



# Behavioral Health Satisfaction Survey Report

The DC Department of Behavioral Health (DBH)’s Consumer and Family Affairs (CFA) division collects feedback on community mental health and substance use services through the Mental Health Statistics Improvement

Program Survey (MHSIP) for Adults, the Youth Services Survey for Families (YSS-F), and the Substance Use Disorder (SUD) Satisfaction Survey. These surveys identify areas for improvement and support efforts to enhance quality of care. Mandated annually by SAMHSA, the findings are submitted as part of the federal Uniform Reporting System (URS) Tables, helping to assess nationwide trends, compare system strengths, and guide improvements in behavioral health care.

The surveys evaluated respondents' agreement with statements regarding services in eight domains: Access, Participation in Treatment Planning, Person-Centered Care Planning, Quality and Appropriateness (Adult) or Cultural Sensitivity (Child), Social Connectedness, Functioning, Outcomes, and General Satisfaction. A random sample was drawn, based on the number of consumers the previous year, including 2,599 adult consumers and 1,950 child and youth consumers with at least four mental health visits in the past six months, and 1,613 clients receiving substance use services with at least two outpatient visits in the past three months. To account for non-responses, the required sample size was oversampled sevenfold to help reach the target. Among valid contacts<sup>1</sup>, 473 adults (30%) completed the MHSIP Survey, 416 caregivers of children and youth (31%) completed the YSS-F Survey, and 203 individuals (19%) completed the SUD Survey.

Data collection took place from October 2023 to September 2024, managed by CFA. Surveyors, predominantly peers, received training in telephone etiquette, interviewing techniques, maintaining confidentiality, adhering to survey protocols, ensuring data accuracy, and performing data entry. Respondents, including consumers, clients, and caregivers of children, could complete the survey by phone or mail, with Spanish versions available for Spanish-speaking participants. Participation was voluntary, with consent provided, and no monetary incentives given.

These findings, based on self-reported data, provide valuable insights to enhance services and care. While subjective satisfaction differs from objective functional measures, these perspectives highlight system strengths and opportunities for meaningful improvements.

This report reviews year-to-year percentage changes in domain scores over three years (3-year review figure), using the following definitions:

- **Increase:** A rise of 4 percentage points or more.
- **Decrease:** A drop of 4 percentage points or more.
- **Minimal or No Change:** Less than a 4-percentage point difference.

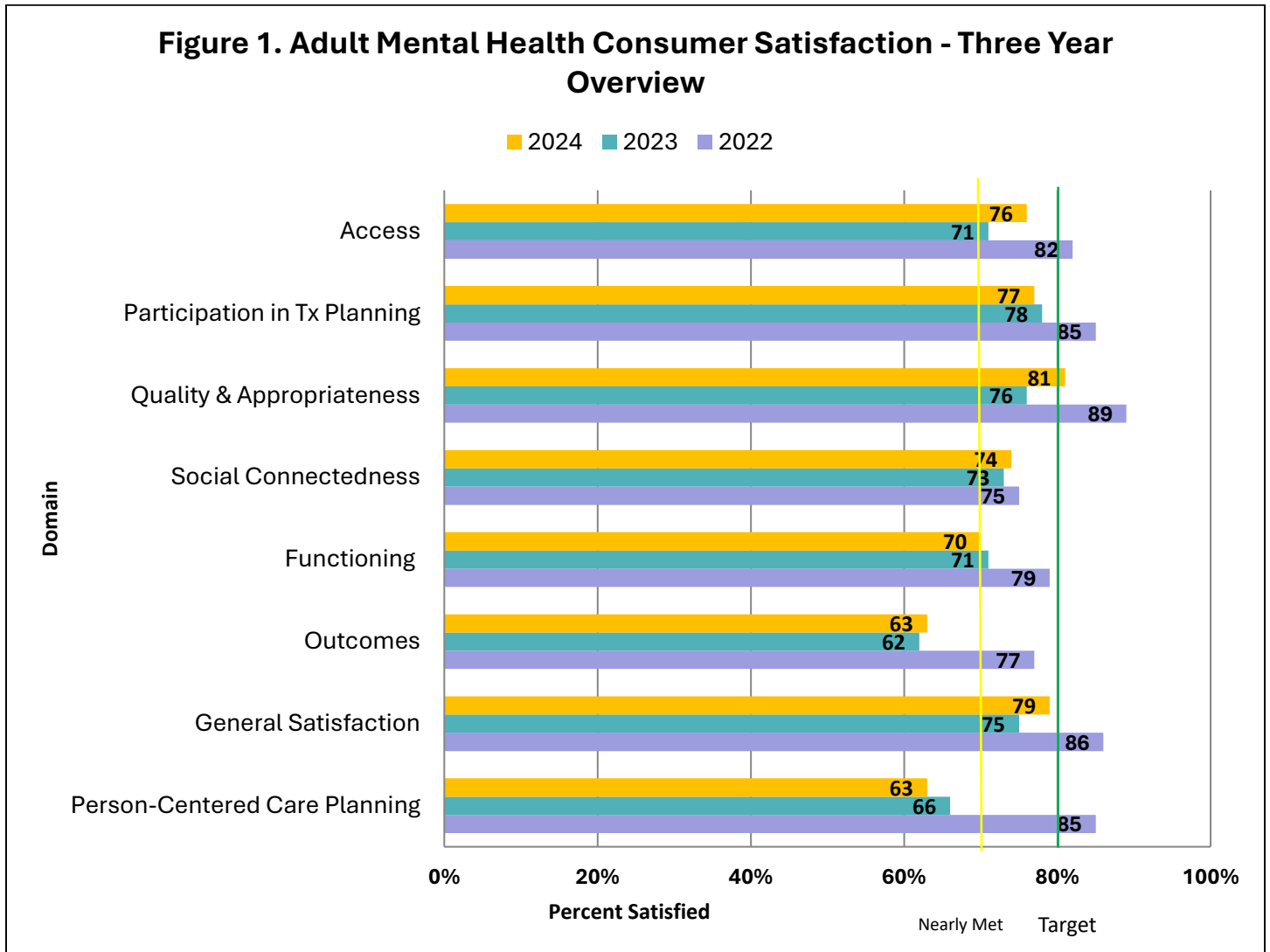
It also evaluates whether scores met the Key Performance Indicator (KPI) target of at least 80% (scores by survey question figure):

Met	80 - 100
Nearly Met	70 - 79
Not Met	0 - 69

<sup>1</sup> Valid contacts were calculated by dividing the number of completed surveys by the number of valid phone numbers or addresses: Adult (473/1594), Child (416/1339), and SUD (203/1052).

**ADULT CONSUMER FEEDBACK** provides valuable insights into the quality of mental health care, focusing on service effectiveness and overall experiences. By examining satisfaction trends, this section highlights opportunities for improving delivery of care to ensure services are responsive to individual needs. Most adult consumers were African American (75%), female (63%), averaging 46 years old, and received services for at least one year (78%).

As shown in Figure 1 (below), adult consumer satisfaction scores ranged from 62% to 89% over the past three years. From FY2022 to FY2023, most domains decreased by over 4 percentage points, while Social Connectedness saw minimal change. Between FY2023 and FY2024, increases were observed in General Satisfaction, Quality & Appropriateness, and Access. Other domains showed little change, with decreases or increases of under 4 percentage points.



Note: Fig. 1 Sample Size for 2022 = 408; 2023 = 406; 2024 = 473. Of 473 respondents, 353 = Black/African American, 9 = Other, and 111 = Unknown. Note: Domain scores (Fig 1) = % with an average score of domain items less than 2.5; Individual item scores (Fig 2) = % with only strongly agree or agree responses. Highlights indicate met, nearly met, or not met 80% benchmark for Key Performance Indicator (KPI).

The lowest-scoring questions (see Fig. 2) that fall under the “Not Met” category are described below:

**Functioning** showed mixed results, with meaningful activities (78) and ability to take care of needs (79) scoring in the "Nearly Met" range. Handling challenges (73) and doing desired activities (74) also fell under "Nearly Met," while **symptom management** scored lower at 61, in the "Not Met" range, highlighting a key area for improvement.

**Outcomes** showed mixed performance, with daily problem-solving (75) and life control (78) in the "Nearly Met" range. Crisis management, family relationships, and social situations scored 74, also "Nearly Met," along with work or school performance at 73. **Symptom management** (61) and **housing improvements** (55) fell into the "Not Met" range, indicating key areas for improvement.<sup>2</sup>

**Person-Centered Care Planning** showed mixed results. Strengths-based planning (88) and clarity of interventions (82) were in the "Met" range. **Support for employment and financial goals** (68) and **opportunities to review plans** (68) fell into the "Not Met" range, along with **receiving a copy of the plan** (53). These results highlight key areas for improvement.

**Figure 2. FY2024 Adult Mental Health Consumer Satisfaction Scores by Survey Question**

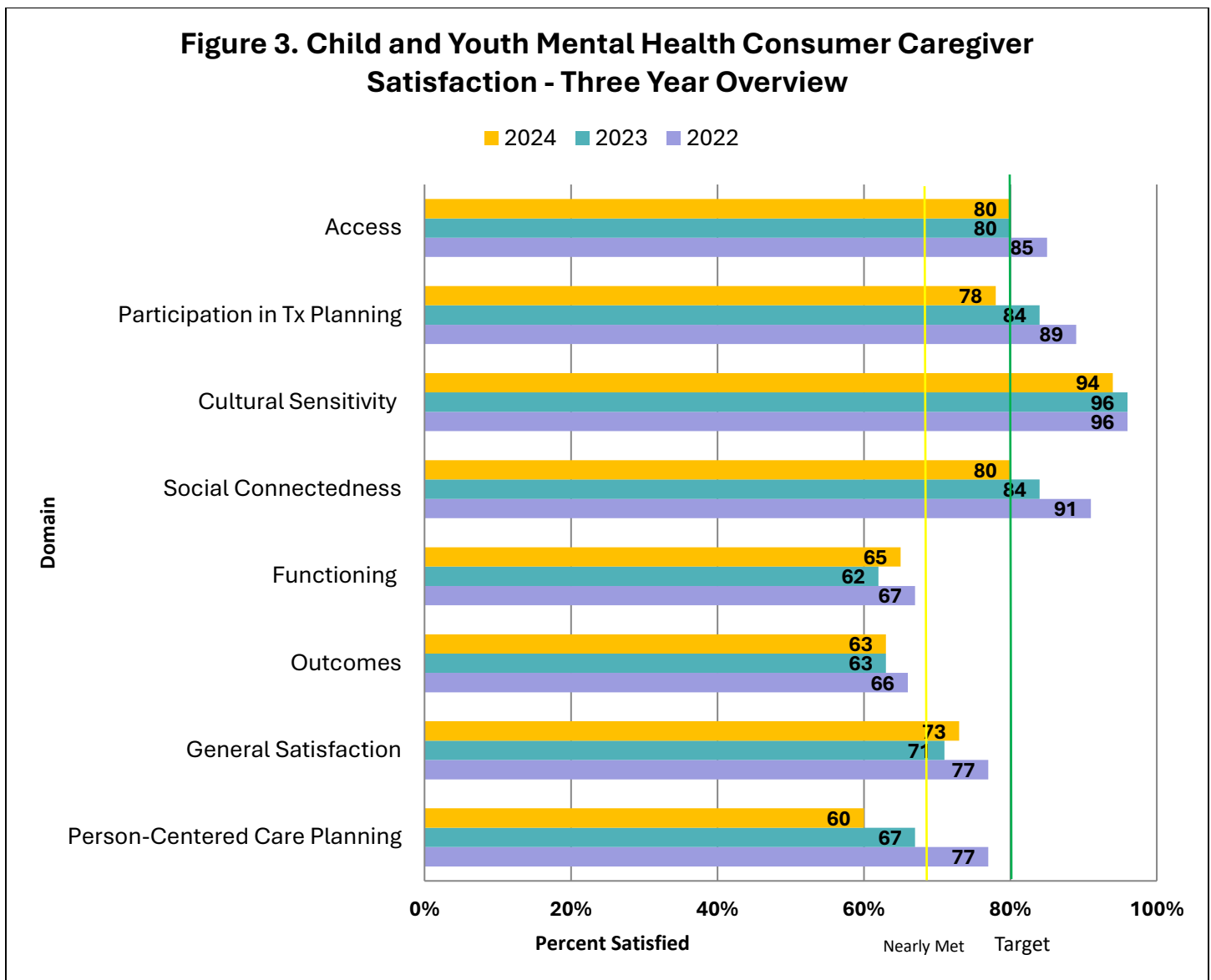
<b>Access</b>	• The location of services was convenient (parking, public transportation, distance, etc.).	89
	• Staff were willing to see me as often as I felt it was necessary.	82
	• Staff returned my calls within 24 hours.	79
	• Services were available at times that were good for me.	85
	• I was able to get all the services I thought I needed.	72
	• I was able to see a psychiatrist when I wanted to.	77
<b>Participation in Treatment Planning</b>	• I felt comfortable asking questions about my treatment and medication.	88
	• I, not staff, decided my treatment goals.	81
<b>Quality and Appropriateness</b>	• Staff here believe that I can grow, change, and recover.	86
	• I felt free to complain.	86
	• I was given information about my rights.	84
	• Staff encouraged me to take responsibility for how I live my life.	85
	• Staff respected my wishes about who is and who is not to be given information about my treatment.	90
	• Staff were sensitive to my cultural background (race, religion, language, etc.).	88
	• Staff helped me obtain the information I needed so I could take charge of managing my illness.	83
	• I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	76
	• Staff told me what side effects to watch out for.	78
	<b>Social Connectedness</b>	• I am happy with the friendships I have.
• I have people with whom I can do enjoyable things.		84
• I feel I belong in my community.		77
• In a crisis, I would have the support I need from family or friends.		78

<sup>2</sup> Based on FY23 data, Outcomes (62) and Functioning (71) present opportunities for growth compared to national averages of 77 and 76, respectively. Nationwide, these domains are often among the lowest-scoring, indicating a broader trend requiring focused efforts for enhancement.

<b>Functioning</b>	• I do things that are more meaningful to me.	78
	• I am better able to take care of my needs.	79
	• I am better able to handle things when they go wrong.	73
	• I am better able to do things that I want to do.	74
	• My symptoms are not bothering me as much.	61
<b>Outcomes</b>	• I deal more effectively with daily problems.	75
	• I am better able to control my life.	78
	• I am better able to deal with crisis.	74
	• I am getting along better with my family.	74
	• I do better in social situations.	74
	• I do better in school and/or work.	73
	• My symptoms are not bothering me as much (repeat).	61
	• My housing situation has improved.	55
<b>General Satisfaction</b>	• I like the services that I receive here.	82
	• If I had other choices, I would still get services at this agency.	78
	• I would recommend this agency to a friend or family member.	79
<b>Person-Centered Care Planning</b>	• In my plan, I can see how I'll use my strengths to work on my goals.	88
	• I feel like staff support me in working on things like getting a job and managing my money, even if I still have other issues.	68
	• It is clear to me in my plan how certain interventions/treatments will help me achieve my goals.	82
	• I have a chance to review and make changes to my plan.	68
	• I get a copy of my plan to keep.	53

**CAREGIVER FEEDBACK** sheds light on the quality of healthcare for children and youth, offering perspectives from parents and guardians. This analysis uncovers patterns in caregiver experiences and identifies areas for improvement, fostering a more family-centered approach to care. Most children and youth were African American (63%), male (53%), averaging 12 years old, and received services for at least one year (61%).

Caregiver satisfaction scores ranged from 60% to 96% over three years, with Outcomes and Cultural Sensitivity showing little to no change from FY2022 to FY2023. All other domains saw declines exceeding 4 percentage points during this period. Between FY2023 and FY2024, General Satisfaction and Functioning showed slight improvement, while Cultural Sensitivity experienced a small decrease. Outcomes and Access remained stable, and other domains like Participation in Treatment Planning, Social Connectedness, and Person-Centered Care Planning saw declines of 4 percentage points or more, indicating areas for focused improvement.



Note: Fig. 3 Sample Size for 2022 = 392; 2023 = 395; 2024 = 416. Of 416 respondents, 262 = Black/African American, 3 = Other, and 151 = Unknown. Note: Domain scores (Fig 3) = % with an average score of domain items greater than 3.5; Individual item scores (Fig 4) = % with only strongly agree or agree responses. Highlights indicate met, nearly met, or not met 80% benchmark for Key Performance Indicator (KPI).

The lowest-scoring questions (see Fig. 4) that fall under the “Not Met” category are described below:

**Functioning and Outcomes** share the same domain questions, with the exception of a question about satisfaction with family life, which is unique to outcomes. This additional question provides insight into overall family dynamics. Satisfaction with family life scored 71 ("Nearly Met"), while family relationships (70) also approached this range. However, **daily life** (69), **social relationships** (68), **school/work** (67), and **coping with challenges** (57) fell into the "Not Met" range, highlighting significant areas for improvement in both functioning and outcomes.<sup>3</sup>

**Person-Centered Care Planning** yielded mixed results. Strengths-based planning (81) and clarity of interventions (80) scored in the "Met" range. However, **support for school-related issues** (63) and **opportunities to review the plan** (65) fell into the "Not Met" range, alongside **receiving a copy of the plan** (50), indicating key areas for improvement in engaging families and providing accessible resources.

**Figure 4. Child/Youth Mental Health Consumer Caregiver Satisfaction Scores by Survey Question**

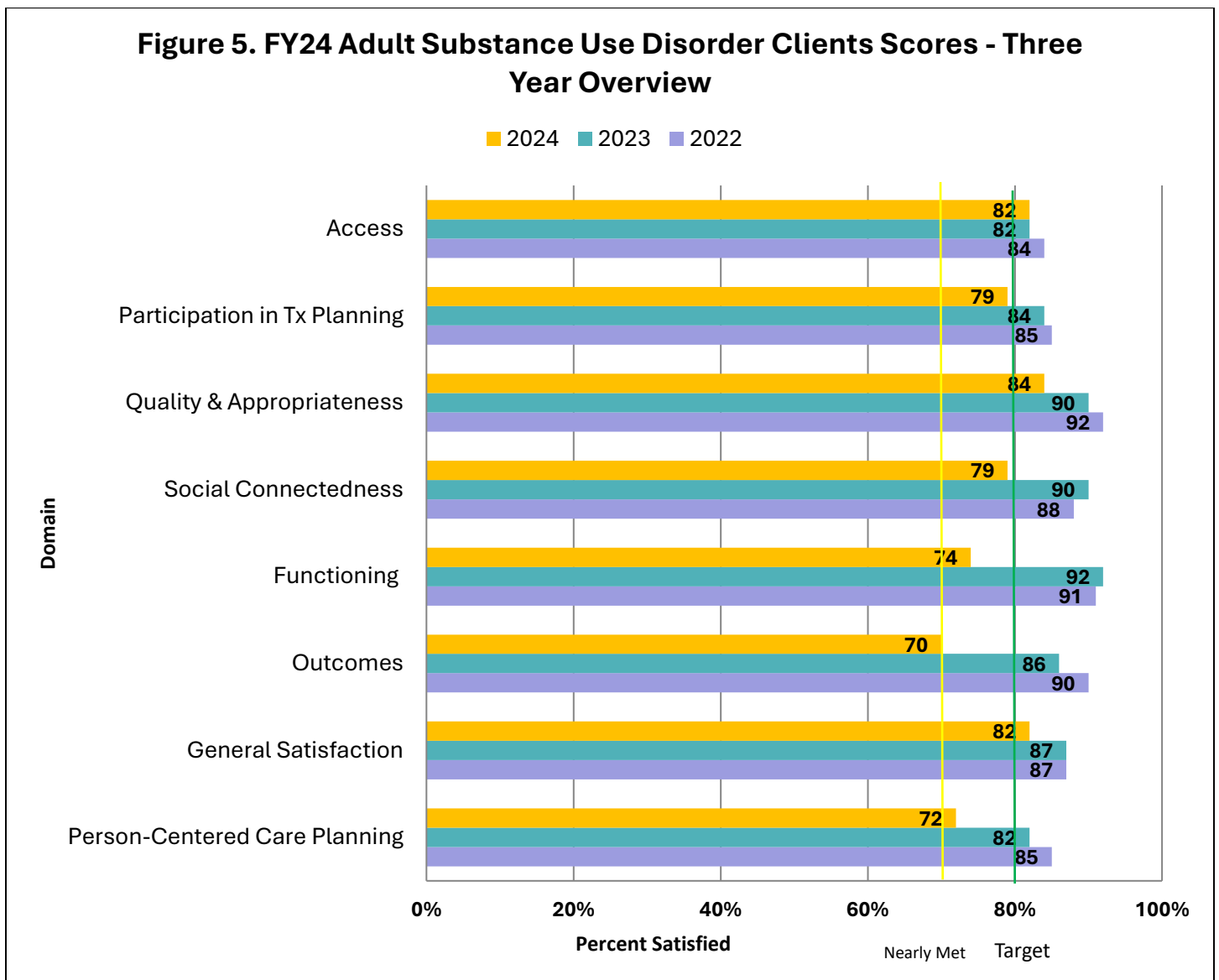
<b>Access</b>	• The location of services was convenient for us (parking, public transportation, distance, etc.).	85
	• Services were available at times that were convenient for us.	85
<b>Participation in Treatment Planning</b>	• I helped to choose my child’s services.	83
	• I helped to choose my child’s treatment goals.	79
	• I participated in my child’s treatment.	89
<b>Cultural Sensitivity</b>	• Staff treated me with respect.	95
	• Staff respected my family’s religious/spiritual beliefs.	96
	• Staff spoke with me in a way that I understood.	95
	• Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.).	96
<b>Social Connectedness</b>	• I know people who will listen and understand me when I need to talk.	88
	• I have people that I am comfortable talking with about my child’s problems.	89
	• In a crisis, I would have the support I need from family or friends.	84
	• I have people with whom I can do enjoyable things.	92
<b>Functioning</b>	• My child is better able to do things he or she wants to do.	78
	• My child is better at handling daily life.	69
	• My child gets along better with family members.	70
	• My child gets along better with friends and other people.	68
	• My child is doing better in school and/or work.	67
	• My child is better able to cope when things go wrong.	57
<b>Outcomes</b>	• I am satisfied with our family life right now.	71
	• My child is better at handling daily life.	69
	• My child gets along better with family members.	70
	• My child gets along better with friends and other people.	68
	• My child is doing better in school and/or work.	67
	• My child is better able to cope when things go wrong.	57

<sup>3</sup> Based on FY23 data, Outcomes (63) and Functioning (62) show potential for growth compared to national averages of 72. These domains are consistently among the lowest-scoring nationwide, highlighting opportunities for targeted improvement.

<b>General Satisfaction</b>	• Overall, I am satisfied with the services my child received.	77
	• The people helping my child stuck with us no matter what.	81
	• I felt my child had someone to talk to when he/she was troubled.	75
	• The services my child and/or family received were right for us.	77
	• My family got the help we wanted for my child.	71
	• My family got as much help as we needed for my child.	72
<b>Person-Centered Care Planning</b>	• In my child's plan, I can see how my child's strengths will be used to work on his/her goals.	81
	• I feel like staff support my child in working on things like school-related issues (e.g., classwork, homework, tutoring, IEP/504 planning)	63
	• It is clear to me in my child's plan how certain interventions/treatments will help my child achieve his/her goals.	80
	• I have a chance to review and make changes to my child's plan.	65
	• I get a copy of my child's plan to keep.	50

**CLIENTS RECEIVING SUBSTANCE USE DISORDER (SUD) SERVICES** provide essential insights to improve treatment quality and align care with clients’ unique needs. By analyzing satisfaction trends, this section emphasizes the importance of a personalized approach to support recovery journeys and enhance care effectiveness. Most clients receiving substance use services were African American (73%), male (57%), averaging 54 years old, and were currently receiving services (93%).

Over the past three years, client satisfaction scores ranged from 70% to 92%, reflecting strong engagement in many areas. From FY2022 to FY2023, most domains remained stable, with changes of less than 4 percentage points. However, between FY2023 and FY2024, some domains experienced declines, creating opportunities for focused improvement. Access showed consistency with no changes, while areas like Outcomes, Functioning, Social Connectedness, and Person-Centered Care Planning highlight key opportunities for growth. These results provide valuable insights for enhancing satisfaction and performance across domains.



Note: Fig. 5 Sample Size for 2022 = 205; 2023 = 156; 2024 = 203. Of 203 respondents, 149 = Black/African American, 4 = Other, and 50 = Unknown. Note: Domain scores (Fig 5) = % with an average score of domain items greater than 3.5; Individual item scores (Fig 6) = % with only strongly agree or agree responses. Highlights indicate met, nearly met, or not met 80% benchmark for Key Performance Indicator (KPI).

**The lowest-scoring questions (see Fig. 6) that fall under the “Not Met” category are described below:**

Within the **Outcomes** domain, most survey questions scored in the "Nearly Met" or "Met" range. However, **housing** (61) fell into the "Not Met" category, which remains a key focus for review. Additionally, for Person-Centered Care Planning, **receiving a copy of treatment plan** (65) fell into the “Not Met” category.

**Figure 6. FY24 Adult Substance Use Disorder Clients Satisfaction Scores by Survey Question**

<b>Access</b>	• The location of services was convenient (parking, public transportation, distance, etc.).	88
	• Staff were willing to see me as often as I felt it was necessary.	85
	• Staff returned my calls within 24 hours.	83
	• Services were available at times that were good for me.	84
	• I was able to get all the services I thought I needed.	76
<b>Participation in Treatment Planning</b>	• I felt comfortable asking questions about my treatment.	90
	• I, not staff, decided my treatment goals.	82
<b>Quality and Appropriateness</b>	• Staff believe that I can grow, change, and recover.	89
	• I felt free to complain.	89
	• I was given information about my client rights.	89
	• Staff encouraged me to take responsibility for how I live my life.	86
	• Staff respected my wishes about who is and who is not to be given information about my treatment.	88
	• Staff were sensitive to my cultural background (race, religion, language, etc.).	89
	• Staff helped me obtain the information I needed so I could be responsible for remaining free of drugs and/or alcohol.	87
• I was encouraged to use consumer-run programs (self-help support groups, Alcohol Anonymous – AA, Narcotics Anonymous – NA).	82	
<b>Social Connectedness</b>	• I am happy with the friendships I have.	81
	• I have people with whom I can do enjoyable things.	87
	• I feel I belong in my community.	82
	• In a crisis, I would have the support I need from family, friends or my network.	85
<b>Functioning</b>	• I do things that are more meaningful to me.	83
	• I am better able to take care of my needs.	85
	• I am better able to handle things when they go wrong.	79
	• I am better able to do things that I want to do.	77
	• I am less likely to use drugs and/or alcohol (repeat).	71
<b>Outcomes</b>	• I deal more effectively with daily problems.	78
	• I am better able to manage my life.	84
	• I am better able to deal with crisis.	79
	• I am getting along better with my family.	81
	• I do better in social situations.	77
	• I do better in school and/or work.	80
	• My housing situation has improved.	61
	• I am less likely to use drugs and/or alcohol (repeat).	71
<b>General Satisfaction</b>	• I like the services that I receive here.	81
	• If I had other choices, I would still get services from this provider.	83

	<ul style="list-style-type: none"> <li>I would recommend this provider to a friend or family member.</li> </ul>	82
<b>Person-Centered Care Planning</b>	<ul style="list-style-type: none"> <li>In my plan, I can see how I'll use my strengths to work on my goals.</li> </ul>	85
	<ul style="list-style-type: none"> <li>I feel like staff support me in working on things like getting a job and managing my money, even if I still have other issues.</li> </ul>	70
	<ul style="list-style-type: none"> <li>It is clear to me in my plan how certain interventions/treatments will help me achieve my goals.</li> </ul>	83
	<ul style="list-style-type: none"> <li>I have a chance to review and make changes to my plan.</li> </ul>	80
	<ul style="list-style-type: none"> <li>I get a copy of my plan to keep.</li> </ul>	65

## SUMMARY

Overall, the data show varied performance across domains and survey questions. Several domains showed declines exceeding the 4 percentage points threshold between FY2023 and FY2024, such as Outcomes, Functioning, and Person-Centered Care Planning. Other domains showed smaller declines, with Access remaining stable, highlighting the need for strategic focus on the most impacted service areas.

The results highlight notable strengths and opportunities for growth across Adult, Child, and SUD domains. For **adult consumers**, Quality & Appropriateness and General Satisfaction performed well, with most areas scoring in the "Nearly Met" range. Strengths in planning goals and intervention clarity ("Met") reflect success in Person-Centered Care Planning, while areas like symptom management and housing present meaningful opportunities for enhancement.

For **caregivers of youth**, satisfaction with Access, Cultural Sensitivity, and Social Connectedness showed strong performance in the "Met" range. These results provide a solid foundation for continued progress. Addressing daily life, social relationships, school/work, and coping with challenges will further strengthen outcomes for children.

For **clients of substance use services**, most scores fell in the "Met" or "Nearly Met" range. Housing and ensuring clients receive a copy of their plan remain areas to focus improvement efforts, paving the way for even greater success. These findings provide actionable insights for continued progress and the development of strategies to address critical areas of need.

This report summarizes findings from satisfaction surveys (MHSIP, YSS-F, SUD), offering insights into consumer, caregiver, and client experiences within the mental health and substance use service system. A comprehensive view requires integrating survey data with key performance indicators and continuous feedback to guide service improvements at the agency level.

The District values stakeholder input to build a strong, efficient, and responsive behavioral health system. By leveraging this feedback, DBH can adapt its approach to better serve consumers and providers, fostering a more effective and impactful service experience for all.