In 2018 the Kentucky Cabinet for Health and Family Services (CHFS), Department for Behavioral Health, Development and Intellectual Disabilities (BHDID) conducted this survey to evaluate satisfaction of services delivered at Kentucky’s Community Mental Health Centers (CMHCs).
Introduction

This document was created as a result of collaboration between two key entities:

- The Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (DBHDID) and
- The Community Mental Health Centers (CMHCs)

Purpose

The purpose of this document is to evaluate the satisfaction of services delivered by the Community Mental Health Centers (CMHCs) from the consumer’s perspective. The source of information reported in this document is aggregated results of a survey.

Why This Survey?

The Mental Health Statistics Improvement Program (MHSIP) survey was developed and validated at a national level in part to promulgate data standards that allow for valid results that better inform policy and decisions. The MHSIP adult survey is designed as the primary tool to evaluate and include the clients’ perspectives of public mental health services they have received.

Appropriate Use of These Survey Results

The results of this survey are intended to express the aggregated data of respondents’ perception of care. This booklet represents the perceptions of a sample of CMHC clients who are actively receiving outpatient services during the time of the survey implementation. The results are not intended to be interpreted as the opinion of all CMHC clients of services received.
This output report includes results about the survey’s seven core domains:

<table>
<thead>
<tr>
<th>Domain</th>
<th>Primary Concerns Related to the Domain</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Satisfaction</td>
<td>Services were, overall, satisfactory and preferable to other choices</td>
</tr>
<tr>
<td>Access to Services</td>
<td>Staff availability, the range of service options, and how quickly and conveniently services were received</td>
</tr>
<tr>
<td>Cultural Sensitivity</td>
<td>Cultural and linguistic access and whether services promoted recovery and continuity of care</td>
</tr>
<tr>
<td>Participation in Treatment Planning</td>
<td>Clients’ participation in planning services. For example, whether the patient, not staff, decided treatment goals</td>
</tr>
<tr>
<td>Outcomes</td>
<td>Services provided patients with positive changes in areas for which treatment was sought and minimal negative outcomes.</td>
</tr>
<tr>
<td>Social Connectedness</td>
<td>Services contributed to improving natural supports which come from family or friends</td>
</tr>
<tr>
<td>Functioning</td>
<td>There was a positive effect on independent community living and decreasing distress caused by symptoms</td>
</tr>
</tbody>
</table>
State Mental Health Authority

The Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities (DBHDID) is identified by Kentucky Revised Statute (KRS) 194.030 as the primary state agency for developing and administering programs for the prevention, detection, and treatment of mental health, developmental, intellectual disabilities, and substance use disorders.

DBHDID Website: [http://dbhdid.ky.gov/](http://dbhdid.ky.gov/)

Regional Community Programs

Kentucky is divided into fourteen geographic regions for the purposes of planning and providing publicly funded community mental health services. For each region a Regional Board for Mental Health or Individuals with an Intellectual Disability has been established pursuant to KRS 210.370-210.480 as the planning authority for community mental health programs in the region.
Pennyroyal Center is a comprehensive Community Mental Health Center providing services for Mental Health, Intellectual and Developmental Disabilities and Substance Abuse. Pennyroyal Center has four full service clinics located in Hopkinsville, Madisonville, Greenville and Princeton.

The mission of the Pennyroyal Center is to improve the quality of life for the citizens of this region by planning for and providing services for persons with mental illness, intellectual or developmental disabilities and substance abuse.

The Pennyroyal Center was founded in 1967, but the roots go much deeper. In the 1940’s Hopkinsville business man Frank Yost and his wife Ruth took a keen interest in improving care for patients at Western State Hospital. Mrs. Yost helped create many new programs at the hospital including a beauty and barber shop and other services. But they also realized that there was a huge gap in mental health services within their community. In the mid 1950’s the Yosts helped create a community mental health clinic which was featured on a live CBS telecast by Edward R. Murrow.

In the 1960’s Kentucky became a leading state in creating a statewide network of community mental health centers. The Pennyroyal Center was a result of those efforts and continues in its mission today of providing and planning for services to help the residents of its region in the areas of mental health, substance abuse and intellectual and developmental disabilities.
Caldwell, Christian, Crittenden, Hopkins, Lyon, Muhlenberg, Todd, Trigg

**Services**

Mental Health Care: Individual Therapy, Group Therapy, Family Counseling, Children’s Services, Marital Counseling, Case Management, Therapeutic Rehabilitation Program, Interagency Mobilization for Progress in Adolescent and Children’s Treatment (IMPACT), DIVERTS, Therapeutic Foster Care, School Services, Divorcing Parents Workshop, Prevention Services, Domestic Violence, Anger Management, Employee Assistance Program (EAP) Services.

Substance Abuse Programs: Regional Prevention Center, Trilogy Center for Women, Jail Treatment Programs, DUI Assessment and Treatment, Outpatient Treatment.


**Links**

Website: [www.pennyroyalcenter.org](http://www.pennyroyalcenter.org)
Methodology

The survey was implemented at outpatient clinics operated by the CMHCs. During each summer staff made the survey available to people who arrived for outpatient appointments at selected clinics. Completing the survey was voluntary and had no implications on appointments or services provided.

Survey Penetration Rate

Survey Penetration

<table>
<thead>
<tr>
<th>Table 1. Pennyroyal Survey Penetration Rate in State Fiscal Year 2018 (July 1, 2017 - June 30, 2018)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Adults (Age 18 &amp; Above) Served</td>
</tr>
<tr>
<td>Number of Surveys Returned</td>
</tr>
<tr>
<td>Survey Penetration Rate</td>
</tr>
</tbody>
</table>

During state fiscal year 2018, 9,583 Mental Health (MH) adult clients visited Pennyroyal. Four hundred seventy-nine adult clients participated in the survey in Pennyroyal, resulting in a 5% penetration rate. (Table 1)
Adult Clients’ Demographic Characteristics

The demographic profile of MH adult clients in Pennyroyal in 2018 is presented below. In this report, adult respondents’ demographic characteristics are presented on gender and race.

**Gender**

<table>
<thead>
<tr>
<th>Table 2. Gender of Adult Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
</tr>
<tr>
<td>Female</td>
</tr>
<tr>
<td><strong>Total</strong></td>
</tr>
</tbody>
</table>

As Table 2 indicates, female respondents outnumber male respondents.

**Race**

<table>
<thead>
<tr>
<th>Table 3. Race of Adult Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Indian /Alaska Native</td>
</tr>
<tr>
<td>Asian</td>
</tr>
<tr>
<td>Black (African-American)</td>
</tr>
<tr>
<td>Hispanic</td>
</tr>
<tr>
<td>Native Hawaiian / Other Pacific Islander</td>
</tr>
<tr>
<td>White (Caucasian)</td>
</tr>
<tr>
<td>Other</td>
</tr>
<tr>
<td><strong>Total</strong></td>
</tr>
</tbody>
</table>

The majority of adult respondents are White (Caucasian) (78%) while 3% of respondents report being of Hispanic descent.
Table 5.

<table>
<thead>
<tr>
<th>Percent Positive Reporting</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Satisfaction</td>
<td>91</td>
<td>89</td>
<td>91</td>
<td>89</td>
</tr>
<tr>
<td>Access to Services</td>
<td>87</td>
<td>85</td>
<td>90</td>
<td>85</td>
</tr>
<tr>
<td>Cultural Sensitivity</td>
<td>90</td>
<td>89</td>
<td>93</td>
<td>89</td>
</tr>
<tr>
<td>Participation in Treatment Planning</td>
<td>87</td>
<td>80</td>
<td>92</td>
<td>80</td>
</tr>
<tr>
<td>Outcomes</td>
<td>69</td>
<td>70</td>
<td>74</td>
<td>70</td>
</tr>
<tr>
<td>Social Connectedness</td>
<td>75</td>
<td>69</td>
<td>80</td>
<td>71</td>
</tr>
<tr>
<td>Functioning</td>
<td>73</td>
<td>70</td>
<td>74</td>
<td>72</td>
</tr>
</tbody>
</table>
Primary Concerns
• Provide Satisfaction
• Service Preferences and Satisfaction

By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.
About 91% of respondents positively indicated that they liked the services that they received from the CMHC in 2018.

This is a 1% decrease from 2017.
All Region Totals

% Positive Response

Pennyroyal 91
Four Rivers
River Valley
LifeSkills
Communicare
Centerstone
NorthKey
Comprehend
Pathways MH
Pathways SA
Mountain River
Kennedy River
Cumberland River
Adanta
Bluegrass
Statewide
About 84% of respondents positively indicated that they would still get services here if they had other choices in 2018. This is a 1% decrease from 2017.
All Region Totals

% Positive Response

- Pennyroyal
- Four Rivers
- Life Skills
- Communicare
- Centerstone
- NorthKey
- Comprehend
- Pathways MH
- Pathways SA
- Mountain River
- Cumberland River
- Adanta
- Bluegrass
- Statewide

84
About 88% of respondents positively indicated that they would recommend this agency to friends or family in 2018. This is a 1% decrease from 2017.
All Region Totals

% Positive Response

Pennyroyal 88
Four Rivers
River Valley
LifeSkills
Communication
Centerstone
NorthKey
Comprehend
Pathways MH
Pathways SA
Mountain River
Kennedy River
Cumberland River
Adanta
Bluegrass
Statewide
GENERAL SATISFACTION

Comparison by Site Code
Primary Concerns

- Quick and Convenient Entry into Services
- A Full Range of Service Options
- Staff Availability

By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.
About 86% of respondents positively indicated that the location of services (parking, public transportation, distance, etc.) was convenient in 2018. This is a 1% increase from 2017.
All Region Totals

% Positive Response

Pennyroyal 86
Four Rivers
River Valley
LifeSkills
Communicare
Centerstone
NorthKey
Comprehend
Pathways MH
Pathways SA
Mountain River
Kennedy River
Cumberland River
Adanta
Bluegrass
Statewide
About 90% of respondents positively indicated that staff were willing to see them as often as they felt necessary in 2018. This is a 1% increase from 2017.
About 82% of respondents positively indicated that staff returned their call within 24 hours in 2018.

This is a 6% decrease from 2017.
About 89% of respondents positively indicated that services were available at times that were good for them in 2018.

This is a 1% decrease from 2017.
About 87% of respondents positively indicated that they were able to get all the services they felt necessary in 2018.

This is a 3% decrease from 2017.
About 81% of respondents positively indicated that they were able to see a psychiatrist when they wanted to in 2018.

This is a 1% decrease from 2017.
ACCESS TO SERVICES

Comparison by Site Code

![Bar chart showing % Positive Response over years]

- 2017: 80%
- 2020: 80%
- 2021: 100%
- 2166: 100%
CULTURAL SENSITIVITY

Overview

Primary Concerns

- Voluntary Participation in Services
- Services That Promote Recovery
- Services That Maximize Continuity of Care
- Cultural and Linguistic Access

![Chart showing % Positive Response]

<table>
<thead>
<tr>
<th>Domain</th>
<th>Score (1 to 5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Satisfaction</td>
<td>4.38</td>
</tr>
<tr>
<td>Access to Services</td>
<td>4.31</td>
</tr>
<tr>
<td>Cultural Sensitivity</td>
<td>4.32</td>
</tr>
<tr>
<td>Participation in Treatment Planning</td>
<td>4.32</td>
</tr>
<tr>
<td>Outcomes</td>
<td>3.87</td>
</tr>
<tr>
<td>Social Connectedness</td>
<td>3.98</td>
</tr>
<tr>
<td>Functioning</td>
<td>3.93</td>
</tr>
</tbody>
</table>

By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.
About 88% of respondents positively indicated that staff believed that the respondent can grow, change, and recover in 2018.

This is a 3% decrease from 2017.
All Region Totals

% Positive Response

Pennyroyal 88
Four Rivers
River Valley
Life Skills
Communication
Centers
North Key
Compensate
Pathways MH
Pathways SA
Mount Information
Kennedy River
Cumberland River
Adana
Bluegrass
Statewide
About 83% of respondents positively indicated that they felt free to complain in 2018.

This is a 6% decrease from 2017.
About 87% of respondents positively indicated that they were given information about their rights in 2018.

This is a 7% decrease from 2017.
All Region Totals

% Positive Response
About 86% of respondents positively indicated that staff encouraged them to take responsibility for their lives in 2018.

This is a 7% decrease from 2017.
All Region Totals

% Positive Response

Pennyroyal
Four Rivers
River Valley
LifeSkills
Centerstone
NorthKey
Comprehend
Pathways MH
Pathways SA
Mountain River
Kennedy River
Cumberland River
Adair
Bluegrass
Statewide

86
About 85% of respondents positively indicated that staff told them what side effects to watch out for in 2018.

This is a 6% decrease from 2017.
About 93% of respondents positively indicated that staff respected their wishes with recipients of their information in 2018.

This is about the same as 2017.
About 87% of respondents positively indicated that staff were sensitive to their cultural background in 2018.

This is about the same as 2017.
All Region Totals

% Positive Response

Pennyroyal, Four Rivers, Lifeskills, Communicare, Centerstone, NorthKey, Comprehend, Pathways MH, Pathways SA, Mountain River, Cumberland River, Adanta, Bluegrass, Statewide

87
Staff Helped Me to Obtain the Information I Needed so That I Could Take Charge of Managing My Illness

About 85% of respondents positively indicated that staff helped them take charge of managing their illness in 2018.

This is a 7% decrease from 2017.
About 78% of respondents positively indicated that they were encouraged to use consumer-run programs in 2018.

This is a 5% decrease from 2017.
All Region Totals

% Positive Response

- Pennyroyal
- Four Rivers
- LifeSkills
- Communicare
- Centerstone
- NorthKey
- Comprehend
- Pathways MH
- Pathways SA
- Mountain River
- Cumberland River
- Adanta
- Bluegrass
- Statewide

78
CULTURAL SENSITIVITY

Comparison by Site Code

% Positive Response

- 2170
- 2204
- 2201
- 21665
Primary Concerns

- Meaningful Participation in Planning My Service Array

<table>
<thead>
<tr>
<th>Domain</th>
<th>Score (1 to 5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Satisfaction</td>
<td>4.38</td>
</tr>
<tr>
<td>Access to Services</td>
<td>4.31</td>
</tr>
<tr>
<td>Cultural Sensitivity</td>
<td>4.32</td>
</tr>
<tr>
<td><strong>Participation in Treatment Planning</strong></td>
<td><strong>4.32</strong></td>
</tr>
<tr>
<td>Outcomes</td>
<td>3.87</td>
</tr>
<tr>
<td>Social Connectedness</td>
<td>3.98</td>
</tr>
<tr>
<td>Functioning</td>
<td>3.93</td>
</tr>
</tbody>
</table>

By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.
About 91% of respondents positively indicated that they felt comfortable asking questions about their treatment in 2018.

This is about the same as 2017.
All Region Totals

Pennyroyal MHSIP 2018
About 80% of respondents positively indicated that they, not staff, decided their treatment goals in 2018.

This is a 4% decrease from 2017.
PARTICIPATION IN TREATMENT PLANNING

Comparison by Site Code

% Positive Response

- 2017
- 2020
- 2021
- 2025

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
Primary Concerns

- Minimal Negative Outcomes from Treatment
- Reduced Psychological Distress
- Increased Sense of Personhood
- Increase in Productive Activity
- Capacity for Independent Community Living
- Increase in Independent Functioning
- Positive Changes in Areas for Which Treatment Is Sought

<table>
<thead>
<tr>
<th>Domain</th>
<th>Score (1 to 5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Satisfaction</td>
<td>4.38</td>
</tr>
<tr>
<td>Access to Services</td>
<td>4.31</td>
</tr>
<tr>
<td>Cultural Sensitivity</td>
<td>4.32</td>
</tr>
<tr>
<td>Participation in Treatment Planning</td>
<td>4.32</td>
</tr>
<tr>
<td>Outcomes</td>
<td>3.87</td>
</tr>
<tr>
<td>Social Connectedness</td>
<td>3.98</td>
</tr>
<tr>
<td>Functioning</td>
<td>3.93</td>
</tr>
</tbody>
</table>

By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.
About 75% of respondents positively indicated that they dealt more effectively with daily problems in 2018.

This is a 1% decrease from 2017.
All Region Totals

% Positive Response

- Pennyroyal
- Four Rivers
- River Valley
- Life Skills
- Communicare
- Centerstone
- North Key
- Comprehend
- Pathways MH
- Pathways SA
- Mountain River
- Kennedy River
- Cumberland River
- Adanta
- Bluegrass
- Statewide

75
About 73% of respondents positively indicated that they were better able to control their lives in 2018.

This is a 3% decrease from 2017.
All Region Totals

% Positive Response

- Pennyroyal: 73%
- Four Rivers
- River Valley
- LifeSkills Communicare
- Centerstone
- NorthKey Comprehend
- Pathways MH
- Pathways SA
- Mountain River
- Cumberland River
- Adanta
- Bluegrass
- Statewide
About 69% of respondents positively indicated that they were better able to deal with crisis in 2018.

This is a 3% decrease from 2017.
All Region Totals

% Positive Response

69

Pennyroyal Pennyroyal
Four Rivers Four Rivers
River Valley River Valley
LifeSkills LifeSkills
Communicare Communicare
Centersone Centersone
NorthKey NorthKey
Comphend Comphend
Pathways MH Pathways MH
Pathways SA Pathways SA
Mountain River Mountain River
Cumberland River Cumberland River
Adanta Adanta
Bluegrass Bluegrass
Statewide Statewide
About 72% of respondents positively indicated that they were getting along better with their family in 2018.

This is a 2% decrease from 2017.
About 64% of respondents positively indicated that they did better in social situations in 2018.
This is about the same as 2017.
About 61% of respondents positively indicated that they did better in school and/or work in 2018.

This is a 4% decrease from 2017.
About 66% of respondents positively indicated that their housing situations have improved in 2018.

This is a 4% decrease from 2017.
All Region Totals

% Positive Response

- Pennyroyal
- Four Rivers
- River Valley
- Life Skills
- Communicare
- Centerstone
- NorthKey
- Comprehend
- Pathways MH
- Pathways SA
- Mountain River
- Kentucky River
- Adanta
- Bluegrass
- Statewide

Pennyroyal: 66%
About 60% of respondents positively indicated that their symptoms were not bothering them as much in 2018.

This is a 7% decrease from 2017.
OUTCOMES

Comparison by Site Code

<table>
<thead>
<tr>
<th>Year</th>
<th>% Positive Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>60%</td>
</tr>
<tr>
<td>2024</td>
<td>70%</td>
</tr>
<tr>
<td>2028</td>
<td>60%</td>
</tr>
<tr>
<td>2165</td>
<td>80%</td>
</tr>
</tbody>
</table>
Primary Concerns

- Increased Natural Supports
- Increased Social Activities

By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.
About 60% of respondents positively indicated that they were happy with the friendships they had in 2018.

This is a 19% decrease from 2017.
All Region Totals

% Positive Response

- Pennyroyal
- Four Rivers
- Life Skills
- Centerstone
- NorthKey
- Comprehend
- Pathways MH
- Pathways SA
- Mountain River
- Cumberland River
- Adanta
- Bluegrass
- Statewide

60
About 77% of respondents positively indicated that they had people with whom they could do enjoyable things in 2018.

This is a 4% decrease from 2017.
All Region Totals

% Positive Response

Pennyroyal 77
Four Rivers
River Valley
LifeSkills
Comprehensive
Compassion
Centerstone
NorthKey
Comprehensive
Pathways
Sauder
Mountain River
Cumberland River
Adair
East Kentucky
Statewide
About 60% of respondents positively indicated that they felt they belonged in their community in 2018.

This is a 6% decrease from 2017.
About 78% of respondents positively indicated that in a crisis, they would have the community support they needed in 2018. This is a 1% decrease from 2017.
All Region Totals

% Positive Response

Pennyroyal 78
Four Rivers
River Valley
Life Skills
Communicare
Centerstone
North Key
Comprehend
Pathways MH
Pathways SA
Mountain River
Kennedy River
Cumberland River
Adanta
Bluegrass
Statewide
SOCIAL CONNECTEDNESS

Comparison by Site Code

% Positive Response

<table>
<thead>
<tr>
<th>Site Code</th>
<th>2017</th>
<th>2020</th>
<th>2021</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Positive Response</td>
<td>70%</td>
<td>60%</td>
<td>50%</td>
<td>40%</td>
</tr>
</tbody>
</table>
**Primary Concerns**
- Increase in Independent Functioning
- Capacity of Independent Community Living
- Meaningfulness of Daily Activities
- Reduced Distress Caused by Symptoms

<table>
<thead>
<tr>
<th>Domain</th>
<th>Score (1 to 5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Satisfaction</td>
<td>4.38</td>
</tr>
<tr>
<td>Access to Services</td>
<td>4.31</td>
</tr>
<tr>
<td>Cultural Sensitivity</td>
<td>4.32</td>
</tr>
<tr>
<td>Participation in Treatment Planning</td>
<td>4.32</td>
</tr>
<tr>
<td>Outcomes</td>
<td>3.87</td>
</tr>
<tr>
<td>Social Connectedness</td>
<td>3.98</td>
</tr>
<tr>
<td><strong>Functioning</strong></td>
<td><strong>3.93</strong></td>
</tr>
</tbody>
</table>

By national standards a domain score of 3.5 or greater indicates that responders, on average, positively perceived the services.
About 73% of respondents positively indicated that they did things that are more meaningful to them in 2018.

This is a 2% decrease from 2017.
About 77% of respondents positively indicated that they were better able to take care of their needs in 2018.

This is a 2% increase from 2017.
About 67% of respondents positively indicated that they were better able to handle things when they went wrong in 2018.

This is a 6% decrease from 2017.
About 68% of respondents positively indicated that they were better able to do things that they wanted to do in 2018.

This is a 4% decrease from 2017.
All Region Totals

% Positive Response

- Pennyroyal
- Four Rivers
- River Valley
- LifeSkills
- Communicare
- Centerstone
- NorthKey
- Comprehend
- Pathways MH
- Pathways SA
- Mountain River
- Kentucky River
- Cumberland River
- Adanta
- Bluegrass
- Statewide

68
FUNCTIONING

Comparison by Site Code

% Positive Response

- 20170
- 20204
- 20201
- 21665

Image of three people working together on a tablet.