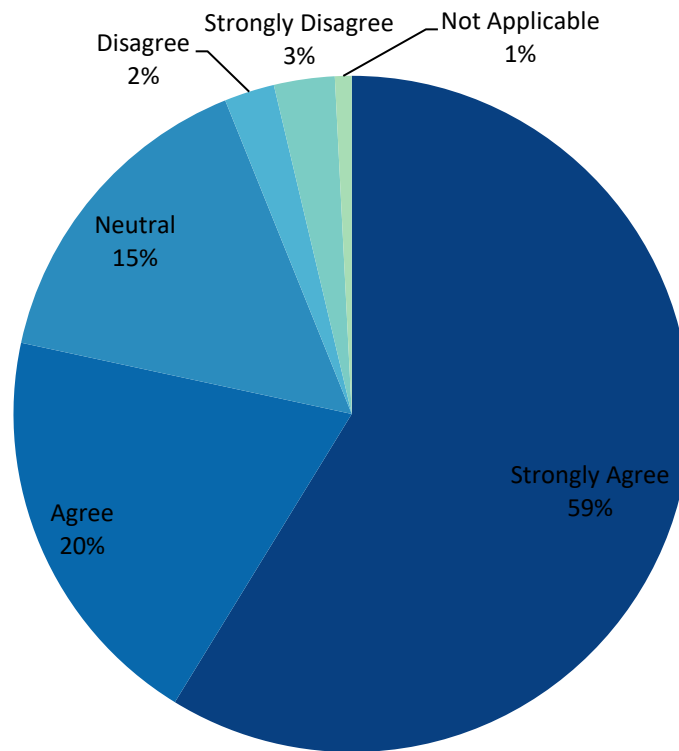
Value	Percent	Count
Strongly Agree	66.6%	249
Agree	24.1%	90
Neutral	5.6%	21
Disagree	2.7%	10
Strongly Disagree	0.8%	3
Not Applicable	0.3%	1
	Totals	374

34.I have people with whom I can do enjoyable things.



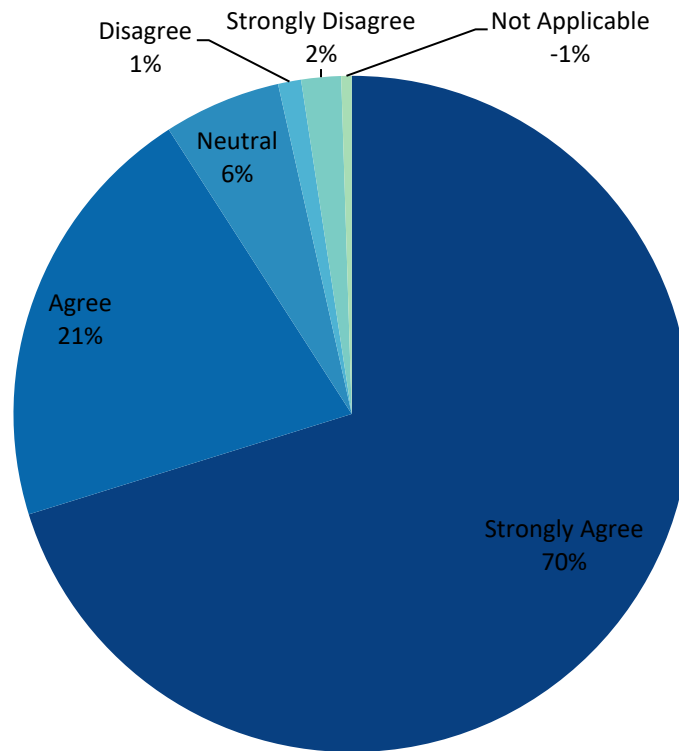
Value	Percent	Count
Strongly Agree	69.2%	258
Agree	23.3%	87
Neutral	4.3%	16
Disagree	2.4%	9
Strongly Disagree	0.8%	3
	Totals	373

35.I feel I belong in my community.



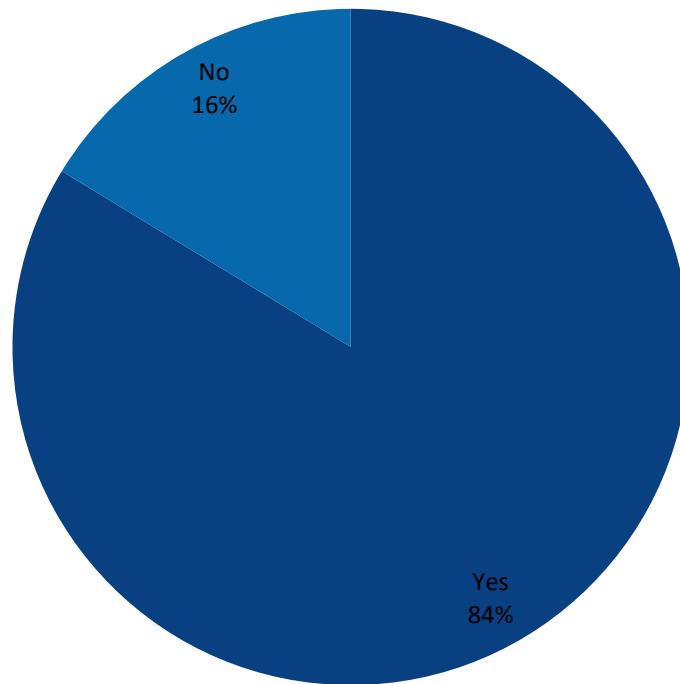
Value	Percent	Count
Strongly Agree	58.7%	219
Agree	19.6%	73
Neutral	15.5%	58
Disagree	2.4%	9
Strongly Disagree	2.9%	11
Not Applicable	0.8%	3
	Totals	373

36. In a crisis, I would have the support I need from family or friends.



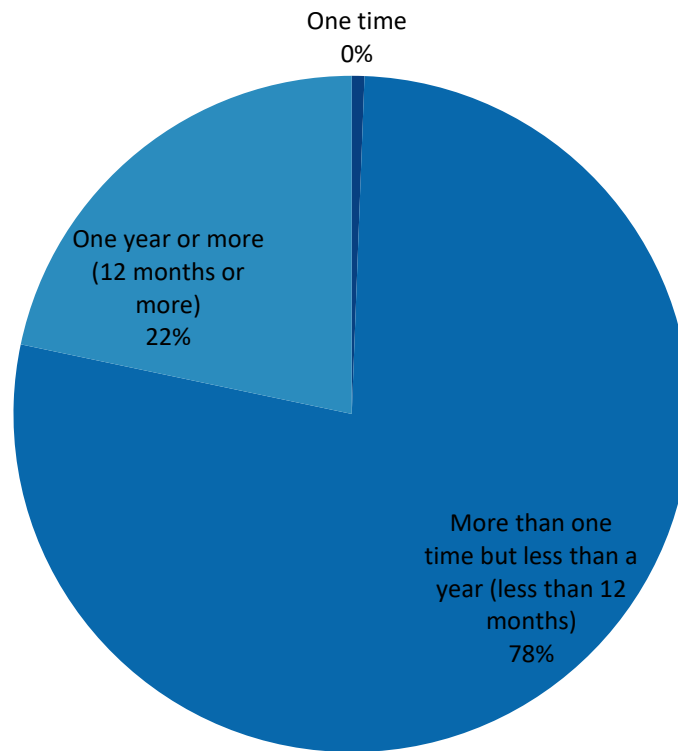
Value	Percent	Count
Strongly Agree	70.2%	261
Agree	20.7%	77
Neutral	5.6%	21
Disagree	1.1%	4
Strongly Disagree	1.9%	7
Not Applicable	0.5%	2
	Totals	372

37.Are you currently (still) receiving mental health services?



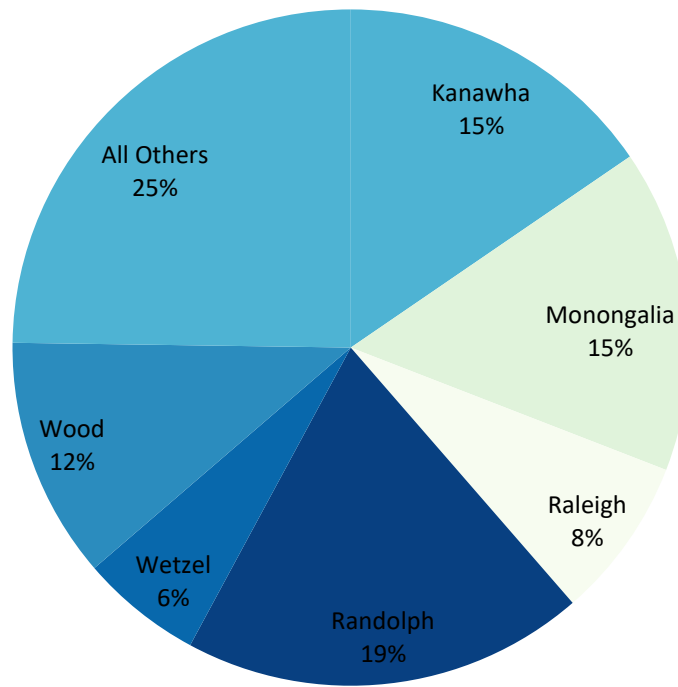
Value	Percent	Count
Yes	83.7%	302
No	16.3%	59
	Totals	361

38.How long have you received mental health services?



Value	Percent	Count
One time	0.6%	2
More than one time but less than a year (less than 12 months)	77.7%	268
One year or more (12 months or more)	21.7%	75
	Totals	345

39. In what county did you primarily receive services? If you mainly received services by phone or in your home, please select your home county.



Value	Percent	Count
Barbour	1.9%	1
Berkeley	1.9%	1
Boone	1.9%	1
Braxton	1.9%	1
Cabell	1.9%	1
Fayette	1.9%	1
Jackson	1.9%	1
Kanawha	15.4%	8
Logan	1.9%	1

Marion	1.9%	1
Marshall	1.9%	1
Mercer	1.9%	1
Monongalia	15.4%	8
Preston	1.9%	1
Raleigh	7.7%	4
Randolph	19.2%	10
Tucker	1.9%	1
Wetzel	5.8%	3
Wood	11.5%	6
	Totals	52

40. Please list the behavioral health provider agency or agencies that served you.

ResponseID	Response
3	PsyCare and Crescent Counseling Group
4	Westbrook, Mindfulness in St Marys
5	FMRS
6	Southern Highlands
7	Dr. Kelly
10	Clay Battelle health
11	Clay battelle community health center
12	Shawna Cogar (Clinical Social Worker) Larry Gitelman (NP)
13	Shawna Cogar
14	Community Health Center in Burton WV
15	Clay Battelle Community Health Center
16	Clay Battelle Community Health
18	Blacksville Clinic
19	Logan Mingo Health
21	Hope Drug Rehabilitation
23	Valley Mental Health
24	Hope Drug Rehabilitation
25	Valley Health Care
26	Hope Rehabilitation

27	Hope
28	Westbrook
29	Westbrook Health Services
30	Westbrook Health Services
31	Westbrook Health Services
32	Westbrook
33	Westbrook
34	FMRS health systems
35	Cabin Creek Health Systems
36	Harmony
37	Clay Battelle Community Clinic
38	Healthy Minds (USC)
39	CCHS
40	FMRS
41	Eastridge, Shenandoah Community Mental Health, WVU
42	New River Health
43	Westbrook
44	Clay-Battelle Community Health Center
45	WVU Healthy Minds Clinic
176	Pretera
184	Appalachian C.H.C.

189	Appalachian CHC
192	Appalachian CHC
203	Appalachian Community Health Center
205	Appalachian Community Health Center
206	Appalachian Community Health Center; St. George Medical Center
207	Appalachian CHC
208	Appalachian CHC
211	Appalachian CHC
215	Appalachian CHC
217	Appalachian Community Health Center
386	Pretera
387	FRMS and Southern Highlands

41. What has been the most helpful thing about the services you received?

ResponseID	Response
4	The best services received were at Mindfulness as it is a small practice. They return calls and can receive services when needed.
5	I have nothing nice today. Staff is rude and I didn't get a call from a therapist in 4 months. A provider left and a new one was suppose to call but never did and I went through some tough crisis's and hey never called back
6	Helping me to control my adhd, so that I can handle life in a more organized way.
7	He doesn't push meds.
10	Excellent feedback, I felt I was listened to and was guided along a more productive direction
11	I can actually get out of bed and I'm not suicidal any more
12	They listen to what I have to say and give me advice on how to handle certain situations. They also praise me on things that I have improved.
13	Close to home
14	The medicine that they put me on this time.
15	No longer feeling angry constantly
16	Kind n knowledgeable provider
18	Larry listens and gives sound advice.
19	mental health
21	Insight on what workers gave us to help with daily life
22	coping skills

23	mental health
24	the staff
25	them paying for my recovery
26	the therapy groups with Amanda
28	Working on treatment goals, medication, therapy, and socialization
29	CFT, coping skills, medications, treatment plans
30	CFT, Sail
31	learning coping skills
32	Westbrook
33	Doing exceptionally well. Budgeting, prescribed medicine, and staying stabilized
34	Nothing there but amaris health care counselor Carrie treadway has helped me so much.
36	Expert staff willing to try different things to find the right fit for me.
37	They have been very supportive in finding the real root of the issues I have suffered with since childhood. When I mentioned my suspicion that I might be autistic, they didn't brush me off because I was an adult woman.
38	Doctor being understanding
39	IDK
40	Helpful
42	The services I received at New River Health included transportation assistance with was very helpful. Without transportation to weekly

	provider appointments, many WV residents would not receive services.
43	In Spencer they had classes on some of my issues that only had a couple people in it & it was comfortable & informative
176	learning different taches to counteract my thoughts
184	Getting to socialize with others here
189	how to be myself again
192	being around the other clients
203	They keep me calm
205	tips about my medicine; how to deal with difficult people
206	Independents
207	Meds and therapy
208	Being around people--group
211	Group and group leaders
215	group
217	Everly things and many, many times
386	support
387	Counseling and group therapy

42.What could be improved about the services?

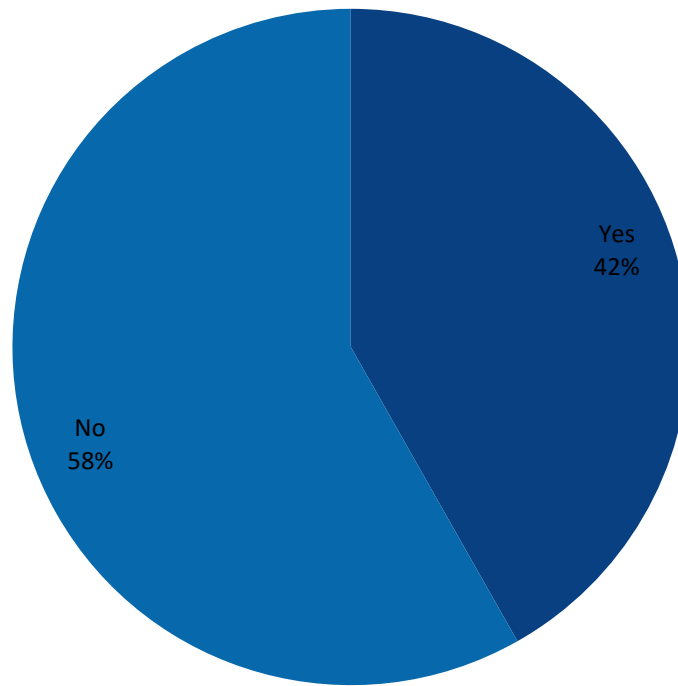
ResponseID	Response
3	More services for adults with autism who do not have an intellectual disability. As an adult with autism who was assigned female at birth and identifies female, but has average intellectual ability, it is almost impossible to find a provider who has specialization to help with my needs. All services geared towards autism in this state seem to be for children or for adults who also have a co-occurring intellectual disability.
4	More staff to assist and locations.
5	Friendlier staff supportiveness understanding compassion empathy the roundabout whole services they're just all rude stuff and don't care about no one
10	Everything suited me fine
11	Later hours
12	Nothing
13	A different provider.
14	The price.
16	Nothing
18	More days there.
21	a longer program
22	nothing
23	nothing
24	therapy
25	pay for (illegible)

26	maybe little more free time
28	I like everything the way it is
29	N/A
30	N/A
33	nothing
34	FMRS dies not care about their clients or staff with mental health
36	N/A
37	I would love to see telehealth options, and more days for appointments to be available.
39	Lack of service coordination, lack of available services and providers
40	Pay therapist more based on knowledgeable educations or service survey on clients opinion
41	GETTING SERVICES! I was told by multiple agencies that their waiting list was over a year long. I couldn't get medication. No specialists were available to complete a neuropsych evaluation. Now I go out of state for all my mental health treatment.
42	The services were not offered in a way that supported participation in employment and other necessary services. The program claims to support those in recovery including participation in gainful employment. However, in reality, employment serves as a barrier to services due to the program rules. For example, I was penalized for the inability to attend weekly appointments at New River Health once I became employed. The provider's would not work with me or others in similar situations. I was also made to wait hours for medications on work days due to provider delays in calling prescriptions in to the pharmacy. It resulted in an ultimatum of receiving much needed SUD treatment or working to support myself and

	better my family. Services should be holistic and providers should encourage growth in all major life areas.
43	More & stable docs and counselors -- ones that will actually stay & hopefully some in person
44	Actually seeing a psychiatrist/someone who can do eval when asked instead of keep pushing ut off til the next appointment and then the next appointment after that.
45	The cost
176	N/A
184	I'm not sure
189	more outdoors for group therapy
203	more staff
205	nothing
206	Angry management
207	Better counseling
208	Dr. Chandran
211	Dr. Chandran
215	none
217	Not one thing, it is great, best
387	I can't get the medication I requested from the nurse practitioner at Southern Highlands. She is not listening to my needs and preferences for medication. I am concerned about side effects. She is not listening to me. All providers need to understand and listen to clients and what they need, not make decisions for them. I have been hospitalized before due to med changes. They often just up the dosage if it doesn't work,

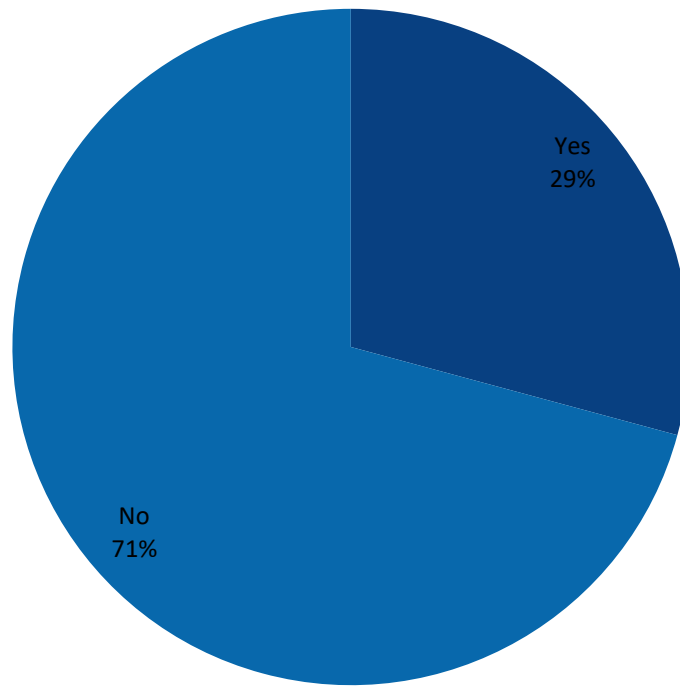
instead of listening to my preferences to change them. I don't feel valued as a consumer when this happens.

43. Were you arrested since you began to receive mental health services?



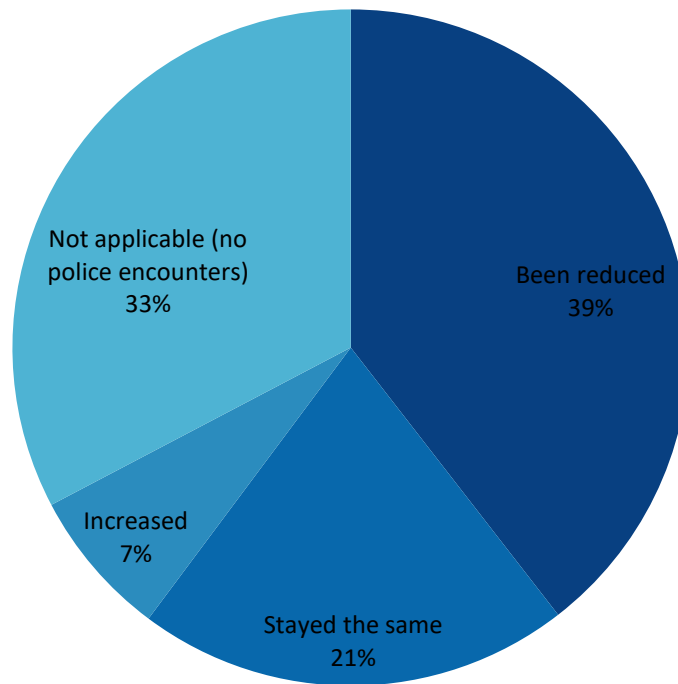
Value	Percent	Count
Yes	41.8%	112
No	58.2%	156
	Totals	268

44. Were you arrested in the 12 months prior to that?



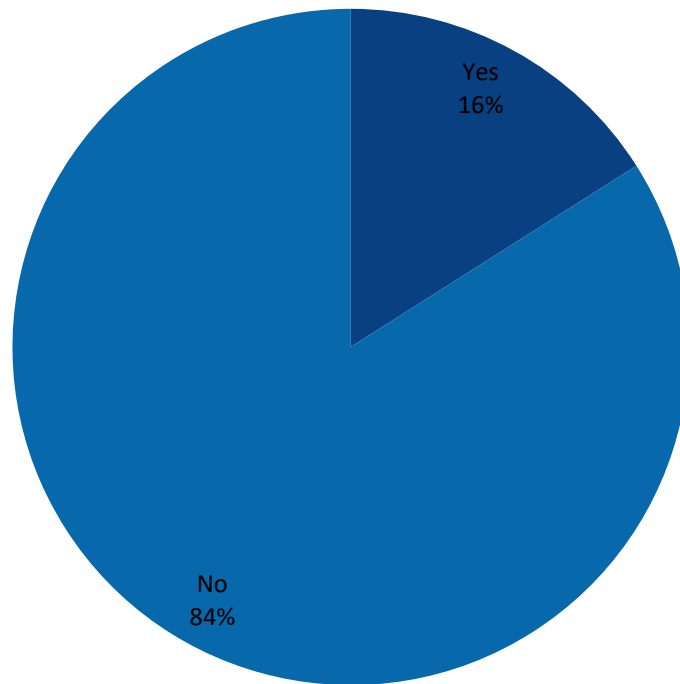
Value	Percent	Count
Yes	29.2%	78
No	70.8%	189
	Totals	267

45. Since you began receiving mental health services, have your encounters with the police



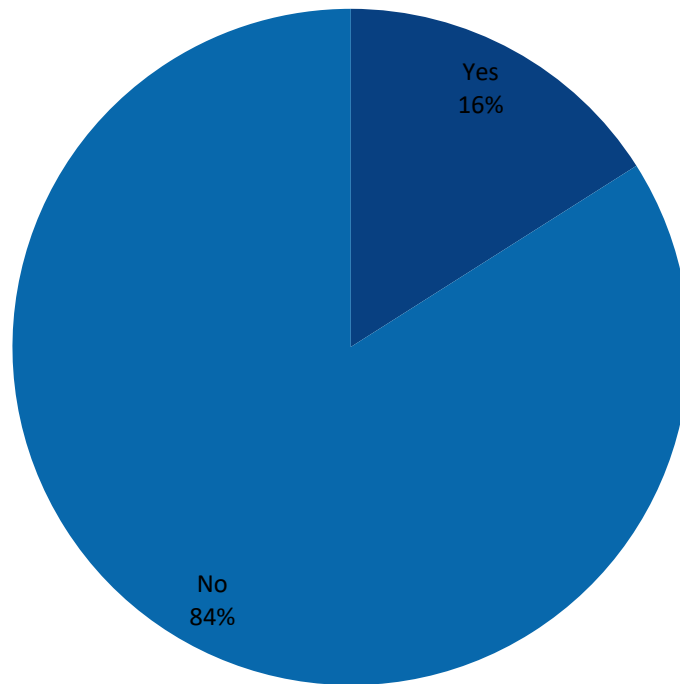
Value	Percent	Count
Been reduced	39.5%	105
Stayed the same	20.7%	55
Increased	7.1%	19
Not applicable (no police encounters)	32.7%	87
	Totals	266

46. Were you arrested during the last 12 months?



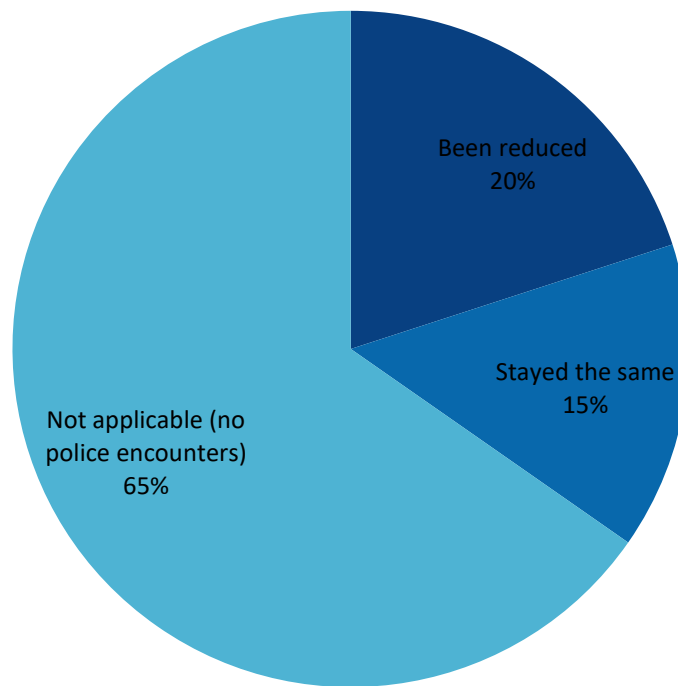
Value	Percent	Count
Yes	16.0%	12
No	84.0%	63
	Totals	75

47. Were you arrested during the 12 months prior to that?



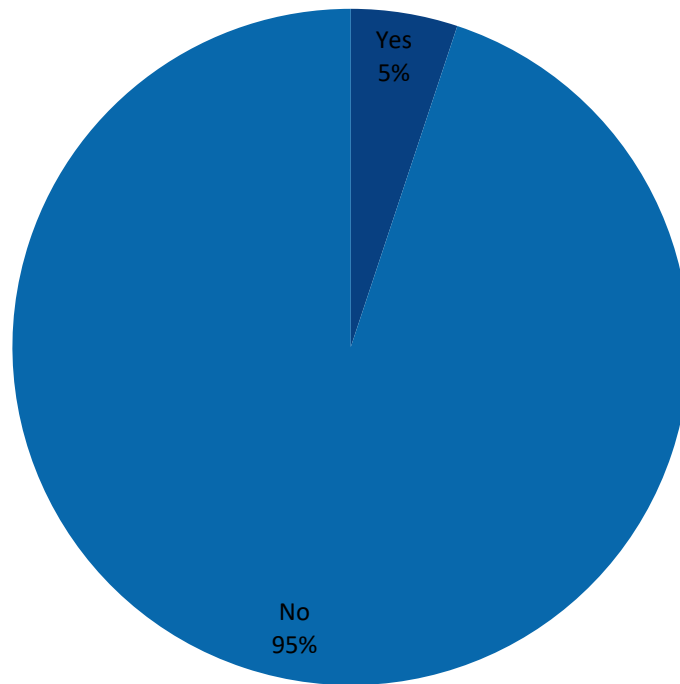
Value	Percent	Count
Yes	16.0%	12
No	84.0%	63
	Totals	75

48.Over the last year, have your encounters with the police



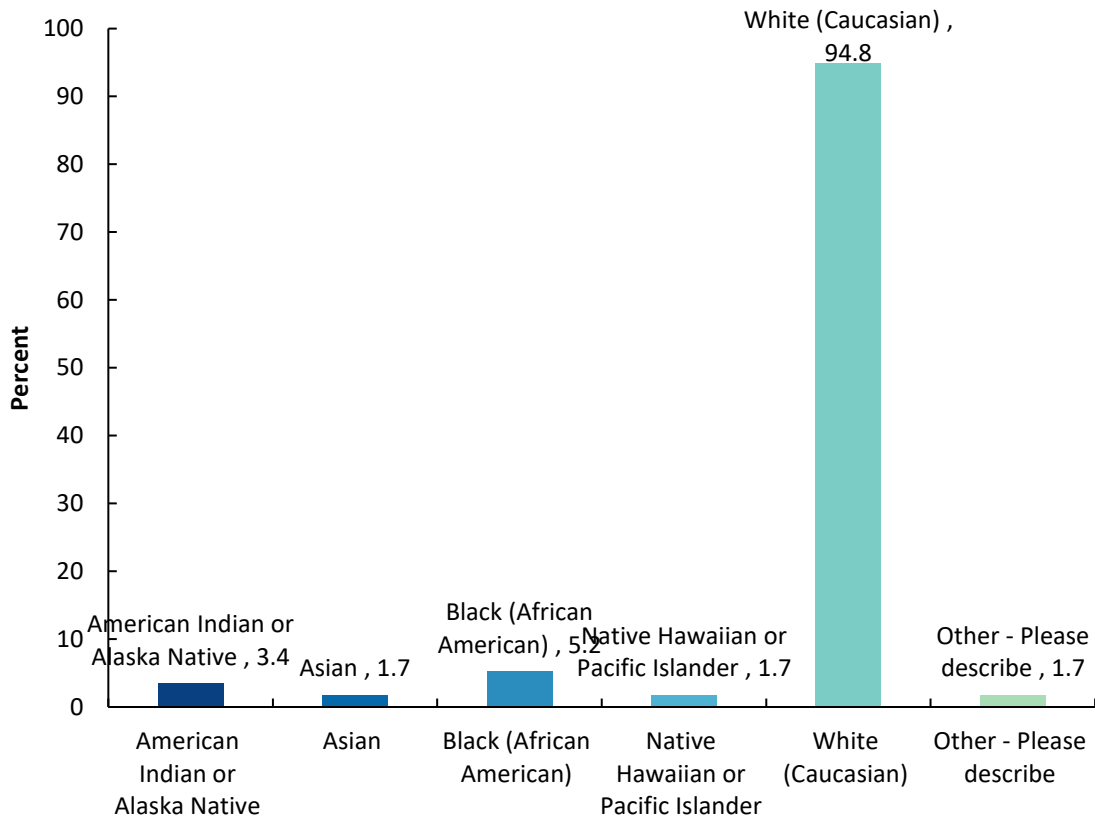
Value	Percent	Count
Been reduced	20.0%	15
Stayed the same	14.7%	11
Not applicable (no police encounters)	65.3%	49
	Totals	75

49.Are you of Hispanic or Latino origin?



Value	Percent	Count
Yes	5.1%	3
No	94.9%	56
	Totals	59

50.What is your race? Please check all that apply.

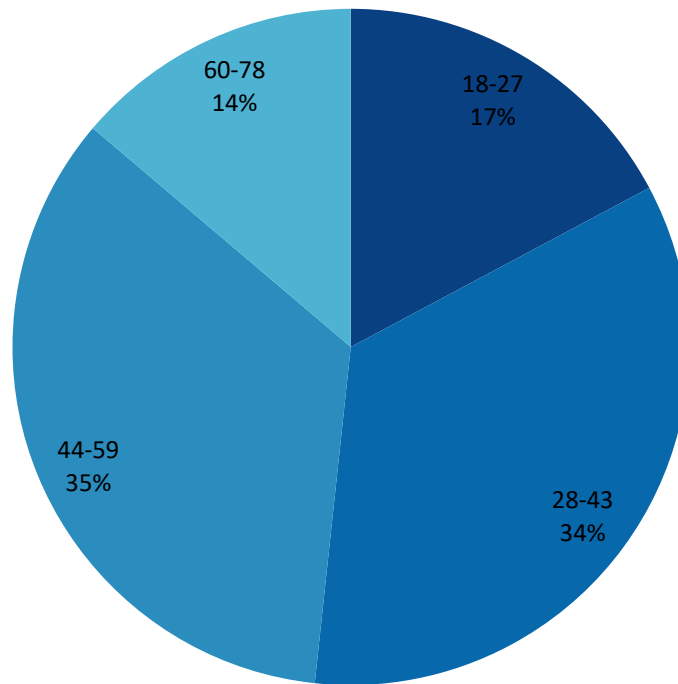


Value	Percent	Count
American Indian or Alaska Native	3.4%	2
Asian	1.7%	1
Black (African American)	5.2%	3
Native Hawaiian or Pacific Islander	1.7%	1
White (Caucasian)	94.8%	55
Other - Please describe	1.7%	1

Other - Please describe	Count

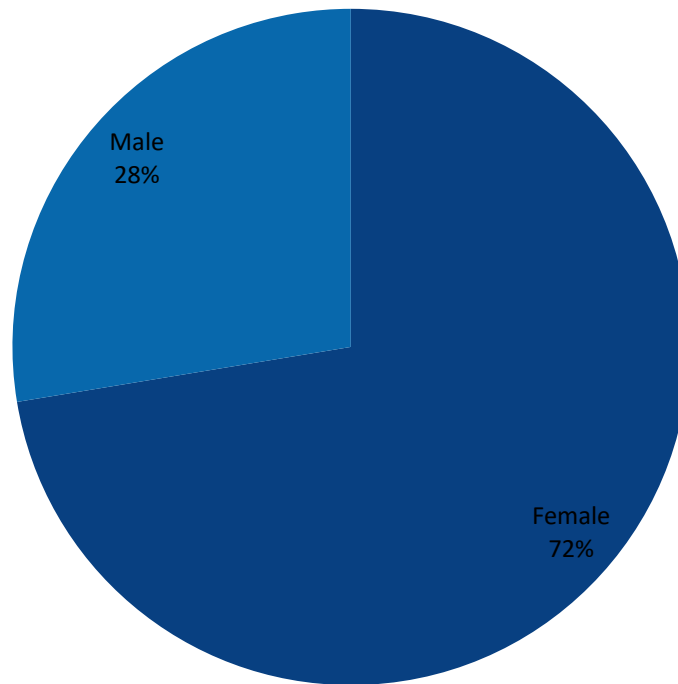
Human	1
Totals	1

51.What is your age range?



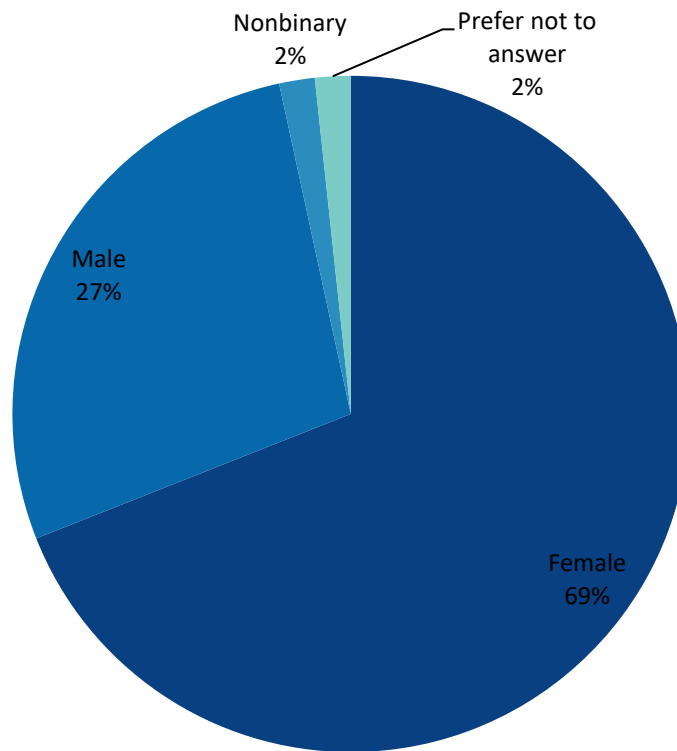
Value	Percent	Count
18-27	17.2%	10
28-43	34.5%	20
44-59	34.5%	20
60-78	13.8%	8
	Totals	58

52.What sex were you assigned at birth?



Value	Percent	Count
Female	72.4%	42
Male	27.6%	16
	Totals	58

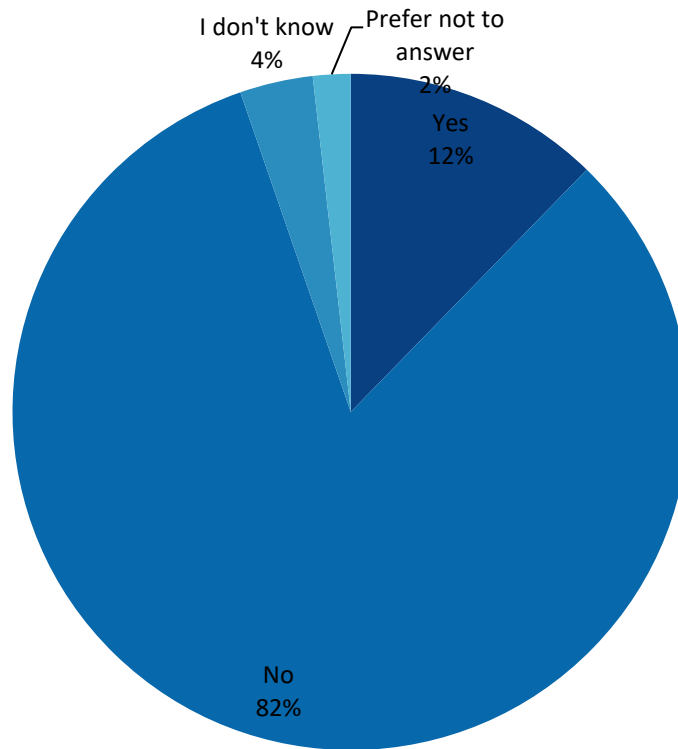
53.How do you currently describe your gender?



Value	Percent	Count
Female	69.0%	40
Male	27.6%	16
Nonbinary	1.7%	1
Prefer not to answer	1.7%	1
	Totals	58

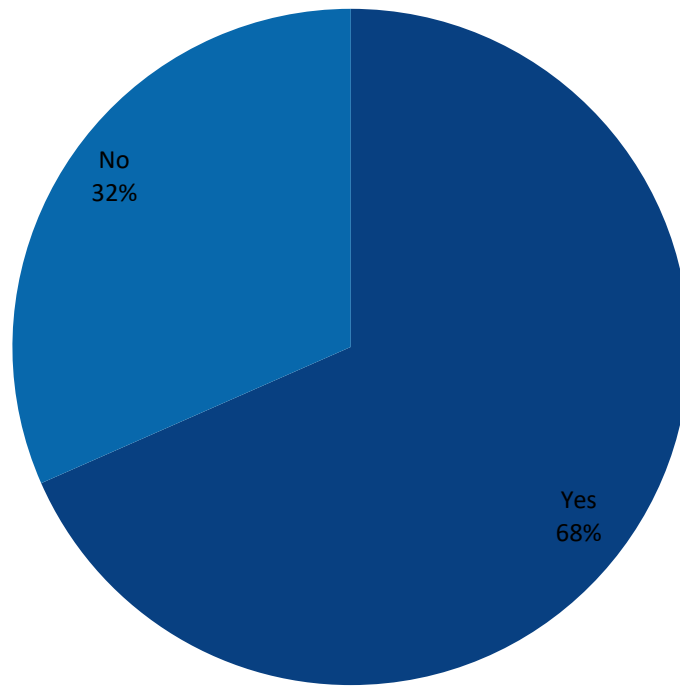
Other - Please describe	Count
Totals	0

54.Do you consider yourself part of the LGBTQIA+ community?



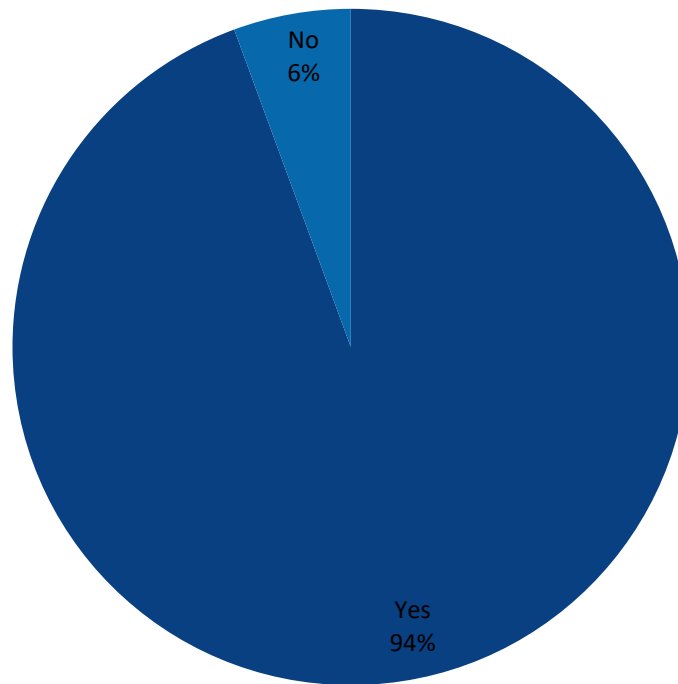
Value	Percent	Count
Yes	12.3%	7
No	82.5%	47
I don't know	3.5%	2
Prefer not to answer	1.8%	1
	Totals	57

55.Do you have Medicaid insurance?



Value	Percent	Count
Yes	68.4%	39
No	31.6%	18
	Totals	57

56.Do you have health insurance other than Medicaid?



Value	Percent	Count
Yes	94.4%	17
No	5.6%	1
	Totals	18

57. Do you have any other feedback you'd like to share? Your input is important to us and could help improve behavioral health services in West Virginia.

ResponseID	Response
4	Access to mental health services for youth is lacking. Very difficult to find a therapist specializing in youth. The answer isn't always medication either. Having access to in person services in rural counties is needed.
5	There needs to be more mental health facilities in Riley county besides fmrs because a lot of people don't like their services at fmrs and I can see why so we need more mental Health services to help with co-occurring disorder which I suffer from and I have been a person in long-term recovery now for 6 years
7	Need more providers.
10	No
17	I had to stop going because I could not afford to go anymore
21	clean, safe environment. was glad to be here.
24	I love HDR
28	No
30	good job
33	No/No/No
34	Make sure those in mat and therapy keep Medicaid even if working it helps take stress off there plate .. makes people not want to work afraid of losing Medicaid that helps them stay sober
35	providing services with non traditional hours would be helpful as to not miss work.

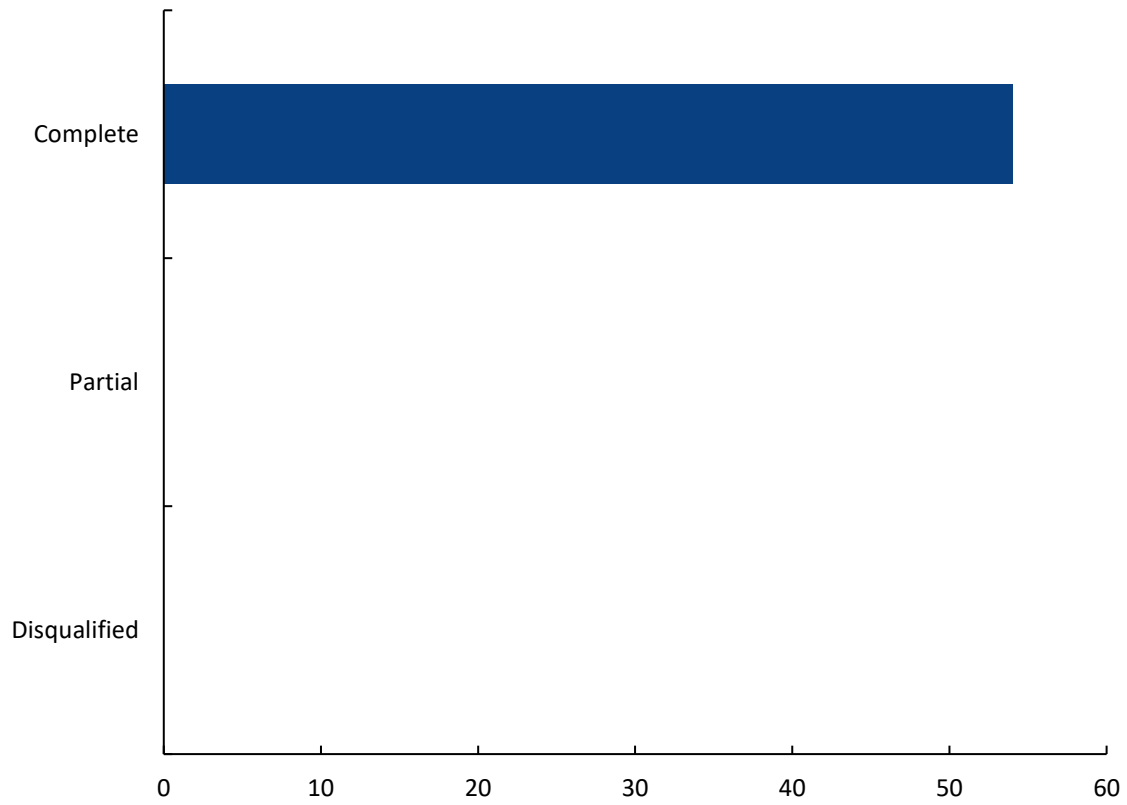
36	The telehealth option at Harmony is very beneficial and all of the staff I've worked with have been extremely helpful and kind.
39	TBD
40	Keep the home health agents that are important check ins for clients to do reminders and mental health support in order to prevent anyone from losing the important help that is provided. In order to keep down crisis unit / hospital visits from those who rely on the resources the home health agents provide to raliegh county residents
41	We need acute adolescent stabilization units, more providers that specialize in trauma treatment (beyond CBT) and allies for the LGBTQ communities. But most of all, we need providers! People in Berkeley county deserve access to specialized mental health services.
42	Receiving services for co-occurring disorders is hard when you are being treated for SUD. My experience has been negative across the board. Biases and contempt come through loud and clear when interacting with the provider and supporting staff.
43	Need more psych beds when someone wants help for stopping drugs -- Don't need to tell them go home we will call when a bed is ready. You will lose them if no beds. They r ready when they r ready!
44	Maybe try not threatening to pink slip someone when they are being open and truthful about their feelings and experiences/past unless they are of immediate danger to themselves or others. Punishing honesty prevents steps needed to be taken to heal and instead encourages people to lie or be scared of telling of the truth simply because it is interpreted wrong.
176	N/A

184	N.A. I love the services
189	no
192	The staff takes interest in helping each client
203	N/A
205	CCSS program is very good and working well
206	N/A
207	N/A
217	It is the best it can get!
386	No
387	Providers need to listen to patients and their concerns and what they want. Spend extra time each visit learning what works for the individual.

Report for WV 2024 Youth Services Survey for Family Members (YSS-F)

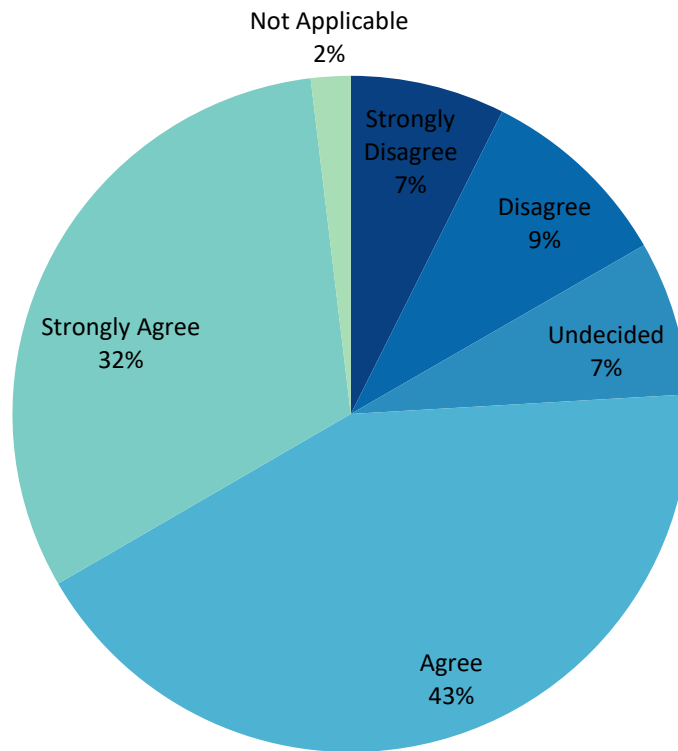
WV 2024 Youth Services Survey for Family Members (YSS-F)

Response Statistics



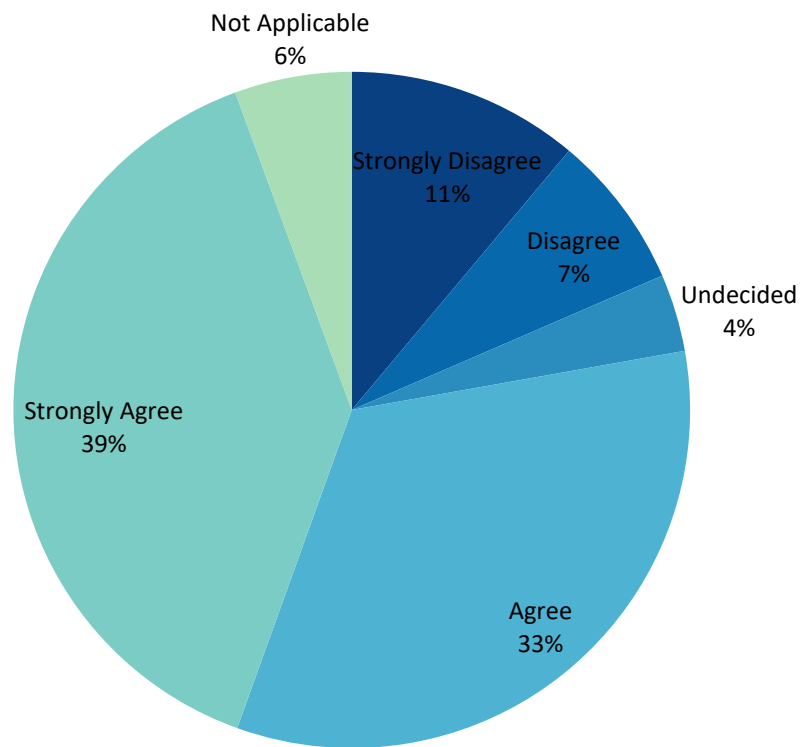
	Count	Percent
Complete	54	100
Partial	0	0
Disqualified	0	0
Totals	54	

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



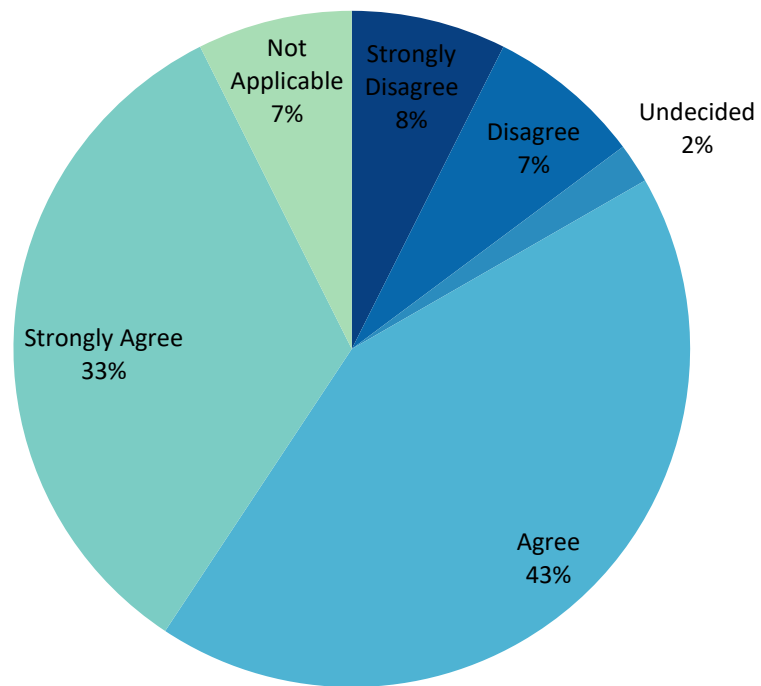
Value	Percent	Count
Strongly Disagree	7.4%	4
Disagree	9.3%	5
Undecided	7.4%	4
Agree	42.6%	23
Strongly Agree	31.5%	17
Not Applicable	1.9%	1
	Totals	54

2.I helped to choose my child's services.



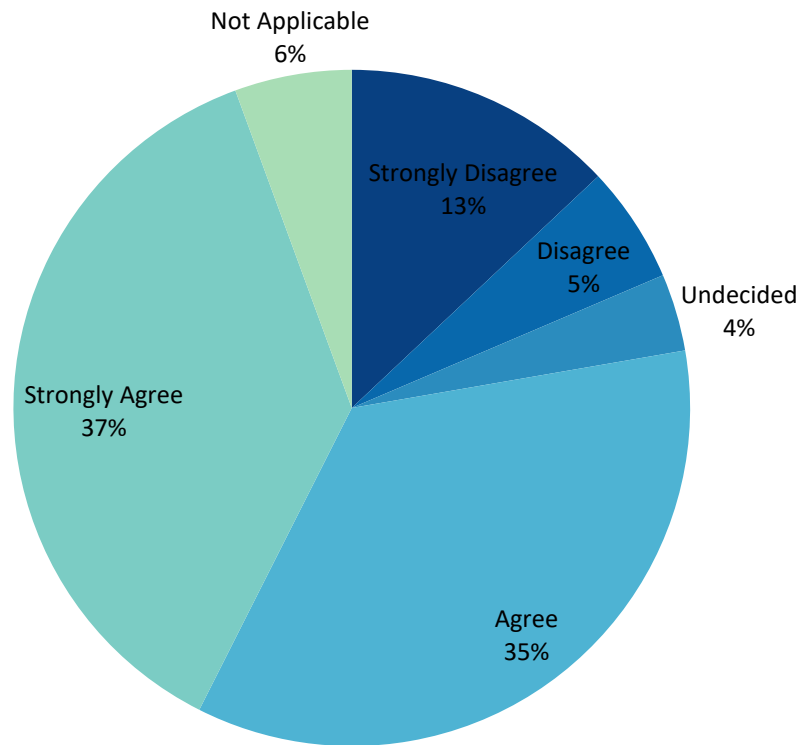
Value	Percent	Count
Strongly Disagree	11.1%	6
Disagree	7.4%	4
Undecided	3.7%	2
Agree	33.3%	18
Strongly Agree	38.9%	21
Not Applicable	5.6%	3
	Totals	54

3.I helped to choose my child's treatment goals.



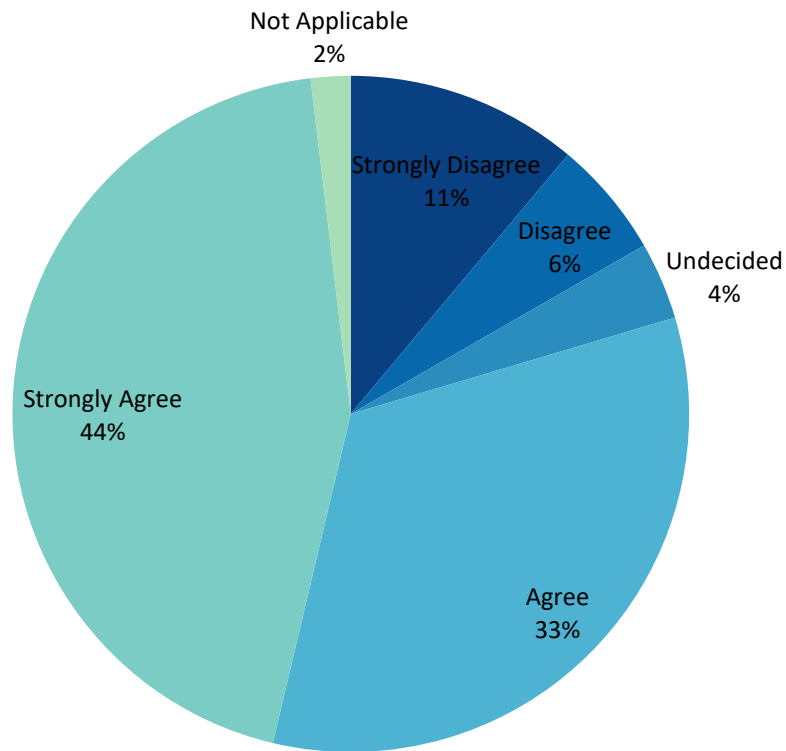
Value	Percent	Count
Strongly Disagree	7.4%	4
Disagree	7.4%	4
Undecided	1.9%	1
Agree	42.6%	23
Strongly Agree	33.3%	18
Not Applicable	7.4%	4
	Totals	54

4.The people helping my child stuck with us no matter what.



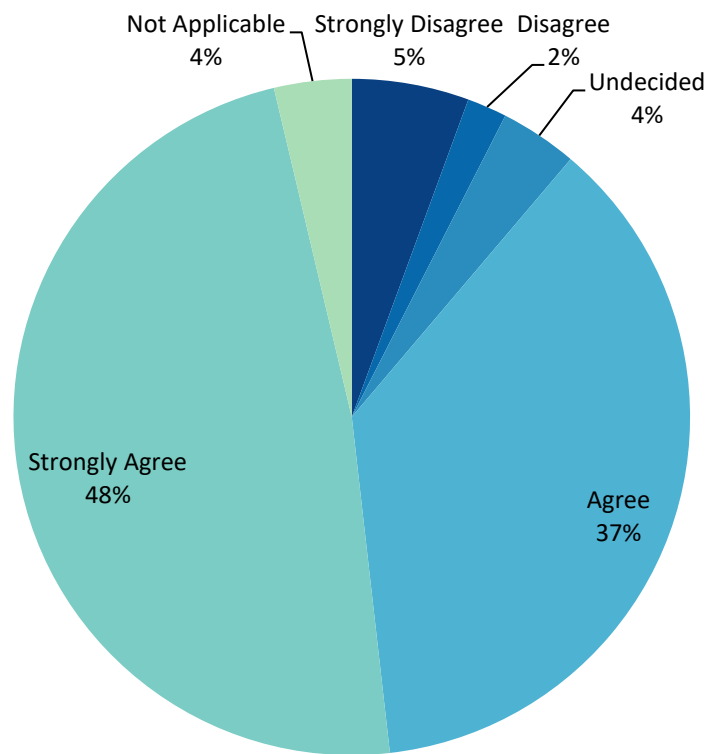
Value	Percent	Count
Strongly Disagree	13.0%	7
Disagree	5.6%	3
Undecided	3.7%	2
Agree	35.2%	19
Strongly Agree	37.0%	20
Not Applicable	5.6%	3
	Totals	54

5.I felt my child had someone to talk to when he/she/they were troubled.



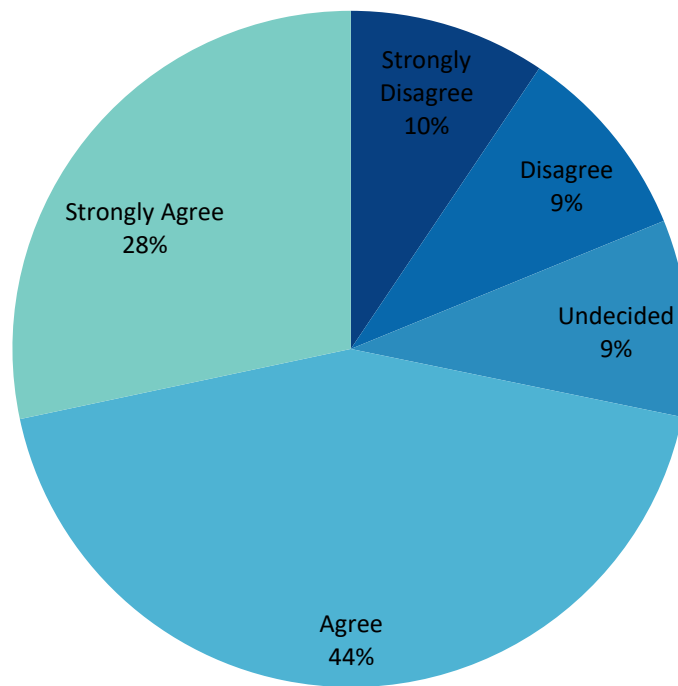
Value	Percent	Count
Strongly Disagree	11.1%	6
Disagree	5.6%	3
Undecided	3.7%	2
Agree	33.3%	18
Strongly Agree	44.4%	24
Not Applicable	1.9%	1
	Totals	54

6.I participated in my child's treatment.



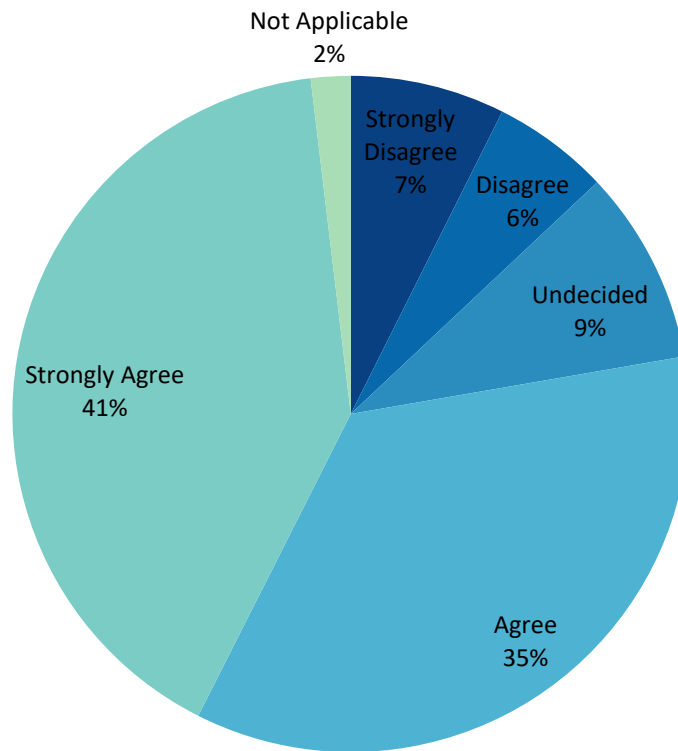
Value	Percent	Count
Strongly Disagree	5.6%	3
Disagree	1.9%	1
Undecided	3.7%	2
Agree	37.0%	20
Strongly Agree	48.1%	26
Not Applicable	3.7%	2
	Totals	54

7.The services my child and/or family received were right for us.



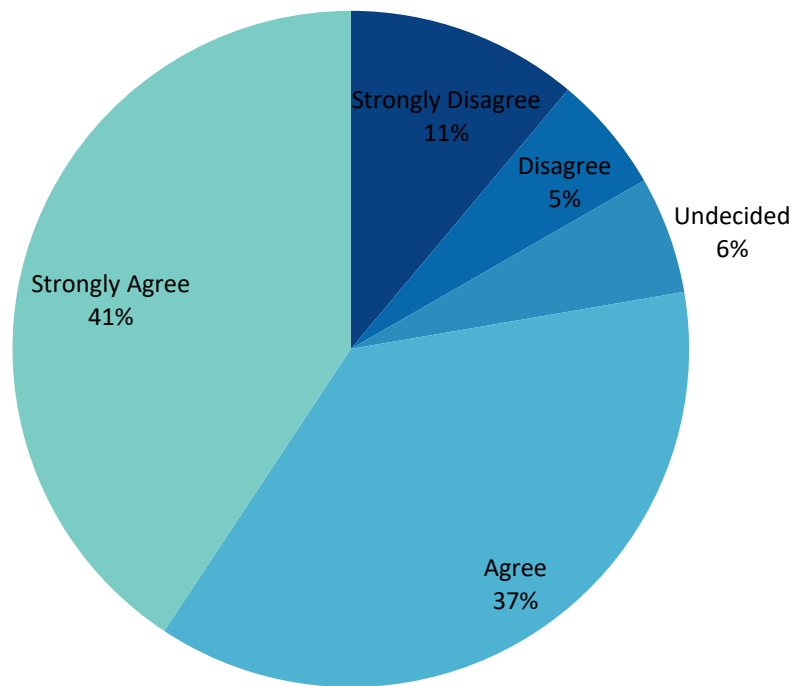
Value	Percent	Count
Strongly Disagree	9.4%	5
Disagree	9.4%	5
Undecided	9.4%	5
Agree	43.4%	23
Strongly Agree	28.3%	15
	Totals	53

8.The location of services was convenient for us.



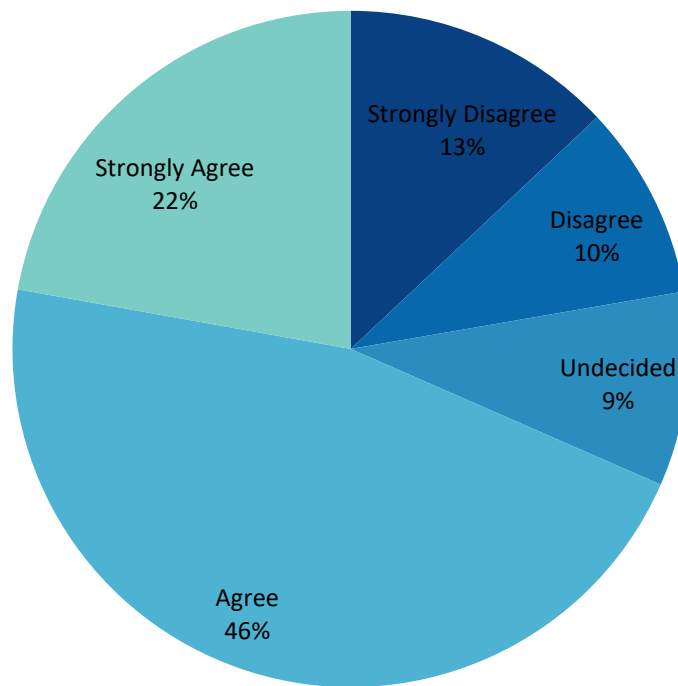
Value	Percent	Count
Strongly Disagree	7.4%	4
Disagree	5.6%	3
Undecided	9.3%	5
Agree	35.2%	19
Strongly Agree	40.7%	22
Not Applicable	1.9%	1
	Totals	54

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



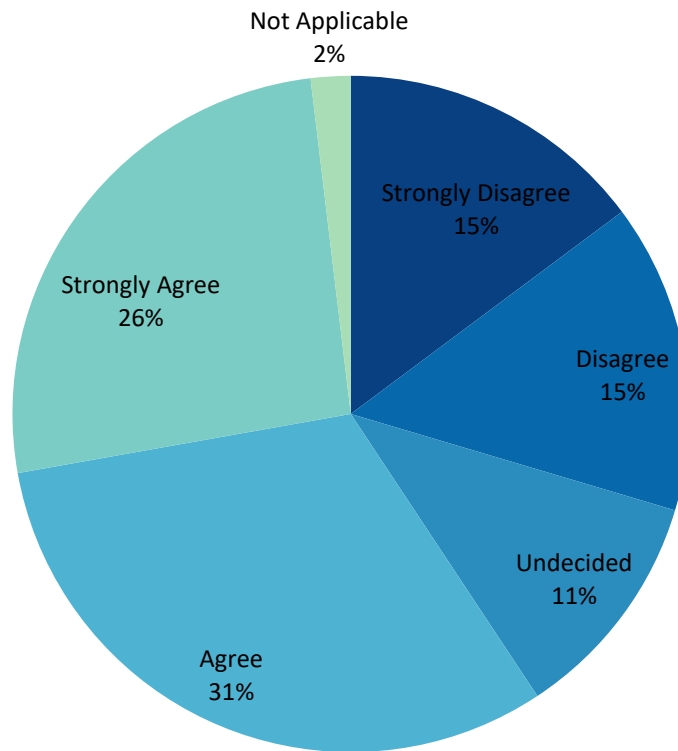
Value	Percent	Count
Strongly Disagree	11.1%	6
Disagree	5.6%	3
Undecided	5.6%	3
Agree	37.0%	20
Strongly Agree	40.7%	22
	Totals	54

10. My family got the help we wanted for my child.



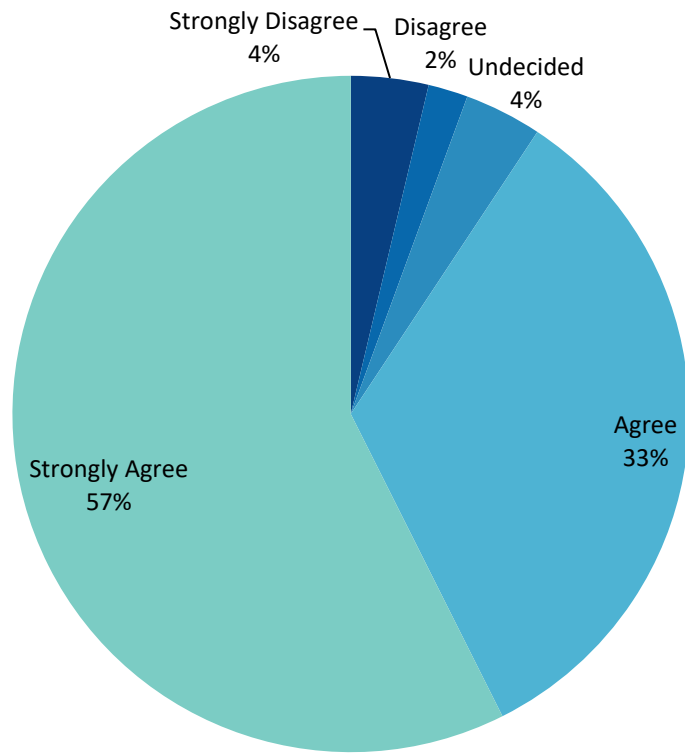
Value	Percent	Count
Strongly Disagree	13.0%	7
Disagree	9.3%	5
Undecided	9.3%	5
Agree	46.3%	25
Strongly Agree	22.2%	12
	Totals	54

11. My family got as much help as we needed for my child.



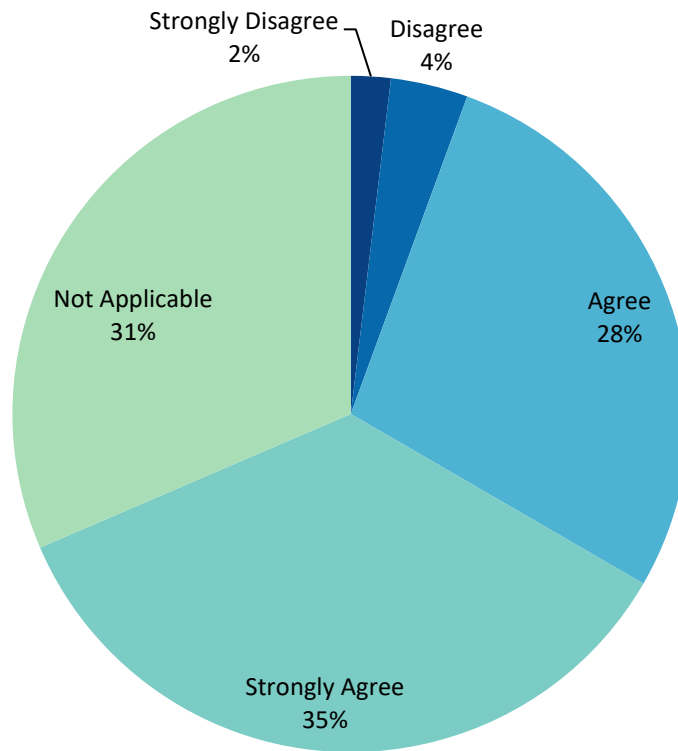
Value	Percent	Count
Strongly Disagree	14.8%	8
Disagree	14.8%	8
Undecided	11.1%	6
Agree	31.5%	17
Strongly Agree	25.9%	14
Not Applicable	1.9%	1
	Totals	54

12. Staff treated me with respect.



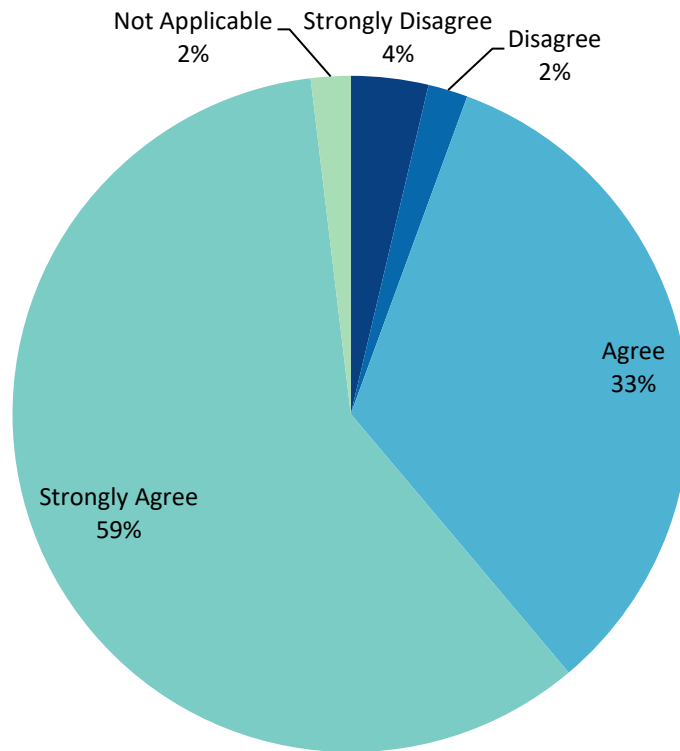
Value	Percent	Count
Strongly Disagree	3.7%	2
Disagree	1.9%	1
Undecided	3.7%	2
Agree	33.3%	18
Strongly Agree	57.4%	31
	Totals	54

13. Staff respected my family's religious/spiritual beliefs.



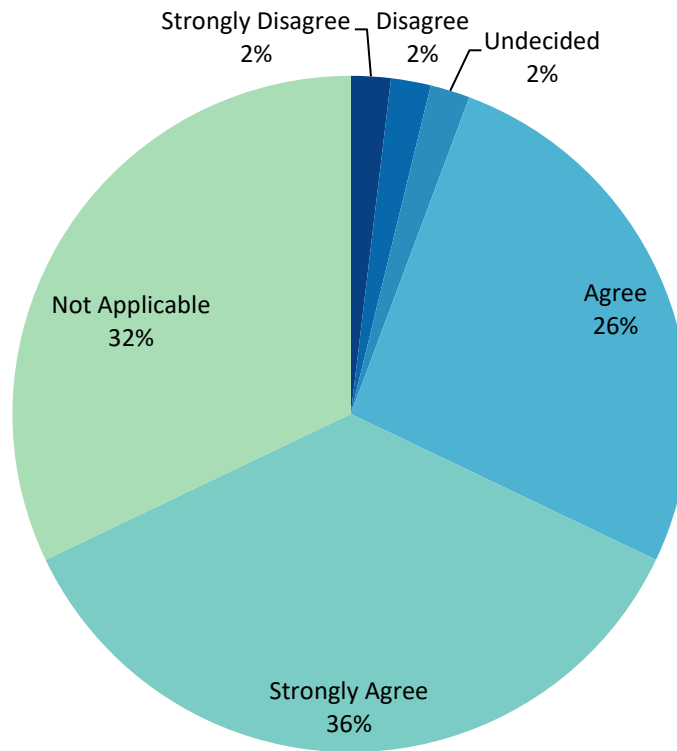
Value	Percent	Count
Strongly Disagree	1.9%	1
Disagree	3.7%	2
Agree	27.8%	15
Strongly Agree	35.2%	19
Not Applicable	31.5%	17
	Totals	54

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



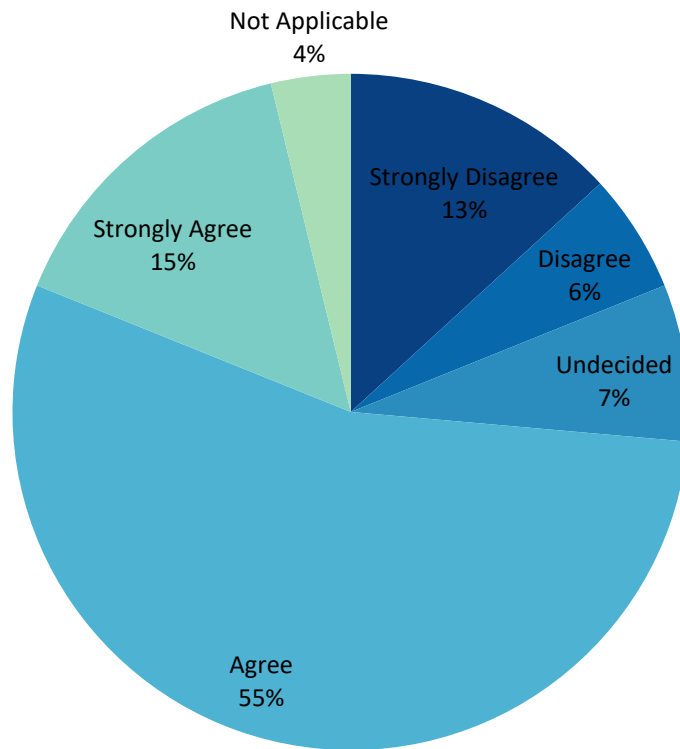
Value	Percent	Count
Strongly Disagree	3.7%	2
Disagree	1.9%	1
Agree	33.3%	18
Strongly Agree	59.3%	32
Not Applicable	1.9%	1
	Totals	54

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



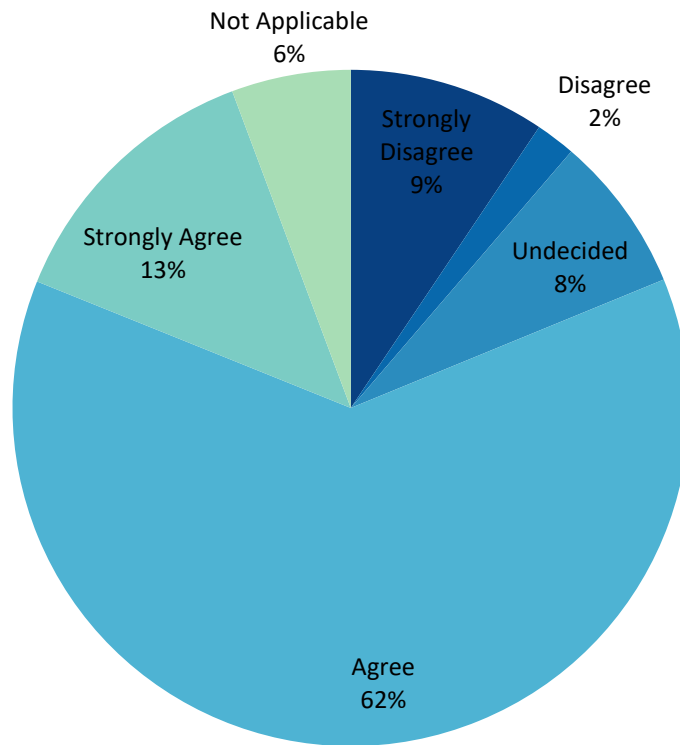
Value	Percent	Count
Strongly Disagree	1.9%	1
Disagree	1.9%	1
Undecided	1.9%	1
Agree	26.4%	14
Strongly Agree	35.8%	19
Not Applicable	32.1%	17
	Totals	53

16. My child is handling daily life better.



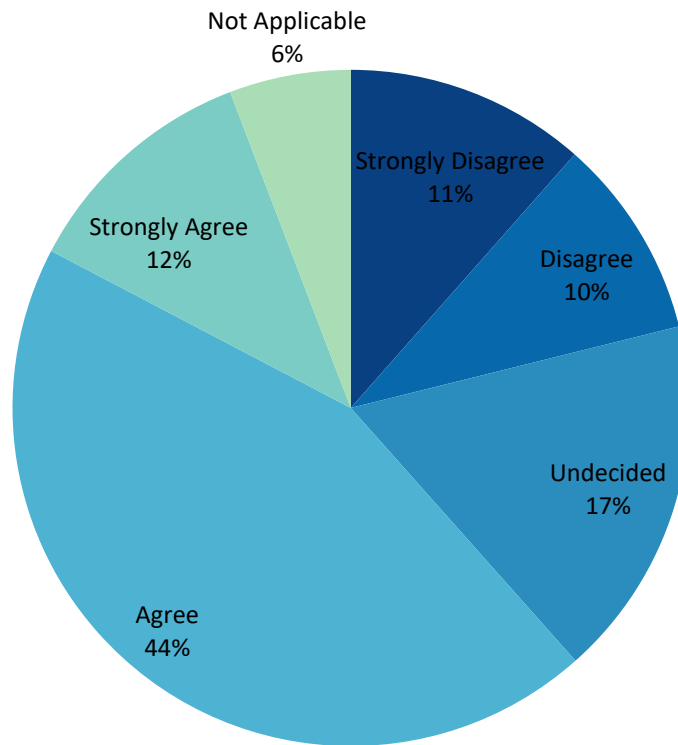
Value	Percent	Count
Strongly Disagree	13.2%	7
Disagree	5.7%	3
Undecided	7.5%	4
Agree	54.7%	29
Strongly Agree	15.1%	8
Not Applicable	3.8%	2
	Totals	53

17. My child gets along better with family members.



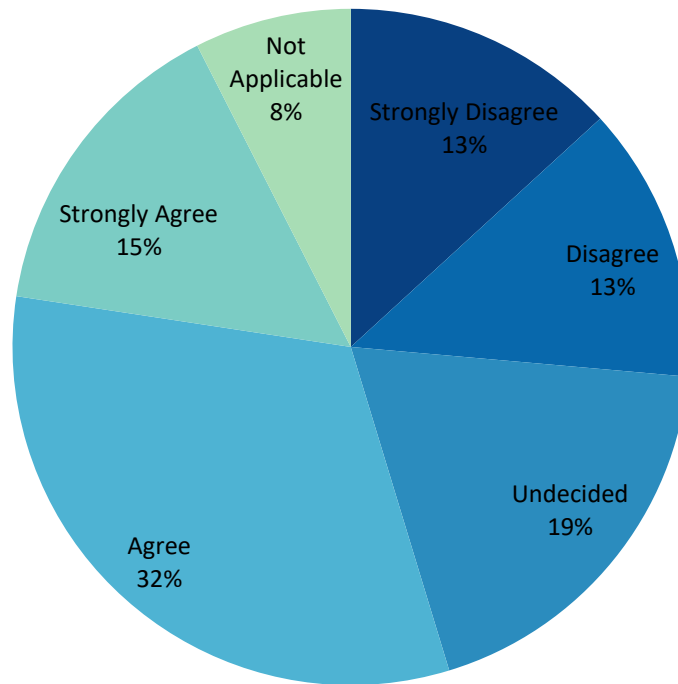
Value	Percent	Count
Strongly Disagree	9.4%	5
Disagree	1.9%	1
Undecided	7.5%	4
Agree	62.3%	33
Strongly Agree	13.2%	7
Not Applicable	5.7%	3
	Totals	53

18. My child gets along better with friends and other people.



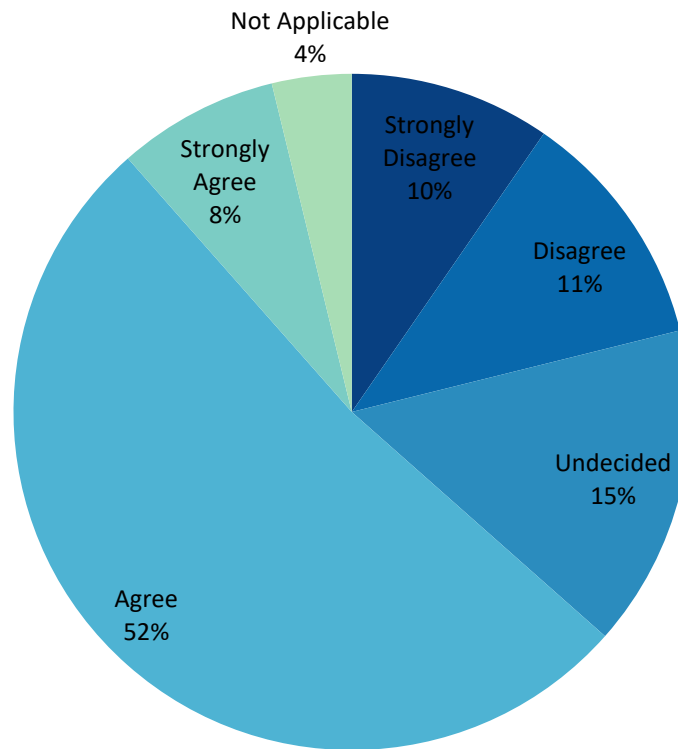
Value	Percent	Count
Strongly Disagree	11.5%	6
Disagree	9.6%	5
Undecided	17.3%	9
Agree	44.2%	23
Strongly Agree	11.5%	6
Not Applicable	5.8%	3
	Totals	52

19. My child is doing better in school and/or work.



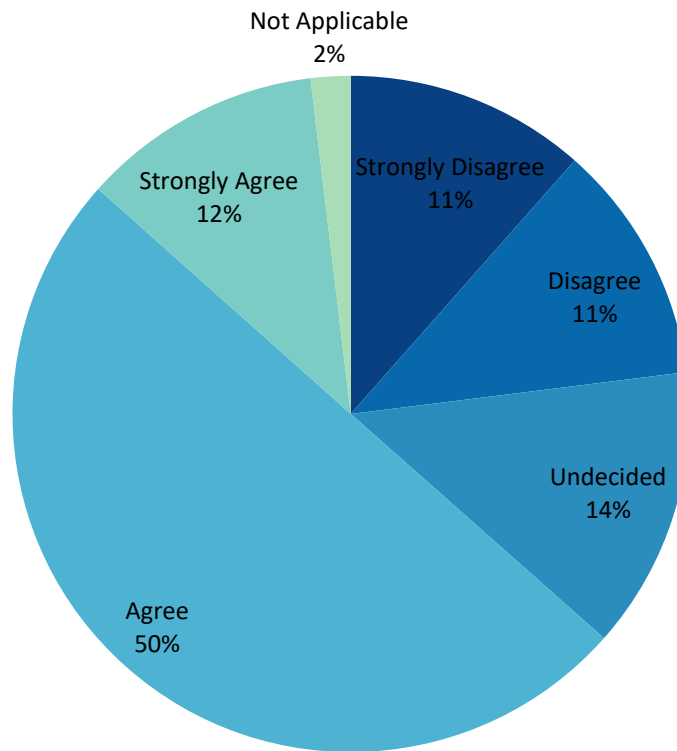
Value	Percent	Count
Strongly Disagree	13.2%	7
Disagree	13.2%	7
Undecided	18.9%	10
Agree	32.1%	17
Strongly Agree	15.1%	8
Not Applicable	7.5%	4
	Totals	53

20. My child is able to cope better when things go wrong.



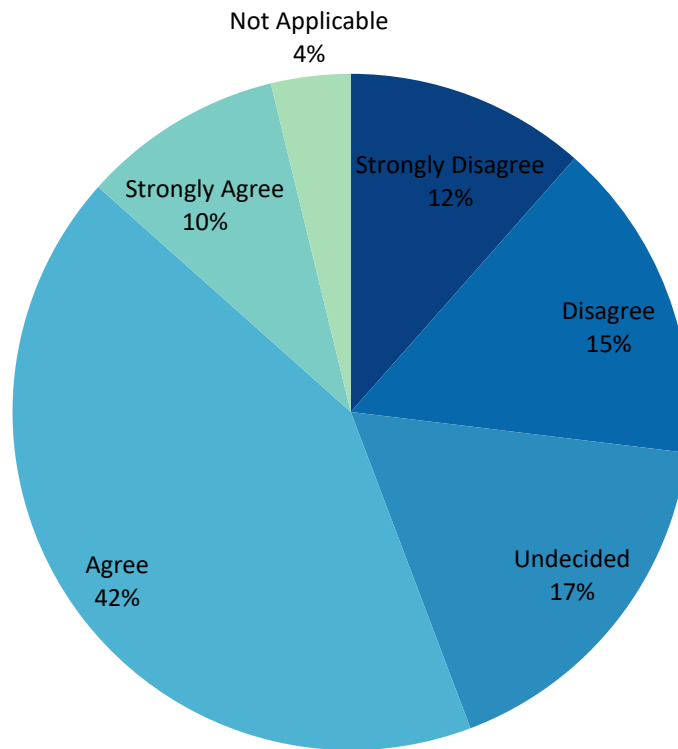
Value	Percent	Count
Strongly Disagree	9.6%	5
Disagree	11.5%	6
Undecided	15.4%	8
Agree	51.9%	27
Strongly Agree	7.7%	4
Not Applicable	3.8%	2
	Totals	52

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



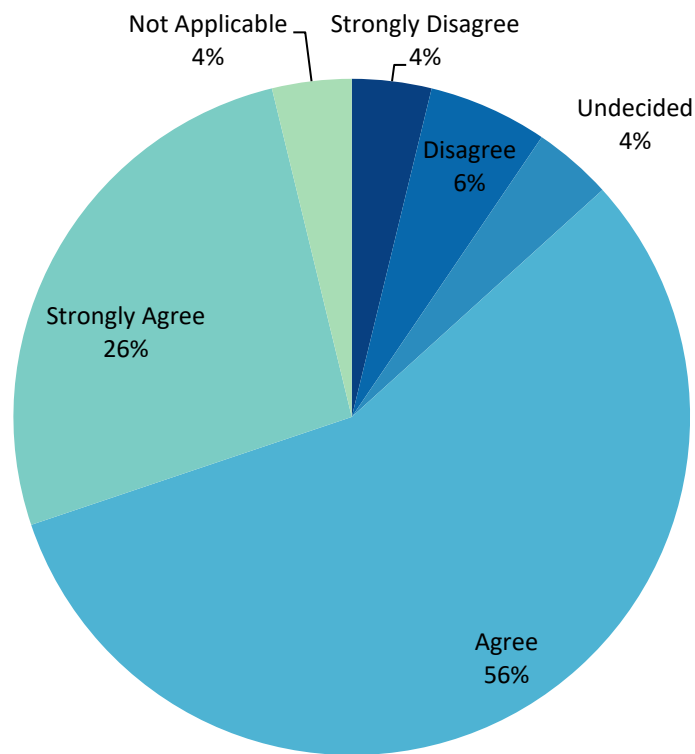
Value	Percent	Count
Strongly Disagree	11.5%	6
Disagree	11.5%	6
Undecided	13.5%	7
Agree	50.0%	26
Strongly Agree	11.5%	6
Not Applicable	1.9%	1
	Totals	52

22. My child is able to do things better that he/she/they want to do.



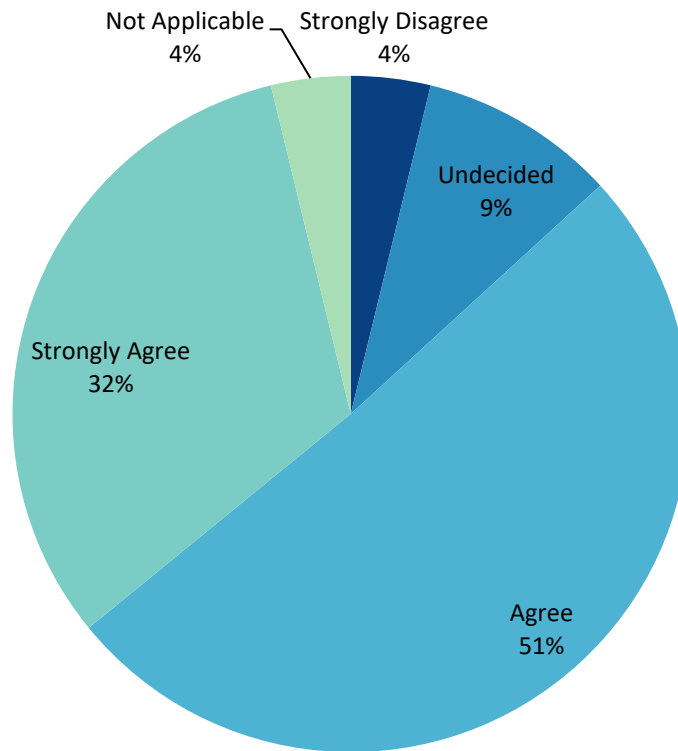
Value	Percent	Count
Strongly Disagree	11.5%	6
Disagree	15.4%	8
Undecided	17.3%	9
Agree	42.3%	22
Strongly Agree	9.6%	5
Not Applicable	3.8%	2
	Totals	52

23.I know people who will listen and understand me when I need to talk.



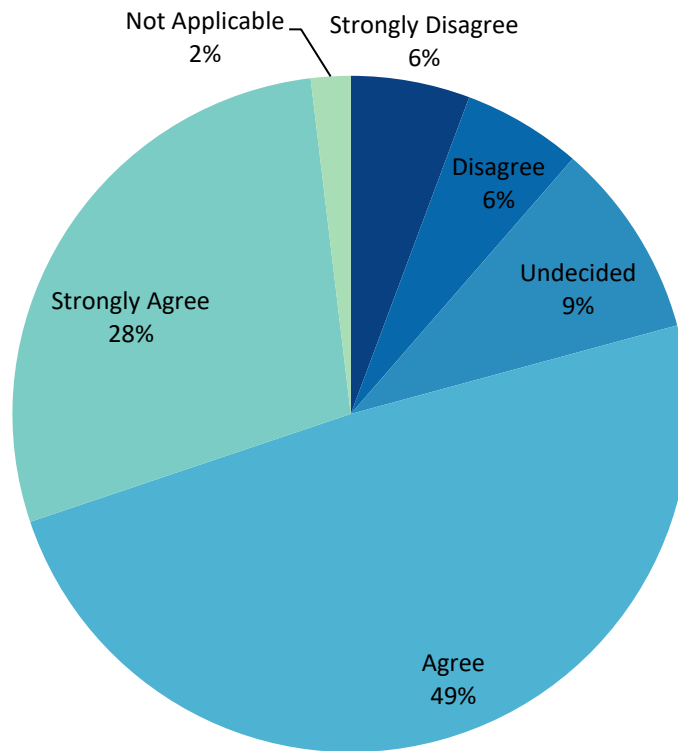
Value	Percent	Count
Strongly Disagree	3.8%	2
Disagree	5.7%	3
Undecided	3.8%	2
Agree	56.6%	30
Strongly Agree	26.4%	14
Not Applicable	3.8%	2
	Totals	53

24.I have people I am comfortable talking with about my child's problems.



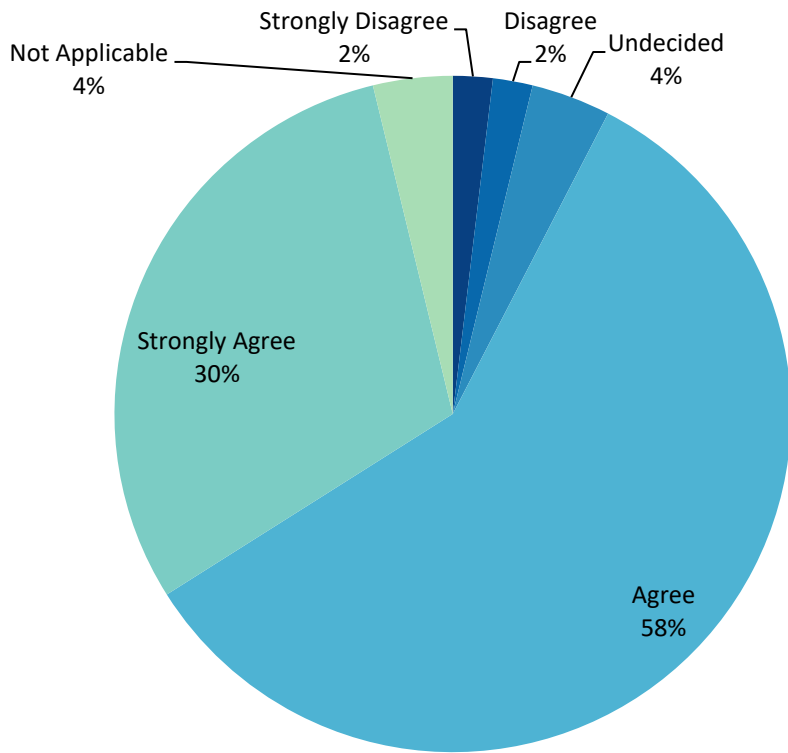
Value	Percent	Count
Strongly Disagree	3.8%	2
Undecided	9.4%	5
Agree	50.9%	27
Strongly Agree	32.1%	17
Not Applicable	3.8%	2
	Totals	53

25. In a crisis, I would have the support I need from family or friends.



Value	Percent	Count
Strongly Disagree	5.7%	3
Disagree	5.7%	3
Undecided	9.4%	5
Agree	49.1%	26
Strongly Agree	28.3%	15
Not Applicable	1.9%	1
	Totals	53

26.I have people with whom I can do enjoyable things.



Value	Percent	Count
Strongly Disagree	1.9%	1
Disagree	1.9%	1
Undecided	3.8%	2
Agree	58.5%	31
Strongly Agree	30.2%	16
Not Applicable	3.8%	2
	Totals	53

27.What has been the most helpful thing about the services you and your child received?

ResponseID	Response
3	They are getting the resources they need to help them thrive.
4	Having someone to talk to and actually listen to our concerns. Having them come into our home has been great as they can see how my child acts at home which is where most of the problems are currently happening.
5	The scheduling is flexible.
6	CSED therapist at home base is amazing
7	Promise at Aetna and Joe Sorrent our therapist
9	When we had family therapy for the two months that we did get-it was helping. Then the therapist quit and we are once again on a waitlist
10	It's been very disappointing. Services have fallen apart and there has been difficulties with communication and follow through.
11	Not much he was on csed waiver program and no Therapist come to our home to work with my son or they would quit working with him once he felt comfortable with that Therapist his behaviors and mental things got worse instead of better and now he is in a juvenile facility and that's not where he needs to be because they could never find a bed in facility to get treatment then come back home
13	The most helpful thing about the services my child receives is that I do not feel like I am alone. My child and I have a whole team working to help us.
14	N/A CSED never got involved.
15	We did not have the help we needed until we switched CSED services from HomeBase to

	Westbrook and now have Daniel as our coordinator. He is amazing and tries very hard to help my daughter any way he can. It is hard due to she continues to regress in some areas but improve in others; which makes it hard to find the correct/appropriate services in our area for her. But Daniel tries and tries to continue to accommodate them to her needs (she does nothing virtual whatsoever).
16	The most helpful thing is a counselor coming to the home. I was literally drowning in mental health appointments and in being the only caregiver for my child.
17	Our therapists and service providers are always here for us, no matter the day or time.
18	Having the right medications that my child needs
19	we are just starting with CSED but so far we are pleased.
20	Switching to a licensed therapist made a huge difference in the quality of my child's care.
21	Therapy
22	Therapy
23	Nothing. It has caused more stress and frustration.
24	The Doctor we had, Dr.Kahn(female) was very helpful. She spoke to both of us with respect and in a way we could understand. She was always overbooked and there were not enough other services to support what she was trying to do for my grandchild.
25	Wraparound and Communities in School
26	Having an unbiased second opinion to help the children cope is a good thing.
28	Therapy

29	Consistent care and focus on processing trauma.
30	ASD level adjustment done in order to better serve my child
31	N/A
32	A voice for my children to help them navigate an unfriendly world
33	The diversity of the events has helped my son develop and feel comfortable with new experiences
35	The child psychiatrist and psychologist at Marshall Psych has been incredible. Dr. Porter and Dr. LeGrow are phenomenal and we are so lucky to be able to work with them.
36	Behavioral therapy and occupational therapy. Learning how to cope with emotions and how to express emotions in a better, non destructive way.
37	She had done so much better with school. She understands and sees things clearer. She has been very respectful, handles emotions well
38	Put youth in a better place
39	I think getting her meds worked out has been a huge help, and the therapy that she has received
40	Finally getting to the right place where she should've been in the beginning and not waited so long. Could have had the help long time ago
41	The family therapy for me to understand more of what is going on with my daughter. Case manager always calls when things has changed or something happened
42	school work

43	Getting my child the treatment and help she needs faster
44	She has been listening to disciplinary (illegible)
45	Everyone communicated her situation with me well and made sure she didn't feel alone
47	The therapist and wrap around lady is always there when i need them
48	The convenience of scheduling and home therapy has been a great help. My child's provider does a great job building rapport and trust.
49	They worked with us and was very respectful and patient
50	Having extra services and assistance to help her cope with and control her depression and anger
52	the flexibility
53	It has a provided a regular outlet and safe space for him to look forward to, and he has an easier time identifying his emotions and needs now
54	ability to stay in the home
55	Having fun interactive ways to work through emotions and feelings
56	I feel that Hunter is able to open up to Hali. He feels like he has someone who understands him.

28.What would improve the services?

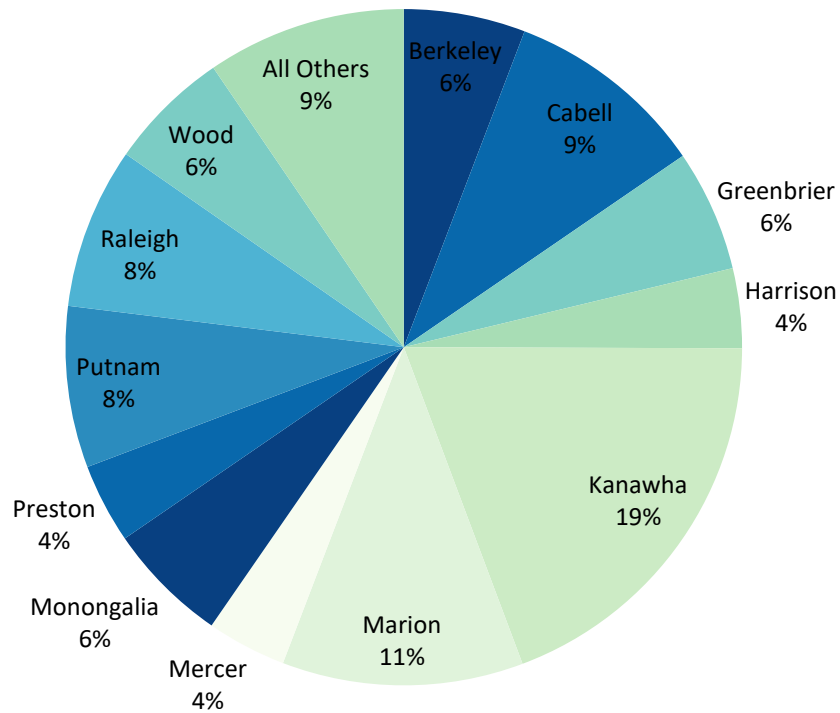
ResponseID	Response
3	More availability. More providers. We had to be on the waitlist for a year for my children to get a wraparound facilitator and be fully in the CSED program.
4	Having more options available closer to our area
5	Our services have been very choppy due to people leaving and changing jobs. She gets one counselor for two sessions then they move on. The next counselor may be six or more weeks in the waiting list.
6	Social groups for youth - like group therapy
7	Our wrap facilitators with CSED have been absolutely terrible.
9	More therapists and in home support services
10	More interaction, communication and participation.
11	Having Therapist's come and work and do what they are supposed to
12	If CFT were available
13	More help within the school system. Mercer county needs more resources inside the school for behavioral and mental health. I feel like I am in a battle with the school right now.
14	CSED getting involved.
15	Have more therapists available that are specialized in autism or just ones in general willing to work with a child who has selective mutism and does not like to leave the house (we are struggling to find one that will accommodate either). Many want to do telehealth which she will not do. ALSO- make WV Center for Autism

	<p>more accessible- we started services back in October, had our worker for ~4 weeks, she left, and have yet to receive another or heard from them. They would be a great support I think.</p>
16	<p>At the onset of the program, I was told there would be some very creative types of programs my child could be involved in, which led me to think there might be out of the box or innovative strategies to help normalize her emotions. Other than the convenience of having talk therapy in the home, that has not come to fruition.</p>
17	<p>I don't have any suggestions at this time.</p>
18	<p>We have to get a new doctor every time ours graduates</p>
19	<p>We are just beginning so I'm excited to see our options.</p>
20	<p>Quicker access. We waited five months to get an appointment.</p>
21	<p>If DRS would not take months to initiate services, answer the phone or messages, & provide said services</p>
22	<p>Getting DRS to answer the phone & messages, actually start services in a timely manner to a few weeks instead of months</p>
23	<p>Mental health checkups with your staff.</p>
24	<p>More services!!!! More everything for mental health in youth!!! More therapist, more health professionals. More caring and compassion for what these children deal with on a daily basis just because of abuse that has happened at the hand of others.</p>
25	<p>More family support groups and scholarships for extracurriculars</p>
26	<p>Undecided</p>

30	Nothing
31	Make it available to teens and young adults
32	More qualified staff. Better pay & insurance for those who work with children
33	Suggestions from family members for what events would be good to tailor to each child
35	We frequently have to drive over 90 minutes to access services and oftentimes take my son out of school to be able to attend appointments.
36	If we had more places that provide these services
37	N/A
38	Having more parental involvement. Better correspondence with all parties involved in my child's treatment
39	I do not have any suggestions to improve anything
40	Nothing. I think they do a good job
41	Nothing. They are doing great.
42	more communication between parents and all staff involved, especially when it's concerning healthcare and medications
44	doing good!
45	better communication about meds
47	Nothing
48	Nothing at this time
49	Nothing it's perfect

52	N/A
53	Nothing I can think of at this time
54	more therapy (PT/OT/Speech)
55	I'm not sure
56	I'm very happy with the service

29. Please select the county where your child received services most often. If your child received services by phone or in your home, please choose your home county.



Value	Percent	Count
Berkeley	5.8%	3
Cabell	9.6%	5
Grant	1.9%	1
Greenbrier	5.8%	3
Harrison	3.8%	2
Jefferson	1.9%	1
Kanawha	19.2%	10
Marion	11.5%	6

Marshall	1.9%	1
Mercer	3.8%	2
Monongalia	5.8%	3
Preston	3.8%	2
Putnam	7.7%	4
Raleigh	7.7%	4
Wayne	1.9%	1
Wetzel	1.9%	1
Wood	5.8%	3
	Totals	52

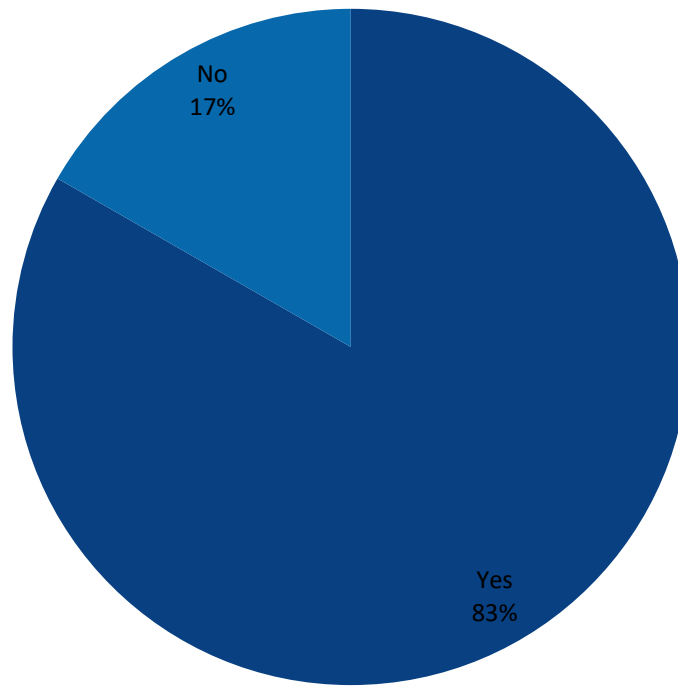
30. Please list the behavioral health provider agency or agencies that served your child.

ResponseID	Response
3	Homebase Inc.
4	CSED Home Base
5	WVCSSED
6	Home Base
7	CSED
8	Pretera Homebase KVC DATS Braley and Thompson
9	He is currently getting 1:1 therapy Westbrook
10	HomeBase inc.; wellspring; community care
11	Csed waiver program and Harmony and roots
12	SHCMHC
13	FMRS
14	DHHR
15	Westbrook Health Services
16	NuSkool
17	NuSkool and KVC
18	Behavioral medicine and psychiatry
19	Valley Health Aetna
20	CAMC B Med and Lasting Solutions
21	CSED & Chestnut Ridge

22	CSED & Chestnut Ridge
24	WVU mental health services
25	CSED, Communities in School, Youth Advocates, AWARE, WVU behavioral
26	Shawna at Clay Battelle Clinic
28	Evergreen
29	The Renovo Center and Board of Child Care
30	Milestones
31	Diversified Assessment & Therapy
32	Bright Futures Learning Services & Diversified
33	CARES
35	Marshall Psych
36	Milestones
38	Academy Programs (YORE)
39	Yore Academy
41	don't know
42	Cheat Lake Physicians, Youth Academy, JDC
43	Academy Program
44	DHHR
45	don't know
47	Amy
48	Pretera - school based therapy services

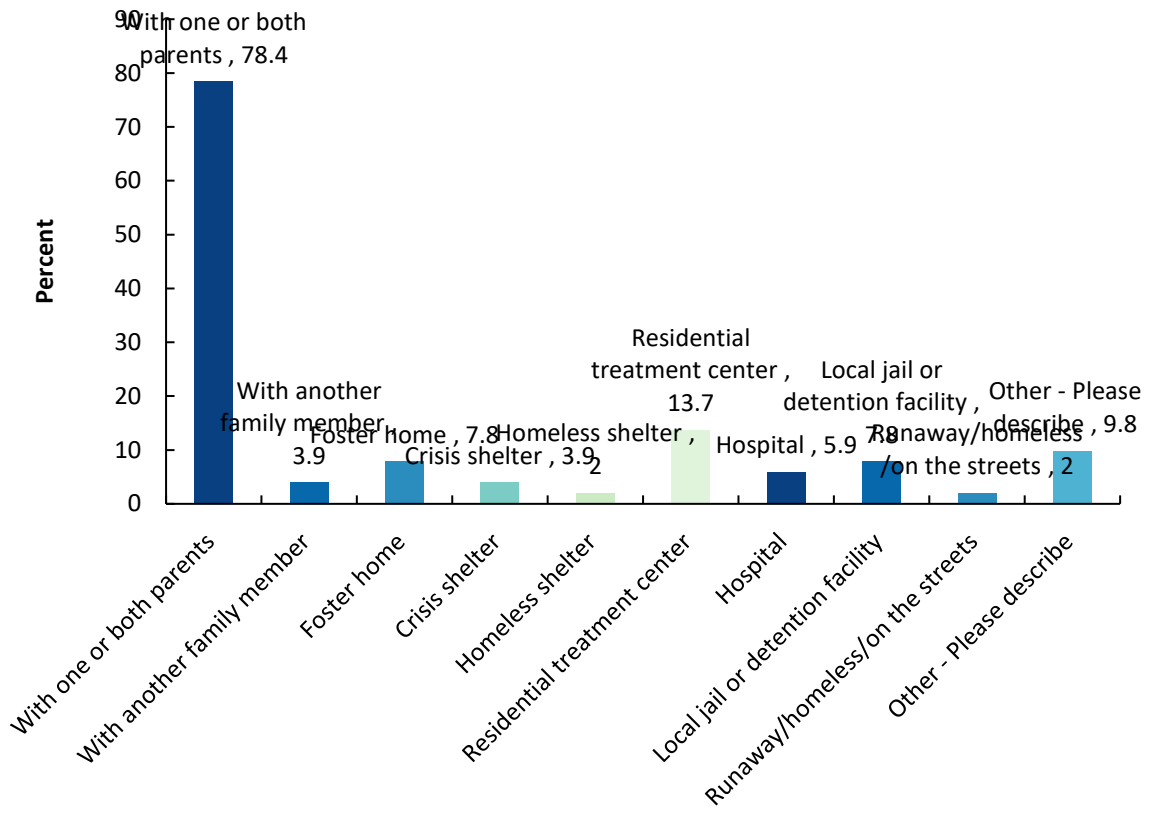
49	FMRS
50	Prestera innerchange
52	Prestera
53	Prestera
54	Palco/ARC/Three Rivers/Prestera
55	Prestera
56	Prestra

31.Is your child currently living with you?



Value	Percent	Count
Yes	83.3%	45
No	16.7%	9
	Totals	54

32.Has your child lived in any of the following places in the last year? Please check all that apply.

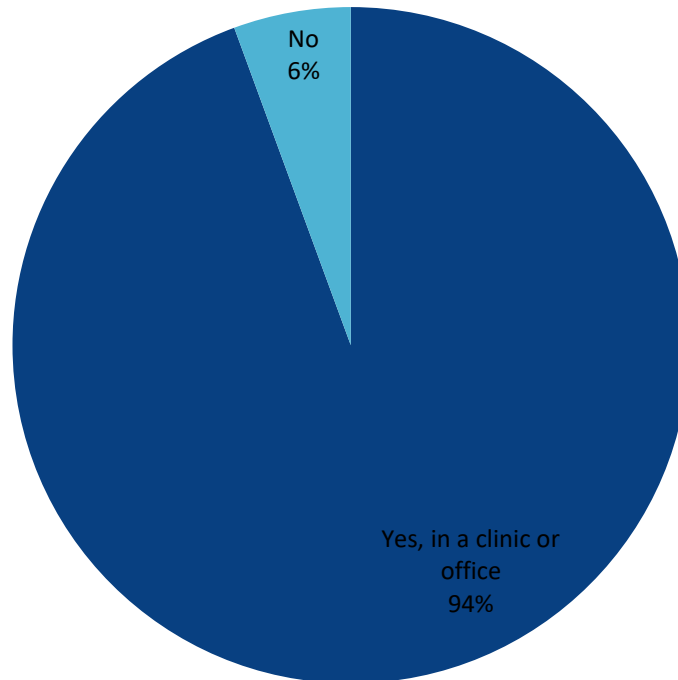


Value	Percent	Count
With one or both parents	78.4%	40
With another family member	3.9%	2
Foster home	7.8%	4
Crisis shelter	3.9%	2
Homeless shelter	2.0%	1
Residential treatment center	13.7%	7
Hospital	5.9%	3
Local jail or detention facility	7.8%	4

Runaway/homeless/on the streets	2.0%	1
Other - Please describe	9.8%	5

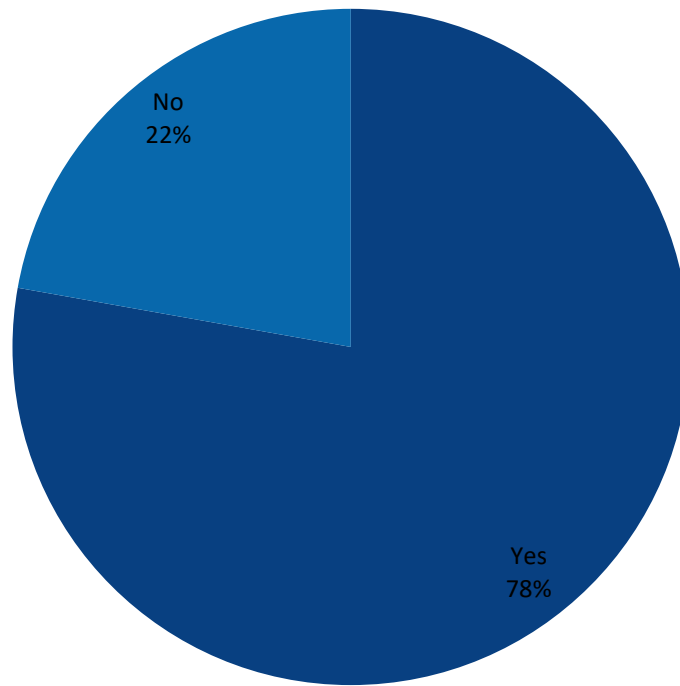
Other - Please describe	Count
Grandparent is guardian	1
I'm a DHHR worker	1
Yore Academy	1
she lives with me adoptive mom	1
youth center	1
Totals	5

33. In the last year, did your child see a medical doctor or other health care professional for a health check-up or because he/she/they were sick? Check one.



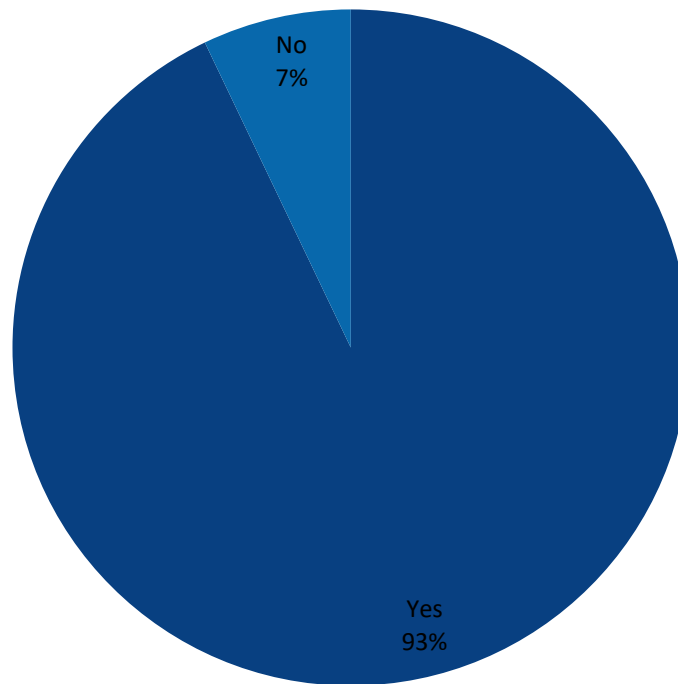
Value	Percent	Count
Yes, in a clinic or office	94.4%	51
No	5.6%	3
	Totals	54

34. Is your child taking medication for emotional/behavioral health needs?



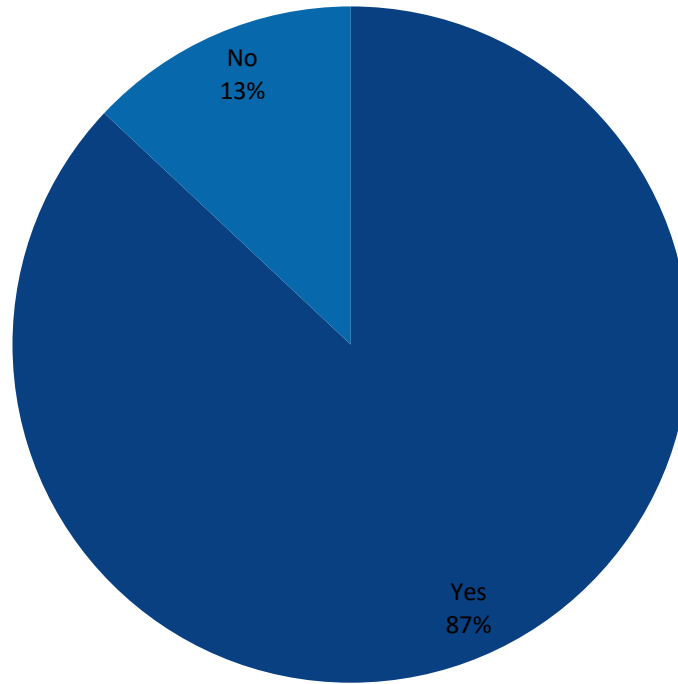
Value	Percent	Count
Yes	77.8%	42
No	22.2%	12
	Totals	54

35. Did the doctor or health care provider tell you and/or your child the possible side effects of the medication?



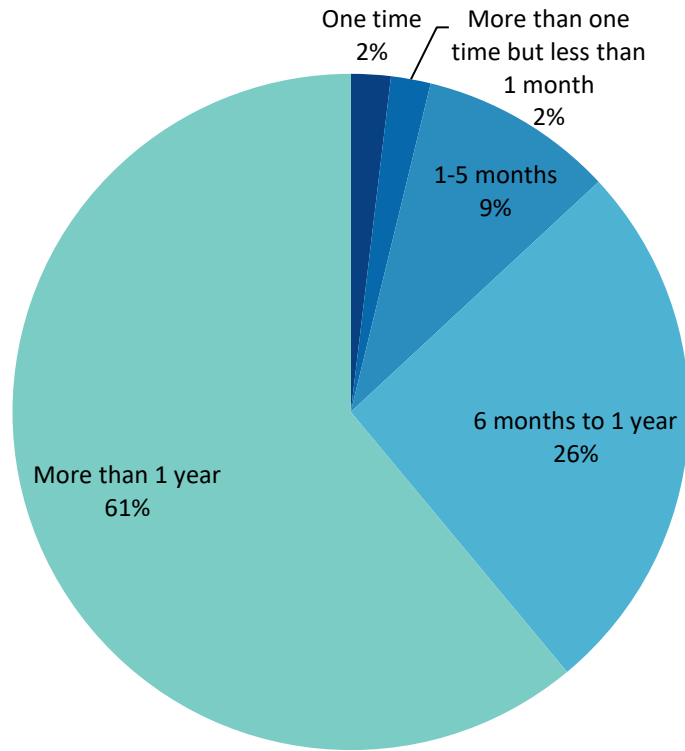
Value	Percent	Count
Yes	92.9%	39
No	7.1%	3
	Totals	42

36. Is your child still receiving mental health or co-occurring behavioral health services?



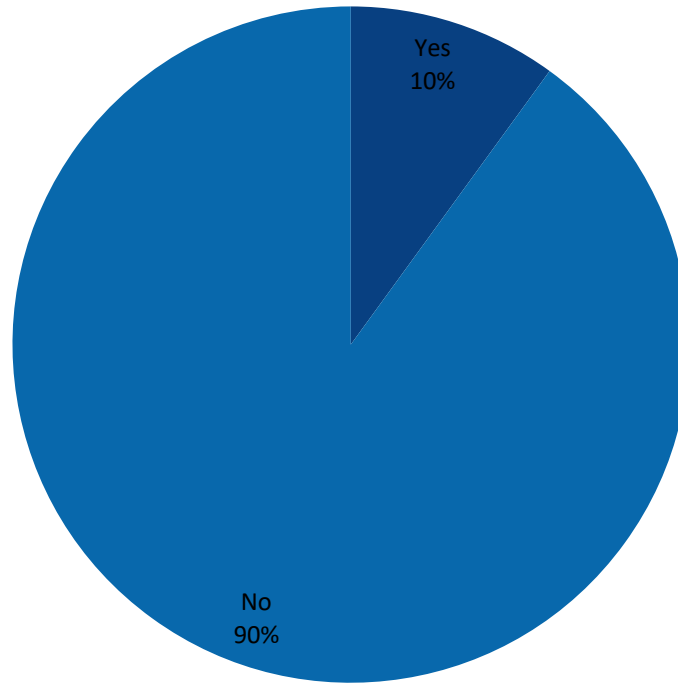
Value	Percent	Count
Yes	87.0%	47
No	13.0%	7
	Totals	54

37.How long did your child receive services?



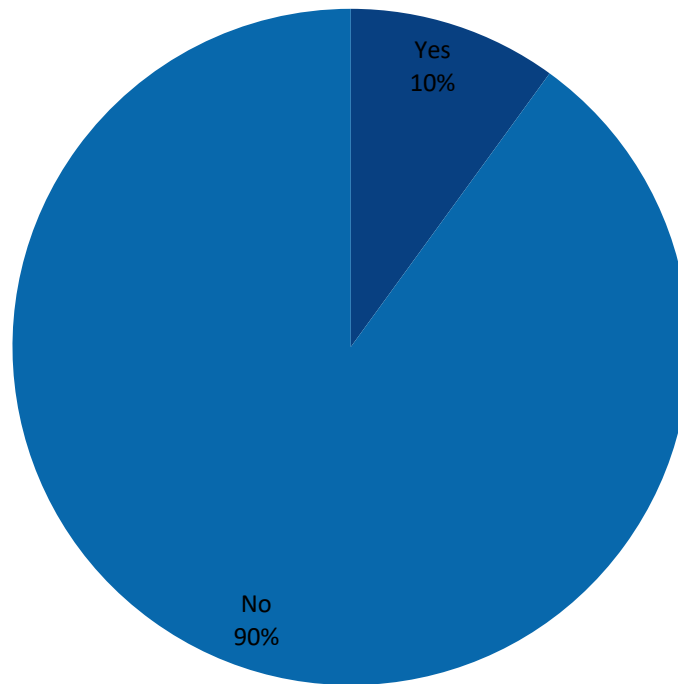
Value	Percent	Count
One time	1.9%	1
More than one time but less than 1 month	1.9%	1
1-5 months	9.3%	5
6 months to 1 year	25.9%	14
More than 1 year	61.1%	33
	Totals	54

38. Was your child arrested since beginning to receive mental health services?



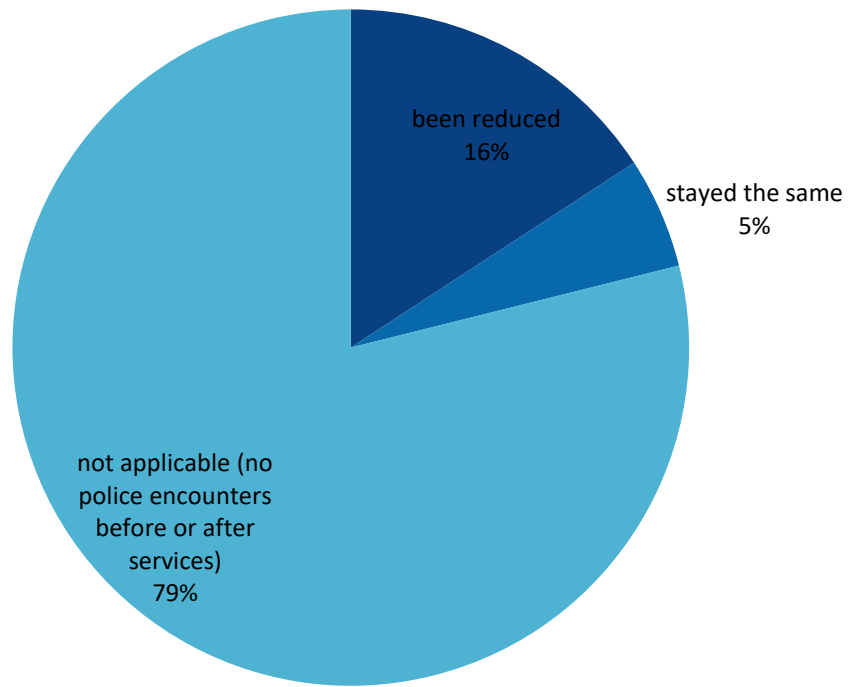
Value	Percent	Count
Yes	10.0%	2
No	90.0%	18
	Totals	20

39. Was your child arrested during the 12 months prior to that?



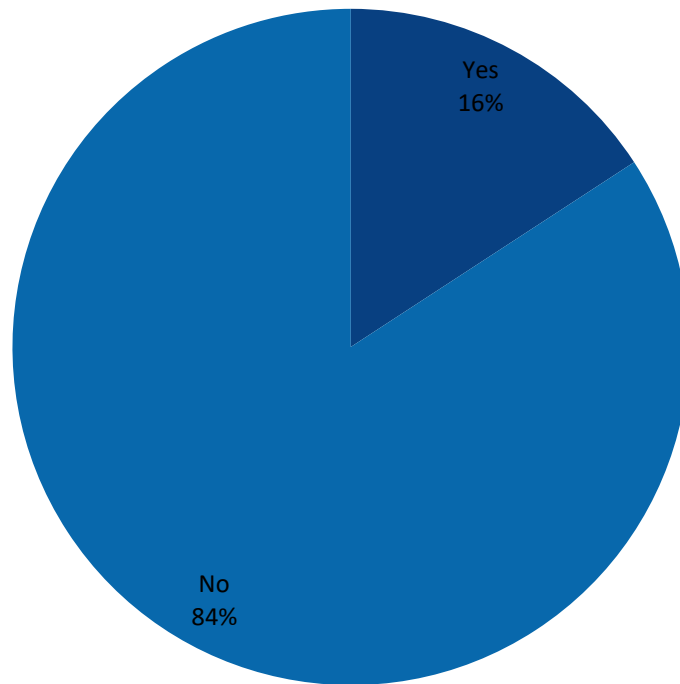
Value	Percent	Count
Yes	10.0%	2
No	90.0%	18
	Totals	20

40. Since your child began to receive mental health services, have their encounters with the police



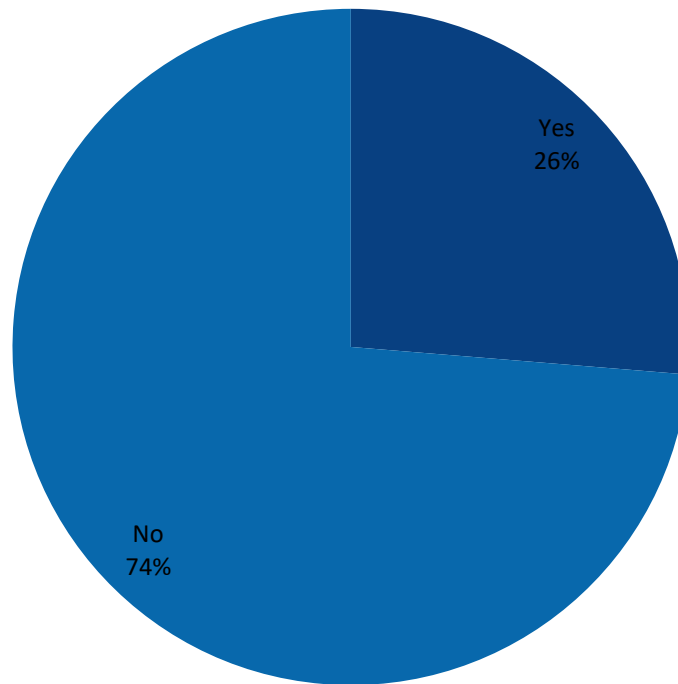
Value	Percent	Count
been reduced	15.8%	3
stayed the same	5.3%	1
not applicable (no police encounters before or after services)	78.9%	15
	Totals	19

41. Was your child expelled or suspended since beginning services?



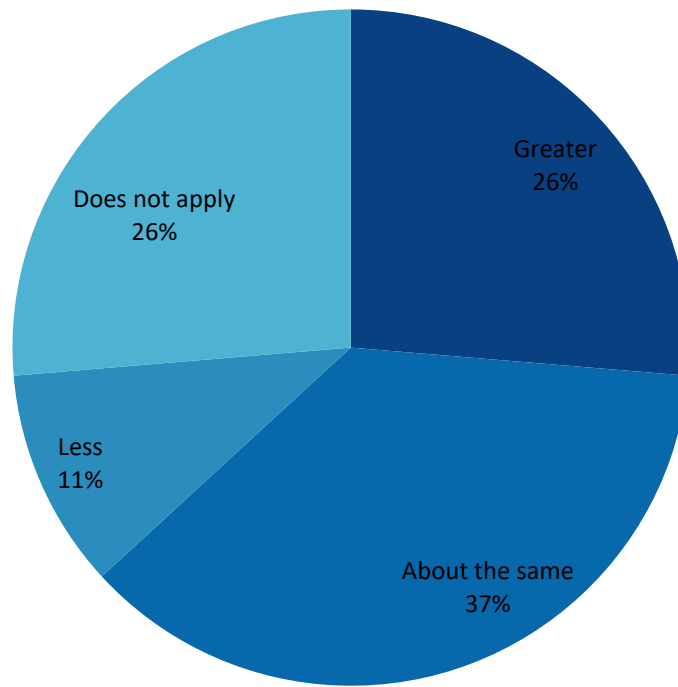
Value	Percent	Count
Yes	15.8%	3
No	84.2%	16
	Totals	19

42. Was your child expelled or suspended during the 12 months prior to that?



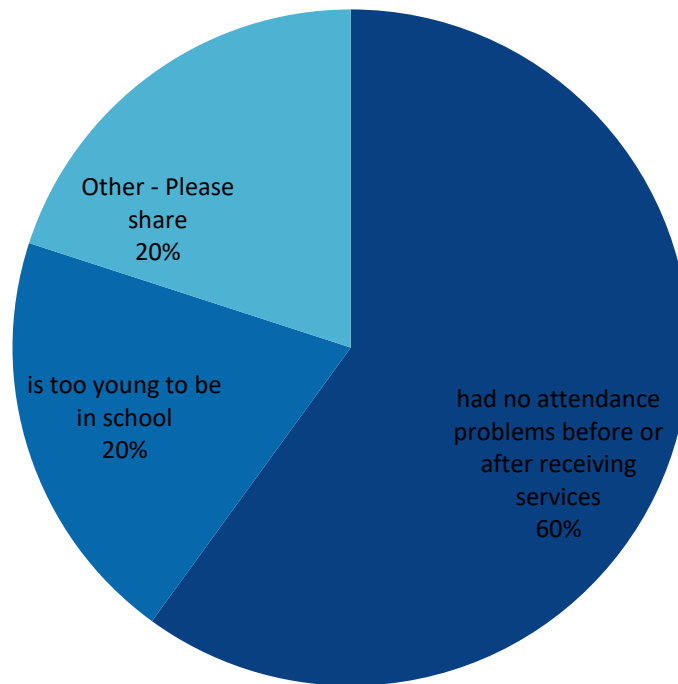
Value	Percent	Count
Yes	26.3%	5
No	73.7%	14
	Totals	19

43. Since starting to receive services, the number of days my child was in school is



Value	Percent	Count
Greater	26.3%	5
About the same	36.8%	7
Less	10.5%	2
Does not apply	26.3%	5
	Totals	19

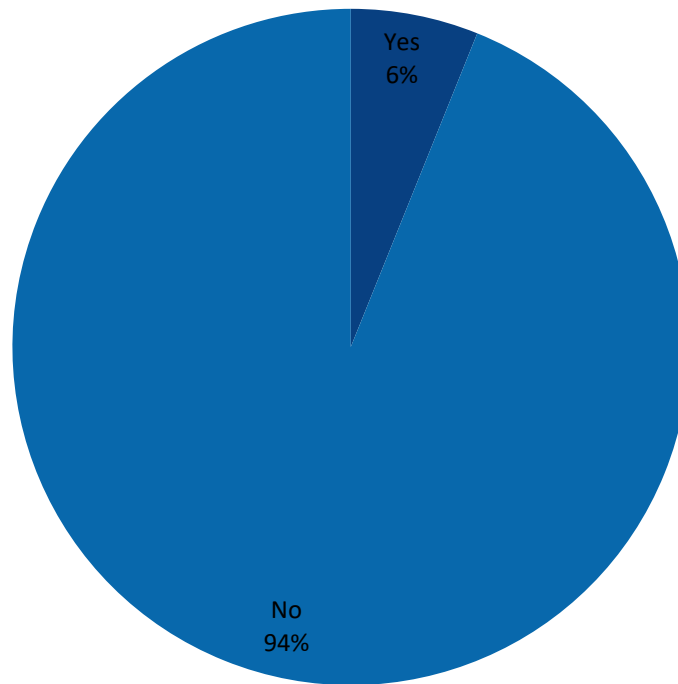
44.The reason I answered "does not apply" to the number of days my child was in school is because my child



Value	Percent	Count
had no attendance problems before or after receiving services	60.0%	3
is too young to be in school	20.0%	1
Other - Please share	20.0%	1
	Totals	5

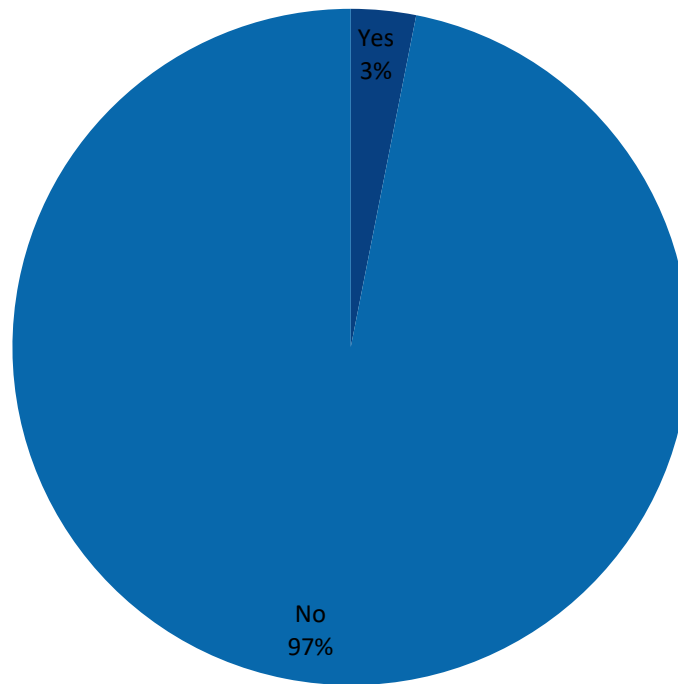
Other - Please share	Count
summer	1
Totals	1

45. Was your child arrested during the last 12 months?



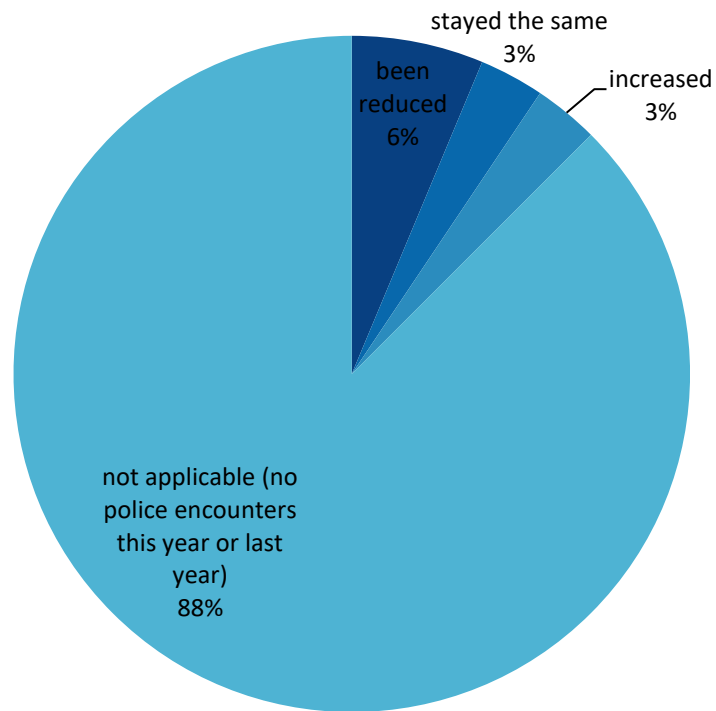
Value	Percent	Count
Yes	6.1%	2
No	93.9%	31
	Totals	33

46. Was your child arrested during the 12 months prior to that?



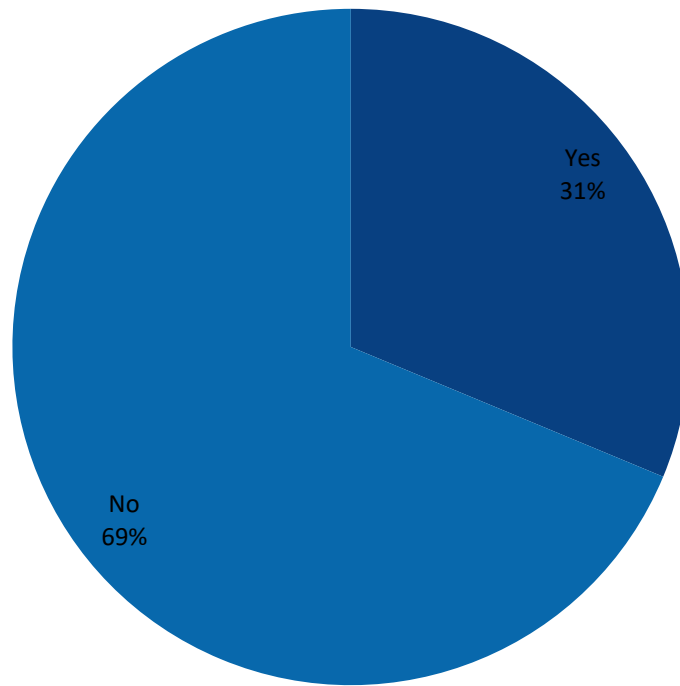
Value	Percent	Count
Yes	3.1%	1
No	96.9%	31
	Totals	32

47.Over the last year, have your child's encounters with the police



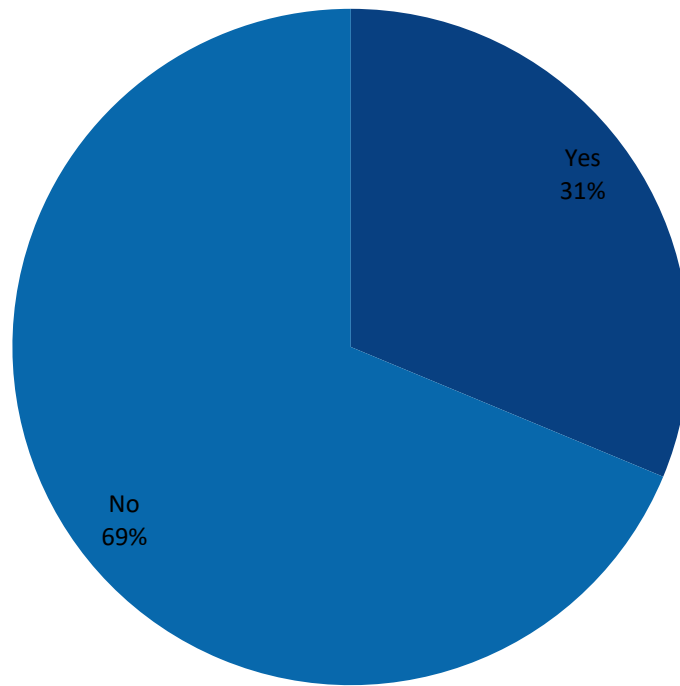
Value	Percent	Count
been reduced	6.3%	2
stayed the same	3.1%	1
increased	3.1%	1
not applicable (no police encounters this year or last year)	87.5%	28
Totals		32

48. Was your child expelled or suspended during the last 12 months?



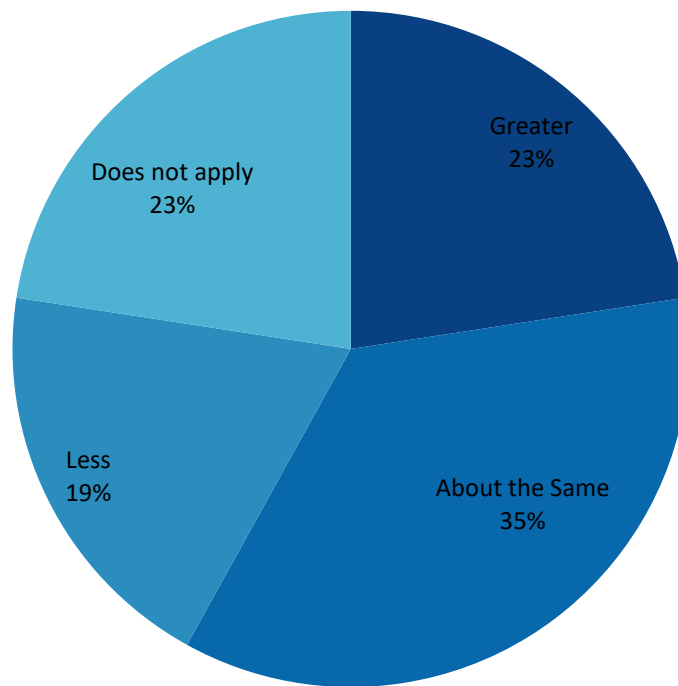
Value	Percent	Count
Yes	31.3%	10
No	68.8%	22
	Totals	32

49. Was your child expelled or suspended during the 12 months prior to that?



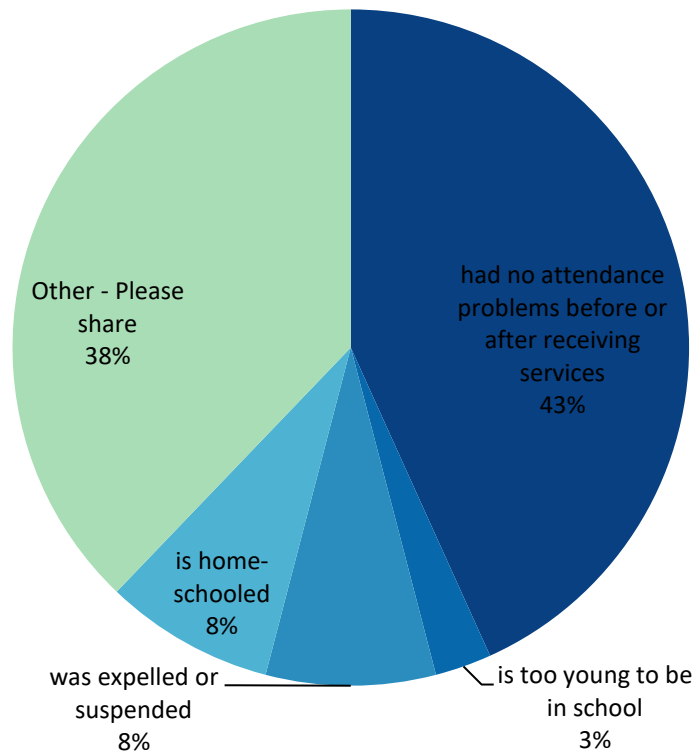
Value	Percent	Count
Yes	31.3%	10
No	68.8%	22
	Totals	32

50.Over the last year, the number of days my child was in school is



Value	Percent	Count
Greater	22.6%	7
About the Same	35.5%	11
Less	19.4%	6
Does not apply	22.6%	7
	Totals	31

51.The reason the number of days my child was in school does not apply is that my child

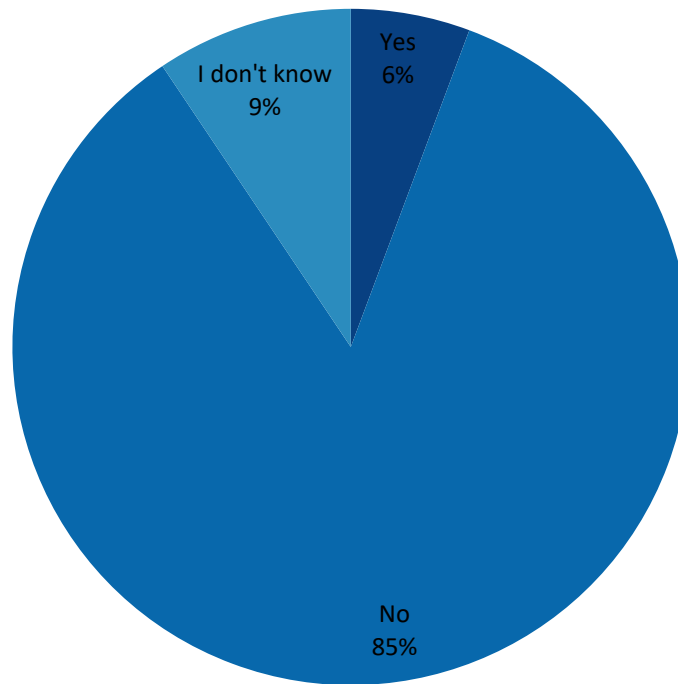


Value	Percent	Count
had no attendance problems before or after receiving services	43.2%	16
is too young to be in school	2.7%	1
was expelled or suspended	8.1%	3
is home-schooled	8.1%	3
Other - Please share	37.8%	14
	Totals	37

Other - Please share	Count
----------------------	-------

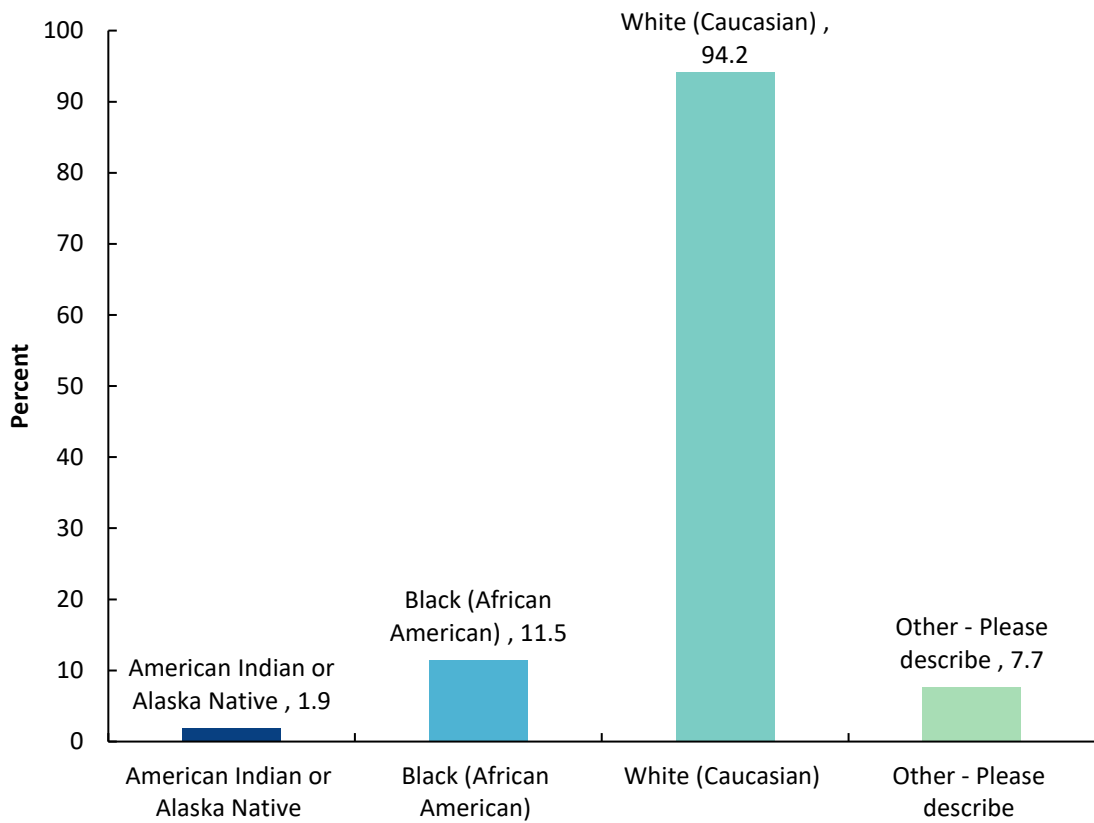
N/A	2
Complaining of stomach issues	1
Detention facility	1
Emotional issues	1
Mental Health Struggles	1
Mental health days	1
My child is in trouble for truancy	1
Participates in OSE schooling with tutoring	1
Question doesn't apply	1
Residential facility	1
Some has medical issues that prevented him going to school	1
graduated	1
summer	1
Totals	14

52.Are either of your child's parents Hispanic or Latino?



Value	Percent	Count
Yes	5.7%	3
No	84.9%	45
I don't know	9.4%	5
	Totals	53

53.What is your child's race? Please mark all that apply.

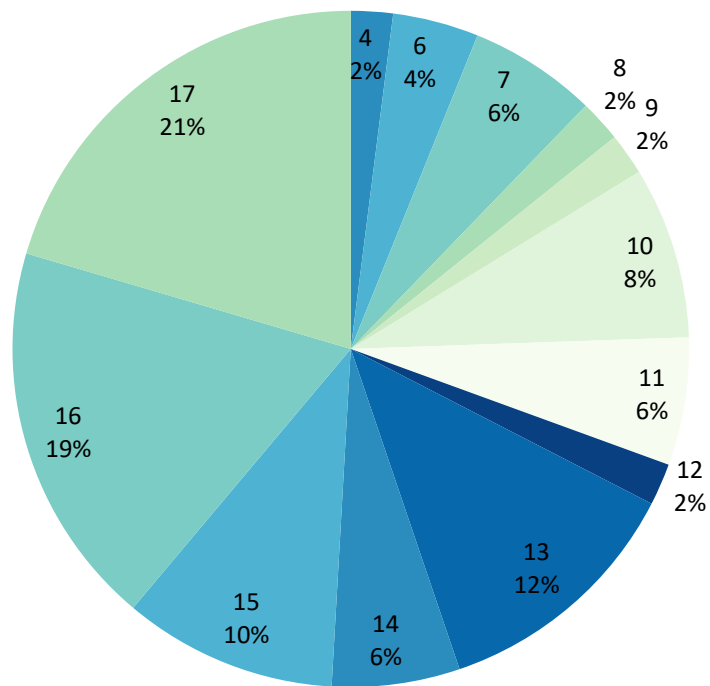


Value	Percent	Count
American Indian or Alaska Native	1.9%	1
Black (African American)	11.5%	6
White (Caucasian)	94.2%	49
Other - Please describe	7.7%	4

Other - Please describe	Count
Hispanic	1
Human	1
Mixed	1

Mixed - white and black	1
Totals	4

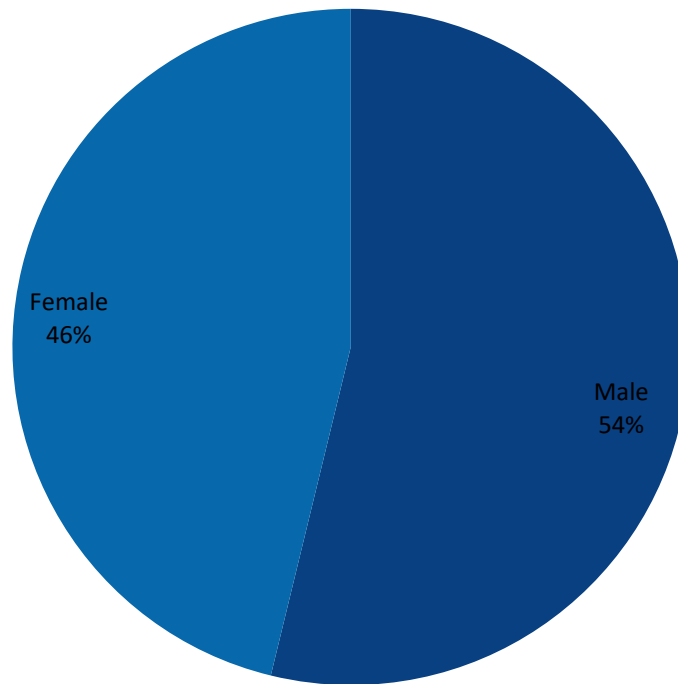
54.What is your child's age?



Value	Percent	Count
4	2.0%	1
6	4.1%	2
7	6.1%	3
8	2.0%	1
9	2.0%	1
10	8.2%	4
11	6.1%	3
12	2.0%	1
13	12.2%	6

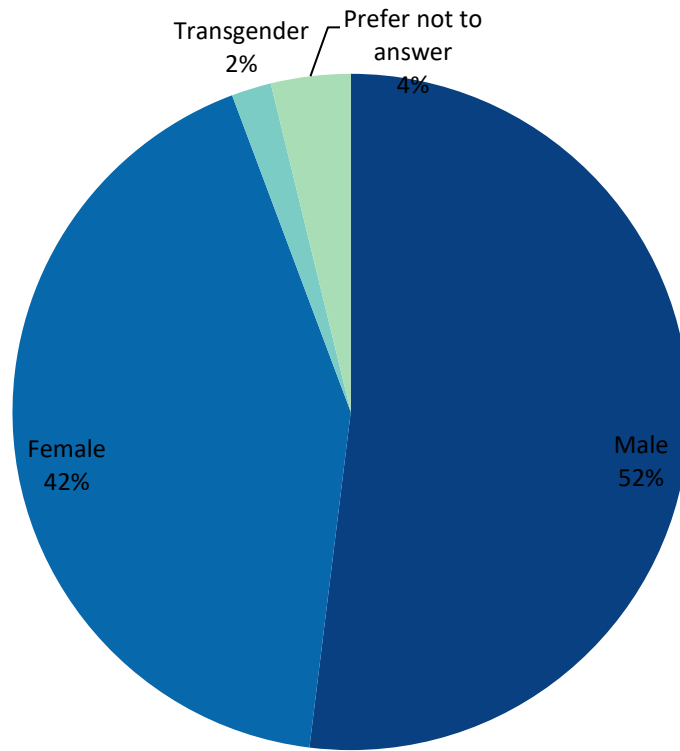
14	6.1%	3
15	10.2%	5
16	18.4%	9
17	20.4%	10
	Totals	49

55.What sex was your child assigned at birth?



Value	Percent	Count
Male	53.8%	28
Female	46.2%	24
	Totals	52

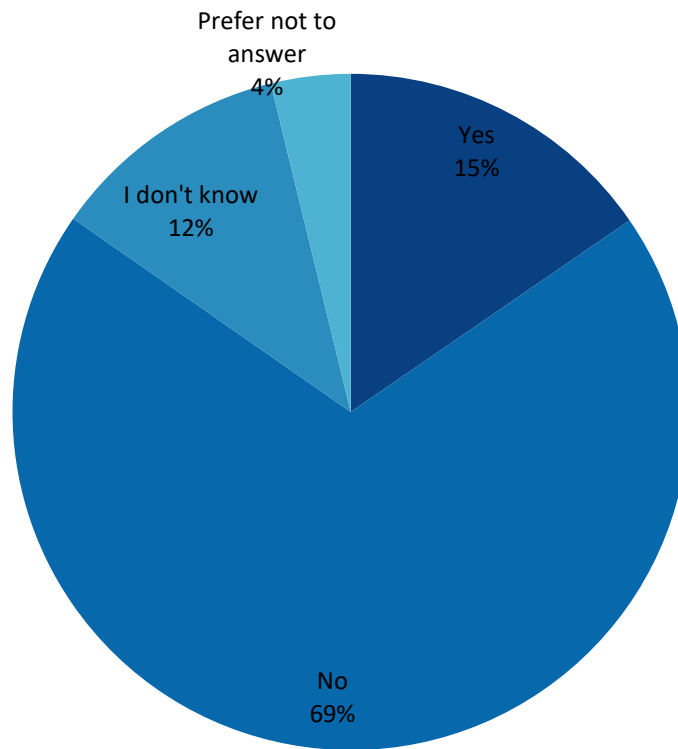
56.How does your child describe his/her/their gender?



Value	Percent	Count
Male	51.9%	27
Female	42.3%	22
Transgender	1.9%	1
Prefer not to answer	3.8%	2
	Totals	52

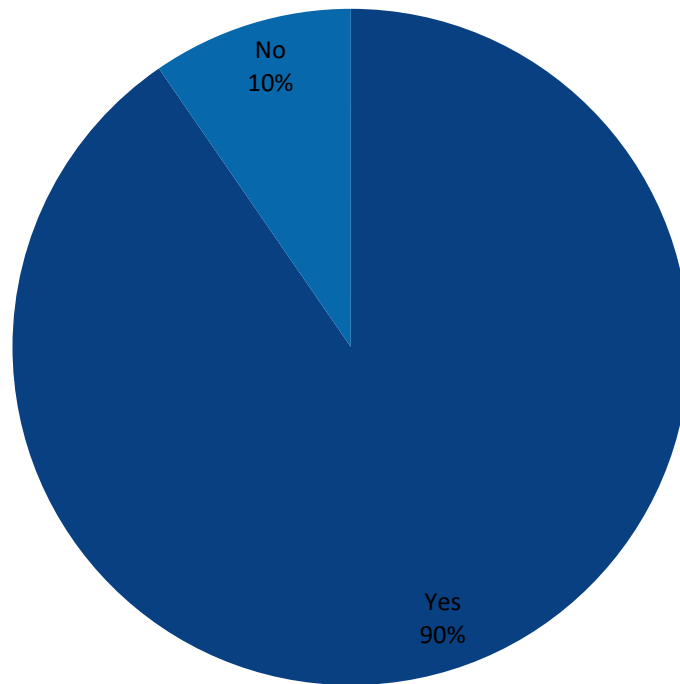
Other - Please describe	Count
Totals	0

57.Does your child identify as part of the LGBTQIA+ community?



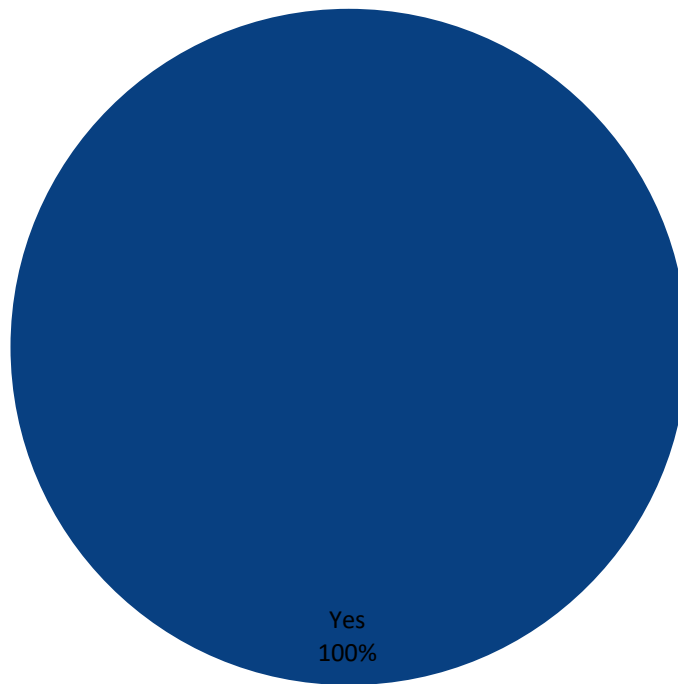
Value	Percent	Count
Yes	15.4%	8
No	69.2%	36
I don't know	11.5%	6
Prefer not to answer	3.8%	2
	Totals	52

58.Does your child have Medicaid insurance?



Value	Percent	Count
Yes	90.4%	47
No	9.6%	5
	Totals	52

59.Does your child have health insurance other than Medicaid?



Value	Percent	Count
Yes	100.0%	5
	Totals	5

60. Do you have any other feedback you'd like to share? Your input is important to us and could help improve behavioral health services in West Virginia.

ResponseID	Response
3	Please add providers. I only answered this for one of my children but I have three in the program. Two of them had to wait a year on a waitlist before they could be in the program and my oldest really needs a male therapist but there isn't one available.
4	At first I honestly was not impressed because we just had someone who asked me each week how he was doing. Once we got a new worker and team it has been so very helpful to both my son and the other members of our family.
5	We are in desperate need of services but the counselors keep changing. We wait on a list for the next person, then they change. Since Oct 27, 2023 my child has seen a counselor 5 times total. She is scheduled to see them 3 times per week ideally.
9	There is a lack of in home and family therapy services available. Our child could/would definitely benefit from it
13	My child's CSED team is amazing but I feel there is such a gap between our goals and what is happening in the school setting. Mercer County Schools needs more resources, programs, and options for the little ones who have severe mental and behavioral issues. They want to push for homeschool because they do not have the proper training or resources to handle these issues.
15	More access to therapy services for those with autism. We have to drive 2 hours one way for services (medications mainly) as there are no specialists in our county. Still cannot find a therapist/psychologist that will counsel my daughter and help her work through what she is dealing with (she is high functioning autistic) as none are autism specialists or ok with selective

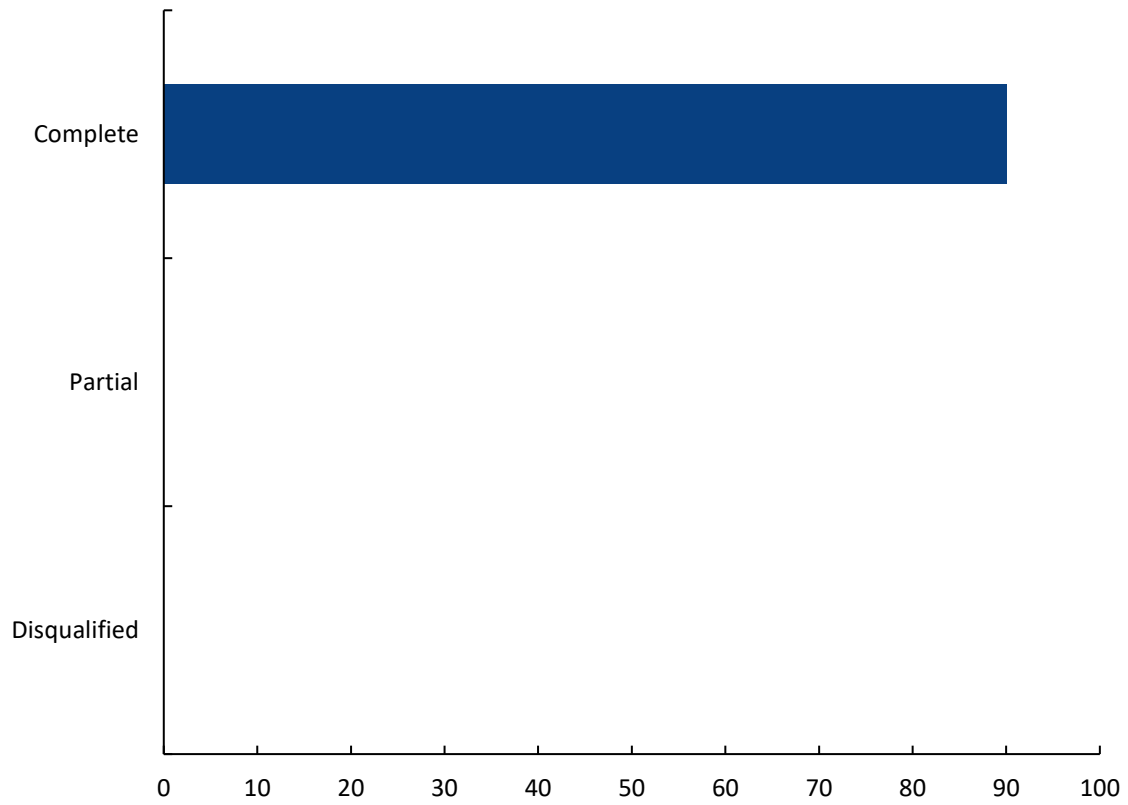
	<p>mutism (have had 8 different therapists since she was 8 due to this).</p>
16	<p>I love the idea behind this program and I do believe it has helped us as a family overall, but there is also the sense that right out of the gate, it is overwhelmed and does not have the providers necessary to execute the program effectively.</p>
17	<p>I completed this on 3 children that receive CSED Waiver. I'm not doing three separate surveys. My children are 17, 15, and 13. The 17 and 15 year old are girls, and the 13 year old is a boy.</p>
23	<p>This program is not what it claims. And you need to re evaluate you staff . Hippa was broken!! And false information was given to my child's school . And the staff abused there power to try and affect my son do to behavior issues. And as a retaliation type of means.</p>
24	<p>My child changed their personality and self because of abuse. They were starting to come out of their shell but there were no resources available to us to have them go to a therapist or counselor because there are not enough of them in our area!!! We could not go out of our area because of our insurance. State insurance. Bit WVU medical does not provide enough services</p>
25	<p>We need more Board Certified Behavior Analysts in schools with registered behavior techs as TAs</p>
26	<p>There are 3 that are attending counseling in regards to their father's death and mothers absence.</p>
29	<p>I am hoping to locate an ADHD counselor that will accept the medicaid insurance to help my son and our family with his functional needs.</p>
31	<p>More available ABA for teens and young adults</p>
35	<p>Too many children in WV are in crisis because of the lack of access to mental healthcare services. We are very lucky to have the services we do,</p>

	<p>but it is difficult to take time off work, take my son out of school, and drive weekly to see a psychologist. There are not even waiting lists for the local psychologists who would be appropriate for him. We are privileged, but going into debt spending \$25,000 a year on all my son's therapies and tuition for a smaller, private school where he still misses at least one morning per week due to bipolar disorder episodes. If we are struggling, I cannot imagine what it is like for families who do not have economic privilege.</p>
36	We need more providers or agencies in our area to lower the wait time to receive services
37	Thank you for your help and care
38	More availability for treatment
39	The services that my daughter has received has helped her so much! I was very against it in the beginning and now I'm so glad that she got the help
41	No
44	Keep up the good work guys!
45	NA
47	No
48	None
49	Nope but thank you. :)
50	N/A
52	N/A
53	behavioral health therapists should be more widely available in the public school setting for BD classes

Report for WV 2024 Youth Services Survey for Youth Aged 12-17 (YSS)

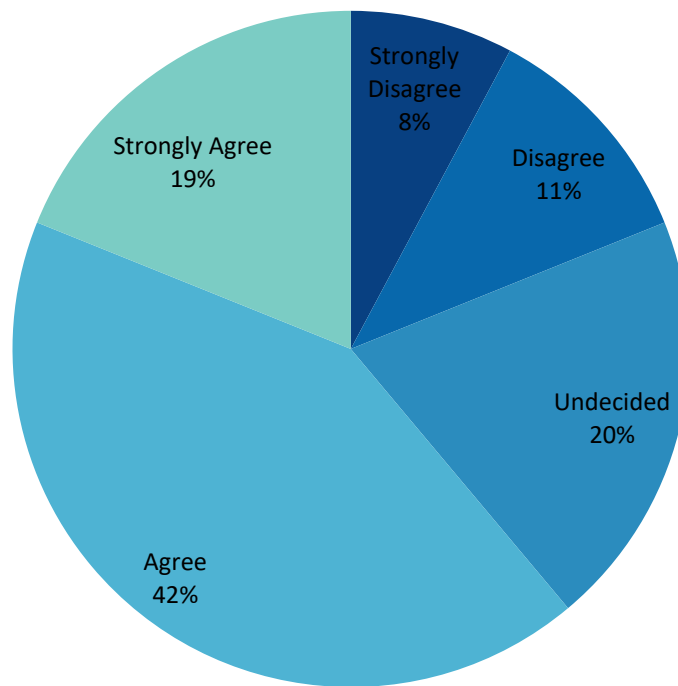
WV 2024 Youth Services Survey for Youth Aged 12-17 (YSS)

Response Statistics



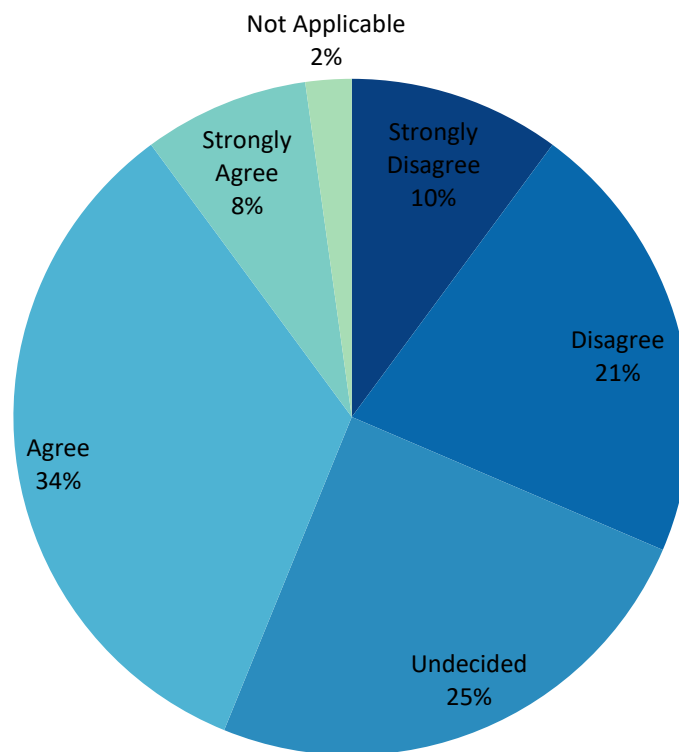
	Count	Percent
Complete	90	100
Partial	0	0
Disqualified	0	0
Totals	90	

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



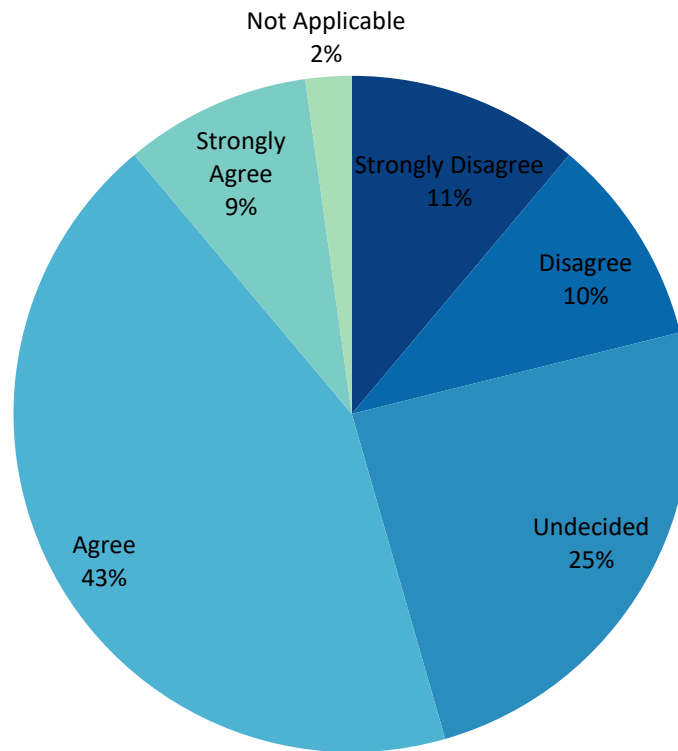
Value	Percent	Count
Strongly Disagree	7.8%	7
Disagree	11.1%	10
Undecided	20.0%	18
Agree	42.2%	38
Strongly Agree	18.9%	17
	Totals	90

2.I helped to choose my services.



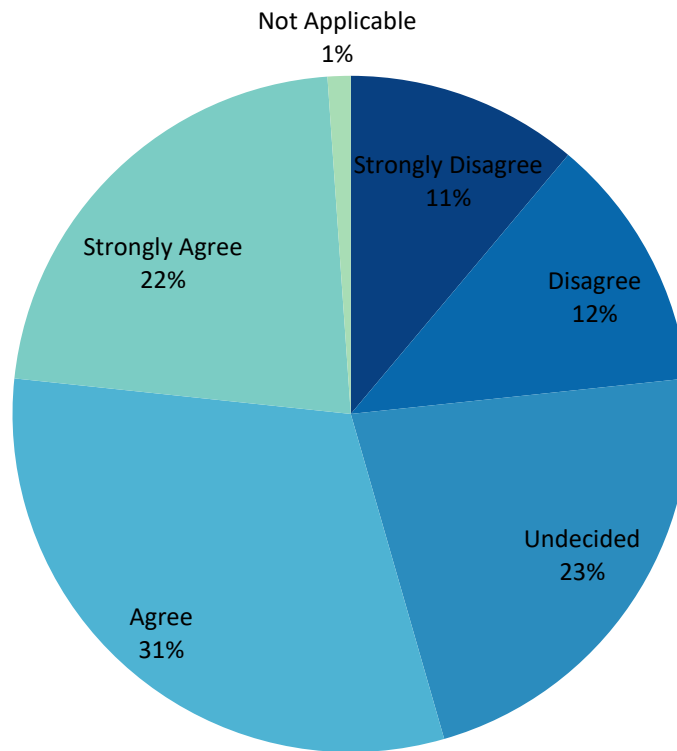
Value	Percent	Count
Strongly Disagree	10.1%	9
Disagree	21.3%	19
Undecided	24.7%	22
Agree	33.7%	30
Strongly Agree	7.9%	7
Not Applicable	2.2%	2
	Totals	89

3.I helped to choose my treatment goals.



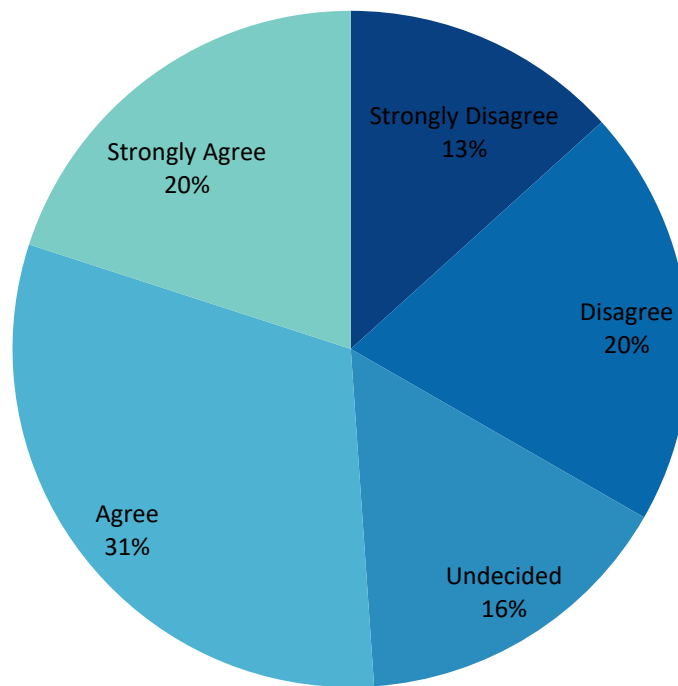
Value	Percent	Count
Strongly Disagree	11.1%	10
Disagree	10.0%	9
Undecided	24.4%	22
Agree	43.3%	39
Strongly Agree	8.9%	8
Not Applicable	2.2%	2
	Totals	90

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



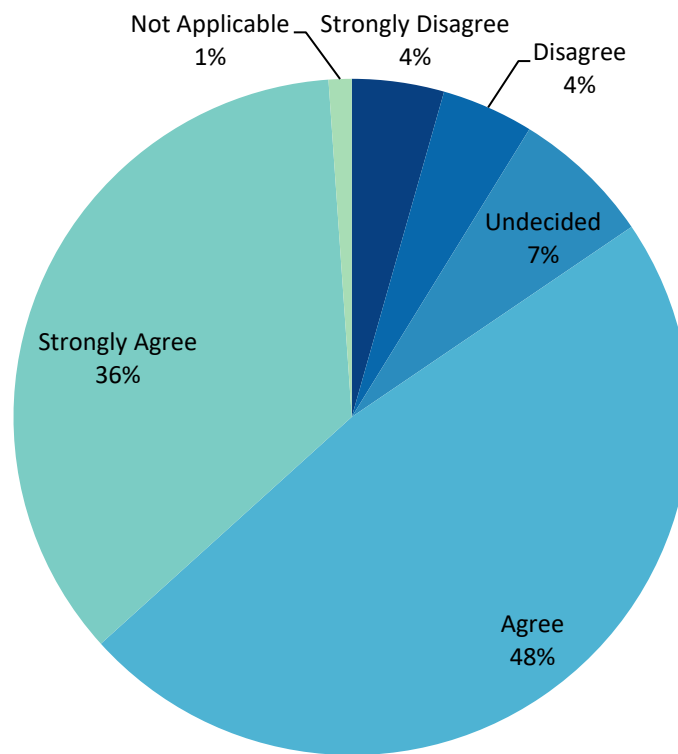
Value	Percent	Count
Strongly Disagree	11.1%	10
Disagree	12.2%	11
Undecided	22.2%	20
Agree	31.1%	28
Strongly Agree	22.2%	20
Not Applicable	1.1%	1
	Totals	90

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



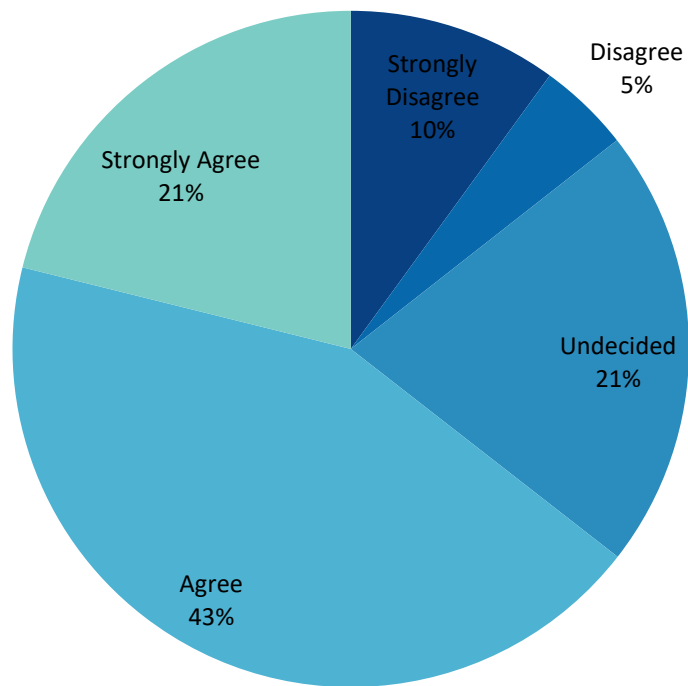
Value	Percent	Count
Strongly Disagree	13.3%	12
Disagree	20.0%	18
Undecided	15.6%	14
Agree	31.1%	28
Strongly Agree	20.0%	18
	Totals	90

6.I participated in my own treatment.



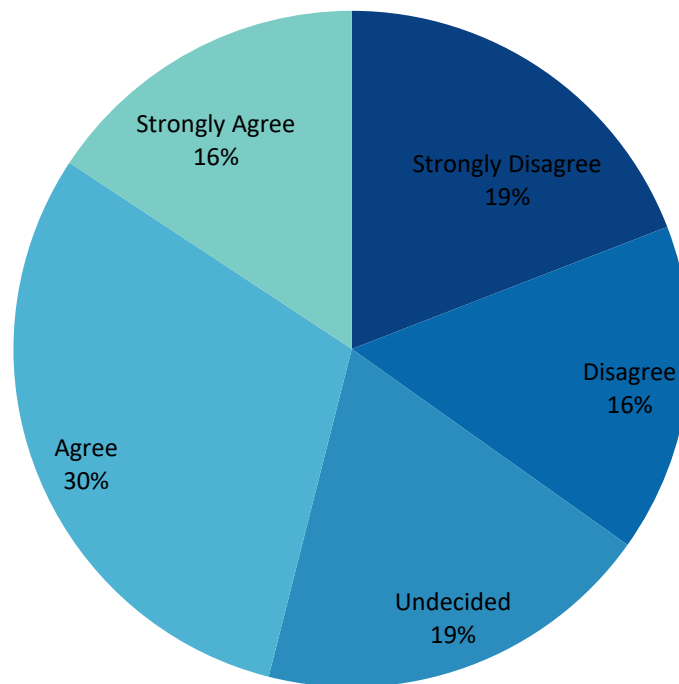
Value	Percent	Count
Strongly Disagree	4.4%	4
Disagree	4.4%	4
Undecided	6.7%	6
Agree	47.8%	43
Strongly Agree	35.6%	32
Not Applicable	1.1%	1
	Totals	90

7.I received services that were right for me.



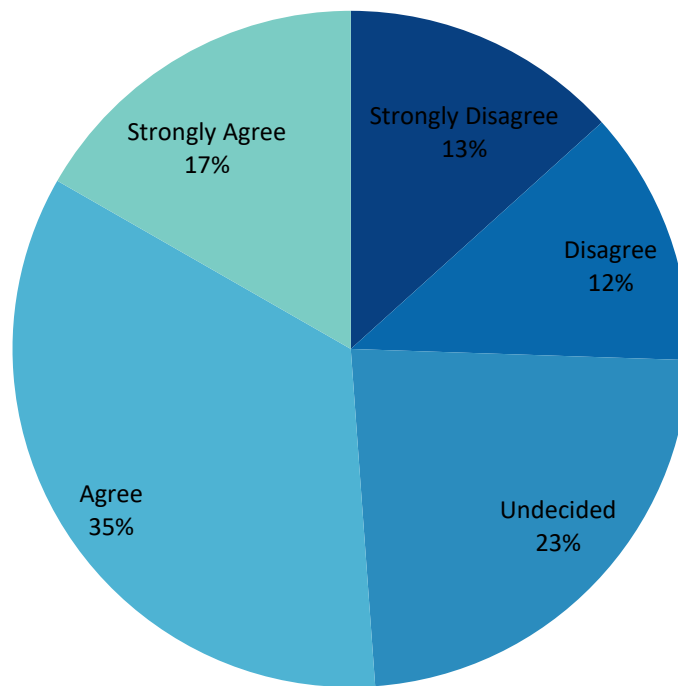
Value	Percent	Count
Strongly Disagree	10.0%	9
Disagree	4.4%	4
Undecided	21.1%	19
Agree	43.3%	39
Strongly Agree	21.1%	19
	Totals	90

8.The location of services was convenient for me.



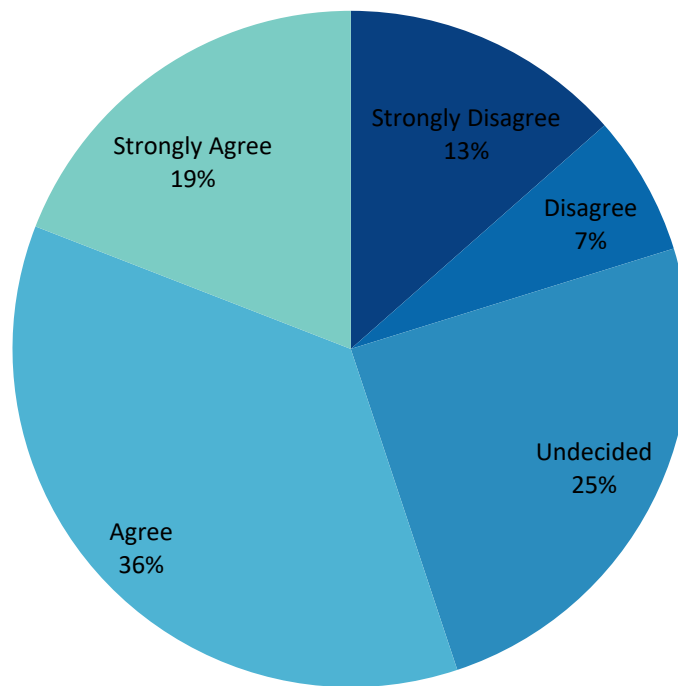
Value	Percent	Count
Strongly Disagree	19.1%	17
Disagree	15.7%	14
Undecided	19.1%	17
Agree	30.3%	27
Strongly Agree	15.7%	14
	Totals	89

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



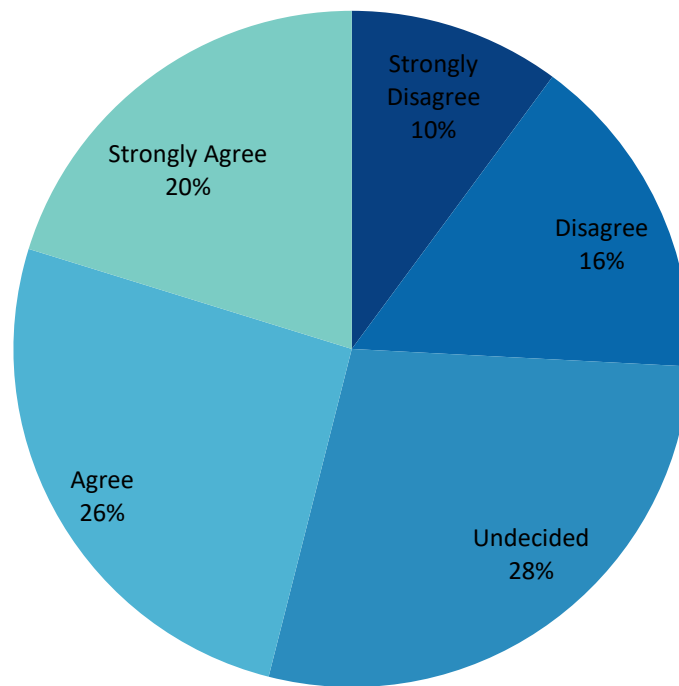
Value	Percent	Count
Strongly Disagree	13.3%	12
Disagree	12.2%	11
Undecided	23.3%	21
Agree	34.4%	31
Strongly Agree	16.7%	15
	Totals	90

10.I got the help I wanted.



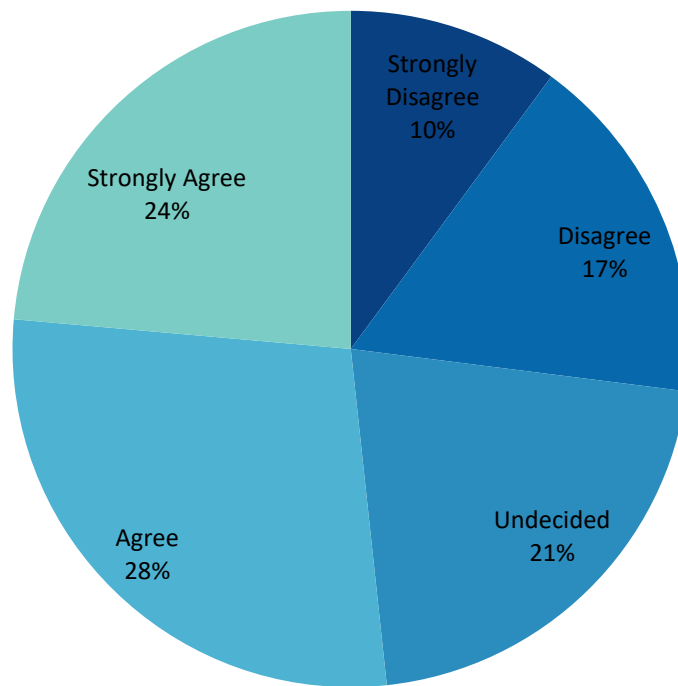
Value	Percent	Count
Strongly Disagree	13.5%	12
Disagree	6.7%	6
Undecided	24.7%	22
Agree	36.0%	32
Strongly Agree	19.1%	17
	Totals	89

11.I got as much help as I needed.



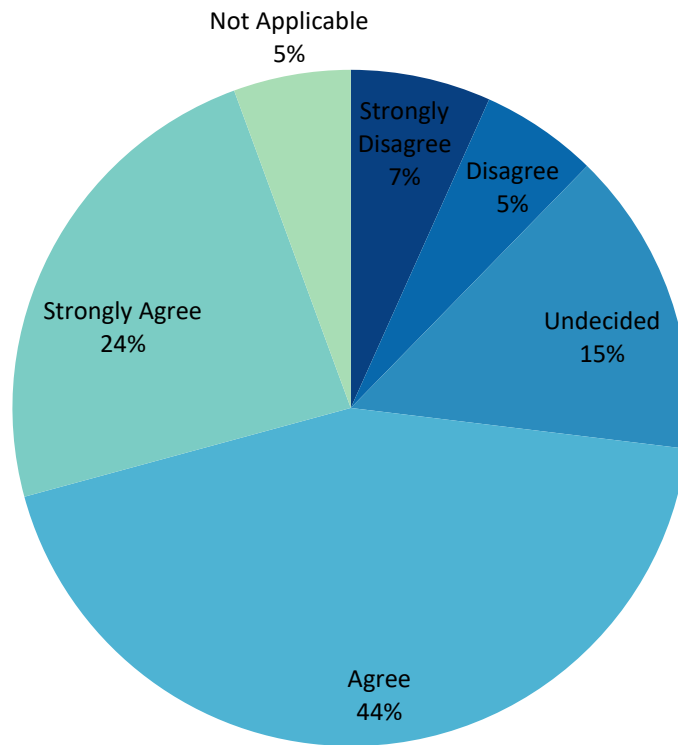
Value	Percent	Count
Strongly Disagree	10.1%	9
Disagree	15.7%	14
Undecided	28.1%	25
Agree	25.8%	23
Strongly Agree	20.2%	18
	Totals	89

12. Staff treated me with respect.



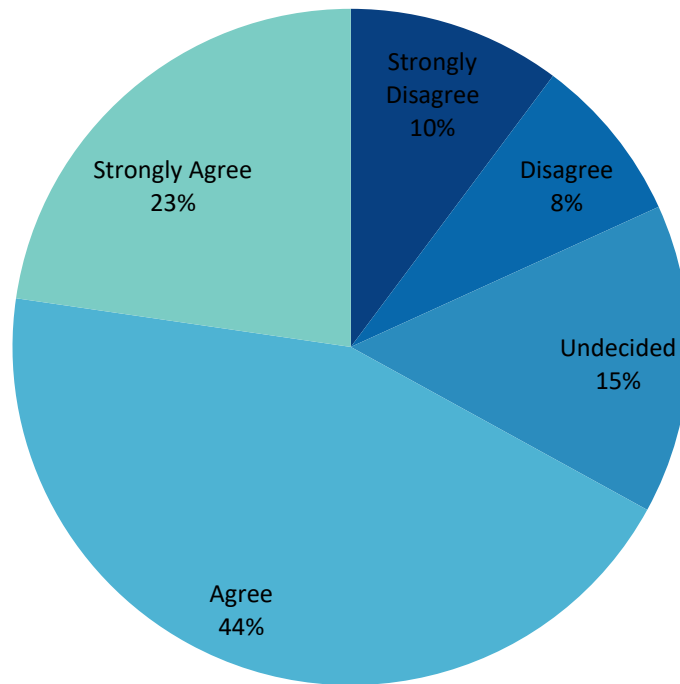
Value	Percent	Count
Strongly Disagree	10.1%	9
Disagree	16.9%	15
Undecided	21.3%	19
Agree	28.1%	25
Strongly Agree	23.6%	21
	Totals	89

13. Staff respected my religious/spiritual beliefs.



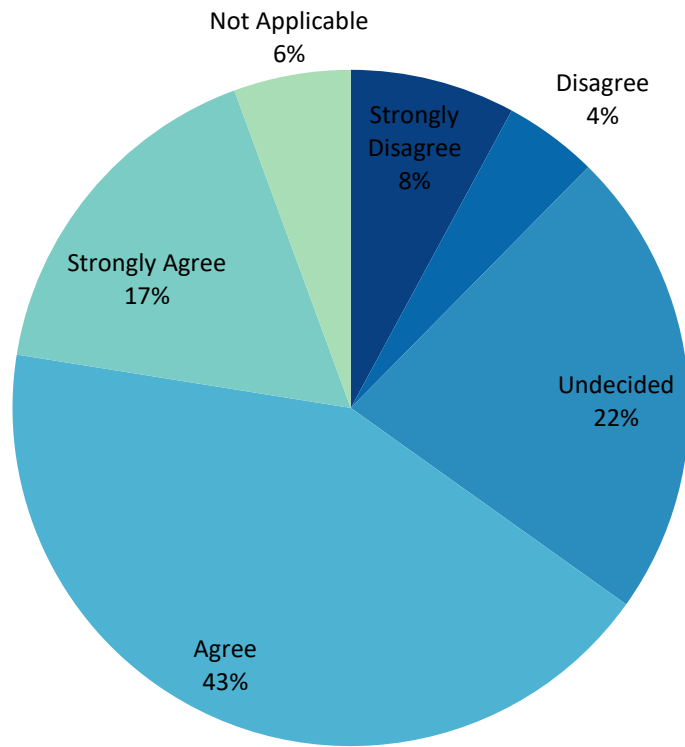
Value	Percent	Count
Strongly Disagree	6.7%	6
Disagree	5.6%	5
Undecided	14.6%	13
Agree	43.8%	39
Strongly Agree	23.6%	21
Not Applicable	5.6%	5
	Totals	89

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



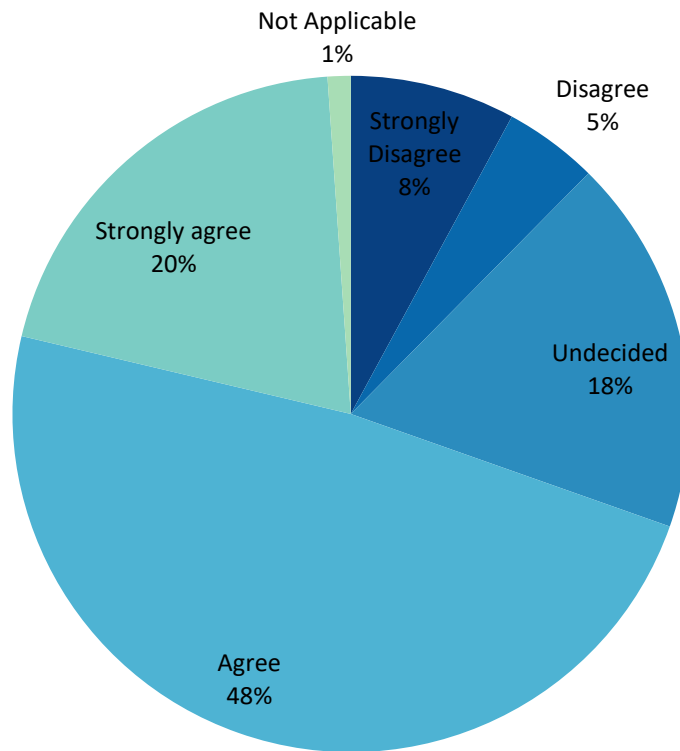
Value	Percent	Count
Strongly Disagree	10.2%	9
Disagree	8.0%	7
Undecided	14.8%	13
Agree	44.3%	39
Strongly Agree	22.7%	20
	Totals	88

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



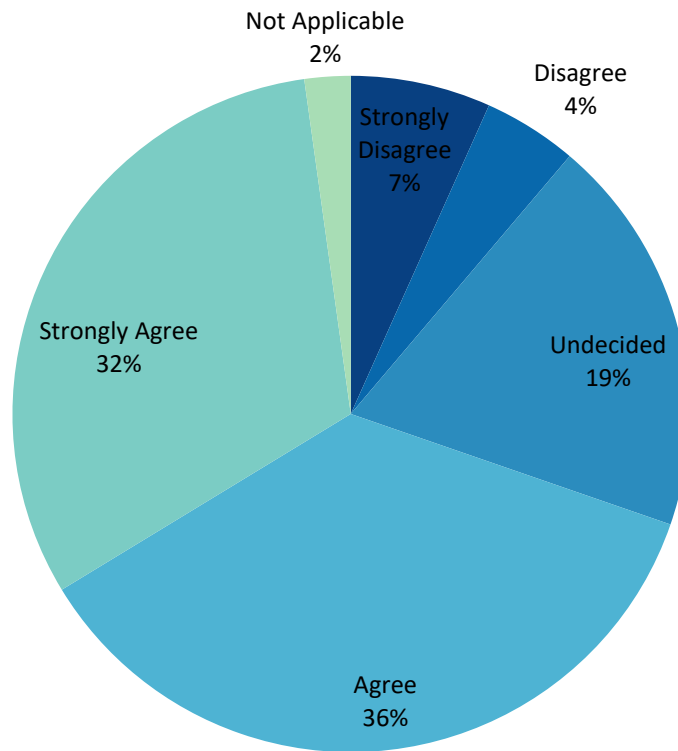
Value	Percent	Count
Strongly Disagree	7.9%	7
Disagree	4.5%	4
Undecided	22.5%	20
Agree	42.7%	38
Strongly Agree	16.9%	15
Not Applicable	5.6%	5
	Totals	89

16.I am better at handling daily life.



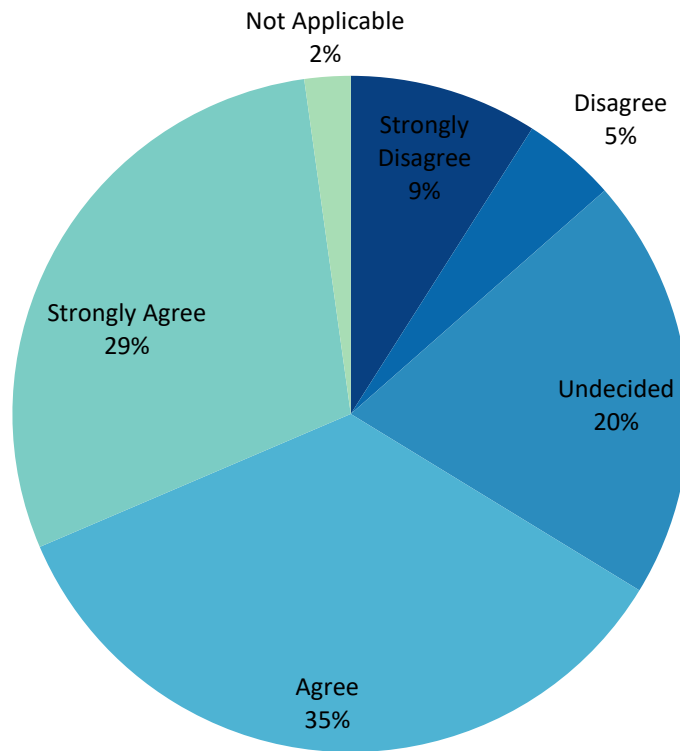
Value	Percent	Count
Strongly Disagree	7.9%	7
Disagree	4.5%	4
Undecided	18.0%	16
Agree	48.3%	43
Strongly agree	20.2%	18
Not Applicable	1.1%	1
	Totals	89

17.I get along better with family members.



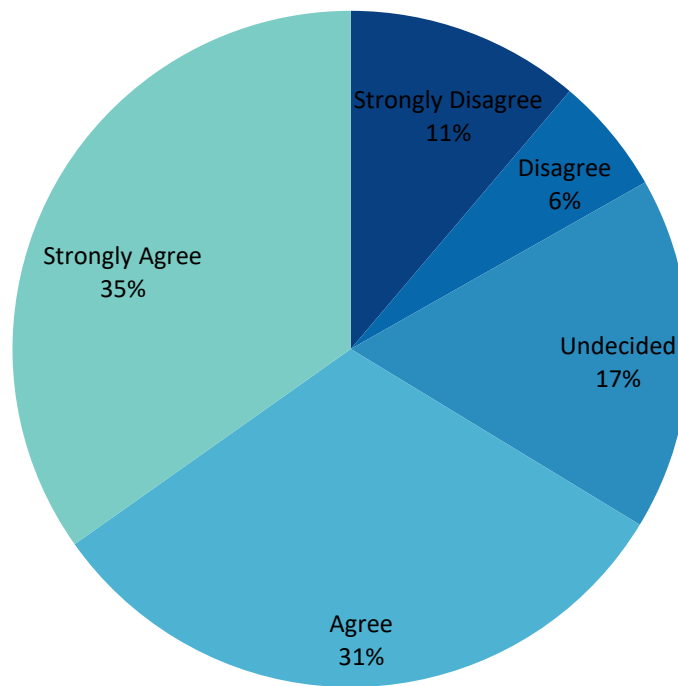
Value	Percent	Count
Strongly Disagree	6.7%	6
Disagree	4.5%	4
Undecided	19.1%	17
Agree	36.0%	32
Strongly Agree	31.5%	28
Not Applicable	2.2%	2
	Totals	89

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



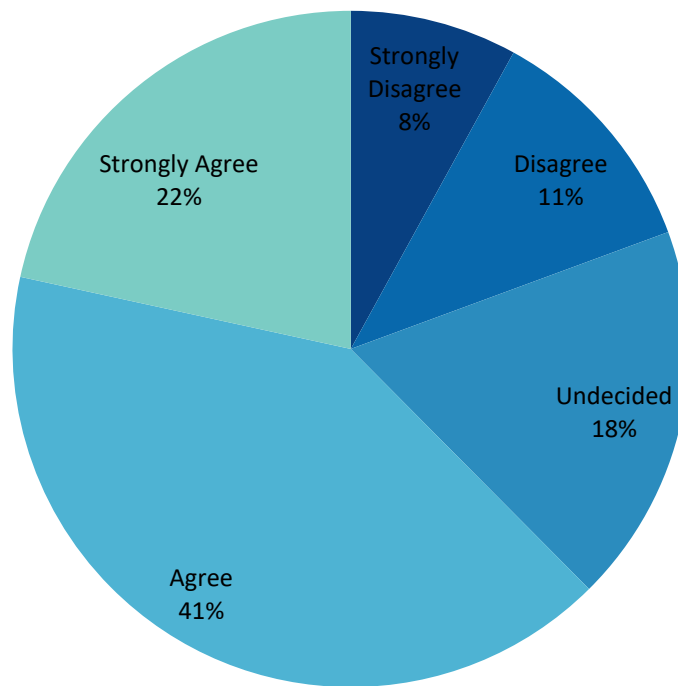
Value	Percent	Count
Strongly Disagree	9.0%	8
Disagree	4.5%	4
Undecided	20.2%	18
Agree	34.8%	31
Strongly Agree	29.2%	26
Not Applicable	2.2%	2
	Totals	89

19.I am doing better in school and/or work.



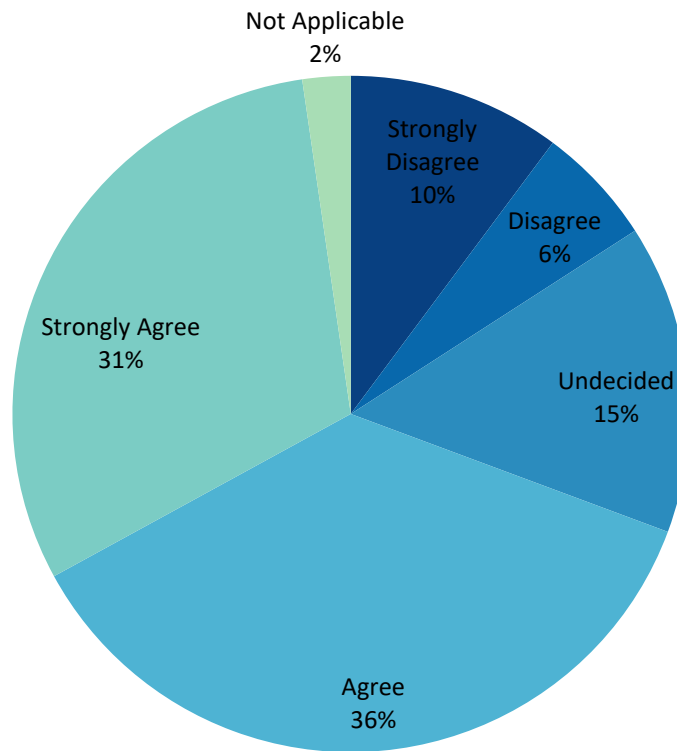
Value	Percent	Count
Strongly Disagree	11.2%	10
Disagree	5.6%	5
Undecided	16.9%	15
Agree	31.5%	28
Strongly Agree	34.8%	31
	Totals	89

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



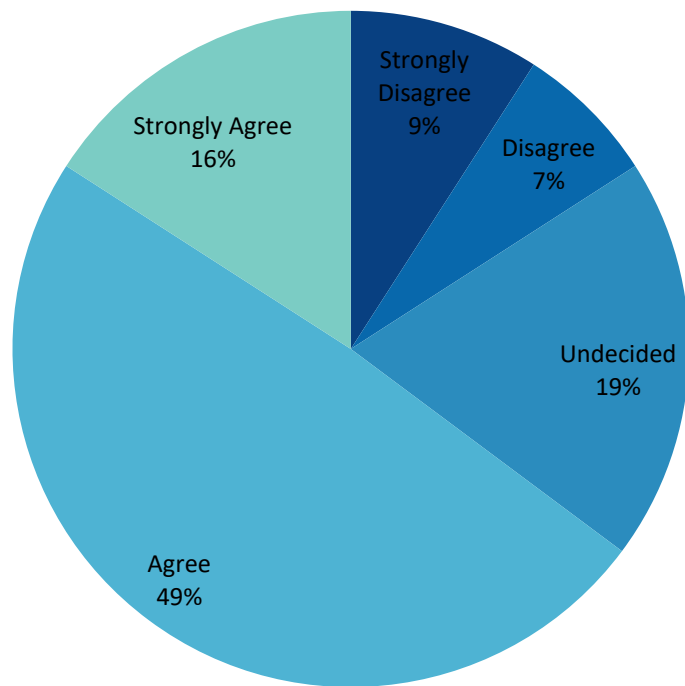
Value	Percent	Count
Strongly Disagree	8.0%	7
Disagree	11.4%	10
Undecided	18.2%	16
Agree	40.9%	36
Strongly Agree	21.6%	19
	Totals	88

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



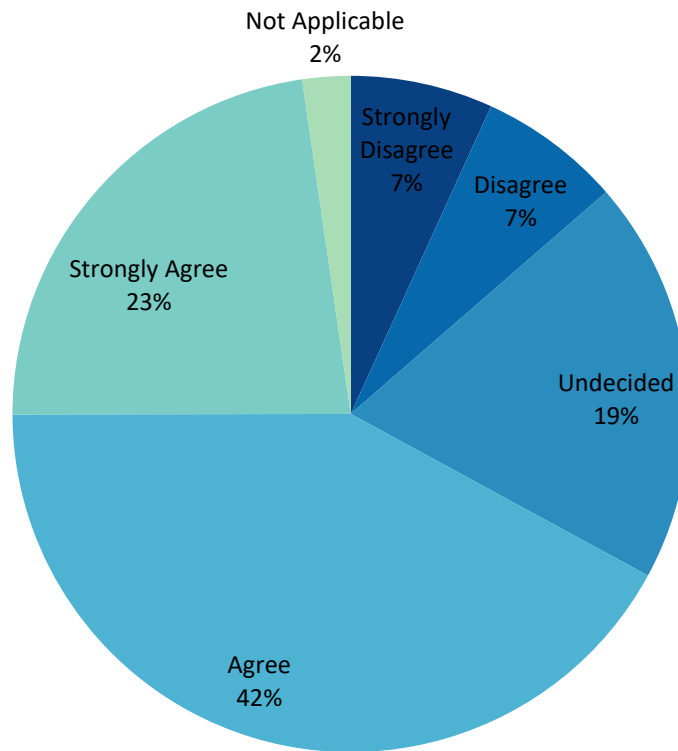
Value	Percent	Count
Strongly Disagree	10.2%	9
Disagree	5.7%	5
Undecided	14.8%	13
Agree	36.4%	32
Strongly Agree	30.7%	27
Not Applicable	2.3%	2
	Totals	88

22.I am able to do things better that I want to do.



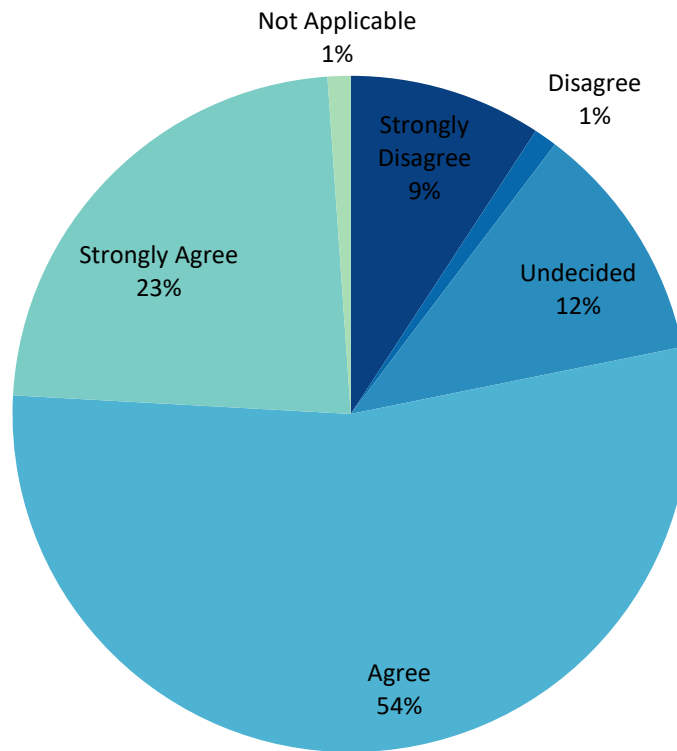
Value	Percent	Count
Strongly Disagree	9.1%	8
Disagree	6.8%	6
Undecided	19.3%	17
Agree	48.9%	43
Strongly Agree	15.9%	14
	Totals	88

23.I know people who will listen and understand me when I need to talk.



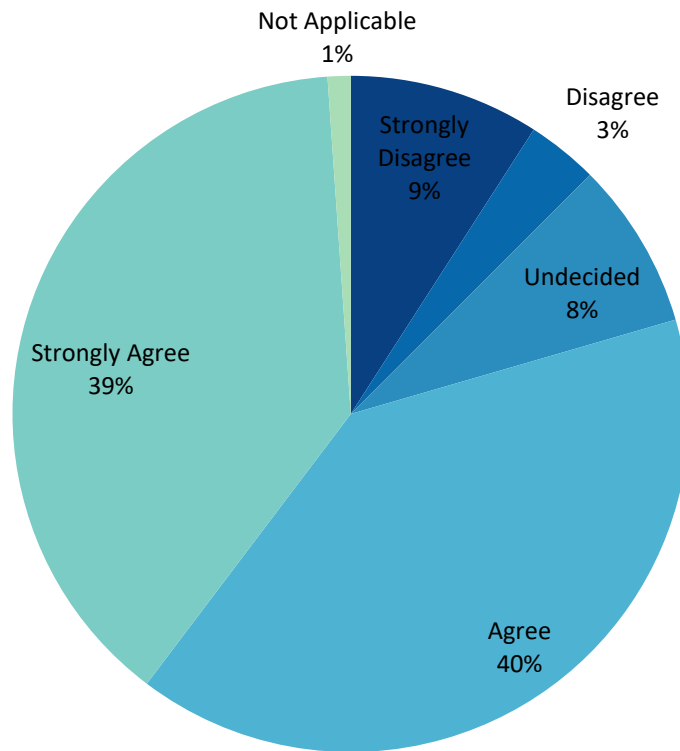
Value	Percent	Count
Strongly Disagree	6.8%	6
Disagree	6.8%	6
Undecided	19.3%	17
Agree	42.0%	37
Strongly Agree	22.7%	20
Not Applicable	2.3%	2
	Totals	88

24.I have people with whom I am comfortable talking about my problem(s).



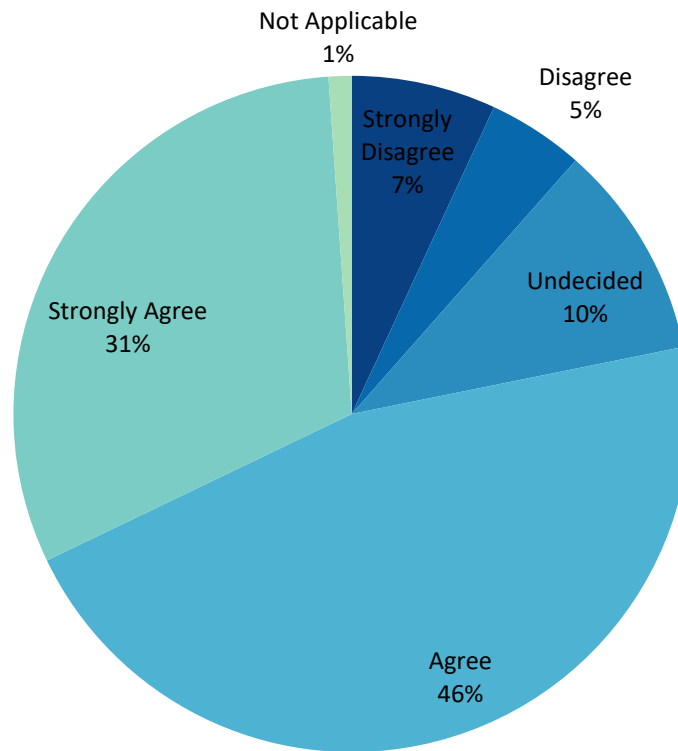
Value	Percent	Count
Strongly Disagree	9.2%	8
Disagree	1.1%	1
Undecided	11.5%	10
Agree	54.0%	47
Strongly Agree	23.0%	20
Not Applicable	1.1%	1
	Totals	87

25. In a crisis, I would have the support I need from family or friends.



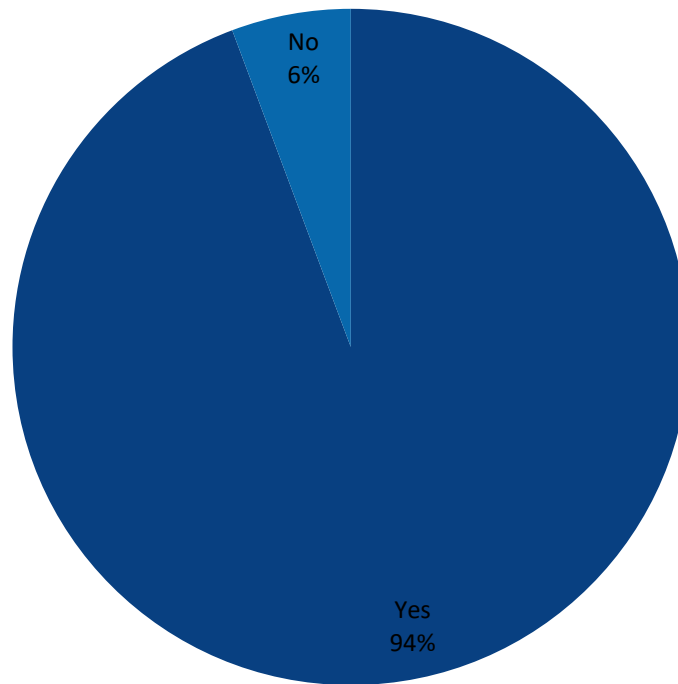
Value	Percent	Count
Strongly Disagree	9.1%	8
Disagree	3.4%	3
Undecided	8.0%	7
Agree	39.8%	35
Strongly Agree	38.6%	34
Not Applicable	1.1%	1
	Totals	88

26.I have people with whom I can do enjoyable things.



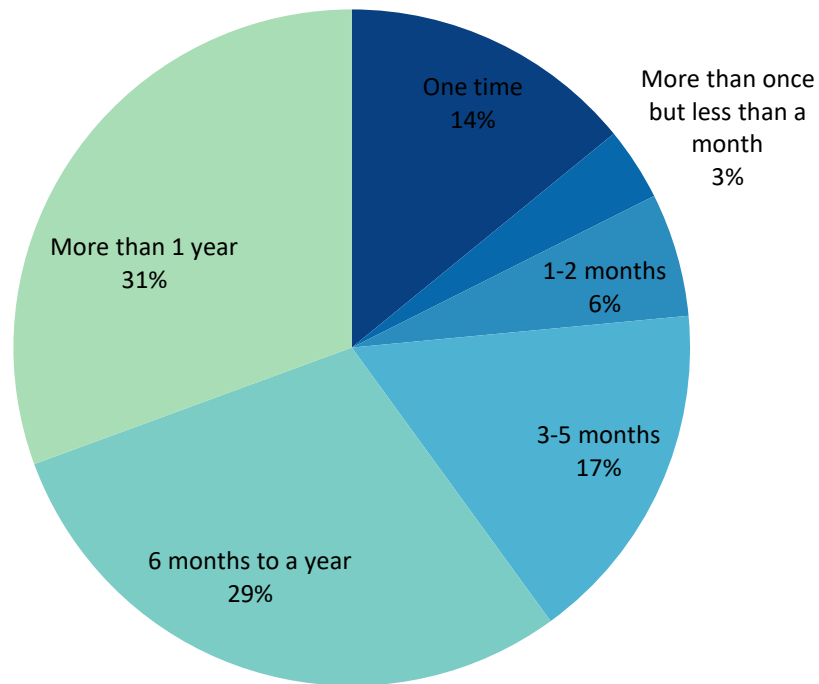
Value	Percent	Count
Strongly Disagree	6.9%	6
Disagree	4.6%	4
Undecided	10.3%	9
Agree	46.0%	40
Strongly Agree	31.0%	27
Not Applicable	1.1%	1
	Totals	87

27.Are you currently receiving services?



Value	Percent	Count
Yes	94.3%	82
No	5.7%	5
	Totals	87

28.About how long have you received mental health or co-occurring behavioral health services?



Value	Percent	Count
One time	14.1%	12
More than once but less than a month	3.5%	3
1-2 months	5.9%	5
3-5 months	16.5%	14
6 months to a year	29.4%	25
More than 1 year	30.6%	26
	Totals	85

29.What has been the most helpful thing about the services you received?

ResponseID	Response
2	Coping skills and getting friends
3	understanding mental health
4	ways to cope when I'm depressed or bottling things
5	I'm able to deal with drama
6	I don't know
7	?
8	Nothing. I hate it and I (illegible, never?) go there with my baby and Mom
9	getting better
10	not using substances
11	none
12	therapy
13	not much but it's not bad but ima say meeting batman, doing five backflips into a roundoff tripple berry foam cloud
14	IDN (I don't know)
15	nothing
16	therapy
17	help me have better teeth
19	People talking to me whenever I need.
20	No you

21	JAN (?)
23	none
24	no
25	the staff here are amazing and the help I get and the school is good and my grades are getting better
26	realizing who I am inside and outside of here
27	Being able to talk to someone when struggling
28	keeping me sober
29	just being able to try and do better
30	learning the coping skills that I have learned
31	being around Mrs, B
32	nothing
33	N/A
34	people to keep a word with
35	how to cope
36	Therapy because my therapist listens to me and helps me
37	learned how to handle frustrations better
38	free therapy and psych eval
39	therapies
40	Nothing. I don't understand this place. You are here for the staff to talk mess.
41	I'm still alive

42	Being able to cope
43	I have been able to graduate high school and get clean / just do better for myself
44	nothing
45	nothing
46	staff
47	staff
48	being at the AP
50	the meds
51	It's my first day!
52	understanding and feeling my emotion
53	having people I could go to for help
54	The people
55	Learning how to cope with urges
57	don't know
58	life skills
59	self management
60	don't know
61	people talking me out of things and helping me
62	Always having people to talk to and people helpfully pushing me to thrive
63	helping me understand my feelings
64	learning new ways to cope

65	I'm not sure
66	I can cope with things out of my control
67	people help me when I need it
68	They have been good. I learned new coping skills
69	The staff helped me learn about the world and talk about my feelings
70	learning coping skills
71	I found myself
72	All of it
73	my meds & education
74	learning how to talk to my parents with respect, basically family therapy
75	I been able to put my future ahead of me and I'm starting to notice thing I can change because of my goals
76	Stoping myself from doing drugs got addicted but now I am not
77	Not having drugs in my arms
78	I have learned to control my emotions
79	Talking to people about my troubles and people relating and understanding how I feel
80	my therapy. not wanting drugs
81	therapy
82	The one on one services. When I'm in a calmer environment

83	it's helped me manage my emotions
84	I learned good coping skills and it helps me calm down during stressful times
85	The things they tell me I can use as a coping mechanism
86	talking
87	I feel as I have someone to talk to
88	the anger part
89	they help me work through my problems and function better on a daily basis
90	that I have someone to talk to when needed and someone else to voice their opinion on ongoing situations
91	I've had less someone to talk to when something's bothering me

30.What would improve the services?

ResponseID	Response
3	better wall colors and decorations
4	letting me participate in off-grounds activities
5	Better rule-following by staff
6	don't know
7	?
8	Going home. I need to go back to my mom.
9	the staff treating us better
10	less restrictive
11	idk (I don't know)
12	Nothing
13	pineapple no lgbtq but i support half. let us wear are close freely.
14	IDN (I don't know)
15	nothing
16	chik-fil-a
17	not group-based
19	No bridges
20	No you
21	Shutting down dis
23	none

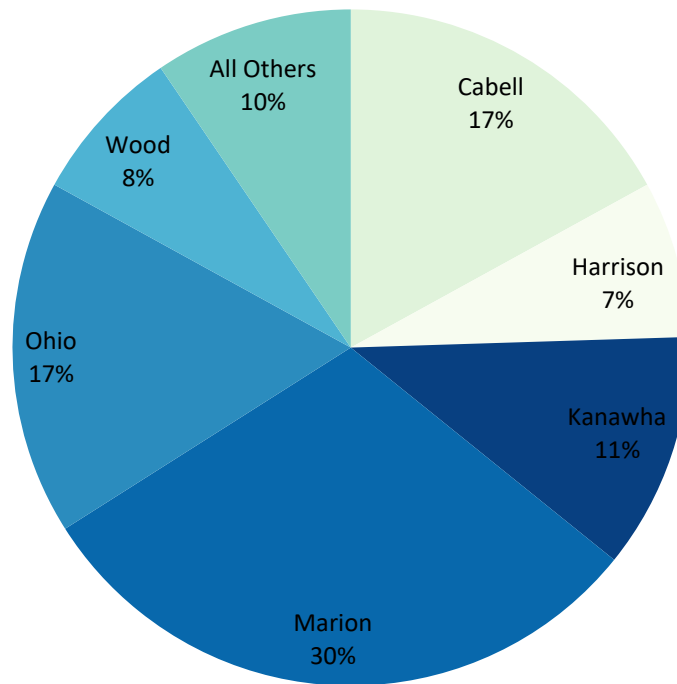
24	no
25	Nothing.
26	not punishing the kids who are doing good because others are not doing what they are supposed to
27	getting more sleep
28	groups for kids that have no family to go home to and have to age out of the system. More sleep. Able to contact friends.
29	nothing
30	I don't know
31	get out more for trips
33	more help
34	being home for good
35	sleep more
36	If I got more therapy throughout the week
37	better coping tools
38	not being group-based
39	phones, pool
40	Getting the right staff who actually care about the kids.
41	Being in a more comfy place
42	Being able to go home longer
44	nothing

45	nothing
46	talking to cheif more
47	better understand
48	not being depressed
50	more time talking to family and off campus visits (day pass) and more home visits for those who deserve/earn it
51	If we could be in our room more
52	staff treated peers the same and not picking favs
53	them asking if I need to talk rather than me having to ask
54	Better food
55	more than two staff working with us at a time
57	more help
58	being able to read when we are not doing anything
59	if people correctly did their job
61	keep me focused
62	staff hearing out kids before making assumptions
63	staff being a little more aware
64	I don't know
65	Being able to get a job
66	IDK

67	nothing
68	watching peers better
69	better food/drinks
70	None they are good
71	going on activities
72	Staff (some)
73	having more say in things
74	my thoughts getting put into consideration
75	More one-on-one time with staff for kids who need it the most
76	if they would stop trying to tell me what was wrong with me but they really don't know
77	to long, let me out! I'm serious. Letting me go home
78	to occasionally listen to me instead of saying things over and over again
79	less hot clothing in summer. warmer clothing in winter
80	shorts for school like our pants
81	longer therapy
82	staff that actually care
83	nothing
84	I'm satisfied
85	Nothing it's good over all

86	IDK
87	Nothing
88	nothing
89	nothing
90	nothing.

31. In what county did you receive services most often? (If you mainly received services by phone or in your home, please select your home county.)



Value	Percent	Count
Cabell	17.0%	9
Harrison	7.5%	4
Kanawha	11.3%	6
Marion	30.2%	16
Marshall	1.9%	1
Monongalia	1.9%	1
Ohio	17.0%	9
Putnam	1.9%	1
Upshur	1.9%	1

Wayne	1.9%	1
Wood	7.5%	4
	Totals	53

32. Please list the behavioral health provider agency or agencies that served you.

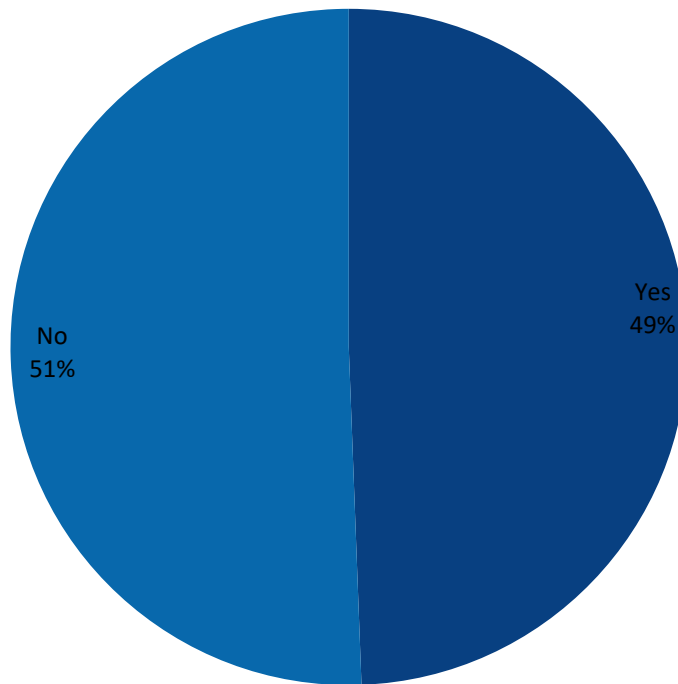
ResponseID	Response
2	Home base
3	harsha's (?) behavioral health system, Bloomington Meadows (3x), Columbus Behavioral Health Center, Belmont Pines, Highland
4	I'm not sure of the name
5	Crittenton
6	idk (I don't know)
7	Aetna, DHHR CPS
8	too many
9	Crittenton
10	C.H.O.W.
12	Academy Programs BUMPS
13	n/a
15	nam
16	my behaviors
17	health care
19	N/A
20	can't even do it
21	NA
25	Academy Programs

26	Academy Programs
27	Academy Programs
28	Florence Crittenton
30	Academy Programs
32	Westbrook
34	CPS, YSC, AP
35	the AP
36	Safe at Home and New Outlook
40	Academy Programs
42	Academy Programs
43	Academy Programs, Burlington United Methodist, Genesis, Gutske shelter, DHHR
45	Bad
46	sadness, angry
48	depression
50	don't remember
51	Chandler
52	I don't know
54	Academy Programs
55	Academy Programs
58	don't remember
59	idk

63	Academy Programs
65	Crittenton Services
66	Florence Crittenton
67	Crittenton
68	Florence Crittenton
69	Crittenton Services
70	Crittenton
71	Crittenton
72	Crittenton
73	Prestera
74	YSS (Youth Services System)
75	Youth Academy
78	NYAP, Safe at Home
79	Valley, Chestnut Ridge, and a couple more I don't remember
80	DHS
81	Academy Programs
82	Evergreen Therapeutic treatment
83	prestera
84	Prestera
85	Billie
89	Prestera

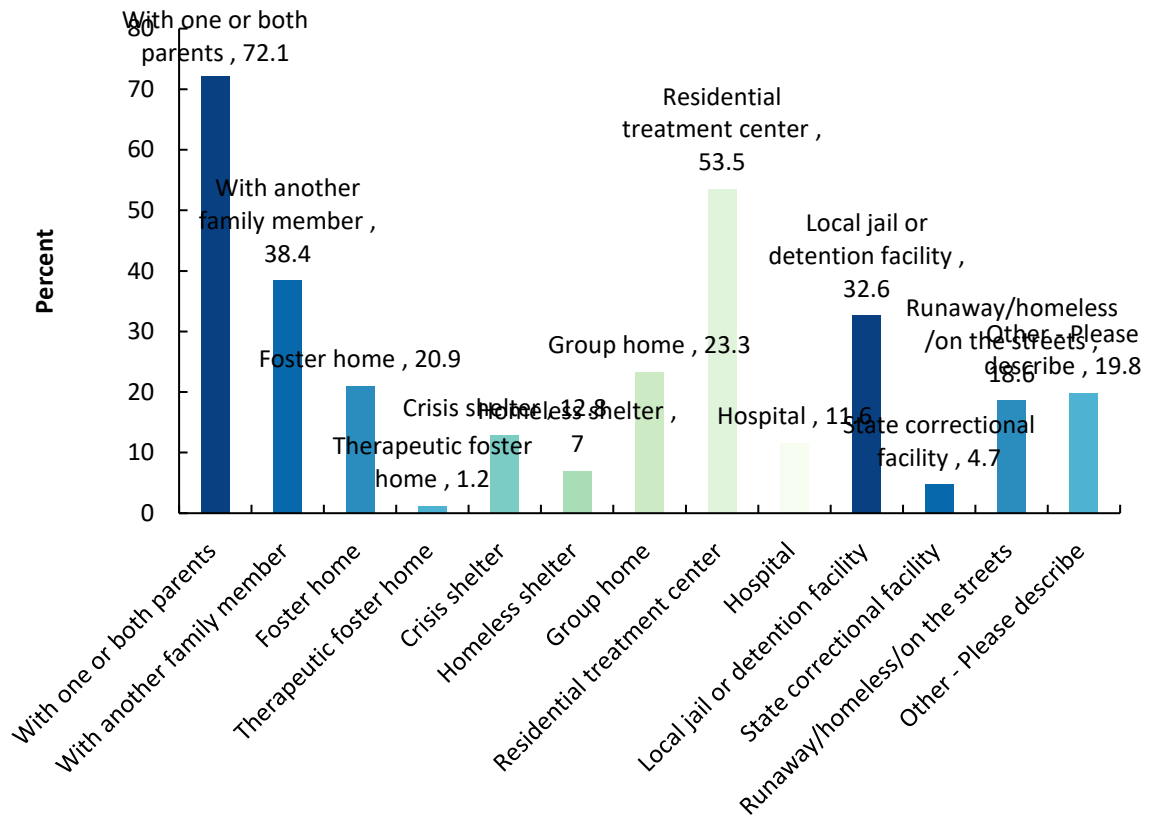
90	FMRS
91	Cabell County Hospital

33.Are you currently living with one or both of your parents?



Value	Percent	Count
Yes	49.4%	42
No	50.6%	43
	Totals	85

34. Please check all the places you have lived in the last year.



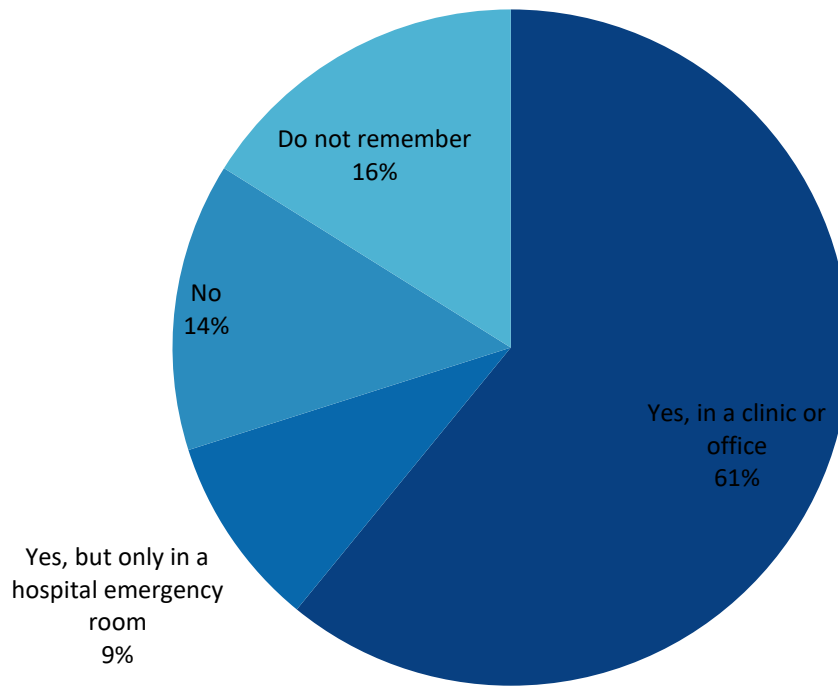
Value	Percent	Count
With one or both parents	72.1%	62
With another family member	38.4%	33
Foster home	20.9%	18
Therapeutic foster home	1.2%	1
Crisis shelter	12.8%	11
Homeless shelter	7.0%	6
Group home	23.3%	20
Residential treatment center	53.5%	46
Hospital	11.6%	10

Local jail or detention facility	32.6%	28
State correctional facility	4.7%	4
Runaway/homeless/on the streets	18.6%	16
Other - Please describe	19.8%	17

Other - Please describe	Count
placement	2
AP	1
Children's Home Society	1
Diagnostic	1
Hova (?) hall and Davis Shelter	1
I lived with my grandma	1
I'm in placement	1
can't even do it	1
different states. Alt, NY.	1
ex-boyfriend's house	1
family friend	1
friend's house	1
friends	1
friends home/drughead's home	1
hotel waiting for a home	1

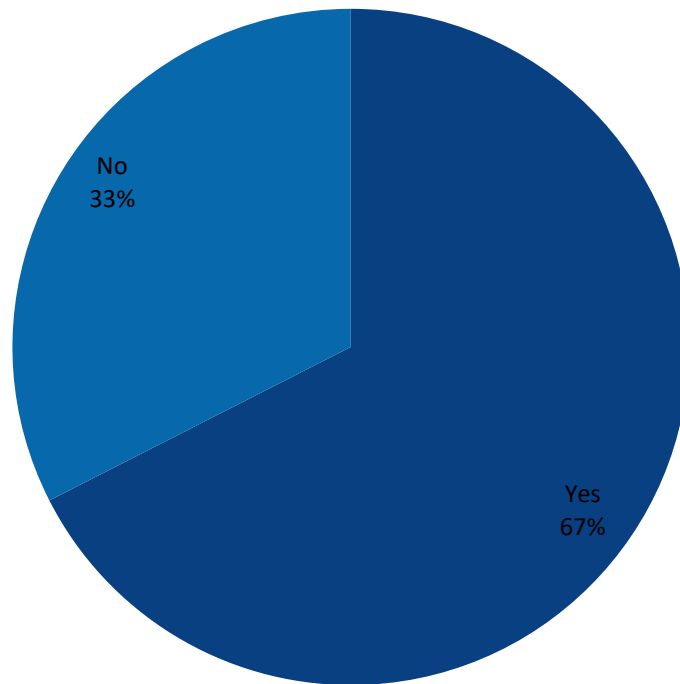
Totals	16
--------	----

35. In the last year, did you see a medical doctor or other health care professional for a check-up or because you were not feeling well?



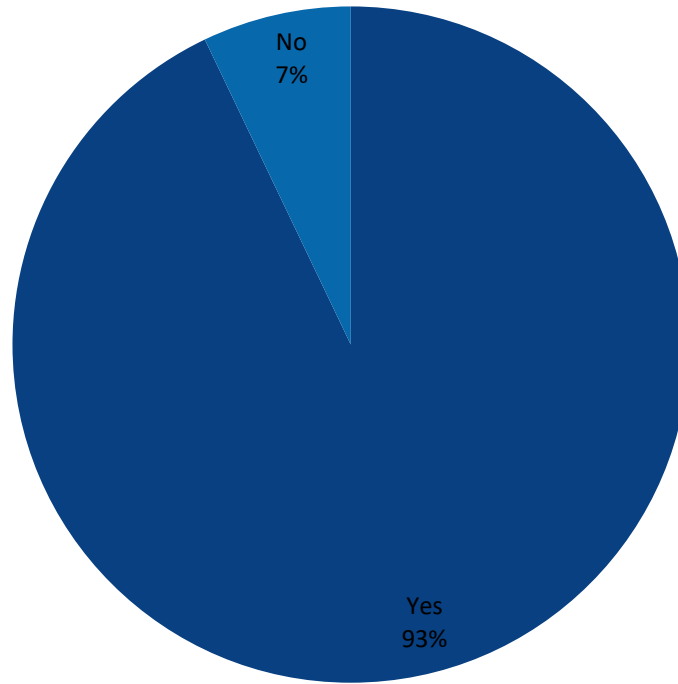
Value	Percent	Count
Yes, in a clinic or office	60.9%	53
Yes, but only in a hospital emergency room	9.2%	8
No	13.8%	12
Do not remember	16.1%	14
	Totals	87

36.Are you taking medication for emotional/behavioral health needs?



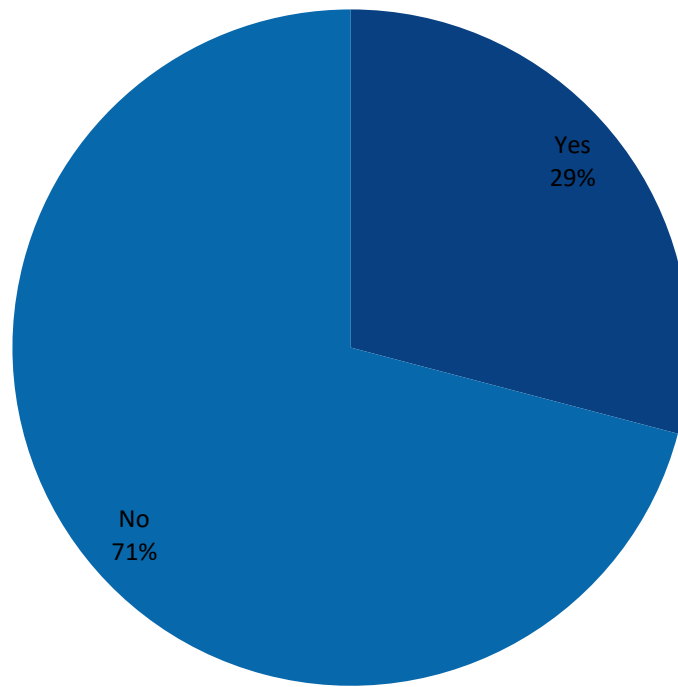
Value	Percent	Count
Yes	67.5%	56
No	32.5%	27
	Totals	83

37. Did your doctor or other health care professional tell you about possible side effects of your medication?



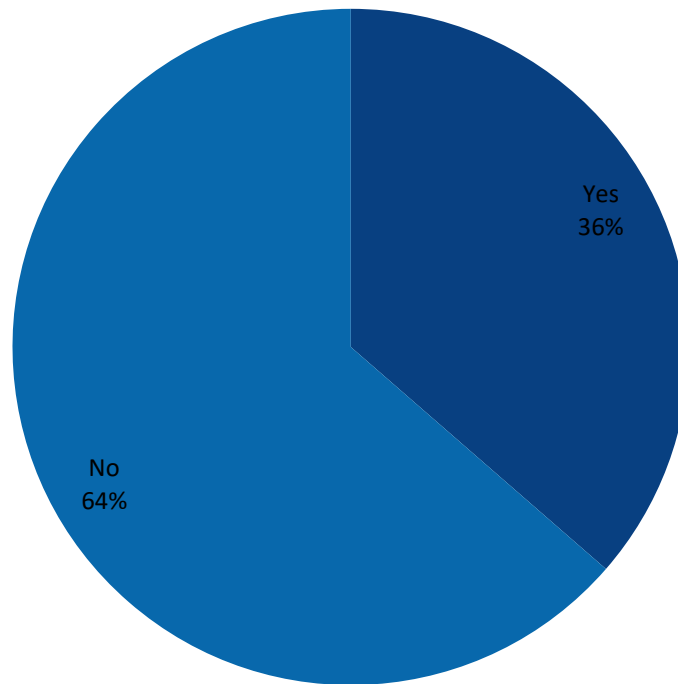
Value	Percent	Count
Yes	92.9%	52
No	7.1%	4
	Totals	56

38. Since you began receiving mental health services, have you been arrested by the police?



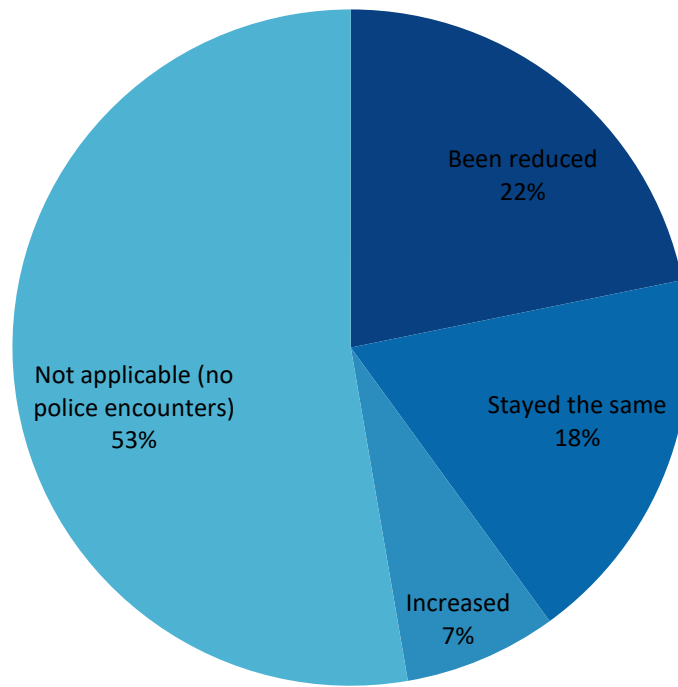
Value	Percent	Count
Yes	29.1%	16
No	70.9%	39
	Totals	55

39. Were you arrested in the year prior to receiving mental health services?



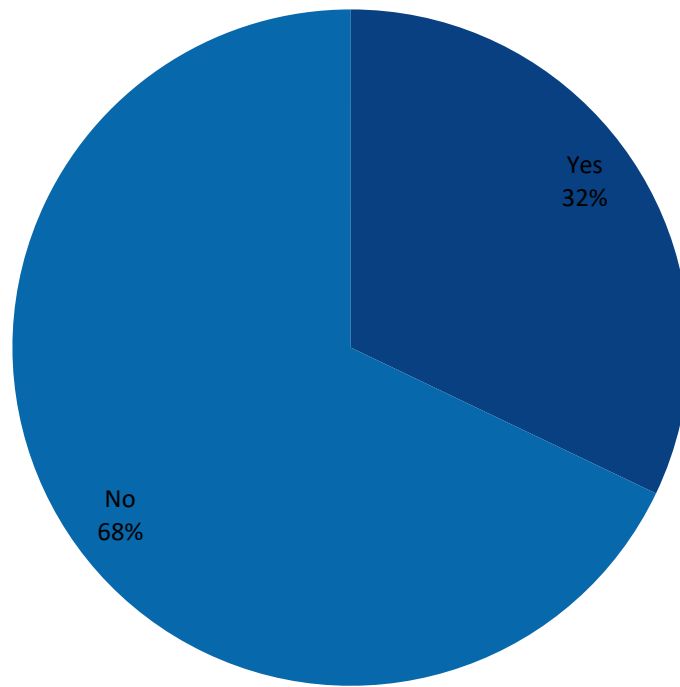
Value	Percent	Count
Yes	36.4%	20
No	63.6%	35
	Totals	55

40. Since you began receiving mental health services, have your encounters with the police



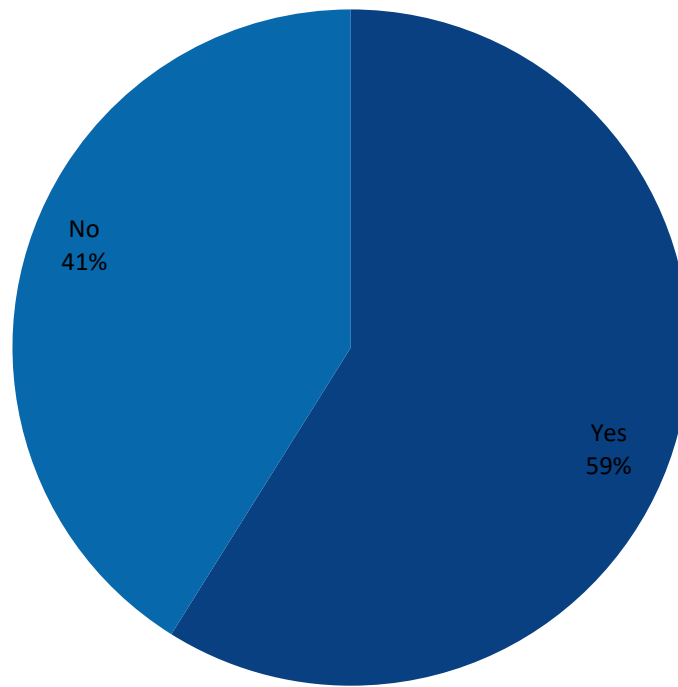
Value	Percent	Count
Been reduced	21.8%	12
Stayed the same	18.2%	10
Increased	7.3%	4
Not applicable (no police encounters)	52.7%	29
	Totals	55

41. Have you been expelled or suspended since beginning mental health services?



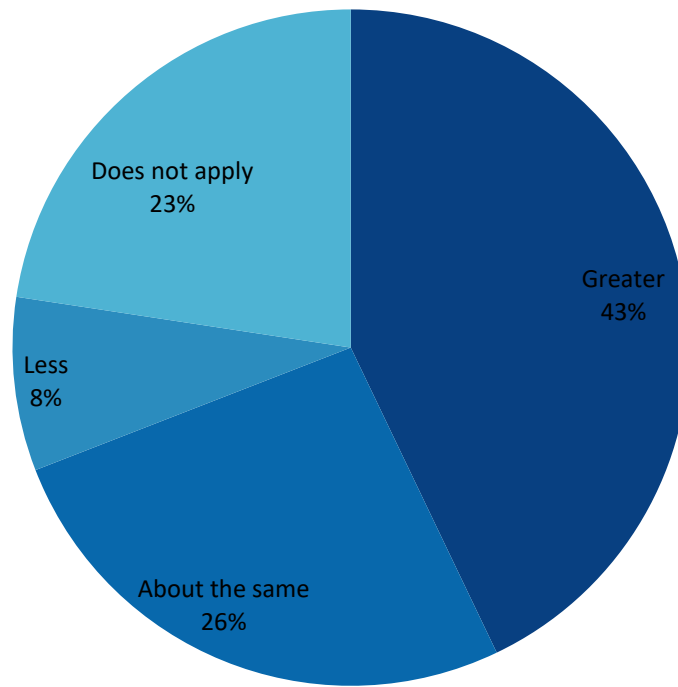
Value	Percent	Count
Yes	32.1%	18
No	67.9%	38
	Totals	56

42. Were you expelled or suspended in the year before receiving mental health services?



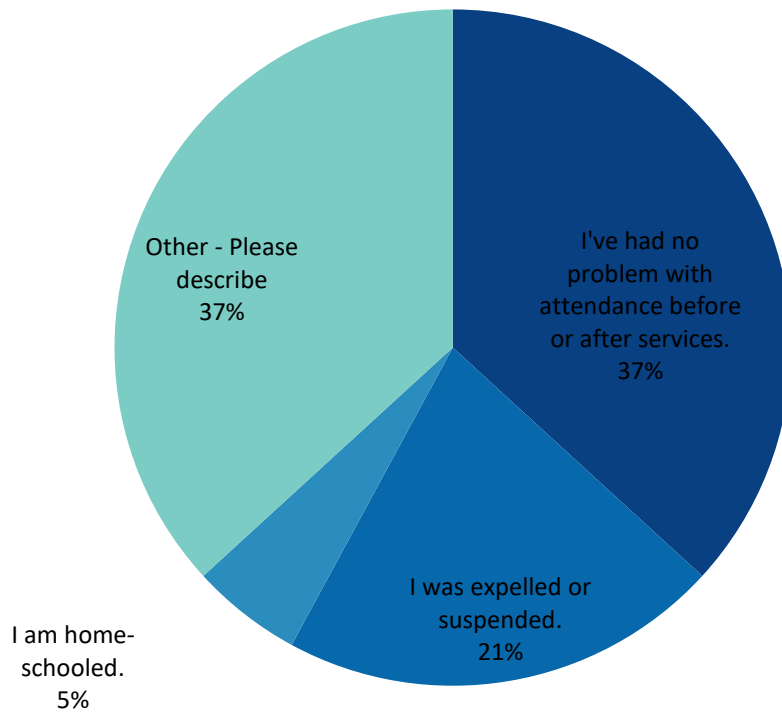
Value	Percent	Count
Yes	58.9%	33
No	41.1%	23
	Totals	56

43. Since starting to receive mental health services, the number of days you were in school is



Value	Percent	Count
Greater	42.9%	36
About the same	26.2%	22
Less	8.3%	7
Does not apply	22.6%	19
	Totals	84

44. Please share the reason you checked "Does not apply" about number of days you were in school.

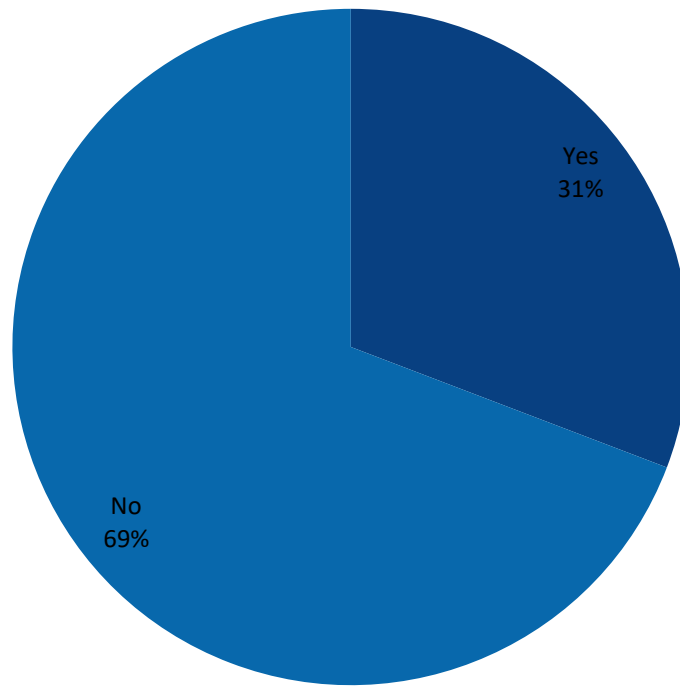


Value	Percent	Count
I've had no problem with attendance before or after services.	36.8%	7
I was expelled or suspended.	21.1%	4
I am home-schooled.	5.3%	1
Other - Please describe	36.8%	7
	Totals	19

Other - Please describe	Count
Alternative school (online)	1

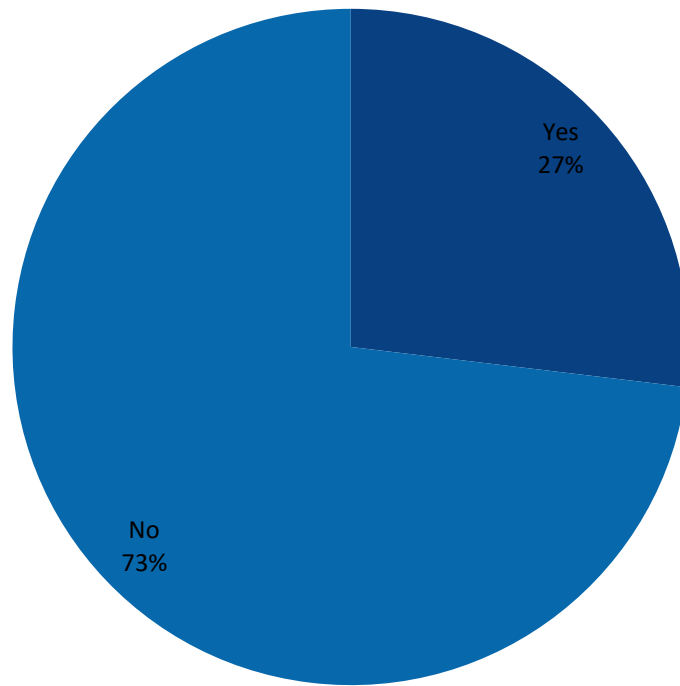
I got my GED	1
I'm at the Academy	1
I'm in placement!	1
alternative (online)	1
can't even do it bubby	1
never been back	1
Totals	7

45. Were you arrested during the last 12 months?



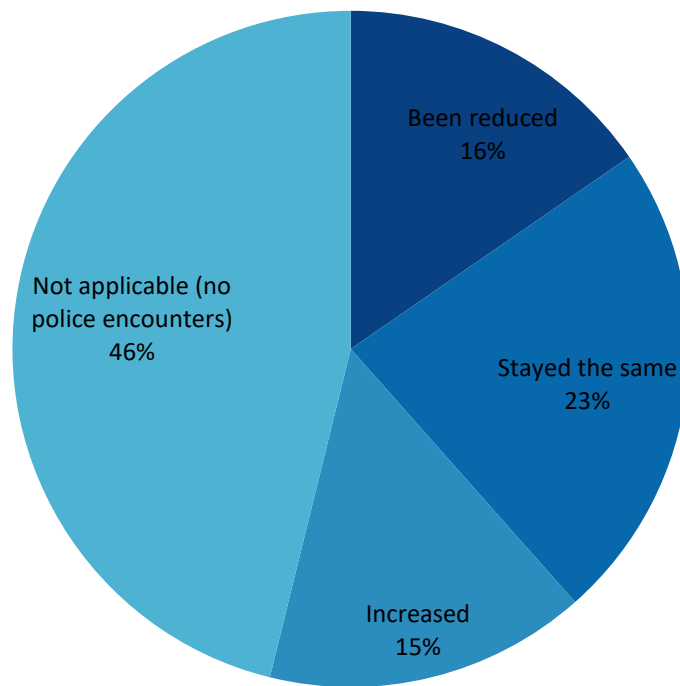
Value	Percent	Count
Yes	30.8%	8
No	69.2%	18
	Totals	26

46. Were you arrested in the 12 months prior to that?



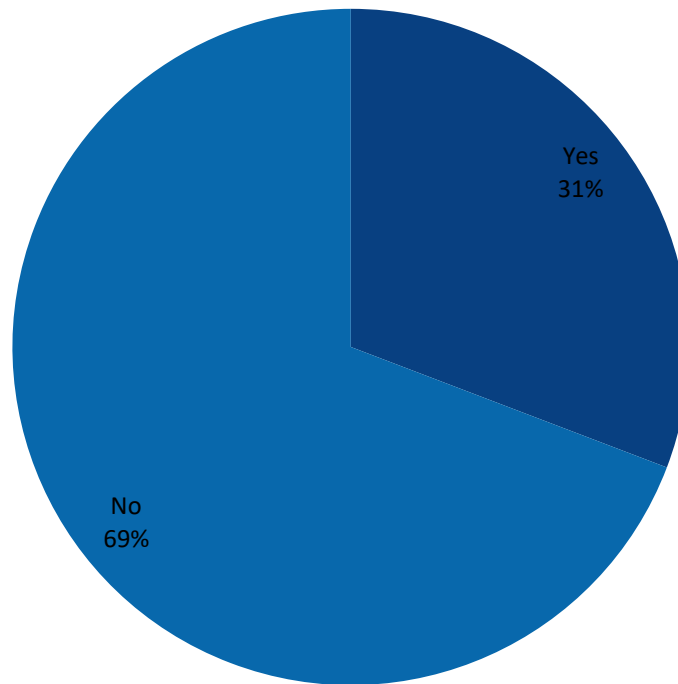
Value	Percent	Count
Yes	26.9%	7
No	73.1%	19
	Totals	26

47. In the past year, have your encounters with the police



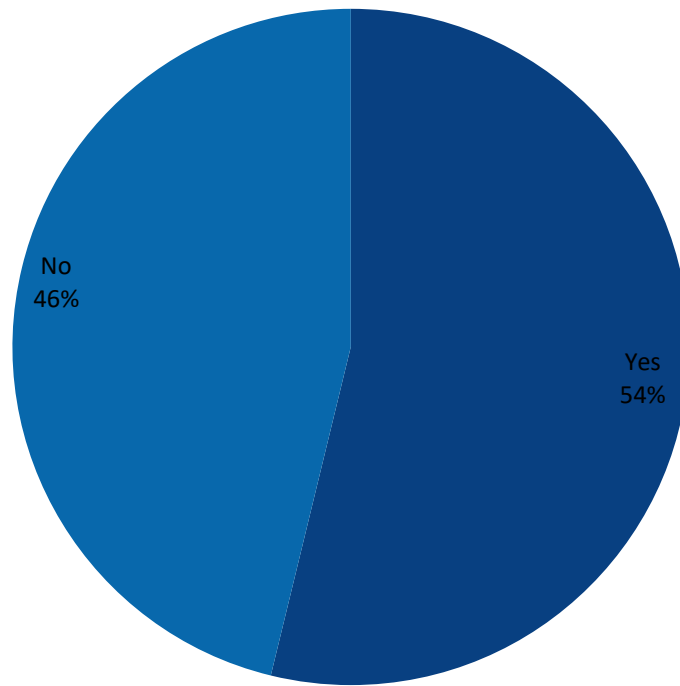
Value	Percent	Count
Been reduced	15.4%	4
Stayed the same	23.1%	6
Increased	15.4%	4
Not applicable (no police encounters)	46.2%	12
Totals		26

48. Were you expelled or suspended in the last 12 months?



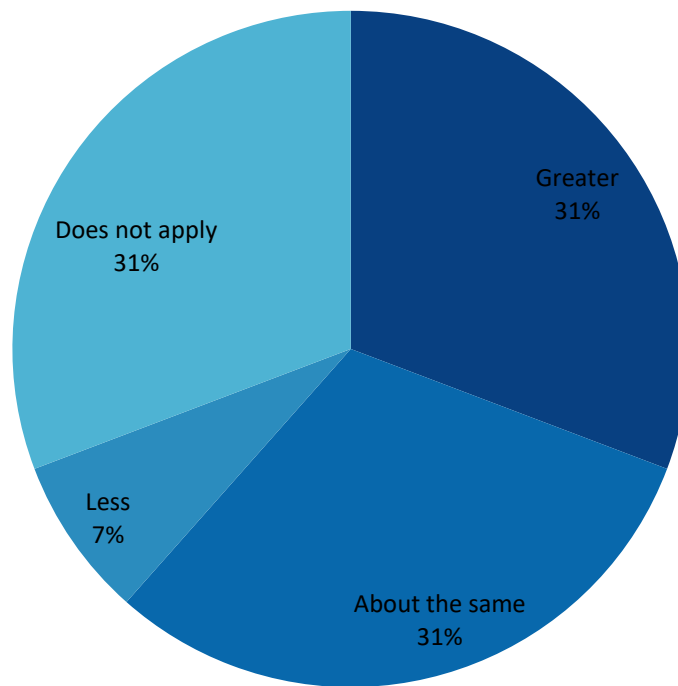
Value	Percent	Count
Yes	30.8%	8
No	69.2%	18
	Totals	26

49. Were you expelled or suspended during the 12 months prior to that?



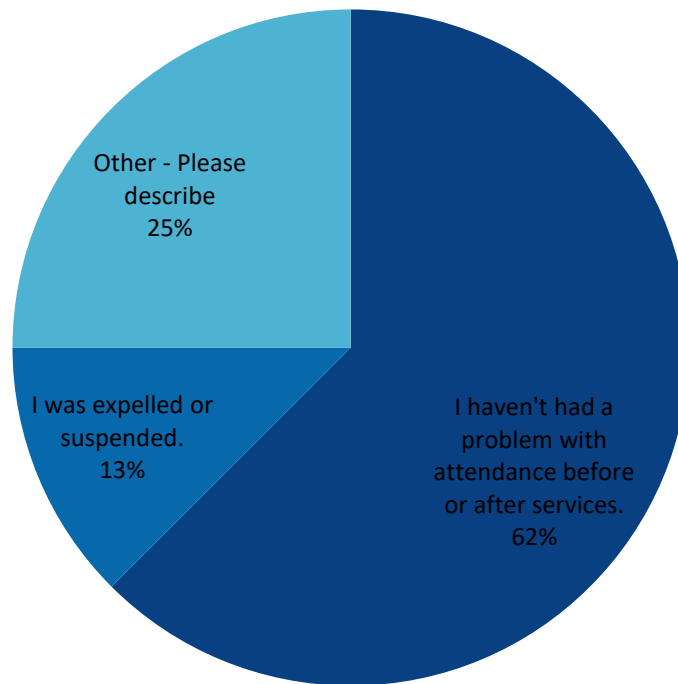
Value	Percent	Count
Yes	53.8%	14
No	46.2%	12
	Totals	26

50.Over the last year, the number of days you were in school is



Value	Percent	Count
Greater	30.8%	8
About the same	30.8%	8
Less	7.7%	2
Does not apply	30.8%	8
	Totals	26

51. Please select the reason you checked "Does not apply" about your number of days in school.

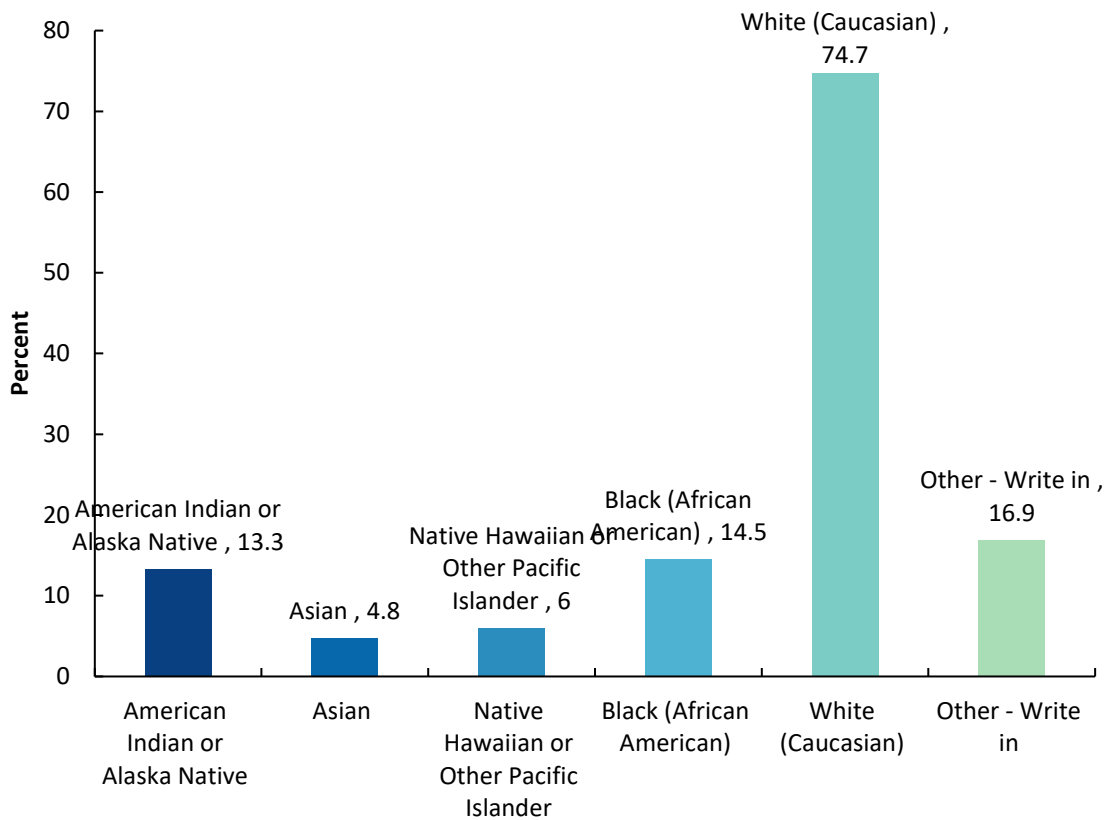


Value	Percent	Count
I haven't had a problem with attendance before or after services.	62.5%	5
I was expelled or suspended.	12.5%	1
Other - Please describe	25.0%	2
	Totals	8

Other - Please describe	Count
I'm at the Academy	1
can't even do it bubby	1

Totals	2
--------	---

52.What is your race? Please mark all that apply.

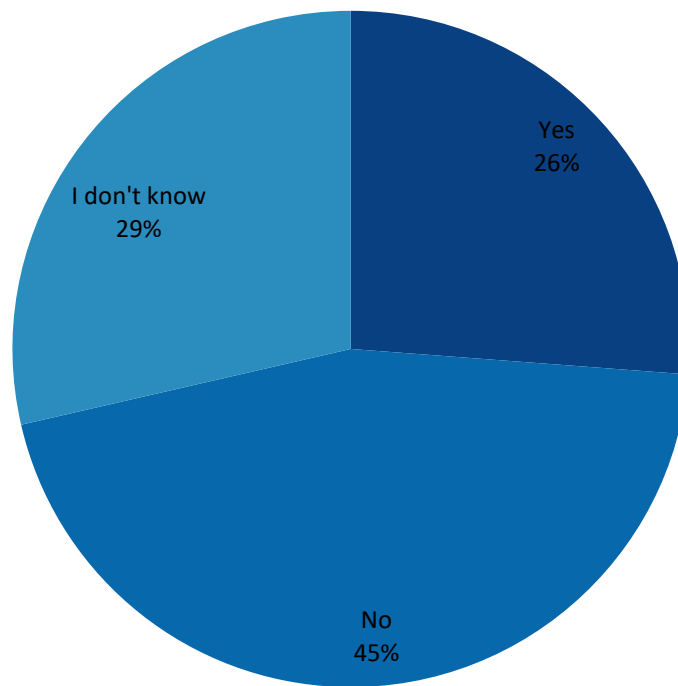


Value	Percent	Count
American Indian or Alaska Native	13.3%	11
Asian	4.8%	4
Native Hawaiian or Other Pacific Islander	6.0%	5
Black (African American)	14.5%	12
White (Caucasian)	74.7%	62
Other - Write in	16.9%	14

Other - Write in	Count

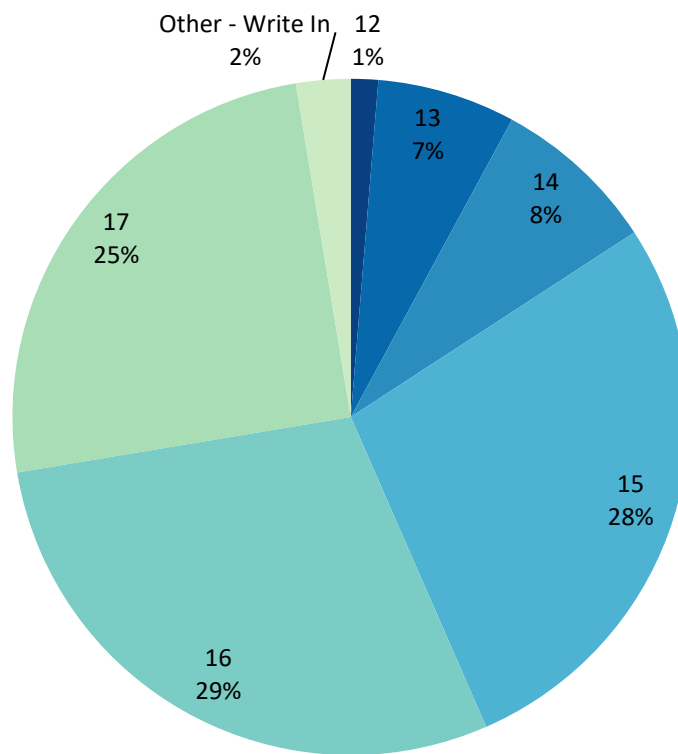
Mexican	3
Batman	1
I don't know	1
I'm an APPLE	1
Mixed	1
Mixed race - white and black	1
Porterecan	1
Pureto Rican	1
Why does it matter?	1
green	1
mixed	1
mixed as well	1
Totals	14

53.Are either of your parents Hispanic or Latino?



Value	Percent	Count
Yes	26.2%	22
No	45.2%	38
I don't know	28.6%	24
	Totals	84

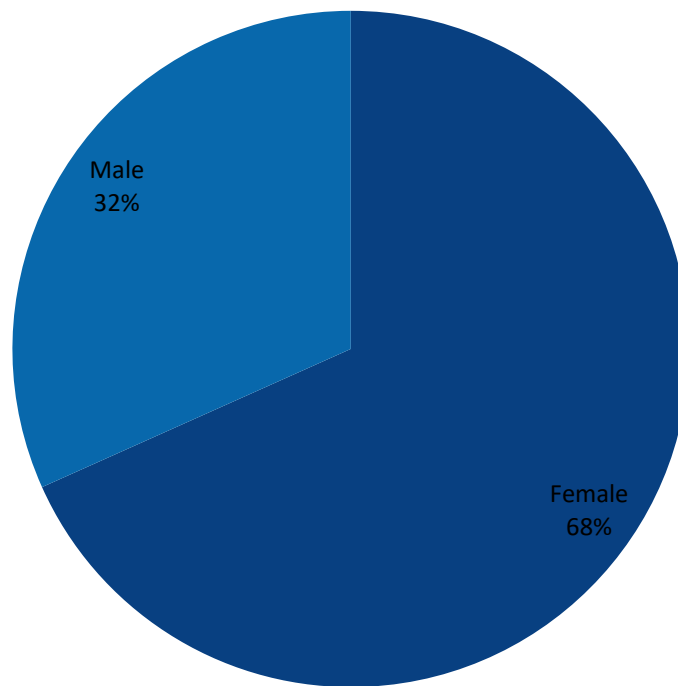
54.Please share your age.



Value	Percent	Count
12	1.3%	1
13	6.6%	5
14	7.9%	6
15	27.6%	21
16	28.9%	22
17	25.0%	19
Other - Write In	2.6%	2
	Totals	76

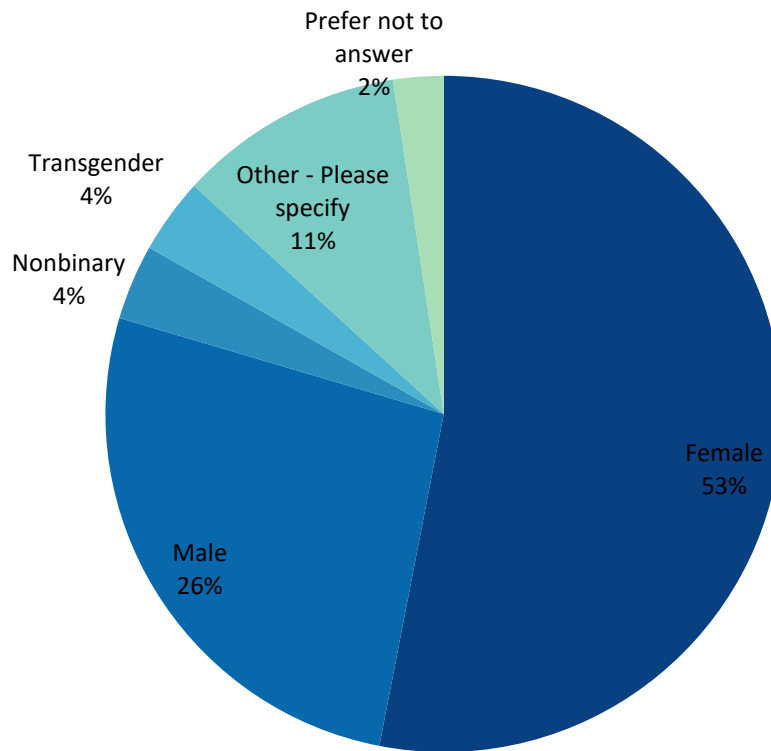
Other - Write In	Count
18	1
pineapple	1
Totals	2

55.What sex were you assigned at birth?



Value	Percent	Count
Female	68.3%	56
Male	31.7%	26
	Totals	82

56.How do you currently describe your gender?

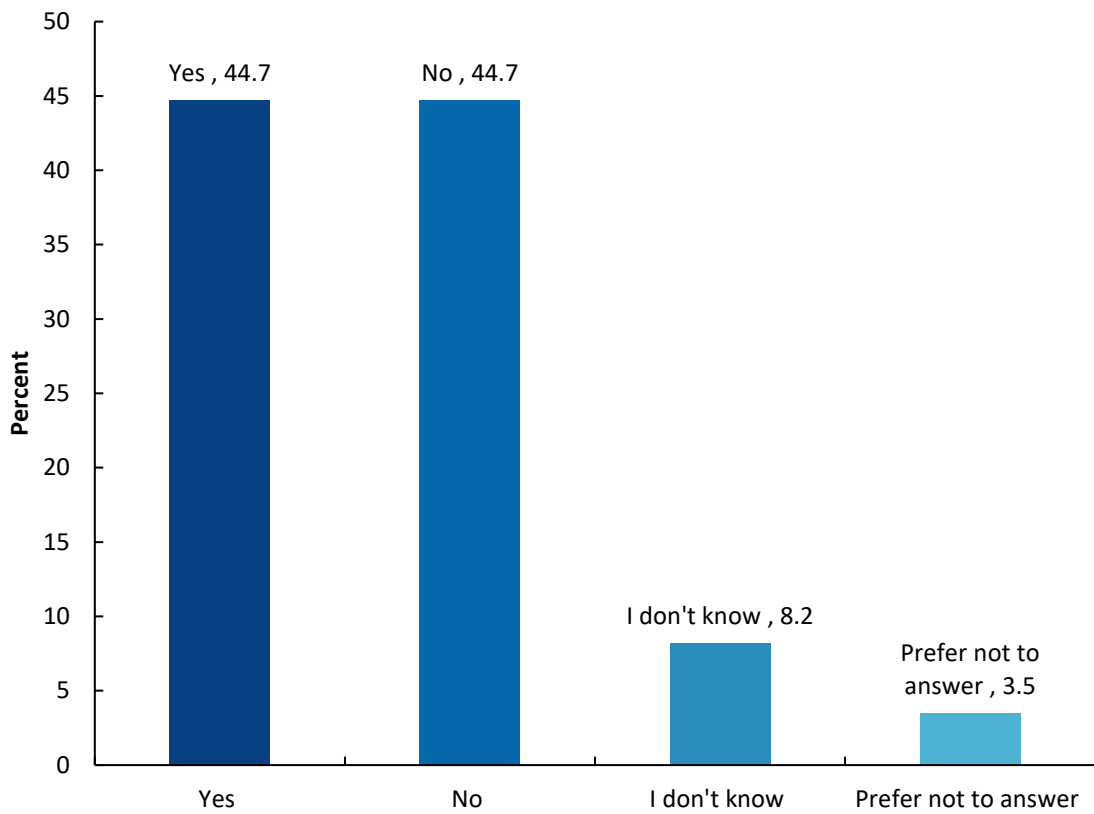


Value	Percent	Count
Female	53.0%	44
Male	26.5%	22
Nonbinary	3.6%	3
Transgender	3.6%	3
Other - Please specify	10.8%	9
Prefer not to answer	2.4%	2
	Totals	83

Other - Please specify	Count
------------------------	-------

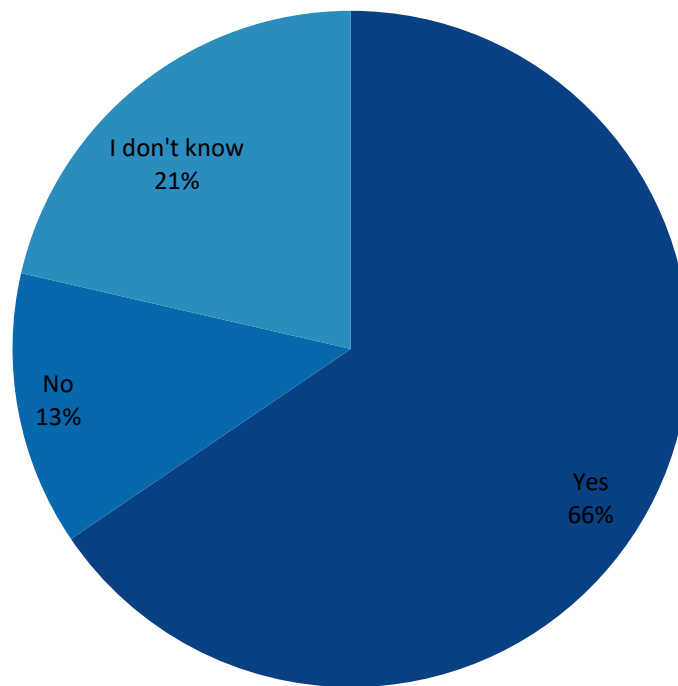
I don't like being a boy or a girl	1
I identify as a gremlin	1
Lebron	1
You tell me	1
attack helicopter	1
gangster	1
gender fluid	1
green	1
sandle	1
Totals	9

57.Do you consider yourself part of the LGBTQIA+ community?



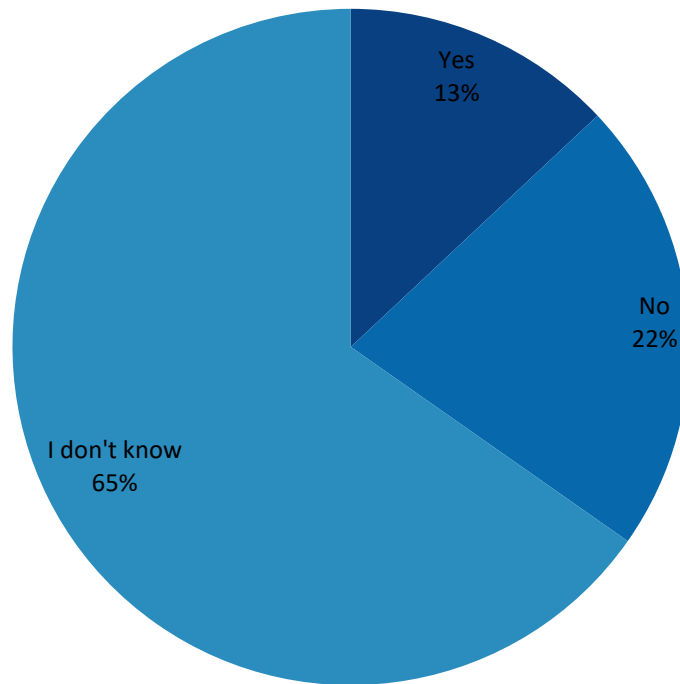
Value	Percent	Count
Yes	44.7%	38
No	44.7%	38
I don't know	8.2%	7
Prefer not to answer	3.5%	3

58.Do you have Medicaid insurance?



Value	Percent	Count
Yes	65.5%	55
No	13.1%	11
I don't know	21.4%	18
	Totals	84

59.Do you have health insurance other than Medicaid?



Value	Percent	Count
Yes	13.0%	3
No	21.7%	5
I don't know	65.2%	15
	Totals	23

60. Do you have any other feedback you'd like to share? Your input is important to us and could help improve behavioral health services in West Virginia.

ResponseID	Response
3	N/A
4	Don't try to hold kids against their PTSD like with pills
5	Hi!
6	No
7	No
8	idk (I don't know)
9	Nope
10	no feedback
12	No
13	chicken sandwich -with a side of graaps
14	IDN (I don't know)
15	No No No
20	can't even do it man
21	I want money
23	nope
24	no
25	No
28	We should be able to have some kind of privacy. A say in there life

29	just needing to see a doctor
30	No
31	IDK
32	The ap can use some improvement. It is not for some people like me
33	nope
34	No, I wanna go home
35	No.
36	no
39	no
41	I can't wait until I get more money.
42	N/A
43	I honestly think there is a lot of things that could improve/change with these placements that would be good for these kids. Just ask them.
45	Idk
46	No
47	better food
49	Help
50	Free me
51	Nope
52	No
53	I wish people could help more with kids who need more help and support

54	Nope
55	better food
58	let us read books more
59	shut this place down
62	No
63	no.
64	No
65	No
66	No
69	no thank you
70	No thank you
73	no.
74	I would like to see my family for a longer time? like home visit
76	I have a lot of different things wrong with me because I did drugs my whole life and messed myself up and have always been the bad kid
77	Remove ALL PLACEMENTS! Like actually get rid of them. It makes everything worse!
79	provided hopefully uniform sweatpants/sweatshirt on really cold days and khaki shorts during really hot days
80	shorts for school like our pants
81	No.

82	I honestly think that I was a good kid. I think that "hanging out" with bad kids influence good kids or the mentally week kids, to do bad things.
83	nope
85	Nope
86	No
89	No :)