

State of Alaska
Department of Health and Social Services
Division of Behavioral Health

2016 – 2019
Annual Behavioral Health Consumer Survey
Return Rates and Client Evaluation of Outpatient Services

Statewide Report Card



October 1, 2021

The Annual Behavioral Health Consumer Survey (BHCS) Report Card

General Information

The *Annual* BHCS is used to obtain information on client evaluation of behavioral health *outpatient* services. The survey includes questions pertaining to the following domains:

- Access to Services
- General Satisfaction
- Improved Functioning
- Participation in Treatment Planning
- Positive Outcomes
- Social Connectedness
- Quality and Appropriateness (Adult survey only)
- Cultural Sensitivity (Parent and Adolescent surveys only)

[Note: This report card does not include results of the *Discharge* BHCS, which is used to obtain information on client evaluation of *residential* services. The results of the *Discharge* BHCS can be found in a separate report card.]

The BHCS domain questions were developed nationally through the Mental Health Statistics Improvement Program (MHSIP). The Division implemented the BHCS for mental health providers in 2002. In 2005, the Division expanded the BHCS process to include substance abuse providers. In 2007, additional questions were incorporated in the survey (i.e., through the MHSIP process) and a new baseline year was established.

There are three BHCS survey instruments (see Appendix A. for the survey questions and domain assignment):

- Adult BHCS (for clients ages 18 and older)
- Parent/Caregiver of Youth BHCS (for parents/caregivers of youth all ages younger than 18)
- Adolescent BHCS (self-report for youth ages 13-17; same questions and domains as the Parent/Caregiver of Youth survey)

The Division prints the surveys and ships them to providers during late summer of each year. Each October, providers mail the survey to all outpatient (including day treatment) clients who had at least one documented service (i.e., mental health and/or substance abuse service) between March 16 and September 15 of that year. The survey is sent to the client in an envelope with the Division's return address and includes a self-addressed, postage-paid return envelope with the Division's address. Providers are required to communicate to the Division the number of surveys mailed so that return rates can be calculated.

Data Analysis: Domain Questions

National standards are used to analyze the domain questions. Response options are on a five-point Likert scale ranging from 1 (strongly agree) to 5 (strongly disagree). For each respondent, a mean score is calculated for each of the domains; a mean score is calculated for a domain only if at least *two-thirds* of the questions that comprise the domain have a response. In addition, a mean score is calculated for all domains combined. For a given domain, a mean score of less than 2.5 is defined as rating the domain positively. A mean score of 2.5 to 3.5 is defined as neutral, and a mean score of greater than 3.5 is defined as negative. The percent of respondents who report a positive evaluation for a domain is calculated by dividing the number of respondents who

rate the domain positively by the total number of respondents who met the *2/3 test* for the domain (i.e., the total number of valid responses). The percent of respondents who report a neutral and negative evaluation are calculated the same way (see Appendix A).

For each BHCS survey instrument (i.e., Adult, Parent/Caregiver of Youth, and Adolescent), an analysis of client evaluation of services was performed for each of the following respondent groups*:

- Behavioral Health Outpatient Clients
- Mental Health Outpatient Clients
- Substance Abuse Outpatient Clients

*Each survey instrument includes a question asking if the primary reason services were received was for mental health only, substance abuse only, or both mental health and substance abuse. The “Behavioral Health Outpatient” respondent group includes all respondents (i.e., for the specific survey instrument) regardless of their answer to the *primary reason* question. The “Mental Health Outpatient” respondent group includes respondents who selected mental health only or both mental health and substance abuse as the *primary reason*. The “Substance Abuse Outpatient” respondent group includes respondents who selected substance abuse only or both mental health and substance abuse as the *primary reason*. For the “Behavioral Health Outpatient” and “Substance Abuse Outpatient” respondent groups, if a client selected “substance abuse only” as the primary reason services were received, then three survey questions on the Adult survey instrument that do not apply to substance abuse services were removed from the analysis (see Appendix A. for the survey questions and domain assignment); all survey questions on the Parent/Caregiver of Youth and the Adolescent survey instruments were included in analyses.

2016 - 2019 Survey Results: Summary Charts and Data Tables

For each survey year, 2016 through 2019, the results reflect survey responses from clients who received outpatient services between March 16 and September 15 of the respective calendar year. The primary focus of this report card is to show patterns and trends across the four years (2016 - 2019) relative to respondents’ evaluation of services for the different domains. For example, over the span of the four-year period, there may be one or two domains that tend to have the highest percent of respondents who report a positive evaluation and one or two domains that tend to have the lowest percent of respondents who report a positive evaluation. Additionally, for any one domain, there may be fluctuations or trends over the four years that reflect changes in the service delivery system. When the sample size is relatively small, which tends to be the case at the agency level (and to some extent at the statewide level), caution is advised when making comparisons from one year to another.

The 2016 through 2019 survey results are presented in the following charts and data tables. For each BHCS survey instrument (i.e., Adult, Parent/Caregiver of Youth, and Adolescent), a summary chart of client evaluation of services is presented for each of the three respondent groups (i.e., Behavioral Health Outpatient, Mental Health Outpatient, and Substance Abuse Outpatient).

The statewide BHCS results for the Mental Health Outpatient respondent group are reported to the Substance Abuse and Mental Health Services Administration (SAMHSA) as National Outcome Measures (NOMS). SAMHSA summarizes mental health NOMS data submitted by the states and prepares “Uniform Reporting System (URS) Output Tables” for each state. Each state’s URS Output Tables include a comparison of the state and US results. Alaska’s URS Output Tables can be found at: <https://www.samhsa.gov/data/data-we-collect/urs-uniform-reporting-system> (Click on “Data Table”)

Statewide Summary

Annual Adult Survey

Behavioral Health Outpatient Clients

FY2017 - FY2020 Percent of Respondents Who Reported a Positive Evaluation of Behavioral Health Outpatient Services by Domain



Calendar Year	Domain	2016				2017				2018				2019			
		Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative
1. All Domains		959	79%	17%	3%	850	77%	19%	4%	768	78%	17%	4%	836	80%	15%	5%
2. Access to Services		970	77%	18%	5%	862	76%	19%	5%	775	77%	17%	6%	847	76%	18%	6%
3. General Satisfaction		980	84%	11%	6%	871	81%	12%	7%	781	83%	10%	7%	862	82%	11%	8%
4. Improved Functioning		950	71%	23%	6%	838	68%	25%	8%	758	67%	22%	10%	830	70%	22%	8%
5. Participation in Treatment Planning		939	71%	25%	4%	824	72%	24%	4%	759	73%	22%	5%	817	76%	20%	5%
6. Positive Outcomes		943	69%	26%	6%	842	67%	26%	7%	752	68%	24%	8%	823	70%	23%	8%
7. Social Connectedness		961	69%	25%	6%	851	68%	26%	6%	770	64%	27%	9%	840	68%	26%	6%
8. Quality & Appropriateness		957	80%	17%	3%	841	80%	17%	3%	767	80%	17%	4%	828	84%	12%	4%

Statewide Summary

Annual Adult Survey

Mental Health Outpatient Clients

FY2017 - FY2020 Percent of Respondents Who Reported a Positive Evaluation of Mental Health Outpatient Services by Domain



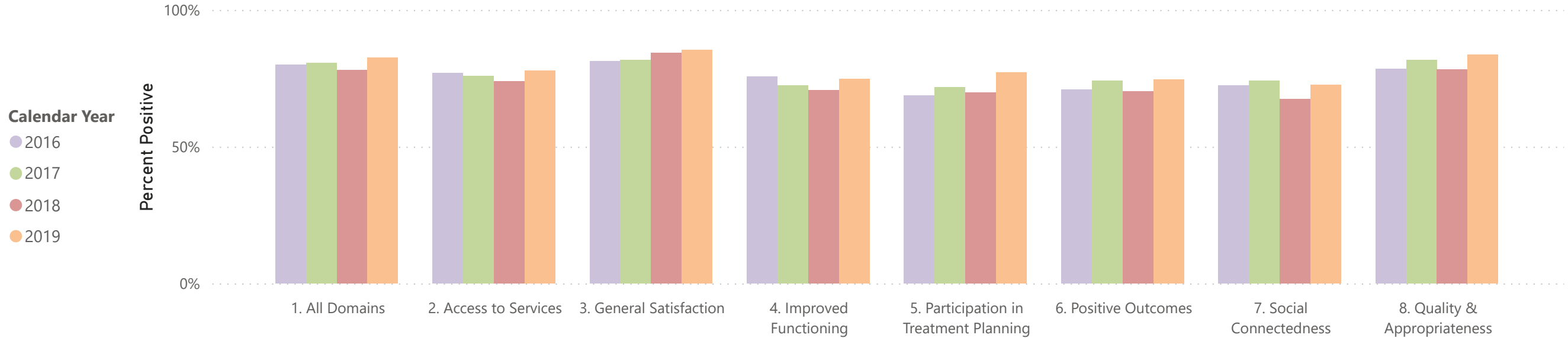
Domain	2016				2017				2018				2019			
	Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative
1. All Domains	744	79%	18%	3%	698	77%	19%	4%	636	76%	19%	5%	702	80%	15%	5%
2. Access to Services	752	76%	20%	4%	706	76%	19%	5%	642	74%	19%	7%	710	75%	18%	6%
3. General Satisfaction	757	85%	10%	5%	711	82%	11%	7%	645	82%	11%	7%	722	81%	11%	7%
4. Improved Functioning	736	71%	23%	6%	688	67%	25%	8%	626	64%	24%	12%	697	68%	22%	9%
5. Participation in Treatment Planning	731	72%	25%	3%	679	73%	23%	4%	632	72%	22%	5%	691	76%	19%	4%
6. Positive Outcomes	731	68%	26%	6%	691	66%	27%	7%	621	65%	26%	9%	690	68%	24%	8%
7. Social Connectedness	746	65%	27%	7%	701	65%	29%	6%	637	59%	30%	11%	703	65%	28%	7%
8. Quality & Appropriateness	743	81%	16%	3%	686	80%	17%	3%	635	78%	18%	4%	700	84%	12%	4%

Statewide Summary

Annual Adult Survey

Substance Abuse Outpatient Clients

FY2017 - FY2020 Percent of Respondents Who Reported a Positive Evaluation of Substance Abuse Outpatient Services by Domain



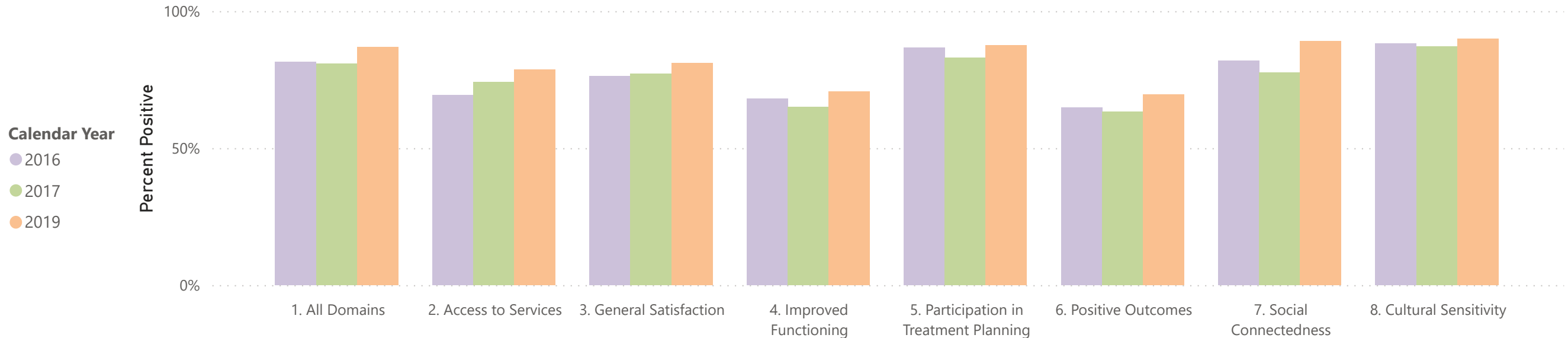
Calendar Year	Domain	2016				2017				2018				2019			
		Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative
▲	1. All Domains	325	80%	16%	4%	264	81%	15%	4%	245	78%	17%	5%	247	83%	14%	4%
	2. Access to Services	325	77%	17%	6%	265	76%	19%	5%	245	74%	22%	4%	249	78%	15%	7%
	3. General Satisfaction	327	81%	11%	8%	268	82%	10%	8%	248	84%	9%	7%	253	85%	9%	6%
	4. Improved Functioning	321	76%	20%	5%	261	72%	22%	6%	246	71%	20%	9%	249	75%	18%	8%
	5. Participation in Treatment Planning	320	69%	26%	5%	259	72%	24%	5%	241	70%	25%	5%	240	77%	17%	6%
	6. Positive Outcomes	322	71%	24%	6%	263	74%	18%	8%	245	70%	23%	7%	244	75%	19%	7%
	7. Social Connectedness	322	72%	23%	5%	263	74%	22%	4%	245	67%	23%	9%	249	73%	23%	4%
	8. Quality & Appropriateness	326	79%	19%	3%	262	82%	15%	4%	244	78%	18%	4%	244	84%	13%	4%

Statewide Summary

Annual Parent Survey

Behavioral Health Outpatient Clients

FY2017 - FY2020 Percent of Respondents Who Reported a Positive Evaluation of Behavioral Health Outpatient Services by Domain



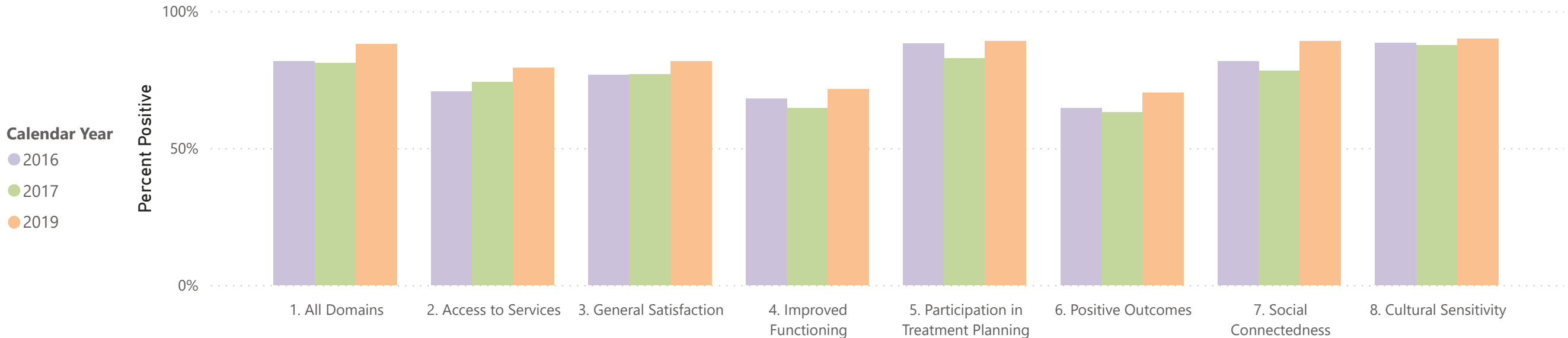
Calendar Year	Domain	2016			2017			2019					
		Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative
▲	1. All Domains	254	81%	15%	3%	271	81%	15%	4%	191	87%	12%	1%
	2. Access to Services	254	69%	27%	4%	275	74%	21%	4%	193	79%	19%	3%
	3. General Satisfaction	254	76%	17%	7%	275	77%	15%	8%	190	81%	13%	6%
	4. Improved Functioning	253	68%	25%	8%	272	65%	25%	10%	191	71%	23%	6%
	5. Participation in Treatment Planning	256	87%	9%	4%	275	83%	11%	6%	192	88%	10%	2%
	6. Positive Outcomes	253	65%	27%	8%	272	63%	27%	10%	191	70%	24%	7%
	7. Social Connectedness	250	82%	14%	4%	272	78%	19%	3%	193	89%	11%	0%
	8. Cultural Sensitivity	253	88%	11%	1%	273	87%	11%	2%	188	90%	10%	1%

Statewide Summary

Annual Parent Survey

Mental Health Outpatient Clients

FY2017 - FY2020 Percent of Respondents Who Reported a Positive Evaluation of Mental Health Outpatient Services by Domain



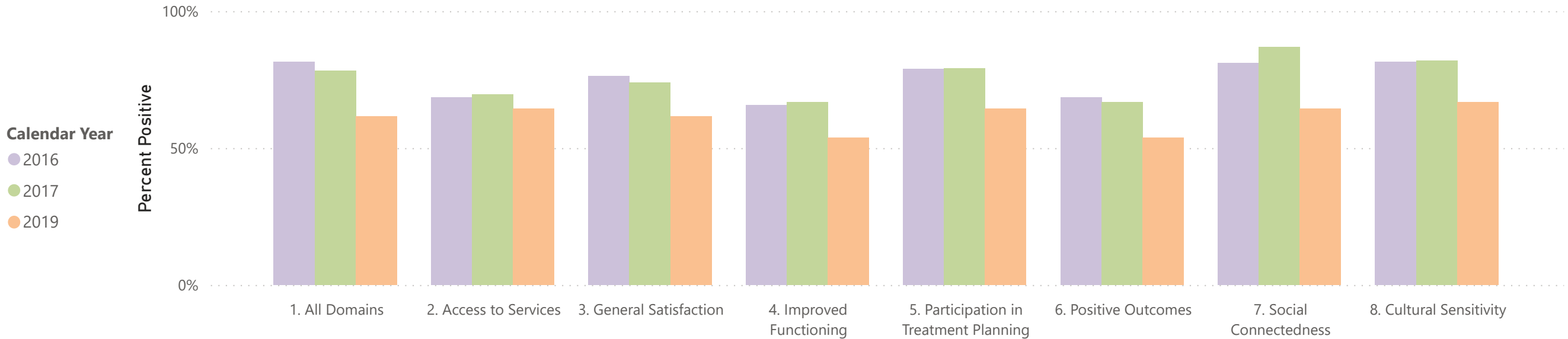
Domain	2016				2017				2019			
	Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative
1. All Domains	236	82%	15%	3%	252	81%	14%	5%	182	88%	12%	1%
2. Access to Services	236	71%	26%	3%	256	74%	21%	4%	183	79%	19%	2%
3. General Satisfaction	236	77%	17%	7%	256	77%	14%	9%	181	82%	13%	5%
4. Improved Functioning	235	68%	24%	8%	252	65%	25%	10%	182	71%	23%	6%
5. Participation in Treatment Planning	238	88%	8%	4%	254	83%	12%	6%	182	89%	10%	1%
6. Positive Outcomes	235	65%	27%	9%	252	63%	27%	10%	182	70%	23%	7%
7. Social Connectedness	234	82%	15%	4%	253	78%	19%	3%	183	89%	11%	0%
8. Cultural Sensitivity	235	89%	10%	1%	255	87%	11%	2%	180	90%	9%	1%

Statewide Summary

Annual Parent Survey

Substance Abuse Outpatient Clients

FY2017 - FY2020 Percent of Respondents Who Reported a Positive Evaluation of Substance Abuse Outpatient Services by Domain



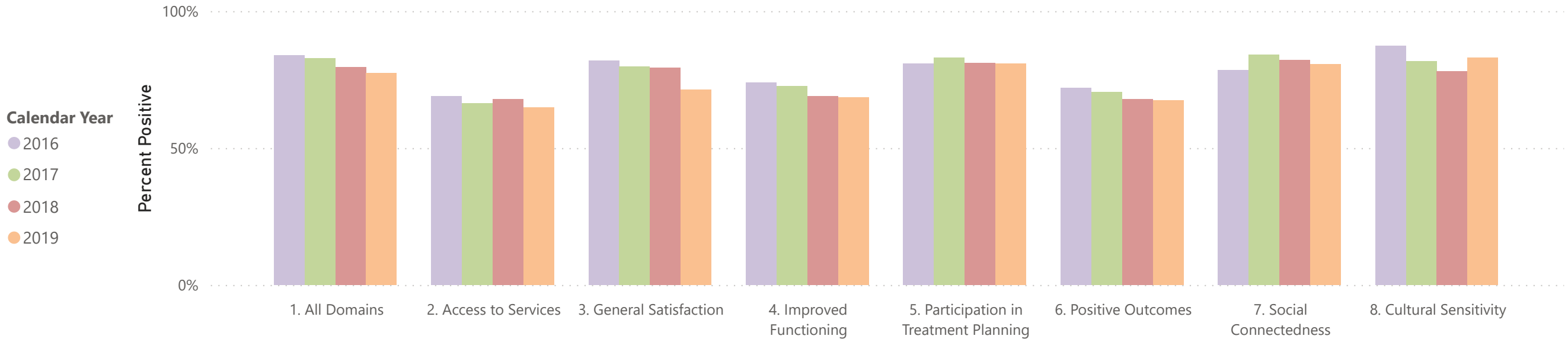
Domain	2016				2017				2019			
	Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative
1. All Domains	38	82%	13%	5%	23	78%	17%	4%	13	62%	38%	0%
2. Access to Services	38	68%	26%	5%	23	70%	22%	9%	14	64%	29%	7%
3. General Satisfaction	38	76%	16%	8%	23	74%	13%	13%	13	62%	23%	15%
4. Improved Functioning	38	66%	26%	8%	24	67%	21%	13%	13	54%	38%	8%
5. Participation in Treatment Planning	38	79%	16%	5%	24	79%	17%	4%	14	64%	21%	14%
6. Positive Outcomes	38	68%	24%	8%	24	67%	21%	13%	13	54%	38%	8%
7. Social Connectedness	37	81%	16%	3%	23	87%	13%	0%	14	64%	36%	0%
8. Cultural Sensitivity	38	82%	16%	3%	22	82%	18%	0%	12	67%	33%	0%

Statewide Summary

Annual Adolescent Survey

Behavioral Health Outpatient Clients

FY2017 - FY2020 Percent of Respondents Who Reported a Positive Evaluation of Behavioral Health Outpatient Services by Domain



Calendar Year	Domain	2016				2017				2018				2019			
		Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative
1. All Domains		149	84%	13%	3%	146	83%	15%	2%	107	79%	16%	5%	93	77%	20%	2%
2. Access to Services		148	69%	25%	6%	146	66%	29%	4%	106	68%	24%	8%	91	65%	31%	4%
3. General Satisfaction		150	82%	10%	8%	148	80%	14%	6%	106	79%	15%	6%	94	71%	21%	7%
4. Improved Functioning		150	74%	18%	8%	146	73%	21%	7%	106	69%	26%	5%	92	68%	26%	5%
5. Participation in Treatment Planning		151	81%	16%	3%	148	83%	14%	3%	106	81%	16%	3%	94	81%	14%	5%
6. Positive Outcomes		150	72%	21%	7%	146	71%	23%	7%	106	68%	28%	4%	92	67%	25%	8%
7. Social Connectedness		149	79%	19%	3%	145	84%	11%	5%	106	82%	15%	3%	93	81%	17%	2%
8. Cultural Sensitivity		150	87%	10%	3%	148	82%	15%	3%	105	78%	19%	3%	88	83%	15%	2%

Statewide Summary

Annual Adolescent Survey

Mental Health Outpatient Clients

FY2017 - FY2020 Percent of Respondents Who Reported a Positive Evaluation of Mental Health Outpatient Services by Domain



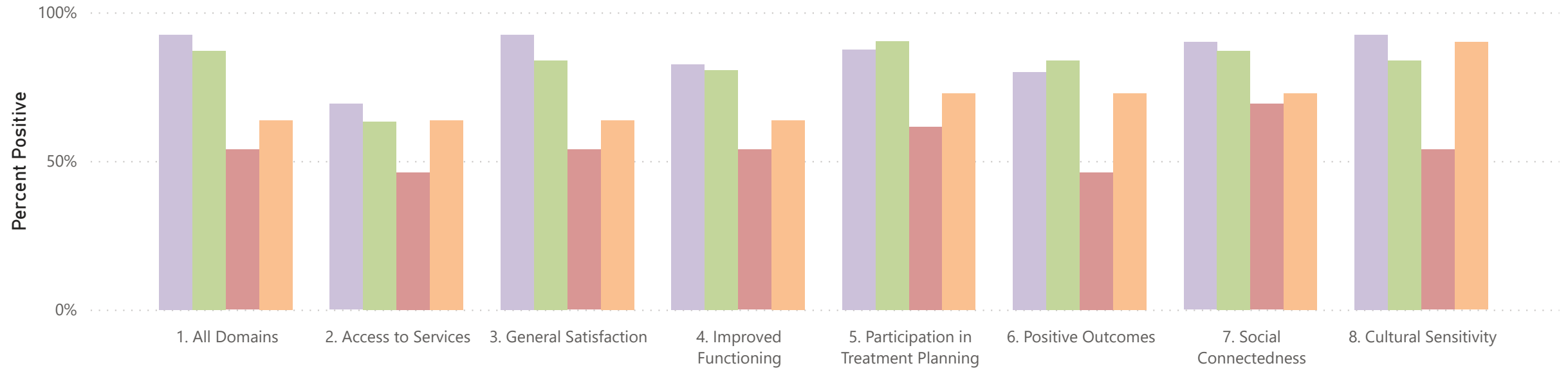
Calendar Year	Domain	2016				2017				2018				2019			
		Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative
▲	1. All Domains	129	83%	13%	4%	125	83%	15%	2%	91	82%	13%	4%	81	78%	21%	1%
	2. Access to Services	128	69%	25%	6%	125	65%	31%	4%	90	71%	22%	7%	79	67%	29%	4%
	3. General Satisfaction	129	82%	10%	8%	127	80%	13%	6%	90	82%	12%	6%	81	72%	22%	6%
	4. Improved Functioning	130	74%	17%	9%	125	72%	21%	7%	90	70%	24%	6%	81	67%	27%	6%
	5. Participation in Treatment Planning	130	82%	15%	3%	127	83%	16%	2%	90	83%	16%	1%	81	81%	15%	4%
	6. Positive Outcomes	130	72%	19%	8%	125	70%	23%	7%	90	70%	26%	4%	81	64%	27%	9%
	7. Social Connectedness	129	78%	19%	3%	125	84%	10%	6%	90	81%	16%	3%	81	81%	17%	1%
	8. Cultural Sensitivity	130	87%	10%	3%	127	85%	13%	2%	89	82%	16%	2%	76	83%	16%	1%

Statewide Summary

Annual Adolescent Survey

Substance Abuse Outpatient Clients

FY2017 - FY2020 Percent of Respondents Who Reported a Positive Evaluation of Substance Abuse Outpatient Services by Domain



Calendar Year	Domain	2016				2017				2018				2019			
		Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative	Valid Responses	Percent Positive	Percent Neutral	Percent Negative
▲	1. All Domains	40	93%	8%	0%	31	87%	13%	0%	13	54%	46%	0%	11	64%	36%	0%
	2. Access to Services	39	69%	28%	3%	30	63%	33%	3%	13	46%	38%	15%	11	64%	36%	0%
	3. General Satisfaction	40	93%	5%	3%	31	84%	13%	3%	13	54%	46%	0%	11	64%	18%	18%
	4. Improved Functioning	40	83%	15%	3%	31	81%	19%	0%	13	54%	46%	0%	11	64%	27%	9%
	5. Participation in Treatment Planning	40	88%	13%	0%	31	90%	10%	0%	13	62%	38%	0%	11	73%	9%	18%
	6. Positive Outcomes	40	80%	18%	3%	31	84%	16%	0%	13	46%	54%	0%	11	73%	18%	9%
	7. Social Connectedness	40	90%	10%	0%	31	87%	13%	0%	13	69%	31%	0%	11	73%	27%	0%
	8. Cultural Sensitivity	40	93%	8%	0%	31	84%	6%	10%	13	54%	46%	0%	10	90%	10%	0%

Appendix A. Annual Behavioral Health Consumer Survey (BHCS): Survey Questions and Domain Assignment

Adult BHCS Domains

Access to Services	General Satisfaction	Improved Functioning	Participation in Treatment Planning	Positive Outcomes	Social Connectedness	Quality and Appropriateness
<p>Q4: The location of the services was convenient (parking, public transportation, distance, etc.).</p> <p>Q5: Staff were willing to see me as often as I felt it was necessary.</p> <p>Q6: Staff returned my calls in 24 hours.</p> <p>Q7: Services were available at times that were good for me.</p> <p>Q8: I was able to get all the services I thought I needed.</p> <p>Q9²: I was able to see a psychiatrist when I wanted to.</p>	<p>Q1: I like the services that I received here.</p> <p>Q2: If I had other choices, I would still get services from this agency.</p> <p>Q3: I would recommend this agency to a friend or family member.</p>	<p>Q28^{1,2}: My symptoms are not bothering me as much.</p> <p>Q29: I do things that are more meaningful to me.</p> <p>Q30: I am better able to take care of my needs.</p> <p>Q31: I am better able to handle things when they go wrong.</p> <p>Q32: I am better able to do things that I want to do.</p>	<p>Q11: I felt comfortable asking questions about my treatment and medication (if appropriate).</p> <p>Q17: I, not staff, decided my treatment goals.</p>	<p>Q21: I deal more effectively with daily problems.</p> <p>Q22: I am better able to control my life.</p> <p>Q23: I am better able to deal with crisis.</p> <p>Q24: I am getting along better with my family.</p> <p>Q25: I do better in social situations.</p> <p>Q26: I do better in school and/or work.</p> <p>Q27: My housing situation has improved.</p> <p>Q28^{1,2}: My symptoms are not bothering me as much.</p>	<p>Q33: I am happy with the friendships I have.</p> <p>Q34: I have people with whom I can do enjoyable things.</p> <p>Q35: I feel I belong in my community.</p> <p>Q36: In a crisis, I would have the support I need from family or friends.</p>	<p>Q10: Staff here believe that I can grow, change, and recover.</p> <p>Q12²: Staff told me what medication side effects to watch out for.</p> <p>Q13: I felt free to complain.</p> <p>Q14: I was given information about my rights.</p> <p>Q15: Staff encouraged me to take responsibility for how I live my life.</p> <p>Q16: Staff respected my wishes about who is, and who is not, to be given information about my treatment.</p> <p>Q18: Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.).</p> <p>Q19: Staff helped me obtain the information I needed so that I could take charge of managing my illness.</p> <p>Q20: I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).</p>

Parent/Caregiver of Youth BHCS & Adolescent BHCS Domains

Access to Services	General Satisfaction	Improved Functioning	Participation in Treatment Planning	Positive Outcomes	Social Connectedness	Cultural Sensitivity
<p>Q8: The location of services was convenient for <i>(us/me)</i>.</p> <p>Q9: Services were available at times that were convenient for <i>(us/me)</i>.</p>	<p>Q1: Overall, I am satisfied with the services <i>(my child/I have)</i> received.</p> <p>Q4: The people helping <i>(my child/me)</i> stuck with <i>(us/me)</i> no matter what.</p> <p>Q5: I felt <i>(my child/I)</i> had someone to talk to when <i>(he/she/I)</i> was troubled.</p> <p>Q7: <i>The services (my child/I) received were right for (us/me).</i></p> <p>Q10: <i>(My family/I) got the help (we wanted for my child/I wanted).</i></p> <p>Q11: <i>(My family/I) got as much help as (we needed for my child/I needed).</i></p>	<p>Q16¹: <i>(My child is/I am) better at handling daily life.</i></p> <p>Q17¹: <i>(My child gets/I get) along better with family members.</i></p> <p>Q18¹: <i>(My child gets/I get) along better with friends and other people.</i></p> <p>Q19¹: <i>(My child is/I am) doing better in school and/or work.</i></p> <p>Q20¹: <i>(My child is/I am) better able to cope when things go wrong.</i></p> <p>Q22: <i>(My child is/I am) better able to do things (he or she/I) want(s) to do.</i></p>	<p>Q2: I helped to choose <i>(my child's/my)</i> services.</p> <p>Q3: I helped to choose <i>(my child's/my)</i> treatment goals.</p> <p>Q6: I participated in <i>(my child's/my)</i> treatment.</p>	<p>Q16¹: <i>(My child is/I am) better at handling daily life.</i></p> <p>Q17¹: <i>(My child gets/I get) along better with family members.</i></p> <p>Q18¹: <i>(My child gets/I get) along better with friends and other people.</i></p> <p>Q19¹: <i>(My child is/I am) doing better in school and/or work.</i></p> <p>Q20¹: <i>(My child is/I am) better able to cope when things go wrong.</i></p> <p>Q21: I am satisfied with <i>(our/my)</i> family life right now.</p>	<p>Q23: I know people who will listen and understand me when I need to talk.</p> <p>Q24: I have people that I am comfortable talking with about <i>(my child's/my)</i> problems.</p> <p>Q25: In a crisis, I would have the support I need from family or friends.</p> <p>Q26: I have people with whom I can do enjoyable things.</p>	<p>Q12: Staff treated me with respect.</p> <p>Q13: Staff respected <i>(my family's/my)</i> religious/spiritual beliefs.</p> <p>Q14: Staff spoke with me in a way that I understood.</p> <p>Q15: Staff were sensitive to my cultural/ethnic background.</p>

¹ Survey question is assigned to more than one Domain.

² Survey question is excluded from analysis if client selected "substance abuse only" as the primary reason for receiving services.