

West Virginia Bureau for Behavioral Health (BBH)  
**2025 Community Mental Health Services Block Grant  
(MHBG) Consumer Satisfaction Survey Report**



Prepared by Acentra Health for BBH  
September 2025

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## 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).<sup>1</sup> Acentra Health and BBH agreed to use these SAMHSA-recommended surveys, as well as the Youth Services Survey (YSS), with added questions regarding providers, primary counties of service provision, 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, 2024, and August 15, 2025.
- **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 survey platform. Casting a wide net for a convenience sample, the partners disseminated the surveys in spring/summer 2025 in the following ways:

- **Email.** BBH shared the surveys to its listserv on [April 29](#) and [July 15](#). During Mental Health Awareness Month (May), Acentra Health emailed the surveys to parents and guardians of children and youth who received the Children with Serious Emotional Disorder (CSED) Waiver, as well as to behavioral health provider administrators registered in its Atrezzo

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

portal. It also emailed the surveys to the West Virginia Behavioral Healthcare Providers Association (BHPA) and other state partners.

- **Mailings with Flyers.** Acentra Health mailed flyers with QR codes and numerous paper survey copies in May to the state’s Certified Community Behavioral Health Clinics ([CCBHCs](#)) and Comprehensive Behavioral Health Centers (“[Comps](#)”) to post in their waiting/common areas and share with individuals receiving services. The flyer is included in Attachment B.
- **Social media.** At Acentra Health’s request, the West Virginia Department of Human Services (DoHS), First Choice Services, NAMI of Greater Wheeling, and Help & Hope WV shared the surveys on their social media accounts. Some providers also shared the flyer on social media. Examples are included in Attachment B.
- **Presentations at meetings.** Acentra Health staff shared the annual surveys and encouraged participation at multiple BHPA meetings, the May Court Improvement Program Oversight Board meeting, June Statewide Family Advisory Board meeting, and June Regional Collaborative/Family Resource Network meeting.
- **Acentra Health website.** Acentra Health posted the survey links under the provider announcements section of its website, <https://wvaso.acentra.com/wv-aso-notices/>, and at <https://wvaso.acentra.com/announcement/2025-behavioral-health-consumer-satisfaction-surveys/>.

### Number and Methods of Survey Responses

In total, Acentra Health received 462 survey responses comprising 365 MHSIP (Adult), 69 YSS (Youth), and 28 YSS-F (Family). Acentra Health received most survey responses by email (about 46%), followed by mail (about 38%), and then online (about 16%). The mailed and emailed responses came from behavioral health providers who had collected their consumers’ responses.

The chart below summarizes the survey responses:

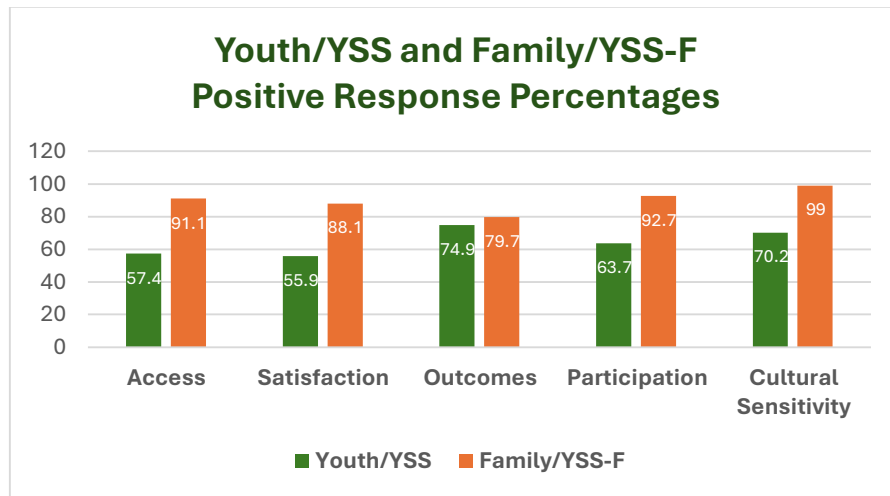
Survey Responses				
	Online	Mail	Email	Total
<b>Adult</b>	63	109	193	<b>365</b>
<b>Youth</b>	3	57	9	<b>69</b>
<b>Family</b>	7	10	11	<b>28</b>
<b>Total</b>	73	176	213	<b>462</b>

### Analysis of Certain Survey Responses

This section explores insights into certain responses, including open-ended questions. The full Adult/MHSIP, Family/YSS-F, and Youth/YSS survey response summaries are in Attachment C.

**Youth (YSS) and Family (YSS-F) Comparison.** While YSS and YSS-F responses were combined for the required SAMHSA reporting tables, the surveys are summarized separately in Attachment C. Generally, the YSS-F responses from family members of children and youth receiving services were

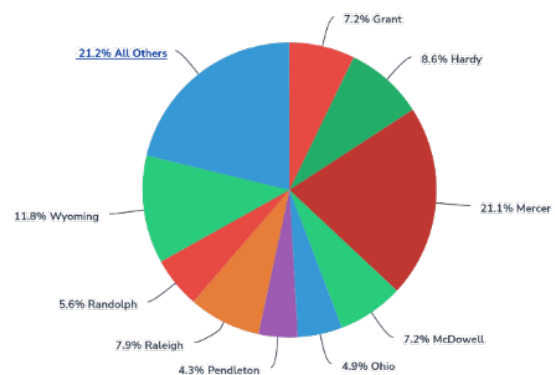
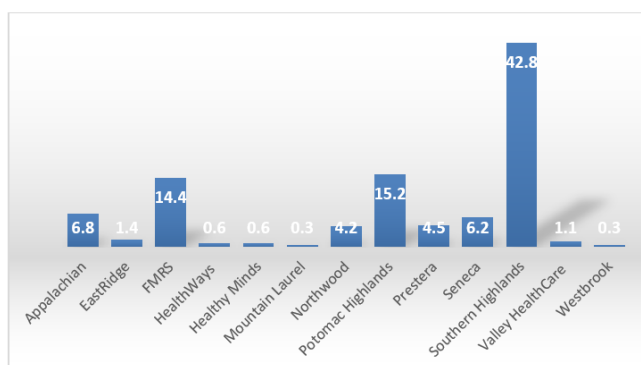
more positive than the YSS responses, which represented more youth in out-of-home care. The “outcomes” category responses were the closest, with 74.9% YSS and 79.7% YSS-F positive responses. The YSS and YSS-F positive response percentages are compared by category in the chart below.



**Service Providers and Counties.** The 2025 surveys included optional questions about service providers and counties where respondents primarily received services. The surveys listed the state’s comprehensive behavioral health centers (Comps) and certified community behavioral health clinics (CCBHCs) and left space to write/type in additional providers. Some respondents had multiple providers or did not know the names of their providers. Below is a breakdown of Comps or CCBHCs and counties of service.

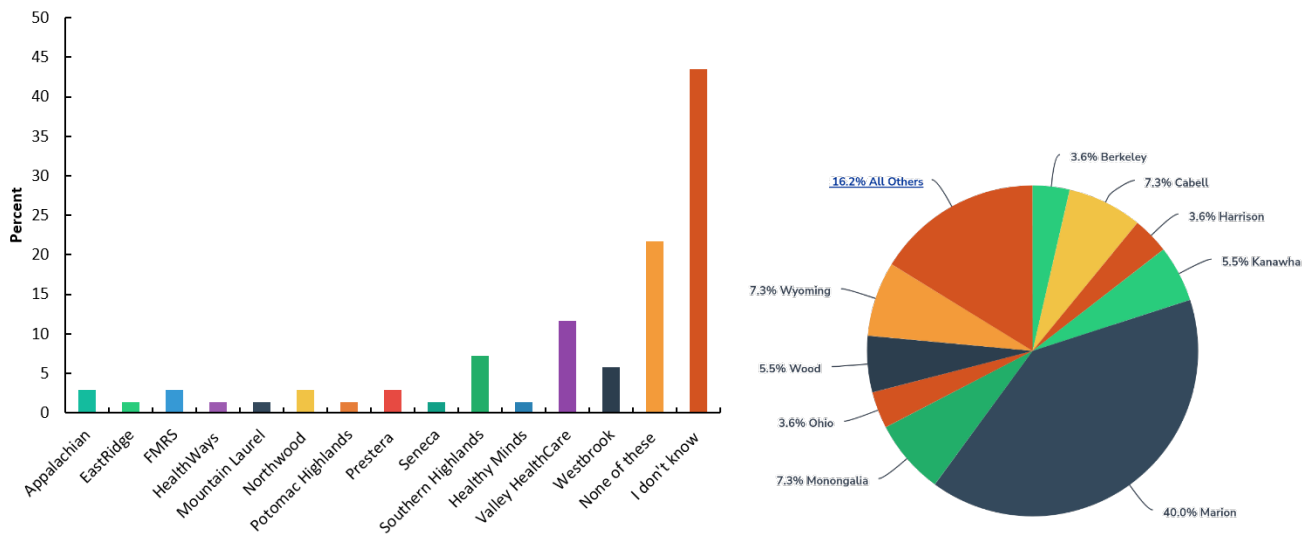
**A. Adults (MHSIP).** Southern Highlands Community Mental Health Center had the most respondents (42.9%), followed by Potomac Highlands Guild (15.2%), FMRS (14.4%), Appalachian Community Health Center (6.8%), Seneca Health Services (6.2%), Prestera Health Services (4.5%), Northwood Health Systems (4.2%), EastRidge Health Systems (1.4%), and Valley HealthCare System (1.1%). All Comps or CCHBCs had a least one response.

**Adult (MHSIP) Respondent Providers and Counties of Service**

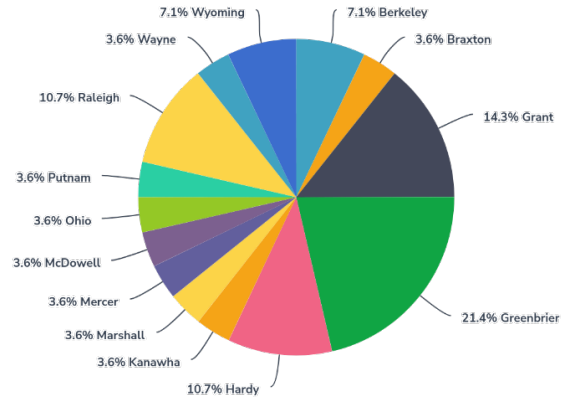
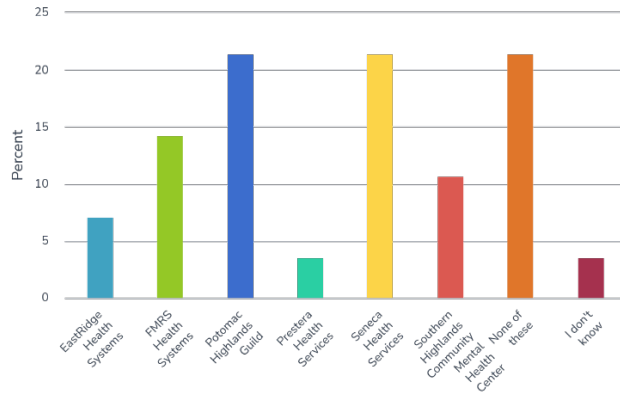


**B. Youth (YSS).** More youth (43.5%) did not know the names of their providers or answered “none of these” (21.7%) about Comps or CCBHCs than the adults who responded to the MHSIP and YSS-F surveys. The Comps or CCBHCs that youth selected most were Valley HealthCare System (11.6%), Southern Highlands Community Mental Health Center (7.2%), and Westbrook Health Services (5.8%). All other Comps or CCBHCs received one or two YSS responses. Marion County was represented most often (40%), which reflects several survey responses mailed from Academy Programs in Fairmont.

**Youth (YSS) Respondent Providers and Counties of Service**



**C. Families of Children or Youth (YSS-F).** Six Comps or CCBHCs were listed in the YSS-Responses: Potomac Highlands Guild (21.4%), Seneca Health Services (21.4%), FMRS Health Systems (14.3%), Southern Highland Community Mental Health Center (10.7%), EastRidge Health Systems (7.1%), and Prestera Health Services (3.6%). Greenbrier County was listed most at 21.4%, followed by Grant (14.3%), Raleigh (10.7%), Hardy (10.7%), Berkeley (7.1%), Wyoming (7.1%), and several others shown below.



**Open-Ended Question Themes.** The 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 without Judgment.** Having someone to talk to about their feelings who would listen and understand was mentioned by adults more than 20 times, youth four times, and family members four times. An adult wrote, “They were understanding and not judgmental. They saw what I was saying and didn’t condone behaviors but also didn’t belittle my choices and behaviors.”
- Improved Coping Skills and Functioning.** About five family members and four youth said developing coping skills or tools has helped them. A family member wrote, “My child has learned coping skills and feels more comfortable and confident in herself.” A couple of youth described “getting my grades up” or “catching up with my grade” as benefits of treatment. Several adults described their improved lives and wellbeing, including comments that services “made me see the light,” “helped me get and stay clean,” and “helped me get my life back on track.” One adult wrote, “I have progressed a lot. They helped me overcome obstacles in my life. I have a job, friends, and a community I’m proud of.”
- Specific Services or Providers.** Family members mentioned therapy four times, while adults listed individual or group therapy 14 times and assertive community treatment (ACT) four times. Several individuals raved about their specific service providers, including a family member who wrote, “Our (name) has been a Godsend. So willing to go where and when we need her. She’s made such a difference.”
- Medication Management and Diagnoses.** More than 20 adults, as well as a few family members and youth, noted that their medication, including adjustments as needed, is beneficial for their mental health. “MAT (medication-assisted treatment)

saves lives,” an adult wrote. An adult and family member also listed having an accurate diagnosis.

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 the open-ended questions. The most common feedback included the following:

- **Challenges to accessing services.** Individuals expressed several barriers to services, including these:
  - Available hours, including later hours, weekend availability, and frequency needed. One adult suggested, “Group times could be scheduled better for those of us who have jobs and families.”
  - Location, such as parking, proximity to home, and telehealth options
  - Transportation, such as public transportation to location or rides to and from services
  - Adequate staffing. An adult simply stated, “Employ more staff,” while another elaborated, “They need to hire more staff, as I notice that the lack of staffing is causing great stress and burn out amongst the staff. They need to fill all positions and also have additional people trained to provide coverage when needed.” An example from one adult was that “staff (on the crisis unit) is also preparing food and that is taking away from services.”
  - Adequate services. An adult explained, “I just feel that the state of WV really lacks with regards to mental health services because I've lived outside of the state. Lack on acceptance. Lacks on resources and availability. We're lucky in Wheeling because we have NAMI, but so many areas that are rural that don't have anything.”
  - Waiting for service. One parent wrote, “The wait for mental health services in our state is significantly longer than it should be. If someone is suffering with mental health, they shouldn't have to wait 3-6 months for an appointment for support. Unfortunately, that is exactly the case.” An adult said it would be helpful if “rescheduled appointments (were not) a whole month wait,” while another said calls were not returned in a timely manner.
  - Circuitous referrals. A youth lamented, “Honestly, the only services I was provided with was a diagnosis - when I asked about treatment and support, I was referred back to my pediatrician, who referred us to the mental health facility for support. I feel stuck in a loop.” An adult said, “It is difficult to get counseling even when the provider does a referral.”
- **Providers not listening, communicating effectively, or protecting confidentiality.** A youth wrote that provider staff “were rude, disorganized, unhelpful, limited on time and services, rushed, and unprofessional. They lied to me more than once. Their providers were telehealth, but they didn't explain that. Not a good experience when I

needed help the most.” An adult suggested, “Better communication between all departments. More courtesy and respect when ask questions to staff.” A couple of adults noted that they had been unaware of services, which one suggesting services should be advertised more. Another adult wrote, “Services and options could be better explained to me. I am unaware of all services available to me through them.” A couple of comments concerned maintaining confidentiality, with one adult explaining “Zoom appointments can be heard outside in the lobby. No privacy. Should turn TV volume up.”

- **Suggestions specific to youth in residential care.** Youth with families requested more frequent, longer home visits and phone calls, while one youth without a family appreciated the provider’s “helping me find a home.” Several youth requested more time to socialize (e.g., talk, do fun activities) with other youth and to decompress without structured programming.
- **Affordability of services.** A few adults expressed concern about keeping Medicaid, which pays for their services. “Please keep Medicaid!” an adult pleaded, while another said, “I am very concerned about potential Medicaid cutbacks and decreased accessibility to mental health services.” An adult implored policymakers not to “support laws etc. that reduce how much money ... the people of this country ... spend ... to help folks with mental health and substance abuse issues. Some people, like myself, are born with a massive disability, through no fault of their own, and as a result, have really poor mental health. I as a citizen will happily pay a bit more in tax if I know that this extra tax will go to things like helping people in need with their mental health.” Another adult wrote, “Insurance doesn't pay much for services, making services unaffordable and hard to access.”
- **Stigma or sense of belonging in the community.** A youth wrote that an area for improvement is “(n)o race discrimination or how you look is how they treat you. It's sad. Feels uncomfortable and like I don't feel wanted.” A couple of adults noted a “lack of acceptance” or suggested “(erasing) the stigma of mental health issues.” A family member asserted, “Children shouldn't be punished when they have mental health episodes at school. They miss days for therapy, and these should not make them truant due to (school) policies.”
- **Specific services or supports suggested.**
  - Help with basic needs. Several adults said they needed help securing housing, shelter, transportation, and household items. One wrote, “I'm homeless and in need of resources for clothing, housing for myself and my teenaged son.”
  - A local Veterans Mental Health Center.
  - DUI classes.
  - More support programs, including group therapy and group homes.

## **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.*

<b>MHBG Table 16</b>			
Reporting Period (Year Survey was Conducted): <b>From:</b>	October 1, 2024	<b>To:</b>	August 15, 2025
State Identifier: <b>West Virginia</b>			
<b>Adult Consumer Survey Results:</b>	<b>Number of Positive Responses</b>	<b>Responses</b>	<b>Percent Positive (calculated)</b>
1. Social Connectedness	<b>268</b>	<b>358</b>	<b>75%</b>
2. Functioning	<b>266</b>	<b>362</b>	<b>73.5%</b>
<b>Child/Adolescent Consumer Survey Results:</b>	<b>Number of Positive Responses*</b>	<b>Responses*</b>	<b>Percent Positive (calculated)</b>
3. Social Connectedness	<b>77</b>	<b>95</b>	<b>81%</b>
4. Functioning	<b>70</b>	<b>94</b>	<b>74.5%</b>

**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**

\* 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, 2024, to August 15, 2025		
State Identifier:	West Virginia		
MHSIP Adult Consumer Survey Results*	Number of Positive Responses	Responses	Confidence Interval*
1. Reporting Positively about Access (Questions 4-9)	318 (89%)	357	±0.258 (±0.08%)
2. Reporting Positively about Quality and Appropriateness for Adults (Questions 10, 13, 15, 16, 18, 20)	314 (88.5%)	355	±0.342 (±0.1%)
3. Reporting Positively about Outcomes (Questions 21-28)	250 (71.6%)	349	±0.718 (±0.3%)
4. Reporting Participation in Treatment Planning (Questions 11, 12, 14, 17, 19)	313 (87%)	360	±0.330 (±0.1%)
5. Reporting Positively about General Satisfaction with Services (Questions 1-3)	325 (90.8%)	358	±0.0880 (±0.03%)

YSS-F/YSS Child/Adolescent Consumer Survey Results*	Number of Positive Responses	Responses	Confidence Interval**
1. Reporting Positively about Access (Questions 8, 9)	65 (67.7%)	96	±3.439 (±5.3%)
2. Reporting Positively about General Satisfaction for Children (Questions 1, 4, 5, 7, 10, 11)	63 (65.6%)	96	±3.522 (±5.0%)
3. Reporting Positively about Outcomes for Children (Questions 16-20)	71 (76.3%)	93	±1.442 (±2.0%)
4. Family Members Reporting on Participation in Treatment Planning for their Children (Questions 2, 3, 6)	81 (84.4%)	96	±3.930 (±4.9%)
5. Reporting High Cultural Sensitivity of Staff (Questions 12, 13, 14, 15)	74 (78.7%)	94	±3.120 (±4.2%)

\* 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 surveys should cover 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 received services between October 1, 2024, and August 15, 2025, was invited to complete the survey through their providers, social media posts,

BBH listserv, direct email to certain consumers, administrative services organization website, and meeting presentations.

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

1. All adult consumers in state

2. **Adults with serious mental illness**

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

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 15, 2025. While most adults reported they had Medicaid, the survey was open to anyone who had received services.

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

	<b>Self-Administered</b>	<b>Interview</b>
Phone	No	No
Mail/Email	<b>Yes</b>	N/A
Face-to-Face	No	No
Web-based	<b>Yes</b>	No

Below is a chart of how the surveys were received:

	<b>Survey Responses</b>			
	<b>Online</b>	<b>Mail</b>	<b>Email</b>	<b>Total</b>
<b>Adult</b>	63	109	193	<b>365</b>
<b>Youth</b>	3	57	9	<b>69</b>
<b>Family</b>	7	10	11	<b>28</b>
<b>Total</b>	73	176	213	<b>462</b>

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)? **365**

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 meeting presentations, 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: \_\_\_\_\_

***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](http://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 received services between October 1, 2024, and August 15, 2025, was invited to complete the survey through their providers, social media posts, BBH listserv, direct email to certain consumers, administrative services organization website, and meeting presentations.**

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

1. All child consumers in state
2. **Children with serious emotional disturbances**
3. **Children who were Medicaid eligible or in Medicaid Managed Care**
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 15, 2025. While most parents and youth reported they had Medicaid, the survey was open to anyone who had received services.**

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

	<b>Self-Administered</b>	<b>Interview</b>
Phone	No	No
Mail/Email	<b>Yes</b>	N/A
Face-to-Face	No	No
Web-based	<b>Yes</b>	No

Below is a chart of how the surveys were received:

<b>Survey Responses</b>				
	<b>Online</b>	<b>Mail</b>	<b>Email</b>	<b>Total</b>
<b>Adult</b>	63	109	193	<b>365</b>
<b>Youth</b>	3	57	9	<b>69</b>
<b>Family</b>	7	10	11	<b>28</b>
<b>Total</b>	73	176	213	<b>462</b>

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)? **69 YSS and 28 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 meeting presentations, 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: \_\_\_\_\_

**MHBG Table 21 (URS Table 19A) Profile of Criminal Justice or Juvenile Justice Involvement**

This table collects information on the number of children/youth and adults with an arrest in T1 (prior 12 months) and T2 (most recent 12 months) to measure the change in arrests over time. Information required includes information on arrests and impact of services.

1. The National Outcome Measure for Criminal Justice or Juvenile Justice measures change in arrests over time.
2. If your SMHA has data on arrest records from alternative sources, you may also report that here. If you only have data for arrests for consumers this year, please report that in the T2 column. If you can calculate the change in arrests from T1 to T2, please use the "T1 to T2 change" columns.
3. Please complete the checkboxes at the bottom of the table to help explain the data sources that you have used to complete the table.
4. Please tell us anything else that would help us to understand your indicator (e.g., list surveys or MIS questions; describe linking methodology and data sources; specify time period for criminal or juvenile justice involvement; explain whether treatment data are collected).

State: West Virginia			Reporting Period: From: October 1, 2024			to: August 15, 2025												
For Consumers in Service for at least 12 months																		
	T1			T2			T1 to T2 Change						Assessment of the Impact of Services					
	"T1" Prior 12 months (more than 1 year ago)			"T2" Most Recent 12 months (this year)			If Arrested at T1 (Prior 12 Months)			If Not Arrested at T1 (Prior 12 Months)			Over the last 12 months, my encounters with the police have...					
	Arrested	Not Arrested	No Response	Arrested	Not Arrested	No Response	# with an Arrest in T2	# with No Arrest at T2	No Response	# with an Arrest in T2	# with No Arrest at T2	No Response	# Reduced (fewer encounters)	# Stayed the Same	# Increased	# Not Applicable	No Response	Total Responses
<b>Total</b>	14	263	0	10	266	0	6	4	0	5	244	0	30	14	6	227	0	277
<b>Total Children/Youth (under age 18)</b>	8	26	0	4	29	0	3	1	0	2	14	0	11	5	2	16	0	34
Female	5	15	0	2	18	0	1	1	0	1	8	0	6	3	1	10	0	20
Male	3	8	0	2	8	0	2	0	0	1	3	0	4	1	1	5	0	11
Not Available <sup>1</sup>	0	3	0	0	3	0	0	0	0	0	3	0	1	1	0	1	0	3
<b>Total Adults (age 18 and over)</b>	6	237	0	6	237	0	3	3	0	3	234	0	19	10	4	209	0	242
Female	1	140	0	2	139	0	0	2	0	1	138	0	7	5	3	125	0	140
Male	5	86	0	4	87	0	3	1	0	2	85	0	11	4	1	75	0	91
Not Available <sup>1</sup>	0	11	0	0	11	0	0	0	0	0	11	0	1	1	0	9	0	11
For Consumers Who Began Mental Health Services during the past 12 months																		
	T1			T2			T1 to T2 Change						Assessment of the Impact of Services					
	"T1" 12 months prior to beginning services			"T2" Since Beginning Services (this year)			If Arrested at T1 (Prior 12 Months)			If Not Arrested at T1 (Prior 12 Months)			Since starting to receive MH Services, my encounters with the police have...					
	Arrested	Not Arrested	No Response	Arrested	Not Arrested	No Response	# with an Arrest in T2	# with No Arrest at T2	No Response	# with an Arrest in T2	# with No Arrest at T2	No Response	# Reduced (fewer encounters)	# Stayed the Same	# Increased	# Not Applicable	No Response	Total Responses
<b>Total</b>	20	164	0	14	167	0	0	0	0	0	0	0	26	21	3	133	0	183
<b>Total Children/Youth (under age 18)</b>	12	53	0	10	51	0	5	4	0	6	42	0	10	11	3	38	0	62
Female	5	22	0	4	23	0	2	2	0	3	20	0	4	7	2	18	0	0
Male	7	23	0	6	23	0	3	2	0	3	19	0	6	4	1	17	0	0
Not Available <sup>1</sup>	0	8	0	0	5	0	0	0	0	0	3	0	0	0	0	3	0	0
<b>Total Adults (age 18 and over)</b>	10	110	0	4	116	0	3	7	0	1	110	0	16	10	0	93	0	119
Female	1	59	0	1	59	0	0	1	0	1	59	0	3	3	0	53	0	59
Male	9	43	0	3	49	0	3	6	0	0	43	0	13	5	0	34	0	52
Not Available <sup>1</sup>	0	8	0	0	8	0	0	0	0	0	8	0	0	2	0	6	0	8

<sup>1</sup> The 'Not Available' category is to be used only for cases where the requested field in state data systems is null or blank, an invalid value is added, or if the state does not collect information in the state data system.

*(Continued on next page)*

<b>Please Describe the Sources of your Criminal Justice Data</b>			
Source of <b>adult</b> criminal justice information Consumer	<input checked="" type="checkbox"/> <b>X1) Consumer survey (recommended questions)</b>	<input type="checkbox"/> 2) Other	Survey: Please send copy of questions of agency
criminal justice agency justice Information: Consumer	<input type="checkbox"/> 5) Local criminal justice Sources of <b>children/youth</b> criminal	4) State	Survey: Please send copy of questions justice agency
<input type="checkbox"/> criminal/juvenile justice agency	<input type="checkbox"/> 1) Consumer survey (recommended questions)	<input type="checkbox"/> 2) Other	<input type="checkbox"/> 3) Mental health MIS
Measure of <b>adult</b> criminal Involvement:	<input checked="" type="checkbox"/> <b>X1) Arrests</b>	<input type="checkbox"/> 2) Other (specify):	(specify): <input type="checkbox"/> 3) Both (all)
Region for which <b>adult</b> data are reported:	<input checked="" type="checkbox"/> <b>X1) The whole state</b>	<input type="checkbox"/> 2) Less than the whole state (please describe):	
Region for which <b>children/youth</b> data are reported:	<input checked="" type="checkbox"/> <b>X1) The whole state</b>	<input type="checkbox"/> 2) Less than the whole state (please describe):	
What is the total number of persons surveyed, or for whom criminal justice/juvenile justice data are reported?	Children	Adults	
1. If data is from survey, what is the total number of people from which the sample was drawn?	97	365	
2. What was your sample size (how many individuals were selected for the sample)?	*	*	
3. How many survey contacts were made (surveys to valid phone numbers or addresses)?	*	*	
4. How many surveys were completed (survey forms returned or calls completed), if data source was not a Survey. How many persons were CJ data available for?	N/A	N/A	
5. What was your response rate (number of completed surveys divided by number of contacts)?	*	*	
<b>Comments on Data</b>	It was a convenience sample. Anyone who received services between October 1, 2024, and August 15, 2025, was invited to complete the survey through their providers, social media posts, BBH listserv, direct email to certain consumers, administrative services organization website, meeting presentations.		

**Instructions:**

If you have responses to a survey by person not in the expected age group, you should include those responses with other responses from the survey (e.g., if a 16- or 17-year-old responds to the Adult MHSIP survey, please include their responses in the adult categories since that was the survey they used).

**MHBG Table 22 (URS Table 19B) Profile of Change in School Attendance**

This table collects information on the number of children with suspension and expulsion from school in T1 (prior 12 months) and T2 (most recent 12 months) to measure the change in school attendance over time. Information required includes information on suspensions/expulsions, and impact of services.

1. The National Outcome Measure for School Attendance measures the change in school attendance over time.
2. If your SMHA has data on school attendance from alternative sources, you may also report that here. If you only have data for school attendance for consumers this year, please report that in the T2 column, if you can calculate the change in attendance from T1 to T2, please use the T1 to T2 Change columns.
3. Please complete the checkboxes at the bottom of the table to help explain the data sources that you used to complete this table.
4. Please tell us anything else that would help us to understand your indicator (e.g., list surveys or MIS questions; describe linking methodology and data sources; specify time period for school attendance; explain whether treatment data are collected).

State: West Virginia			Reporting Period: From: October 1, 2024 to: August 15, 2025															
For Consumers in Service for at least 12 months																		
	T1			T2			T1 to T2 Change						Impact of Services					
	"T1" Prior 12 months (more than 1 year ago)			"T2" Most Recent 12 months (this year)			If Suspended at T1 (Prior 12 Months)			If Not Suspended at T1 (Prior 12 Months)			Over the last 12 months, the number of days my child was in school have					
	# Suspended or Expelled	# Not Suspended or Expelled	No Response	# Suspended or Expelled	# Not Suspended or Expelled	No Response	# with an Expulsion or Suspension in T2	# with no Expulsion or Suspension in T2	No Response	# with an Expulsion or Suspension in T2	# with no Expulsion or Suspension in T2	No Response	# Greater (Improved)	# Stayed the Same	# Fewer days (gotten worse)	# Not Applicable	No Response	Total Responses
<b>Total</b>	10	24	0	10	20	0	8	2	0	4	18	0	14	15	1	4	0	34
<b>Sex</b>																		
Female	4	12	0	6	13	0	4	0	0	2	12	0	10	8	0	2	0	20
Male	6	9	0	3	5	0	4	2	0	1	4	0	4	5	0	2	0	11
Not Available <sup>1</sup>	0	3	0	1	2	0	0	0	0	1	2	0	0	2	1	0	0	3
<b>Age</b>																		
Under 18	10	24	0	10	20	0	8	2	0	4	18	0	14	15	1	4	0	34
For Consumers Who Began Mental Health Services during the past 12 months																		
	T1			T2			T1 to T2 Change						Impact of Services					
	"T1" 12 months prior to beginning services			"T2" Since Beginning Services (This Year)			If Suspended at T1 (Prior 12 Months)			If Not Suspended at T1 (Prior 12 Months)			Since starting to receive MH Services, the number of days my child was in school have					
	# Suspended or Expelled	# Not Suspended or Expelled	No Response	# Suspended or Expelled	# Not Suspended or Expelled	No Response	# with an Expulsion or Suspension in T2	# with No Suspension or Expulsion at T2	No Response	# with an Expulsion or Suspension in T2	# with No Suspension or Expulsion at T2	No Response	# Greater (Improved)	# Stayed the Same	# Fewer days (gotten worse)	# Not Applicable	No Response	Total Responses
<b>Total</b>	27	35	0	16	46	0	0 - 14	14	0	2	34	0	26	19	6	12	0	57
<b>Sex</b>																		
Female	12	19	0	10	20	0	9	3	0	1	18	0	14	8	4	5	0	31
Male	14	14	0	5	24	0	4	11	0	1	14	0	12	3	2	6	0	23
Not Available <sup>1</sup>	1	2	0	1	2	0	1	0	0	0	2	0	0	2	0	1	0	3
<b>Age</b>																		
Under 18	27	35	0	16	46	0	14	14	0	2	34	0	26	19	6	12	0	57

<sup>1</sup> The 'Not Available' category is to be used only for cases where the requested field in state data systems is null or blank, an invalid value is added, or if the state does not collect information in the state data system.

(Continued on next page)

MHBG Table 22 (cont.)

Sources of School Attendance Information <input type="checkbox"/> 4) State Education Department	<input checked="" type="checkbox"/> 1) <b>Consumer survey (recommended questions)</b>	<input type="checkbox"/> 2) Other Survey: Please send copy of questions <input type="checkbox"/> 5) Local Agencies Schools/Education	<input type="checkbox"/> 3) Mental health MIS <input type="checkbox"/> 6) Other (specify):
Measure of School Attendance	<input type="checkbox"/> 1) School Attendance	<input type="checkbox"/> 2) Other (specify): (specify):	<input type="checkbox"/> 3) Both (all Children)
Mental health programs include:	<input checked="" type="checkbox"/> 1) <b>Children with SED or COD only</b>	<input type="checkbox"/> 2) Other Children	
Region for which data are reported:	<input checked="" type="checkbox"/> 1) <b>The whole state</b>	<input type="checkbox"/> 2) Less than the whole state (please describe):	
<b>What is the total number of persons surveyed, or for whom criminal justice/juvenile justice data are reported?</b>			
1. If data is from survey, what is the total number of people from which the sample was drawn?	Children/ Parents		
2. What was your sample size (how many individuals were selected for the sample)?	97		
3. How many survey contacts were made (surveys to valid phone numbers or addresses)?	*		
4. How many surveys were completed (survey forms returned or calls completed). If data source was not a survey, for how many people were data available?	*		
5. What was your response rate (number of completed surveys divided by number of contacts)?	97		
	*		
<b>Comments on Data</b>	It was a convenience sample. Anyone who received services between October 1, 2024, and August 15, 2025, was invited to complete the survey through their providers, social media posts, BBH listserv, direct email to certain consumers, administrative services organization website, meeting presentations.		

## **Attachment A**

## ADULT MENTAL HEALTH SERVICES SATISFACTION SURVEY

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 2024 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 completing the survey, which will take about 10 minutes.

	Strongly	Agree	I am Neutral	Disagree	Strongly	Not Applicable
	Agree				Disagree	
1. I like the services that I received here.	1	2	3	4	5	9
2. If I had other choices, I would still get services from this agency.	1	2	3	4	5	9
3. I would recommend this agency to a friend or family member.	1	2	3	4	5	9
4. The location of services was convenient (parking, public transportation, distance,	1	2	3	4	5	9
5. Staff were willing to see me as often as I felt it was necessary.	1	2	3	4	5	9
6. Staff returned my call in 24 hours.	1	2	3	4	5	9
7. Services were available at times that were good for me.	1	2	3	4	5	9
8. I was able to get all the services I thought I needed.	1	2	3	4	5	9
9. I was able to see a psychiatrist when I wanted to.	1	2	3	4	5	9
10. Staff here believe that I can grow, change and recover.	1	2	3	4	5	9
11. I felt comfortable asking questions about my treatment and	1	2	3	4	5	9
12. I felt free to complain.	1	2	3	4	5	9
13. I was given information about my rights.	1	2	3	4	5	9
14. Staff encouraged me to take responsibility for how I live my life.	1	2	3	4	5	9
15. Staff told me what side effects to watch out for.	1	2	3	4	5	9
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	1	2	3	4	5	9
17. I, not staff, decided my treatment goals.	1	2	3	4	5	9
18. Staff were sensitive to my cultural background (race, religion, language, etc.)	1	2	3	4	5	9
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	1	2	3	4	5	9
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line,	1	2	3	4	5	9

<b>As a Direct Result of Services I received:</b>						
	<b>Strongly Agree</b>	<b>Agree</b>	<b>I am Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Not Applicable</b>
21. I deal more effectively with daily problems.	1	2	3	4	5	9
22. I am better able to control my life.	1	2	3	4	5	9
23. I am better able to deal with crisis.	1	2	3	4	5	9
24. I am getting along better with my family.	1	2	3	4	5	9
25. I do better in social situations.	1	2	3	4	5	9
26. I do better in school and/or work.	1	2	3	4	5	9
27. My housing situation has improved.	1	2	3	4	5	9
28. My symptoms are not bothering me as much.	1	2	3	4	5	9
29. I do things that are more meaningful to me.	1	2	3	4	5	9
30. I am better able to take care of my needs.	1	2	3	4	5	9
31. I am better able to handle things when they go wrong.	1	2	3	4	5	9
32. I am better able to do things that I want to do.	1	2	3	4	5	9
<b><i>For questions 33-36 please answer for relationships with persons other than your mental health provider(s)</i></b>						
33. I am happy with the friendships I have.	1	2	3	4	5	9
34. I have people with whom I can do enjoyable things.	1	2	3	4	5	9
35. I feel like I belong in my community.	1	2	3	4	5	9
36. In a crisis, I would have the support I need from family or friends.	1	2	3	4	5	9

**Please answer the following questions to let us know how you are doing.**

37. Are you currently (still) getting mental health services from this Provider?       Yes       No

38. How long have you received mental health services from this Provider?  
 a. Less than a year (less than 12 months) *(go to Question 39)*  
 1 year or more (at least 12 months) *(go to Question 42)*

42. Were you arrested during the last 12 months?  
 Yes  No
43. Were you arrested during the 12 months prior to that?  
 Yes  No
44. Over the last year, have your encounters with the police...  
 a. been reduced (for example, I have not been arrested, hassled by police, taken by police to a shelter or crisis program)  
 b. stayed the same  
 c. increased  
 d. not applicable -I had no police encounters this year or last year

39. Were you arrested since you began to receive mental health services?  
 Yes  No
40. Were you arrested during the 12 months prior to that?  
 Yes  No
41. Since you began to receive mental health services, have your encounters with the police...  
 a. been reduced (for example, I have not been arrested, hassled by police, taken by police to a shelter or crisis program)  
 b. stayed the same  
 c. increased  
 d. not applicable -I had no police encounters this year or last year

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

- Yes
- No

46. 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)

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

48. Did you receive services from a Comprehensive Behavioral Health Center or Certified Behavioral Health Clinic? Please check all that apply.

- Appalachian Community Health Center
- EastRidge Health Systems
- FMRS Health Systems
- HealthWays
- Mountain Laurel Integrated Healthcare
- Northwood Health Systems
- Potomac Highlands Guild
- Pretera Health Services
- Seneca Health Services
- Southern Highlands Community Mental Health Center
- Healthy Minds Clarksburg/United Summit Center
- Valley HealthCare System (Marion, Monongalia, Preston, or Taylor County)
- Westbrook Health Services
- None of these
- I don't know

49. Please list any other behavioral health provider agency or agencies that served you.

---

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

---

51. What could be improved about the services?

---

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

52. Are you of Hispanic or Latino origin?

- Yes
- No

53. 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 \_\_\_\_\_

54. What is your age range?

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

55. What is your sex?

- Female
- Male
- Prefer not to answer

56. Do you have Medicaid insurance?

- Yes
- No

57. Do you have insurance other than Medicaid?

- Yes
- No

58. 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.

**2025 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 2024 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 completing the survey.

**Please put an (X) in the box that best describes your answer to each statement.**

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
1. Overall, I am satisfied with the services my child received.						
2. I helped choose my child's services.						
3. I helped choose my child's treatment goals.						
4. The people helping my child stuck with us no matter what.						
5. I felt my child had someone to talk to when they were troubled						
6. I participated in my child's treatment.						
7. The services my child or family received were right for us.						
8. The location of the services was convenient for us.						
9. Services were available at times that were convenient for us.						
10. My family got the help we wanted for my child.						
11. My family got as much help as we needed for my child.						
12. Staff treated me with respect.						
13. Staff respected my family's religious or spiritual beliefs.						
14. Staff spoke with me in a way that I understood.						
15. Staff were sensitive to my cultural or ethnic background.						
<b>As a result of the services my child or family received:</b>						
16. My child is better at handling daily life.						
17. My child gets along better with family members.						
18. My child gets along better with friends and other people.						
19. My child is doing better in school or work.						
20. My child is able to cope better when things go wrong.						
21. I am satisfied with our family life right now.						
22. My child is better able to do things they want to do.						

<b>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 or family received:</b>						
	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Undecided</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Not applicable</b>
23. I know people who will listen and understand me when I need to talk.						
24. I have people with whom I am comfortable talking about my child's problems.						
25. In a crisis, I would have the support I need from family or friends.						
26. I have people with whom I can do enjoyable things.						

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

28. What would improve the services?

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

30. Did you receive services from a Comprehensive Behavioral Health Center or Certified Behavioral Health Clinic? Please check all that apply.

- Appalachian Community Health Center
- EastRidge Health Systems
- FMRS Health Systems
- HealthWays
- Mountain Laurel Integrated Healthcare
- Northwood Health Systems
- Potomac Highlands Guild
- Prestera Health Services
- Seneca Health Services
- Southern Highlands Community Mental Health Center
- Healthy Minds Clarksburg/United Summit Center
- Valley HealthCare System (Marion, Monongalia, Preston, or Taylor County)
- Westbrook Health Services
- None of these
- I don't know

31. Please list any other behavioral health provider agency or agencies that served you. \_\_\_\_\_

32. Is your child currently living with you? \_\_\_Yes \_\_\_No

33. 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

34. In the last year, did your child see a medical or other healthcare professional when they were sick?  
Please check one.

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

35. Is your child taking medication for emotional/behavioral needs? \_\_\_Yes \_\_\_No

36. If yes, did the doctor or health care provider tell you and/or your child the possible side effects of the medication? \_\_\_Yes \_\_\_No

37. Is your child still receiving mental health or co-occurring behavioral health services? \_\_\_Yes \_\_\_No

38. 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

<b>If your child received services for a year or less, please answer questions 39-44.</b>	<b>If your child received services for more than a year, please answer questions 45-50.</b>
39. Was your child arrested since beginning to receive mental health services? ___Yes ___No	45. Was your child arrested in the last 12 months? ___Yes ___No
40. Was your child arrested in the 12 months prior to that? ___Yes ___No	46. Was your child arrested in the 12 months prior to that? ___Yes ___No
41. Since your child began receiving mental health services, have their encounters with police <ul style="list-style-type: none"> <li><input type="radio"/> been reduced</li> <li><input type="radio"/> stayed the same</li> <li><input type="radio"/> increased</li> <li><input type="radio"/> not applicable (no police encounters before or after services)</li> </ul>	47. Over the last year, have your child's encounters with police <ul style="list-style-type: none"> <li><input type="radio"/> been reduced</li> <li><input type="radio"/> stayed the same</li> <li><input type="radio"/> increased</li> <li><input type="radio"/> not applicable (no police encounters before or after services)</li> </ul>
42. Was your child expelled or suspended since beginning services? ___Yes ___No	48. Was your child expelled or suspended in the past 12 months? ___Yes ___No
43. Was your child expelled or suspended in the 12 months prior to that? ___Yes ___No	49. Was your child expelled or suspended in the 12 months prior to that? ___Yes ___No
44. Since starting to receive services, the number of days my child was in school is <ul style="list-style-type: none"> <li><input type="radio"/> Greater</li> <li><input type="radio"/> About the same</li> <li><input type="radio"/> Less</li> <li><input type="radio"/> Does not apply</li> </ul> If it does not apply, the reason is my child <ul style="list-style-type: none"> <li><input type="radio"/> had no attendance problems before or after receiving services</li> <li><input type="radio"/> is too young to be in school</li> <li><input type="radio"/> was expelled or suspended from school</li> <li><input type="radio"/> is home-schooled</li> <li><input type="radio"/> dropped out of school</li> <li><input type="radio"/> Other - Please share <input style="width: 150px; height: 20px;" type="text"/></li> </ul>	50. Over the last year, the number of days my child was in school is <ul style="list-style-type: none"> <li><input type="radio"/> Greater</li> <li><input type="radio"/> About the same</li> <li><input type="radio"/> Less</li> <li><input type="radio"/> Does not apply</li> </ul> If it does not apply, the reason is my child <ul style="list-style-type: none"> <li><input type="radio"/> had no attendance problems before or after receiving services</li> <li><input type="radio"/> is too young to be in school</li> <li><input type="radio"/> was expelled or suspended from school</li> <li><input type="radio"/> is home-schooled</li> <li><input type="radio"/> dropped out of school</li> <li><input type="radio"/> Other - Please share <input style="width: 150px; height: 20px;" type="text"/></li> </ul>

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

52. Are either of the child's parents of Spanish, Hispanic or Latino origin?

- Yes
- No
- I don't know

53. What is your child's 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 \_\_\_\_\_

54. What is your child's age? \_\_\_\_\_

55. What is your child's sex?

- Female
- Male
- Prefer not to answer

56. Does your child have Medicaid insurance?

- Yes
- No

57. Do your child have insurance other than Medicaid?

- Yes
- No

58. 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.

**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 2024 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 completing this survey.

**Please put an (X) in the box that best describes your answer to each statement.**

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Undecided</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Not Applicable</b>
1. Overall, I am satisfied with the services I received.						
2. I helped choose my services.						
3. I helped choose my treatment goals.						
4. The people helping me stuck with me no matter what.						
5. I felt I had someone to talk to when I was troubled						
6. I participated in my treatment.						
7. The services I received were right for me.						
8. The location of the services was convenient for me.						
9. Services were available at times that were convenient for me.						
10. I got the help I wanted.						
11. I got as much help as I needed.						
12. Staff treated me with respect.						
13. Staff respected my religious or spiritual beliefs.						
14. Staff spoke with me in a way that I understood.						
15. Staff were sensitive to my cultural or ethnic background.						
<b>As a result of the services I received:</b>						
16. I am better at handling daily life.						
17. I get along better with family members.						
18. I get along better with friends and other people.						
19. I am doing better in school or work.						
20. I am able to cope better when things go wrong.						
21. I am satisfied with my family life right now.						
22. I am better able to do things I want to do.						

<b>Please answer the following questions about your relationships with persons other than your mental health provider(s). As a result of the services I received:</b>						
	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Undecided</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>Not applicable</b>

23. I know people who will listen and understand me when I need to talk.						
24. I have people with whom I am comfortable talking about my problems.						
25. In a crisis, I would have the support I need from family or friends.						
26. I have people with whom I can do enjoyable things.						

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

28. What would improve the services?

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

30. Did you receive services from a Comprehensive Behavioral Health Center or Certified Behavioral Health Clinic? Please check all that apply.

- Appalachian Community Health Center
- EastRidge Health Systems
- FMRS Health Systems
- HealthWays
- Mountain Laurel Integrated Healthcare
- Northwood Health Systems
- Potomac Highlands Guild
- Pretera Health Services
- Seneca Health Services
- Southern Highlands Community Mental Health Center
- Healthy Minds Clarksburg/United Summit Center
- Valley HealthCare System (Marion, Monongalia, Preston, or Taylor County)
- Westbrook Health Services
- None of these
- I don't know

31. Please list any other behavioral health provider agency or agencies that served you. \_\_\_\_\_

32. Are you currently living with one or both of your parents? \_\_\_Yes \_\_\_No

33. 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

34. In the last year, did you see a medical or other healthcare professional when you were sick? Please check one.

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

35. Are you taking medication for emotional/behavioral needs? \_\_\_Yes \_\_\_No

36. If yes, did the doctor or health care provider tell you the possible side effects of the medication?  
\_\_\_Yes \_\_\_No

37. Are you still receiving mental health or co-occurring behavioral health services? \_\_\_Yes \_\_\_No

38. How long did you 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

<b>If you received services for a year or less, please answer questions 39-44.</b>	<b>If you received services for more than a year, please answer questions 45-50.</b>
39. Were you arrested since beginning to receive mental health services? ___Yes ___No	45. Were you arrested in the last 12 months? ___Yes ___No
40. Were you arrested in the 12 months prior to that? ___Yes ___No	46. Were you arrested in the 12 months prior to that? ___Yes ___No
41. Since you began receiving mental health services, have your encounters with police <ul style="list-style-type: none"> <li><input type="radio"/> been reduced</li> <li><input type="radio"/> stayed the same</li> <li><input type="radio"/> increased</li> <li><input type="radio"/> not applicable (no police encounters before or after services)</li> </ul>	47. Over the last year, have your encounters with police <ul style="list-style-type: none"> <li><input type="radio"/> been reduced</li> <li><input type="radio"/> stayed the same</li> <li><input type="radio"/> increased</li> <li><input type="radio"/> not applicable (no police encounters before or after services)</li> </ul>
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43. Were you expelled or suspended in the 12 months prior to that? ___Yes ___No	49. Were you expelled or suspended in the 12 months prior to that? ___Yes ___No
44. Since starting to receive services, the number of days I was in school is <ul style="list-style-type: none"> <li><input type="radio"/> Greater</li> <li><input type="radio"/> About the same</li> <li><input type="radio"/> Less</li> <li><input type="radio"/> Does not apply</li> </ul> If it does not apply, the reason is I <ul style="list-style-type: none"> <li><input type="radio"/> had no attendance problems before or after receiving services</li> <li><input type="radio"/> is too young to be in school</li> <li><input type="radio"/> was expelled or suspended from school</li> <li><input type="radio"/> is home-schooled</li> <li><input type="radio"/> dropped out of school</li> <li><input type="radio"/> Other - Please share <input style="width: 150px; height: 20px;" type="text"/></li> </ul>	50. Over the last year, the number of days I was in school is <ul style="list-style-type: none"> <li><input type="radio"/> Greater</li> <li><input type="radio"/> About the same</li> <li><input type="radio"/> Less</li> <li><input type="radio"/> Does not apply</li> </ul> If it does not apply, the reason is I <ul style="list-style-type: none"> <li><input type="radio"/> had no attendance problems before or after receiving services</li> <li><input type="radio"/> is too young to be in school</li> <li><input type="radio"/> was expelled or suspended from school</li> <li><input type="radio"/> is home-schooled</li> <li><input type="radio"/> dropped out of school</li> <li><input type="radio"/> Other - Please share <input style="width: 150px; height: 20px;" type="text"/></li> </ul>

**Please let us know a little more about you for statistical purposes.**

52. Are either of your parents of Spanish, Hispanic or Latino origin?

- Yes
- No
- I don't know

53. 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 \_\_\_\_\_

54. What is your age? \_\_\_\_\_

55. What is your sex?

- Female
- Male
- Prefer not to answer

56. Do you have Medicaid insurance?

- Yes
- No

57. Do you have insurance other than Medicaid?

- Yes
- No

58. 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.

## **Attachment B**



WEST VIRGINIA DEPARTMENT OF

**HUMAN  
SERVICES**

**Acentra**  
HEALTH

# Share YOUR EXPERIENCE

**Have you or your child received mental health or substance use services since October 2024?**

If so, please tell us about them.

Your response is confidential and won't affect your services.



**Scan a QR Code below**

**Adult**



**Youth aged 12-17**




**Family of Child/Youth**




**To request a paper survey or phone interview, please contact Nikki Tennis at [nikki.tennis@acentra.com](mailto:nikki.tennis@acentra.com) or 304-306-8710**

Acentra Health conducts annual consumer satisfaction surveys for the West Virginia Department of Human Services (DoHS), Bureau for Behavioral Health (BBH). BBH reviews and reports the summarized consumer feedback to the Substance Abuse and Mental Health Services Administration (SAMHSA) as part of its block grant requirements.

## Example Social Media Posts

 **West Virginia Department of Human Services**  
38m · 🌐

Have you or your child received mental health or substance use services since October 2024? If so, we want to hear from you! Scan o... See more

 **Westbrook Health Services**  
4d · 🌐

The DoHS Bureau for Behavioral Health (BBH) is seeking feedback on behavioral health services that West Virginians receive any time... See more



# Share YOUR EXPERIENCE

*Have you or your child received mental health or substance use services since October 2024?*

If so, please tell us about them. Your response is confidential and won't affect your services.

**Scan a QR Code below**

Adult	Youth aged 12-17	Family of Child/Youth
		

**To request a paper survey or phone interview, please contact Nikki Tennis at [nikki.tennis@acentra.com](mailto:nikki.tennis@acentra.com) or 304-306-8710**

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# Share YOUR EXPERIENCE

*Have you or your child received mental health or substance use services since October 2024?*

If so, please tell us about them. Your response is confidential and won't affect your services.

**Scan a QR Code below**

Adult	Youth aged 12-17	Family of Child/Youth
		

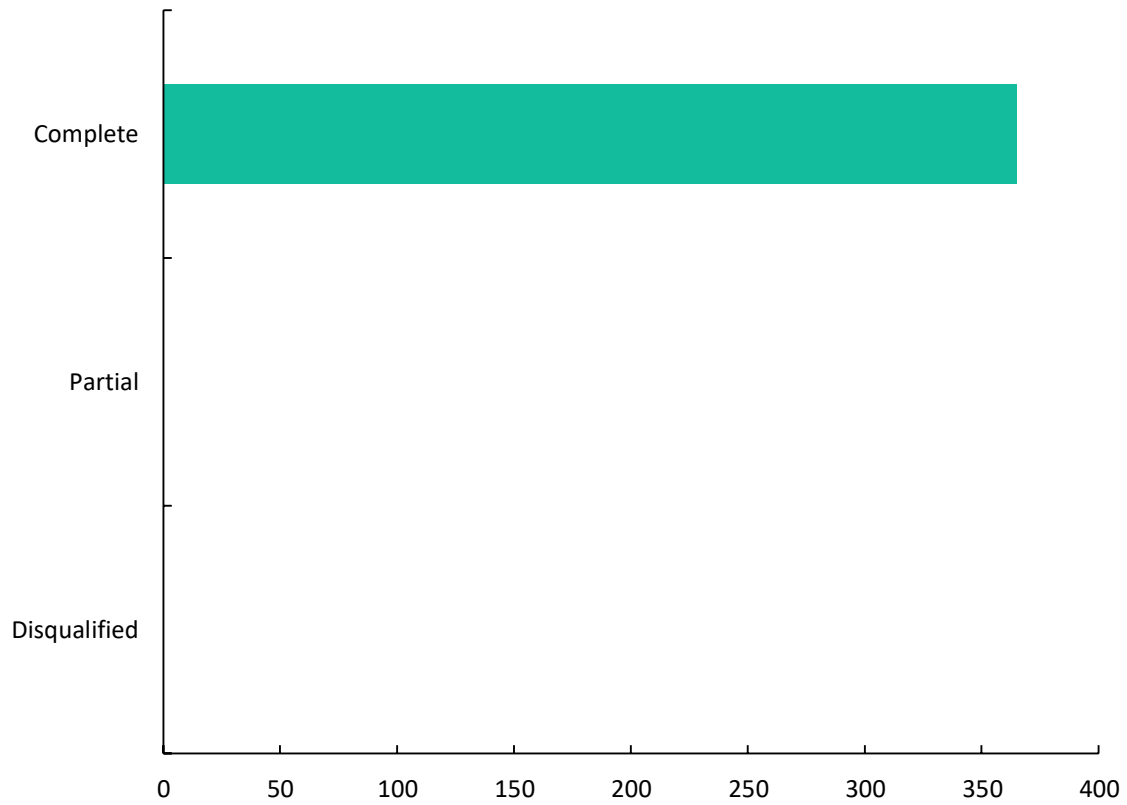
**To request a paper survey or phone interview, please contact Nikki Tennis at [nikki.tennis@acentra.com](mailto:nikki.tennis@acentra.com) or 304-306-8710**

Acentra Health conducts annual consumer satisfaction surveys for the West Virginia Department of Human Services (DoHS), Bureau for Behavioral Health (BBH). BBH reviews and reports the summarized consumer feedback to the Substance Abuse and Mental Health Services Administration (SAMHSA) as part of its block grant requirements.

## **Attachment C**

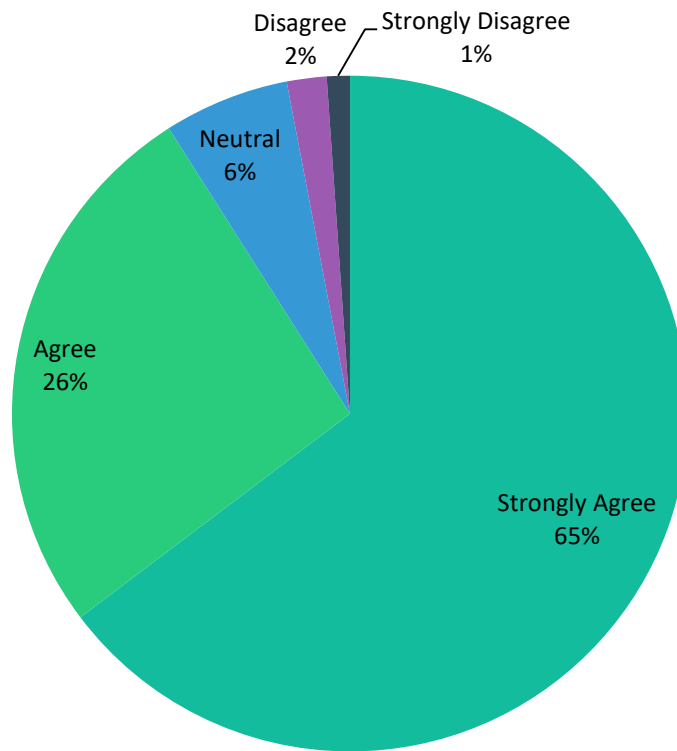
# **Report for WV 2025 Adult Mental Health Services Satisfaction Survey (MHSIP)**

## Response Statistics



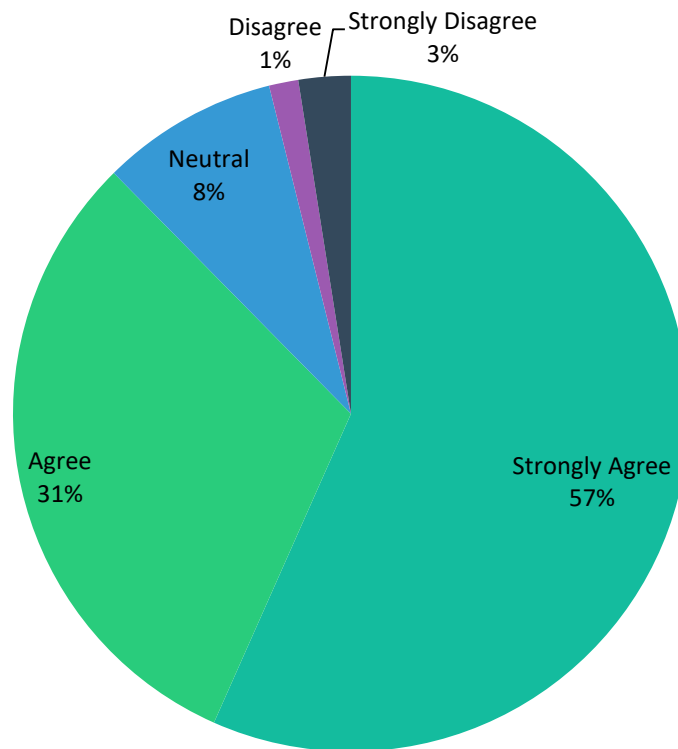
	Count	Percent
Complete	365	100
Partial	0	0
Disqualified	0	0
Totals	365	

**1.I like the services that I received.**



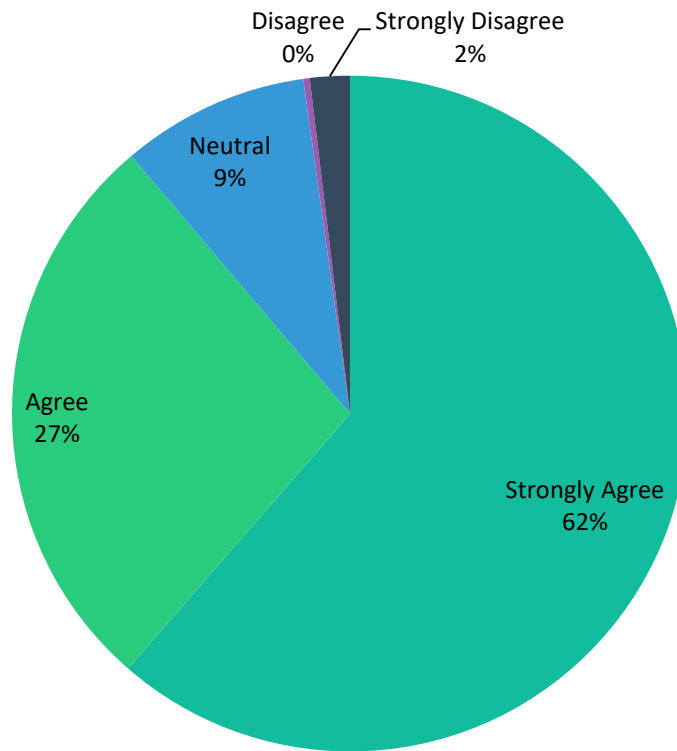
Value	Percent	Count
Strongly Agree	64.7%	236
Agree	26.3%	96
Neutral	6.0%	22
Disagree	1.9%	7
Strongly Disagree	1.1%	4
	Totals	365

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



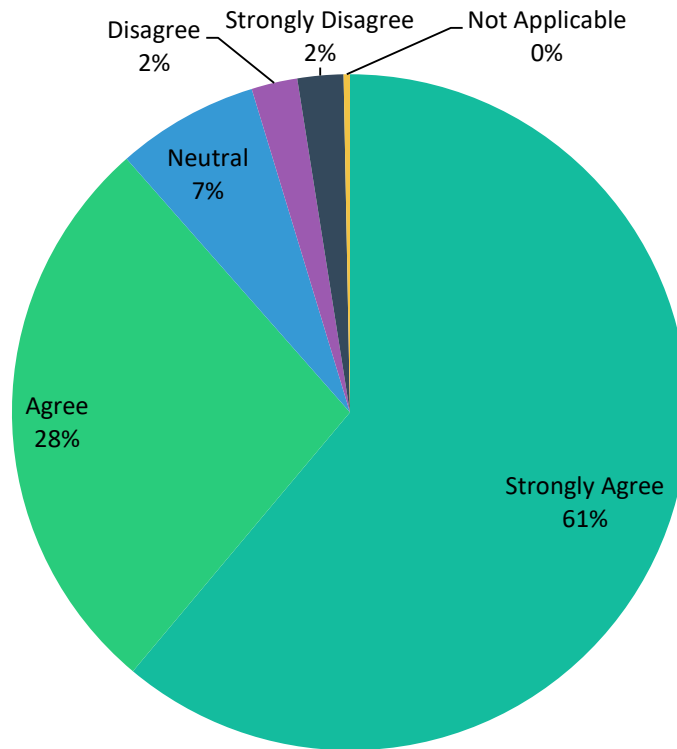
Value	Percent	Count
Strongly Agree	56.7%	207
Agree	31.0%	113
Neutral	8.5%	31
Disagree	1.4%	5
Strongly Disagree	2.5%	9
	Totals	365

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



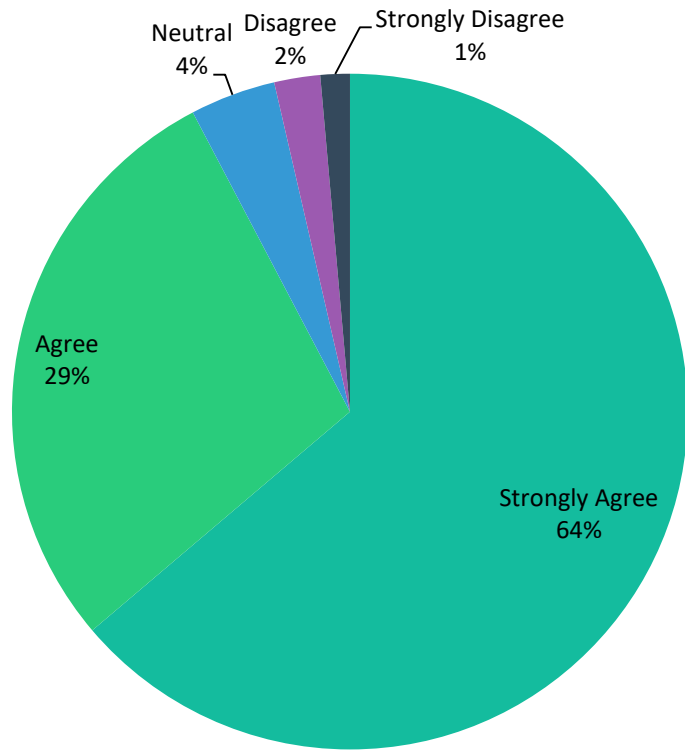
Value	Percent	Count
Strongly Agree	61.4%	224
Agree	27.4%	100
Neutral	9.0%	33
Disagree	0.3%	1
Strongly Disagree	1.9%	7
	Totals	365

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



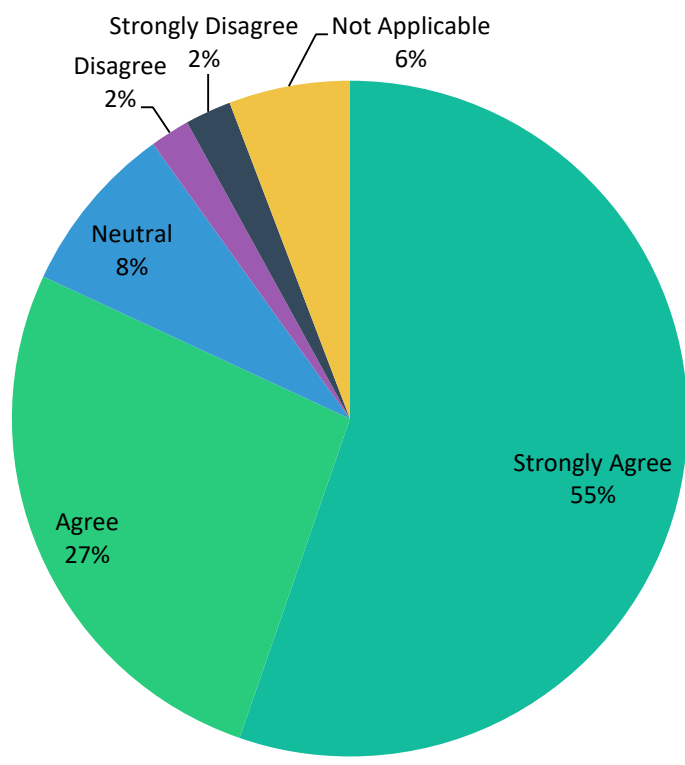
Value	Percent	Count
Strongly Agree	61.1%	223
Agree	27.4%	100
Neutral	6.8%	25
Disagree	2.2%	8
Strongly Disagree	2.2%	8
Not Applicable	0.3%	1
	Totals	365

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



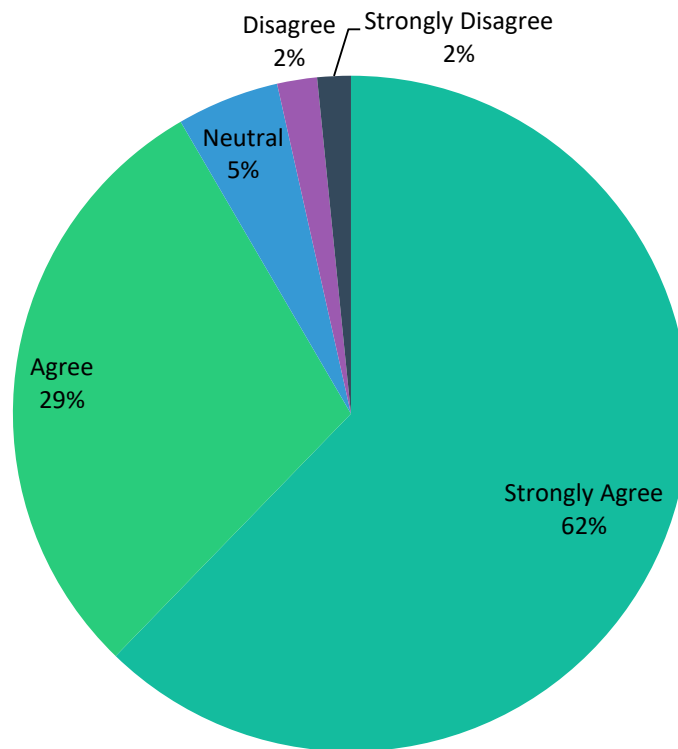
Value	Percent	Count
Strongly Agree	63.8%	233
Agree	28.5%	104
Neutral	4.1%	15
Disagree	2.2%	8
Strongly Disagree	1.4%	5
	Totals	365

**6. Staff returned my call in 24 hours.**



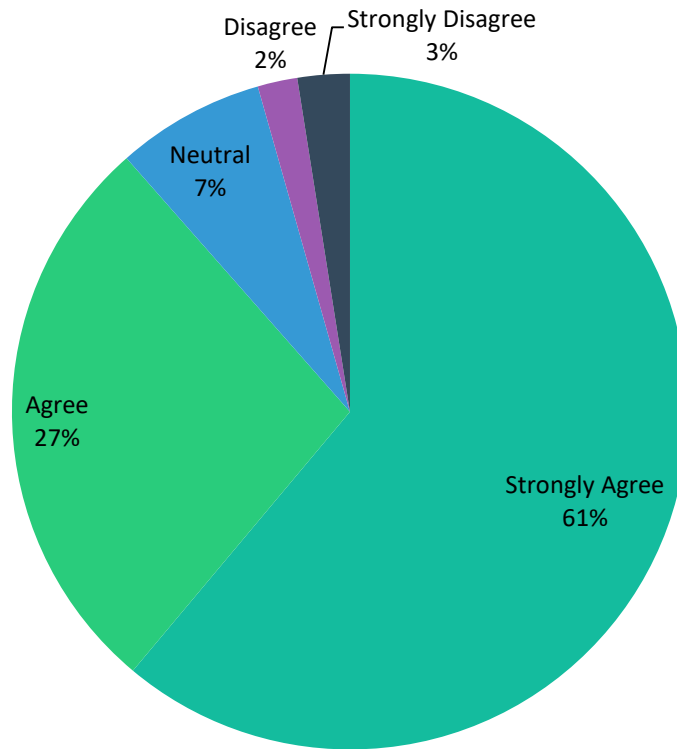
Value	Percent	Count
Strongly Agree	55.3%	202
Agree	26.6%	97
Neutral	8.2%	30
Disagree	1.9%	7
Strongly Disagree	2.2%	8
Not Applicable	5.8%	21
	Totals	365

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



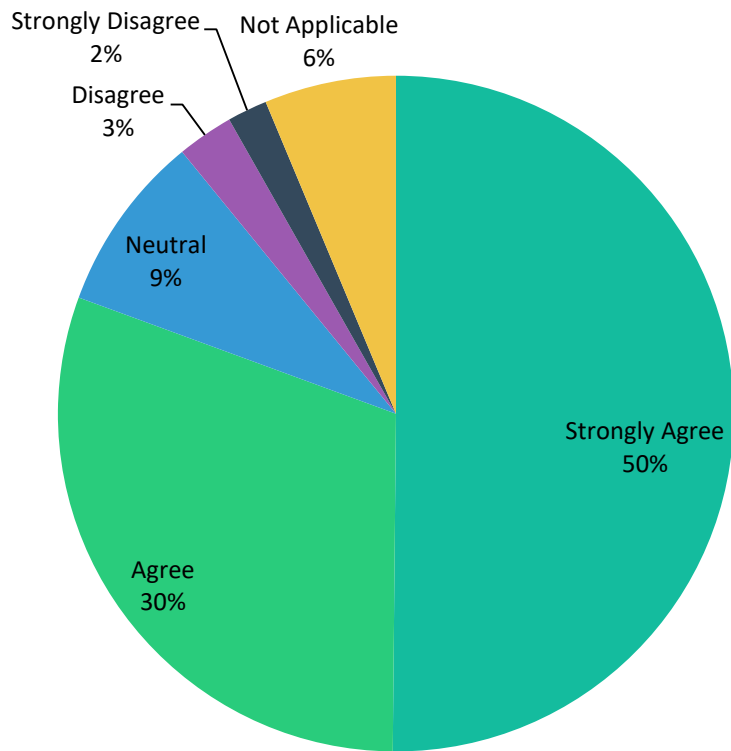
Value	Percent	Count
Strongly Agree	62.2%	227
Agree	29.3%	107
Neutral	4.9%	18
Disagree	1.9%	7
Strongly Disagree	1.6%	6
	Totals	365

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



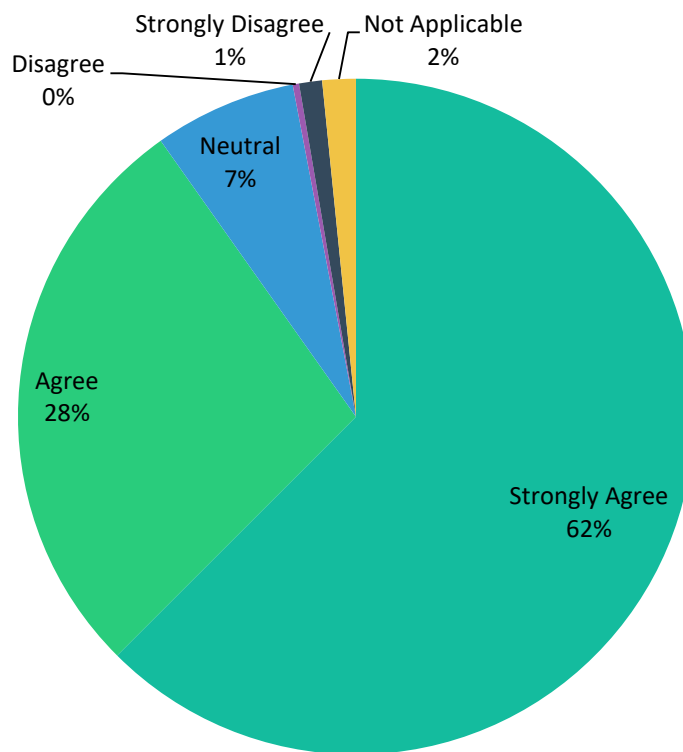
Value	Percent	Count
Strongly Agree	61.1%	223
Agree	27.4%	100
Neutral	7.1%	26
Disagree	1.9%	7
Strongly Disagree	2.5%	9
	Totals	365

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



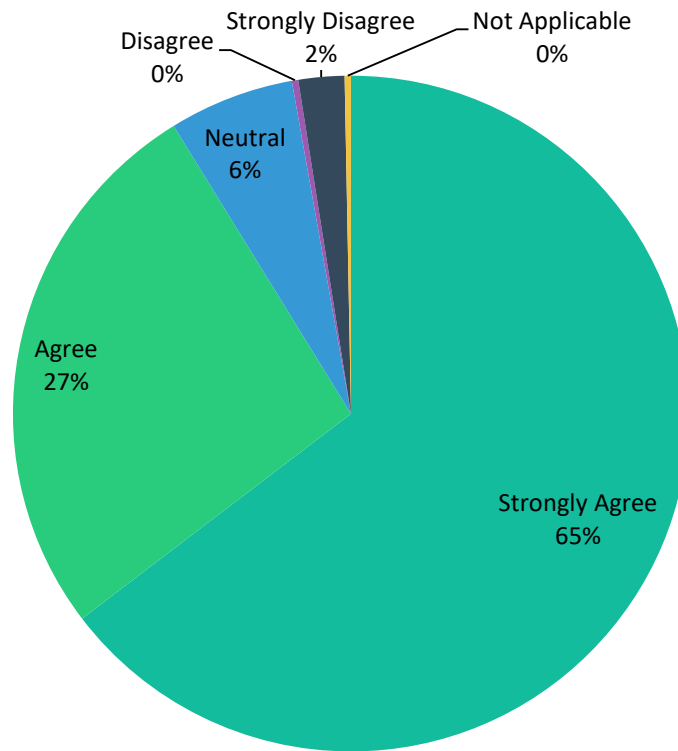
Value	Percent	Count
Strongly Agree	50.1%	183
Agree	30.4%	111
Neutral	8.5%	31
Disagree	2.7%	10
Strongly Disagree	1.9%	7
Not Applicable	6.3%	23
	Totals	365

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



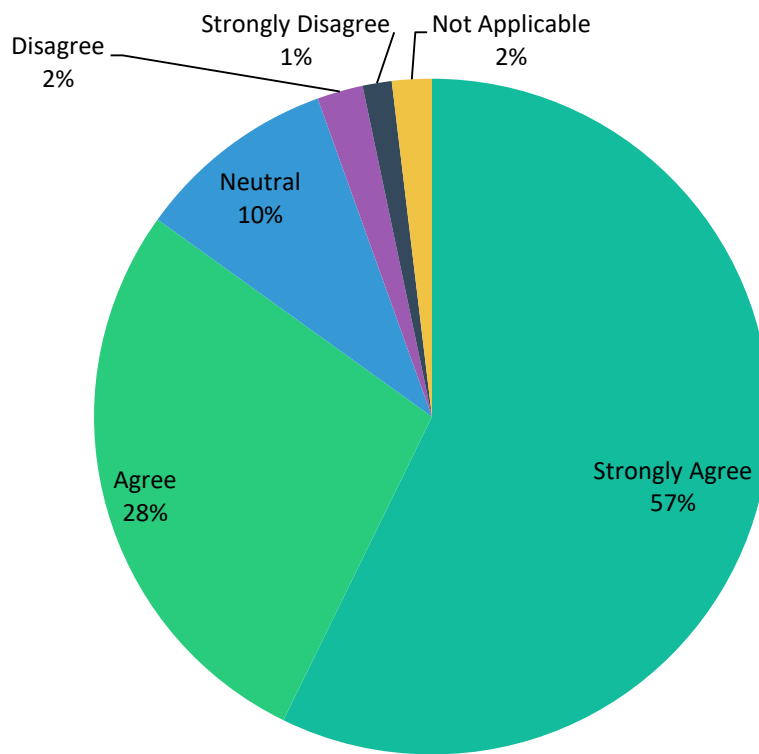
Value	Percent	Count
Strongly Agree	62.5%	228
Agree	27.7%	101
Neutral	6.8%	25
Disagree	0.3%	1
Strongly Disagree	1.1%	4
Not Applicable	1.6%	6
	Totals	365

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



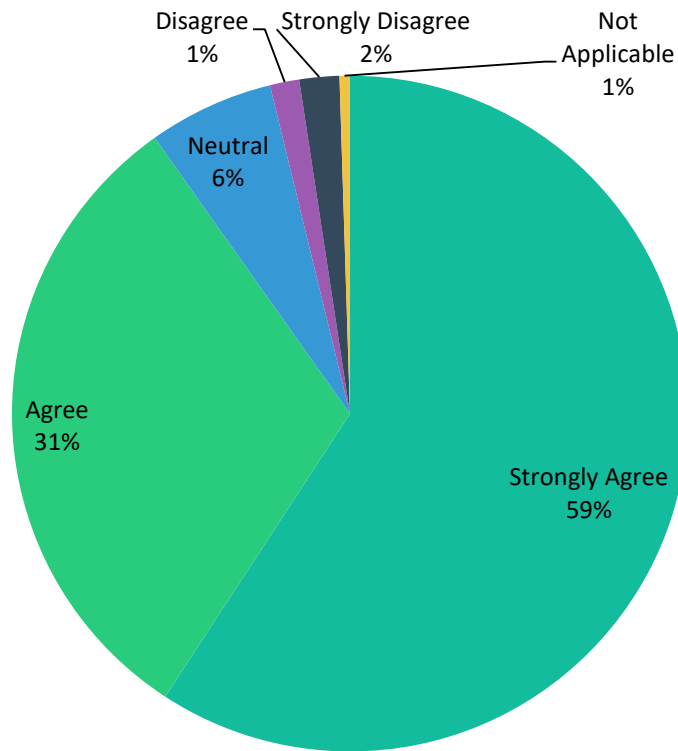
Value	Percent	Count
Strongly Agree	64.7%	236
Agree	26.6%	97
Neutral	6.0%	22
Disagree	0.3%	1
Strongly Disagree	2.2%	8
Not Applicable	0.3%	1
	Totals	365

**12.I felt free to complain.**



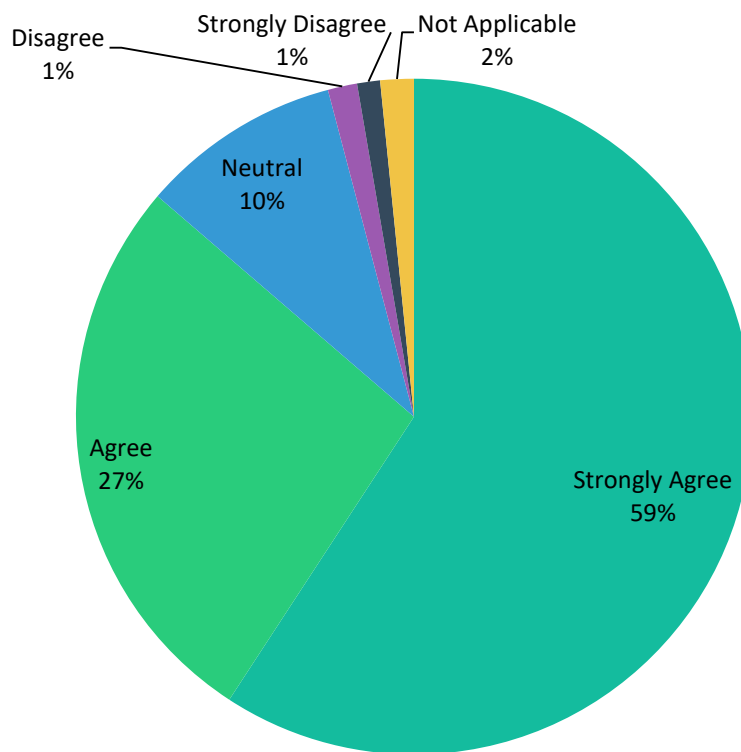
Value	Percent	Count
Strongly Agree	57.3%	209
Agree	27.7%	101
Neutral	9.6%	35
Disagree	2.2%	8
Strongly Disagree	1.4%	5
Not Applicable	1.9%	7
	Totals	365

**13.I was given information about my rights.**



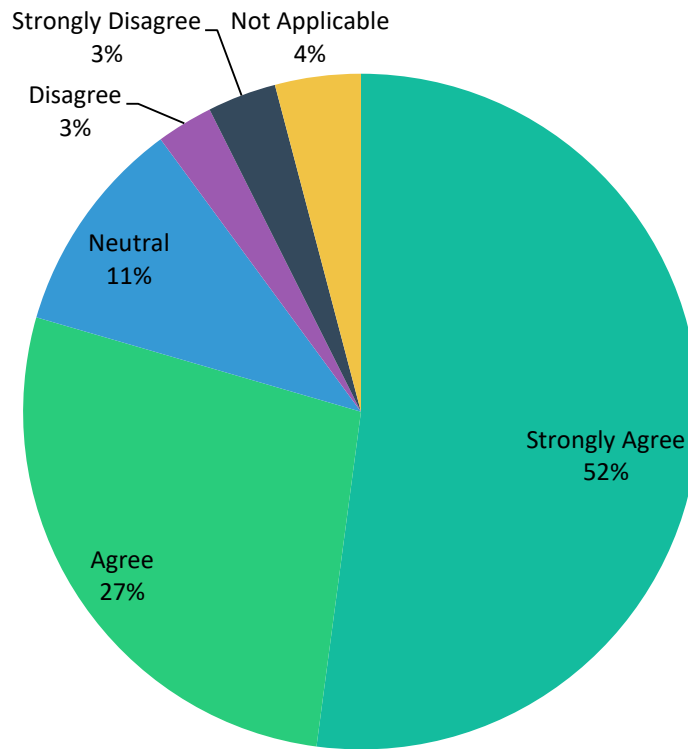
Value	Percent	Count
Strongly Agree	59.2%	216
Agree	31.0%	113
Neutral	6.0%	22
Disagree	1.4%	5
Strongly Disagree	1.9%	7
Not Applicable	0.5%	2
	Totals	365

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



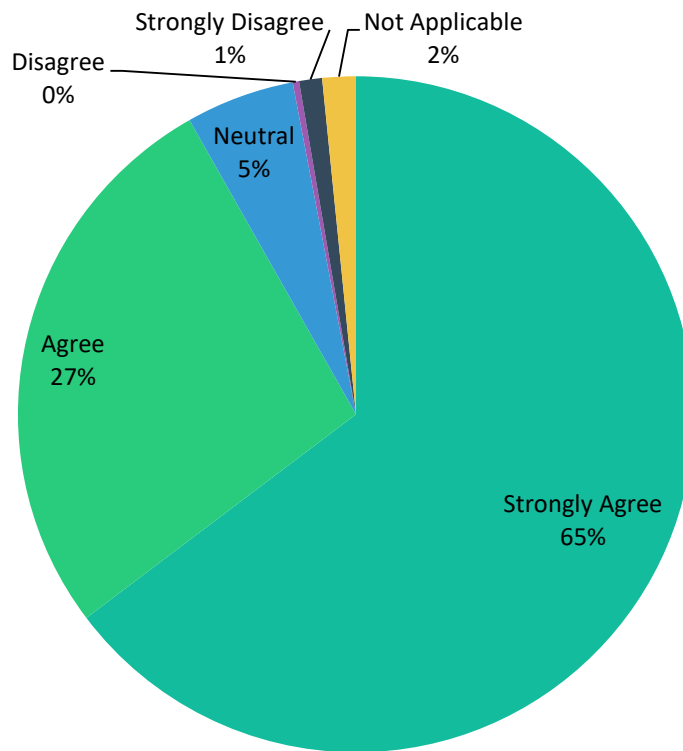
Value	Percent	Count
Strongly Agree	59.2%	216
Agree	27.1%	99
Neutral	9.6%	35
Disagree	1.4%	5
Strongly Disagree	1.1%	4
Not Applicable	1.6%	6
	Totals	365

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



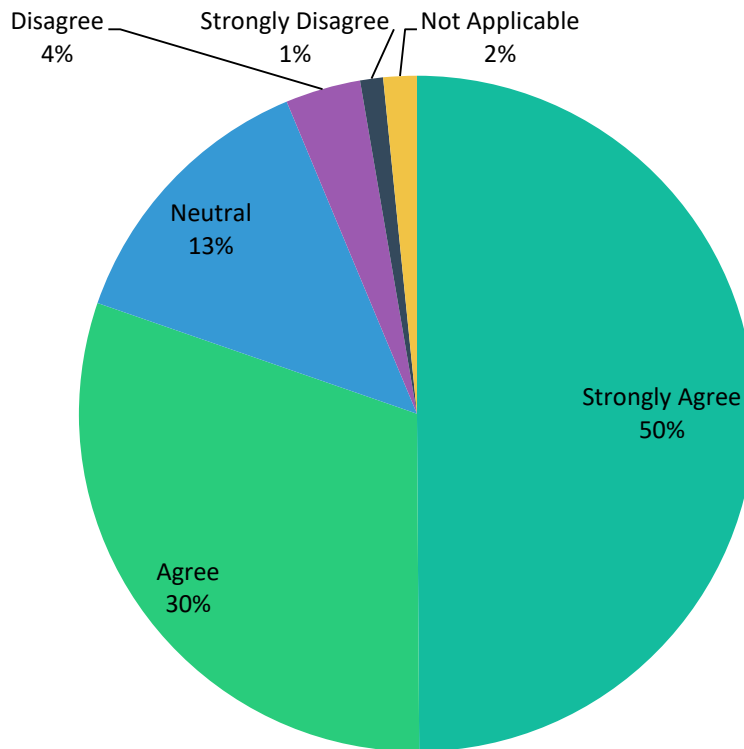
Value	Percent	Count
Strongly Agree	52.1%	190
Agree	27.4%	100
Neutral	10.4%	38
Disagree	2.7%	10
Strongly Disagree	3.3%	12
Not Applicable	4.1%	15
	Totals	365

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



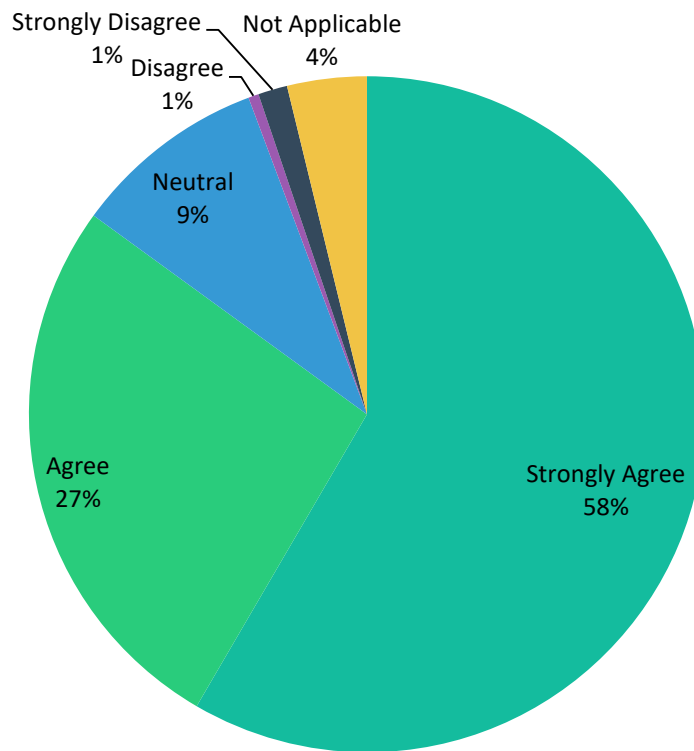
Value	Percent	Count
Strongly Agree	64.7%	236
Agree	27.1%	99
Neutral	5.2%	19
Disagree	0.3%	1
Strongly Disagree	1.1%	4
Not Applicable	1.6%	6
	Totals	365

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



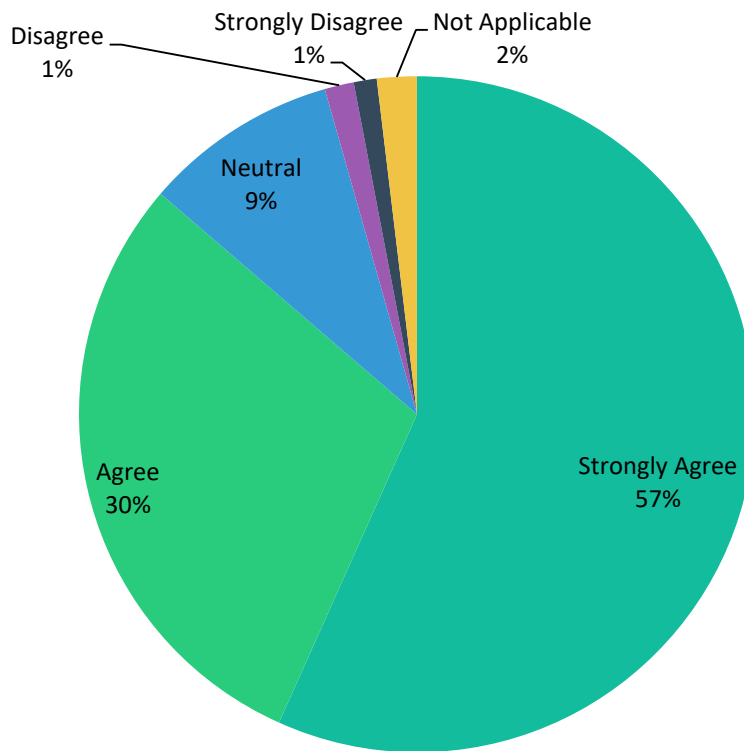
Value	Percent	Count
Strongly Agree	49.9%	182
Agree	30.4%	111
Neutral	13.4%	49
Disagree	3.6%	13
Strongly Disagree	1.1%	4
Not Applicable	1.6%	6
	Totals	365

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



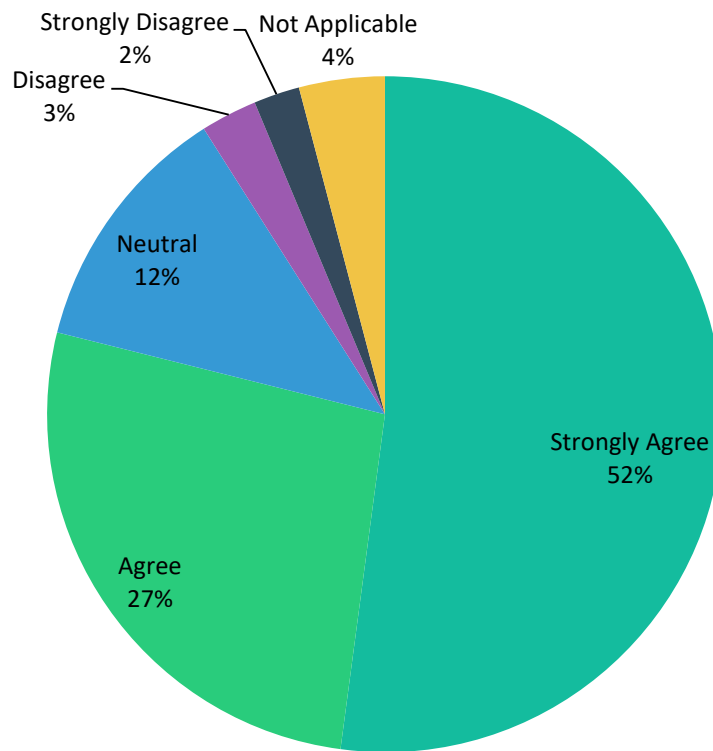
Value	Percent	Count
Strongly Agree	58.4%	213
Agree	26.6%	97
Neutral	9.3%	34
Disagree	0.5%	2
Strongly Disagree	1.4%	5
Not Applicable	3.8%	14
	Totals	365

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



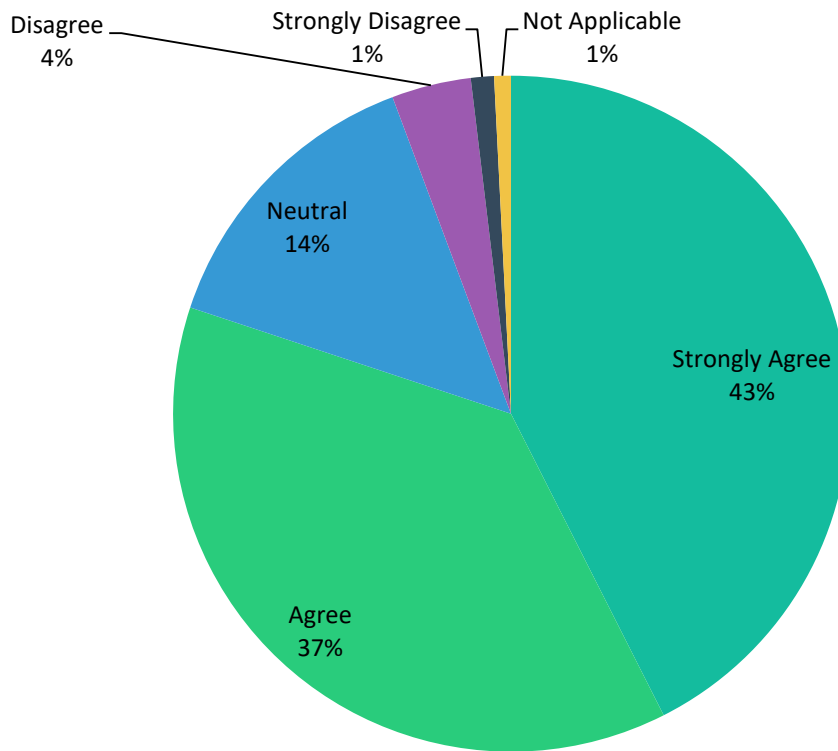
Value	Percent	Count
Strongly Agree	56.7%	207
Agree	29.6%	108
Neutral	9.3%	34
Disagree	1.4%	5
Strongly Disagree	1.1%	4
Not Applicable	1.9%	7
	Totals	365

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



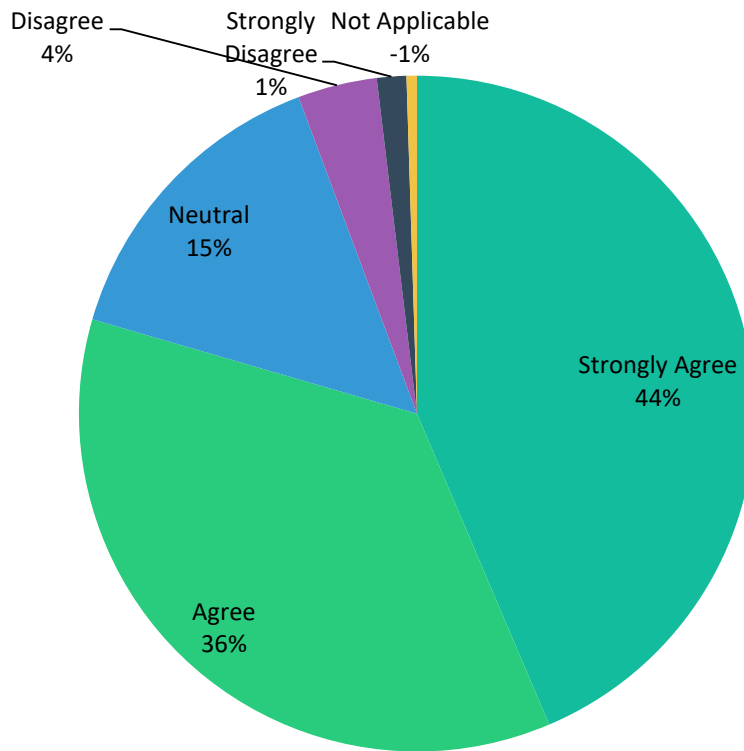
Value	Percent	Count
Strongly Agree	52.1%	190
Agree	26.8%	98
Neutral	12.1%	44
Disagree	2.7%	10
Strongly Disagree	2.2%	8
Not Applicable	4.1%	15
	Totals	365

**21.I deal more effectively with daily problems.**



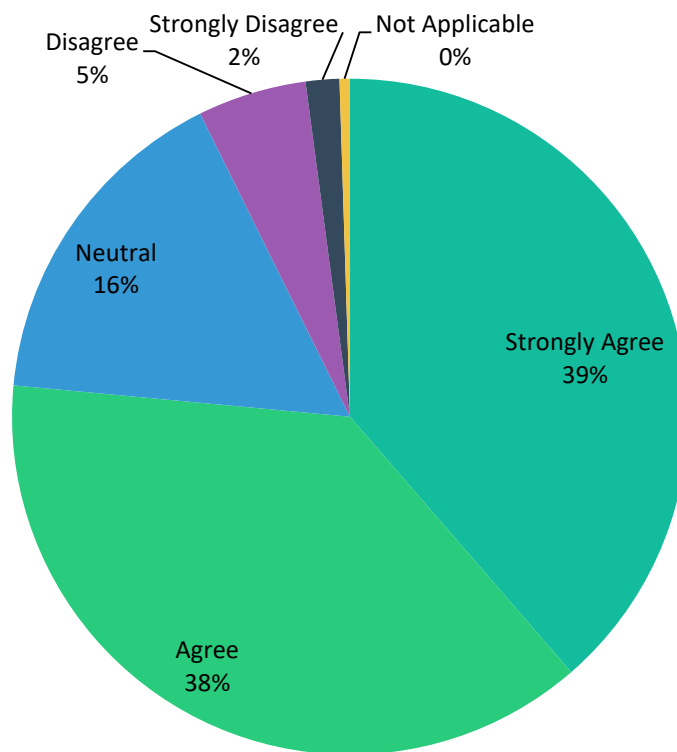
Value	Percent	Count
Strongly Agree	42.5%	155
Agree	37.5%	137
Neutral	14.2%	52
Disagree	3.8%	14
Strongly Disagree	1.1%	4
Not Applicable	0.8%	3
	Totals	365

**22.I am able to control my life better.**



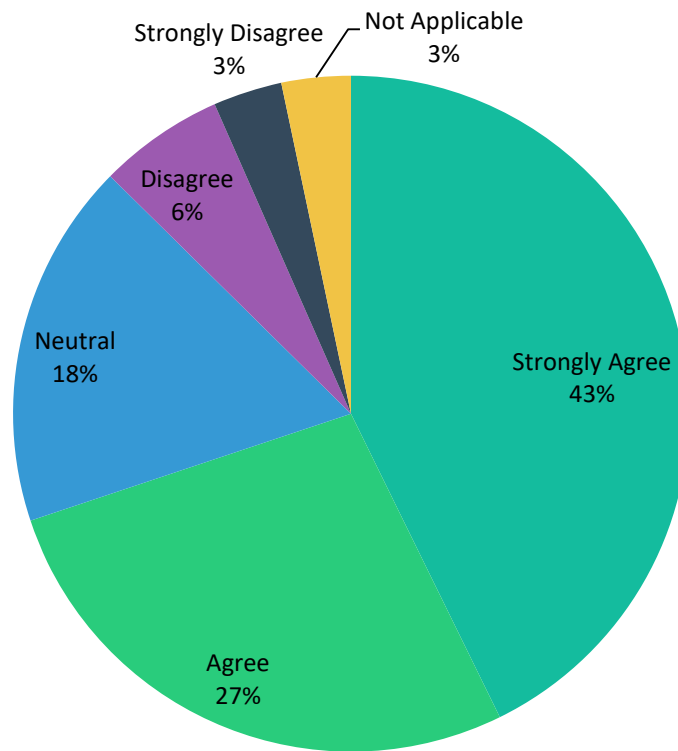
Value	Percent	Count
Strongly Agree	43.6%	159
Agree	35.9%	131
Neutral	14.8%	54
Disagree	3.8%	14
Strongly Disagree	1.4%	5
Not Applicable	0.5%	2
	Totals	365

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



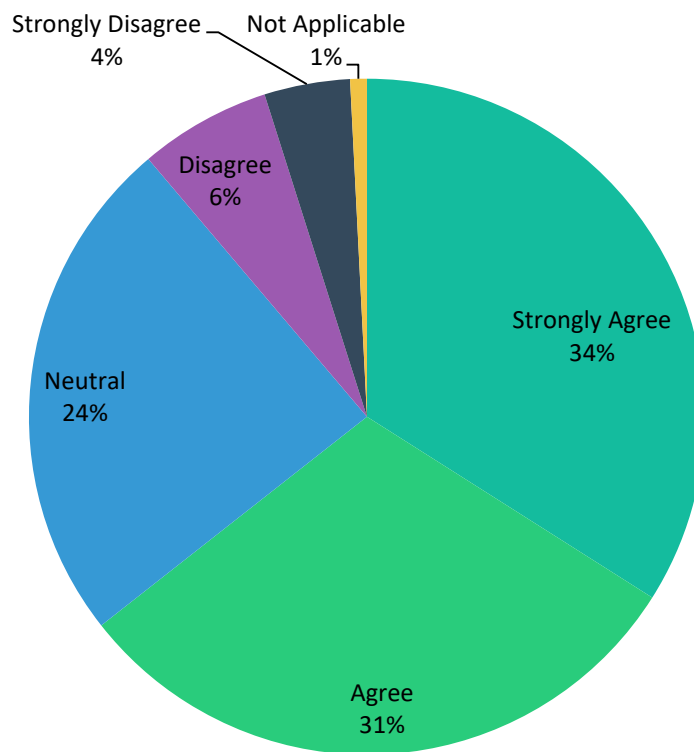
Value	Percent	Count
Strongly Agree	38.6%	141
Agree	37.8%	138
Neutral	16.2%	59
Disagree	5.2%	19
Strongly Disagree	1.6%	6
Not Applicable	0.5%	2
	Totals	365

**24.I am getting along better with my family.**



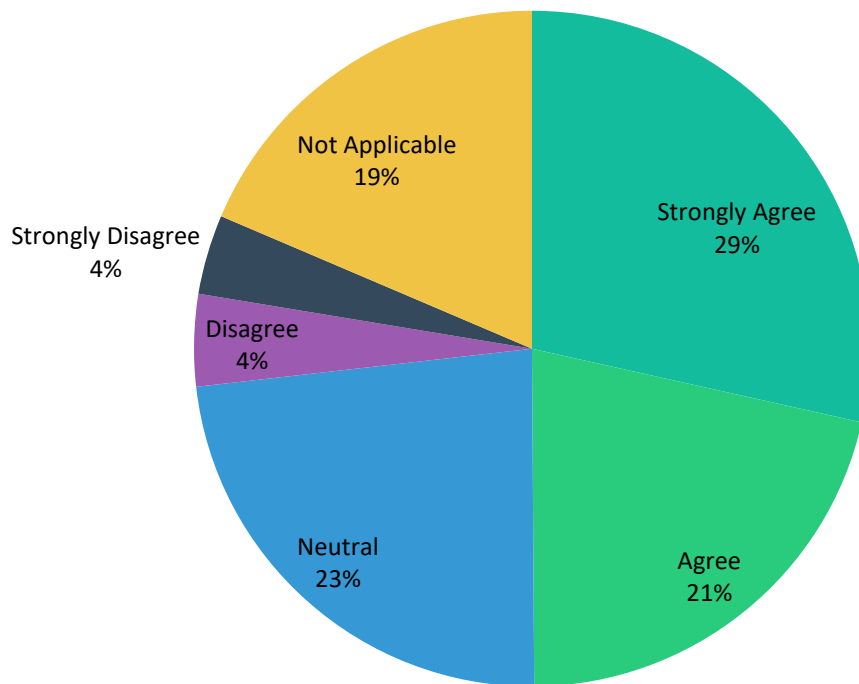
Value	Percent	Count
Strongly Agree	42.7%	156
Agree	27.1%	99
Neutral	17.5%	64
Disagree	6.0%	22
Strongly Disagree	3.3%	12
Not Applicable	3.3%	12
	Totals	365

**25.I do better in social situations.**



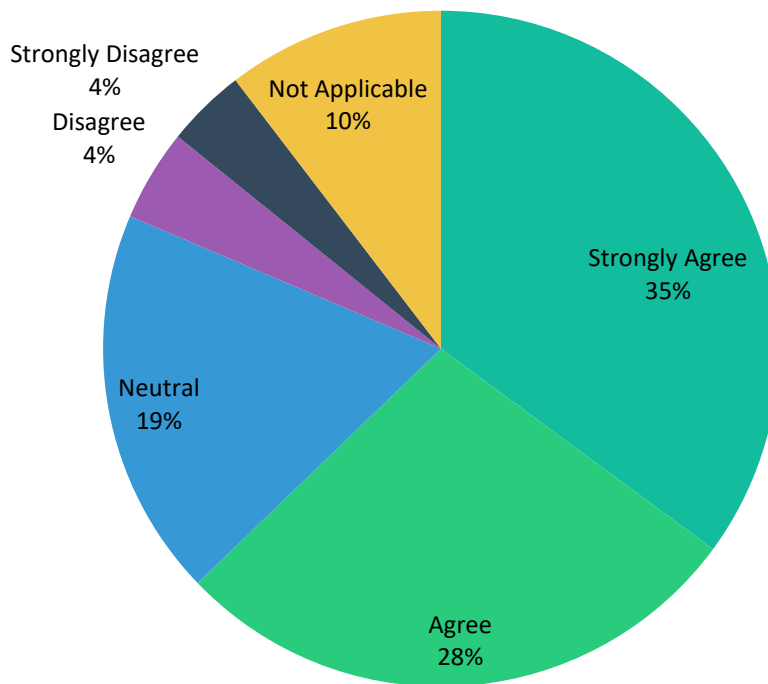
Value	Percent	Count
Strongly Agree	34.0%	124
Agree	30.4%	111
Neutral	24.4%	89
Disagree	6.3%	23
Strongly Disagree	4.1%	15
Not Applicable	0.8%	3
	Totals	365

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



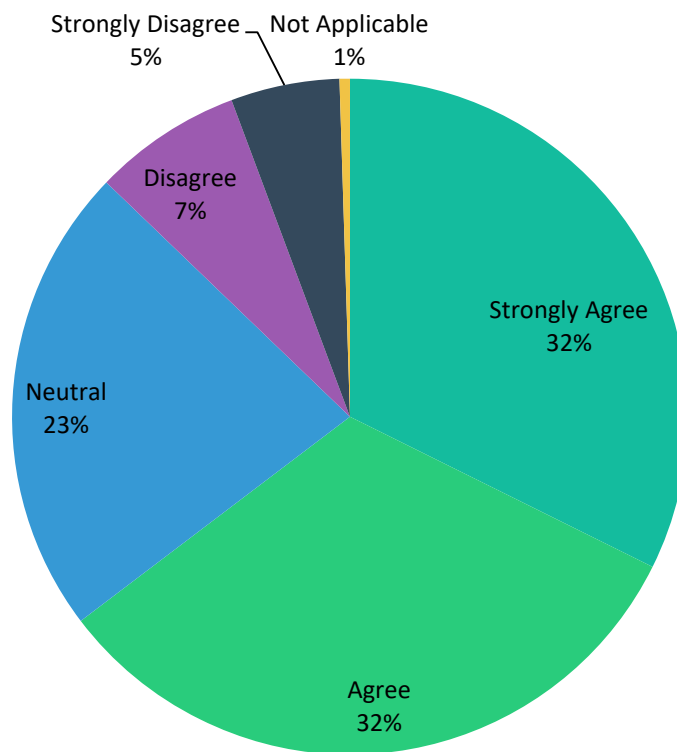
Value	Percent	Count
Strongly Agree	28.5%	104
Agree	21.4%	78
Neutral	23.3%	85
Disagree	4.4%	16
Strongly Disagree	3.8%	14
Not Applicable	18.6%	68
	Totals	365

**27. My housing situation has improved.**



Value	Percent	Count
Strongly Agree	35.1%	128
Agree	27.7%	101
Neutral	18.6%	68
Disagree	4.4%	16
Strongly Disagree	3.8%	14
Not Applicable	10.4%	38
	Totals	365

**28. My symptoms are not bothering me as much.**



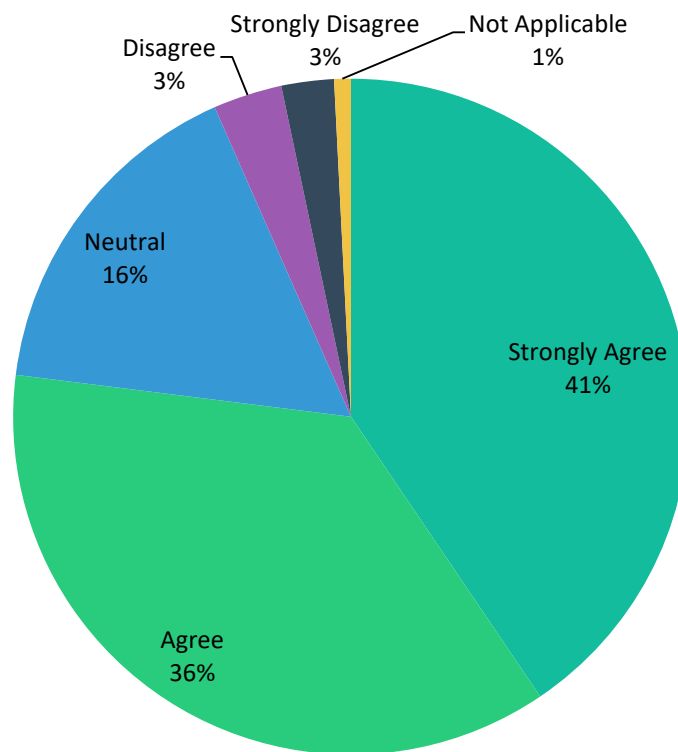
Value	Percent	Count
Strongly Agree	32.3%	118
Agree	32.3%	118
Neutral	22.5%	82
Disagree	7.1%	26
Strongly Disagree	5.2%	19
Not Applicable	0.5%	2
	Totals	365

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



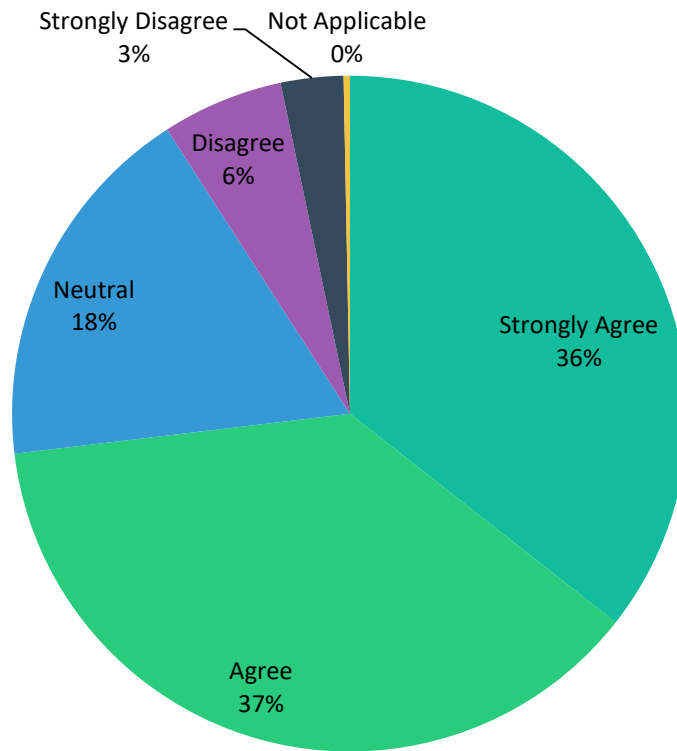
Value	Percent	Count
Strongly Agree	39.5%	144
Agree	36.2%	132
Neutral	16.7%	61
Disagree	3.6%	13
Strongly Disagree	3.3%	12
Not Applicable	0.8%	3
	Totals	365

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



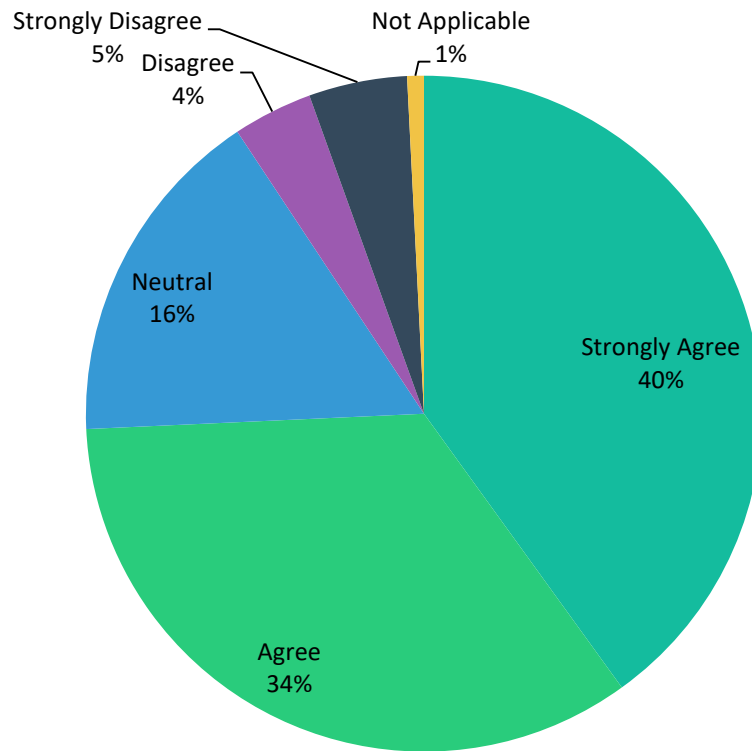
Value	Percent	Count
Strongly Agree	40.5%	148
Agree	36.4%	133
Neutral	16.4%	60
Disagree	3.3%	12
Strongly Disagree	2.5%	9
Not Applicable	0.8%	3
	Totals	365

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



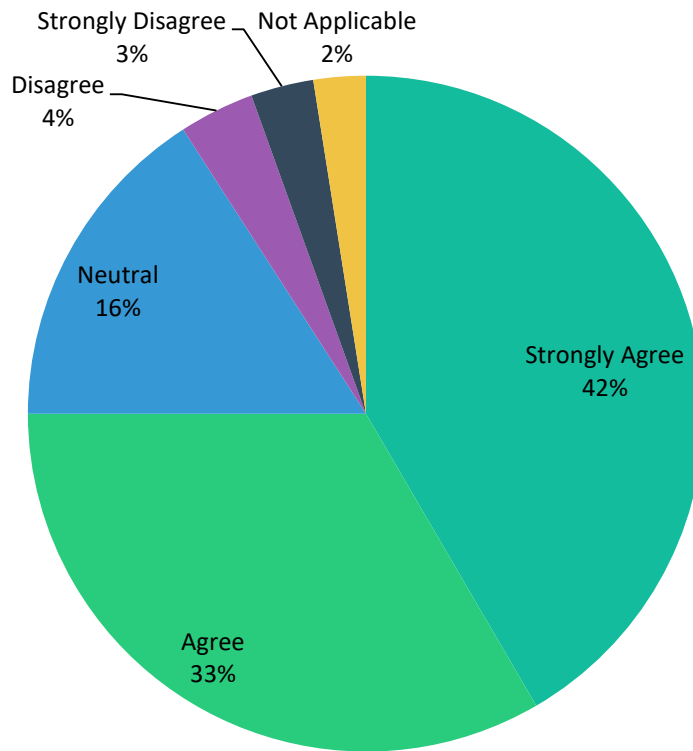
Value	Percent	Count
Strongly Agree	35.6%	130
Agree	37.5%	137
Neutral	17.8%	65
Disagree	5.8%	21
Strongly Disagree	3.0%	11
Not Applicable	0.3%	1
	Totals	365

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



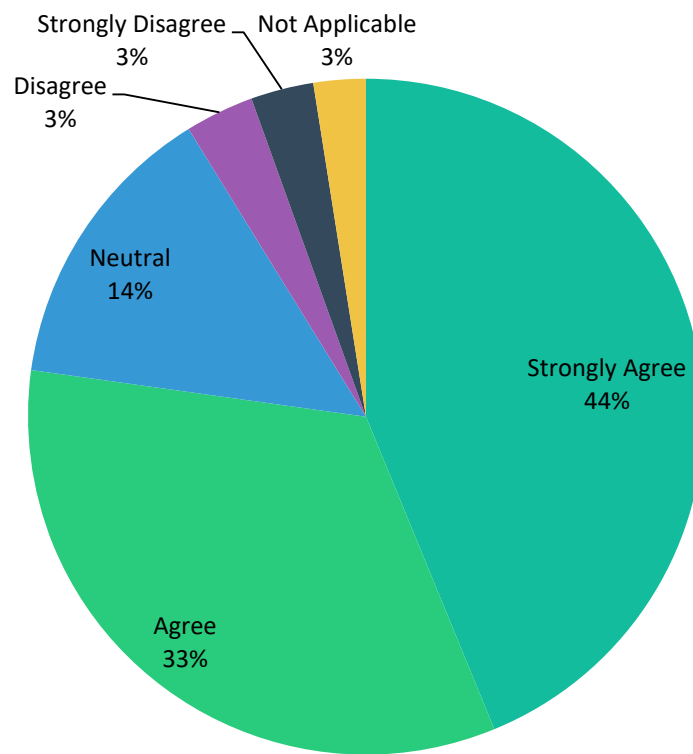
Value	Percent	Count
Strongly Agree	40.0%	146
Agree	34.2%	125
Neutral	16.4%	60
Disagree	3.8%	14
Strongly Disagree	4.7%	17
Not Applicable	0.8%	3
	Totals	365

**33.I am happy with the friendships I have.**



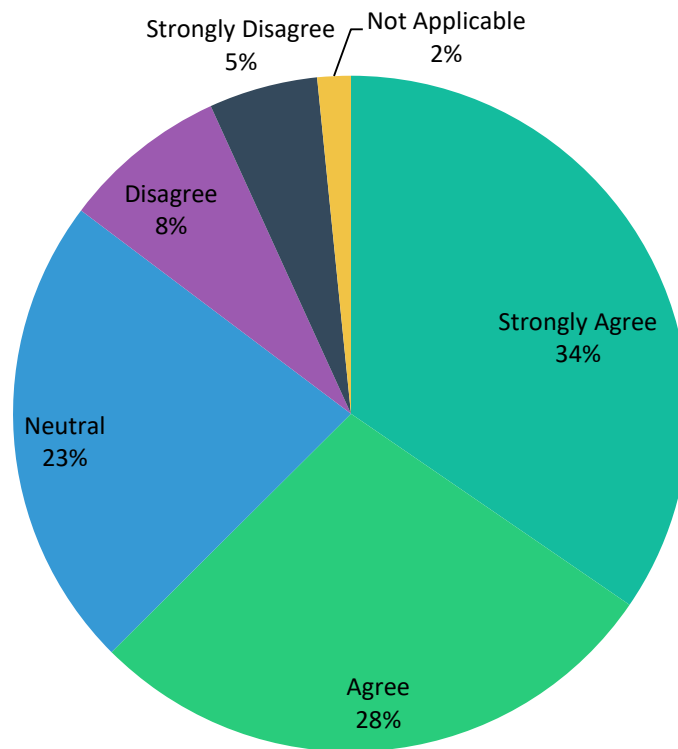
Value	Percent	Count
Strongly Agree	41.6%	152
Agree	33.4%	122
Neutral	15.9%	58
Disagree	3.6%	13
Strongly Disagree	3.0%	11
Not Applicable	2.5%	9
	Totals	365

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



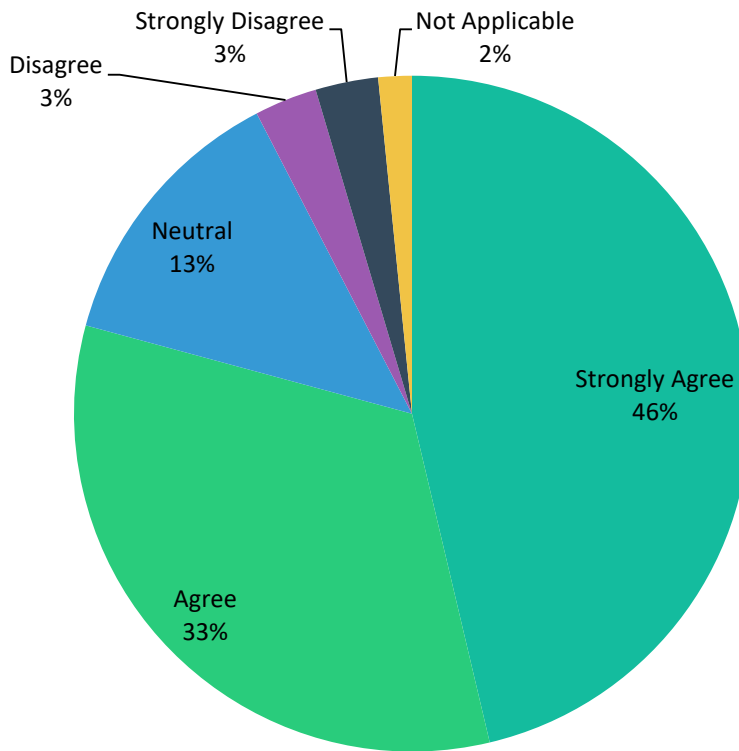
Value	Percent	Count
Strongly Agree	43.8%	160
Agree	33.4%	122
Neutral	14.0%	51
Disagree	3.3%	12
Strongly Disagree	3.0%	11
Not Applicable	2.5%	9
	Totals	365

**35.I feel I belong in my community.**



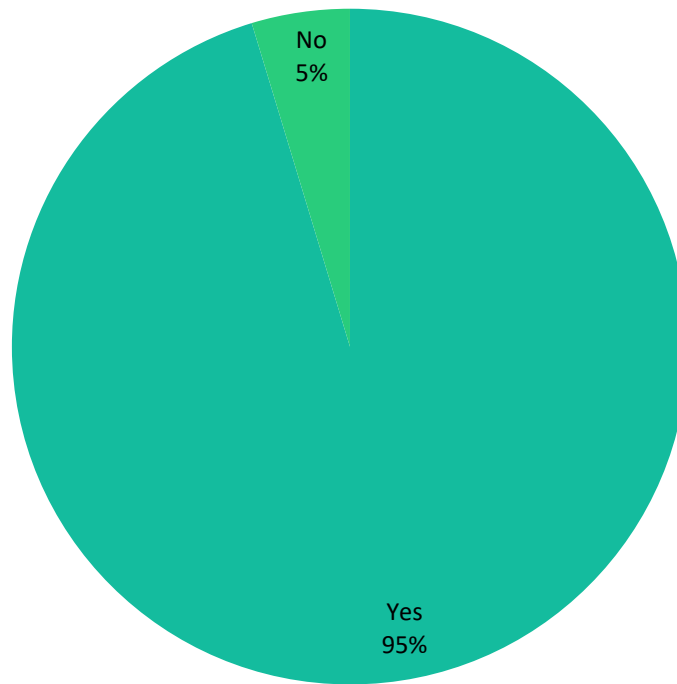
Value	Percent	Count
Strongly Agree	34.5%	126
Agree	27.9%	102
Neutral	22.7%	83
Disagree	7.9%	29
Strongly Disagree	5.2%	19
Not Applicable	1.6%	6
	Totals	365

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



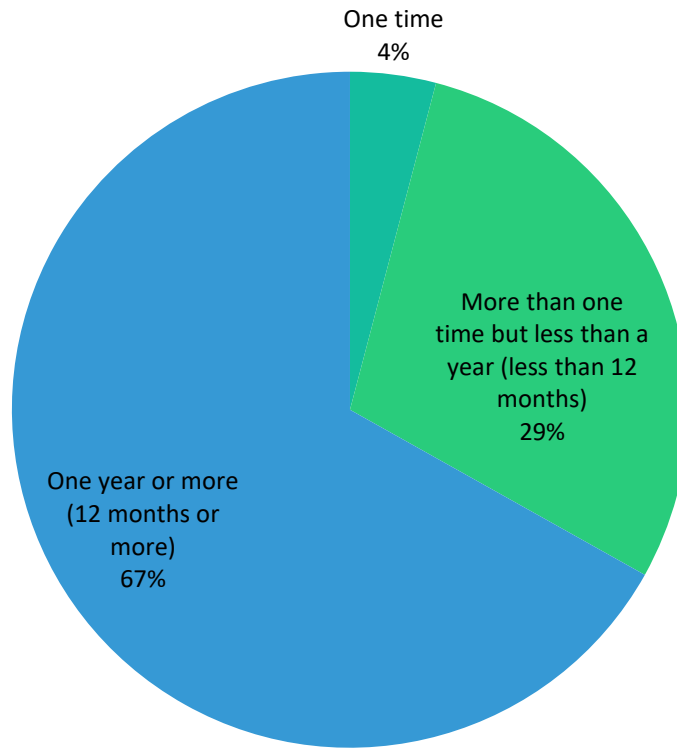
Value	Percent	Count
Strongly Agree	46.3%	169
Agree	32.9%	120
Neutral	13.2%	48
Disagree	3.0%	11
Strongly Disagree	3.0%	11
Not Applicable	1.6%	6
	Totals	365

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



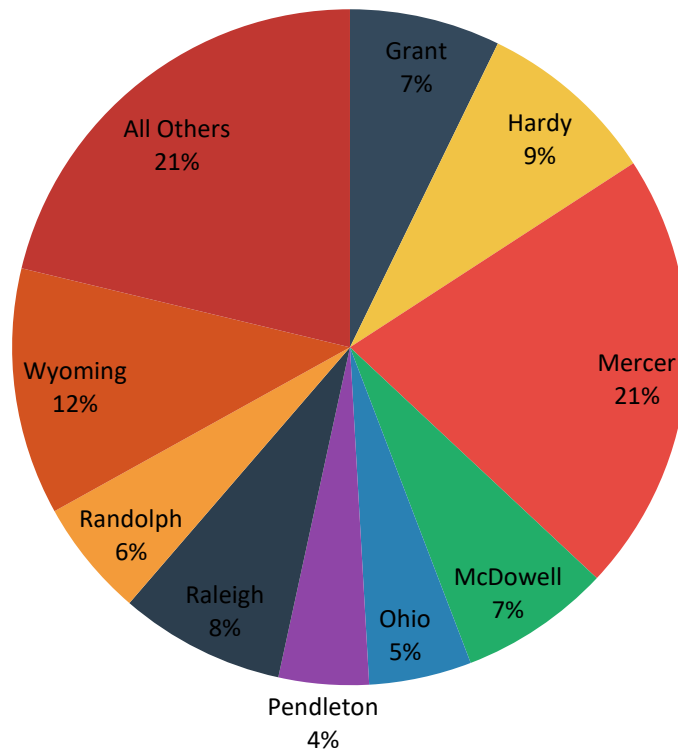
Value	Percent	Count
Yes	95.3%	348
No	4.7%	17
	Totals	365

**38.How long have you received mental health services?**



Value	Percent	Count
One time	4.1%	15
More than one time but less than a year (less than 12 months)	29.0%	106
One year or more (12 months or more)	66.8%	244
	Totals	365

**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.**

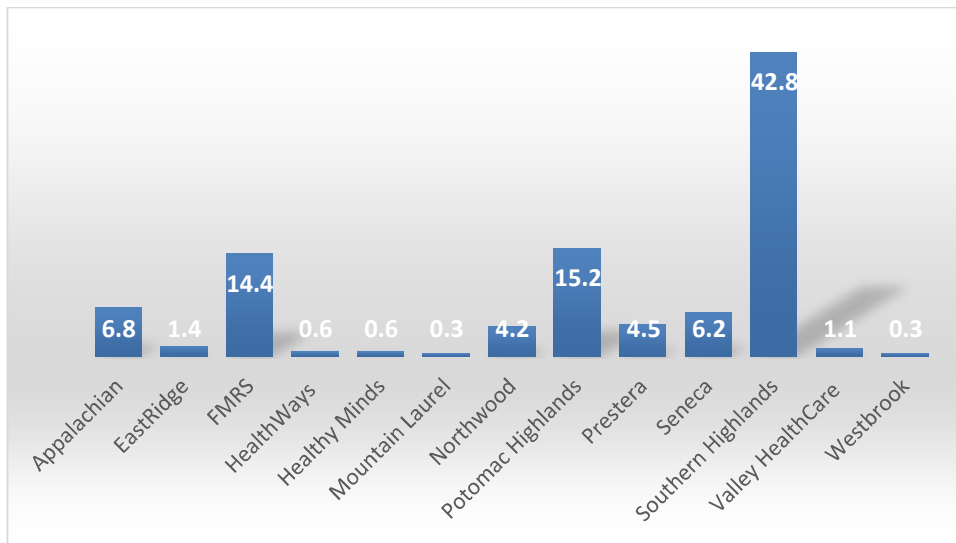


Value	Percent	Count
Berkeley	1.0%	3
Brooke	0.3%	1
Cabell	1.3%	4
Fayette	2.3%	7
Grant	7.2%	22
Greenbrier	2.3%	7
Hancock	0.7%	2
Hardy	8.6%	26
Harrison	0.7%	2

Kanawha	2.0%	6
Marion	0.3%	1
Marshall	0.7%	2
Mason	2.6%	8
Mercer	21.1%	64
Mingo	0.3%	1
Monongalia	0.3%	1
Monroe	2.6%	8
Morgan	0.3%	1
McDowell	7.2%	22
Nicholas	2.0%	6
Ohio	4.9%	15
Pendleton	4.3%	13
Pocahontas	0.3%	1
Putnam	0.3%	1
Raleigh	7.9%	24
Randolph	5.6%	17
Summers	0.3%	1
Tucker	0.3%	1
Wayne	0.3%	1
Wyoming	11.8%	36

	Totals	304
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**40. Did you receive services from a Comprehensive Behavioral Health Center or Certified Behavioral Health Clinic? Please check all that apply.**



Value	Percent
Appalachian Community Health Center	6.8%
EastRidge Health Systems	1.4%
FMRS Health Systems	14.4%
HealthWays	0.6%
Healthy Minds Clarksburg/United Summit Center	0.6%
I don't know	4.2%
Mountain Laurel Integrated Healthcare	0.3%
None of these	9.3%
Northwood Health Systems	4.2%
Potomac Highlands Guild	15.2%
Prestera Health Services	4.5%
Seneca Health Services	6.2%

Southern Highlands Community Mental Health Center	42.8%
Valley HealthCare System (Marion, Monongalia, Preston, or Taylor County)	1.1%
Westbrook Health Services	0.3%

**41. Please list any other behavioral health provider agency or agencies that served you.**

ResponseID	Response
1	Family, marital, counseling center and positively psyched
2	Park Valley Behavioral Health/Private practice therapist
3	Laurence Kelly, MD
4	Kanawha City Health Center
5	Chestnut Ridge
6	Change
8	Cabin Creek Health Systems; Health Right
9	Reynolds Hospital/Coordinate Community for independent living
10	Harmony/ParkValley
11	Central Outreach for GID (Gender Identity Disorder)
12	NAMI Greater Wheeling
13	Nami Greater Wheeling
14	NAMI Greater Wheeling
15	Homebase and NAMI Greater Wheeling
16	Nami Greater Wheeling
19	Park Valley Behavioral Health/Chestnut Ridge/Reynolds Hospital

22	St. Vincent's Hospital NY NY Chestnut Ridge WVU x2 St. Mary's Hospital Huntington WVx2 Catawba Roanoke,VA
23	Change family medical care
24	Minnie Hamilton Health System, CAMC Behavioral Health
25	Marshall Psychiatry
26	Healthy Minds, Glenmark Center and Healthy Minds, Chestnut Ridge
27	VAMC Pittsburgh PA
29	Cabin Creek Health Systems
30	N/a
31	I don't know what you mean
33	I don't know what you mean
47	Advanced Behavioral Health
49	Advanced Behavior Health
52	A clinic in Delaware
53	N/A
55	Morgantown
58	N/A
60	N/A
63	Grove Street Health Center
66	N/A
68	N/A

69	CSB
70	No
71	N/A
72	EA Hawse in Petersburg
73	PCC Rachael Sherman - counselor
75	New Horizons of Okeechobee Fla
80	Sentara
81	NA
82	Desert Parkways, NV
84	Groups Recovery
86	a few x's @ Grant Co.
87	N/A
90	E.A. Hawse, ? (South Carolina)
91	Parymaid rehab
94	None
96	MRC
98	n/a
102	Sound Mind Behavioral Health
103	Jacksonville, FL
104	The Oaks @ FMRS
105	Community Services Columbus

106	cope health
107	WVU Physicians of Charleston
109	Appalachian Psychiatric
110	N/A
112	N/A
115	N/A
116	NA
119	Sharp, Michael Bateman
120	William R. Sharpe Hospital
130	BAR
138	NA
139	Highland, Charleston WV
143	NA
144	N/A
145	N/A
147	Boots, ACT unit, Clarksburg treatment center
148	Valley
151	N/A
153	St. George
163	N/A
164	N/A

167	SSR
169	None
172	N/A
173	N/A
174	Adult Drug Court
175	Health Right
177	Reachout WV
180	Beckley Treatment Center
181	None
182	N/A
183	N/A
184	Tug River
185	NA
186	None
204	Pyramid Inpatient Rehab
207	N/A
209	Life Strategies in Beckley
210	Waves
211	none
236	None
240	Waves/Rehab

243	N/A
246	N/A
248	None
252	Center for Care and Resiliency
253	none
255	The Pavilion, East River Psychiatry
256	Mountain State Counseling Services
258	None
259	N/A
261	N/A
262	None
263	Bateman
266	N/A
269	Pavilion
270	N/A
276	Pavilion
277	N/A
279	The Pavilion
283	N/A
285	Bluestone therapist
289	Charleston Area Medical Center

290	N/A
293	N/A
295	Pavilion
298	Pavilion
299	Pavilion in Beckley
300	N/A
305	N/A
308	Monroe Health Center
311	None
312	I will be going to Princeton Psych. for testing next week for disability
321	N/A
323	N/A
324	None
326	N/A
328	Bluestone Health
329	Beautiful Minds
332	The Pavilion
338	none
339	N/A
344	none
345	The Georgetown Inn

346	Sharpe Hospital
349	None
350	None
351	The Pavilion behavioral health of the Virginias
356	N/A
357	N/A
358	N/A
361	NA
363	Pyramid Health Services

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

ResponseID	Response
1	They were understanding and not judgemental. They saw what i was saying and didnt condone behaviors but also didnt belittle my choices and behaviors.
2	Accurate diagnoses and medication.
3	Time to talk
5	Medications
6	The ability to work thru past trauma and I feel like I am being heard.
7	The encouragement my therapist gives me
8	IDK some type of care, supports
9	The way to recovery because it enables me to obtain and maintain my mental health.
10	Getting my meds adjusted at Harmony.
11	Getting housing support and financial assistance for housing items
12	Shelter
13	Therapy
14	The staff and ACT program
15	Having someone to talk to
16	Feeling like I was listened to.
19	Depression has gotten a tiny bit better which has been a huge stride b/c in 2023 was in deep depression until this past May.

20	Opportunity of getting services. Didn't know they existed.
21	Help me get out in the community. Being involved in the ACT Team
22	They have been mostly shit
23	The medication that is prescribed. I didnt get help from the counselor
24	Medication
25	I have been able to not miss appointments. The reminders and scheduling system seem to be working.
26	Having someone to talk to. Medication also provides some help.
27	Helping to recovery.
28	Medication and consistency--I have been with my therapist for 16 years.
30	Learning that I'm not alone
31	Just talking about my problems
32	Learning tools to help with issues out in the world, in real time
33	Just talking about my problems
34	Easy to work with and make appointments with. The front desk staff is so accommodating to me
36	Everything
38	Meds, doctor, therapist
39	The fact I can ask questions and they listen to me.

43	being able to talk to someone about my problems
44	Learning how to cope
47	my therapist and doctor
50	Meds
54	change my life :)
55	Pendleton
57	got me the meds I needed
58	Therapy and medication
59	Dr. ___ is wonderful
60	Being able to talk and cry with no judgement
61	The amount of support I received from everyone
62	feel like I am being listened to
63	feeling relieved after each session
64	Both of them. I need both
65	Medicine and therapy
66	It's one on one and I'm always greeted with a smile and leave better than I came in
68	The skills they have helped me with
70	the help with coping
71	They listen and give me ideas
72	Getting relief and reassurance
73	Advice

75	My medications
78	I am able to live and be angry and sad all the time just sometimes
80	Someone to listen and not judge
81	helping me to deal with my disorder
82	Understanding my conditions
84	Compassion Stability
85	Emotional support, Therapy
86	They listen!
87	talking to someone outside of my situation
88	People who listen, nonjudgemental
90	coping skills
91	info I learned
92	Everybody is really nice and compassionate
94	regaining my license and control of my life
95	Potomac Highlands Guild has been really helpful for me. Being able to go outside to do family things. PHG is the best healthcare place I've ever been to. I will rather go here all the time. They are very nice people.
96	tools I need to get myself clean
98	Getting the medication I needed.
99	Talking to someone
100	Meds.

101	safe haven not to isolate myself
102	the staff is friendly and helpful!
103	I feel supported and understood.
104	A stable platform to express my mental health
105	nothing yet
106	N/A
107	Better Mood/Outlook, new and improved life habits and goals
109	The doctor is great
110	meds
112	that I can walk down the hall to see the doctor
113	Finding the right medications for me
114	24-hour supportive staff onsite.
115	Transportation and help with my money
116	medication, CES help with housing, and transportation
119	Activities we participated in
120	my prior home situation was unlivable
121	Getting the right medication
124	one on one counseling
125	Understood
129	My case person has been the best
130	Everything

131	psychiatric
135	Being in ACT now
136	seeing doctor
137	The transportation and all the doctors and pharmacy
138	Therapy, medication administration, crt- game night
139	Staff talking to me
140	treatment and medications.
141	24 hour supportive staff services
142	It's all in one place and everyone is helpful
143	Consistent - very knowledgeable staff - compassionate
144	Stopped using drugs
145	Just being in group with people in relatable situations is powerful.
147	meds and counseling
148	sub
149	staff
150	Meds
151	Werthers Originals Candies
152	Coping
153	Cope
154	help me make my life better

155	attending the day program
156	Day program
158	I have friends and staff that understand
159	independent
160	N/A
162	Everything about it is GREAT
163	Socializing with the other clients
164	Day program
165	The individual counseling
167	Medication Regulation
169	Everything
170	Time away from madness
171	Made me see the light
172	N/A
173	Time to get clean
174	The Accountability
175	Blood pressure
176	Meds
177	Calm me down.
178	EMDR
179	To help me cope

180	Getting clean and staying clean
181	good
182	Yes, it has because I don't allow yelling to affect me!
183	Mood
184	getting off drugs
185	The trust that I was able to put in my counselor
186	They care about you.
187	Everyone wants to help me and everyone cares
188	That I have a great counselor and staff
189	Everyone has been very helpful getting my life back together
190	Close to home. Caring and understanding staff and doctor.
192	Support
193	The services saved my life!
194	The staff
196	I have progressed a lot. They helped me overcome obstacles in my life. I have a job, friends, and a community I'm proud of.
197	Meds and counseling
200	Helped with my overall wellbeing
201	seeing a doctor
202	I don't know

204	Getting my life back on the right track
207	for my mental health
208	the staff
209	the staff, doctors, etc.
210	My group and one-on-one
211	group
212	Controlling my anxiety, depression, and mood
213	Helped me get my life back under control
214	convenience
216	They listen to what I say and how I feel.
218	Staying sober
219	The MAT for substance use disorder
220	the one-on-one
221	Meds
224	I'm not as angry anymore
225	Mental
226	Meds
227	Medicine and talking with staff
230	It has taught me to be more outgoing
231	talking about the issue
233	always willing to help and answer questions

234	Someone to talk to other than family and friends
235	Meds, counseling, doctor
236	Being able to talk to someone and taking less anxiety attacks
237	feel better about myself
240	talking in group
241	Everything
242	Coming off easy. Suboxone helps some
246	Staff
247	Meds and therapy at once
248	N/A
249	it helps with daily life
252	A better understanding and medication and therapy
253	medicines
254	The staff
255	medication
256	Just being able to talk through my issues
257	My doctor
258	talk therapy
259	N/A
260	getting information, seeing how things work
261	Listened well, able to get an answer in crisis

262	Medication
263	Medicine
264	Being able to talk with my doctor
265	a substance (alcohol) abuse counselor
266	Will be better when I get ADHS med
268	My prescriptions
269	Meds
270	taking care of me
274	working with the therapist to get my life back on track
276	medication
277	Getting me on the proper medicines
278	Stability
279	Many things
280	Medicine -- the doctor is exceptional
281	Friendly staff
283	Medication management
284	Listening, no judging, understanding
285	Medication management
286	Steady mood stabilizers
288	I feel better
289	Therapy

290	N/A
292	Anxiety/Depression Management
293	Treatment
295	Maintaining sobriety
297	lifestyle options
298	Meds, someone to talk to
299	Medication and therapy
300	Medication
301	medication
302	medication monitoring and changes as needed
304	comfortable
305	Has helped me in my everyday life
306	The Staff
307	my meds
308	My doctor understands me and will do all she can to help
311	My medications
312	getting meds under control
313	Medicine
314	All
315	Patience
318	Counseling and advice. They're helping me improve my life.

320	coping with my depression and grief
321	My doctor listening to me
322	The doctor has been wonderful
323	The meds I received have helped me keep calm
324	Psych./therapist
325	Being seen on time
326	Giving me the tools I need to better my mental health
328	The meds.
329	Help to go more natural without meds
332	Got me help at Southern Highlands
336	Therapy and meds
337	Group and the one on one
338	People that listen
339	the staff
340	Medication
342	Meds and friendly doctor
343	understanding
344	group
345	Compassion
346	peer support services - medication
347	My Meds

349	my medication
350	They accommodate my appointments
351	Counseling
353	thinking differently
354	Ability to come after work without missing time at work
356	Support
357	My therapist is amazing :)
358	My anxiety, bipolar, GAD, OCD
359	It lets me know I'm not alone
360	Therapy and Medications
361	getting my medication stable
364	listen to me and help
365	The staff; The services; The people

### 43.What could be improved about the services?

ResponseID	Response
1	I feel like i need more prodding to get into deeper things and the services I have been able to obtain only focuses on the current issues at hand
2	More psychoeducation and knowledge of side effects.
5	More trust in patients
6	N/a
7	Public transportation to local facility where I did not have to walk to
8	Much can improved system such Difficult to access
9	Transportation to and from services.
10	Seeing my provider more often.
11	Participate in a food drive for those of us who don't receive food stamps.
12	On the crisis unit, they only concentrated on drugs and alcohol, not those who were there in crisis for their mental health. They also did not respect my allergies for meals. Staff is also preparing food on the unit and that is a taking away from services. I think they should look into the NCOA for help with meal preparation.
13	N/A
14	Employ more staff.
15	na

16	Confidentiality. Ask people about their medications they are on outside of the mental health medication.
17	Services and options could be better explained to me, I am unaware of all services available to me through them.
19	More information given out about NAMI from providers and hospital for discharge planning. More mental health support groups available that people could attend. When you are hospitalized that you receive more valuable and helpful groups while inpatient. They often get canceled and don't happen. I want more group and that these groups are more informative - and that there was someone there to talk to and more inperson psychiatry as opposed to telehealth.
20	More advertising of services. More information about NAMI and what's available.
22	MD psychiatrists think they are God and break HIPPA
23	New Counseling and counselors for women
24	More accessibility, more affordable
25	More continuity of service providers.
27	Have a closer VAMC.
28	More psychoeducation. I've educated myself.
30	More talk about what emotions are supposed to feel like
31	Not a thing
32	I don't have any issues
33	Not a thing

34	I hate when I call and I never get to talk to people just at the Wayne office that knows me personally.
36	Nothing
39	nothing really
42	I like their services
43	actually filling my meds instead of leaving me without them for days
44	Not sure
47	meds they give for mental health
49	Helping where regular doctors won't
50	nothing
52	I haven't been seen here long enough to answer most of these questions
58	N/A
60	nothing
61	one of the therapists was extremely rude. Other than that everything was perfect.
62	more hands/on-direct instruction for how to do things - but I am glad that resources are suggested
63	the dynamic with my therapist. I need to it to be more like a therapist and not a best friend from years ago I'm catching up with
64	Nothing at this time. Maybe a network for those of us that have problems - support groups!
65	They are great!

66	N/A
70	Nothing
71	N/A
72	Not sure
75	We could get our air conditioner fixed please!
80	Nothing. Doing good
81	NA
82	More information
84	None
86	More active advice, getting meds regulated sooner, which I knew takes time
87	not sure
91	not sure at this time
92	Everything is great
96	N/A
98	n/a
102	Maybe better transportation availability for those needing it.
103	If the provider calls patients once in a while to check on them.
104	N/A
105	N/A
107	Patient Rights, Psychiatrists

109	Flexibility in scheduling around work
115	N/A
116	Nothing I'm blessed
119	more during the weekdays
120	they kept sending me back to the same home after my mother rifled my bank accounts
121	For the people to understand at least 1/4 how awful people have it at home
124	more freedom, tobacco use permitted
125	No
130	nothing
131	N/A
136	patience
137	nothing
138	Wellness for exercise
139	Nothing - the services are good
140	Bring wellness group back.
141	wellness group to exercise
142	N/A
143	Nothing
144	Offer DUI classes
145	Maybe offering more options for group
147	N/A

148	not having to come all the time
149	9:30 AM too early
150	Group times could be scheduled better for those of us who have jobs and families
151	I don't know.
155	more available doctor services
156	Doctor
159	nothing -- all good
160	N/A
162	Nothing
163	N/A
164	N/A
165	Hitting on different topics dealing with recovery
167	Intake procedures and recognition of a person in need
169	Nothing
170	N/A
171	Nothing
172	staff
173	More time doing productive activities. Too much idle time
175	?
177	N/A

178	Access
179	More group homes
180	Nothing
182	More days a week for counseling
184	Nothing
185	Nothing - well maybe free donuts. lol
186	Good service
187	Just wish I lived closer to the clinic and had my own transportation
188	Groups for patients that are monthly
190	Nothing as of now
192	I feel they were right for what I needed
193	Location. I live so far away but that's on me.
194	Nothing really
196	nothing
200	services are good as they are
201	good
202	Don't know
204	I love this place and the service. You should have more places like this one
207	get better
208	nothing
210	Nothing. I like everything about it.

211	good to me
212	Nothing, they're great
213	I have no complaints.
214	unsure
218	Nothing
219	nothing really
221	More talk time
224	It's all good
225	Everything is Good
226	Nothing
230	nothing that comes to mind
234	Nothing
235	NA
236	Nothing I can think of
237	nothing
240	nothing you guys do good
241	N/A
242	They do all they can as far as I can see
243	Nothing, you all are great
245	Appointments. They were never right. My card would show a date, I'd come that day, and they'd say it was another day.
246	It's great

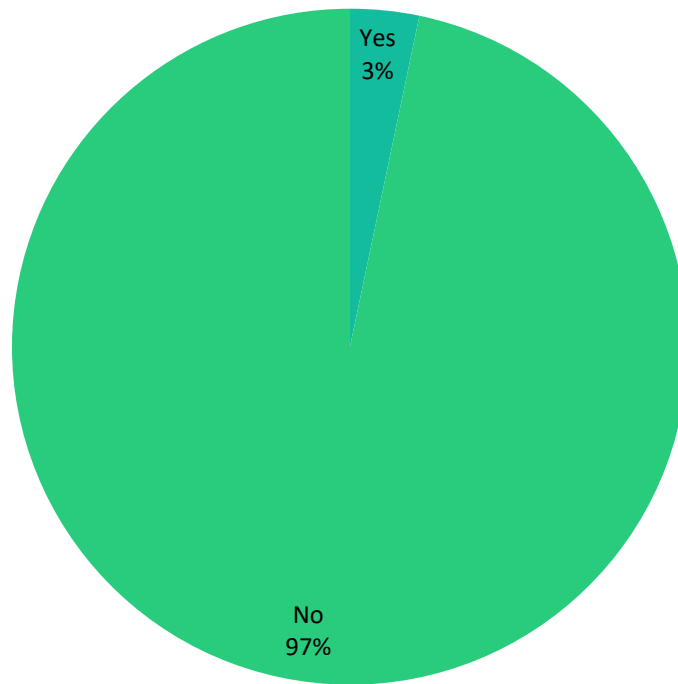
248	N/A
252	Medication - I would like to find the right combination, but I know it takes time.
253	nothing
254	Nothing
255	I have had mixed appointments
256	Nothing
257	Don't no
259	N/A
260	N/A
261	N/A
262	Better communication between all departments. More courtesy and respect when ask questions to staff.
263	nothing
264	Nothing
265	more compassion in appointments
266	?
269	Therapist having open spot available
270	N/A
274	nothing - everything is going good
276	nothing
277	N/A

280	nothing
283	N/A
286	3 month appointments instead of monthly
289	Frequent appointments
290	N/A
292	None
293	N/A
295	Anxiety, Depression, Know who I am
298	Therapy
300	N/A
301	counseling services
304	nothing
305	N/A
307	taking more meds
308	Doctor should see me exactly at my appointment time.
311	Nothing
315	Nothing
318	N/A
320	nothing
321	N/A
323	N/A

324	Don't know
325	I think it's good the way it is
326	None
328	None
329	Rescheduled appointments not being a whole month wait
335	nothing
337	nothing
338	no
340	Appointments
343	coffee pot
344	good to me
345	Compensation! Volunteer?
346	nothing needs approved
349	Nothing
350	I don't know
351	one on one therapy
354	more parking spots wouldn't hurt
356	Doing great!
357	nothing
358	N/A
359	Nothing that I see

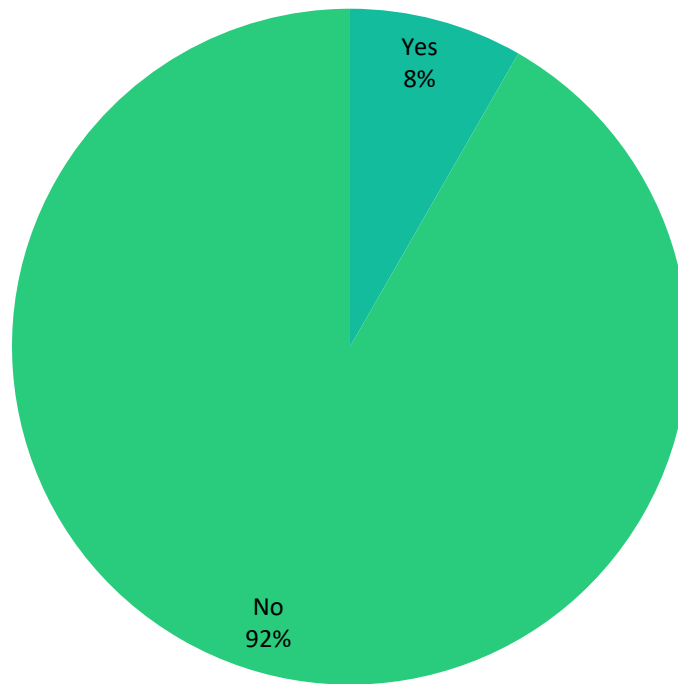
360	Nothing
361	Helping to have a better discharge plan
365	Not calling in for appointments months later

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



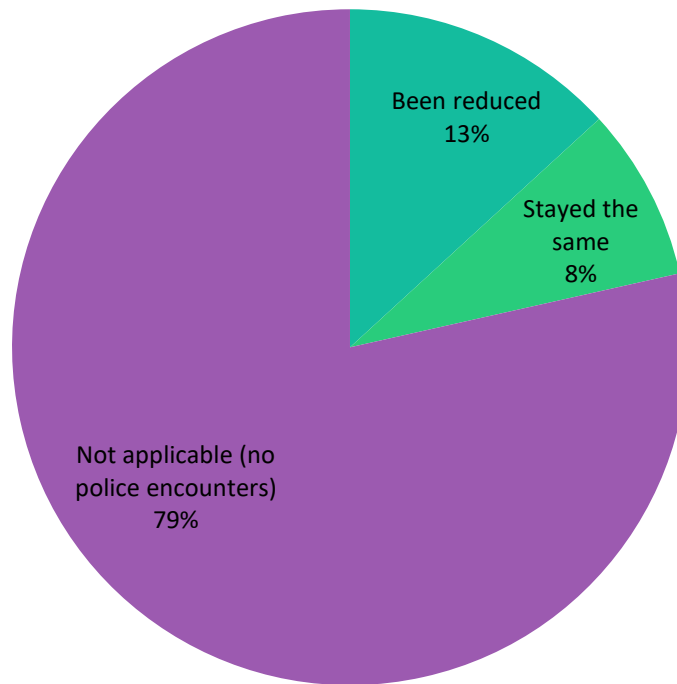
Value	Percent	Count
Yes	3.3%	4
No	96.7%	117
	Totals	121

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



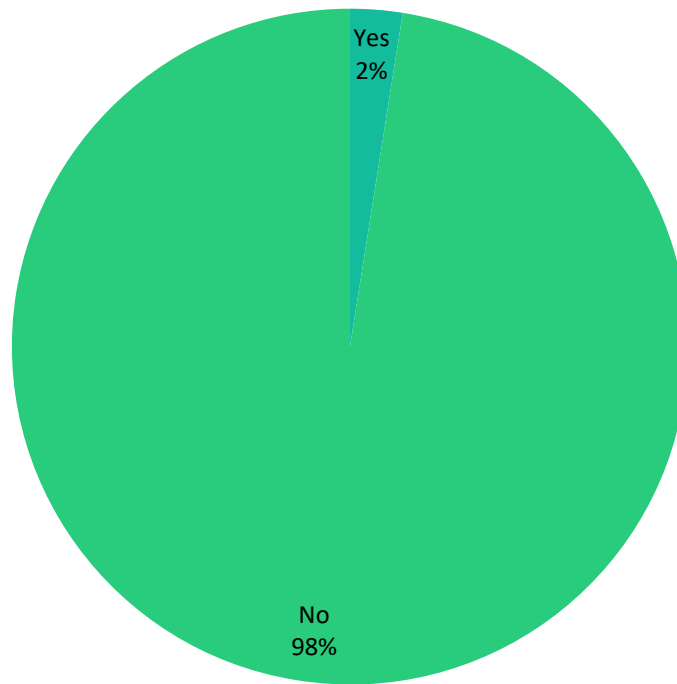
Value	Percent	Count
Yes	8.3%	10
No	91.7%	111
	Totals	121

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



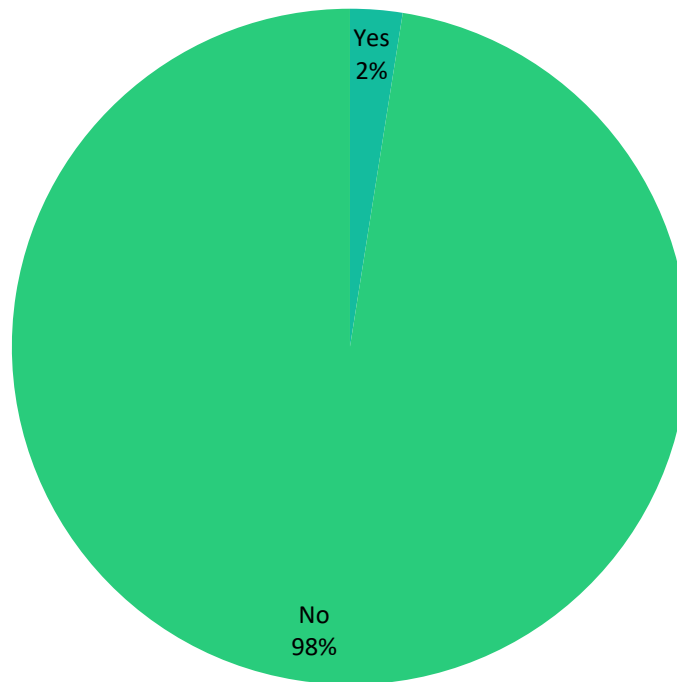
Value	Percent	Count
Been reduced	13.2%	16
Stayed the same	8.3%	10
Not applicable (no police encounters)	78.5%	95
	Totals	121

**47. Were you arrested during the last 12 months?**



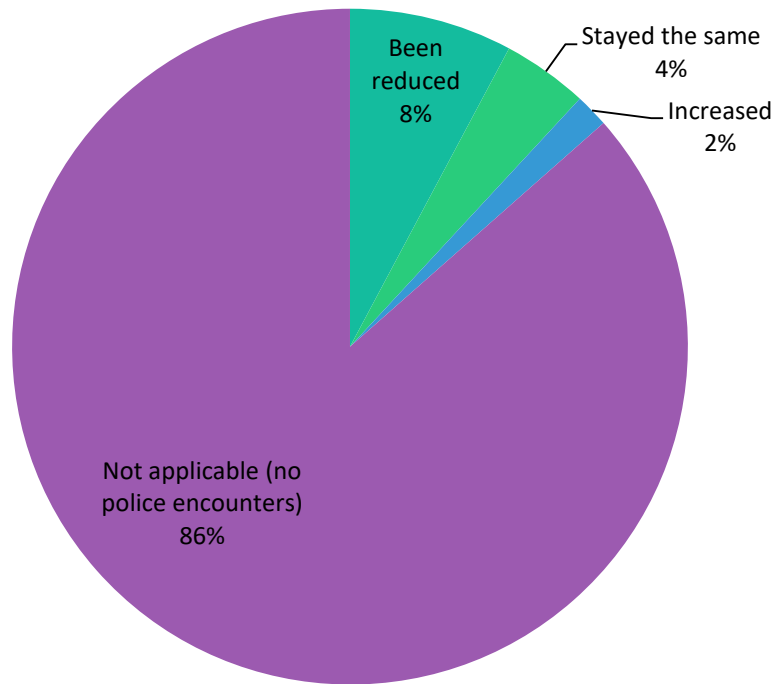
Value	Percent	Count
Yes	2.5%	6
No	97.5%	238
	Totals	244

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



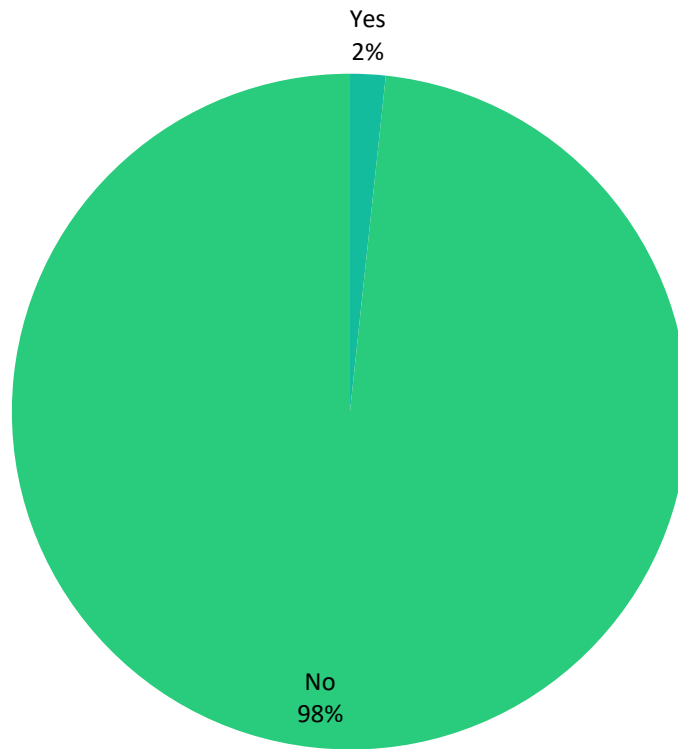
Value	Percent	Count
Yes	2.5%	6
No	97.5%	238
	Totals	244

**49.Over the last year, have your encounters with the police**



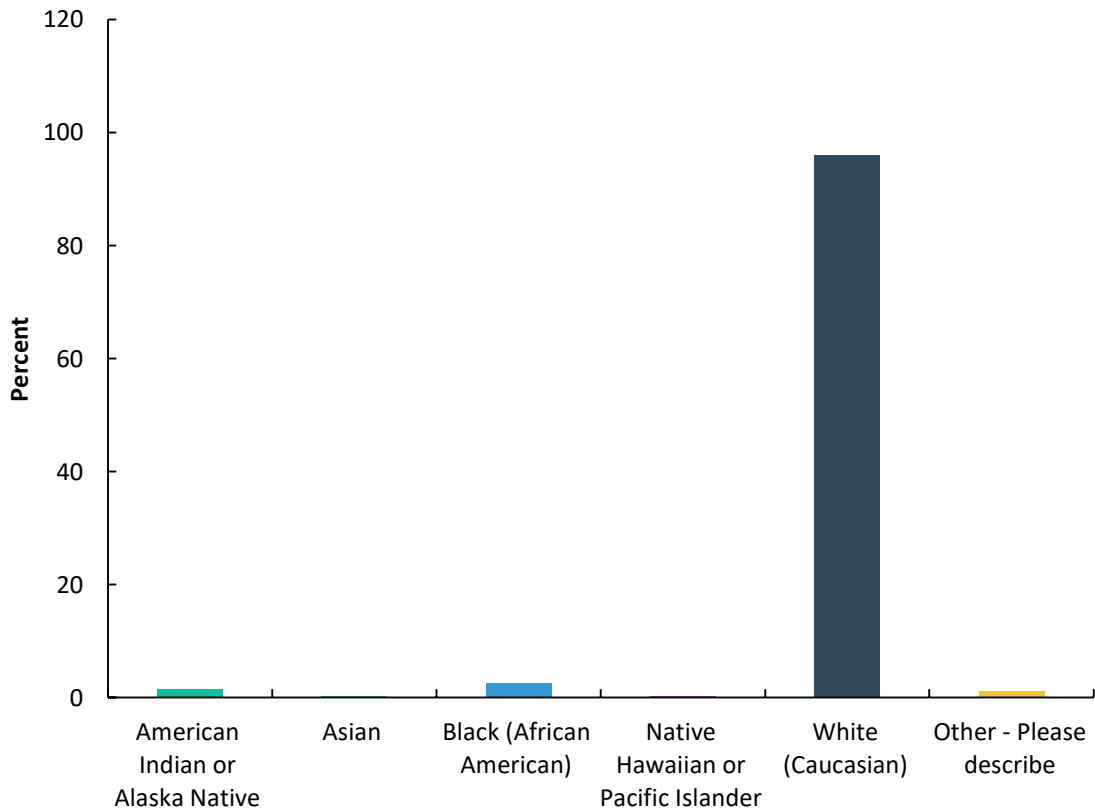
Value	Percent	Count
Been reduced	7.8%	19
Stayed the same	4.1%	10
Increased	1.6%	4
Not applicable (no police encounters)	86.5%	211
	Totals	244

**50.Are you of Hispanic or Latino origin?**



Value	Percent	Count
Yes	1.7%	6
No	98.3%	340
	Totals	346

**51.What is your race? Please check all that apply.**

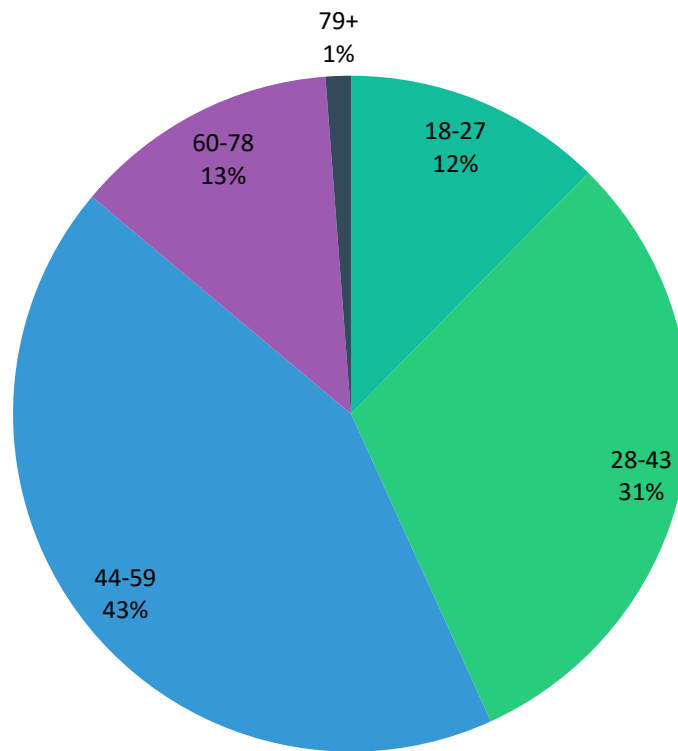


Value	Percent	Count
American Indian or Alaska Native	1.4%	5
Asian	0.3%	1
Black (African American)	2.6%	9
Native Hawaiian or Pacific Islander	0.3%	1
White (Caucasian)	96.0%	333
Other - Please describe	1.2%	4

Other - Please describe	Count

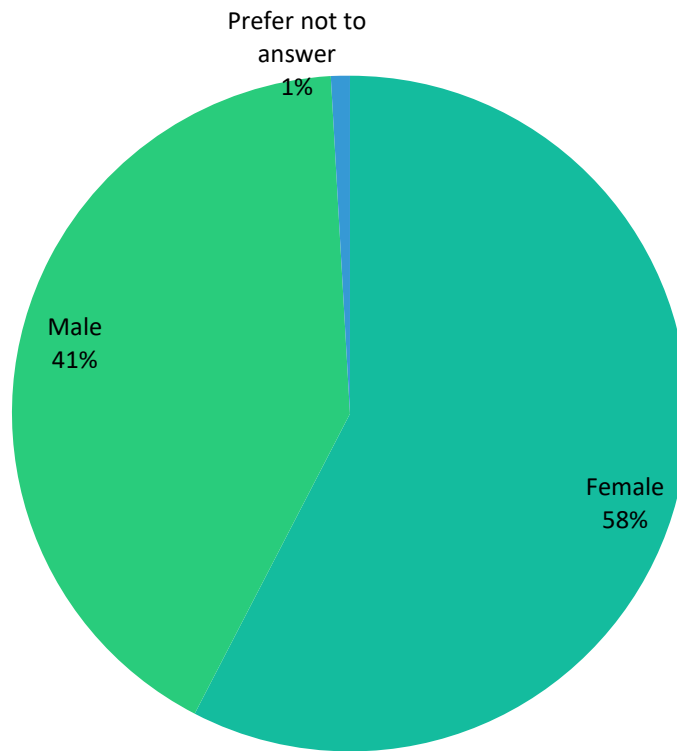
Appalachian American	1
Hispanic	1
Indians	1
Totals	3

## 52.What is your age range?



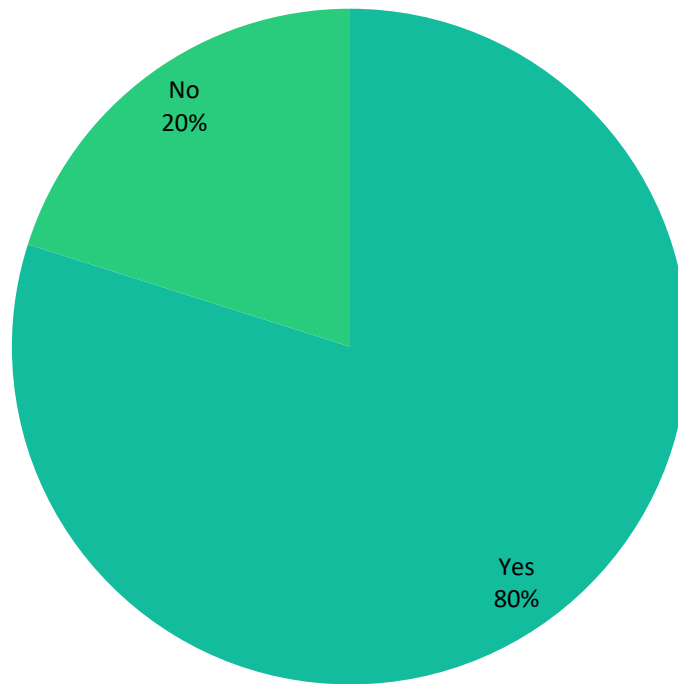
Value	Percent	Count
18-27	12.4%	43
28-43	30.8%	107
44-59	42.9%	149
60-78	12.7%	44
79+	1.2%	4
	Totals	347

**53.What is your sex?**



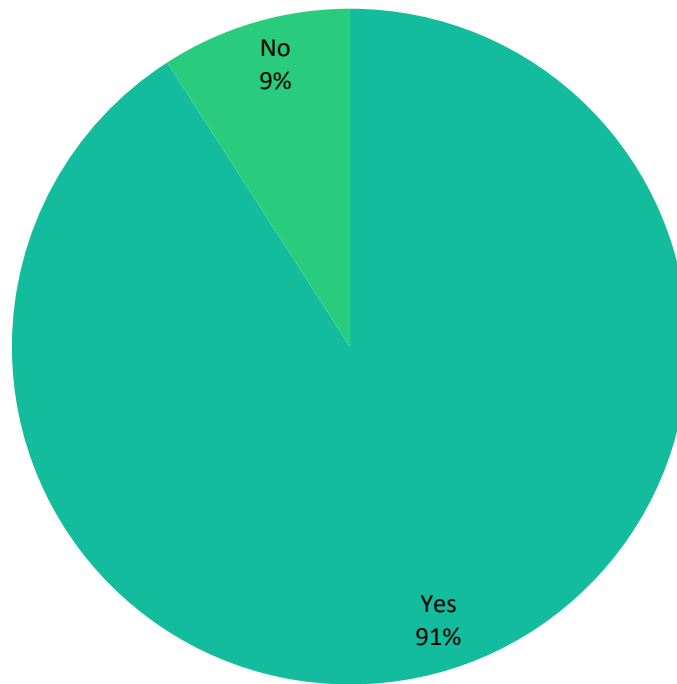
Value	Percent	Count
Female	57.6%	201
Male	41.5%	145
Prefer not to answer	0.9%	3
	Totals	349

**54.Do you have Medicaid insurance?**



Value	Percent	Count
Yes	79.9%	279
No	20.1%	70
	Totals	349

**55.Do you have health insurance other than Medicaid?**



Value	Percent	Count
Yes	90.9%	60
No	9.1%	6
	Totals	66

**56. 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
2	N/A
5	MAT's save lives
7	More services are needed with later hours
10	No
11	No
12	I am glad that Northwood is here to serve the community. They need to hire more staff, as I notice that the lack of staffing is causing great stress and burn out amongst the staff. They need to fill all positions and also have additional people trained to provide coverage when needed.
19	Just feel that the state of WV really lacks with regards to mental health services bc I've lived outside of the state. Lack on acceptance. Lacks on resources and availability. We're lucky in Wheeling b/c we have NAMI but so many areas that are rural that don't have anything.
21	No
22	I love everything and everyone
24	Insurance doesn't pay much for services making services unaffordable and hard to access
26	For WV politicians: Unless you are a psychopath, like Donald Trump, it real would be quite disgusting that you would support laws etc. that reduce how much money WE AS A PEOPLE (i.e the people of this country) spend in OUR COUNTRY to help folks with mental health and substance abuse issues. Some people, like myself, are born with a massive disability,

	through no fault of their own, and as a result, have really really poor mental health. I as a citizen will happily pay a bit more in tax if I know that this extra tax will go to things like helping people in need with their mental health etc.
27	Would be helpful to have a local Veterans Mental Health Center.
28	Transportation and telehealth are always issues in West Virginia.
30	Better understanding of what my mental illness is and means for my future as opposed to just treating my symptoms
31	No
33	No
34	I'm grateful to have found prestera
36	Nothing
37	I think there should be more support programs available.
39	no thank you
43	Refill my medicine on time. I'm bipolar. If I don't take them I could relapse
47	This is my first visit so I have no real feedback at this time,.
49	Regular doctor refers you here only to be referred back to primary for no help. Regular doctor should know this place is for mental health and not pain management.
54	yea this change my life for good :)
58	N/A

60	N/A
61	Very very amazing facility. I recommend to people all the time.
63	N/A
64	Erase the stigma of mental health issues
65	The Guild offers quality care to its patients
66	N/A
70	no
72	None that I can think of
84	No
86	I am glad they have and offer these services. And they take Medicaid
91	Keep on helping people
92	Keep up the good services
93	No. I'm completely happy with everything.
94	very good people (friendly and helpful)
98	n/a
102	I am very concerned about potential Medicaid cutbacks and decreased accessibility to mental health services.
103	I really appreciate that there's a place like this that helps people in the community. It's good to know that if you don't have insurance, it's free or based on your income.
104	I highly recommend the Oaks Rehab Center

105	I'm homeless and in need of resources for clothing, housing for myself and my teenaged son
107	Have a happy day!
109	N/A
112	I work here and also am a client. Have a blessed day.
114	NA
115	No
116	Thank you and God bless you.
121	For staff to trust us more. And allow a bit more freedom.
124	I think time for crimes should not extend beyond one would have received for a guilty verdict
125	No
130	no
131	Nope
138	No
142	N/A
144	Please offer DUI classes. It would be extremely helpful to be able to take DUI classes in the same place I'm receiving mental health services.
145	Maybe have more flexibility with the hours and days they hold groups
148	need more services
150	No

152	N/A
155	The day program has helped me greatly improve my understanding of my illness
156	Day program really has helped me. My new therapist has really helped.
158	I believe my symptoms are worse, but it's nobody's fault. It just is. I do cope better though.
162	I am happy now knowing it was my mind that is wrong with me. They help me. I'm doing great and now understand things better about my mind and my way of thinking. Thanks for everything.
163	N/A
164	N/A
165	Not at this time. Thank you!
170	_____ is not fit for her job. Terrible attitude for recovery
171	nothing
173	N/A
175	Keep on keepin on
177	I truly liked the staff here. They helped me out tremendously.
182	Yes. I do more days a week because mental health is on different levels for other people in the world. And would be able to benefit in their lifestyle and help people getting better with their daily problems, and issues people deal with daily and rest of their lives
190	None as of right now

194	Just keep up the good work.
196	I am very thankful for Southern Highlands and the people who work there. I feel I have a better life and I'm on the right path that I need to be successful. Thanks for everything that your agency has provided me.
204	I believe in the service given at this place. More places should be like this one, and someone should help me open a rehab place in Wyoming County.
205	No
210	No, I think you guys do good with everything
211	none
214	You all could pay me for my company!
215	Southern Highlands has a safe and caring environment for their patients. You feel more like you're surrounded by your family and friends. The outreach to the community is also a very important part.
218	Love the way everyone is so hopeful and on it when you come in.
221	Please keep Medicaid!
223	I like that they truly care about the people who come here and make others have hope to get better!
227	No
232	I think this health service place does a great job. They have helped my child my child so much. We have been to may other places to get help, and none of them have been this helpful.
235	No, everyone is great here

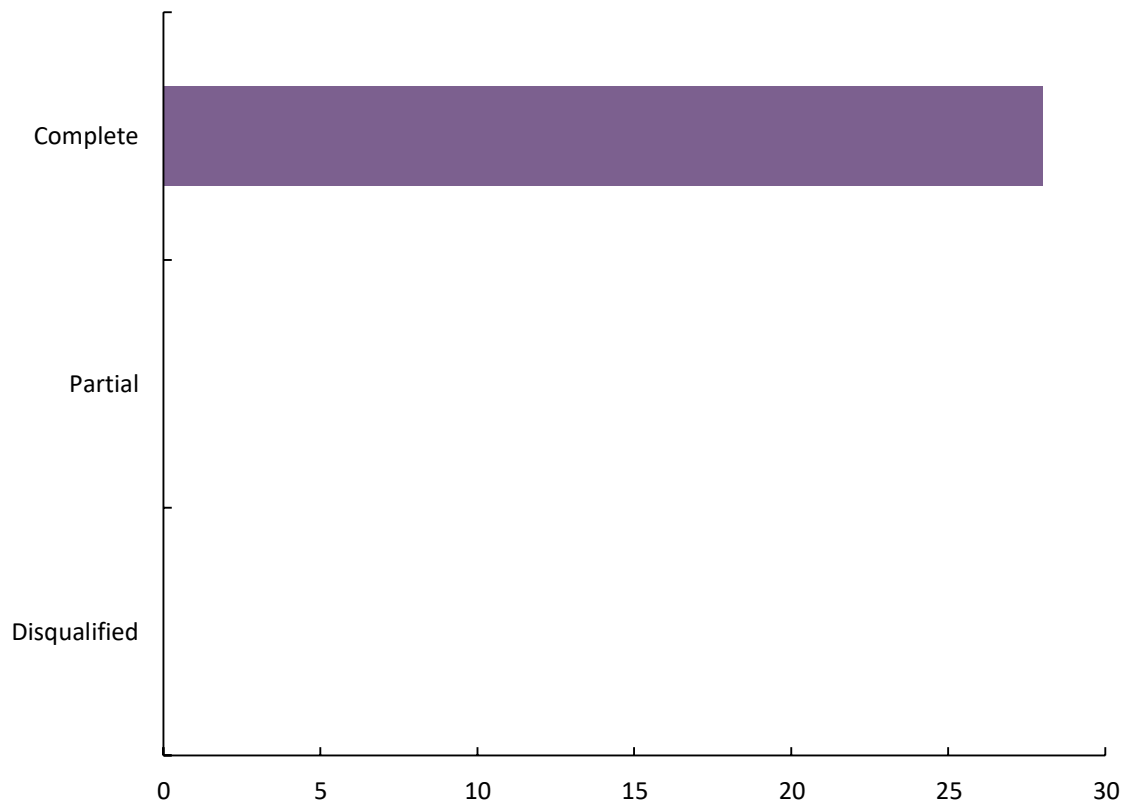
236	None
237	N/A
240	you do a wonderful job
241	N/A
243	I appreciate everyone and this facility. They are all friendly and provide services that I need.
246	N/A
248	N/A
252	I think Southern Highlands is a great facility with a wonderful and helpful staff.
258	None
260	N/A
264	Not at this time.
269	I went to the Pavilion in April. Since then I have yet to see a therapist and it is not OK and no one seems to really care.
270	N/A
276	you guys do great
278	Been with facility for 21 years. Would not go anywhere else.
281	Not really
283	No
285	Zoom appointments can be heard outside in the lobby. No privacy. Should turn TV volume up.
287	no

289	N/A
290	Not at this time
292	No
293	N/A
295	Not at this time
301	The counseling services could be better, specifically consistency in seeing the same counselor. The nurses could improve their telephone priorities. They are bad at returning phone calls.
302	It is difficult to get counseling even when the provider does a referral.
308	N/A
311	Would recommend these services to anyone
312	I was pleasantly surprised at the quality of mental health care offered in WV.
318	The staff have really been helping me take control back of my life. They help me heal from things I've experienced/been through currently by listening to me and my concerns without judgment.
321	N/A
326	None
328	no
329	No
338	nothing
339	NA

342	I would like counseling services.
343	Doing just fine
344	nope
346	I think it is a great group and I love listening
349	Nothing
350	No
356	Very supportive/helpful staff.
357	Thank you for all that you do!!
358	N/A
359	Just make sure to always let the client know they're never alone.
360	No
361	I think staff could, should be treated better
362	Don't know
365	The calling in months later is not good. Have to give work a 2 week notice for any appointments. I have thought about switching because of that. But the staff is a great help, and I enjoy them.

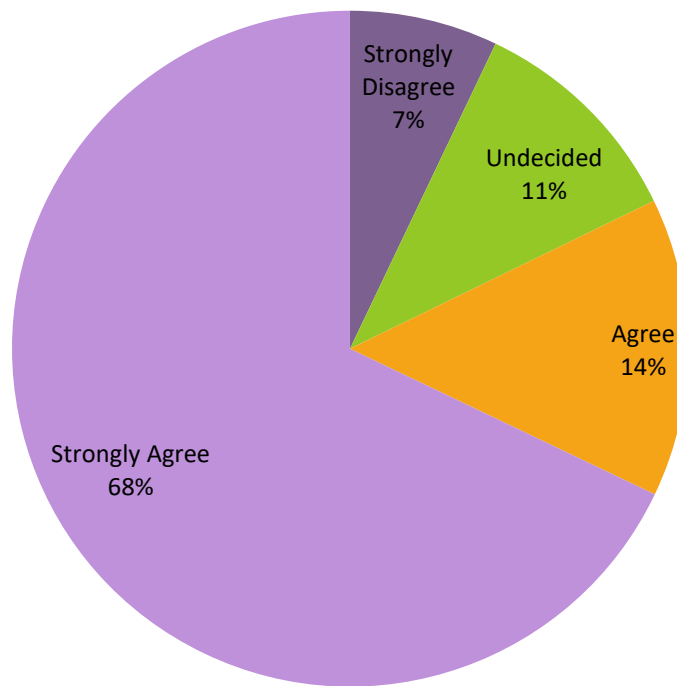
# **Report for WV 2025 Youth Services Survey for Family Members (YSS-F)**

## Response Statistics



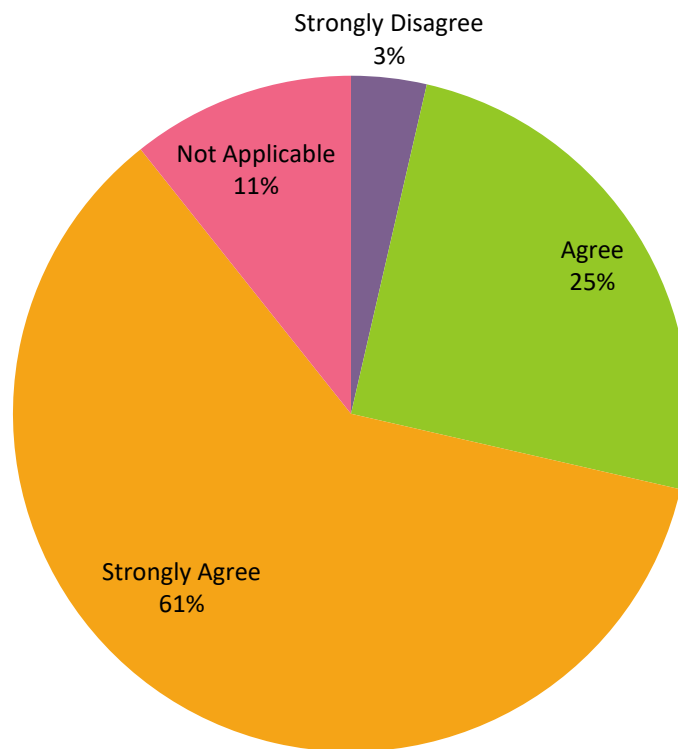
	Count	Percent
Complete	28	100
Partial	0	0
Disqualified	0	0
Totals	28	

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



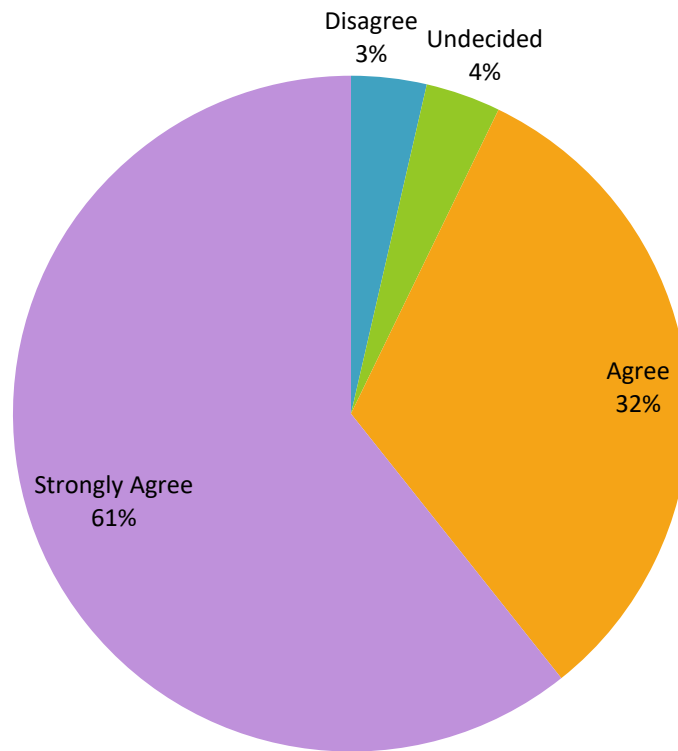
Value	Percent	Count
Strongly Disagree	7.1%	2
Undecided	10.7%	3
Agree	14.3%	4
Strongly Agree	67.9%	19
	Totals	28

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



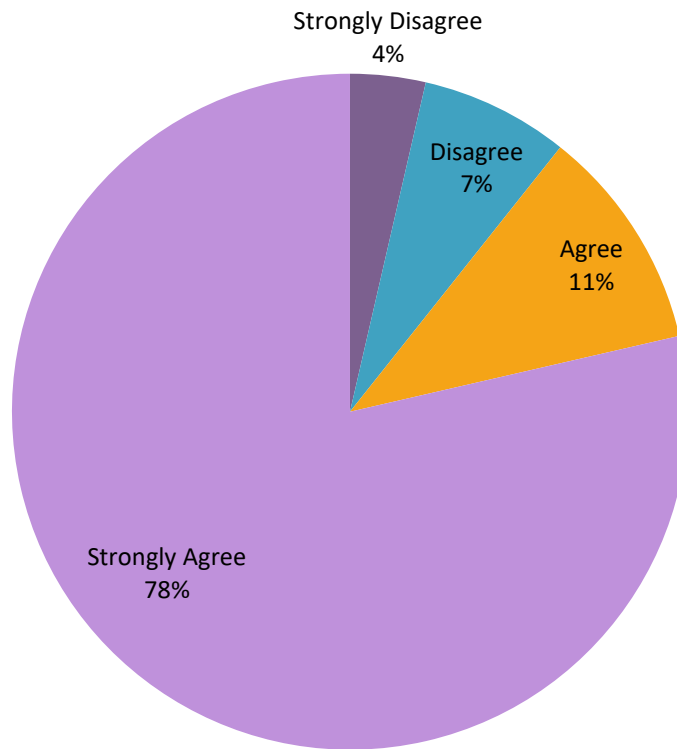
Value	Percent	Count
Strongly Disagree	3.6%	1
Agree	25.0%	7
Strongly Agree	60.7%	17
Not Applicable	10.7%	3
	Totals	28

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



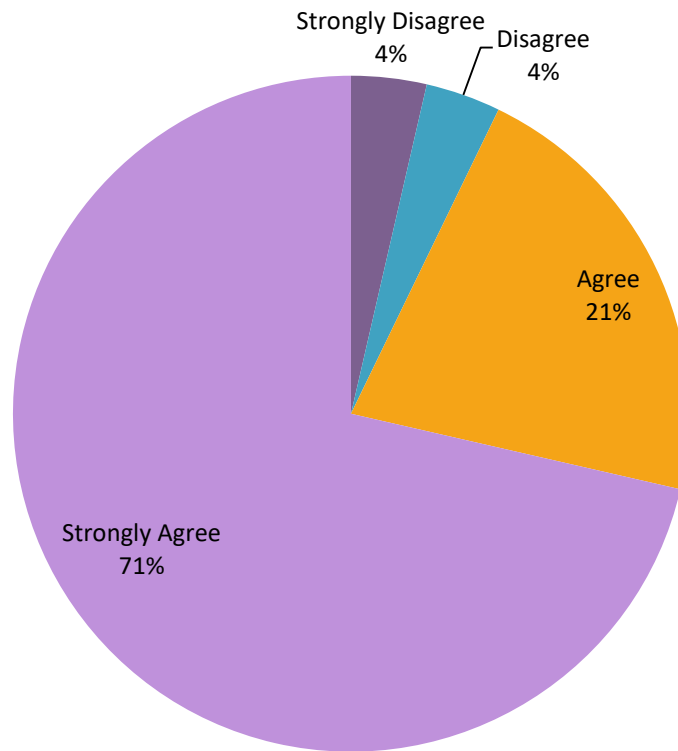
Value	Percent	Count
Disagree	3.6%	1
Undecided	3.6%	1
Agree	32.1%	9
Strongly Agree	60.7%	17
	Totals	28

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



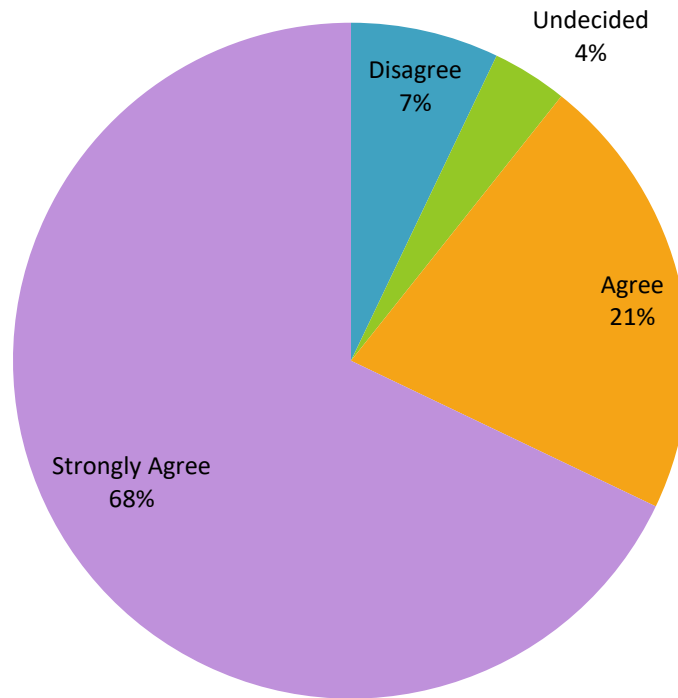
Value	Percent	Count
Strongly Disagree	3.6%	1
Disagree	7.1%	2
Agree	10.7%	3
Strongly Agree	78.6%	22
	Totals	28

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



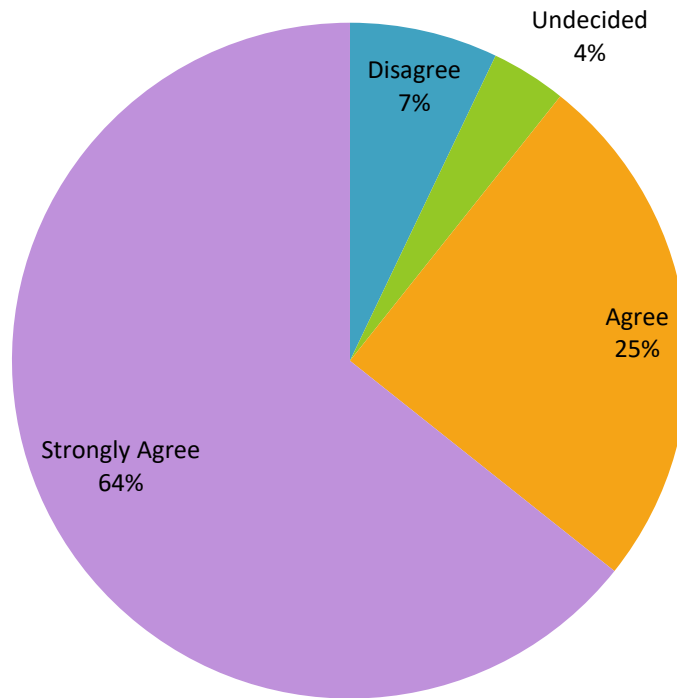
Value	Percent	Count
Strongly Disagree	3.6%	1
Disagree	3.6%	1
Agree	21.4%	6
Strongly Agree	71.4%	20
	Totals	28

**6.I participated in my child's treatment.**



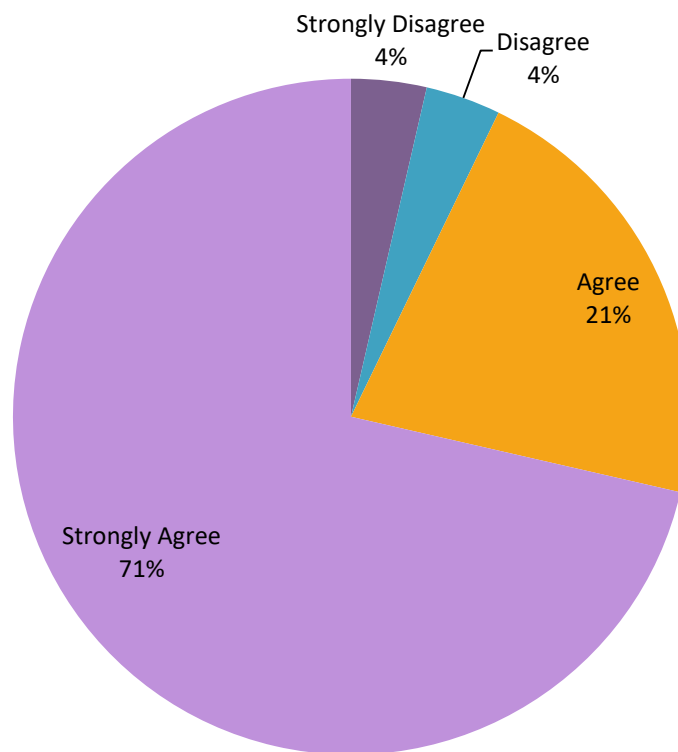
Value	Percent	Count
Disagree	7.1%	2
Undecided	3.6%	1
Agree	21.4%	6
Strongly Agree	67.9%	19
	Totals	28

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



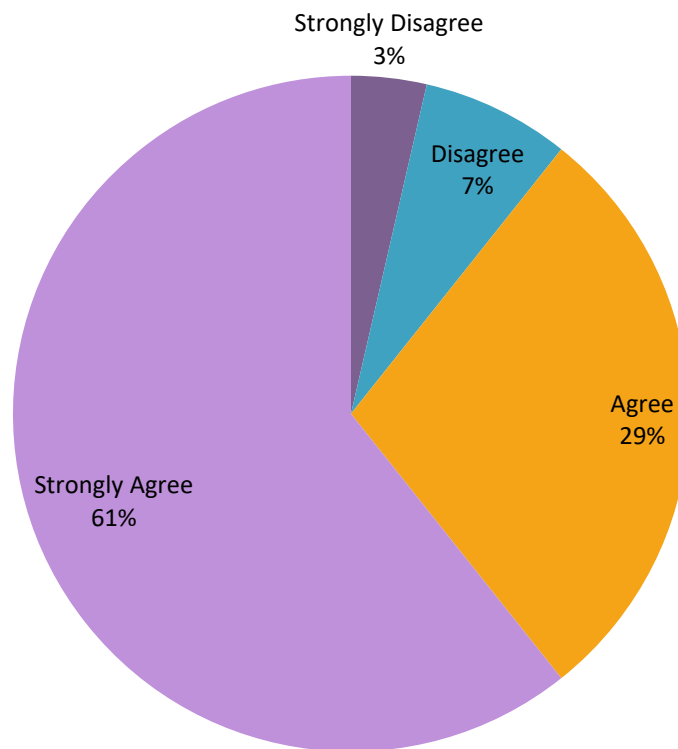
Value	Percent	Count
Disagree	7.1%	2
Undecided	3.6%	1
Agree	25.0%	7
Strongly Agree	64.3%	18
	Totals	28

**8.The location of services was convenient for us.**



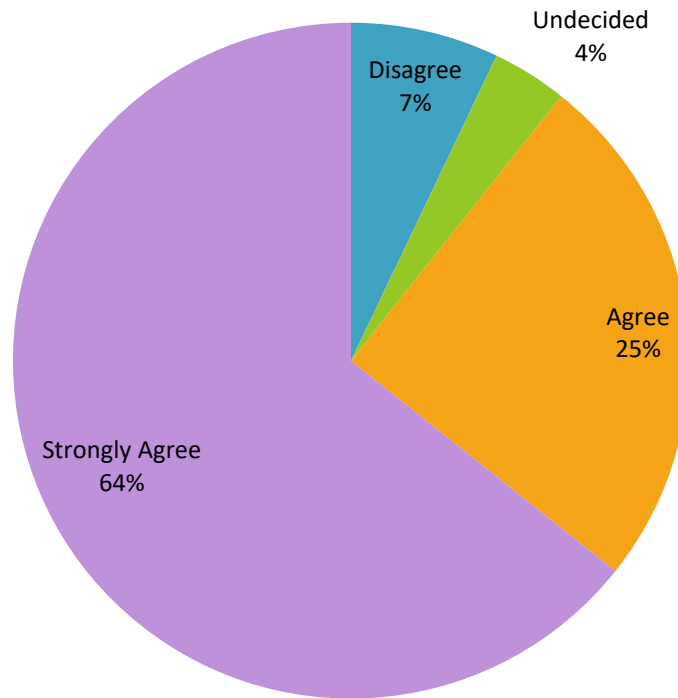
Value	Percent	Count
Strongly Disagree	3.6%	1
Disagree	3.6%	1
Agree	21.4%	6
Strongly Agree	71.4%	20
	Totals	28

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



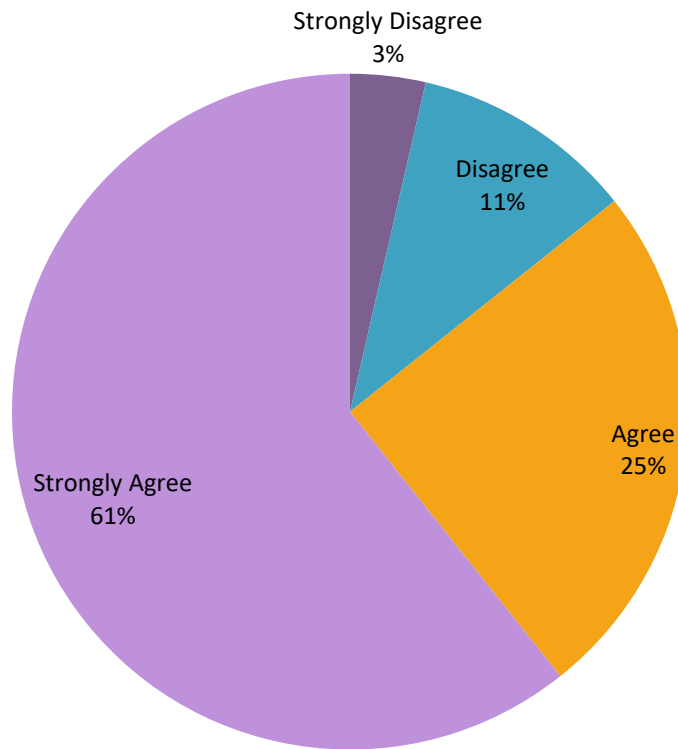
Value	Percent	Count
Strongly Disagree	3.6%	1
Disagree	7.1%	2
Agree	28.6%	8
Strongly Agree	60.7%	17
	Totals	28

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



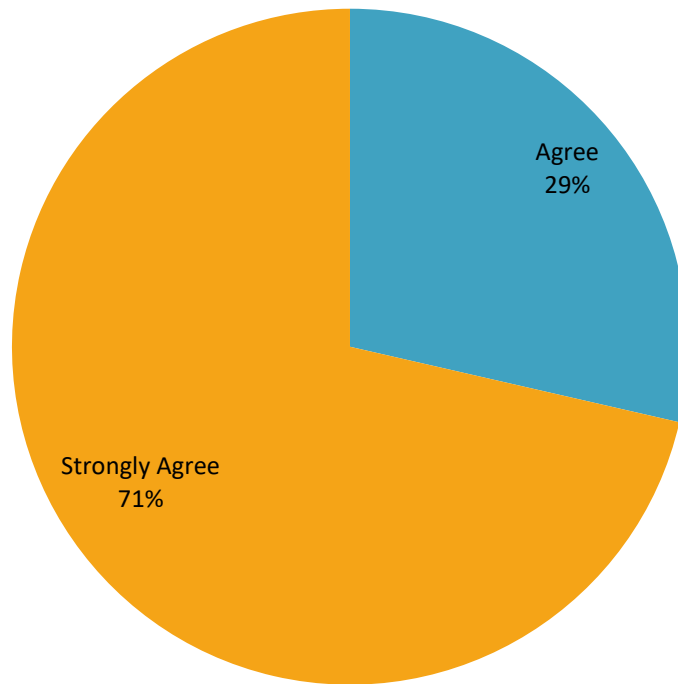
Value	Percent	Count
Disagree	7.1%	2
Undecided	3.6%	1
Agree	25.0%	7
Strongly Agree	64.3%	18
	Totals	28

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



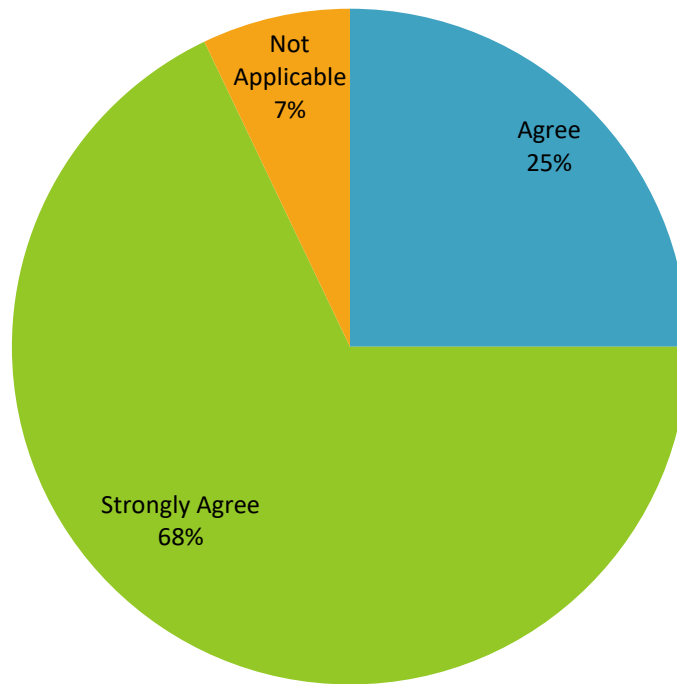
Value	Percent	Count
Strongly Disagree	3.6%	1
Disagree	10.7%	3
Agree	25.0%	7
Strongly Agree	60.7%	17
	Totals	28

**12. Staff treated me with respect.**



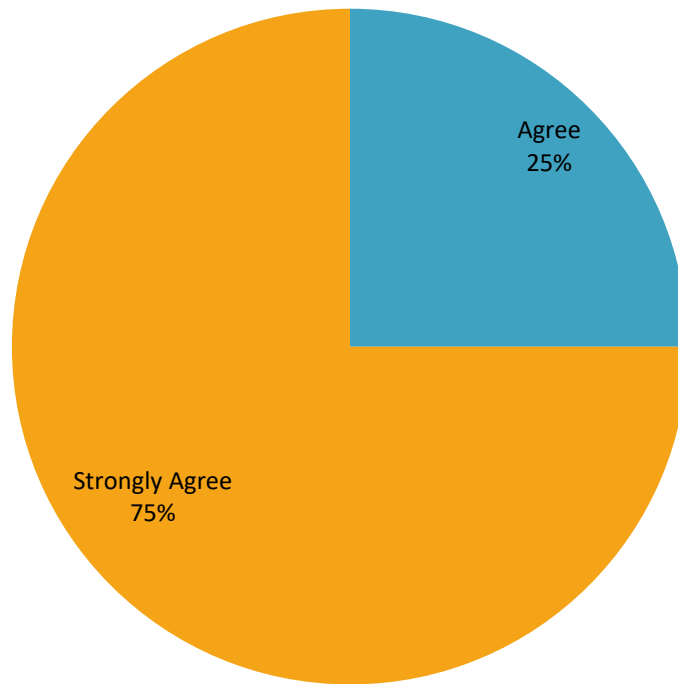
Value	Percent	Count
Agree	28.6%	8
Strongly Agree	71.4%	20
	Totals	28

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



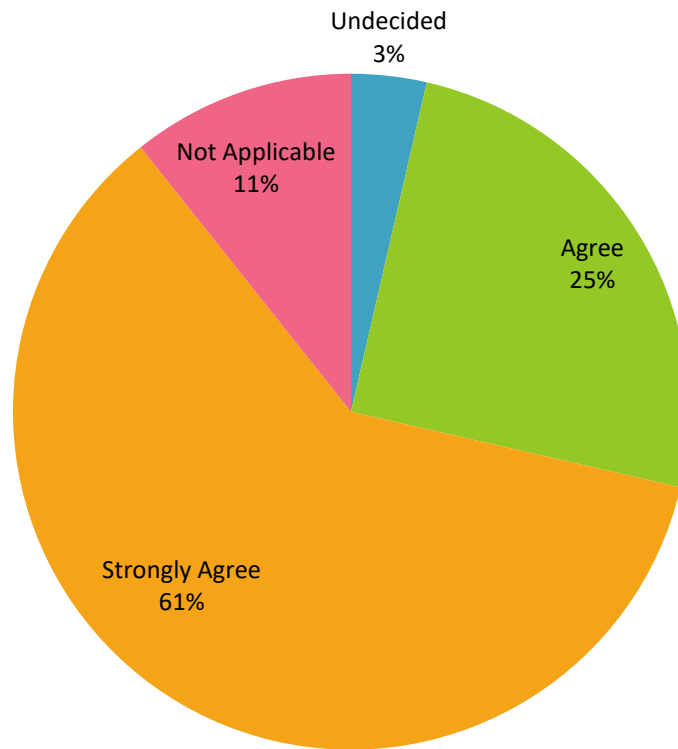
Value	Percent	Count
Agree	25.0%	7
Strongly Agree	67.9%	19
Not Applicable	7.1%	2
	Totals	28

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



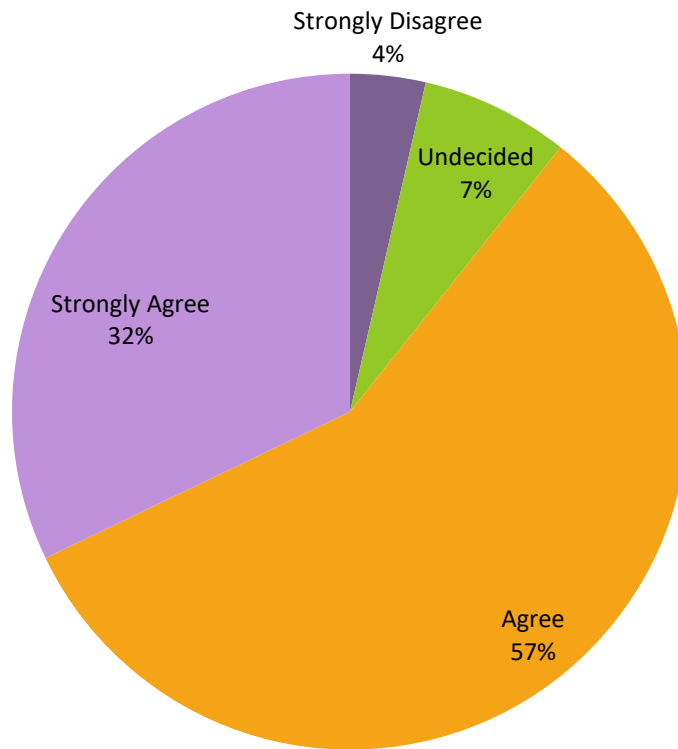
Value	Percent	Count
Agree	25.0%	7
Strongly Agree	75.0%	21
	Totals	28

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



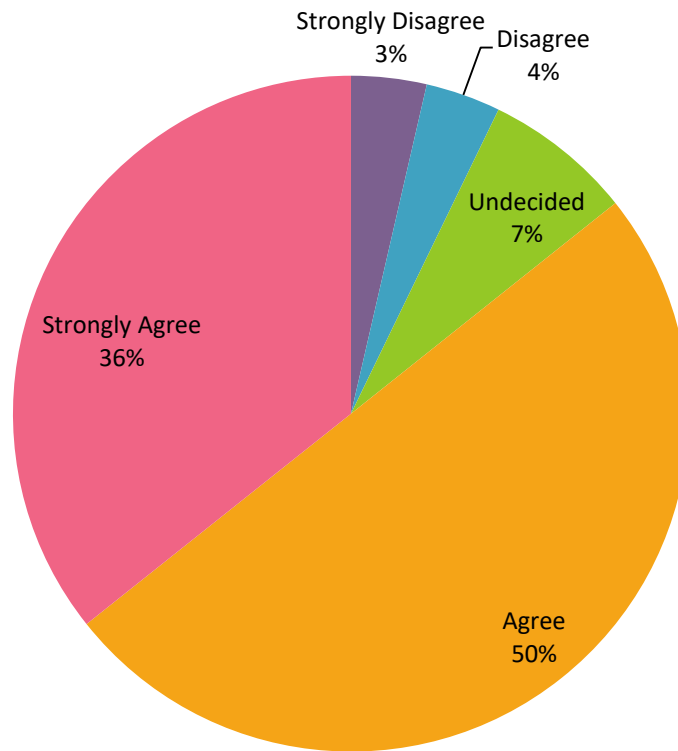
Value	Percent	Count
Undecided	3.6%	1
Agree	25.0%	7
Strongly Agree	60.7%	17
Not Applicable	10.7%	3
	Totals	28

**16. My child is handling daily life better.**



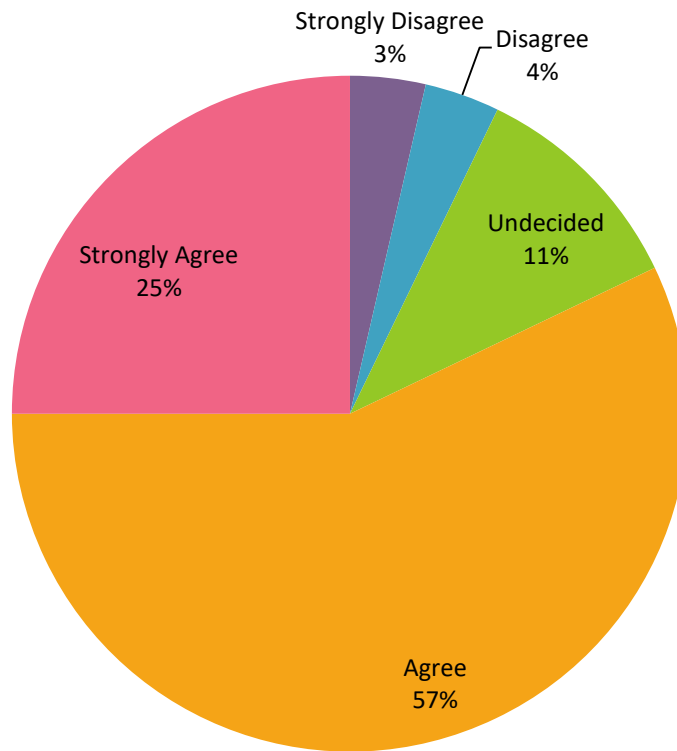
Value	Percent	Count
Strongly Disagree	3.6%	1
Undecided	7.1%	2
Agree	57.1%	16
Strongly Agree	32.1%	9
	Totals	28

**17. My child gets along better with family members.**



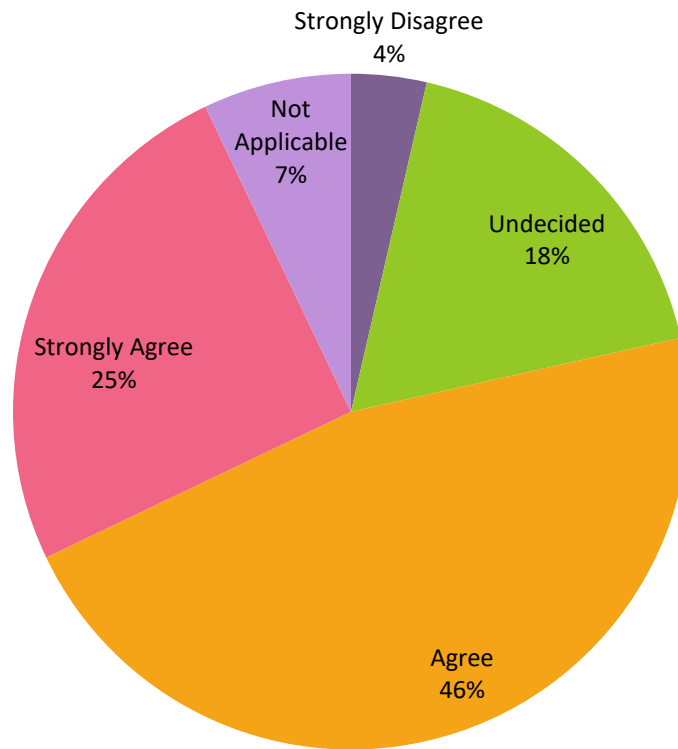
Value	Percent	Count
Strongly Disagree	3.6%	1
Disagree	3.6%	1
Undecided	7.1%	2
Agree	50.0%	14
Strongly Agree	35.7%	10
	Totals	28

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



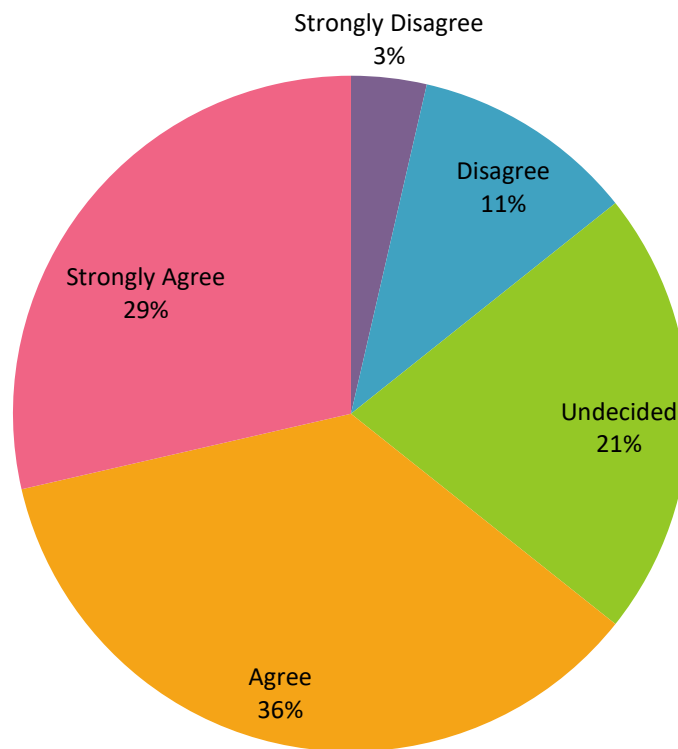
Value	Percent	Count
Strongly Disagree	3.6%	1
Disagree	3.6%	1
Undecided	10.7%	3
Agree	57.1%	16
Strongly Agree	25.0%	7
	Totals	28

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



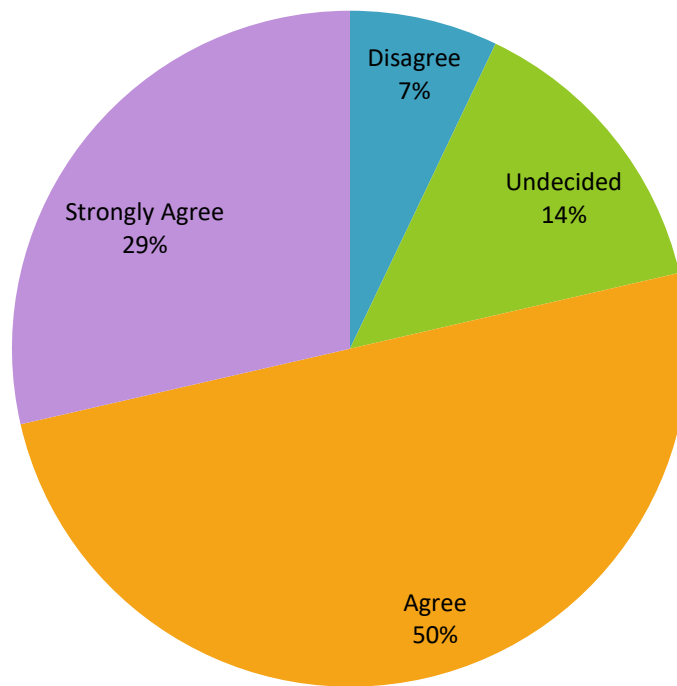
Value	Percent	Count
Strongly Disagree	3.6%	1
Undecided	17.9%	5
Agree	46.4%	13
Strongly Agree	25.0%	7
Not Applicable	7.1%	2
	Totals	28

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



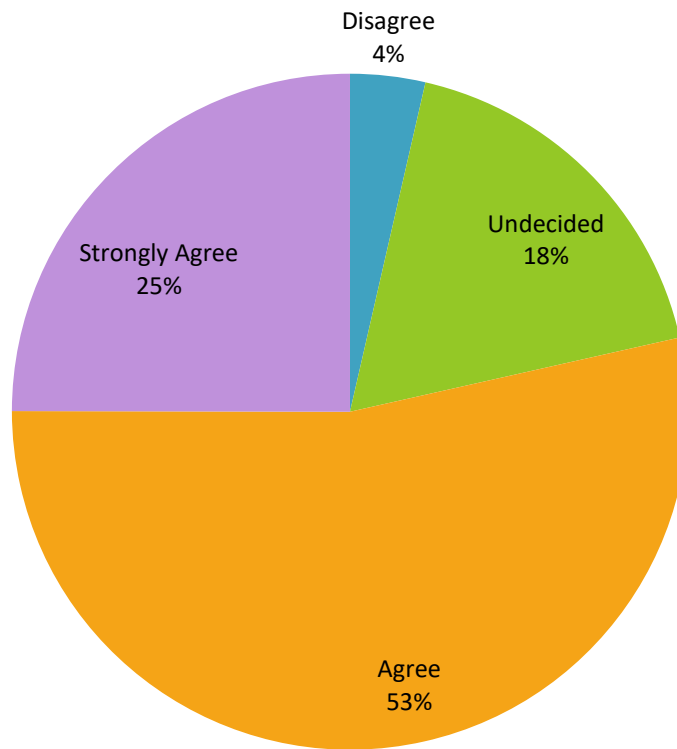
Value	Percent	Count
Strongly Disagree	3.6%	1
Disagree	10.7%	3
Undecided	21.4%	6
Agree	35.7%	10
Strongly Agree	28.6%	8
	Totals	28

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



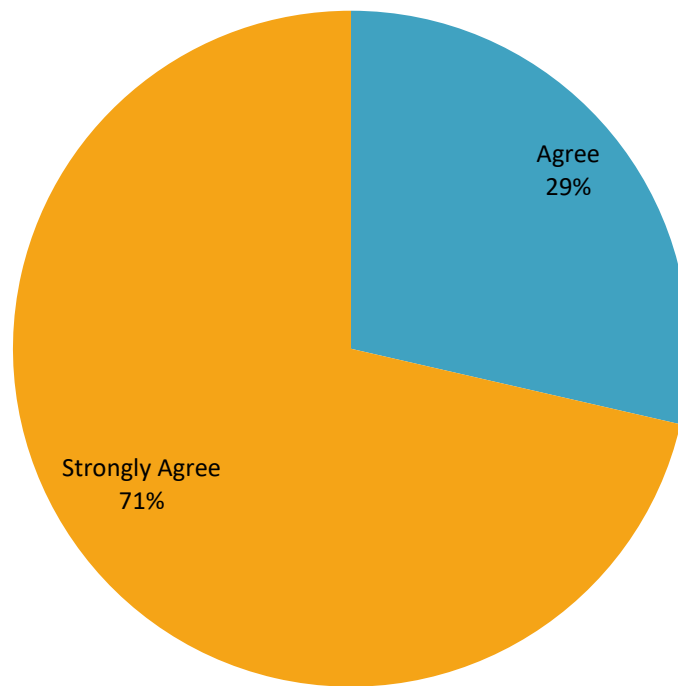
Value	Percent	Count
Disagree	7.1%	2
Undecided	14.3%	4
Agree	50.0%	14
Strongly Agree	28.6%	8
	Totals	28

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



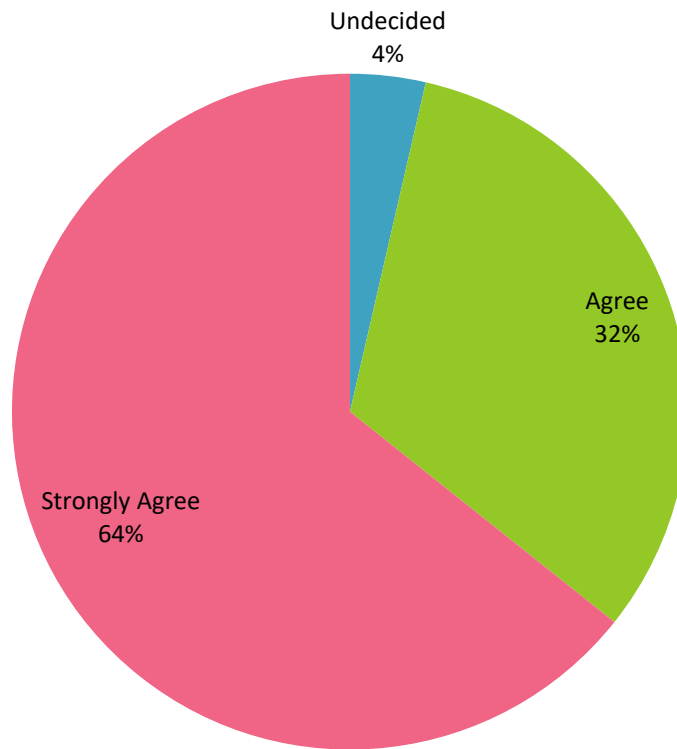
Value	Percent	Count
Disagree	3.6%	1
Undecided	17.9%	5
Agree	53.6%	15
Strongly Agree	25.0%	7
	Totals	28

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



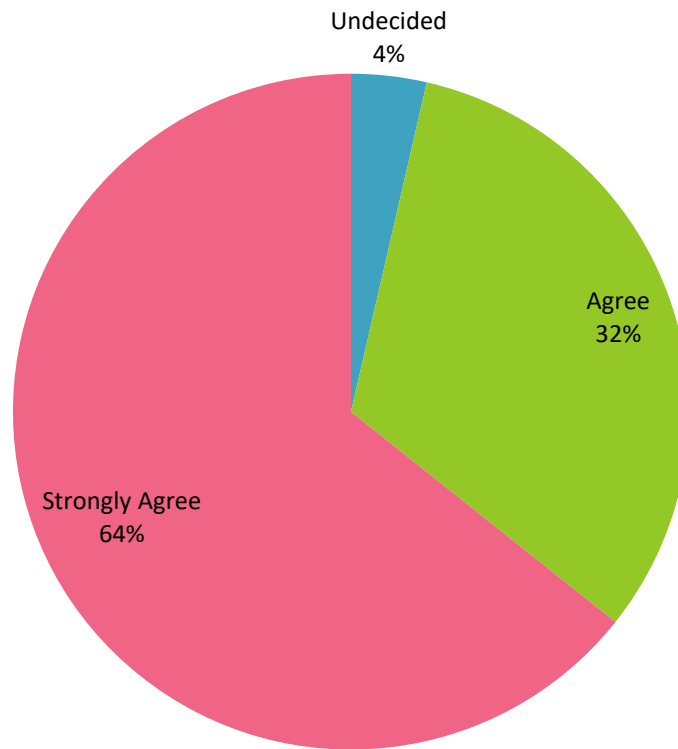
Value	Percent	Count
Agree	28.6%	8
Strongly Agree	71.4%	20
	Totals	28

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



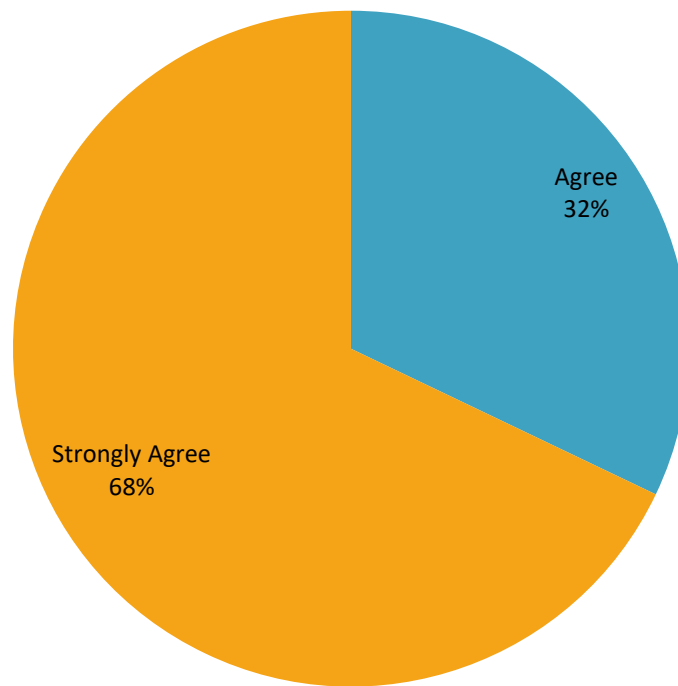
Value	Percent	Count
Undecided	3.6%	1
Agree	32.1%	9
Strongly Agree	64.3%	18
	Totals	28

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



Value	Percent	Count
Undecided	3.6%	1
Agree	32.1%	9
Strongly Agree	64.3%	18
	Totals	28

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



Value	Percent	Count
Agree	32.1%	9
Strongly Agree	67.9%	19
	Totals	28

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

ResponseID	Response
1	Honestly, the only services I was provided with was a diagnosis - when I asked about treatment and support, I was referred back to my pediatrician, who referred us to the mental health facility for support. I feel stuck in a loop.
3	Amazing staff
5	(Name) has been amazing with (my child). He now makes eye contact when we talk.
6	Having support for my child and my family.
7	She is able to get help with her mental issues
8	My son is excited to meet with his therapist
11	The ability to communicate outside of appointments/hours
12	How to cope with issues my child had sleeping and coping with everyday
13	someone to get advice from
14	My child has learned coping skills and feels more comfortable and confident in herself.
15	hours of service
16	Developing coping skills and having someone my daughter feels comfortable opening up to
17	Everyone is so helpful and actually listens to what we are concerned about
18	having someone who is actually willing to and listen to our problems

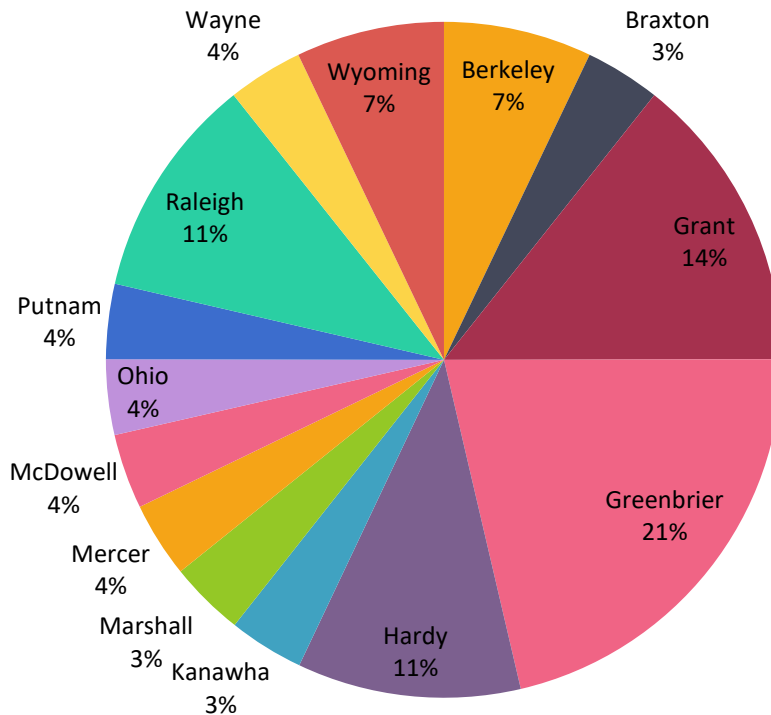
20	the outcome of his mental health
21	Her relationship with her therapist
22	Giving my child coping skills he needs to help him with crisis and having the support needed to improve his mental/emotional well-being
23	My child gets therapy
24	that they have therapy
26	N/A
27	They have been respectful and there any time
28	medications to help calm him

## 28.What would improve the services?

ResponseID	Response
1	Actual support.
2	Not available at the frequency needed.
3	More than one bathroom
4	Better help when crises. Shouldn't always have to rely on how the child is at that moment.
5	I can't think of anything.
6	A Mercer County location for FMRS.
7	Living with us lol
8	Tell me what was worked on so that I can reinforce the skills at home
13	none
14	Practicing in the community with real life scenarios
15	N/A
16	I'm not sure what would improve the services. I am happy with the services.
18	I personally think they are great
20	continue with meds and therapy
21	To continue with treatment
22	Giving him the opportunity to reach out to the providers when needed
23	Services are good
24	nothing - they are fine

26	N/A
27	N/A
28	knowing more about my child's diagnosis

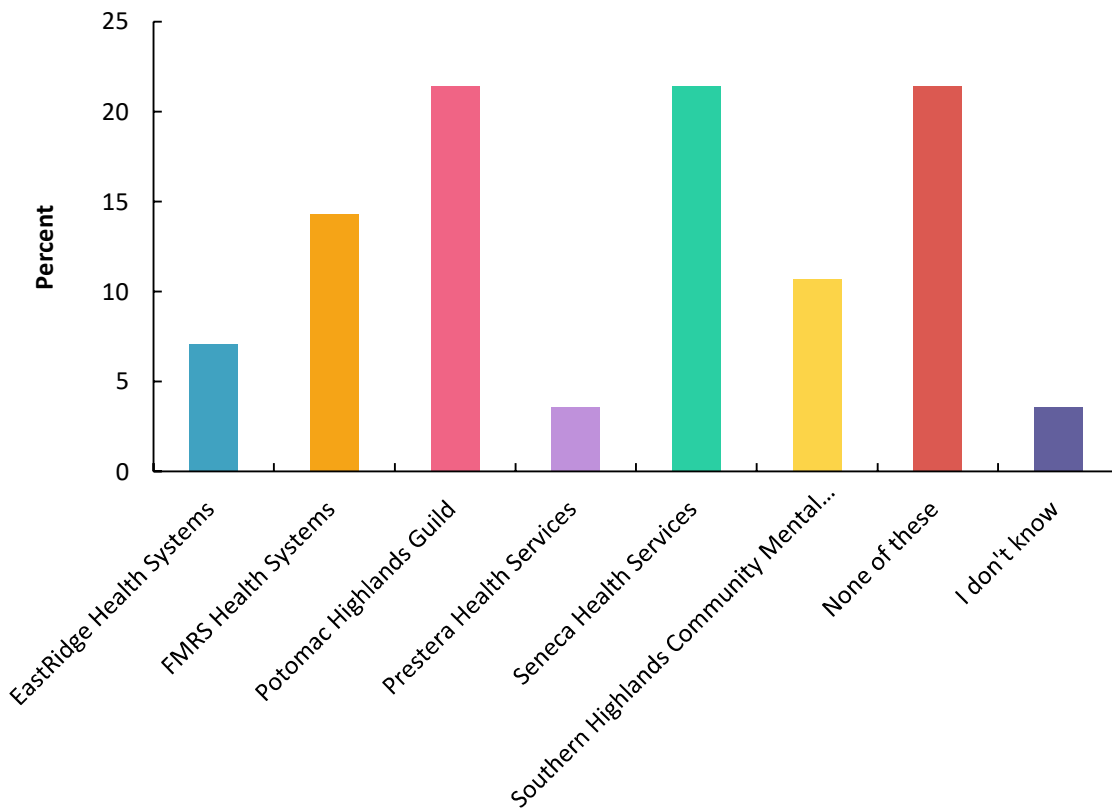
**29. Please select the county where your child received services most often. If your child received services by phone or in your home, please choose your home county.**



Value	Percent	Count
Berkeley	7.1%	2
Braxton	3.6%	1
Grant	14.3%	4
Greenbrier	21.4%	6
Hardy	10.7%	3
Kanawha	3.6%	1
Marshall	3.6%	1
Mercer	3.6%	1

McDowell	3.6%	1
Ohio	3.6%	1
Putnam	3.6%	1
Raleigh	10.7%	3
Wayne	3.6%	1
Wyoming	7.1%	2
	Totals	28

**30. Did your child receive services from any of the following Comprehensive Behavioral Health Centers or Certified Community Behavioral Health Clinics? Please check all that apply.**

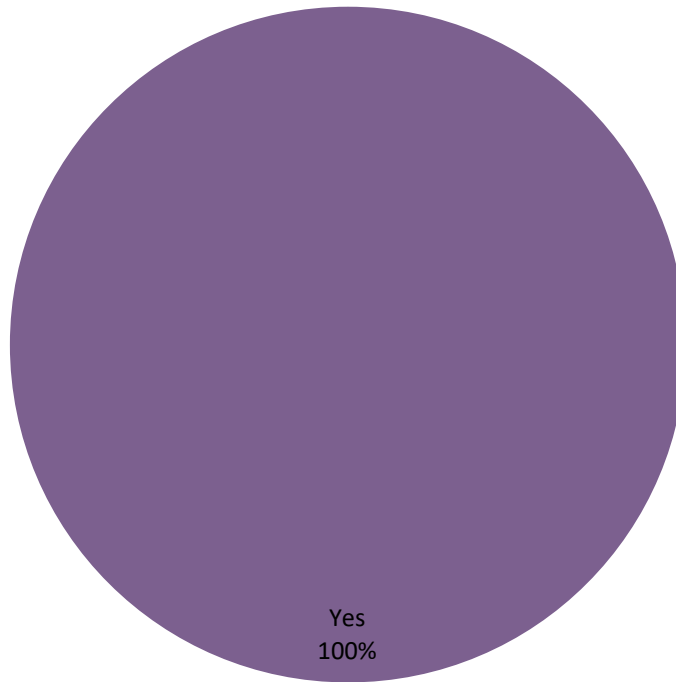


Value	Percent	Count
EastRidge Health Systems	7.1%	2
FMRS Health Systems	14.3%	4
Potomac Highlands Guild	21.4%	6
Pretera Health Services	3.6%	1
Seneca Health Services	21.4%	6
Southern Highlands Community Mental Health Center	10.7%	3
None of these	21.4%	6
I don't know	3.6%	1

**31. Please list any other behavioral health provider agency or agencies that served your child.**

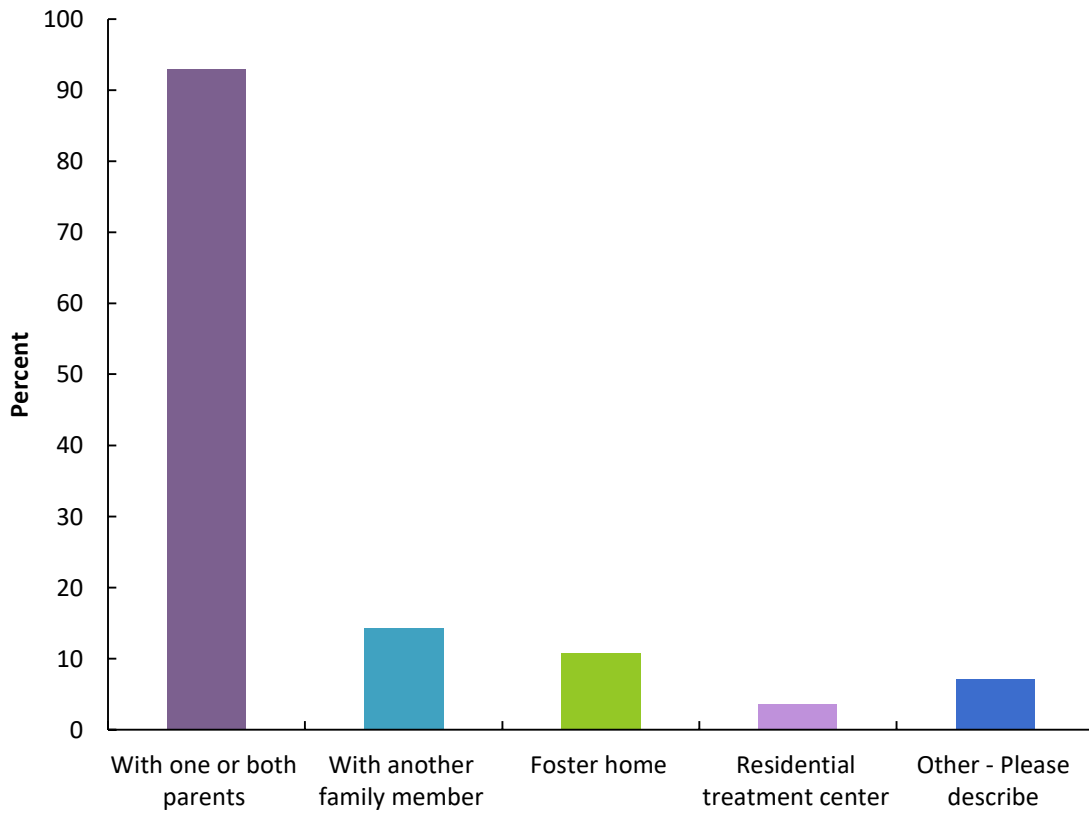
ResponseID	Response
1	Premire Psychological Services
2	CAMC and pediatrician
3	Jodi Gottardi psych,
4	Community Care
6	Community Cares
8	Rehabilitation Services
9	N/A
13	none
16	NRH (before FMRS)
20	Orchard Hospital

**32.Is your child currently living with you?**



Value	Percent	Count
Yes	100.0%	28
	Totals	28

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

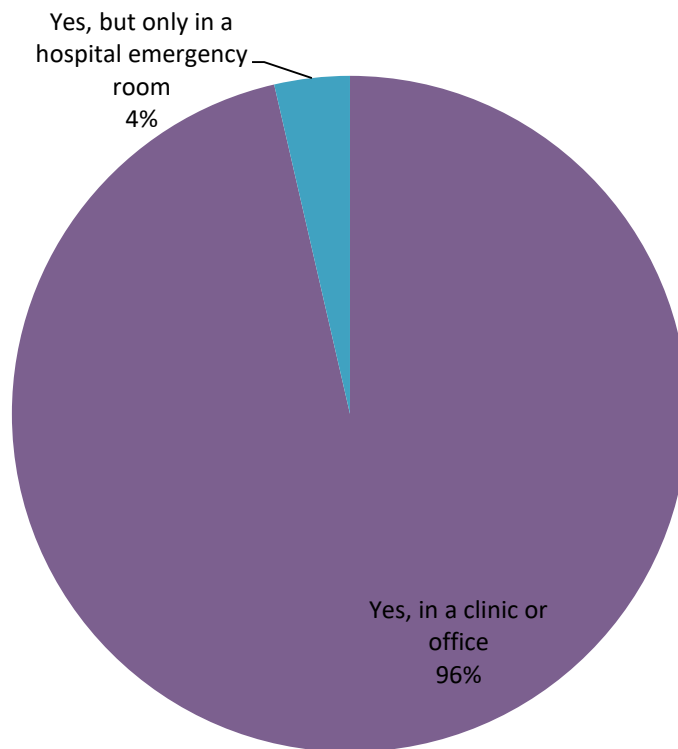


Value	Percent	Count
With one or both parents	92.9%	26
With another family member	14.3%	4
Foster home	10.7%	3
Residential treatment center	3.6%	1
Other - Please describe	7.1%	2

Other - Please describe	Count
He lives with me. His Grandmother/Legal Guardian	1

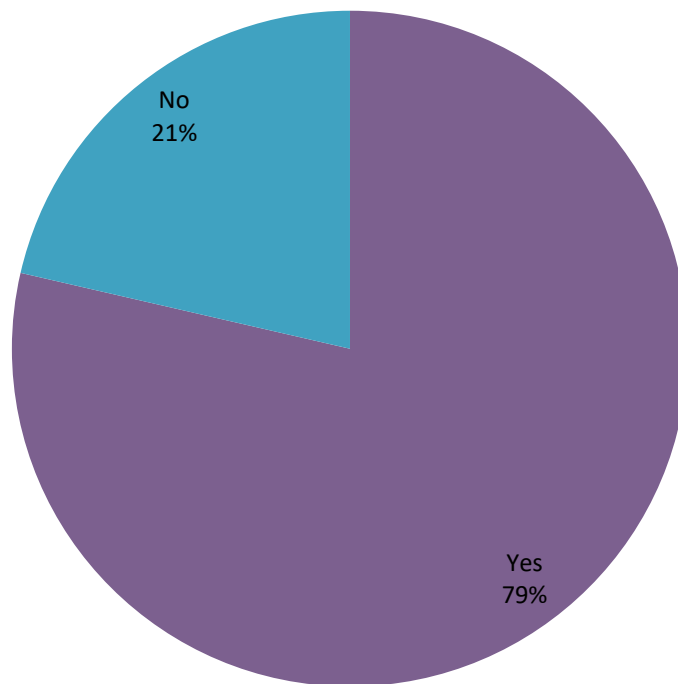
I'm his guardian	1
Totals	2

**34. 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.**



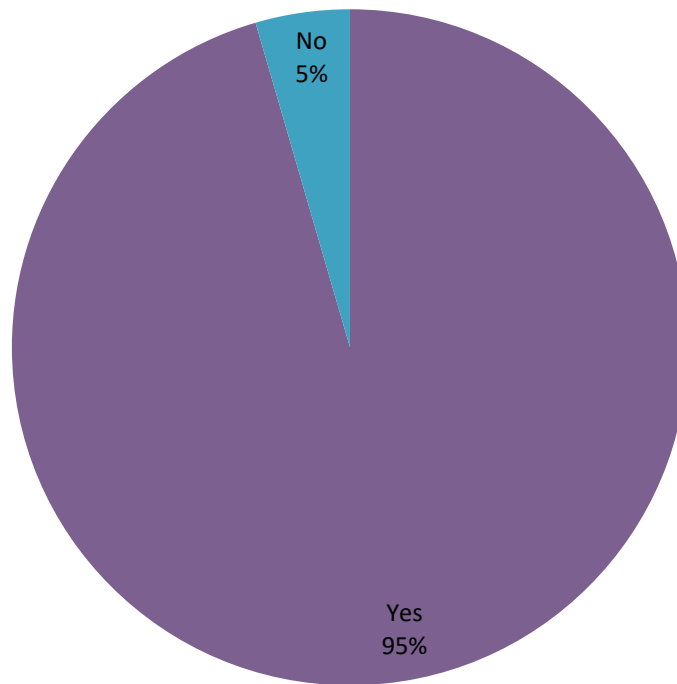
Value	Percent	Count
Yes, in a clinic or office	96.4%	27
Yes, but only in a hospital emergency room	3.6%	1
	Totals	28

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



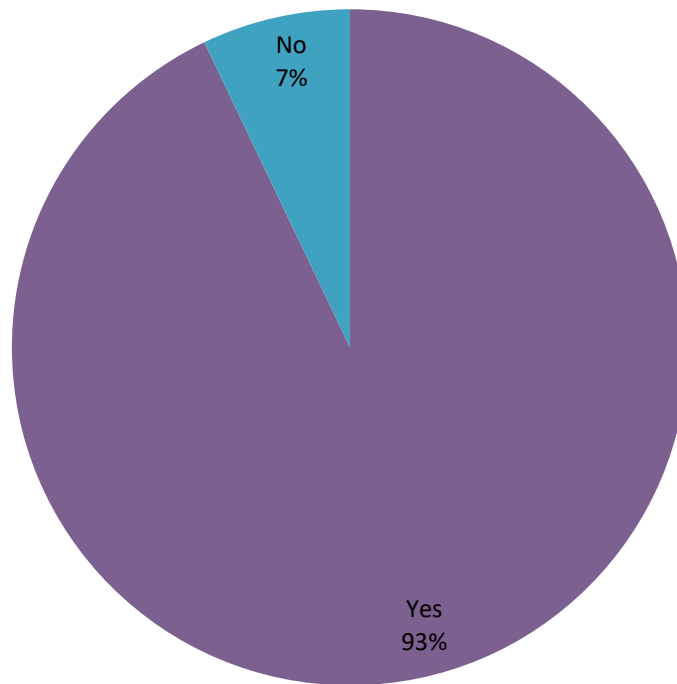
Value	Percent	Count
Yes	78.6%	22
No	21.4%	6
	Totals	28

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



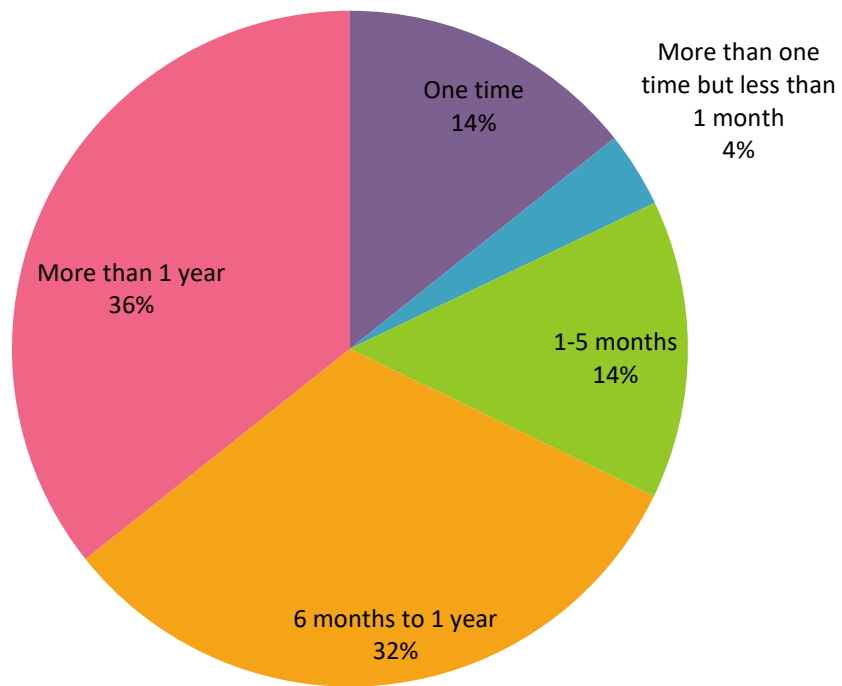
Value	Percent	Count
Yes	95.5%	21
No	4.5%	1
	Totals	22

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



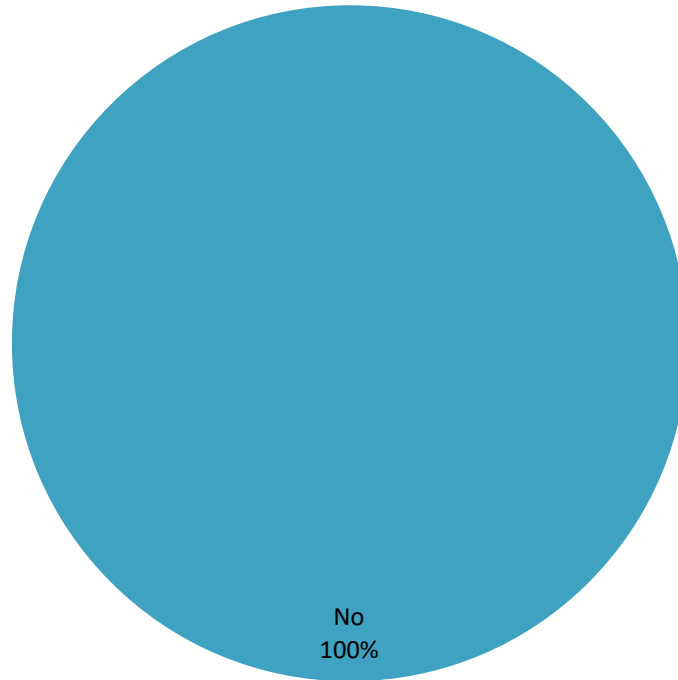
Value	Percent	Count
Yes	92.9%	26
No	7.1%	2
	Totals	28

**38.How long did your child receive services?**



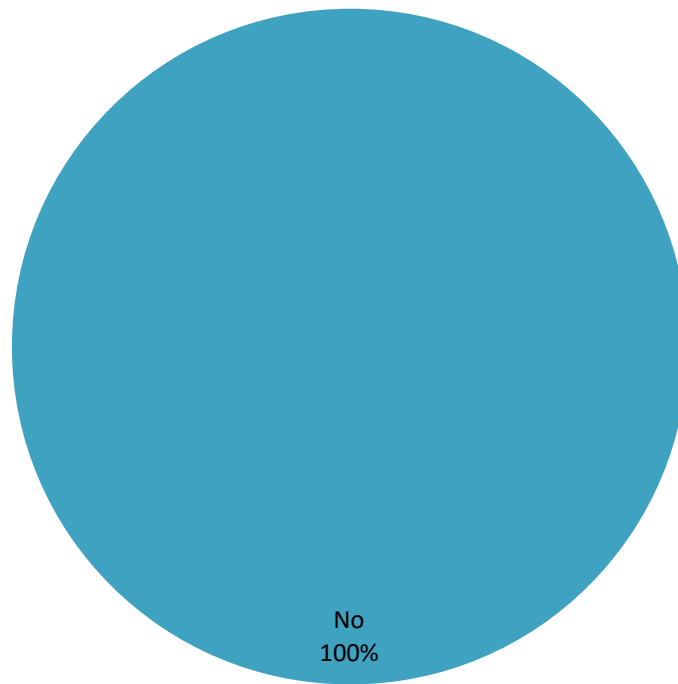
Value	Percent	Count
One time	14.3%	4
More than one time but less than 1 month	3.6%	1
1-5 months	14.3%	4
6 months to 1 year	32.1%	9
More than 1 year	35.7%	10
	Totals	28

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



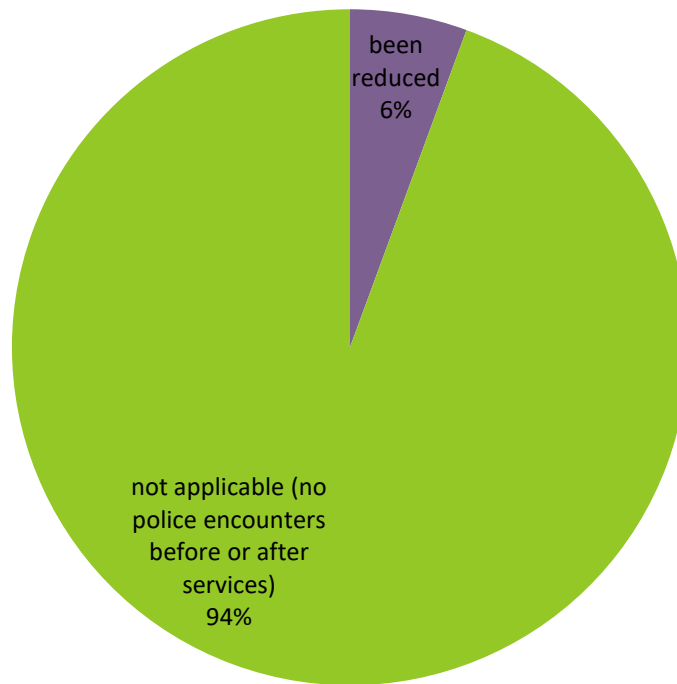
Value	Percent	Count
No	100.0%	18
	Totals	18

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



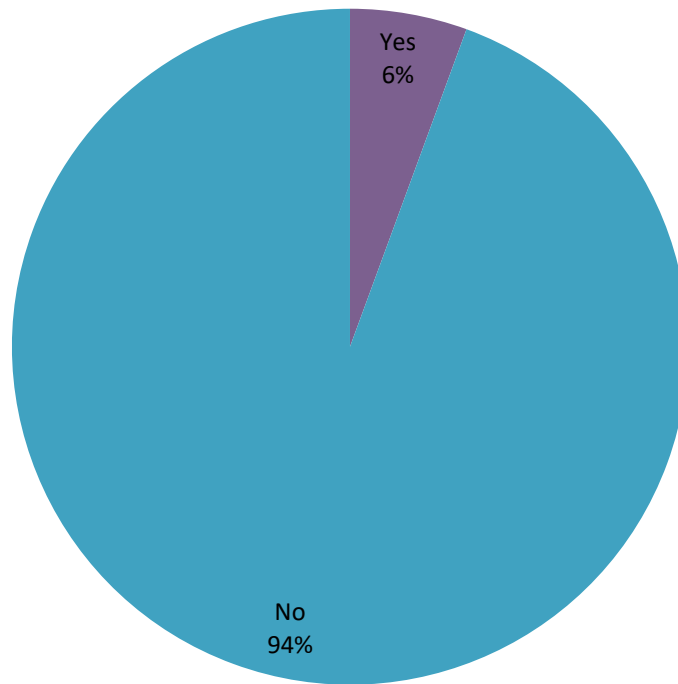
Value	Percent	Count
No	100.0%	18
	Totals	18

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



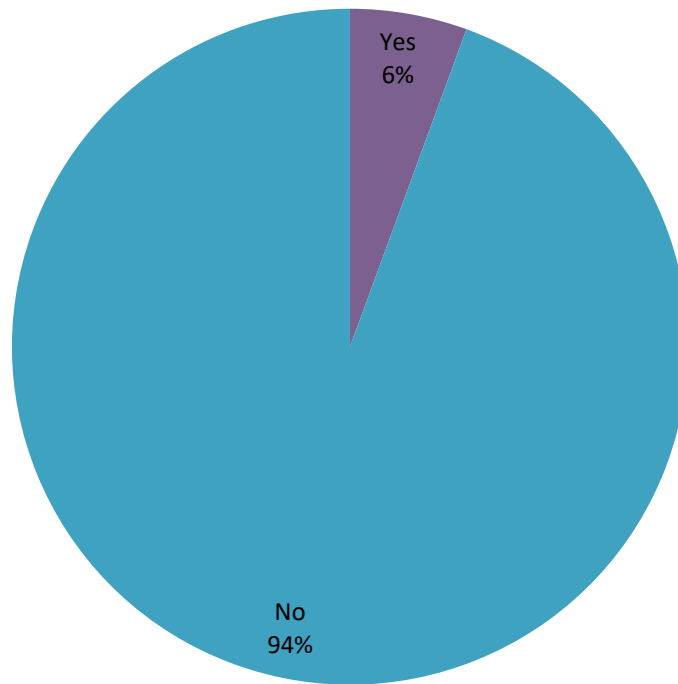
Value	Percent	Count
been reduced	5.6%	1
not applicable (no police encounters before or after services)	94.4%	17
Totals		18

**42. Was your child expelled or suspended since beginning services?**



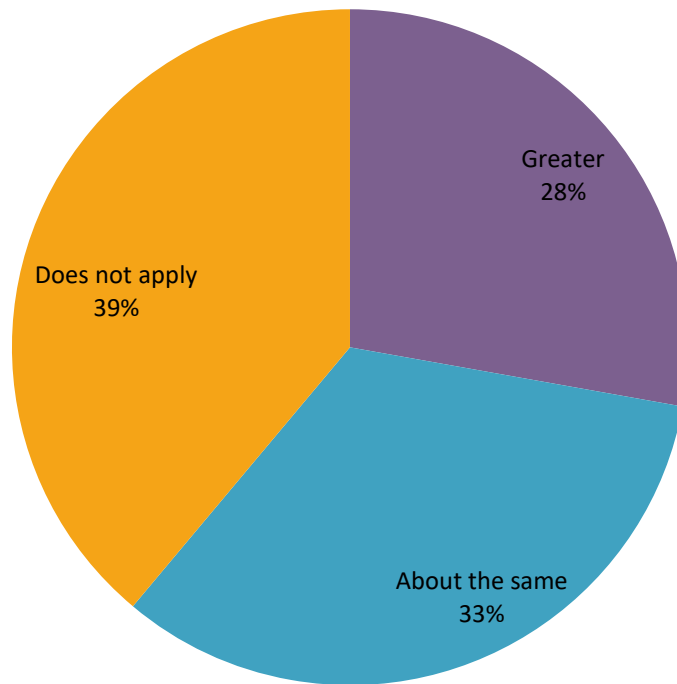
Value	Percent	Count
Yes	5.6%	1
No	94.4%	17
	Totals	18

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



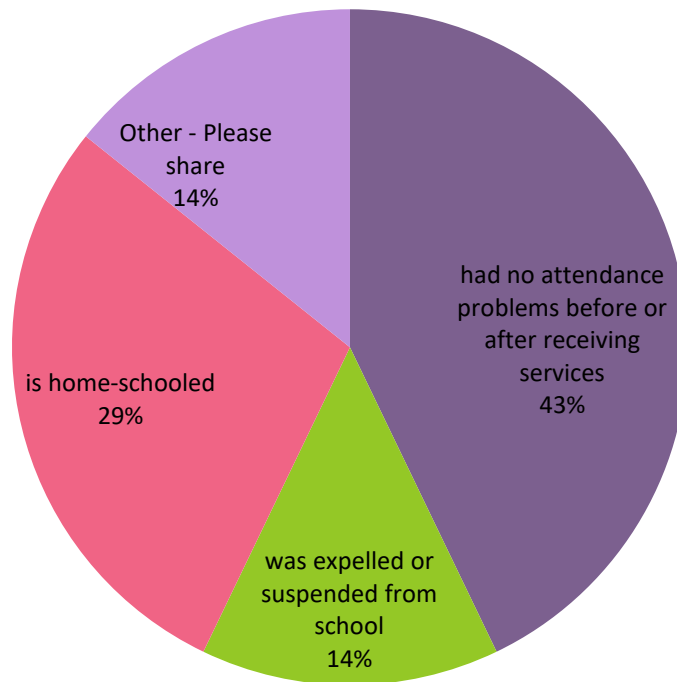
Value	Percent	Count
Yes	5.6%	1
No	94.4%	17
	Totals	18

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



Value	Percent	Count
Greater	27.8%	5
About the same	33.3%	6
Does not apply	38.9%	7
Totals		18

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

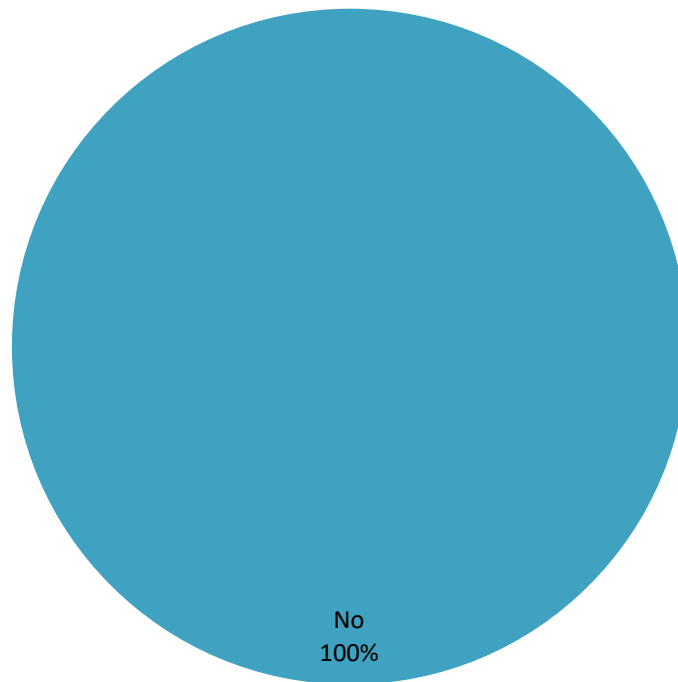


Value	Percent	Count
had no attendance problems before or after receiving services	42.9%	3
was expelled or suspended from school	14.3%	1
is home-schooled	28.6%	2
Other - Please share	14.3%	1
	Totals	7

Other - Please share	Count
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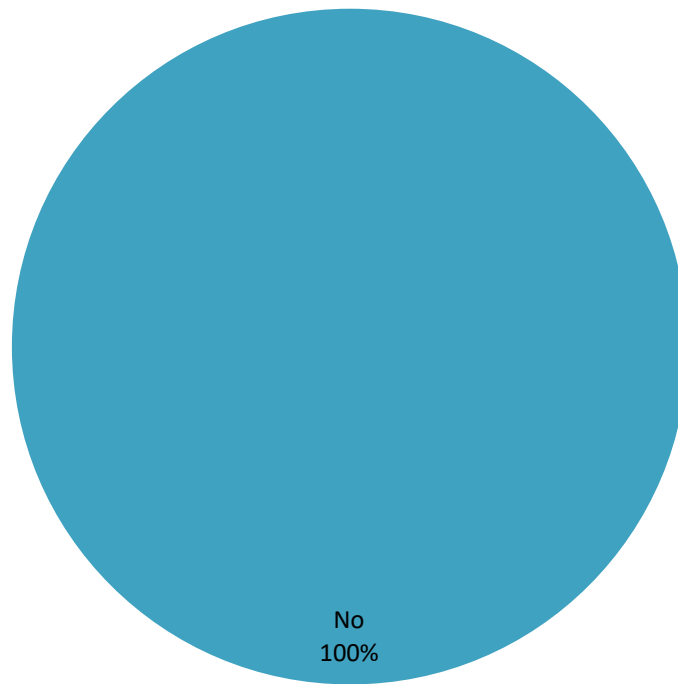
was only in school a few weeks when services began	1
Totals	1

**46. Was your child arrested during the last 12 months?**



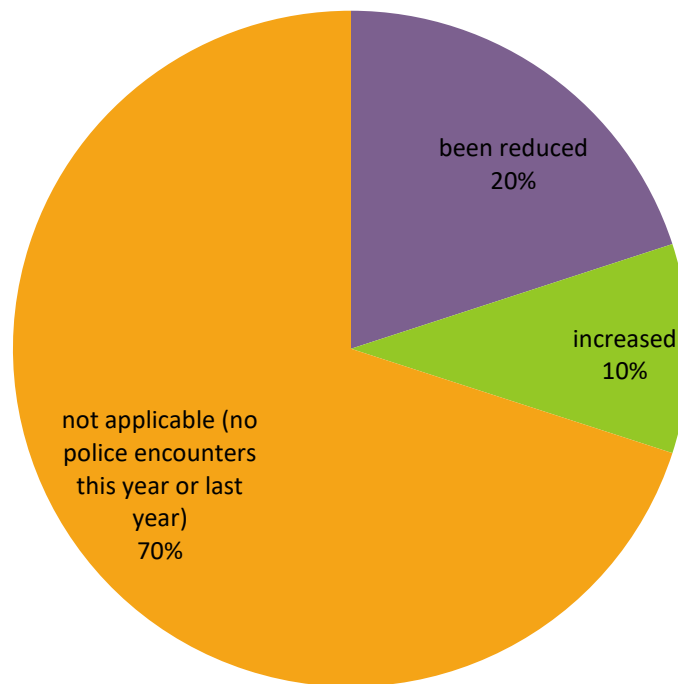
Value	Percent	Count
No	100.0%	10
	Totals	10

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



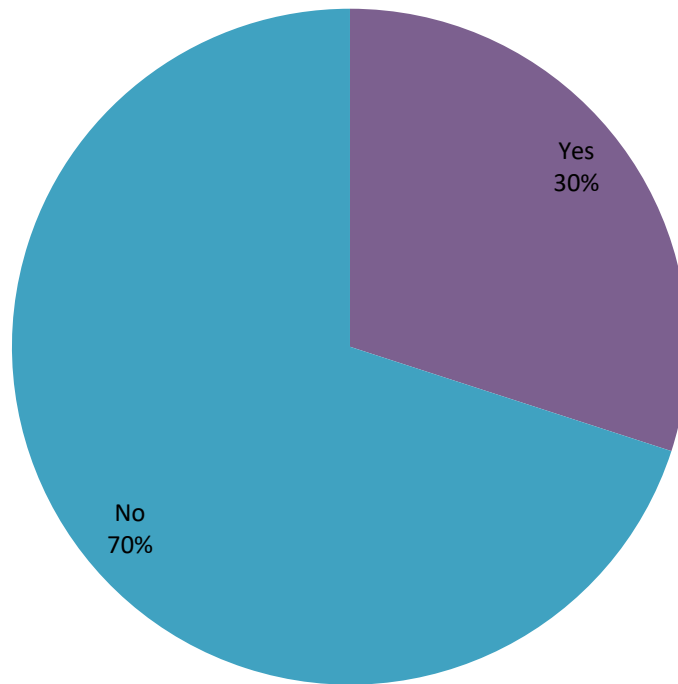
Value	Percent	Count
No	100.0%	10
	Totals	10

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



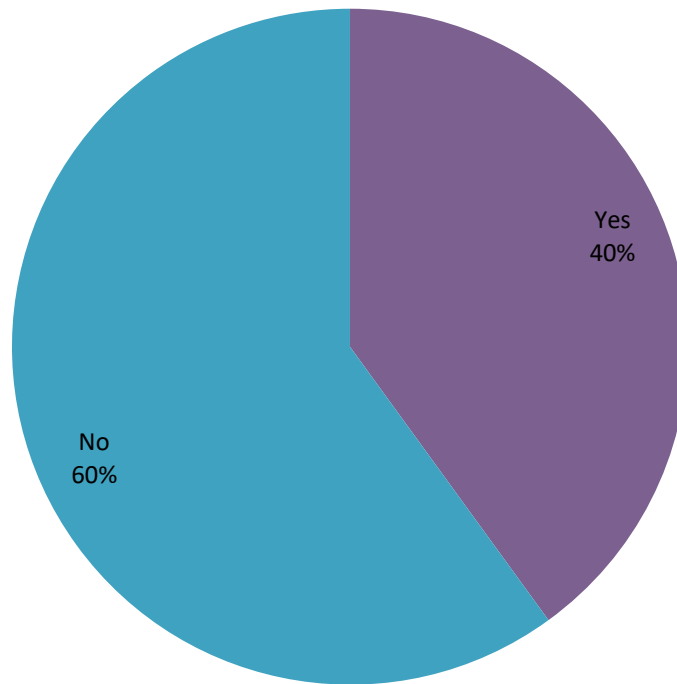
Value	Percent	Count
been reduced	20.0%	2
increased	10.0%	1
not applicable (no police encounters this year or last year)	70.0%	7
Totals		10

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



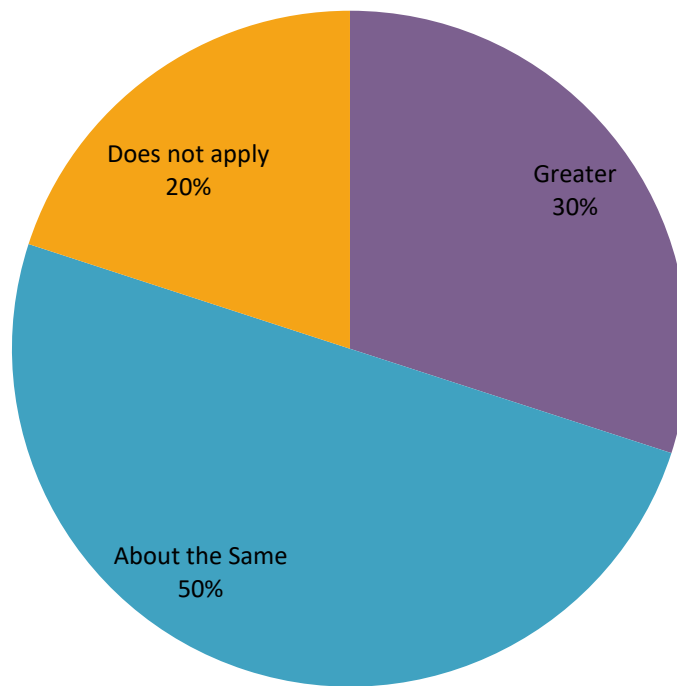
Value	Percent	Count
Yes	30.0%	3
No	70.0%	7
	Totals	10

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



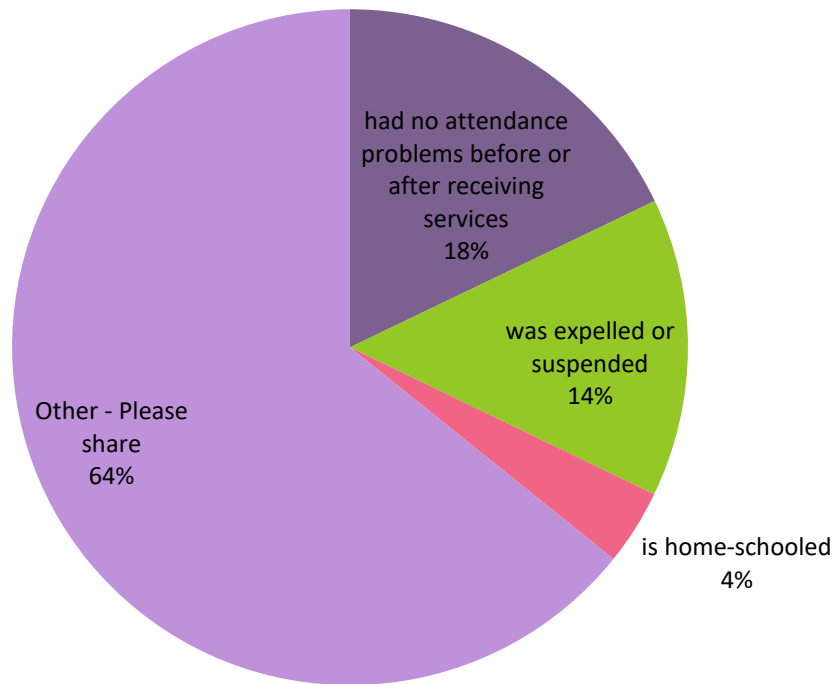
Value	Percent	Count
Yes	40.0%	4
No	60.0%	6
	Totals	10

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



Value	Percent	Count
Greater	30.0%	3
About the Same	50.0%	5
Does not apply	20.0%	2
	Totals	10

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

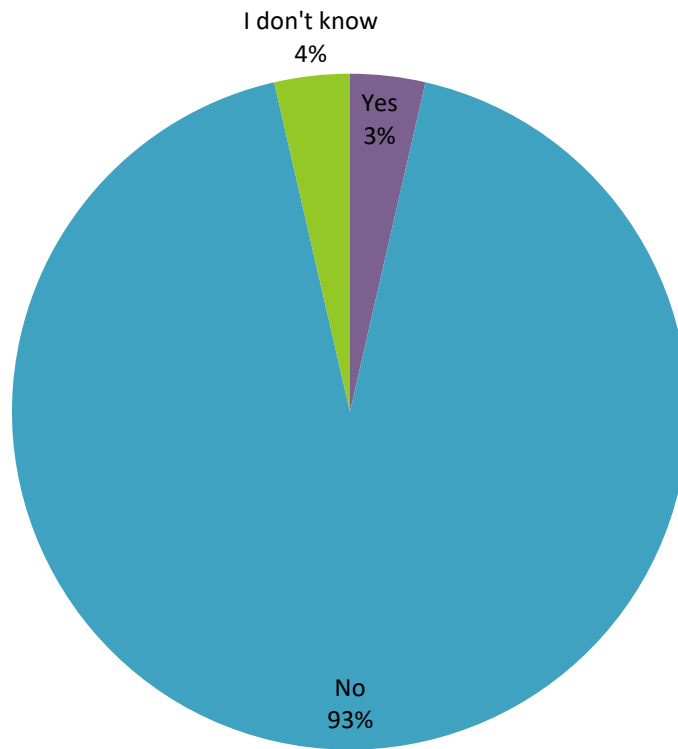


Value	Percent	Count
had no attendance problems before or after receiving services	17.9%	5
was expelled or suspended	14.3%	4
is home-schooled	3.6%	1
Other - Please share	64.3%	18
	Totals	28

Other - Please share	Count
N/A	14

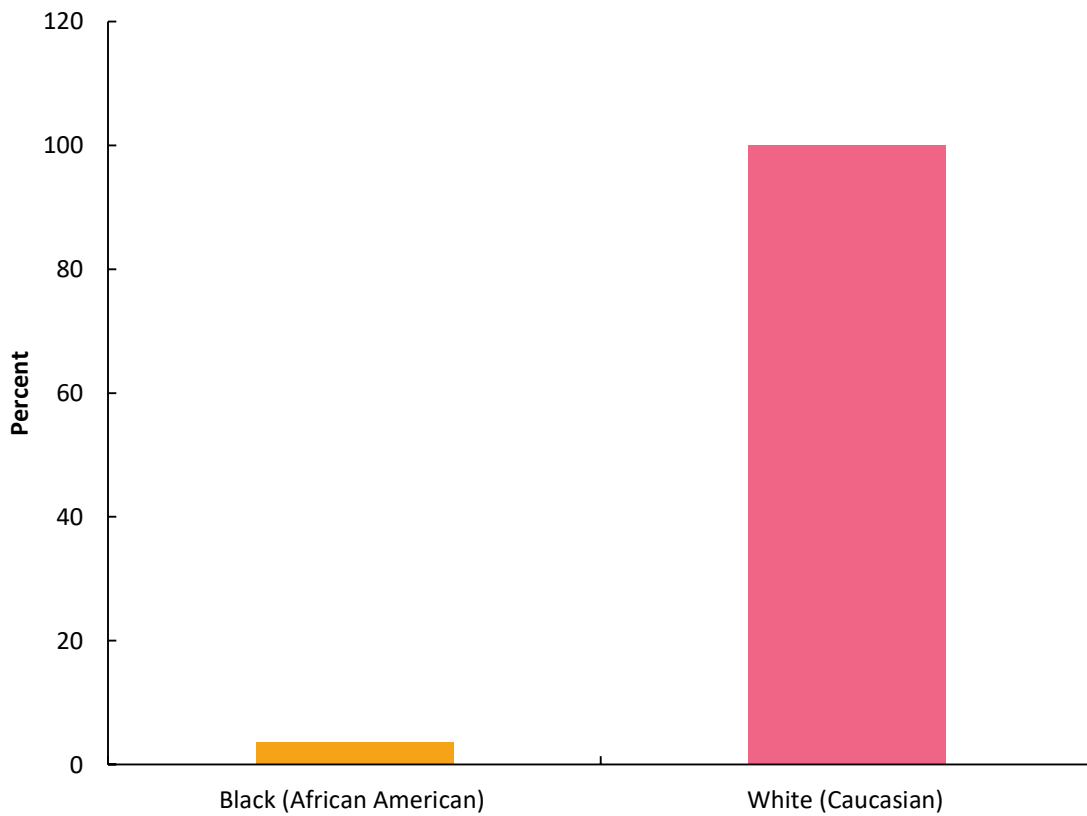
Grad	1
She got in attendance problems because she had so many therapy appointments	1
sick or surgery	1
was only in school a few weeks when services began	1
Totals	18

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



Value	Percent	Count
Yes	3.6%	1
No	92.9%	26
I don't know	3.6%	1
	Totals	28

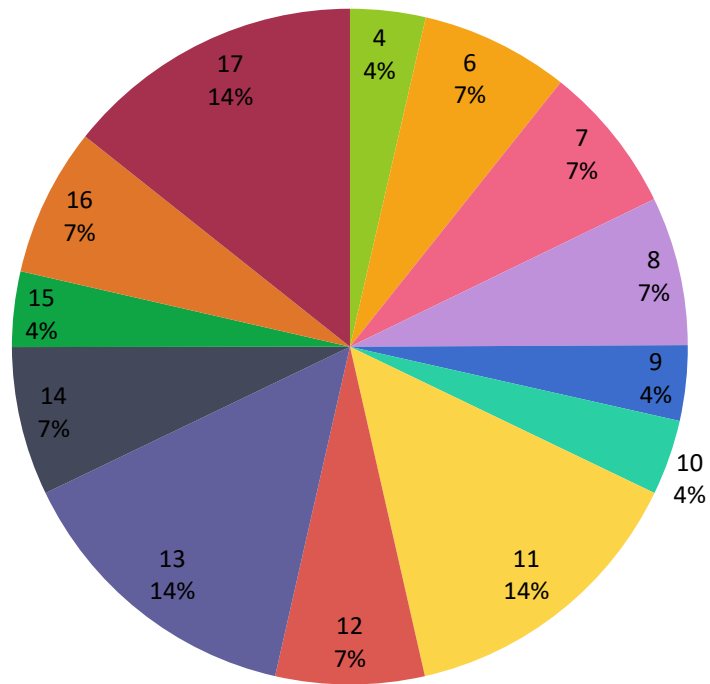
**54.What is your child's race? Please mark all that apply.**



Value	Percent	Count
Black (African American)	3.6%	1
White (Caucasian)	100.0%	28

Other - Please describe	Count
Totals	0

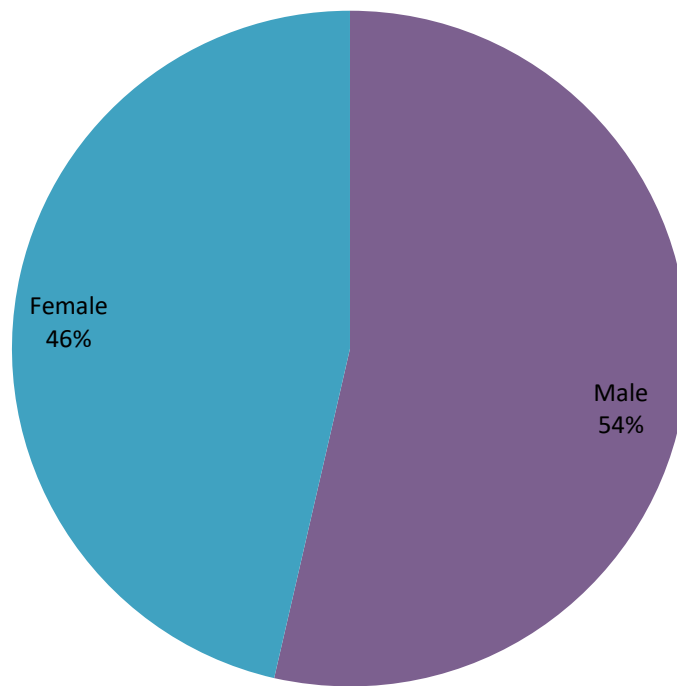
### 55.What is your child's age?



Value	Percent	Count
4	3.6%	1
6	7.1%	2
7	7.1%	2
8	7.1%	2
9	3.6%	1
10	3.6%	1
11	14.3%	4
12	7.1%	2
13	14.3%	4

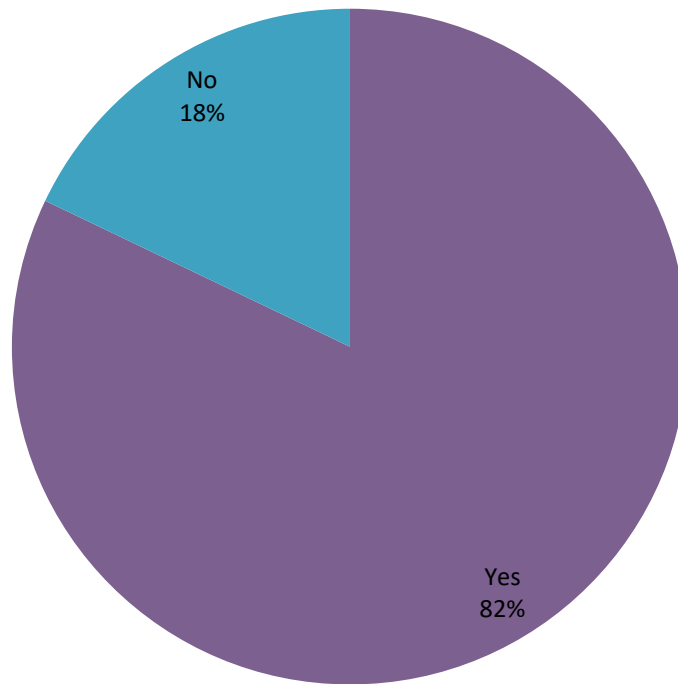
14	7.1%	2
15	3.6%	1
16	7.1%	2
17	14.3%	4
	Totals	28

**56.What is your child's sex?**



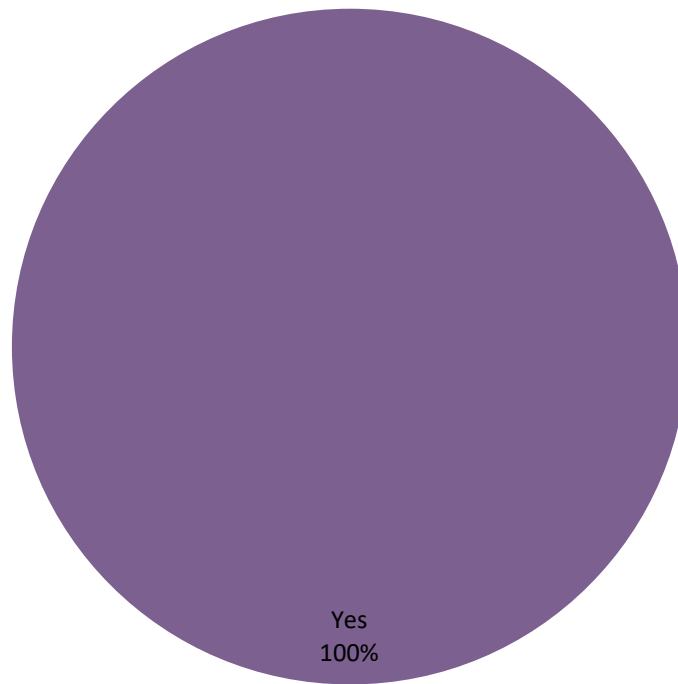
Value	Percent	Count
Male	53.6%	15
Female	46.4%	13
	Totals	28

**57.Does your child have Medicaid insurance?**



Value	Percent	Count
Yes	82.1%	23
No	17.9%	5
	Totals	28

**58.Does your child have health insurance other than Medicaid?**



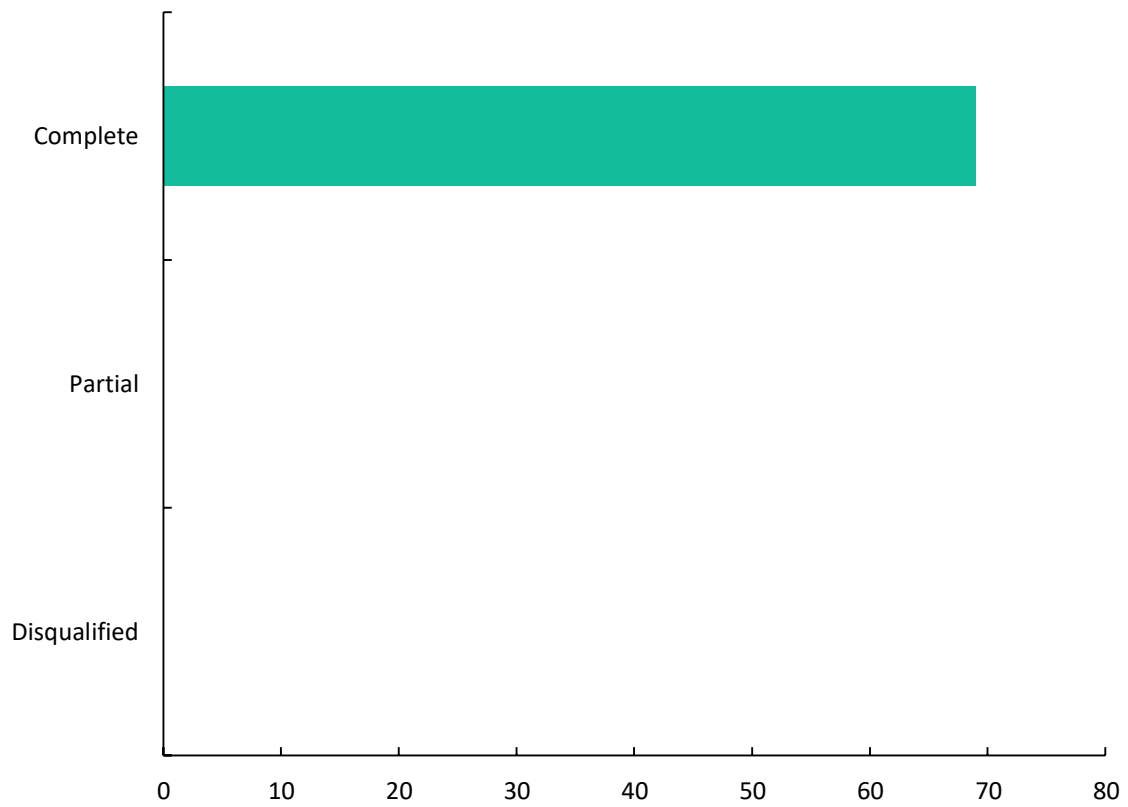
Value	Percent	Count
Yes	100.0%	5
	Totals	5

**59. 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
1	The wait for mental health services in our state is significantly longer than it should be. If someone is suffering with mental health, they shouldn't have to wait 3-6 months for an appointment for support. Unfortunately that is exactly the case.
2	Children shouldn't be punished when they have mental health episodes at school. They miss days for therapy and these should not make them truant due to Kanawha County's policies.
3	Not at this time
4	I took my child to Highland after an incident in the car. He was calm so they refused to admit him and told me to seek OP services which he already has counselor 1x week and Psych meds daily
5	Just that our (name) has been a Godsend. So willing to go where we need her and when. She's made such a difference.
6	More assistance in the school in Mercer County.
11	We love (provider name). Since my child changed providers her progress has been amazing!
14	The therapist is wonderful
18	The staff is wonderful. She truly listens to my girls and shows that she cares.
20	Continue with medicine and individual therapy

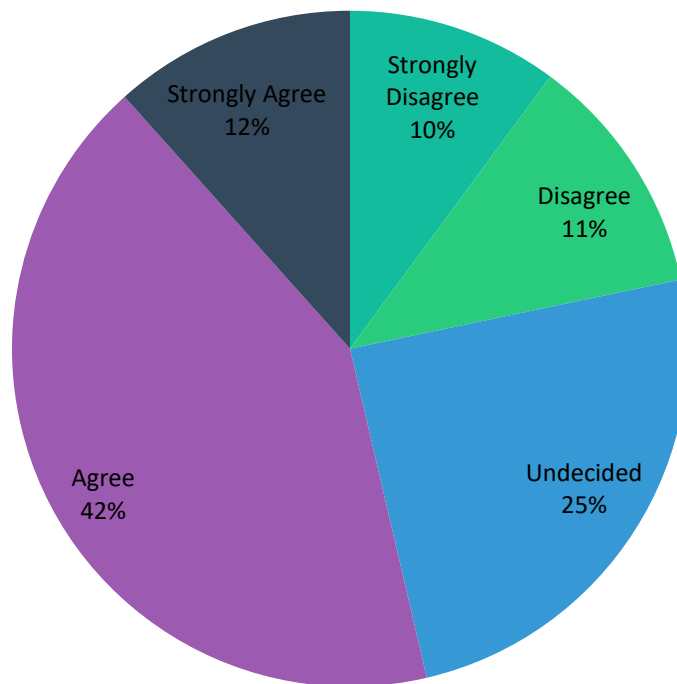
# **Report for WV 2025 Youth Services Survey for Youth Aged 12-17 (YSS)**

## Response Statistics



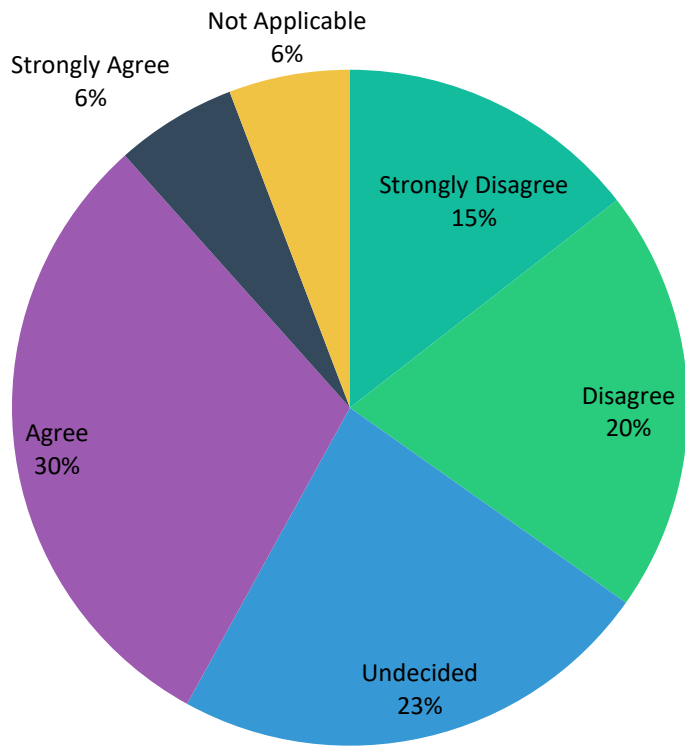
	Count	Percent
Complete	69	100
Partial	0	0
Disqualified	0	0
Totals	69	

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



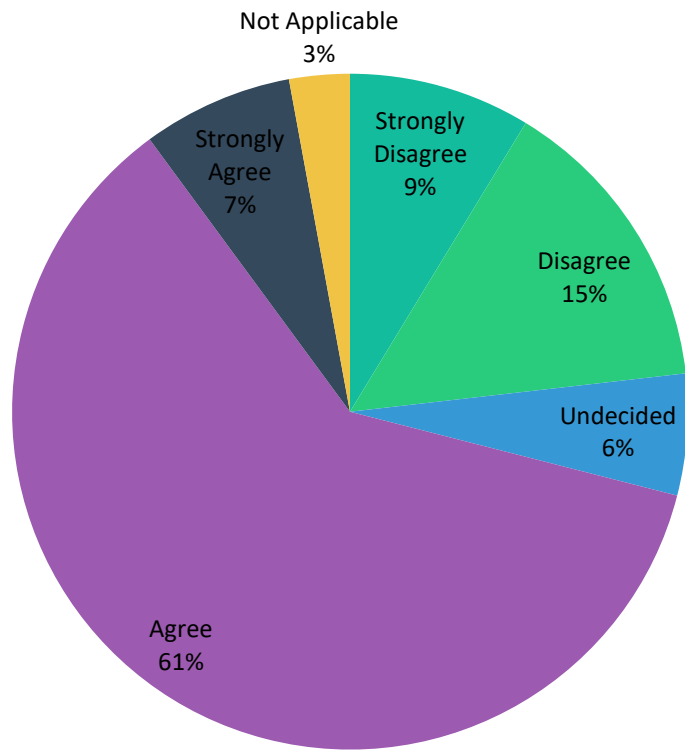
Value	Percent	Count
Strongly Disagree	10.1%	7
Disagree	11.6%	8
Undecided	24.6%	17
Agree	42.0%	29
Strongly Agree	11.6%	8
	Totals	69

**2.I helped to choose my services.**



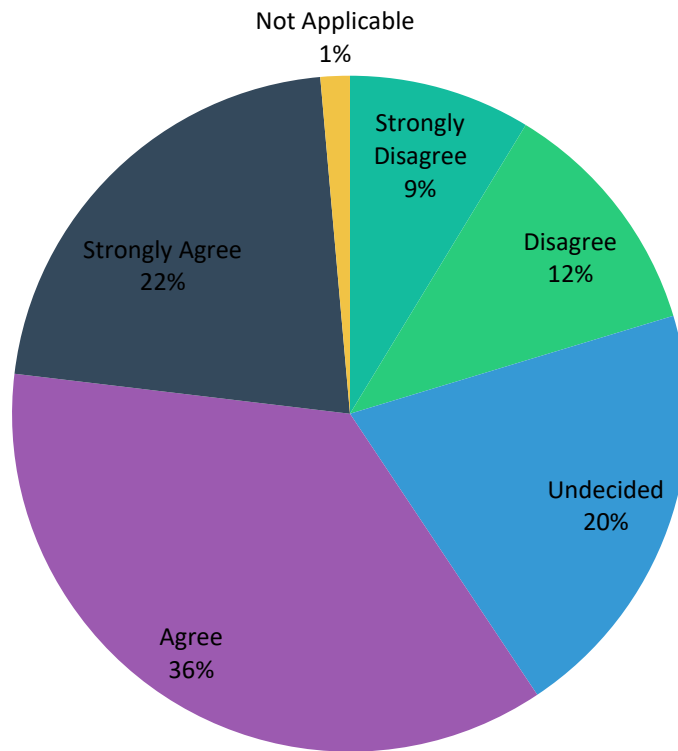
Value	Percent	Count
Strongly Disagree	14.5%	10
Disagree	20.3%	14
Undecided	23.2%	16
Agree	30.4%	21
Strongly Agree	5.8%	4
Not Applicable	5.8%	4
	Totals	69

### 3.I helped to choose my treatment goals.



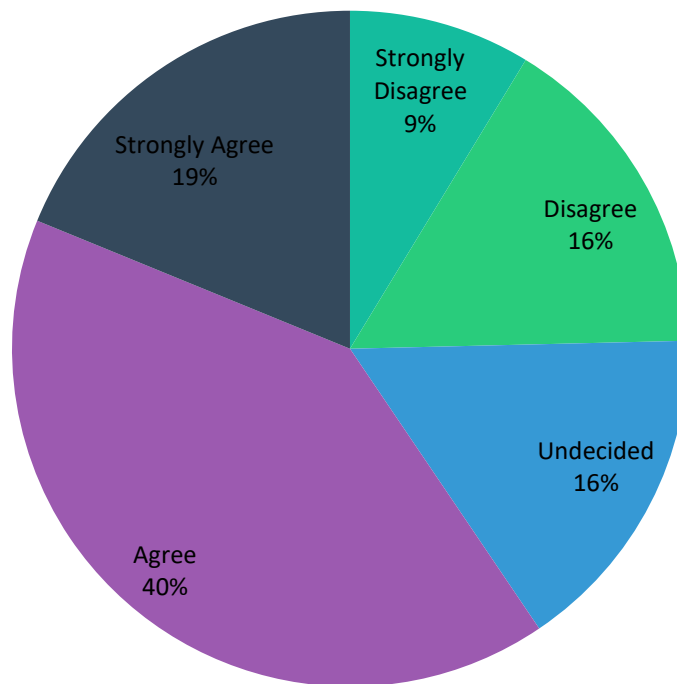
Value	Percent	Count
Strongly Disagree	8.7%	6
Disagree	14.5%	10
Undecided	5.8%	4
Agree	60.9%	42
Strongly Agree	7.2%	5
Not Applicable	2.9%	2
	Totals	69

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



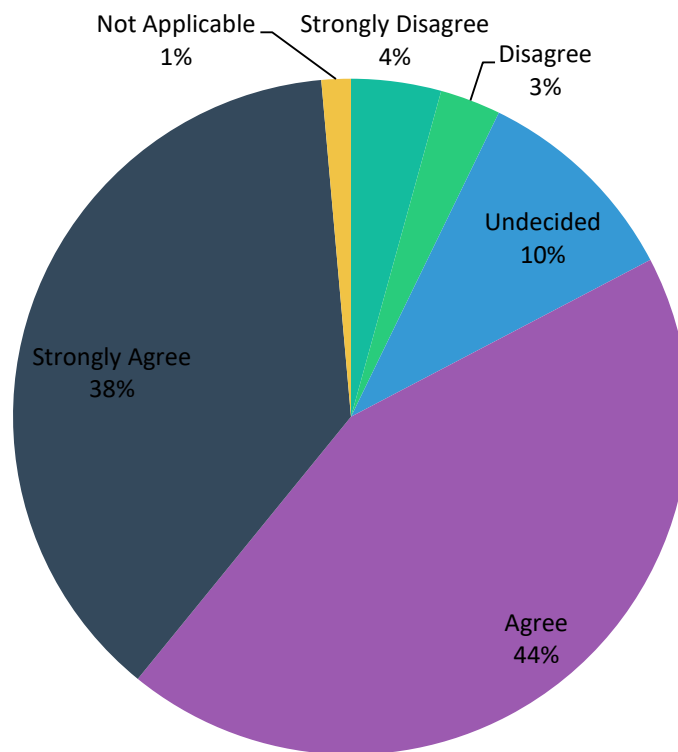
Value	Percent	Count
Strongly Disagree	8.7%	6
Disagree	11.6%	8
Undecided	20.3%	14
Agree	36.2%	25
Strongly Agree	21.7%	15
Not Applicable	1.4%	1
	Totals	69

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



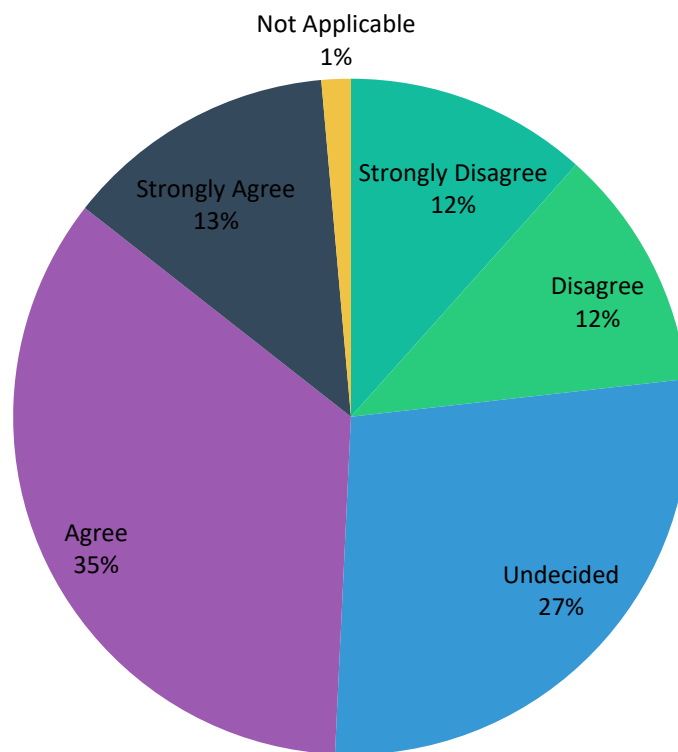
Value	Percent	Count
Strongly Disagree	8.7%	6
Disagree	15.9%	11
Undecided	15.9%	11
Agree	40.6%	28
Strongly Agree	18.8%	13
	Totals	69

### 6.I participated in my own treatment.



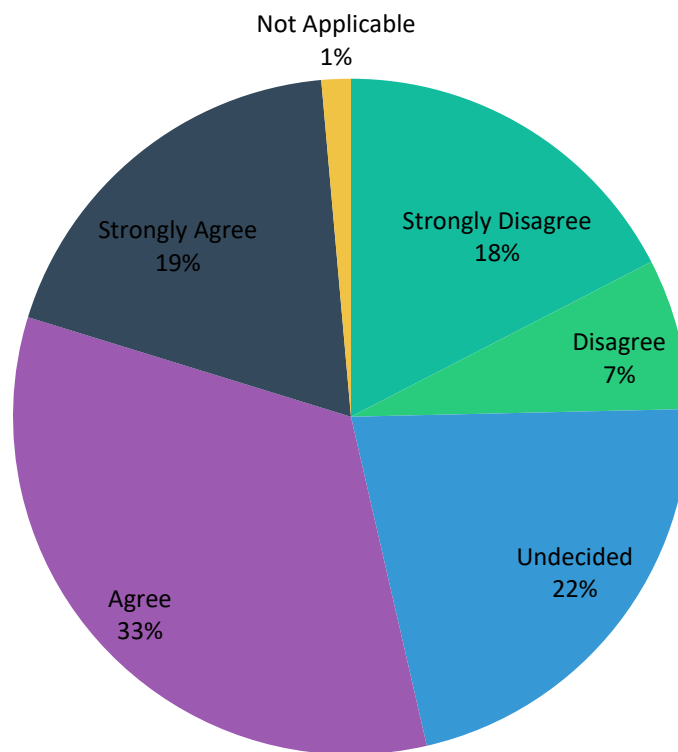
Value	Percent	Count
Strongly Disagree	4.3%	3
Disagree	2.9%	2
Undecided	10.1%	7
Agree	43.5%	30
Strongly Agree	37.7%	26
Not Applicable	1.4%	1
	Totals	69

### 7.I received services that were right for me.



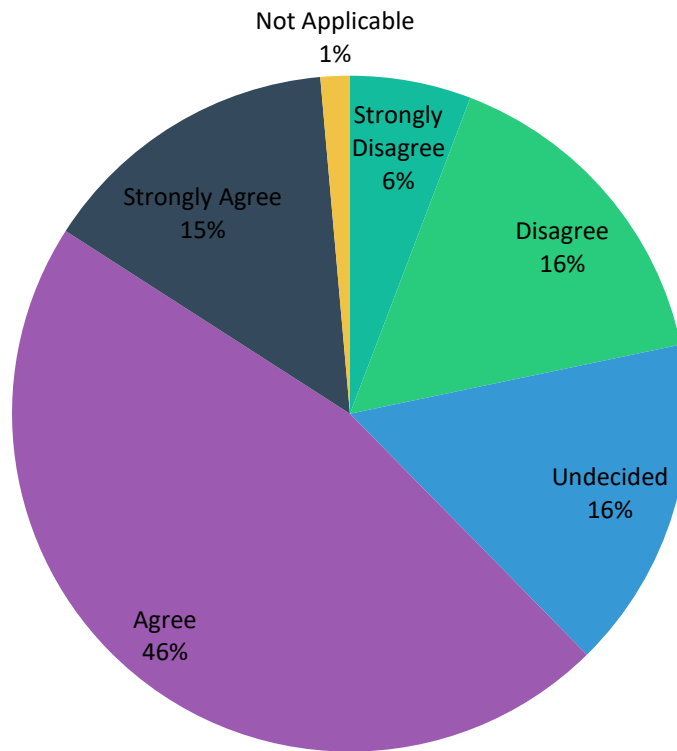
Value	Percent	Count
Strongly Disagree	11.6%	8
Disagree	11.6%	8
Undecided	27.5%	19
Agree	34.8%	24
Strongly Agree	13.0%	9
Not Applicable	1.4%	1
	Totals	69

**8.The location of services was convenient for me.**



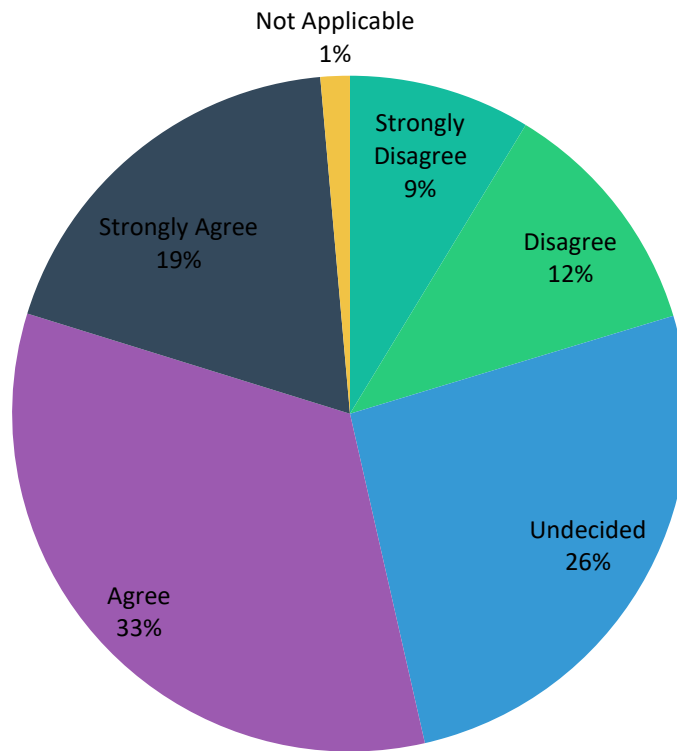
Value	Percent	Count
Strongly Disagree	17.4%	12
Disagree	7.2%	5
Undecided	21.7%	15
Agree	33.3%	23
Strongly Agree	18.8%	13
Not Applicable	1.4%	1
	Totals	69

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



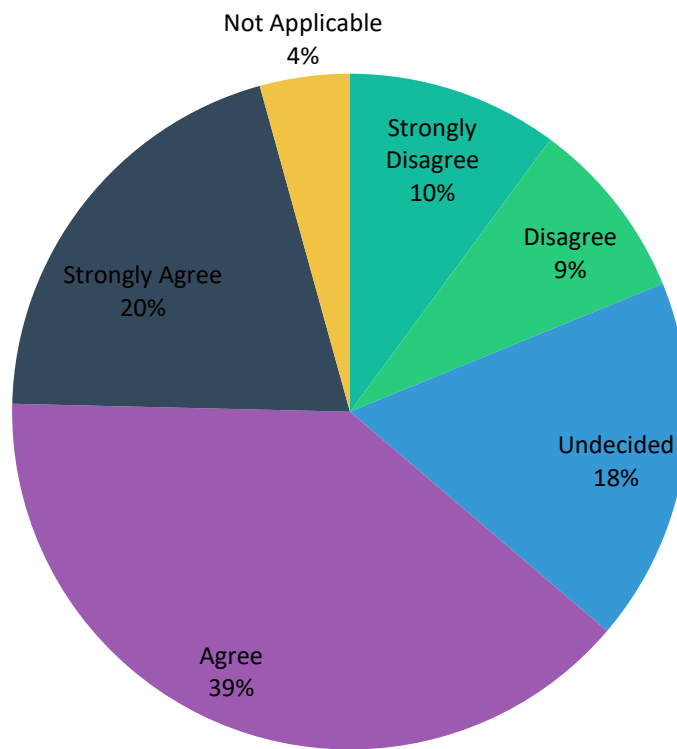
Value	Percent	Count
Strongly Disagree	5.8%	4
Disagree	15.9%	11
Undecided	15.9%	11
Agree	46.4%	32
Strongly Agree	14.5%	10
Not Applicable	1.4%	1
	Totals	69

**10.I got the help I wanted.**



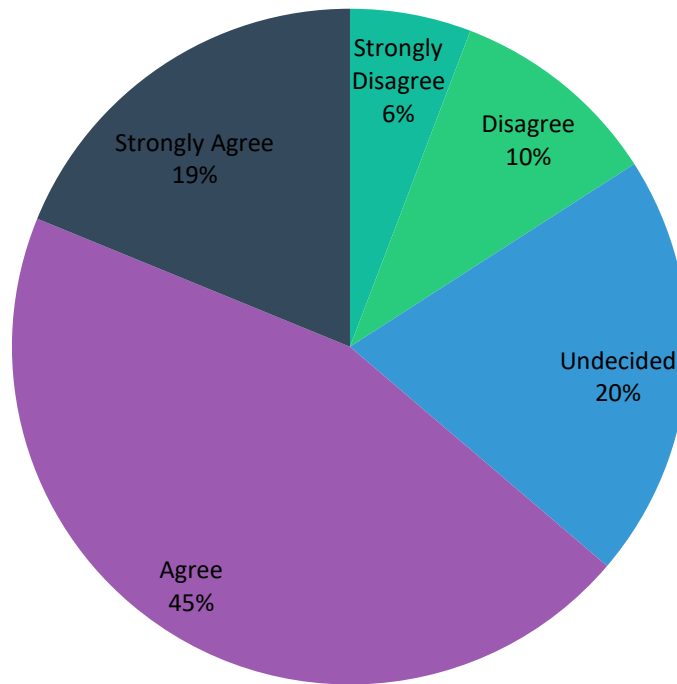
Value	Percent	Count
Strongly Disagree	8.7%	6
Disagree	11.6%	8
Undecided	26.1%	18
Agree	33.3%	23
Strongly Agree	18.8%	13
Not Applicable	1.4%	1
	Totals	69

**11.I got as much help as I needed.**



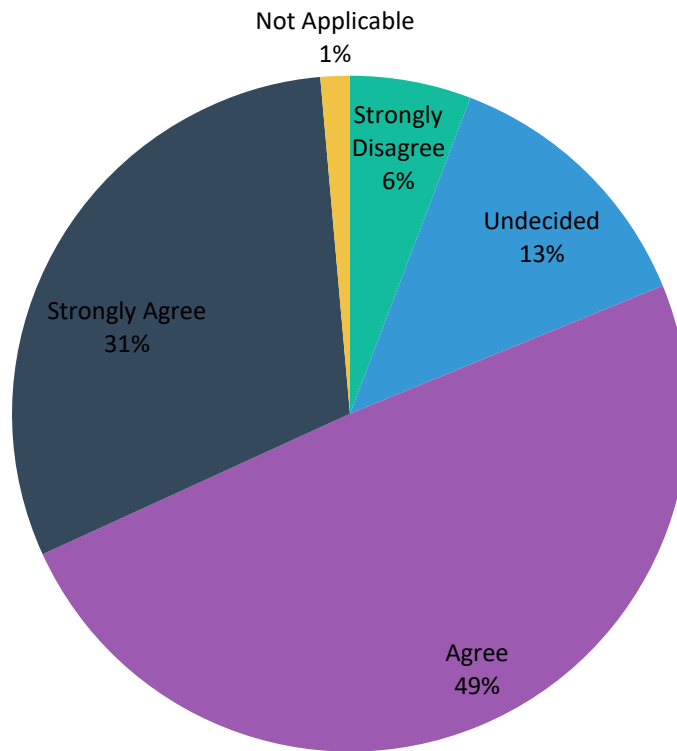
Value	Percent	Count
Strongly Disagree	10.1%	7
Disagree	8.7%	6
Undecided	17.4%	12
Agree	39.1%	27
Strongly Agree	20.3%	14
Not Applicable	4.3%	3
	Totals	69

**12. Staff treated me with respect.**



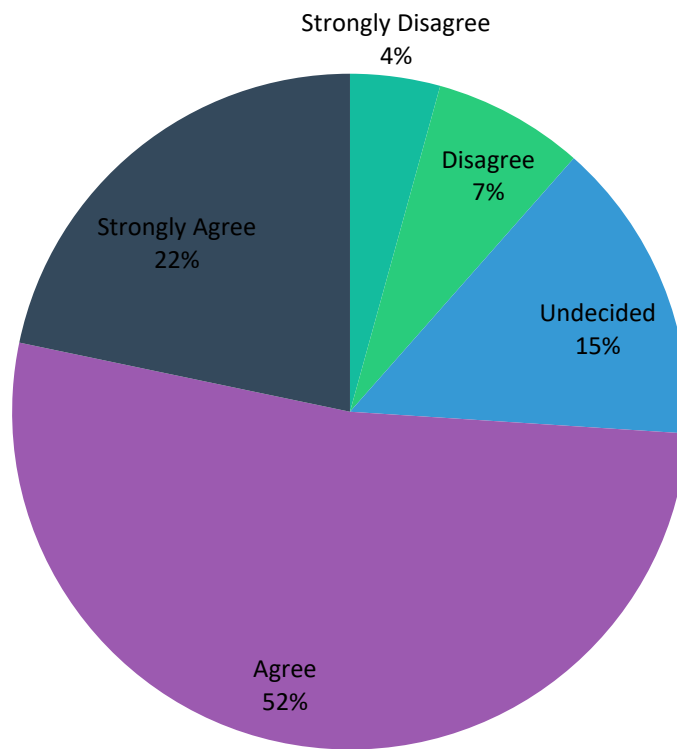
Value	Percent	Count
Strongly Disagree	5.8%	4
Disagree	10.1%	7
Undecided	20.3%	14
Agree	44.9%	31
Strongly Agree	18.8%	13
	Totals	69

**13. Staff respected my religious/spiritual beliefs.**



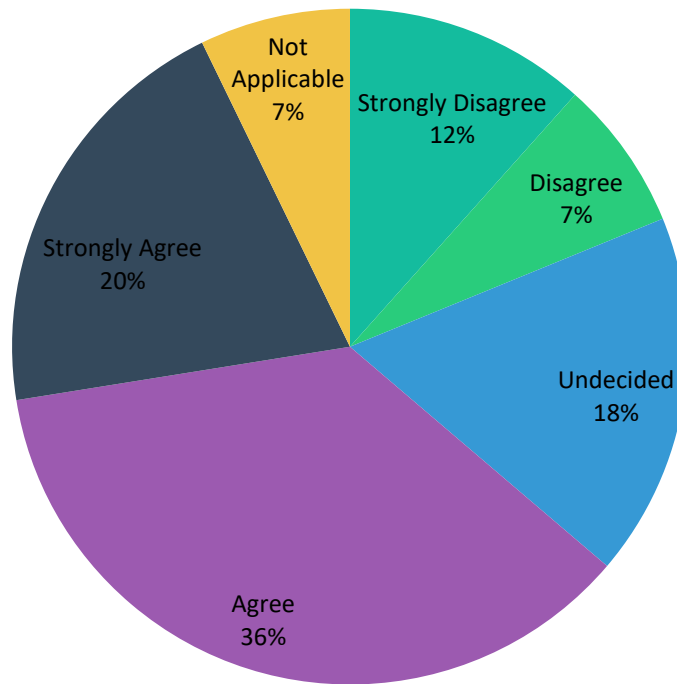
Value	Percent	Count
Strongly Disagree	5.8%	4
Undecided	13.0%	9
Agree	49.3%	34
Strongly Agree	30.4%	21
Not Applicable	1.4%	1
	Totals	69

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



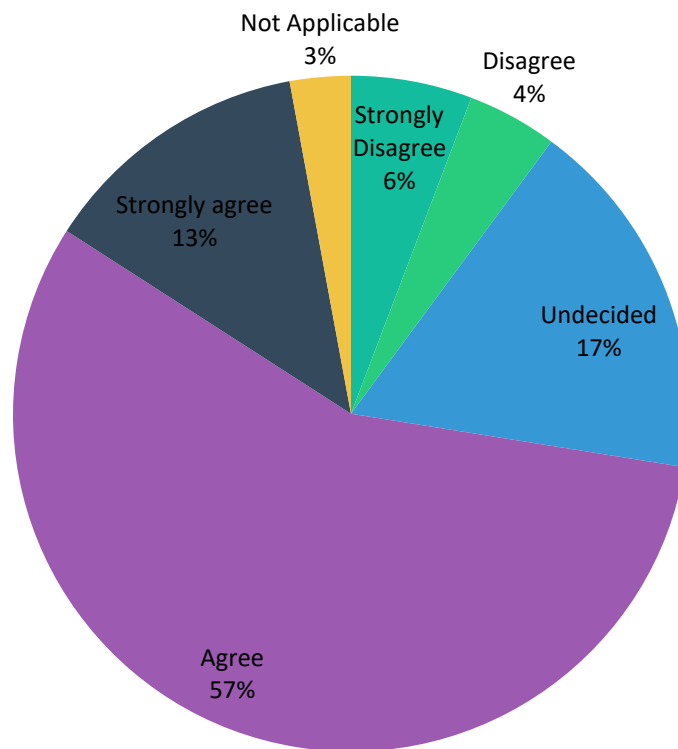
Value	Percent	Count
Strongly Disagree	4.3%	3
Disagree	7.2%	5
Undecided	14.5%	10
Agree	52.2%	36
Strongly Agree	21.7%	15
	Totals	69

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



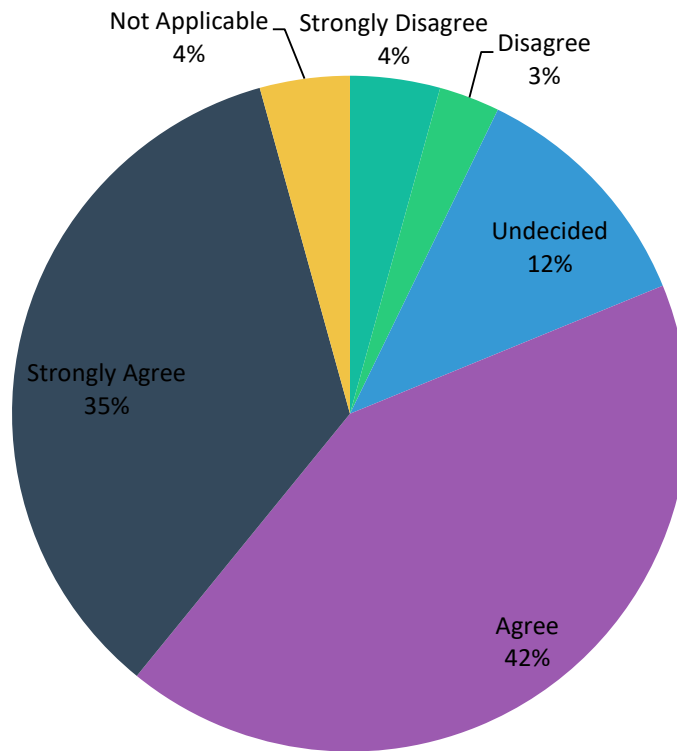
Value	Percent	Count
Strongly Disagree	11.6%	8
Disagree	7.2%	5
Undecided	17.4%	12
Agree	36.2%	25
Strongly Agree	20.3%	14
Not Applicable	7.2%	5
	Totals	69

**16.I am better at handling daily life.**



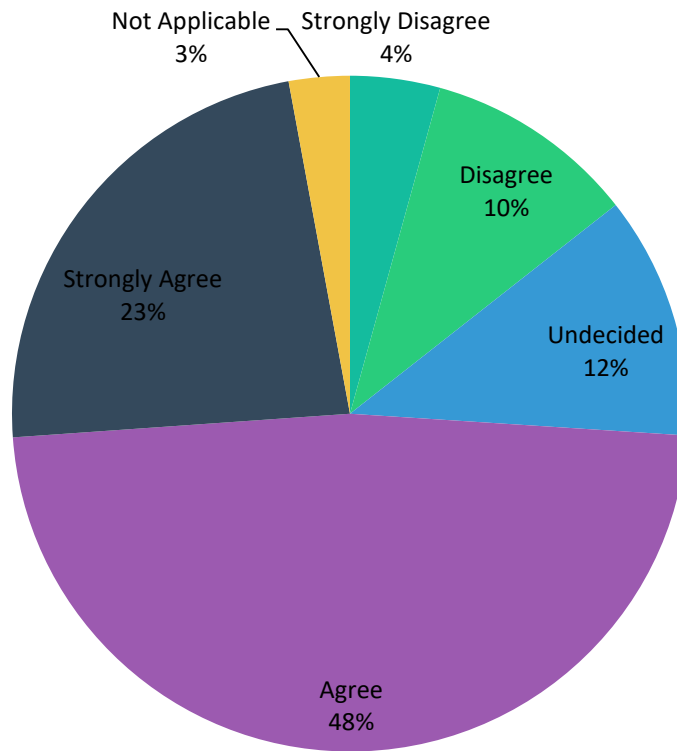
Value	Percent	Count
Strongly Disagree	5.8%	4
Disagree	4.3%	3
Undecided	17.4%	12
Agree	56.5%	39
Strongly agree	13.0%	9
Not Applicable	2.9%	2
	Totals	69

**17.I get along better with family members.**



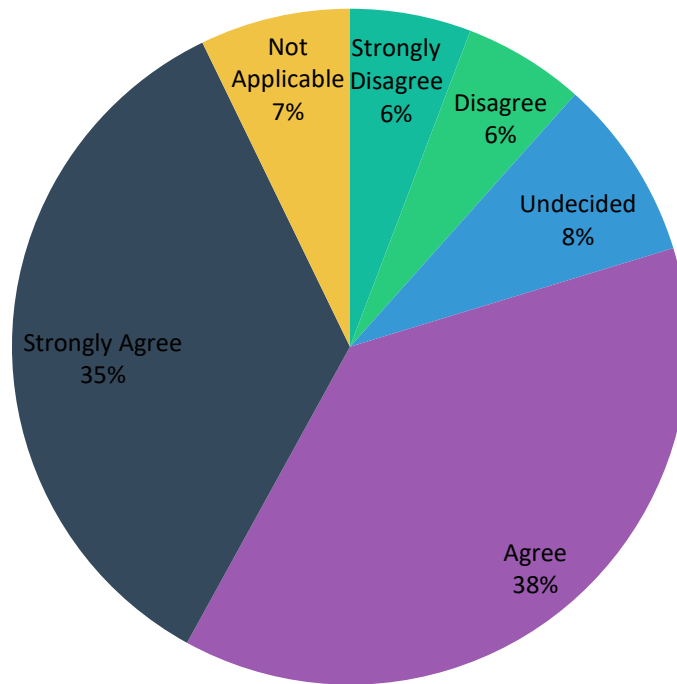
Value	Percent	Count
Strongly Disagree	4.3%	3
Disagree	2.9%	2
Undecided	11.6%	8
Agree	42.0%	29
Strongly Agree	34.8%	24
Not Applicable	4.3%	3
	Totals	69

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



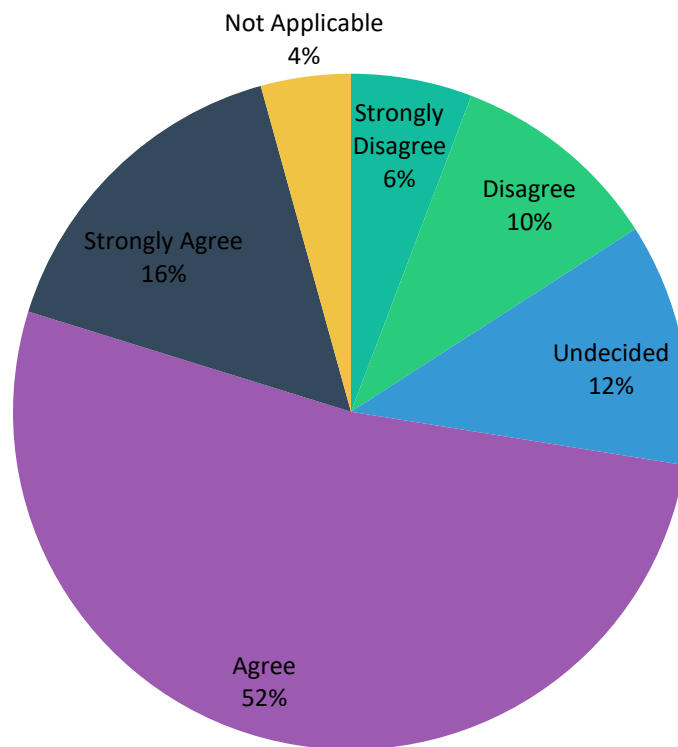
Value	Percent	Count
Strongly Disagree	4.3%	3
Disagree	10.1%	7
Undecided	11.6%	8
Agree	47.8%	33
Strongly Agree	23.2%	16
Not Applicable	2.9%	2
	Totals	69

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



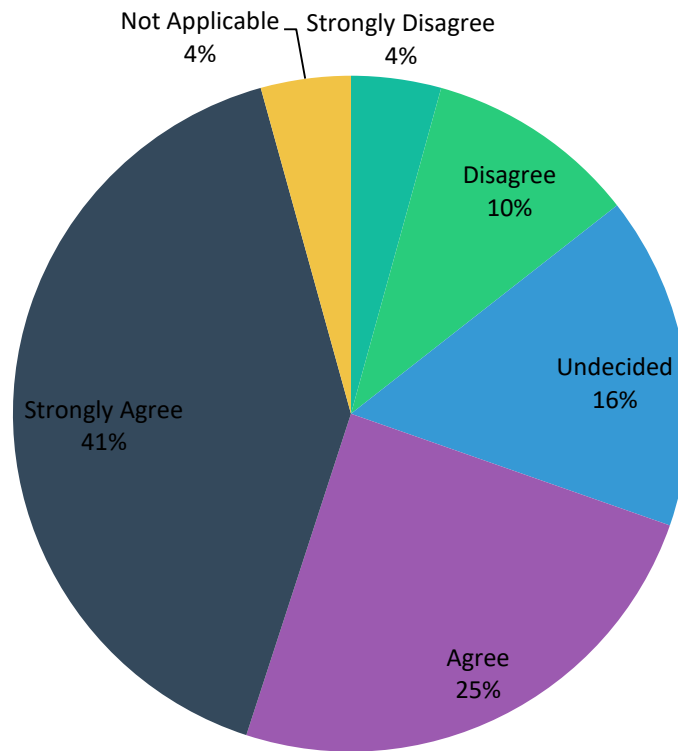
Value	Percent	Count
Strongly Disagree	5.8%	4
Disagree	5.8%	4
Undecided	8.7%	6
Agree	37.7%	26
Strongly Agree	34.8%	24
Not Applicable	7.2%	5
	Totals	69

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



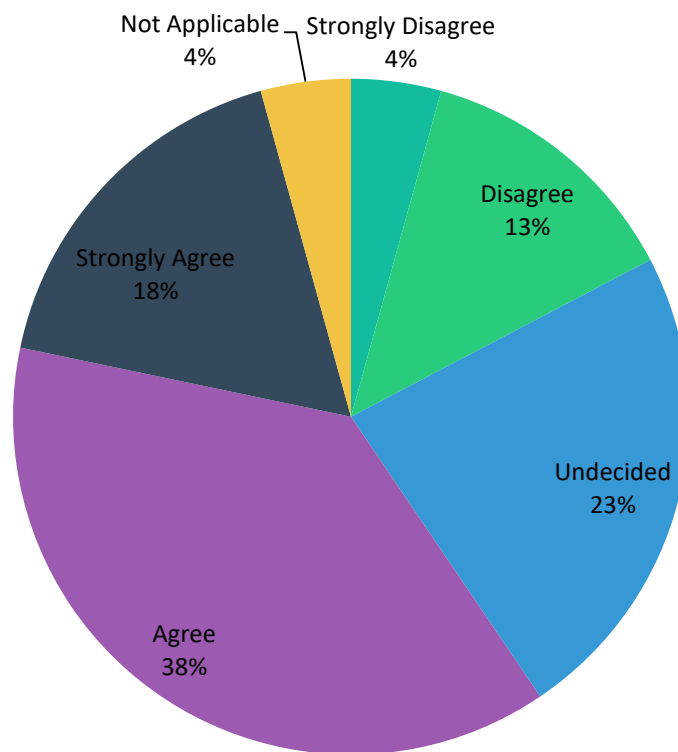
Value	Percent	Count
Strongly Disagree	5.8%	4
Disagree	10.1%	7
Undecided	11.6%	8
Agree	52.2%	36
Strongly Agree	15.9%	11
Not Applicable	4.3%	3
	Totals	69

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



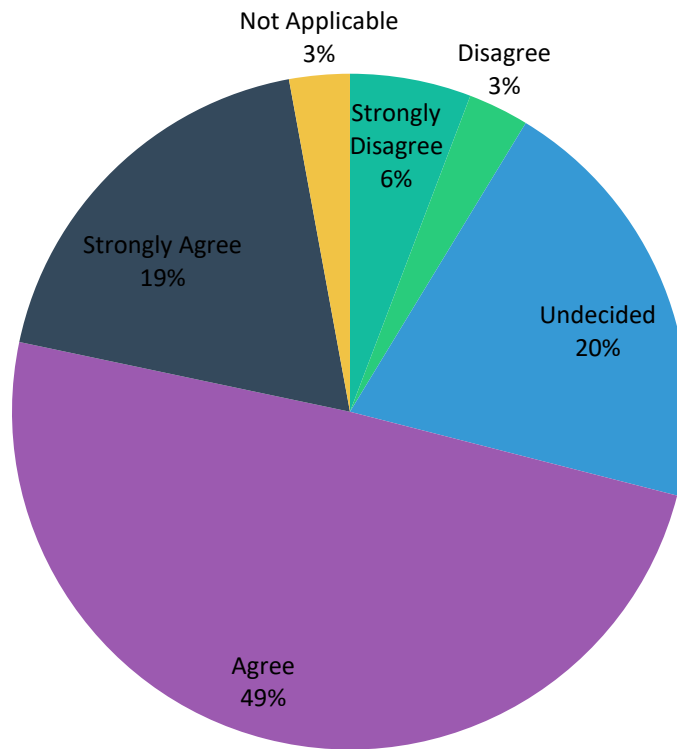
Value	Percent	Count
Strongly Disagree	4.3%	3
Disagree	10.1%	7
Undecided	15.9%	11
Agree	24.6%	17
Strongly Agree	40.6%	28
Not Applicable	4.3%	3
	Totals	69

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



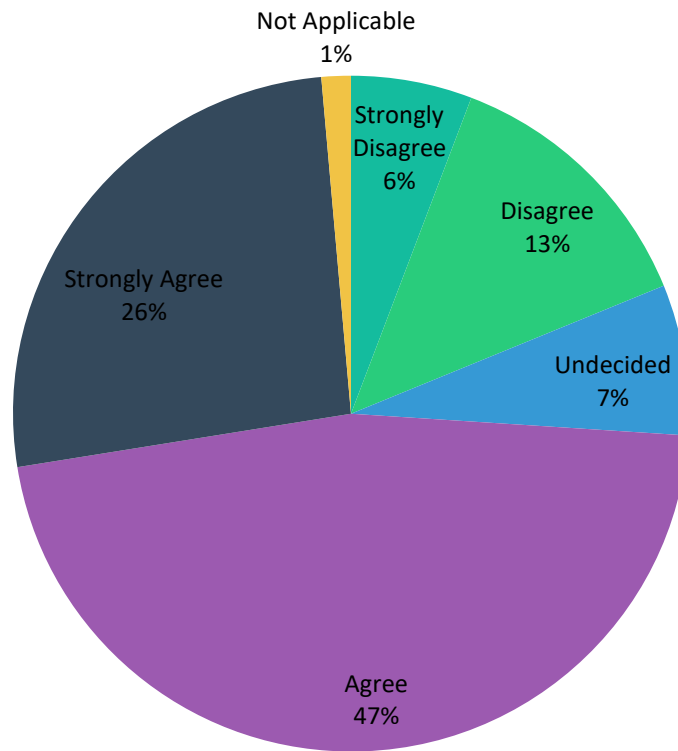
Value	Percent	Count
Strongly Disagree	4.3%	3
Disagree	13.0%	9
Undecided	23.2%	16
Agree	37.7%	26
Strongly Agree	17.4%	12
Not Applicable	4.3%	3
	Totals	69

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



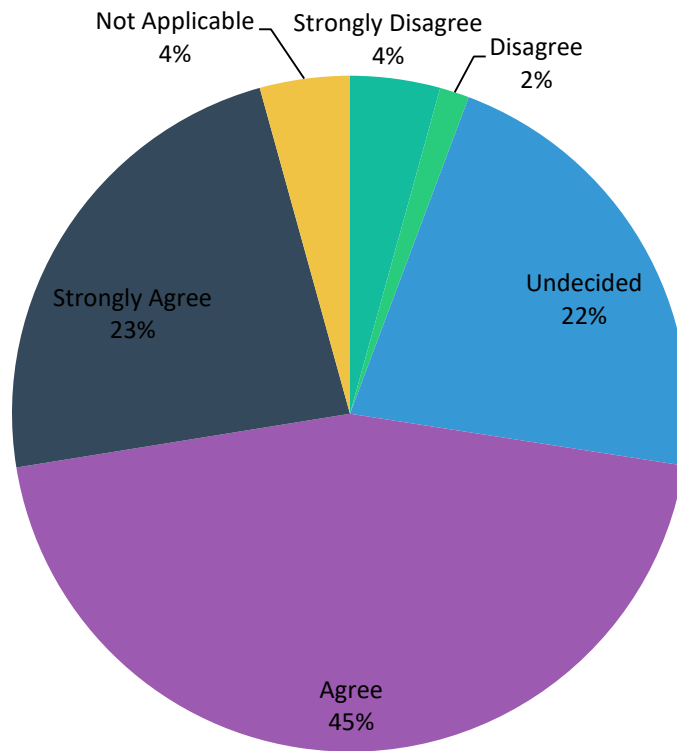
Value	Percent	Count
Strongly Disagree	5.8%	4
Disagree	2.9%	2
Undecided	20.3%	14
Agree	49.3%	34
Strongly Agree	18.8%	13
Not Applicable	2.9%	2
	Totals	69

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



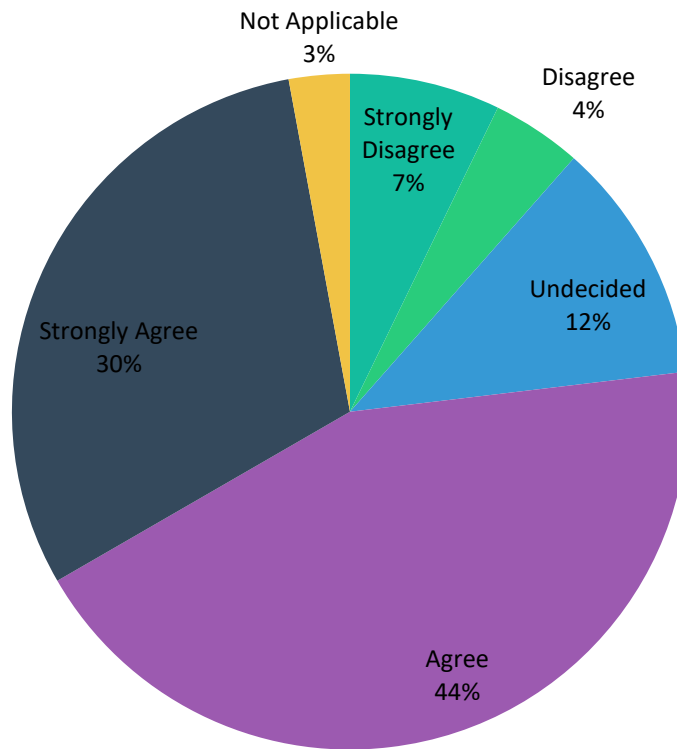
Value	Percent	Count
Strongly Disagree	5.8%	4
Disagree	13.0%	9
Undecided	7.2%	5
Agree	46.4%	32
Strongly Agree	26.1%	18
Not Applicable	1.4%	1
	Totals	69

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



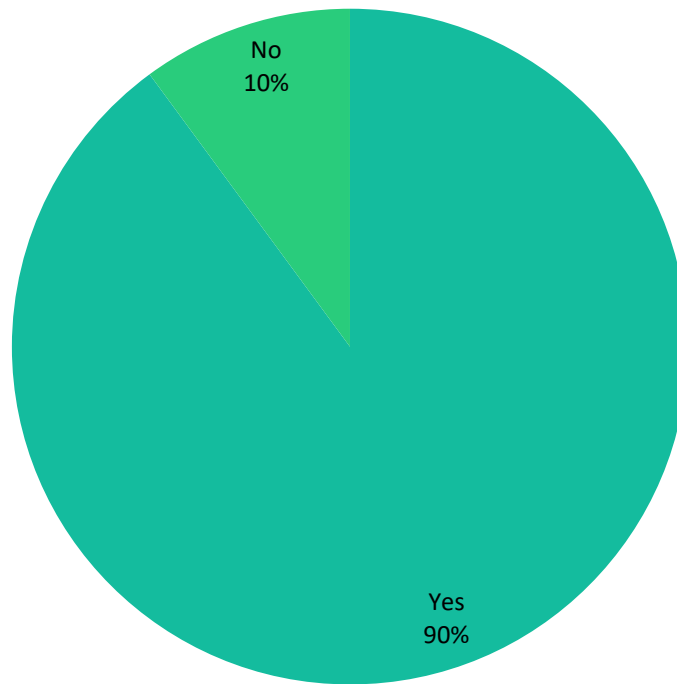
Value	Percent	Count
Strongly Disagree	4.3%	3
Disagree	1.4%	1
Undecided	21.7%	15
Agree	44.9%	31
Strongly Agree	23.2%	16
Not Applicable	4.3%	3
	Totals	69

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



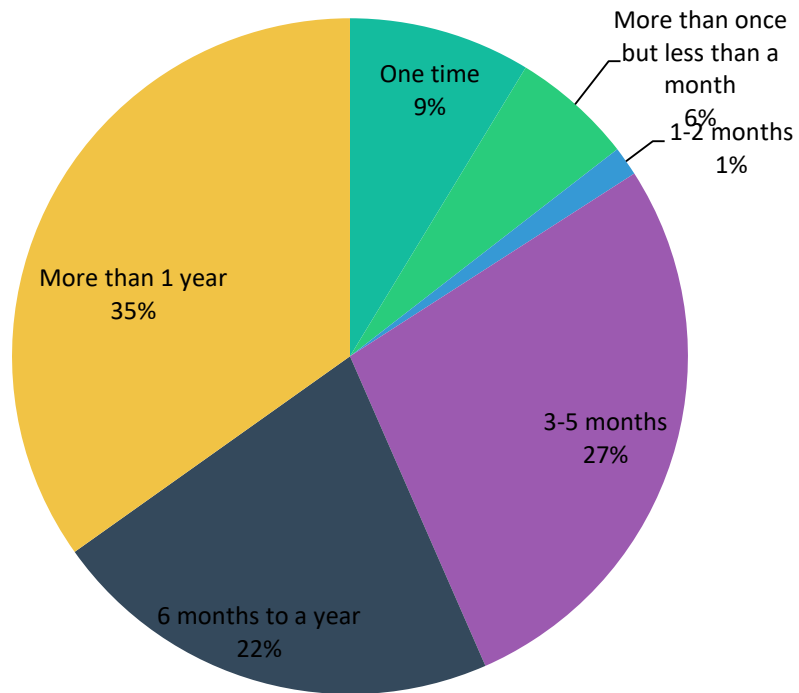
Value	Percent	Count
Strongly Disagree	7.2%	5
Disagree	4.3%	3
Undecided	11.6%	8
Agree	43.5%	30
Strongly Agree	30.4%	21
Not Applicable	2.9%	2
	Totals	69

**27.Are you currently receiving services?**



Value	Percent	Count
Yes	89.9%	62
No	10.1%	7
	Totals	69

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



Value	Percent	Count
One time	8.7%	6
More than once but less than a month	5.8%	4
1-2 months	1.4%	1
3-5 months	27.5%	19
6 months to a year	21.7%	15
More than 1 year	34.8%	24
	Totals	69

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

ResponseID	Response
1	Medication beneficial
2	Everything
3	I love my wrap worker (name) at stepstone. She listens to me, she listened to me and my sister and helped us get in home therapy when a different place only met with ys virtually. She helped get my grades up and helped me make friends. I get along with my mom now
4	How understanding my helper is with what I've been going through
5	I haven't been here long enough
6	talk better
7	coping tools
8	nothing
9	smart
10	coping skills
11	the chance to go home
12	learning coping skills
13	I don't know
14	learned a lot of stuff I probably needed
15	people to talk to and helping me find a home
16	catching up with my grade
17	Talking and getting to know others

18	keeping my head down
19	coping skills
20	I think my treatment has changed me for the better
21	My dad contacting my case manager and scheduling visits every Monday, and my case manager being easy to talk to.
22	Getting good grades
23	Being able to do schooling
24	PMR
25	staff
26	none because I will never use them in real life
27	Learning coping skills and how to be more respectful to others
28	coping skills
29	getting the help I need
30	How they helped my anger
31	people to talk to
32	Being able to talk to people
33	Them helping with school
34	school
35	Therapy
36	the support and coping skills
37	Talking with staff and my therapist

38	being able to cope healthy
39	I am now able to cope on my own
40	helped me learn how to cope
41	the support
42	Not being treated as a "bad kid"
43	nothing
44	probably therapy
46	learning to cope with my urges (substance/behavioral) in a reasonable and/or rational way
47	getting me off drugs
48	Getting sober
49	being able to talk about my feelings, and them not getting treated like it's not valid
50	learning how not to get my hopes up
51	that staff support me and they help me learn what's best for me
52	getting sober and a second chance
53	It helped me mature a lot.
56	more medication
57	listening
58	That I can think more straight and have a free open mind and am more comfortable
59	nothing

61	coping skills given
62	I have been more calm and better at understanding
63	Getting help with my anger and being odd.
64	Getting better
65	Receiving the medication I needed for so long
67	Being able to try to forgive people
68	therapy
69	Being able to let things out

### 30.What would improve the services?

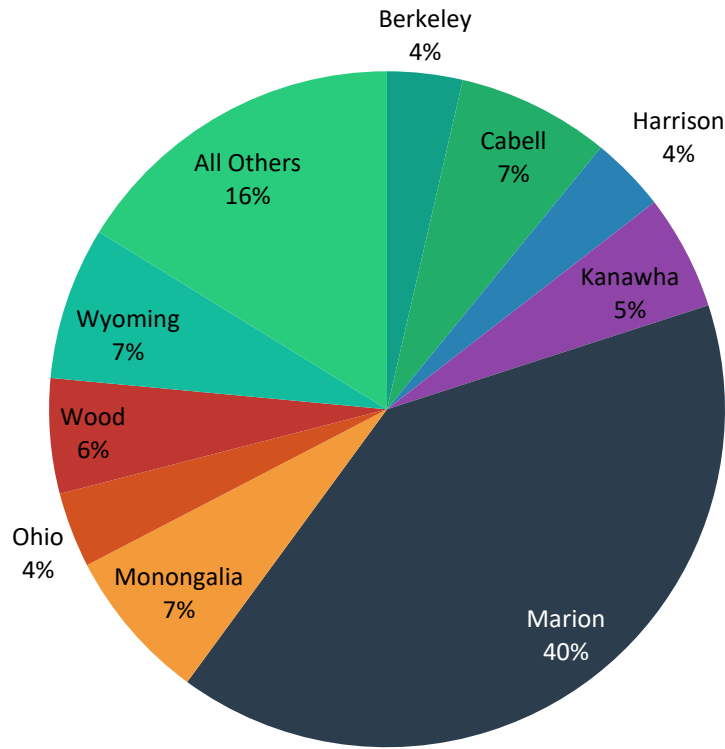
ResponseID	Response
1	After hours/weekend availability of resources. More facilities to help with youth. Lack of treatment providers. No physician or therapist available for emergency treatment on day of crisis or intake. Intake was not beneficial-telehealth, and not explained. Felt rushed and pushed aside quickly.
2	In person via teleconference
3	It's overwhelming how many people I have to talk to
4	I think there already fine
5	More stuff in Soix
6	family/relationships
7	longer home visits
8	longer phone calls, home visits
9	breaks
10	more home visits
11	bi-monthly home visits
12	not sure
13	I don't know
14	more home visits or longer phone calls
15	giving me the treatment I need
16	No race discrimination or how you look is how they treat you. It's sad. Feels uncomfortable and like I don't feel wanted

17	To be able to be around other groups, but in a good way like fun activities and allowed to talk to them
18	more communication with my family
19	more visits
20	There are just small things that upset me that I wish did not happen
21	Nothing that I know of
22	Me doing better
23	Them being able to understand more
24	working on them
25	more staff
26	nothing
27	Staff taking youth complaints/grievances more seriously
28	some staff
29	if we got more phone call time
30	They did great
31	more talk time
32	time management
33	Getting rid of the pedo's
34	the school and support being better
35	Trust
36	idk

37	more chances for residents to get away from the group
38	more family
40	idk
41	more support
42	doing it in a more timely manner
43	nothing, for this place to be shut down
44	more time in therapy
45	more down time
46	more freedom
47	more time to take care of hygiene, healthier food
48	Better staff/people "peers"
49	Being able to be a teenager and talk with others
50	people being more realistic maybe
51	let us take a minute in the moment that we need one and not call us out in front of everyone. Instead, pull us to the side
52	getting to see my WV DHHR worker more
53	If it was more figured out sometimes. there's mixed communication everywhere.
56	more medication
57	to be out
58	To be free like to have more time with things that others are comfortable with doing

59	anything
61	N/A
62	being treated for the things I need to be treated for
63	N/A
64	Nothing. They are amazing
65	Unsure
67	Having my dad participate
68	more one on one
69	snacks in the waiting room

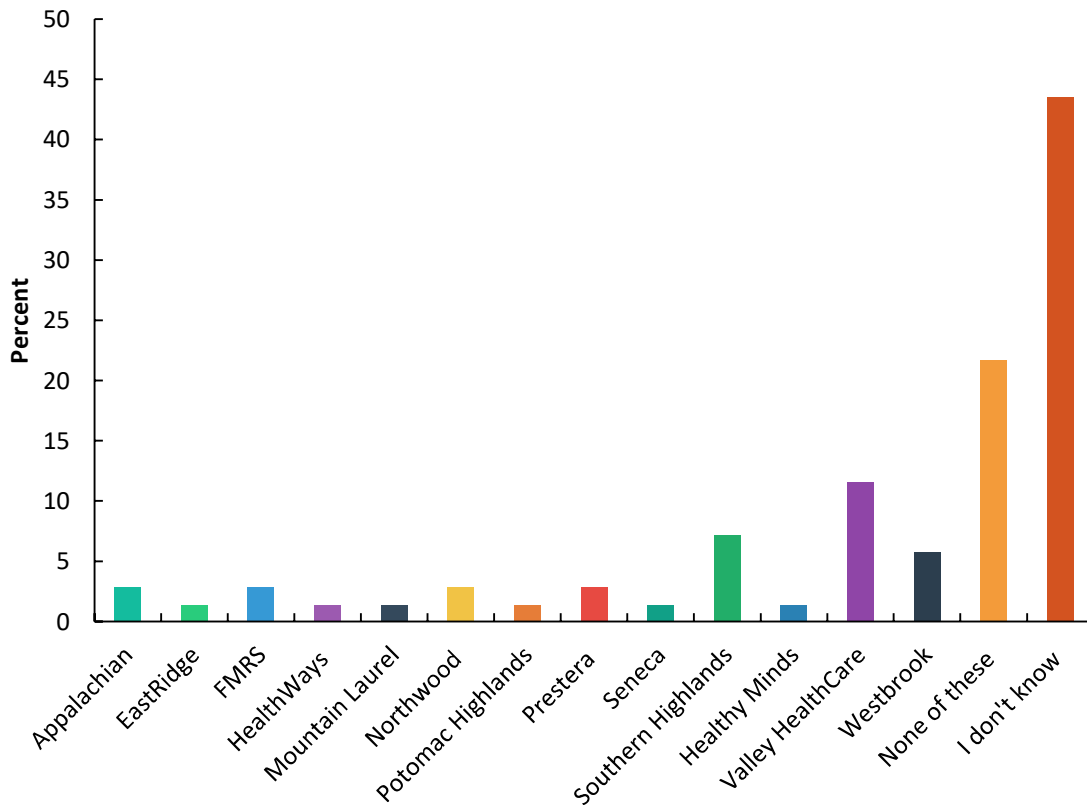
**31. In what county did you receive services most often? (If you mainly received services by phone or in your home, please select your home county.)**



Value	Percent	Count
Berkeley	3.6%	2
Cabell	7.3%	4
Grant	1.8%	1
Hardy	1.8%	1
Harrison	3.6%	2
Kanawha	5.5%	3
Lewis	1.8%	1
Marion	40.0%	22
Mercer	1.8%	1

Monongalia	7.3%	4
Ohio	3.6%	2
Putnam	1.8%	1
Randolph	1.8%	1
Upshur	1.8%	1
Webster	1.8%	1
Wetzel	1.8%	1
Wood	5.5%	3
Wyoming	7.3%	4
	Totals	55

**32. Did you receive services from a Comprehensive Behavioral Health Center or Certified Community Behavioral Health Clinic? Please check all that apply.**



Value	Percent	Count
Appalachian Community Health Center	2.9%	2
EastRidge Health Systems	1.4%	1
FMRS Health Systems	2.9%	2
HealthWays	1.4%	1
Mountain Laurel Integrated Healthcare	1.4%	1
Northwood Health Systems	2.9%	2
Potomac Highlands Guild	1.4%	1
Prestera Health Services	2.9%	2

Seneca Health Services	1.4%	1
Southern Highlands Community Mental Health Center	7.2%	5
Healthy Minds Clarksburg/United Summit Center	1.4%	1
Valley HealthCare System (Marion, Monongalia, Preston, or Taylor County)	11.6%	8
Westbrook Health Services	5.8%	4
None of these	21.7%	15
I don't know	43.5%	30

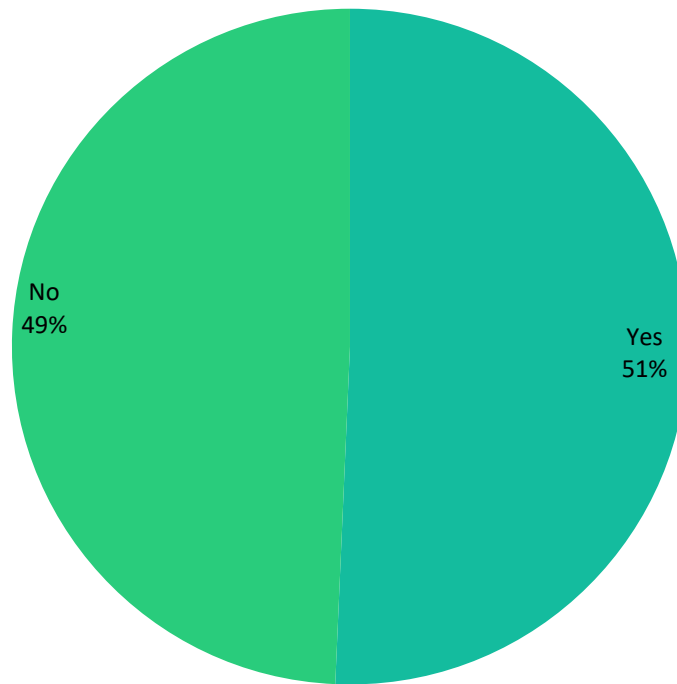
**33. Please list any other behavioral health provider agency or agencies that served you.**

ResponseID	Response
1	Rise Up
2	New Hope
5	N/A
6	I don't know
7	drug court
8	I don't know
9	I don't know
10	N/A
11	N/A
12	N/A
13	N/A
14	the Academy
15	Seaside, Necco, Marshall
16	School therapy
17	Academy and Patchwork
18	on-campus therapy
21	Aetna
23	N/A
24	Academy Programs

25	Chestnut Ridge, Ruby
26	Academy Programs
27	Academy Programs in Fairmont
30	Youth Academy
32	the Academy Program
33	Therapy
34	drc
36	Orchard Park
39	Academy Programs
43	IDK
45	Chestnut Ridge
46	Academy Programs
47	Florence Crittenton
48	Academy Programs, DHHR, CPS, Home Services
49	Academy Programs, Highland
50	Academy Programs
51	Academy Programs, Home Base
52	no
53	Academy Programs
57	YRC, Academy Programs
58	Academy Programs

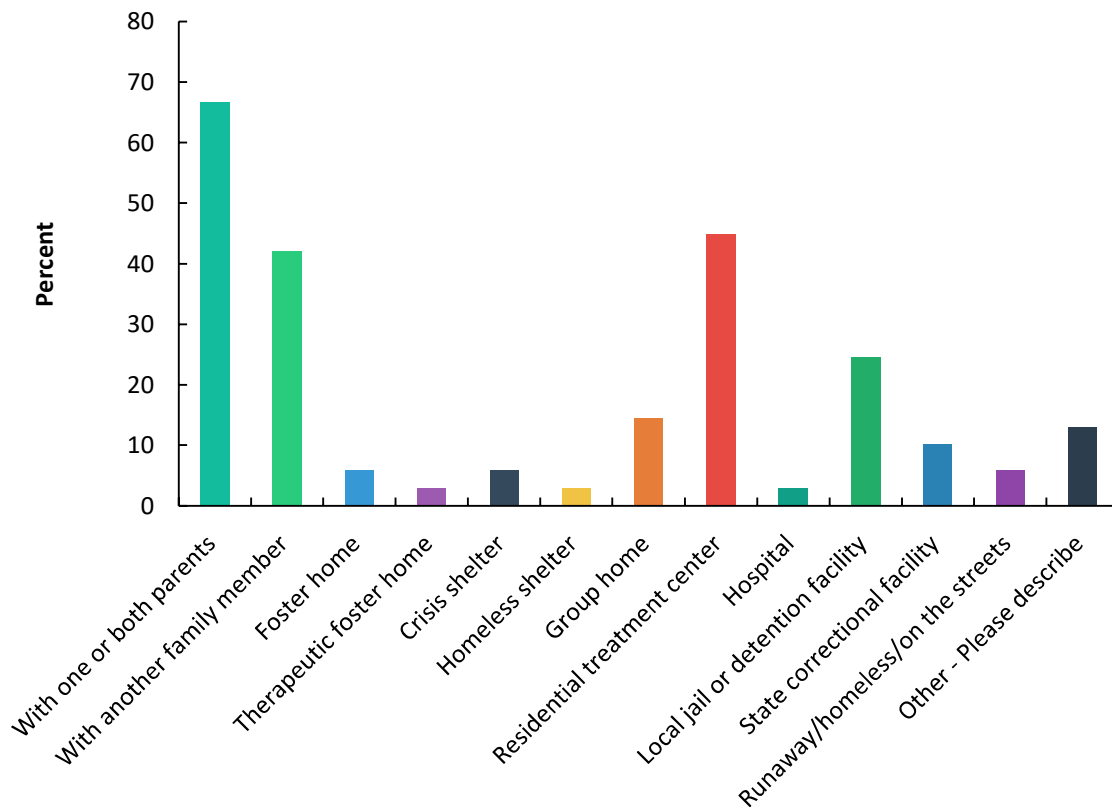
63	N/A
65	unsure
68	none

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



Value	Percent	Count
Yes	50.7%	35
No	49.3%	34
	Totals	69

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

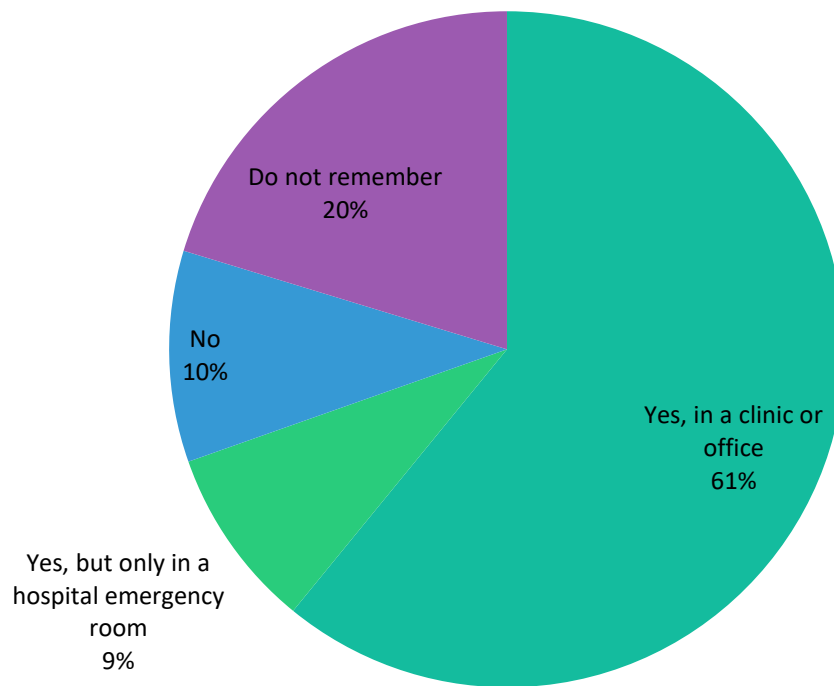


Value	Percent	Count
With one or both parents	66.7%	46
With another family member	42.0%	29
Foster home	5.8%	4
Therapeutic foster home	2.9%	2
Crisis shelter	5.8%	4
Homeless shelter	2.9%	2
Group home	14.5%	10
Residential treatment center	44.9%	31
Hospital	2.9%	2

Local jail or detention facility	24.6%	17
State correctional facility	10.1%	7
Runaway/homeless/on the streets	5.8%	4
Other - Please describe	13.0%	9

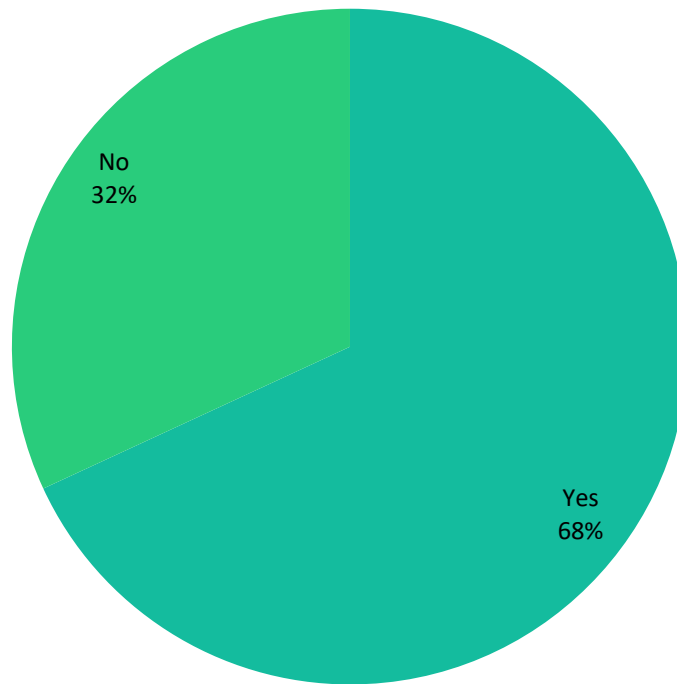
Other - Please describe	Count
Friends	1
Grandparents	1
I don't know	1
adoptive parents	1
behavioral shelters	1
boarding school	1
in state custody	1
my granny and mom	1
placement	1
Totals	9

**36. 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?**



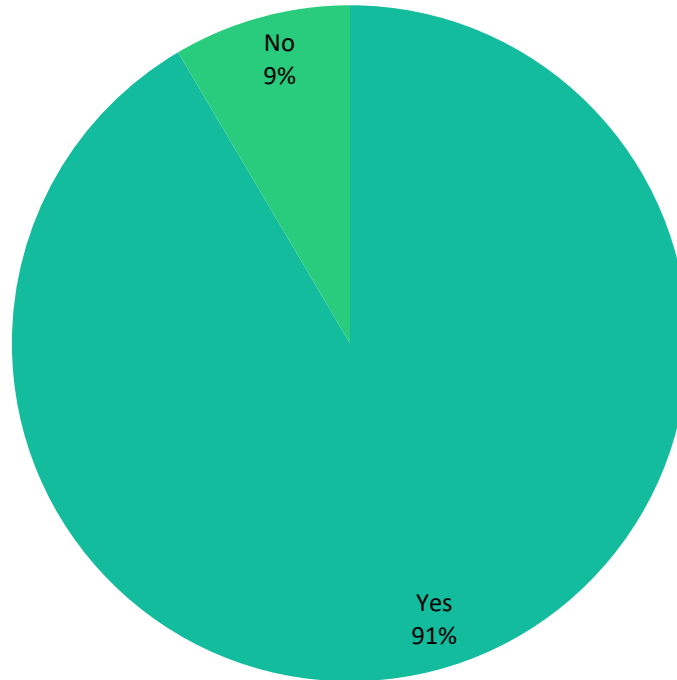
Value	Percent	Count
Yes, in a clinic or office	60.9%	42
Yes, but only in a hospital emergency room	8.7%	6
No	10.1%	7
Do not remember	20.3%	14
	Totals	69

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



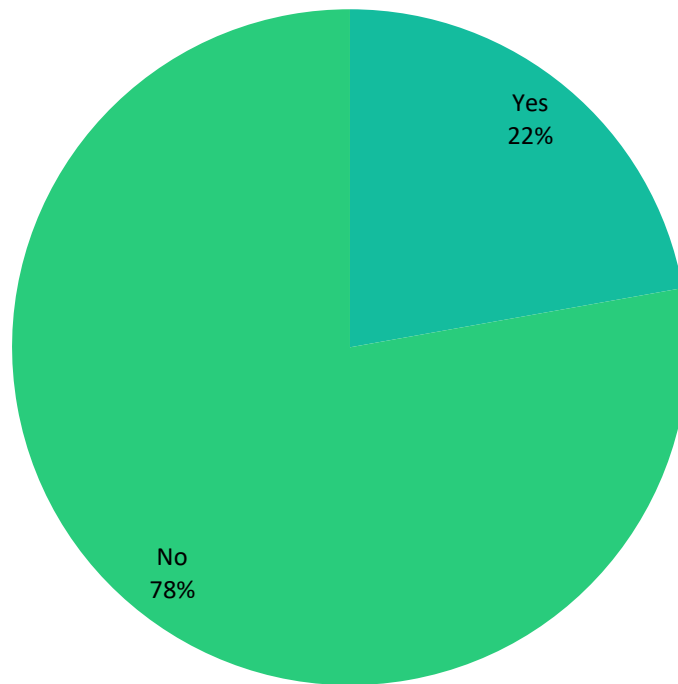
Value	Percent	Count
Yes	68.1%	47
No	31.9%	22
	Totals	69

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



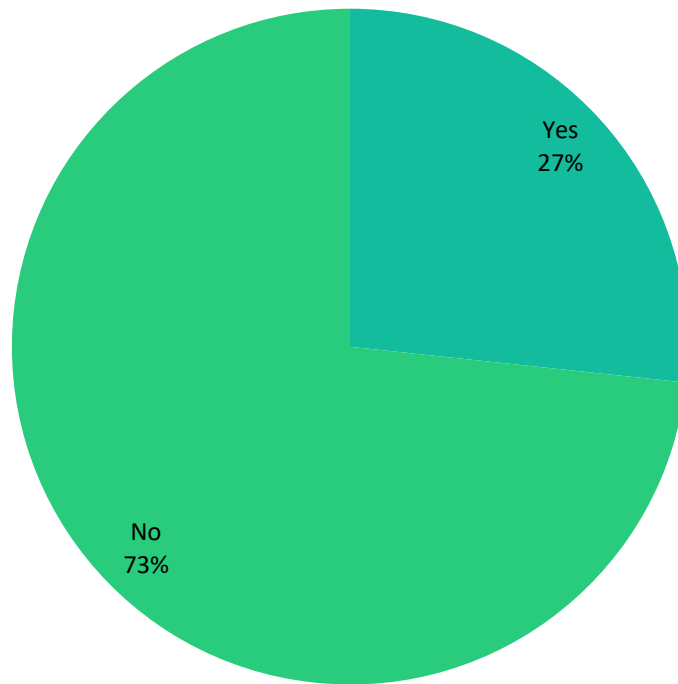
Value	Percent	Count
Yes	91.5%	43
No	8.5%	4
	Totals	47

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



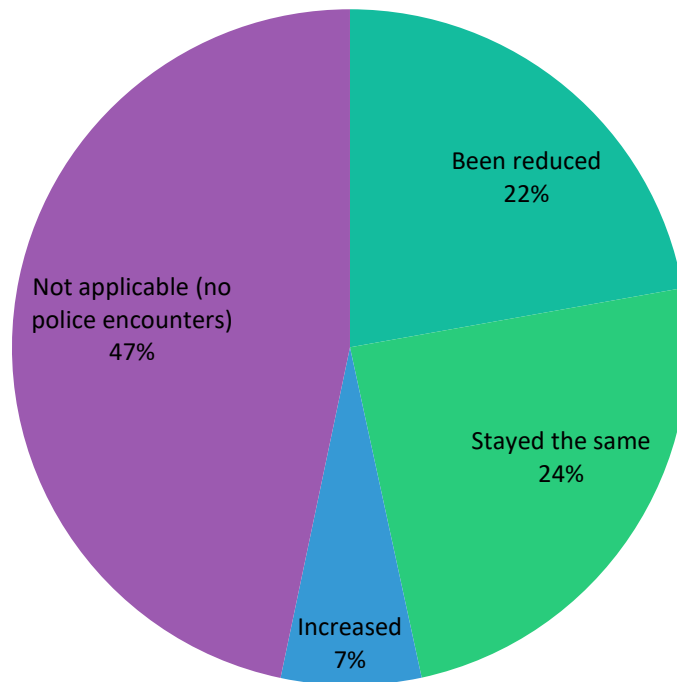
Value	Percent	Count
Yes	22.2%	10
No	77.8%	35
	Totals	45

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



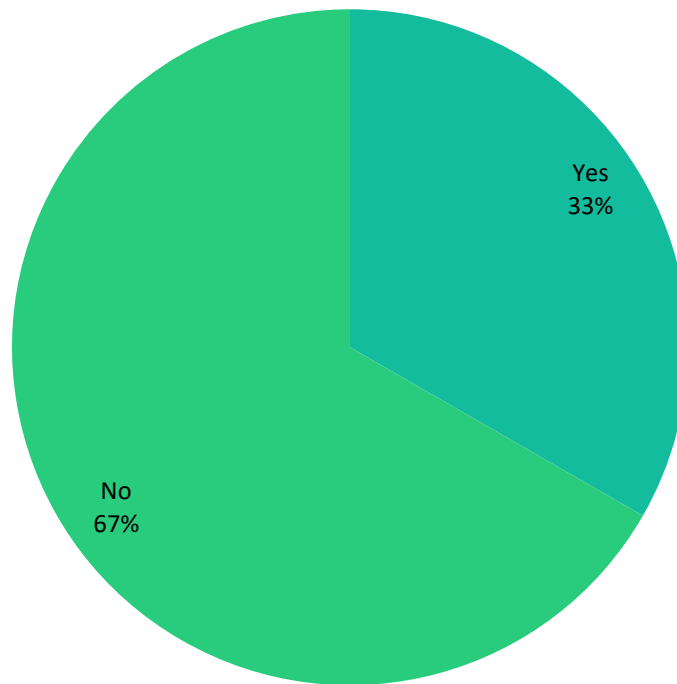
Value	Percent	Count
Yes	26.7%	12
No	73.3%	33
	Totals	45

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



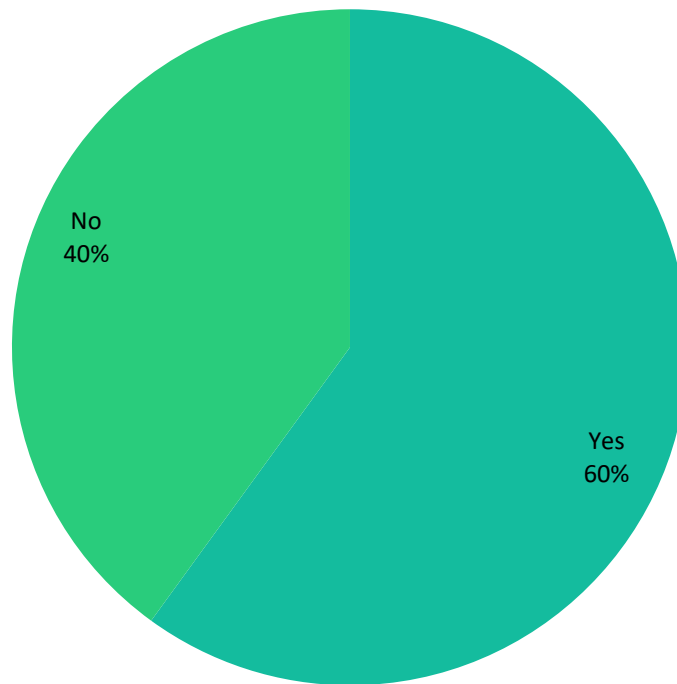
Value	Percent	Count
Been reduced	22.2%	10
Stayed the same	24.4%	11
Increased	6.7%	3
Not applicable (no police encounters)	46.7%	21
	Totals	45

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



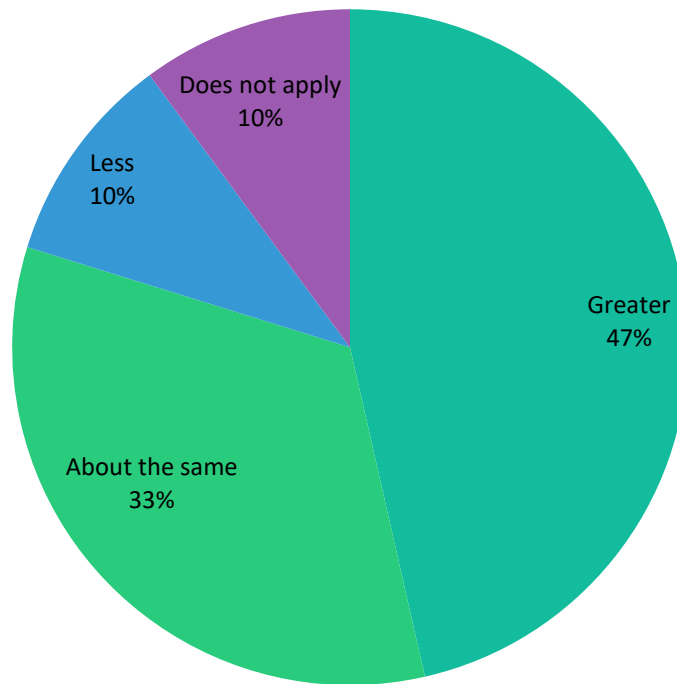
Value	Percent	Count
Yes	33.3%	15
No	66.7%	30
	Totals	45

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



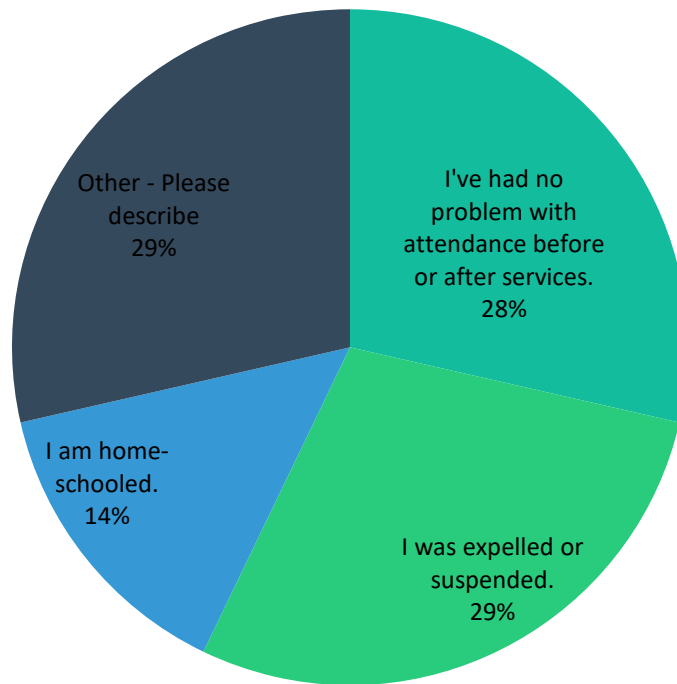
Value	Percent	Count
Yes	60.0%	27
No	40.0%	18
	Totals	45

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



Value	Percent	Count
Greater	46.4%	32
About the same	33.3%	23
Less	10.1%	7
Does not apply	10.1%	7
	Totals	69

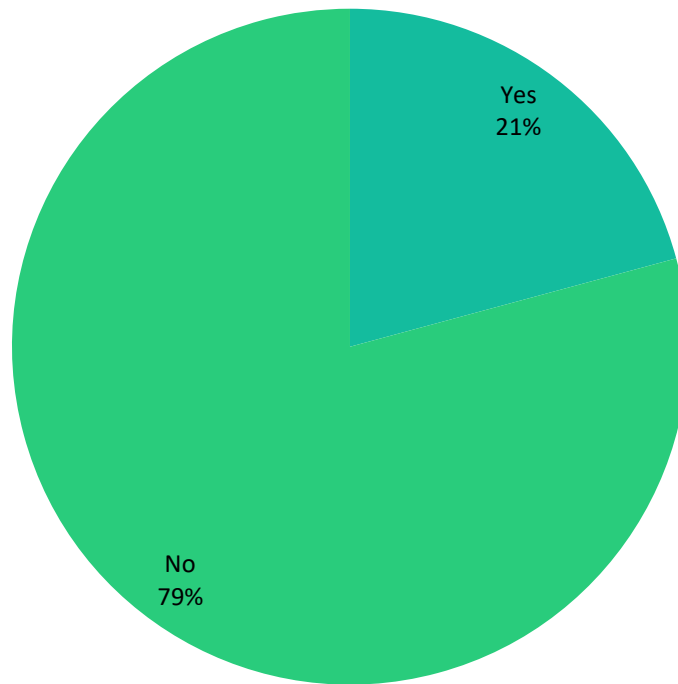
**45. Please share the reason you checked "Does not apply" about number of days you were in school.**



Value	Percent	Count
I've had no problem with attendance before or after services.	28.6%	2
I was expelled or suspended.	28.6%	2
I am home-schooled.	14.3%	1
Other - Please describe	28.6%	2
	Totals	7

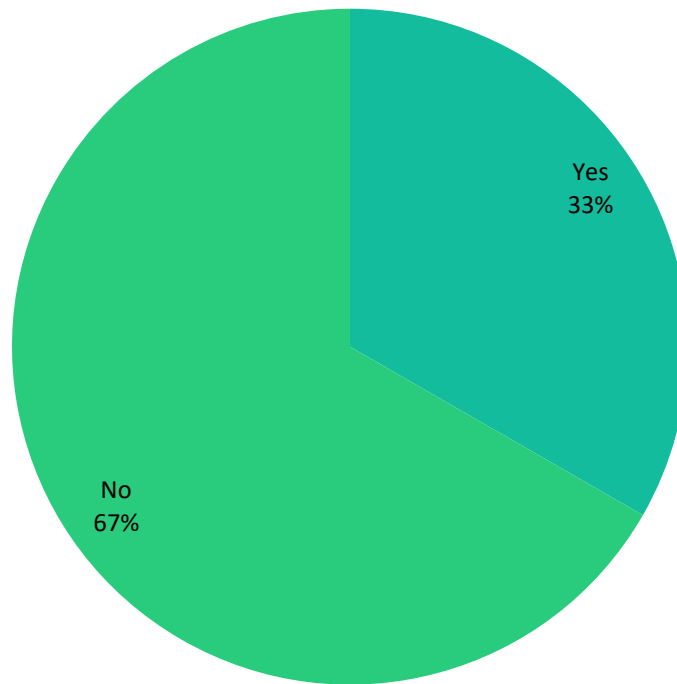
Other - Please describe	Count
Totals	0

**46. Were you arrested during the last 12 months?**



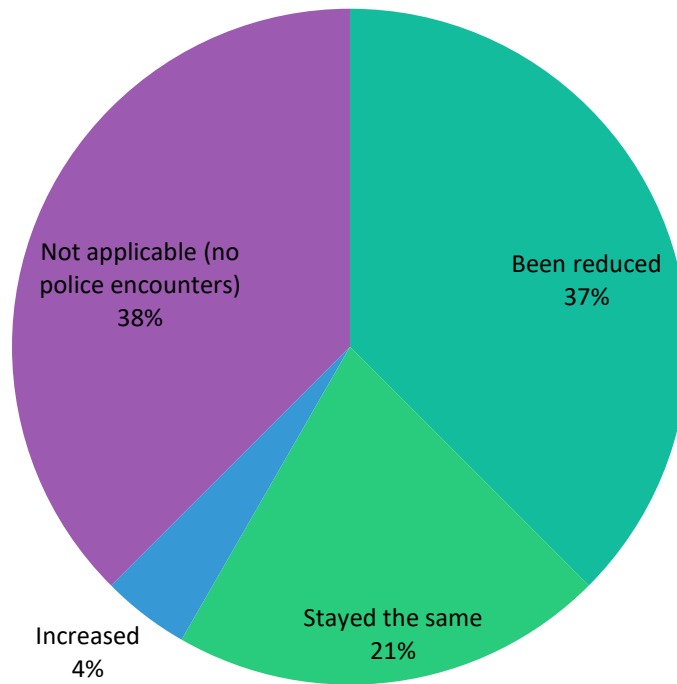
Value	Percent	Count
Yes	20.8%	5
No	79.2%	19
	Totals	24

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



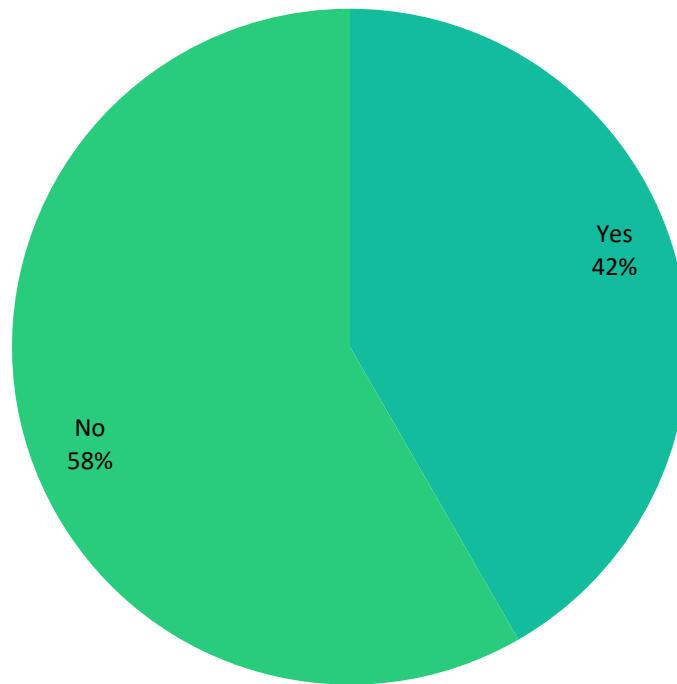
Value	Percent	Count
Yes	33.3%	8
No	66.7%	16
	Totals	24

**48. In the past year, have your encounters with the police**



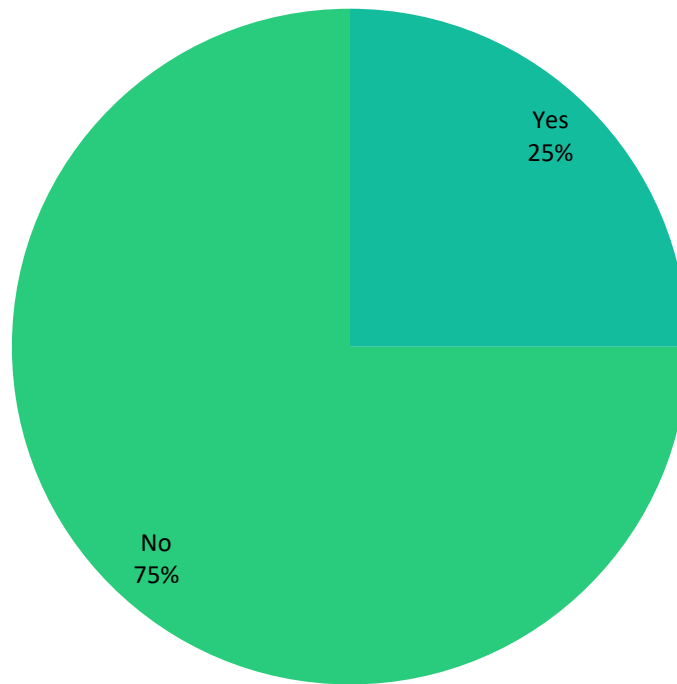
Value	Percent	Count
Been reduced	37.5%	9
Stayed the same	20.8%	5
Increased	4.2%	1
Not applicable (no police encounters)	37.5%	9
	Totals	24

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



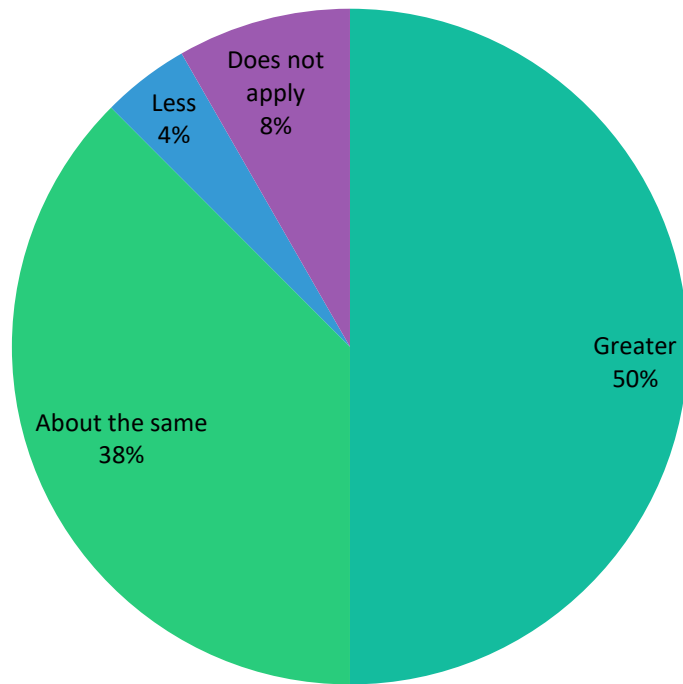
Value	Percent	Count
Yes	41.7%	10
No	58.3%	14
	Totals	24

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



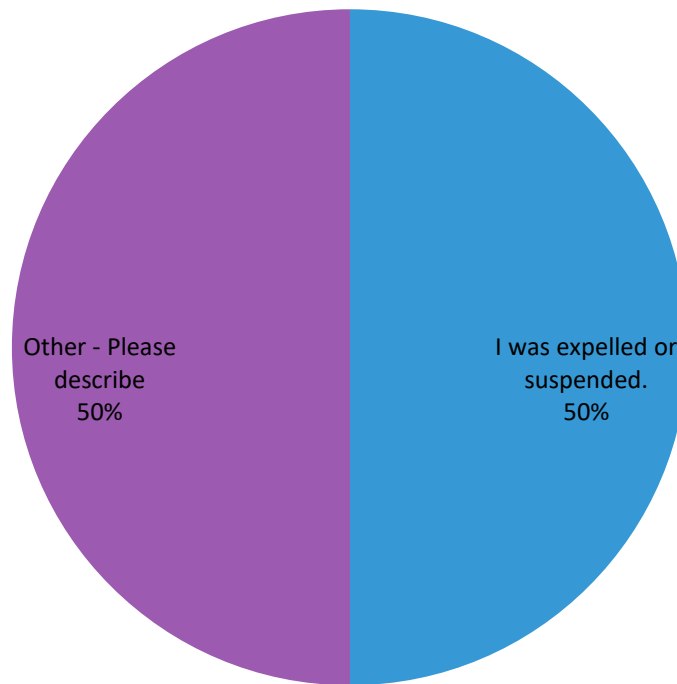
Value	Percent	Count
Yes	25.0%	6
No	75.0%	18
	Totals	24

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



Value	Percent	Count
Greater	50.0%	12
About the same	37.5%	9
Less	4.2%	1
Does not apply	8.3%	2
	Totals	24

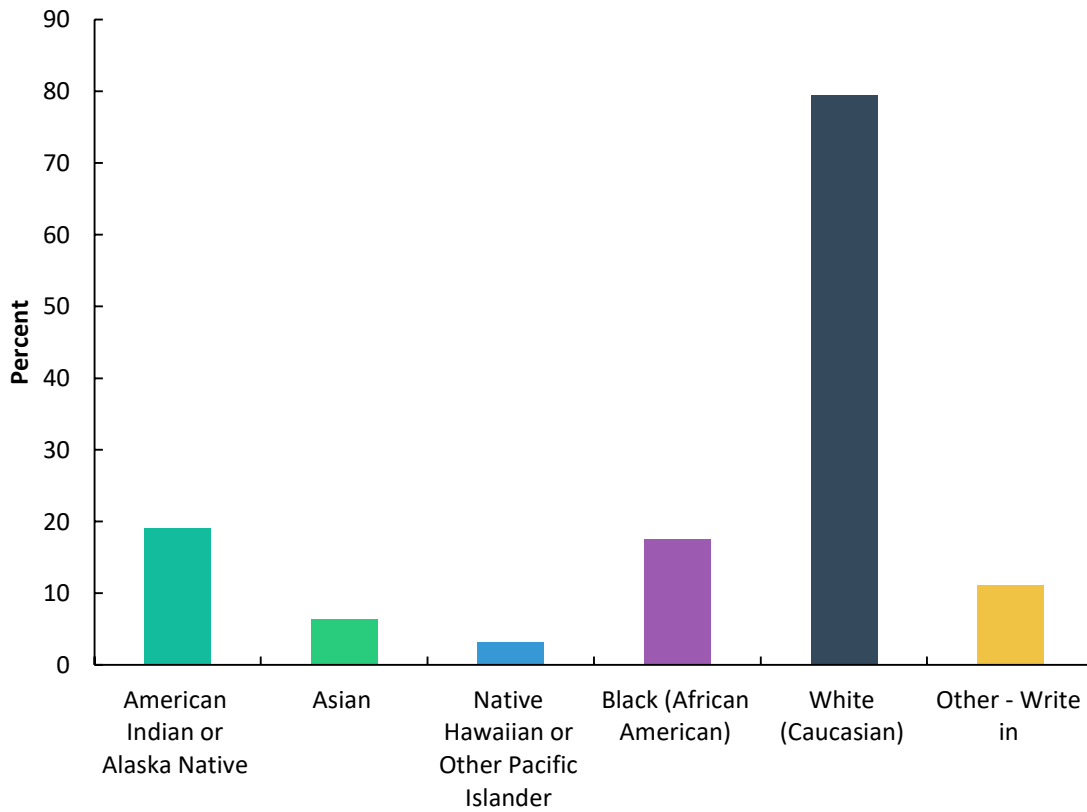
52. Please select the reason you checked "Does not apply" about your number of days in school.



Value	Percent	Count
I was expelled or suspended.	50.0%	1
Other - Please describe	50.0%	1
	Totals	2

Other - Please describe	Count
Totals	0

**53.What is your race? Please mark all that apply.**

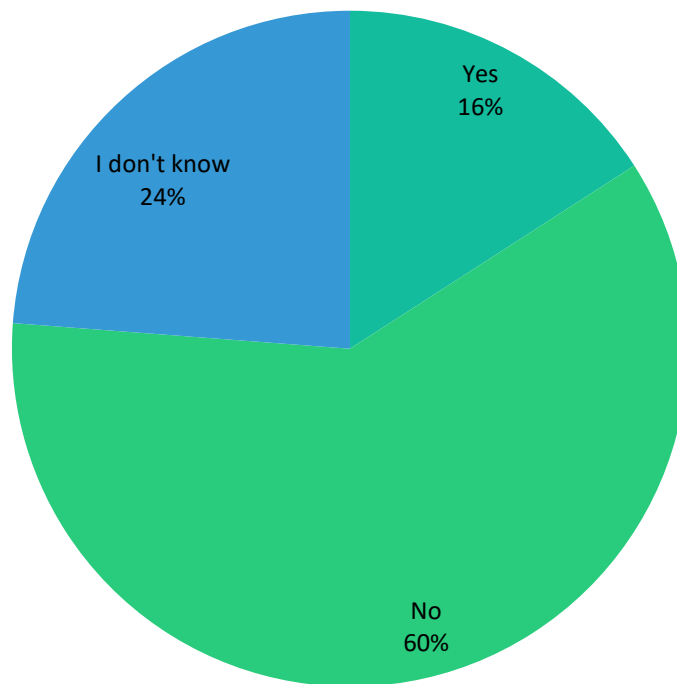


Value	Percent	Count
American Indian or Alaska Native	19.0%	12
Asian	6.3%	4
Native Hawaiian or Other Pacific Islander	3.2%	2
Black (African American)	17.5%	11
White (Caucasian)	79.4%	50
Other - Write in	11.1%	7

Other - Write in	Count

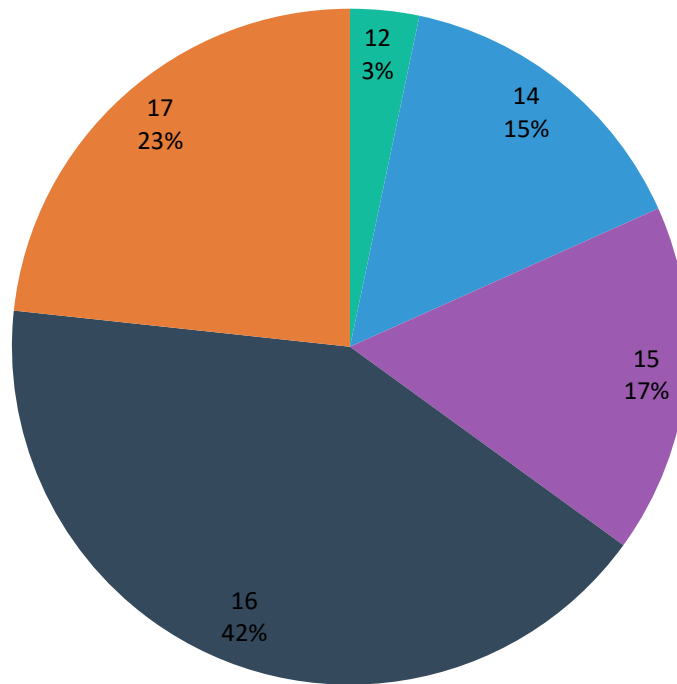
Blasian	1
Cherokee	1
German/Italian	1
IDK bro "23 in me" is too pricey	1
Irish	1
Italian	1
Latin Hispanic (Mexican)	1
Totals	7

**54.Are either of your parents Hispanic or Latino?**



Value	Percent	Count
Yes	15.9%	10
No	60.3%	38
I don't know	23.8%	15
	Totals	63

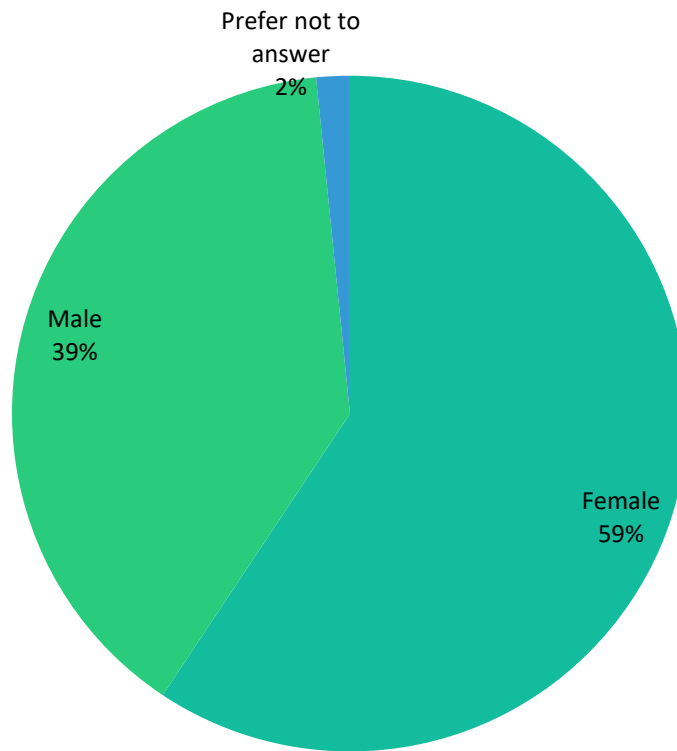
**55.Please share your age.**



Value	Percent	Count
12	3.3%	2
14	15.0%	9
15	16.7%	10
16	41.7%	25
17	23.3%	14
	Totals	60

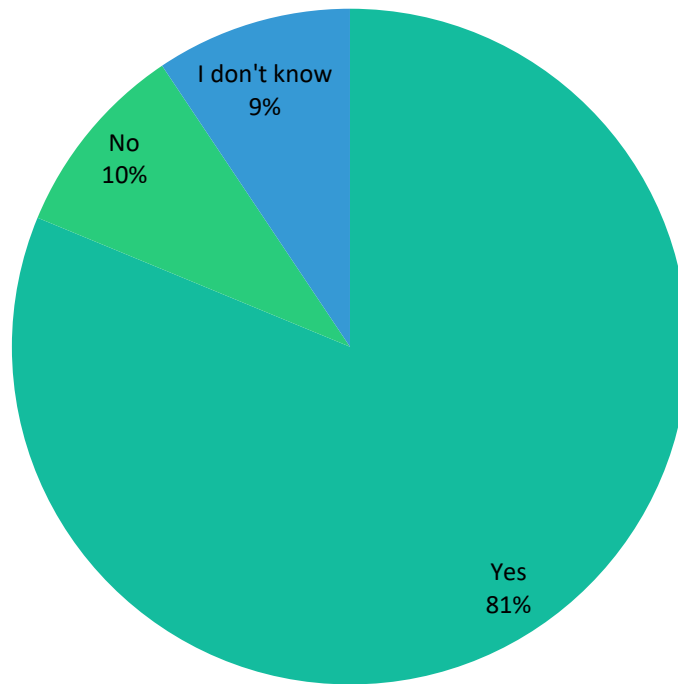
Other - Write In	Count
Totals	0

**56.What is your sex?**



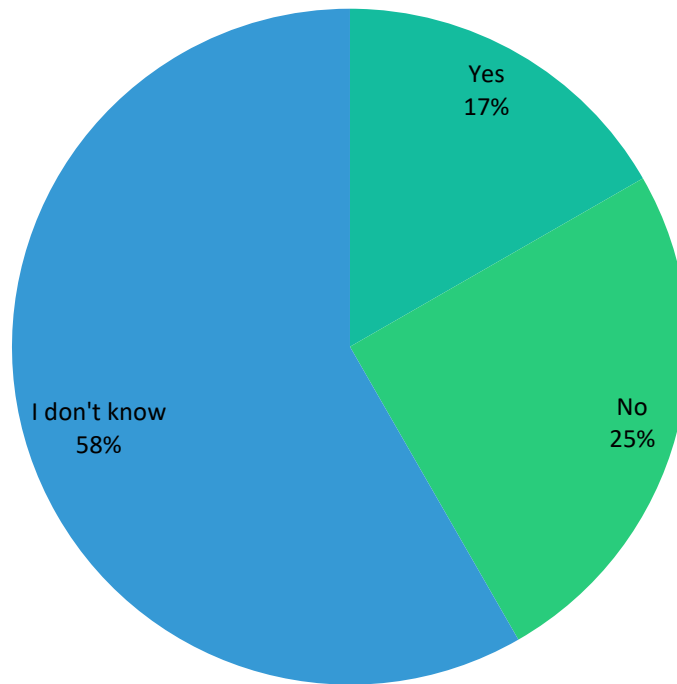
Value	Percent	Count
Female	59.4%	38
Male	39.1%	25
Prefer not to answer	1.6%	1
	Totals	64

**57.Do you have Medicaid insurance?**



Value	Percent	Count
Yes	81.3%	52
No	9.4%	6
I don't know	9.4%	6
	Totals	64

**58.Do you have health insurance other than Medicaid?**



Value	Percent	Count
Yes	16.7%	2
No	25.0%	3
I don't know	58.3%	7
	Totals	12

**59. 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
1	Westbrook was the only source and still not available on a Saturday when crisis occurred. Westbrook services were horrible. They were rude, disorganized, unhelpful, limited on time and services, rushed, and unprofessional. They lied to me more than once. Their providers were telehealth but they didn't explain that. Not a good experience when I needed help the most. I had much better treatment at Rise Up.
4	I love the service
5	72
7	Longer home visits
8	No
10	No
11	Make most kid treatment centers have bi-weekly home visits instead of monthly. It would improve my mental health greatly.
12	longer home visits
13	longer home visits
14	No
15	No
16	The way we get treated for our race or how we look should be improved
17	Well I think you should try letting all groups do fun activities together. Just for a day to see if it goes good or bad, and let us talk to each other.

18	It was an experience though I cannot blame it on the treatment ... It's hard to find staff that truly are here for us. As well as the system, manipulating, and coming families and kids ...
20	No
21	None.
22	nope :)
24	No
25	No
26	This place keeps you here longer than needed like I have been here for 16 1/2 months
27	N/A
28	The food is good most of the time
30	No!!!
32	Not really
33	No
34	nope
35	this is a good place to be at.
36	No
37	Just make sure you are willing to help kids like Ms. __ does. She's the best.
38	no
39	No
40	No

41	No
42	No
43	hell no :)
44	I would like if therapy lasted longer.
45	I believe that placements need more down time for for children/teenagers.
47	no
48	get better people/staff
49	Don't put us with people if we can't walk around to calm down
51	no thank you
55	Shut this place down!!
56	gyatt gyatt gyatt
57	NO!!
58	Make the AP more free then it'll be better
64	No
68	NA
69	No