

**New Mexico  
Behavioral Health  
Consumer, Family/Caregiver  
Satisfaction Project**

**2023**



A Collaborative effort by:

The New Mexico Human Services Department: Behavioral Health Services Division, Office of Peer Recovery and Engagement, Medical Assistance Division; Children Youth and Families Department; Blue Cross/Blue Shield, Western Sky Community Care, Presbyterian/Magellan; and New Mexico Behavioral Health Consumers, Families, Children and Youth.

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# FY2023 Consumer Family/Caregiver Report

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## What is the Consumer Satisfaction Project?

The New Mexico Consumer, Family/Caregiver and Youth Satisfaction Project (CFYP) is a yearly effort to survey the satisfaction of New Mexico Adult individuals, Family/Caregivers and Youth receiving state funded mental health and substance abuse treatment and support services.

The CFYP surveys serve two purposes:

- **To inform a quality improvement process to strengthen services in New Mexico; and,**
- **To fulfill federally mandated data reporting requirements.**

Adults and family members of youth in care answer the survey through telephone interviews. Telephone interviews were obtained from a pool of randomly selected individuals or families who received behavioral health services from New Mexico Medicaid or Behavioral Health programs between July 2022 and December 2022.

## 2023: The Tenth Year of Centennial Care

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Since 2014, when Centennial Care began in New Mexico, there were some significant changes in New Mexico's behavioral health care environment that can continue to affect individuals during the period in which they were receiving care and surveyed (July 2022 through December 2022).

- In January 2014, New Mexico launched its new Medicaid program, *Centennial Care*, which manages both behavioral health and primary care services. At that point, most Medicaid-eligible individuals and families had to enroll in one of four managed care companies, while a portion remained in a separate Medicaid fee-for-service program.
- In January 2019, the Medicaid Program reduced the number of contracted managed care companies from four to three; they retained the two largest companies and brought in one new MCO that has the smallest number of enrolled individuals.
- While the Medicaid benefit packages are primarily identical, each MCO offers some "value added" services that vary.
- All *Centennial Care* members are contacted to determine whether they would qualify for a more intense service - Care Coordination – designed to assist those with complex needs.
- Since March 2020, the COVID-19 pandemic and subsequent public health emergency policies affected availability of services. Most significantly, telephonic services were permitted during the public emergency period; this benefit supported access to care particularly during our periods of lock-down.
- The emphasis on *integrated* behavioral and physical care has continued to expand.

The reader will see trend data in each of the domains which reflects the respondents' satisfaction across the period 2014 through 2023 since the beginning of Centennial Care.

## What we ask about:

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The surveys contain questions that come from the federal Mental Health Statistics Improvement Program (MHSIP). The New Mexico Behavioral Health Collaborative added additional questions, including questions related to the National Outcome Measures System. This report will provide highlights separately from the Adult Survey and then from the Child & Family/Caregiver Survey.

There are seven subscales within the survey that are used nationally. This provides a helpful benchmark for our state's performance. Each of those scales is presented in the report. Responses to most questions were measured in a five-point Likert scale, and scale values shown are the percent of respondents for whom the average of the individual's replies to that scale's questions was positive. Each scale result is graphed below to show the 2023 results for New Mexico (along with previous years.) A red line shows what the US average was in 2022 for that measure. The specific questions that make up the scale are listed below the graph. In addition, questions addressed housing, employment, substance abuse, medications, and care coordination. Those findings are presented after the seven domains are discussed.

## Survey Highlights- Adult

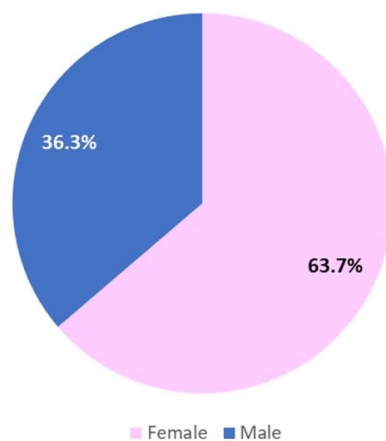
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### Who we surveyed - Adults

Our sample was drawn from those individuals who had received care anytime between July 1, 2022, and December 31, 2022. However, when called, respondents were free to speak about their experiences throughout the entire previous twelve months. Survey telephone calls were conducted in August 2023. For the 2023 survey, we heard from 1,051 adult respondents. Generally speaking, the sample well represented the population receiving services, with some exceptions noted below.

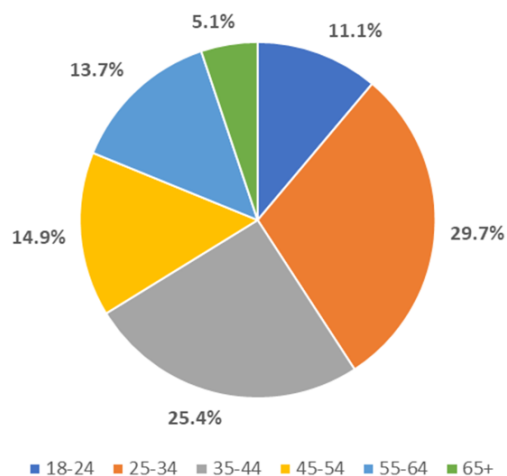
**GENDER:** However, females (63.7%) were overrepresented in the sample. They represent only 59.1% of those receiving services during the same period.

Adult Respondents by Gender

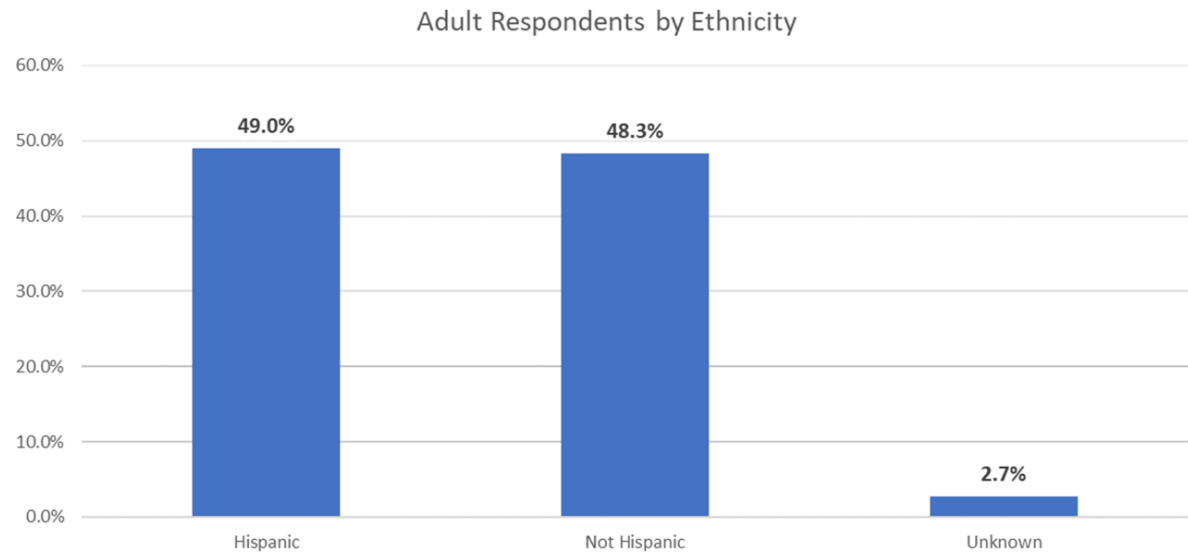


**AGE:** Results are similar to 2022 and reflect those receiving services during the same period. However, the three older age groups were slightly overrepresented.

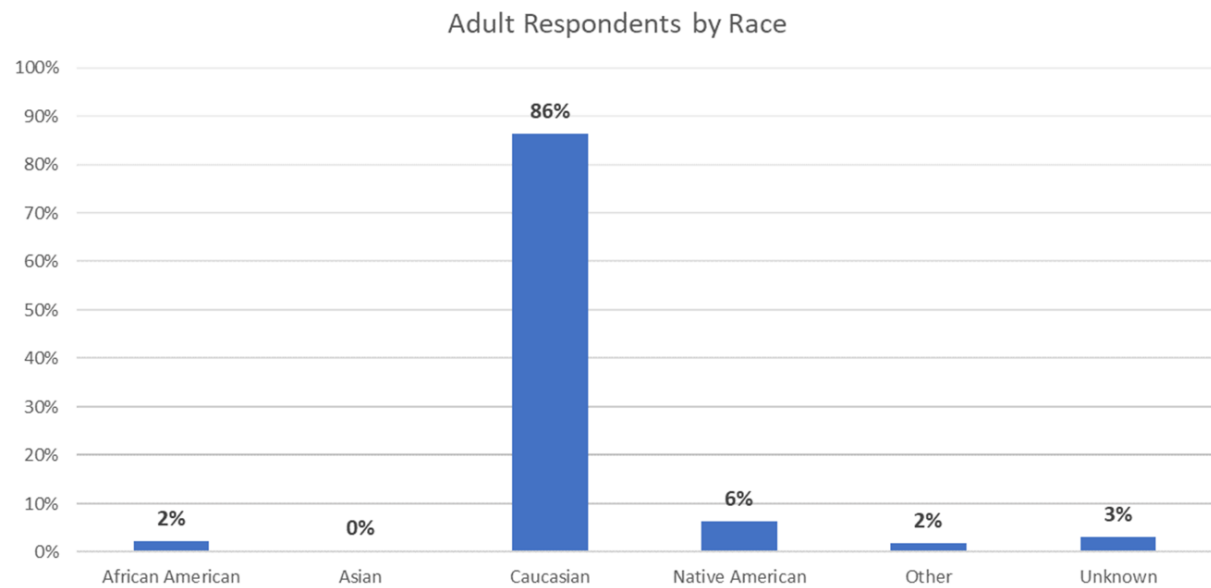
Adult Respondents by Age Group



**ETHNICITY:** Forty-nine percent (49.0%) of the respondents identified their ethnicity as Hispanic. This is similar to the population receiving services during the same period (51.1%).



**RACE:** Race was similar to the profile of those seeking treatment. However, our sample slightly underrepresented African Americans respondents (2%) as compared to those receiving services (2.7%) and Native Americans respondents (6%) were underrepresented in proportion to those receiving care (7.4%).



## Overview of Adult Findings by Seven Domains:

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There were two different instruments tailored to the issues pertinent to adults and again for children. The items in each domain are identical to those used nationwide. That allows New Mexico to compare its performance to the National Average. Additional subscales were also measured (i.e., supportive housing, supportive employment, substance abuse) and issues related to medication management and care coordination. Those findings are presented immediately following the individual domain graphs.

Relative to our own history of performance in New Mexico, overall there were no significant differences in six out of the seven domains when compared with 2022 performance. However, in the domain of Participation in Treatment Planning, there was a statistically significant difference; that domain scored at 80.3% as compared to 84.9% in 2022.

Relative to the National Averages, New Mexico is below the US 2022 target in four domains: **Access** is below by 5.7 percentage points; **Participation in Treatment, Satisfaction, and Quality & Appropriateness** are each below less than 1 percentage point. However, we are **above** the National Average in four domains: **Improved Functioning; Outcomes; and Social Connectedness**.

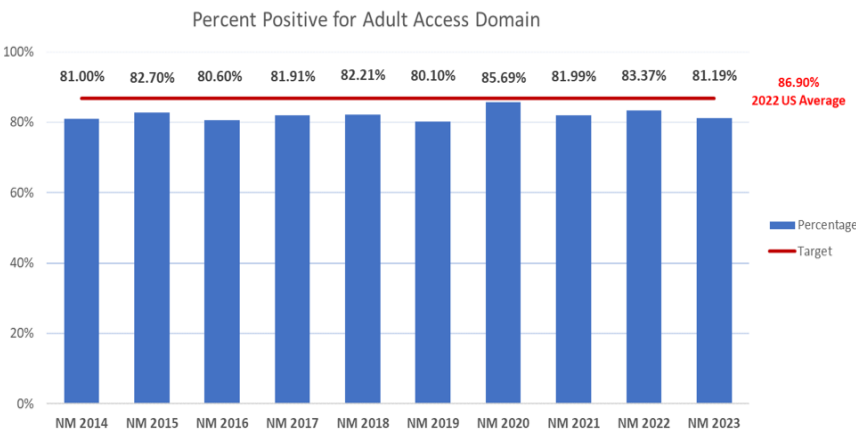
The MCO's continue to work on their quality improvement strategies to make improvements in these domains. Those improvement initiatives are highlighted at the end of this section.



# Domain: Access

**Definition:** Entry into behavioral health services is quick, easy, and convenient.

**Observations:** The total percent of positive responses for Access was 81.19 percent. This is not significantly different from the prior year’s performance of 83.37 percent. However, this is 5.71 percent points below the National 2022 Average of 86.9 percent. Respondents were least satisfied with access to their psychiatrist and with scheduling of appointments.

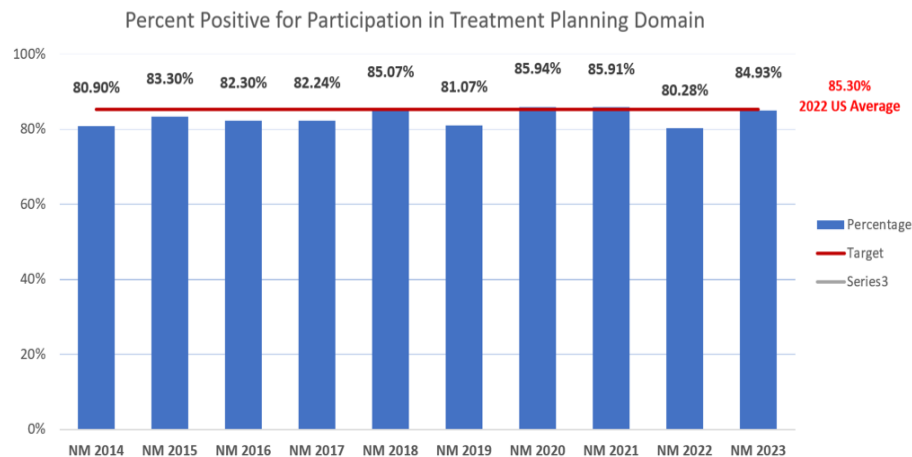


Domain	Q #	Question Text	Domain Item Percentage
Access	4	The location of services was convenient (parking, public transportation, distance, etc.).	85.44%
Access	5	Staff were willing to see me as often as I felt it was necessary.	86.21%
Access	6	Staff returned my call in 24 hours.	80.28%
Access	7	Services were available at times that were good for me.	88.46%
Access	8	I was able to get all the services I thought I needed.	83.35%
Access	9	I was able to see a psychiatrist when I wanted to.	76.19%

# Domain: Participation in Treatment

**Definition:** Adults feel that they are a part of their treatment team.

**Observations:** The total percent of positive responses for Participation in Treatment was 84.93 percent. This was statistically significantly higher than last year (80.28%) by 4.65 percentage points, while remaining just below the 2022 National Average (85.30%). While adults were generally satisfied asking questions about their treatment or medications, they were notably less satisfied about the process of setting their treatment goals.

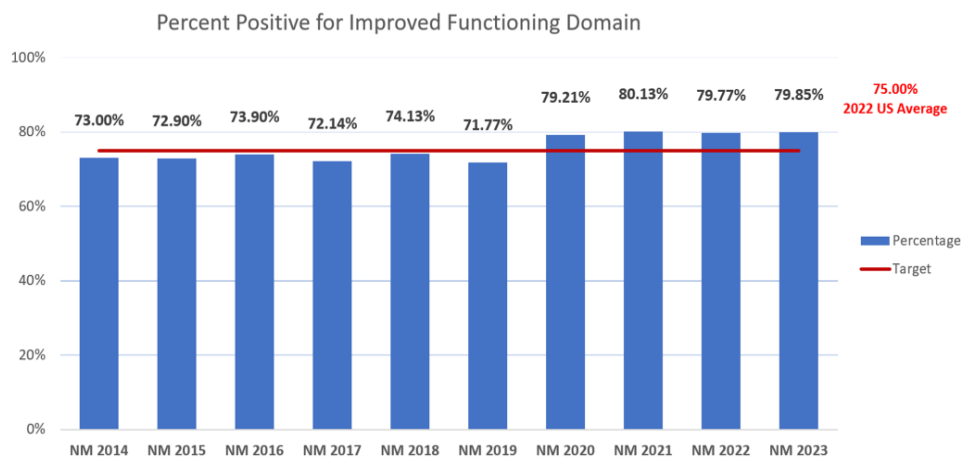


Domain	Q #	Question Text	Domain Item Percentage
Participation in Treatment Planning	11	I felt comfortable asking questions about my treatment and medication.	92.06%
Participation in Treatment Planning	17	I, not staff, decided my treatment goals.	84.38%

## Domain: Improved Functioning

**Definition:** Adults feel they can manage their daily activities better.

**Observations:** The total percent of positive responses for Improved Functioning was 79.85 percent. It is close to the prior year's performance of 79.77 percent and is over 4 points above the 2022 National Average of 75 percent. Adults were least satisfied about managing their symptoms and being able to do what they wanted to do.

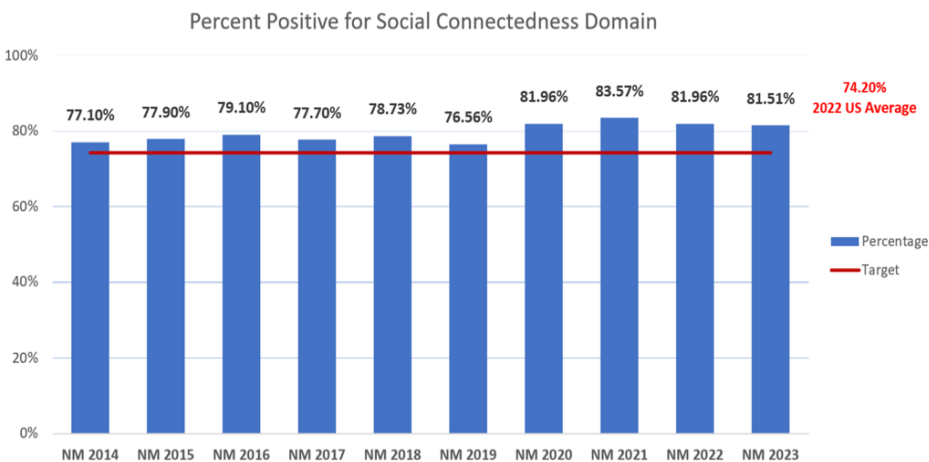


Domain	Q #	Question Text	Domain Item Percentage
Improved Functioning	28	My symptoms are not bothering me as much.	68.79%
Improved Functioning	29	I do things that are more meaningful to me.	84.44%
Improved Functioning	30	I am better able to take care of my needs.	85.77%
Improved Functioning	31	I am better able to handle things when they go wrong.	79.79%
Improved Functioning	32	I am better able to do things that I want to do.	78.15%

# Domain: Social Connectedness

**Definition:** Adults feel they are connected in their family and friends, have social supports, and belong to their community.

**Observations:** The total percent of positive responses for Social Connectedness was 81.51 percent. While slightly lower than the prior year’s performance of 81.96 percent, the differences were not statistically significant, and this exceeds the 2022 National Average of 74.20 percent. The area in which adults were less satisfied had to do with their sense of belonging in their community.

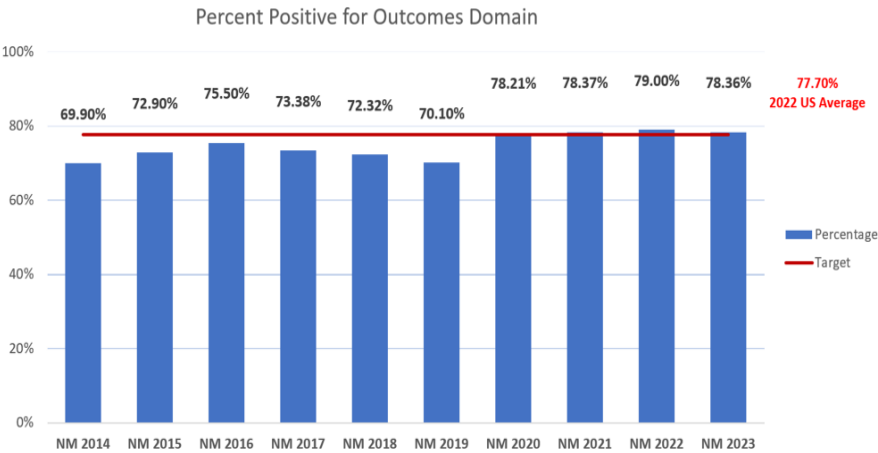


Domain	Q #	Question Text	Domain Item Percentage
Social Connectedness	33	I am happy with the friendships I have.	86.08%
Social Connectedness	34	I have people with whom I can do enjoyable things.	87.88%
Social Connectedness	35	I feel I belong in my community.	77.10%
Social Connectedness	36	In a crisis, I would have the support I need from family or friends.	87.42%

# Domain: Outcomes

**Definition:** The extent to which services provided to individuals with behavioral health needs have a positive or negative effect on their well-being, life circumstances, and capacity for self-management and recovery.

**Observations:** The total percent of positive responses for Outcomes was 78.36 percent, slightly lower than the prior year performance (79.00%). However, it exceeds by 0.66 percentage points the 2022 National Average of 77.70 percent. Satisfaction was notably lower in the areas of symptom management, handling social situations, work, and housing.

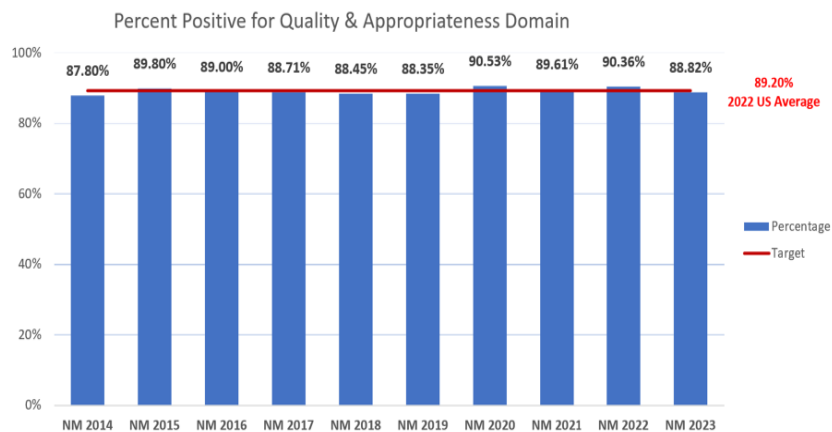


Domain	Q #	Question Text	Domain Item Percentage
Outcomes	21	I deal more effectively with daily problems.	82.11%
Outcomes	22	I am better able to control my life.	82.73%
Outcomes	23	I am better able to deal with crisis.	82.89%
Outcomes	24	I am getting along better with my family.	79.25%
Outcomes	25	I do better in social situations.	72.67%
Outcomes	26	I do better in school and/or work.	77.10%
Outcomes	27	My housing situation has improved.	71.37%
Outcomes	28	My symptoms are not bothering me as much.	68.79%

## Domain: Quality & Appropriateness

**Definition:** Services are individualized to address the consumer's strengths and needs, cultural context, preferences, and recovery goals.

**Observations:** The total percent of positive responses for Quality & Appropriateness was 88.82 percent. This is decreased from the prior year's performance of 90.36 percent and is almost equal to the 2022 National Average of 89.2 percent. While adults were generally pleased with areas in this domain, they were less satisfied with staff's encouragement to use consumer-run programs and for help in watching out for side effects in their care.

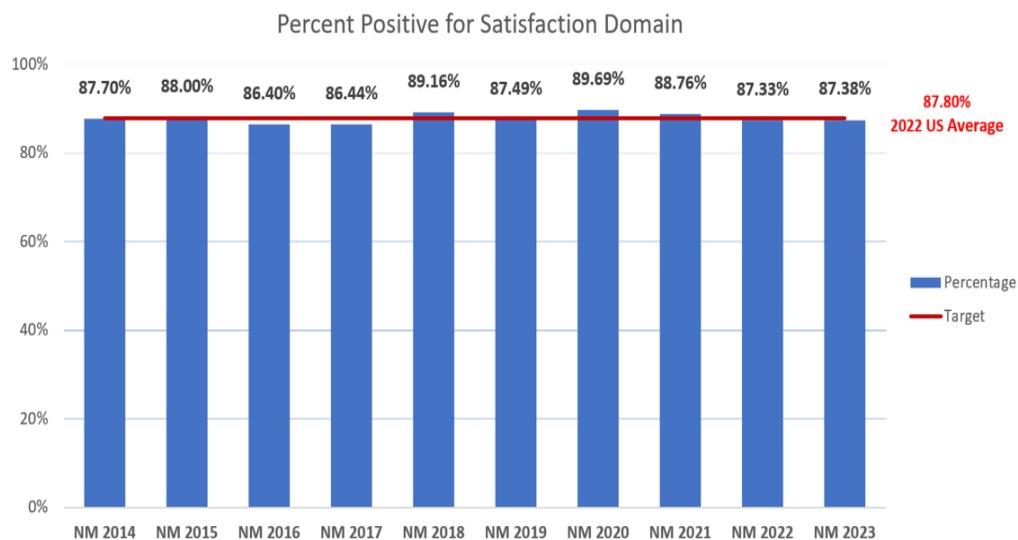


Domain	Q #	Question Text	Domain Item Percentage
Quality & Appropriateness	10	Staff here believed that I can grow, change and recover.	89.70%
Quality & Appropriateness	12	I felt free to complain.	86.86%
Quality & Appropriateness	13	I was given information about my rights.	90.02%
Quality & Appropriateness	14	Staff encouraged me to take responsibility for how I live my life.	87.87%
Quality & Appropriateness	15	Staff told me what side effects to watch out for.	82.17%
Quality & Appropriateness	16	Staff respected my wishes about who is and who is not to be given information about my treatment.	93.47%
Quality & Appropriateness	18	Staff were sensitive to my cultural background (race, religion, language, etc.)	90.15%
Quality & Appropriateness	19	Staff helped me obtain the information I needed so that I could take charge of managing my illness.	90.13%
Quality & Appropriateness	20	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc)	77.45%

## Domain: Satisfaction

**Definition:** Adults are generally happy with the services they are provided.

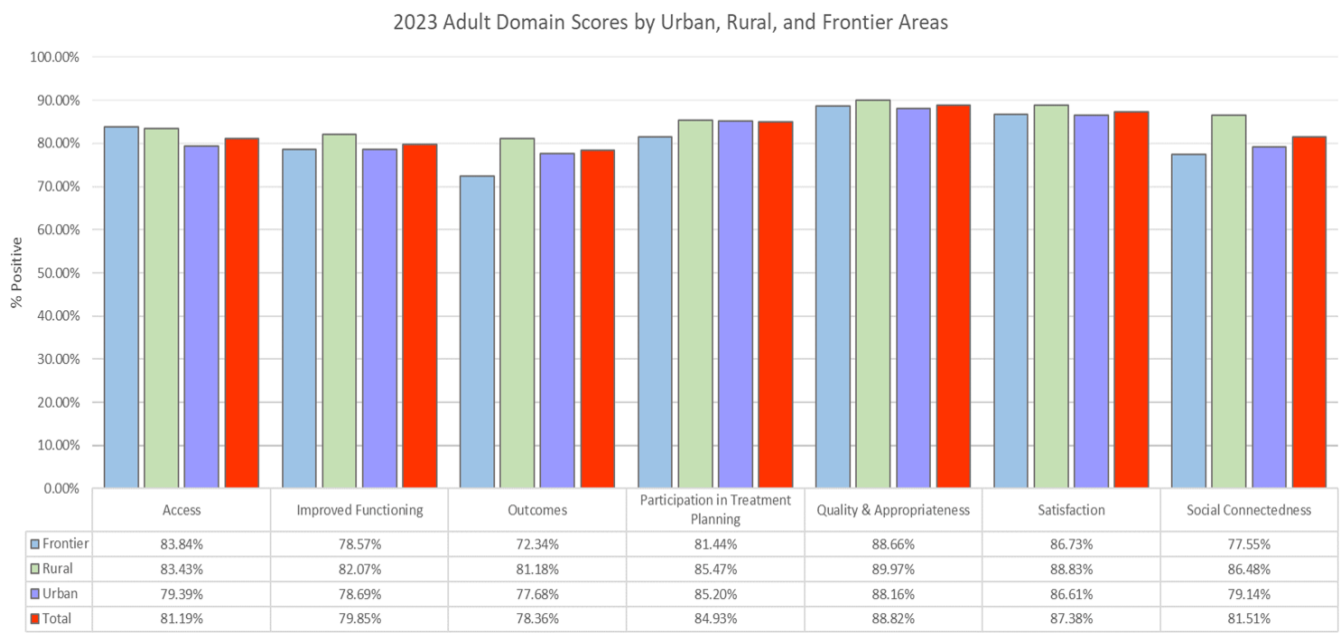
**Observations:** The total percent of positive responses for Satisfaction was 87.38 percent. This is very similar to the prior year's performance of 88.33 percent, and it is lower (0.42 points) than the 2022 National Average of 87.80 percent.



Domain	Q #	Question Text	Domain Item Percentage
Satisfaction	1	I like the services that I received here.	91.38%
Satisfaction	2	If I had other choices, I would still get services from this agency.	83.64%
Satisfaction	3	I would recommend this agency to a friend or family member.	87.36%

# Geographic Patterns:

The seven domains were also analyzed to determine any differences between respondents who live in Urban, Rural or Frontier areas of the state. There were few differences across the Urban, Rural, and Frontier respondents in the domains. The exception was in the Frontier areas of the state where respondents rated three domains lower: Improved Functioning, Outcomes, and Participation in Treatment.





## Other Areas:

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Problems in the support areas are often crucial factors affecting behavioral health recovery, a few have been highlighted below. In addition, questions were asked about Care Coordination at the health plan level, only for those who had been assigned this service.

### Housing:

When asked “Are you homeless (i.e., living in a place not meant for human habitation, in an emergency shelter, in transitional living) or at-risk of homelessness? (i.e., losing your primary nighttime residence, which may include a motel, hotel, or doubled-up situation, staying in your car, late on rent, been given an eviction notice, etc.)” a smaller cohort of the total sample (5.0%) said “Yes.” Among those respondents, 48.1 percent indicated they “agreed or strongly agreed” to this subscale of items:

- My housing needs were part of my treatment plan.
- If my service provider(s) does not include housing programs or housing resources, my provider referred me to a provider or community agency to assist with supporting my housing needs.
- If I had to wait to get housing assistance, I still received support for my other needs from my treatment team.

### Employment:

When asked “Does having work help you with your recovery from mental health and/or substance abuse disorders?” 54.6 percent of the total sample said “Yes”. Among those respondents, almost two-thirds (66.1%) indicated they “agreed or strongly agreed” to this subscale of items:

- Are you currently working, (paid or volunteer?)
- My work goals were part of my treatment plan.
- When I had a problem with work, I was able to get assistance.
- Would you like assistance finding work (paid or volunteer) as a means of managing your recovery?

### Substance Abuse:

A smaller cohort of respondents (14.8%) said they had sought services for substance abuse treatment in the past year. Among those respondents, almost all (91.6%) indicated they “agreed or strongly agreed” to this subscale of items:

- Did you receive the substance abuse service you asked for?
- The substance abuse services I received helped me reduce my use of drugs and/or alcohol.
- I have the tools I need to understand and continue with my recovery.

### Medications:

Almost two-thirds of respondents (60.8%) indicated that they received medication services as part of their treatment in the past year. Among those respondents, on average, 85.7 percent indicated they “agreed or strongly agreed” to this subscale of items:

- I am able to get my prescriptions filled when I need them.
- The medication(s) I am taking helps me control symptoms that used to bother me.
- My Provider educated me about my medication.
- In addition to medication the provider suggested additional wellness supports and practices that would improve my wellbeing.

### Care Coordination:

About 11.9 percent of respondents had been assigned care coordination assistance at higher levels (Level 2 or 3) in Centennial Care. The percent of positive response per each item was as follows:

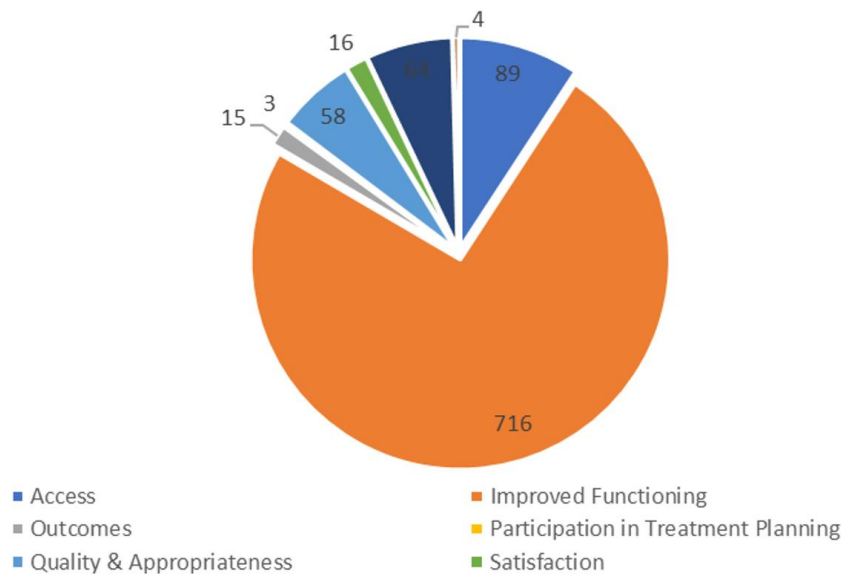
- 89.5% I participated in developing my Care Plan.
- 84.4% I had contact with my Care Coordinator and we talked about the action steps to take to meet my goals.
- 82.4% My Care Coordinator assisted me when there was a change or loss of service.
- 86.4% I am satisfied with my overall experience with my Care Coordination Services

**Additional Comments:** At the end of the telephone survey, respondents were asked an opened-ended question: *“What is the one service that made the most difference for your recovery?”*

There were 965 responses which were categorized into the following themes represented in the pie chart below.

WHAT IS THE ONE SERVICE THAT MADE THE MOST DIFFERENCE FOR YOUR RECOVERY?

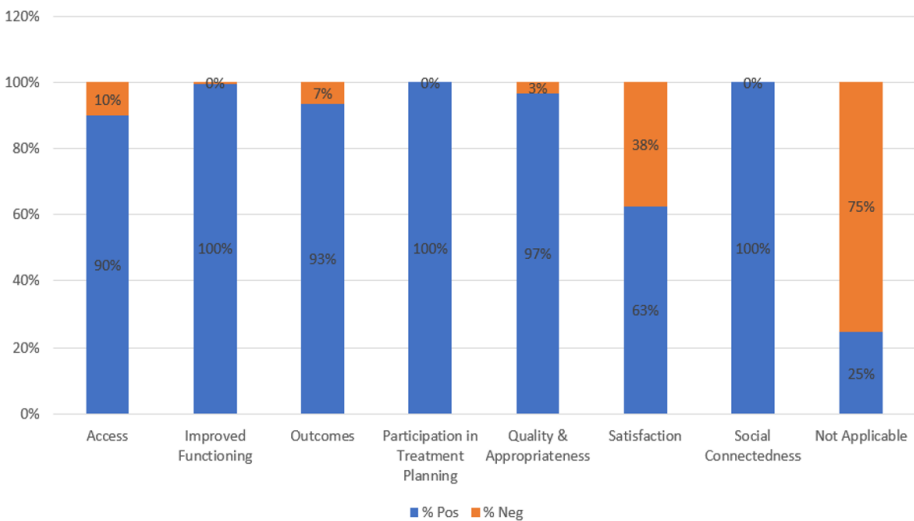
Adult Qualitative Comment Review - 965 Total Comments



Positive and negative comments were sorted by the domain with which they were associated.

WHAT IS THE ONE SERVICE THAT MADE THE MOST DIFFERENCE FOR YOUR RECOVERY?

Adult Qualitative Comment Review – Positive/Negative  
965 Total Comment



Domains	Total
Access	89
Improved Functioning	716
Outcomes	15
Participation in Treatment Planning	3
Quality & Appropriateness	3
Satisfaction	3
Social Connectedness	3
Not Applicable	3

# Survey Highlights- Child Family/Caregiver Survey

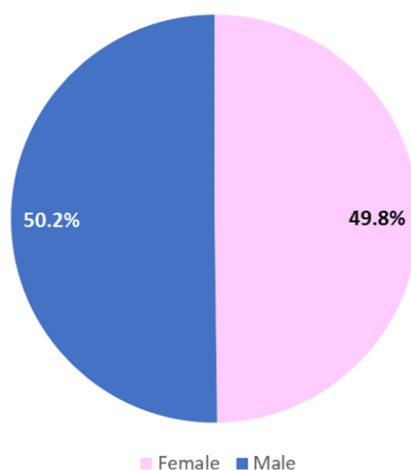
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## Who we surveyed - Child Family/Caregivers

Our sample was drawn randomly from those children who had received care between July 1, 2022, and December 31, 2022. We spoke to their Family/Caregivers; and they were free to speak about their experiences of their children in service through the entire previous twelve months. Telephone surveys were conducted in August 2023. For the 2023 survey, we heard from 1,022 Family/Caregiver respondents.

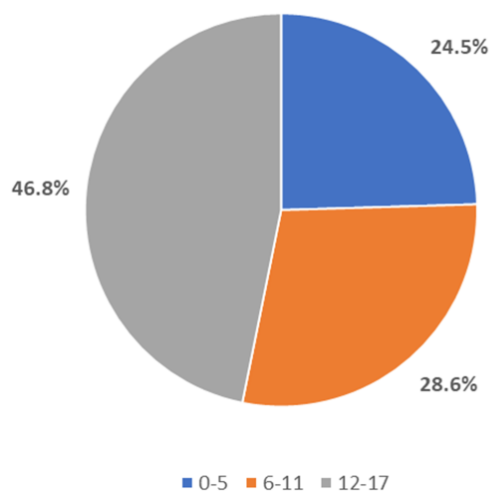
**GENDER:** Just under fifty percent (49.8%) of the children receiving services were females and 50.2 percent were males. This well represents the genders of the overall population receiving care during this period.

Family Respondents by Gender

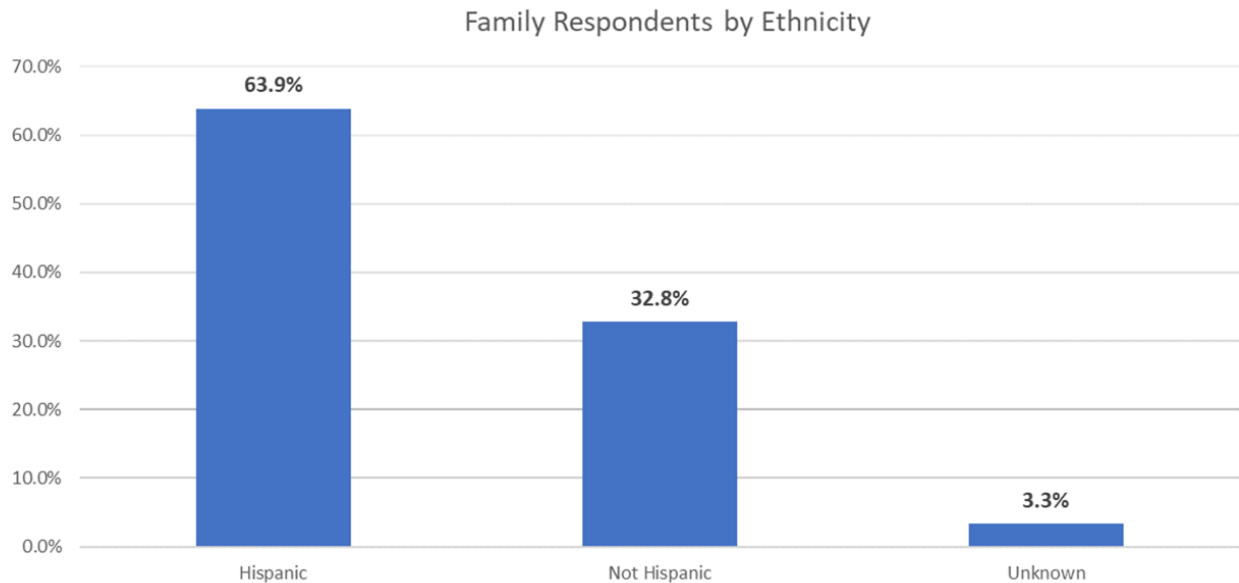


**AGE:** Age groups were similar to the profile of those seeking treatment with the exception of the 6-11 Age Group (28.6%) who are slightly overrepresented in comparison to the sample (23.7%), this is an almost 5-point (4.9) overrepresentation of 6-11 year olds receiving care during this period.

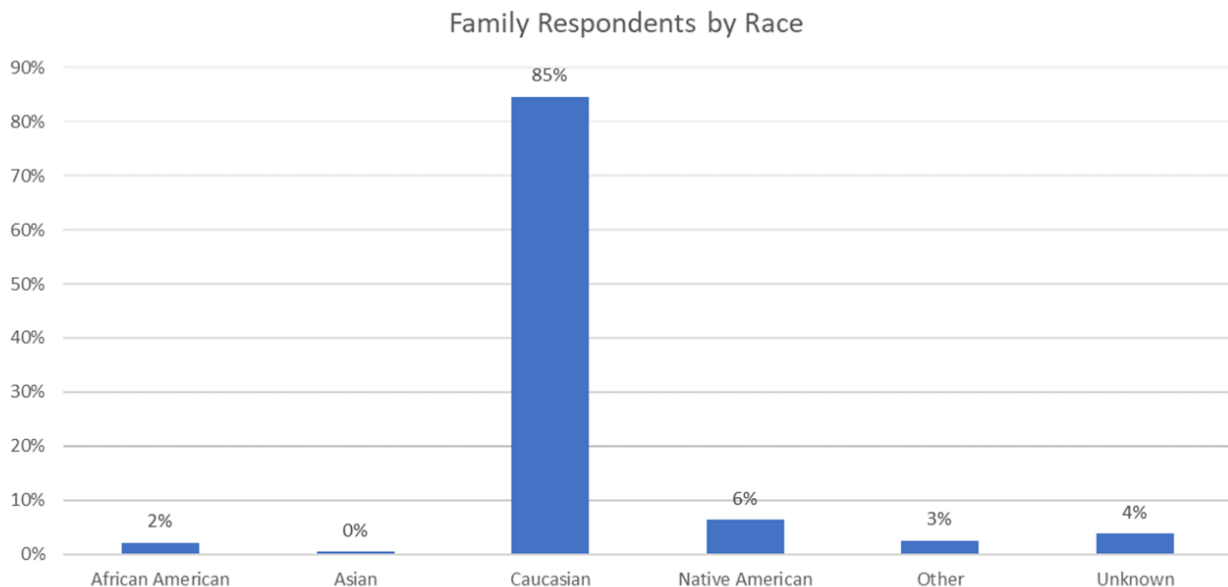
Family Respondents by Age Group



**ETHNICITY:** About two-thirds (63.9%) of the children sampled were Hispanic as compared to the 32.8 percent who were non-Hispanic or 3.3% whose ethnicity is unknown. Children whose ethnicity was reported as unknown were overrepresented in our respondents when compared to the overall population of children with unknown ethnicity in care (1.8%) during this period.



**RACE:** Eighty-five percent of the respondents were Caucasian, which is a slight overrepresentation when compared to overall population of Caucasians served (84.2%). Native Americans (6.0%) were slightly underrepresented as compared to the overall population (8.0%) of Native American children receiving care during this time period.



## Overview of Child/Family Caregiver Findings by Seven Domains:

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There were two different instruments tailored to the issues pertinent to adults and again for children. The items in each domain are identical to those used nationwide. That allows New Mexico to compare its performance to the National Average. Additional subscales were also measured (i.e., supportive housing, supportive employment, substance abuse) and issues related to medication management and care coordination. Those findings are presented immediately following the individual domain graphs.

Relative to our own history of performance in New Mexico, there were no significant differences in five out of the seven domains when compared with 2022 performance. However, in the domains of Improved Functioning and Outcomes there were significant improvements.

New Mexico improved performance in the following five domains: Access, Improved Functioning, Outcomes, Participation in Treatment, and Satisfaction. Two domains (Cultural Sensitivity and Social Connectedness) had slight decreases which were not significantly different compared to 2022.

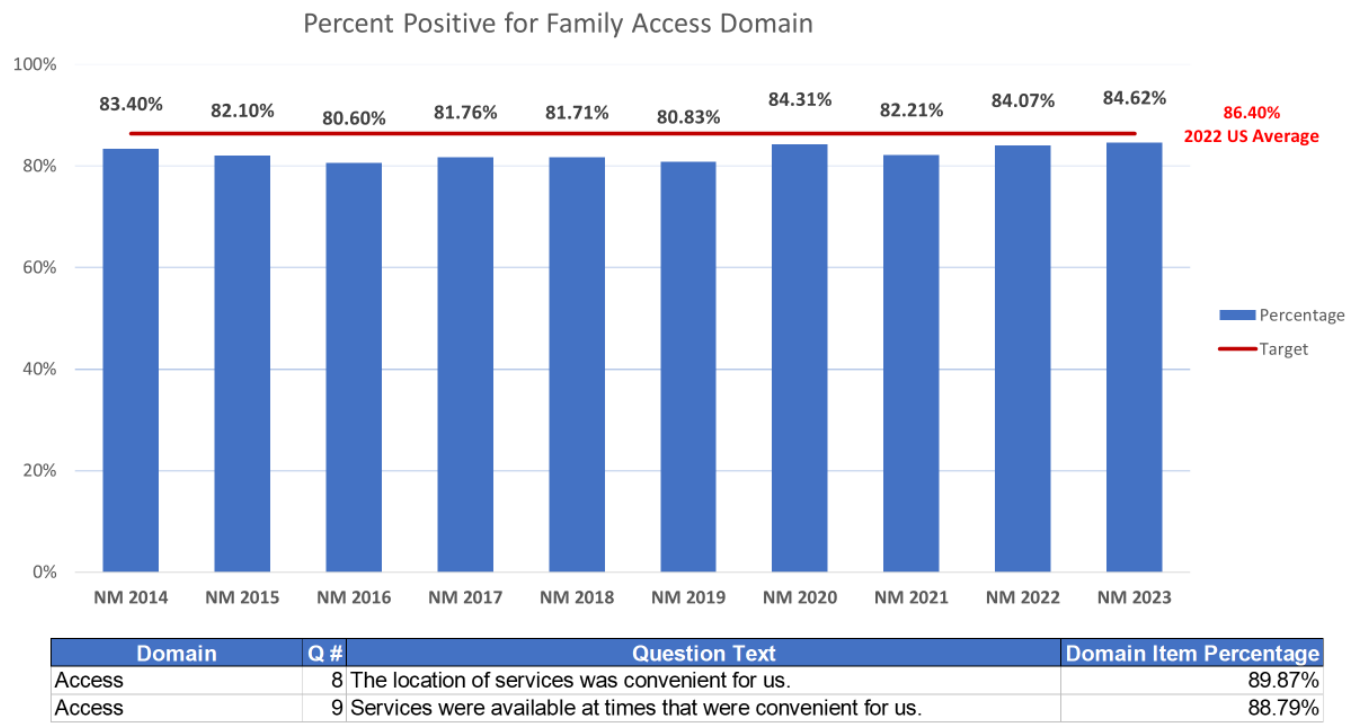
In comparison to other states, New Mexico exceeded the 2022 National Averages in six out of the seven domains, ranging from 0.41 to 10.8 points over the National Average. However, we did not meet the National Average of 86.4 percent for the Access domain (84.62), averaging 1.78 points below the National Average.

The MCO's are currently working on continuous quality improvement strategies to make improvements in these domains.

# Domain: Access

**Definition:** Entry into behavioral health services is quick, easy and convenient.

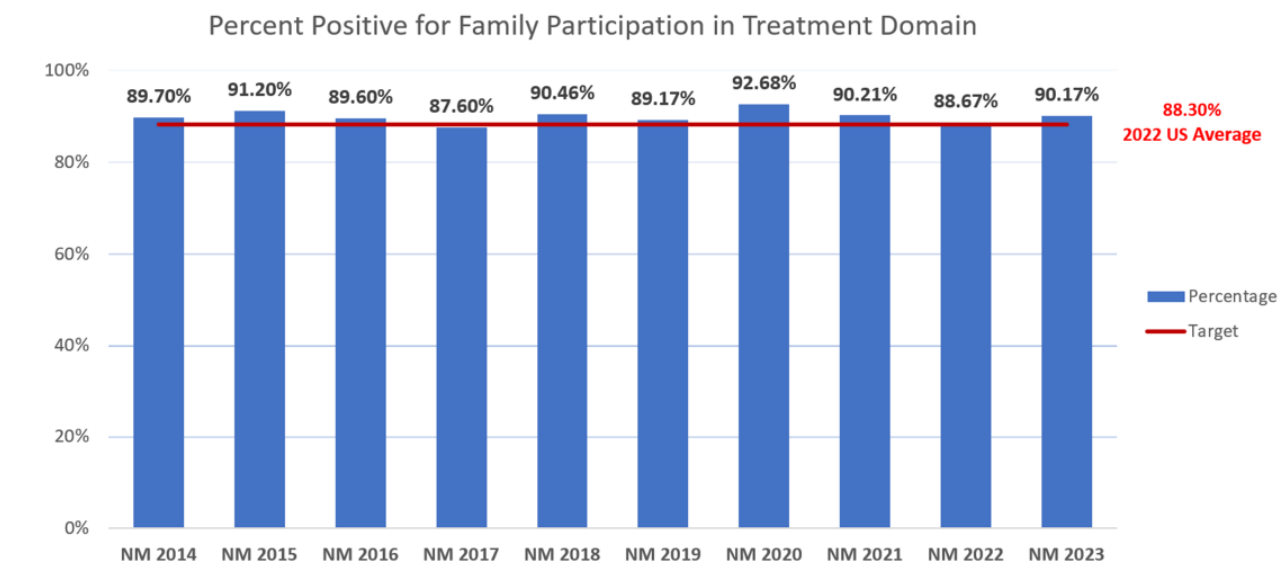
**Observations:** The total percent of positive responses for Access was 84.62 percent. This is slightly higher than the prior year’s performance of 84.07 percent. However, it is below the 2022 National Average of 86.40 percent. Overall, respondents were satisfied with receiving their services.



# Domain: Participation in Treatment Planning

**Definition:** Families feel that they are a part of their child’s treatment team.

**Observations:** The total percent of positive responses for Participation in Treatment Planning was 90.17 percent. This is slight increase (1.5 points) from the prior year’s performance of 88.67 percent is not statistically significant and is notably higher than the 2022 National Average of 88.30 percent. Families feel very positive about being part of their child’s treatment team, choosing the child’s treatment goals and choosing their child’s services.

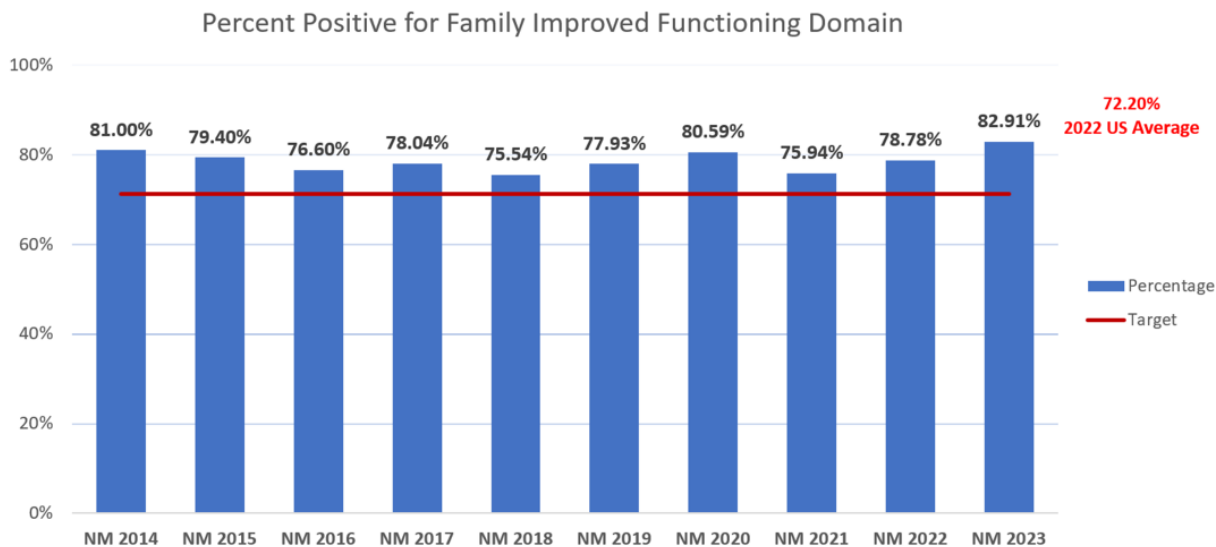


Domain	Q #	Question Text	Domain Item Percentage
Participation in Treatment	2	I helped to choose my child's services.	90.14%
Participation in Treatment	3	I helped to choose my child's treatment goals.	91.77%
Participation in Treatment	6	I participated in my child's treatment.	94.00%

# Domain: Improved Functioning

**Definition:** Families feel their child is better able to do the things they want to do and have someone with whom they can enjoy things.

**Observations:** The total percent of positive responses for Improved Functioning was 82.91 percent. This is 4.13 points above the prior year’s performance of 78.78 percent and 10.71 points above the 2022 National Average of 72.20 percent. While generally satisfied, families are least positive about their child’s improvement with being better able to cope when things go wrong.



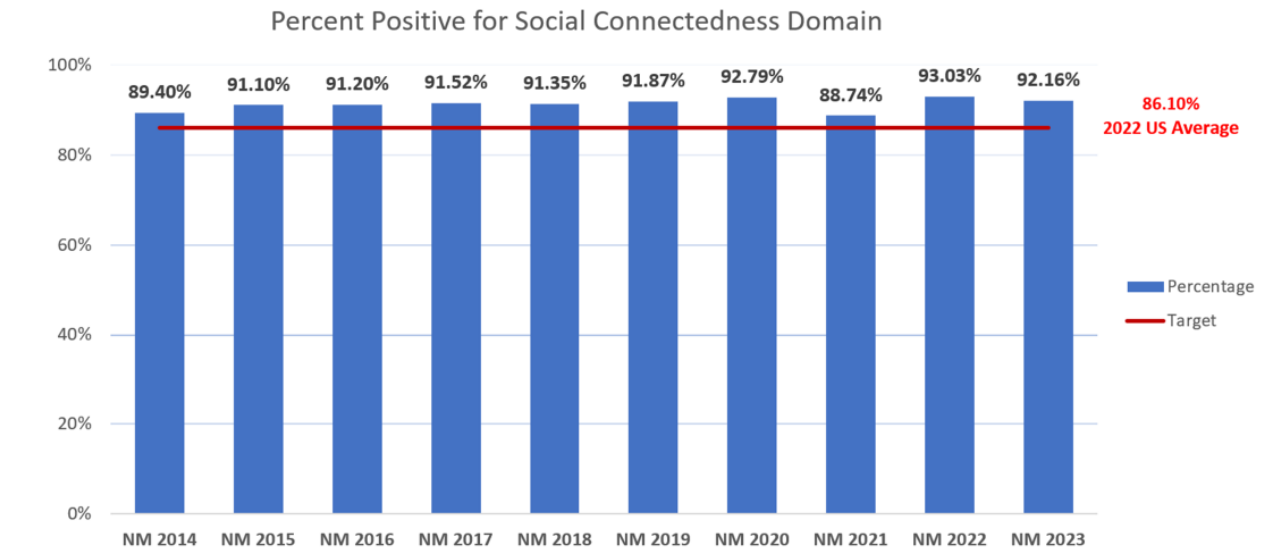
Domain	Q #	Question Text	Domain Item Percentage
Improved Functioning	16	My child is better at handling daily life.	84.08%
Improved Functioning	17	My child gets along better with family members.	84.43%
Improved Functioning	18	My child gets along better with friends and other people.	82.26%
Improved Functioning	19	My child is doing better in school and/or work.	83.26%
Improved Functioning	20	My child is better able to cope when things go wrong.	78.14%
Improved Functioning	22	My child is better able to do things he/she wants to do.	89.49%



# Domain: Social Connectedness

**Definition:** Families feel they have the social supports to listen to them when they need to talk and have help to deal with their child’s problems or crises.

**Observations:** The total percent of positive responses for Social Connectedness was 92.16 percent. This is 0.83 points lower than the prior year, however, notably 6.06 points higher than the 2022 National Average (86.10%). Families were very satisfied with themselves, and their child, getting the help that they need.

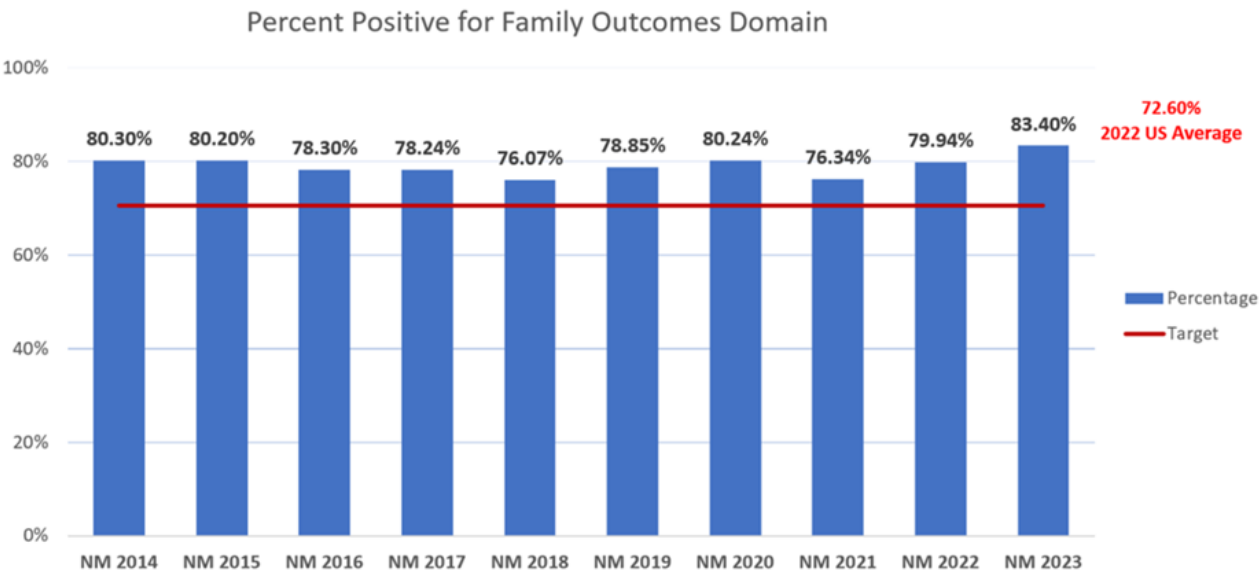


Domain	Q #	Question Text	Domain Item Percentage
Social Connectedness	23	I know people who will listen and understand me when I need to talk.	93.49%
Social Connectedness	24	I have people that I am comfortable talking with about my child's problems.	93.31%
Social Connectedness	25	In a crisis, I would have the support I need from family or friends.	93.91%
Social Connectedness	26	My child has people with whom he/she can do enjoyable things.	96.65%

# Domain: Outcomes

**Definition:** *The extent to which services provided to families with behavioral health needs have a positive or negative effect on their child’s ability to get along with family and friends, do better in school, handle daily activities and cope with problems.*

**Observations:** The total percent of positive responses for Outcomes (83.4%) is over 10 points above the 2022 National Average (72.6%). All scores across this domain increased in 2023, particularly notable is that the lowest scored area of a child’s coping during challenges increased by 3.9 points between 2022 and 2023.

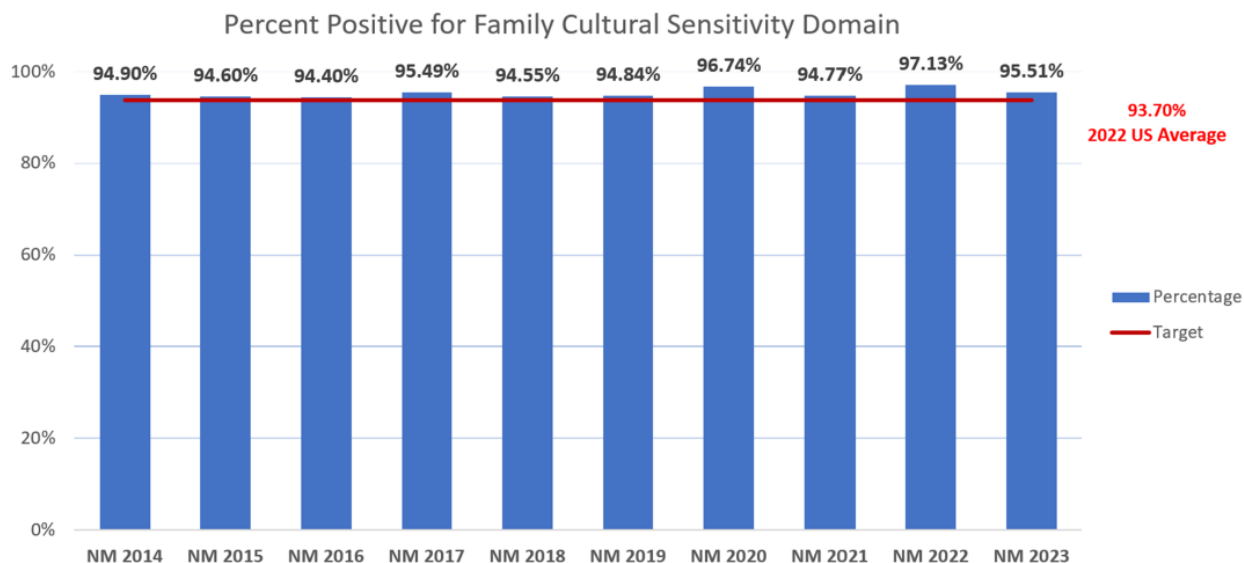


Domain	Q #	Question Text	Domain Item Percentage
Outcomes	16	My child is better at handling daily life.	84.08%
Outcomes	17	My child gets along better with family members.	84.43%
Outcomes	18	My child gets along better with friends and other people.	82.26%
Outcomes	19	My child is doing better in school and/or work.	83.26%
Outcomes	20	My child is better able to cope when things go wrong.	78.14%
Outcomes	21	I am satisfied with our family life right now.	90.89%

# Domain: Cultural Sensitivity

**Definition:** *The extent to which services provided to families are delivered in a manner that is respectful of cultural background, language, and spiritual beliefs.*

**Observations:** The total percent of positive responses for Cultural Sensitivity was 95.51 percent, almost two points above that 2022 National Average (93.7%). However, this is a slight decrease from the prior year’s performance of 97.13 percent. Families are very satisfied with staff’s respect for and sensitivity to the family’s cultural background and spiritual beliefs. They also felt they were spoken to in a way they understood.

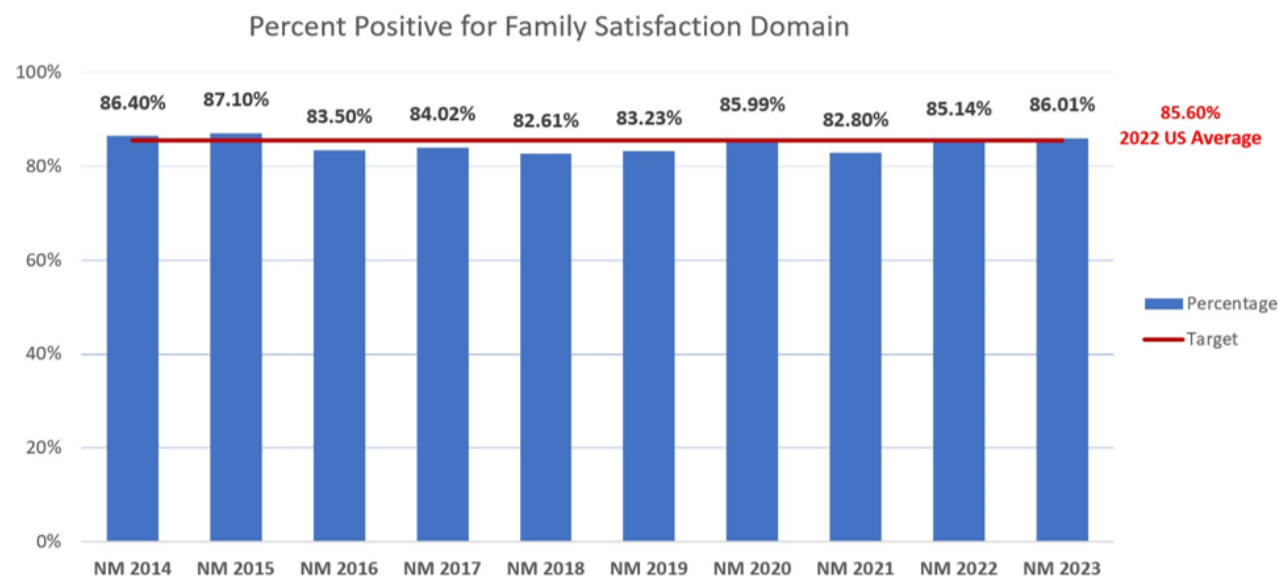


Domain	Q #	Question Text	Domain Item Percentage
Cultural Sensitivity	12	Staff treated me with respect.	95.28%
Cultural Sensitivity	13	Staff respected my family's religious/spiritual beliefs.	95.90%
Cultural Sensitivity	14	Staff spoke with me in a way that I understood.	96.95%
Cultural Sensitivity	15	Staff was sensitive to my cultural/ethnic background.	95.71%

# Domain: Satisfaction

**Definition:** Families are generally happy with the services that are provided to their child.

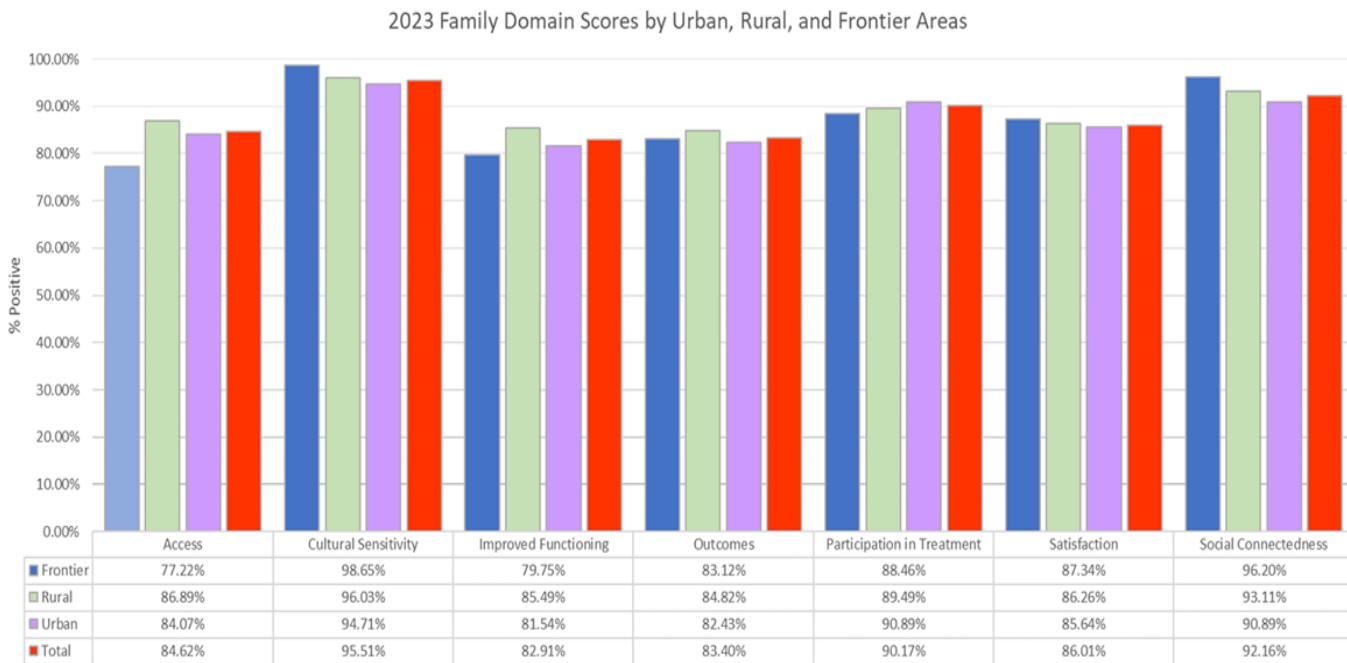
**Observations:** The total percent of positive responses for the Satisfaction domain was 86.01 percent. This exceeds the 2022 National Average of 85.60 percent and continues the upward trend for this domain seen over the last two years. While families continue to report lesser satisfaction in getting the amount of help they wanted or needed, this area’s score (82.2%) increased by 1.42 points between 2022 and 2023.



Domain	Q #	Question Text	Domain Item Percentage
Satisfaction	1	Overall, I am satisfied with the services my child received.	91.39%
Satisfaction	4	The people helping my child stuck with us no matter what.	88.37%
Satisfaction	5	I felt my child had someone to talk to when he/she was troubled.	88.32%
Satisfaction	7	The services my child and/or family received were right for us.	88.63%
Satisfaction	10	My family got the help we wanted for my child.	86.27%
Satisfaction	11	My family got as much help as we needed for my child.	82.20%

# Geographic Patterns:

The seven domains were also analyzed to determine any differences between respondents who live in Urban, Rural, or Frontier areas of the state. There were few differences across the Urban, Rural, and Frontier respondents in the domains. The exception was in the Frontier areas of the state where respondents rated three domains lower (Access, Improved Functioning, and Participation in Treatment) and two domains higher (Cultural Sensitivity, Social Connectedness) compared to the other geographic areas.



## Other Areas:

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### Access to Care:

This is an important area for all families. Most Family respondents (86.17%) indicated that staff returned calls within 24 hours all or most of the time. Most respondents (79.53%) indicated that when their children needed behavioral health services, they received them within two weeks all or most of the time. Nearly all children and families (97.83%) received the information needed and their services in the language they preferred. When needed, 91.04 percent of the family respondents indicated they were provided an interpreter when needed. An additional indication of their satisfaction is reflected in the finding that 87.7 percent of the respondents indicated they would recommend the agency to a friend or family member all or most of the time.

### Medications:

37.38 percent of families receiving services indicated that their children received medication services as part of their treatment in the last year. Of those respondents, 56.54 percent “agreed or strongly agreed” to following items were:

- I had difficulty scheduling an appointment for my child with the prescribing provider when needed.
- Staff told me what side effects to watch for regarding prescribed medications for my child.
- I was offered alternatives to or choices about my child taking medication.

### Access to Respite Services:

We wanted to know how respondents felt about Respite Services.

- Very few respondents (13.88%) had received Respite Services.
- However, just under one-half of all respondents (48.63%) said they would use Respite Services if they were available to them.
- But less than one-quarter of respondents (23.39%) knew how to get Respite Services.

### Care Coordination:

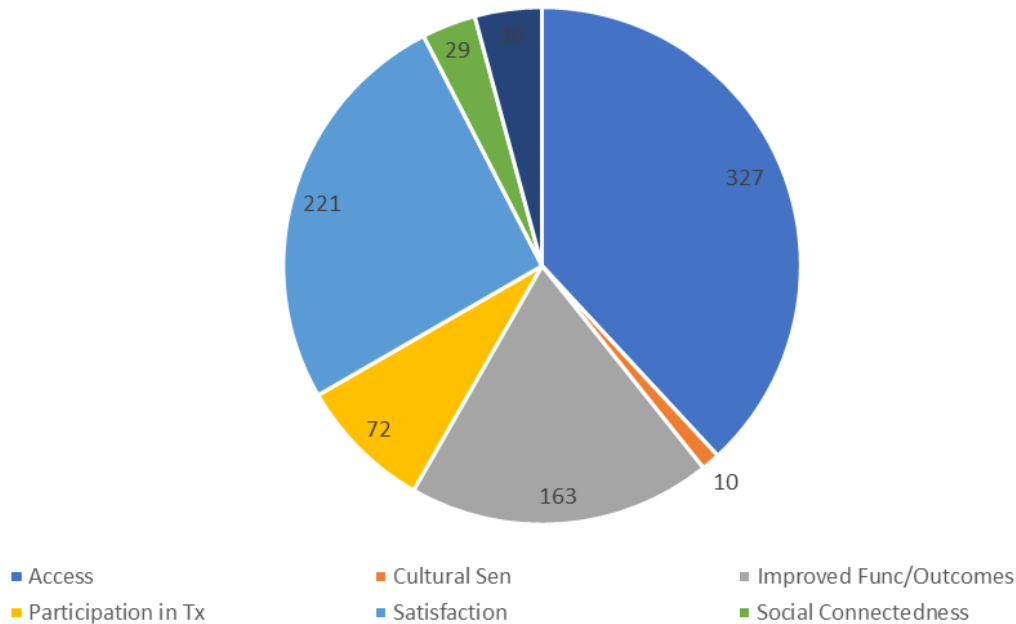
Only 4.8 percent of all children receiving services are assigned by their Managed Care Health Plan to the higher level of Centennial Care service called Care Coordination (Level 2 or 3). Within this smaller group 3.9 percent were surveyed. Their percent of positive response per each item was as follows:

- 84.62% I participated in developing my child’s Care Plan.
- 92.11.3% My child’s medical needs were included in his/her Care Plan.
- 90.0% I was able to speak with my child’s Care Coordinator as often as I needed to.
- 82.05% I had contact with my child’s care coordinator and we talked about action steps to take to meet my child’s goals.
- 86.49% My Care Coordinator helped me get services that actually helped my child, even if there had been changes or loss of services.
- 87.5% I am satisfied with my overall experience with my health plan’s Care Coordination services.

**Additional Comments:**

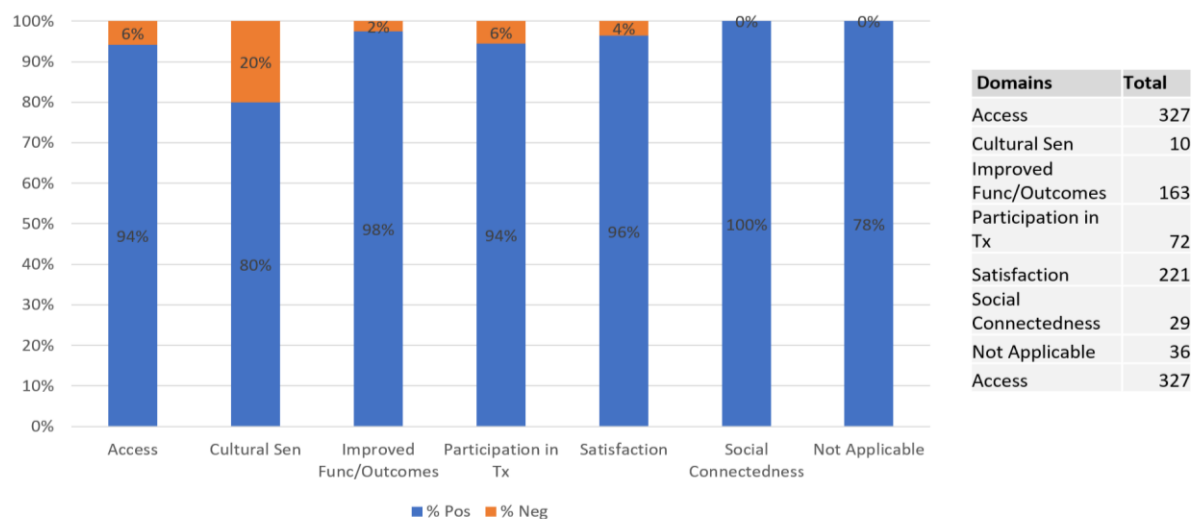
At the end of the telephone survey, respondents were asked an opened-ended question. There were 858 responses total, which were categorized into the domains represented in the pie chart below.

WHAT IS THE ONE THING THAT MADE THE MOST DIFFERENCE FOR YOUR FAMILY?  
Family/Caregiver Qualitative Comment Reviw - **858 Comments**



The comments assigned to each domain were further sorted by positive and negative statements, most comments were positive.

WHAT IS ONE THING THAT MADE THE MOST DIFFERENCE FOR YOUR FAMILY?  
Family/Caregiver Qualitative Comment Review  
**858 Comments**



## Next Steps:

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The findings from the Annual Consumer and Family/Caregiver Satisfaction Survey are part of our yearlong continuous quality improvement efforts. At the monthly meetings of the Steering Committee for the Annual Survey, the MCOs have been reviewing their specific results. From these results, the MCOs presented their quality improvement interventions targeted at impacting their performance. On December 11, 2023, the Adult and Family/Caregiver Satisfaction Steering Committee met with the three MCOs to discuss their Quality Improvement Initiatives, addressing the findings from the 2023 report. There continues to be ongoing monitoring to assess progress on those efforts, including a follow up Steering Committee Meeting in the Spring of 2024.

The following are some preliminary quality improvement interventions that the MCOs will implement in 2023-2024:

- Supporting Members through providing access to videos on ADD medication consistency and the importance of follow-up, Opioid Recovery, and Maternal Mental Health.
- Offer continuing education credits to providers on pediatric and adolescent mental health, Social Determinants of Mental Health, substance use trends in primary care, and maternal mental health.
- Communication efforts to inform providers and members on behavioral health consults, antidepressant medications, ADD (including text messages to members who meet the HEDIS measure), and a member webinar aimed at improving outcomes and functioning.
- Provide care plan and member engagement trainings to member facing staff, including educating on the value of addressing Social determinants of health (SDOH) concerns.
- Develop flyers on age appropriate coping skills for children to help guardians recognize age-appropriate coping skills.
- Continue to implement the SUD Outreach to members and staff to increase knowledge of the tools and resources available for harm reduction, addiction treatment and recovery.
- CPSWs are trained to become SOAR advocates, approved to assist with applying for SSI/SSDI Outreach, Access, and Recovery (SOAR) housing assistance.
- Conducting further member satisfaction surveys.
- Continue to grow outreach and communication efforts with partners and members, including brochures for Peer Support Groups, education opportunities for providers, and providing communication in alternative formats/languages.
- Utilizing and strengthening online and telephonic program presence and access, including telemedicine, health applications, and crisis prevention lines.



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### **Consumer, Family, Youth Satisfaction Project Steering Committee:**

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