

	Provider Type					Specific Employee Type							TOTALS
	Mental Health Provider	CD Provider	Both MH and CD	SPN	Individual Provider	Physician	Other Medical Staff	Caseworker	LPC	LCDC	Admin Management	Other	
Demographic of respondents (number count)	9	18	12	6	1	1	6	8	12	14	1	1	
Q1 - The NorthSTAR system offers a wide range of services	Agree = 66.7% Neutral = 33.3% Disagree = 0%	Agree = 61.1% Neutral = 33.3% Disagree = 5.6%	Agree = 66.7% Neutral = 0% Disagree = 33.3%	Agree = 66.7% Neutral = 33.3% Disagree = 0%	Agree = 100%	Neutral = 100%	Agree = 50% Neutral = 33.3% Disagree = 16.7%	Agree = 75% Neutral = 25%	Agree = 83.3% Neutral = 16.7% Disagree = 0%	Agree = 50% Neutral = 28.6% Disagree = 21.4%	Agree = 100%	Agree = 100%	65.2% AGREE, 23.9% NEUTRAL, 10.9% DISAGREE WITH THIS STATEMENT. There were 45 respondents to this questions.
Q2 - NorthSTAR services match consumer needs	Agree = 44.4% Neutral = 22.2% Disagree = 33.3%	Agree = 35.3% Neutral = 23.5% Disagree = 41.2%	Agree = 50% Neutral = 25% Disagree = 25%	Agree = 50% Diagree = 50%	Agree = 100%	Disagree = 100%	Agree = 33.3% Neutral = 33.3% Disagree = 33.3%	Agree = 62.5% Neutral = 12.5% Disagree = 25%	Agree = 41.7% Neutral = 33.3% Disagree = 25%	Agree = 38.5% Neutral = 15.4% Disagree = 46.2%	Agree = 100%	Neutral = 100%	44.4% AGREE, 20% NEUTRAL, AND 35.6% DISAGREE WITH THIS STATEMENT. There were 45 respondents to this question.
Q3 - Please indicate what barriers you experienced causing your inability to provide services?	Consumer transportation = 62.5% Service not covered under NS = 37.5% VO would not auth service request = 37.5%	VO would not auth service request = 52.9% Service not covered under NS = 47.1%	VO would not auth service request = 54.5% Service not covered under NS = 45.5%	Service not covered under consumer's assigned RDM pkg, consumer transportation, and consumers outweigh the number of appt slots available are 50% each	VO would not auth the service requested = 100% **note there was only 1 respondent	100% was indicated for every response possible **note there was only 1 respondent	VO would not auth the service requested and service is not covered under NS was each 50%	Consumer transportation = 62.5% VO would not auth requested service = 50%	VO would not auth requested service = 66.7% Consumer transportation = 55.6%	VO would not auth requested service = 50% Service not covered under NS = 42.9%	Consumer transportation = 100%	Service not covered under NS = 100%	As a whole, the largest barrier indicated in providing needed services was due to VO not authorizing the service being requested. There were 43 respondent to this question and 48.8% chose this barrier. 39.5% felt the barrier to providing the needed service was the service not being covered under NorthSTAR. 37.2% felt the barrier was the lack of consumer transportation.
Q4 - Please indicate your overall satisfaction with the NS system	Excellent/Very Good = 11.1% Good = 66.7% Poor/Very Poor = 22.2%	Excellent/Very Good = 16.7% Good = 72.2% Poor/Very Poor = 11.1%	Excellent/Very Good = 27.3% Good = 54.5% Poor/Very Poor = 18.2%	Excellent/Very Good = 16.7% Good = 50% Poor/Very Poor = 33.3%	Good = 100%	Poor/Very Poor = 100%	Good = 66.7% Poor/Very Poor = 33.3%	Excellent/Very Good = 37.5% Good = 50% Poor/Very Poor = 12.5%	Excellent/Very Good = 16.7% Good = 66.7% Poor/Very Poor = 16.7%	Excellent/Very Good = 7.7% Good = 76.9% Poor/Very Poor = 15.4%	Good = 100%	Good = 100%	As a whole, 64.4% of respondents feel the NorthSTAR system is Good overall. 17.8% feel the NorthSTAR system is either Excellent/Very Good or Poor/Very Poor overall. There were 45 respondents to this question.

Q5 - What are the top THREE services that are currently offered within NorthSTAR that MUST be continued														16 respondents felt inpatient/residential substance abuse programs. 16 respondents felt outpatient substance abuse programs. 14 respondents felt IOP services. 12 respondents felt medications. 11 respondents felt detox services. There were 116 items listed for this
Q6 -What are the top THREE gaps in services in the NorthSTAR service area and the barriers associated with those gaps.														14 respondents felt a gap is limits on the length of time in services. 9 respondents felt authorization problems is another gap. 7 respondent felt housing is a service gap. The barriers indicated were funding limits (15 respondents), time limits on services (6 respondents), and medication approval problems (6 respondents). There were 69 responses to the gaps and 53 responses to
Q7 - What other services do you think are missing and/or need to be expanded in the NorthSTAR service area	Family Counseling = 100% Services for the elderly =	Longer stays in treatment = 100% Housing = 82.4%	Skills training = 90.9% Housing & longer stays in	Transportation to Appts = 66.7% Services for the elderly,	There was only 1 respondent and they	There was only 1 respondent and they	Longer stays in treatment = 83.3%	Family Counseling = 100% Transportation to Appts =	Longer stays in treatment = 81.8%	Longer stays in treatment = 100% Housing = 92.3%	Transportation to Appts = 100%	There was only 1 respondent and they		As a whole, longer stays in treatment was the service most identified at 80.48%. Housing = 68.29%, Family Counseling = 63.41%, Skilling Training = 56.09%, Transportation to Appts = 53.65%
Q8 - The following questions relate to the respondents overall satisfaction with ValueOptions in the														
Q8a - Your ability to provide services to NorthSTAR consumers	Excellent/Very Good = 0% Good = 87.5% Poor/Very	Excellent/Very Good = 23.5% Good = 70.6%	Excellent/Very Good = 41.7% Good = 33.3%	Excellent/Very Good = 50% Good = 33.3% Poor/Very	Poor/Very Poor = 100% **Note there was only 1	Poor/Very Poor = 100% **Note there was only 1	Excellent/Very Good = 0% Good = 66.7% Poor/Very	Excellent/Very Good = 25% Good = 62.5% Poor/Very	Excellent/Very Good = 33.3% Good = 50%	Excellent/Very Good = 15.4% Good = 76.9%	Excellent/Very Good = 100%	Good = 100%		As a whole, 27.3% of respondents feel their ability to provide services to NorthSTAR consumer is excellent/very good, 56.8% feel it is good, and 15.9% feel it is poor/very poor. There were 44 respondents to this question
Q8b - Your ability to be a participating provider in the NorthSTAR system	Excellent/Very Good = 12.5% Good = 75% Poor/Very Poor = 12.5%	Excellent/Very Good = 29.4% Good = 64.7% Poor/Very Poor = 5.9%	Excellent/Very Good = 58.3% Good = 25% Poor/Very Poor = 16.7%	Excellent/Very Good = 50% Good = 50%	Good = 100%	Excellent/Very Good = 100%	Excellent/Very Good = 0% Good = 66.7% Poor/Very Poor = 33.3%	Excellent/Very Good = 37.5% Good = 50% Poor/Very Poor = 12.5%	Excellent/Very Good = 33.3% Good = 58.3% Poor/Very Poor = 8.3%	Excellent/Very Good = 30.8% Good = 61.5% Poor/Very Poor = 7.7%	Excellent/Very Good = 100%	Excellent/Very Good = 100%		As a whole, 36.4% of respondents feel their ability to be a participating provider in the NS system is excellent/very good, 54.5% feel it is good, and 9.1% feel it is poor/very poor. There were 44 respondents to this question.
Q8c - Customer service, such as filing a complaint/appeals, obtaining info, rate of response, etc	Excellent/Very Good = 0% Good = 62.5% Poor/Very	Excellent/Very Good = 6.7% Good = 53.3%	Excellent/Very Good = 41.7% Good = 41.7%	Excellent/Very Good = 66.7% Good = 16.7% Poor/Very	Good = 100%	Poor/Very Poor = 100%	Good = 33.3% Poor/Very Poor = 66.7%	Excellent/Very Good = 37.5% Good = 37.5% Poor/Very Poor = 25%	Excellent/Very Good = 18.2% Good = 54.5%	Excellent/Very Good = 8.3% Good = 66.7%	Excellent/Very Good = 100%	Excellent/Very Good = 100%		As a whole, 23.8% of respondents feel VO's customer service is excellent/very good, 47.6% feel it is good, and 28.6% feel it is poor/very poor. There were 42 respondents to this question.

Q9 - Please indicate THREE strengths of VO and THREE weaknesses of VO													6 respondents felt timeliness of response was a strength. 5 respondents felt ability to provide a variety of services, customer service, medications, and substance abuse services were all strengths of VO. There were 55 strengths listed. 11 respondent felt length of stay problems was a weakness of VO. 8 respondents felt VO was slow to authorize services was a weakness. 6 respondents felt limited services was a weakness. There were 66 weaknesses listed.
Q10 - Please indicate what the role of NTBHA is													7 respondents felt NTBHA was to oversee the mental health/substance abuse services. 4 felt NTBHA monitors the insurance for indigent members, and 4 did not know what NTBHA was. 3 felt NTBHA was to oversee the funding. There were 28 items listed.
Q11 - please indicate what you think the role of NTBHA should be													5 felt NTBHA should oversee the mental health and substance abuse services. 4 felt NTBHA should ensure consumers are treated well and get necessary services. 3 felt NTBHA should acquire more funding for NorthSTAR and 3 also felt NTBHA should evaluate the health care needs of the indigent. There were 26 items listed.
Q12 - Please indicate your overall satisfaction with NTBHA	Excellent/ Very Good = 0% Poor/ Very Poor = 50%	Excellent/ Very Good = 20% Good = 60% Poor/ Very Poor = 20%	Excellent/ Very Good = 16.7% Good = 50% Poor/ Very Poor = 33.3%	Excellent/ Very Good = 60% Good = 20% Poor/ Very Poor = 20%		Poor/ Very Poor = 100%	Good = 100%	Excellent/ Very Good = 25% Good = 75%	Excellent/ Very Good = 0% Poor/ Very Poor = 57.1% 42.9%	Excellent/ Very Good = 16.7% Good = 50% Poor/ Very Poor = 16.7%		Good = 100%	As a whole, 24% of respondents feel NTBHA is excellent/very good, 48% feel NTBHA is good, and 28% feel NTBHA is poor/very poor. There were 25 respondents to this question. The response rate was much lower on this question than others, which seems to be due to Providers not knowing who NTBHA is.

<p>Q13 - Please indicate THREE strengths of NTBHA and THREE weaknesses of NTBHA</p>													<p>3 respondents felt services and coordination was a strength of NTBHA. 3 respondents felt availability and access to the community was another strength. There were 19 strengths listed to this question. 5 respondent felt they didn't know. 2 respondents felt the lack of authority over VO is a weakness. The following responses were all indicated once: problems with board members, not enough money, and not enough interaction with clinicians. There were 11 weaknesses listed.</p>

	DIAGNOSIS			AGE						COLLIN	DALLAS
	MH	CD	DUAL	18 AND YOUNGER	19-24	25-34	35-44	45-54	55 AND OLDER		
Demographic of respondents (number count)	345	169	228	33	99	214	167	193	73	121	581
Q1 - In the past 6 months, what services have you or your family member received?	med mgmt = 51.8% Individual counseling = 36.5%	IOP = 39.1% outpatient CD services = 34.2%	med mgmt = 51.4% individual counseling = 41.7%	individual counseling = 35.5% case mgmt & med mgmt = 32.3% each	IOP = 43% outpatient CD services = 30.1%	med mgmt = 37.4% individual counseling = 32.6%	med mgmt = 43% individual counseling = 35.6%	med mgmt = 50.3% case mgmt = 37.4%	med mgmt = 59% individual counseling = 45.9%	IOP = 62.9% med mgmt = 37.9%	med mgmt = 40.4% individual counseling = 35.7%
Q2 - In the past 6 months, what services have you or your family member needed, but could not get?	individual counseling = 26.6% housing = 24.5%	housing = 22.9% detox services = 15.2%	housing = 40.7% family counseling = 18.6%	family counseling = 23.5%	housing = 26.2%	housing = 35.3%	housing = 26.6%	housing = 32%	med mgmt = 26.5% home visits = 23.5%	housing = 29.3% med mgmt = 20.7%	housing = 30.3%
Q3 - Please indicate what problems you had causing your inability to receive services	No transportation = 50%	No transportation = 60.3%	No transportation = 63.4%	No transportation & appt not available when needed = 38.5% each	No transportation = 41.5%	No transportation = 60%	No transportation = 59%	No transportation = 60.2%	No transportation = 48% service not available = 44%	No transportation = 56.4%	No transportation = 57%

Q4 - currently, are you or your family member receiving all the services you think are needed?	Yes = 57.7%	Yes = 58%	Yes = 51.3%	Yes = 75.8%	Yes = 70.7%	Yes = 51.4%	Yes = 50.9%	Yes = 51.3%	Yes = 60.3%	Yes = 64.5%	Yes = 54.7%
Q5 - What other services do you think are missing and/or need to be expanded in the NorthSTAR service area?	Transportation = 38.8% Housing = 30.6%	Work assistance and support = 33.3%	Housing = 47.8% transportation = 42.3%	Peer services = 47.1% skills training = 41.2%	Housing = 39.3% transportation = 32.8%	Housing = 37.7% work assistance = 37%	transportation = 44.3% housing = 36.5%	transportation = 40.5% housing = 36.6%	transportation = 33.3% mental health svc for the elderly & housing = 30.8% each	housing = 43.5% work assistance = 31.9%	transportation = 40.3% housing = 37.2%
Questions 6-9 were answered with agree, neither agree/disagree, and disagree											
Q6 - I was given information about my or my family member's illness	Agree = 78.5%	Agree = 71.5%	Agree = 67.3%	The total across all age ranges was 72.7% agree, 15.4% were neutral, and 11.9% disagreed with this statement						The total across all	

Q7 - I was given information about my or my family member's treatment choices	Agree = 74.6%	Agree = 73.2%	Agree = 65.3%	The total across all age ranges was 70.7% agree, 16.6% were neutral, and 12.8% disagreed with this statement						The total across all cou	
Q8 - I felt included in my or my family member's treatment plan	Agree = 77.1%	Agree = 73.9%	Agree = 72.7%	The total across all age ranges was 74.7% agree, 14.2% were neutral, and 11.1% disagreed with this statement						The total across all	
Q9 - I feel I am or my family member is getting better	Agree = 61.8%	Agree = 80.1%	Agree = 77.9%	The total across all age ranges was 70.7% agree, 18.1% were neutral, and 11.1% disagreed with this statement						The total across all	
Questions 10a - 10g were answered with satisfied, neutral, and dissatisfied											
Q10a - please indicate your overall satisfaction with appointment availability	Satisfied = 58.2%	Satisfied = 55.5%	Satisfied = 57.4%	The total across all age ranges was 57% were satisfied, 13.1% were neutral, and 11.9% were dissatisfied with appt availability						The total across all cou are dissatisfied with 50% satisfied with satis	

Q10b - please indicate your overall satisfaction with services received	Satisfied = 63.5%	Satisfied = 61.6%	Satisfied = 67.7%	The total across all age ranges was 63.8% were satisfied, 30.2% were neutral, and 6% were dissatisfied with services received	The total across all cou were dissatisfied with : for services received w
Q10c - please indicate your overall satisfaction with the doctor chosen	Satisfied = 64.4%	Satisfied = 50.8%	Satisfied = 56.3%	The total across all age ranges was 59.2% were satisfied, 31.5% were neutral, and 9.3% were dissatisfied with their doctor	The total across all cou were dissatisfied with doctor chosen was K
Q10d - please indicate your overall satisfaction with the clinic/doctor's office	Satisfied = 60%	Satisfied = 49.3%	Satisfied = 61.7%	The total across all age ranges was 57.9% were satisfied, 33.4% were neutral, and 8.7% were dissatisfied with their clinic/doctor's office	The total across all cou were dissatisfied withl satisfaction for clinic lowest sat
Q10e - please indicate your overall satisfaction with ValueOptions customer service	Satisfied = 58.1%	Satisfied = 55.2%	Satisfied = 52.3%	The total across all age ranges was 55.4% were satisfied, 34.9% were neutral, and 9.7% were dissatisfied with VO customer service.	The total across all cou w
Q10f - please indicate your overall satisfaction with the choice of medications	Satisfied = 50.6	Neutral = 46.5%, Satisfied = 44.9%	Satisfied = 50.3%	The total across all age ranges was 49.2% were satisfied, 39.5% were neutral, and 11.3% were dissatisfied with the choice of medications. ***18 and younger had the highest satisfaction of choice of meds at 67.9%	The total across all cou were

Q10g - please indicate your overall satisfaction with NorthSTAR	Satisfied = 62.6%	Satisfied = 67.7%	Satisfied = 66.2%	Satisfied = 71%	Satisfied = 66%	Satisfied = 64.4%	Satisfied = 61.1%	Satisfied = 62.3%	Satisfied = 73.8%	Satisfied = 79.5%	Satisfied = 60.7%
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COUNTY OF RESIDENCE					EDUCATION					HOW FAR	
ELLIS	HUNT	KAUFMAN	NAVARRO	ROCKWALL	SOME HIGH SCHOOL	HIGH SCHOOL OR GED	SOME COLLEGE	COLLEGE DEGREE	OTHER SKILLED TRADE	LESS THAN 5 MILES	6-10 MILES
9	33	13	0	5	151	229	223	91	58	145	232
med mgmt = 62.5%	med mgmt = 62.5%	individual counseling = 46.2% med mgmt & case mgmt = 30.8% each	0%	inpatient CD treatment = 80% group counseling = 60%							
individual counseling = 75%	med mgmt = 30%	family counseling = 42.9%	0%	0%	housing = 34%	housing = 28.6%	housing & individual counseling = 25.9% each	housing = 27.5%	housing = 35.1%	housing = 30.6%	housing = 32.8%
No transportation & Service not available = 50% each	No transportation = 38.5%	No transportation = 100%	0%	No transportation = 66.7%						No transportation = 55.6%	No transportation = 57.1%

No = 55.6%	Yes = 63.6%	No = 61.5%	0%	No = 60%							Yes = 69%	Yes = 50.4%
skills training = 83.3%	work assistance = 34.6%	school based programs, jail diversion, CD/MH education, and family counseling = 55.6% each	0%	0%	transportation = 41.2%	housing = 32.5%	housing = 44.1%	transportation = 51.9%	transportation = 50%	transportation = 37.4%	housing = 36.3%	housing = 41.3%
family counseling & transportation = 66.7% each	skills training, 23-hour clinics, transportation = 30.8% each											
counties was 72.6% agree, 15.8% were neutral, and 11.6% disagree with this statement					The total across all education levels was 72% agree, 16.2% were neutral, and 11.6% disagree with this statement					The total across all dist neutral, and		

<p>counties was 70.4% agree, 17% were neutral, and 12.6% disagree with this statement</p>	<p>The total across all education levels was 70.2% agree, 17.1% were neutral, and 12.7% disagree with this statement</p>	<p>The total across all districts was 70.2% agree, 17.1% were neutral, and 12.7% disagree with this statement</p>
<p>counties was 74.7% agree, 14.6% were neutral, and 10.7% disagree with this statement</p>	<p>The total across all education levels was 74.1% agree, 14.9% were neutral, and 11% disagree with this statement</p>	<p>The total across all districts was 74.1% agree, 14.9% were neutral, and 11% disagree with this statement</p>
<p>counties was 70.1% agree, 18.6% were neutral, and 11.2% disagree with this statement</p>	<p>The total across all education levels was 70.5% agree, 18.8% were neutral, and 10.7% disagree with this statement</p>	<p>The total across all districts was 70.5% agree, 18.8% were neutral, and 10.7% disagree with this statement</p>
<p>Counties: 56.6% satisfied, 31.2% neutral, 12.1% dissatisfied</p>	<p>The total across all education levels was 56.6% satisfied, 31.5% neutral, and 11.9% were dissatisfied with appt availability</p>	<p>The total across all districts was 56.6% satisfied, 31.5% neutral, and 11.9% were dissatisfied with appt availability</p>
<p>Counties: 56.6% are satisfied, 31.2% were neutral, and 12.1% were dissatisfied with appt availability ***The only county to not have more than 50% satisfied with appt availability was Ellis County, which were only 33.3% satisfied, 44.4% neutral, and 22.2% dissatisfied.</p>	<p>The total across all education levels was 56.6% were satisfied, 31.5% were neutral, and 11.9% were dissatisfied with appt availability</p>	<p>The total across all districts was 56.6% were satisfied, 31.5% were neutral, and 11.9% were dissatisfied with appt availability</p>

<p>nties was 63.9% were satisfied, 30.5% were neutral, and 5.7% services received ***The County with the highest satisfaction was Collin County at 83.0% whereas the lowest satisfaction for services received was Ellis at 50%.</p>	<p>The total across all education levels was 63.6%% were satisfied, 30.8% were neutral, and 5.6% were dissatisfied with services received</p>	<p>The total across all d 30.2% were neutra</p>
<p>unties was 59.4% were satisfied, 31.5% were neutral, and 9% their doctor ***The County with the highest satisfaction for Kaufman County at 91.7% whereas the lowest satisfaction for doctor chosen was Ellis at 50%.</p>	<p>The total across all education levels was 58.6%% were satisfied, 32.6% were neutral, and 8.8% were dissatisfied with their doctor</p>	<p>The total across all d 31.8% were neutral, ;</p>
<p>nties was 58.8% were satisfied, 32.8% were neutral, and 8.4% h their clinic/doctor's office ***The County with the highest ;/doctor's office was Kaufman County at 91.7% whereas the isfaction for clinic/doctor's office was Ellis at 50%.</p>	<p>The total across all education levels was 57.6%% were satisfied, 34.1% were neutral, and 8.3% were dissatisfied with their clinic/doctor's office</p>	<p>The total across all d 33.1% were neutr clinic/doctor's off clinic/doctor's office w</p>
<p>nties was 55.8% were satisfied, 34.6% were neutral, and 9.6% ere dissatisfied with VO customer service</p>	<p>The total across all education levels was 55.4%% were satisfied, 35.4% were neutral, and 9.2% were dissatisfied with VO customer service</p>	<p>The total across all d 34.6% were neutral, a</p>
<p>nties was 49.1% were satisfied, 39.9% were neutral, and 11% e dissatisfied with the choice of medications.</p>	<p>The total across all education levels was 49%% were satisfied, 40% were neutral, and 11% were dissatisfied with the choice of medications.</p>	<p>The total across all d 39.6% were neutral, a</p>

Satisfied = 57.1%	Satisfied = 66.7%	Satisfied = 83.3%	0%	Satisfied = 80%	Satisfied = 61.8%	Satisfied = 67.1%	Satisfied = 63.4%	Satisfied = 65.9%	Satisfied = 65.5%	Satisfied = 66.2%	Satisfied = 68.2%
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MILES TRAVELED FOR APPT TODAY				Aggregate Data	CONCLUSIONS
11-20 MILES	21-30 MILES	31-40 MILES	MORE THAN 40 MILES		
204	107	48	37		
				22 respondents wrote in they received Dr. Visits and/or meds	The service most received was medication management followed by individual counseling and intensive outpatient services.
housing = 26.4%	individual counseling = 26.2% housing = 24.6%	individual counseling = 21.9%	housing = 37% inpatient substance abuse treatment = 29.6%	8 respondents felt they are receiving all the services that they need	The service that most consumers identified as needing, but couldn't get was housing followed by individual counseling.
No transportation = 59.3%	No transportation = 52.8%	No transportation = 39.1%	No transportation = 81%	14 respondents felt they were unaware of services available	The barriers consumers contributed to not being able to receive the needed service was no transportation followed by the service simply not being available.

Yes = 55.9%	Yes = 57.9%	Yes = 50% No = 50%	NO = 51.4%		As a whole, 55.8% of all consumers who responded do feel they are receiving all the services they think are needed. There were 742 respondents to this question.
transportation = 40.9%	medication = 35.7%	school based programs & housing = 39.4% each	housing = 58.1%	11 respondents felt medication coverage and availability are missing services.	The services that most consumers felt were missing or needed to be expanded within NorthSTAR was transportation followed by housing and work assistance.
distances traveled was 72.6% agree, 15.5% were disagree and 12% disagree with this statement					As a whole, 73.4% of all consumers who responded do feel they were provided information about their or their family member's illness. There were 711 respondents to this question.

<p>stances traveled was 70.9% agree, 16.5% were 12.6% disagree with this statement</p>		<p>As a whole, 71.4% of all consumers who responded do feel they were given information about their or their family member's treatment plan choices. There were 713 respondents to this question.</p>				
<p>stances traveled was 74.9% agree, 14% were 11.1% disagree with this statement</p>		<p>As a whole, 75% of all consumers who responded do feel they were included in their or their family member's treatment plan. There were 696 respondents to this</p>				
<p>stances traveled was 70.3% agree, 18.6% were 11.1% disagree with this statement</p>		<p>As a whole, 71% of all consumers who responded do feel they or their family member is getting better. There were 715 respondents to this question.</p>				
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<p>stances traveled was 57.4% were satisfied, al, and 11.7% were dissatisfied with appt availability</p>		<p>As a whole, 57.3% of all consumers who responded are satisfied with their appointment availability. There were 717 respondents to this question.</p>				

<p>instances traveled was 64.1% were satisfied, 1, and 5.7% were dissatisfied with services received.</p>		<p>As a whole, 64.4% of all consumers who responded are satisfied with the services they received. There were 710 respondents to this question.</p>
<p>instances traveled was 59.4% were satisfied, and 8.7% were dissatisfied with their doctor</p>		<p>As a whole, 59.2% of all consumers who responded are satisfied with their doctor. There were 640 respondents to this question.</p>
<p>instances traveled was 58.7% were satisfied, al, and 8.1% were dissatisfied with their ervice ***The lowest satisfaction for their was for consumers that had to travel 40 miles or more to get there.</p>		<p>As a whole, 58.2% of all consumers who responded are satisfied with their clinic/doctor's office. There were 673 respondents to this question.</p>
<p>instances traveled was 55.9% were satisfied, and 9.5% were dissatisfied with VO customer service</p>		<p>As a whole, 55.7% of all consumers who responded are satisfied with ValueOptions customer service. There were 643 respondents to this question.</p>
<p>instances traveled was 49.3% were satisfied, and 11.1% were dissatisfied with the choice of medications</p>		<p>As a whole, 49.4% of all consumers who responded are satisfied with their choice of medications. There were 624 respondents to this question.</p>

Satisfied = 65.4%	Satisfied = 57.6%	Satisfied = 64.3%	Satisfied = 60.6%		As a whole, 64.9% of all consumers who responded are satisfied with NorthSTAR. There were 687 respondents to this question.
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	Stakeholder/Advocate Results by County							
	Collin	Dalla	Ellis	Hunt	Kaufman	Navarro	Rockwall	Not Indicated
Demographic of respondents (number count)	1	6	0	8	7	1	0	9
Q1 - The NorthSTAR system offers a wide range of services	78.1% of respondents feel the NorthSTAR system does offer a wide range of services. 15.6% are neutral and 6.3% of respondent disagrees with this statement.							
Q2 - NorthSTAR services match consumer needs	78.1% of respondent feel the services offered do match consumer need. 12.5% are neutral and 9.4% disagree with this statement.							
Q3 Please indicate your overall satisfaction with the NS system	51.6% of respondents feel NorthSTAR is either excellent or very good. 41.9% of respondent feel NorthSTAR is good. 6.5% of respondents feel NorthSTAR is either poor or very poor.							
Q4 - What are the top THREE services that are currently offered within NorthSTAR that MUST be continued	The top three services indicated by respondents that needed to be continued within the NorthSTAR system is medications (9 respondents), cousneling (8 respondents), and other doctor services and medication management/education with 5 respondents each.							

<p>Q5 - What are the top THREE gaps in services in the NorthSTAR service area and the barriers associated</p>	<p>The top three gaps identified most by respondents were housing (4 respondents) and counseling (3 respondents). There were 5 other services indicated with 2 respondents each. Funding was the most indicated barrier associated with the gaps with 6 respondents. Parents were also indicated as a barrier with 3 respondents.</p>
<p>Q6 - What other services do you think are missing and/or need to be expanded in the NorthSTAR service area</p>	<p>45% identified family counseling. 40% identified residential youth programs. 35% indicated school based programs, in-home and family supports, and longer stays in treatment.</p>
<p>Q7 - Please indicate your overall satisfaction with the NorthSTAR providers you use.</p>	<p>51.6% of respondents feel the NorthSTAR providers they deal with are either excellent or very good. 45.2% feel their providers are good while 3.2% feel their providers are poor or very poor. Only 1 Hunt County respondent chose poor or very poor.</p>
<p>Q8 - NorthSTAR service providers are responsive to my concerns</p>	<p>61.3% of respondents strongly agree or agree with this statement. 29% of respondents feel neutral about this statement. 9.7% of respondents disagree or strongly disagree with this statement.</p>
<p>Q9 - I believe I understand the role/limitations of NorthSTAR service providers (related to consumer care)</p>	<p>67.7% of respondents strongly agree or agree with this statement. 22.6% of respondents feel neutral about this statement. 9.7% of respondents disagree or strongly disagree with this statement.</p>
<p>Q10 - I believe NorthSTAR service providers understand my role/limitations</p>	<p>57.1% of respondents strongly agree or agree with this statement. 28.6% of respondents feel neutral about this statement. 14.3% of respondents disagree or strongly disagree with this statement.</p>
<p>Q11 - I believe consumers understand my role/limitations (related to</p>	<p>59.3% of respondents strongly agree or agree with this statement. 29.6% of respondent feel neutral. 11.1% of respondents disagree or strongly disagree with this statement.</p>

Q12 -Please indicate THREE strengths of NorthSTAR service	Availability was the most indicated strength followed by good customer service, staff, and helping families/children.
Q13 - Please indicate THREE weaknesses of NorthSTAR service providers	Not enough staff or being underpaid was the main weakness indicated followed by medication issues.
Q14	There was no question 14 on this survey.
Q15 - Please indicate what the role of NTBHA is	NTBHA's role was indicated as being helping families/children, helping with behavior problems, or didn't know.
Q16 - Please indicate what the role of NTBHA should be.	NTBHA's role was indicated as needing to be providing information followed by don't know.
Q17 - Please indicate your overall satisfaction with NTBHA	46.7% of respondents feel NTBHA is either excellent or very good. 46.7% feel NTBHA is good. 6.7% feel NTBHA is either poor or very poor.
Q18 - Please indicate THREE strengths of NTBHA and THREE weaknesses of	NTBHA's strengths were indicated as being good customer service, providing services, providing community resources, and availability. NTBHA's weaknesses were indicated as funding limitations, more services needed, be more open to clinician/consumer suggestions, and guidelines are too strict.