New Mexico Behavioral Health Consumer Satisfaction Project

2024

A Collaborative effort by:

The New Mexico Health Care Authority: 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.

Table of Contents

| Table of Contents | :: |
|---|-----|
| | ii |
| Fiscal Year 2024 - Consumer Family/Caregiver Report | 1 |
| What is the Consumer Satisfaction Project? | 1 |
| What we ask about: 2024: The Eleventh Year of Centennial Care | 1 2 |
| | 3 |
| Survey Highlights- Adult | |
| Who we surveyed – Adults Demographics Overview of Adult Findings by the Seven Domains: | 3 |
| Domain: Access | 6 |
| | |
| Domain: Participation in Treatment | 7 |
| Domain: Improved Functioning | 8 |
| Domain: Social Connectedness | 9 |
| Domain: Outcomes | 10 |
| Domain: Quality & Appropriateness | 11 |
| Domain: Satisfaction | 12 |
| Geographic Patterns: | 13 |
| Other Survey Areas - Adult: | 14 |
| Survey Highlights - Child Family/Caregiver Survey | 16 |
| Who we surveyed - Child Demographics | 16 |
| Overview of Child/Family Caregiver Findings by the Seven Domains: | 18 |
| Domain: Access | 19 |
| Domain: Participation in Treatment Planning | 20 |
| Domain: Improved Functioning | 21 |
| Domain: Social Connectedness | 22 |
| Domain: Outcomes | 23 |
| Domain: Cultural Sensitivity | 24 |
| Domain: Satisfaction | 25 |
| Geographic Patterns: | 26 |
| Other Survey Areas – Child/Family Caregiver: | 27 |
| Next Steps: | 29 |
| Acknowledgments: | 30 |
| | |

Fiscal Year 2024 - Consumer Satisfaction Project Report

What is the Consumer Satisfaction Project?

The New Mexico Consumer, Family/Caregiver, and Youth Satisfaction Project (CFYP), also referred to as the Consumer Satisfaction Project, is an annual survey effort that gathers feedback from adults, family members, and youth who receive state-funded mental health and substance use treatment and support services.

The CFYP surveys serve two key purposes:

- To inform ongoing quality improvement efforts aimed at strengthening services in New Mexico; and,
- To fulfill federally mandated data reporting requirements

Adults and family members of youth in care participate through telephone interviews conducted by trained family and adult peer advocates. These interviews are conducted with a randomly selected pool of individuals who received services through New Mexico Medicaid or behavioral health programs between July and December 2023. The CFYP Steering Committee, which includes adult, family, and youth advocates, recovery representatives from Managed Care Organizations (MCOs), and staff from relevant state agencies such as the Children, Youth and Families Department and the Health Care Authority, oversees the survey process. The Committee provides guidance, reviews findings, and focuses on developing interventions to improve services based on survey results.

What we ask about:

The survey includes federally required questions from the Mental Health Statistics Improvement Program (MHSIP), which collects standardized feedback on access, quality, outcomes, and social connectedness to improve mental health services. This data helps identify areas for improvement, informs policy, and promotes accountability. The New Mexico Behavioral Health Collaborative also added questions, including those related to the National Outcome Measures System. This report presents key findings separately for the Adult Survey and the Child & Family/Caregiver Survey.

The survey uses seven nationally recognized subscales, providing a useful benchmark to evaluate New Mexico's performance. Each subscale is included in this report, with responses measured on a five-point Likert scale. Scale values represent the percentage of respondents whose average answers were positive. The 2024 results for New Mexico are displayed in graphs alongside data from previous years, with a red line indicating the 2023 U.S. average for each measure. The specific questions that comprise each scale are listed below their respective graphs. In addition to these seven domains, the survey includes questions on housing, employment, substance use, medications, and care coordination. Findings on these topics are presented after the discussion of the subscales.

2024: The Eleventh Year of Centennial Care

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 2023 through December 2023).

- 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 periods of lock-down.
- The emphasis on *integrated* behavioral and physical care has continued to expand.
- 2024 marked the final year of Centennial Care; this data reflects all three MCOs from 2023, but quality
 improvement interventions were reported only by the two MCOs continuing into the new Medicaid
 program, Turquoise Care, which launched in July 2024.

The reader will see trend data in each of the domains which reflects the respondents' satisfaction across the period from the beginning of Centennial Care in 2014 through 2024.

Survey Highlights- Adult

Who we surveyed – Adults Demographics

Our sample included individuals who received care between July 1, 2023, and December 31, 2023. However, when contacted, respondents could share their experiences from the entire previous twelve months. Telephone surveys were conducted in May 2024. For the 2024 survey, we heard from 1,051 adult respondents. Overall, the sample closely represented the population receiving services, with a few exceptions noted below.

GENDER: Females were overrepresented in the sample, making up 62.2% of respondents compared to 59.4% of those receiving services during the same period. Males were slightly underrepresented, accounting for 37.6% of the survey population, while they made up 40% of the treatment population. A small portion of respondents (0.2%) did not report their gender.

0.2%

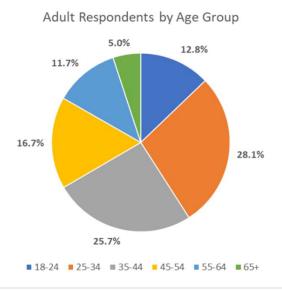
37.6%

62.2%

□ Female □ Male □ Unknown

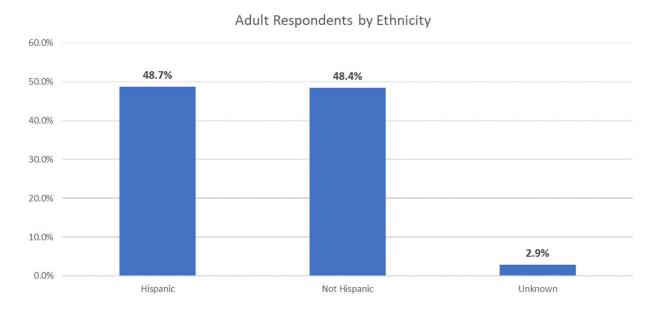
Adult Respondents by Gender

AGE: The results are similar to those from 2023 and represent people who received services during the same time period. However, the 18–24 age group was slightly underrepresented in the sample, making up 12.8% of respondents compared to 14.1% of the overall treatment population.

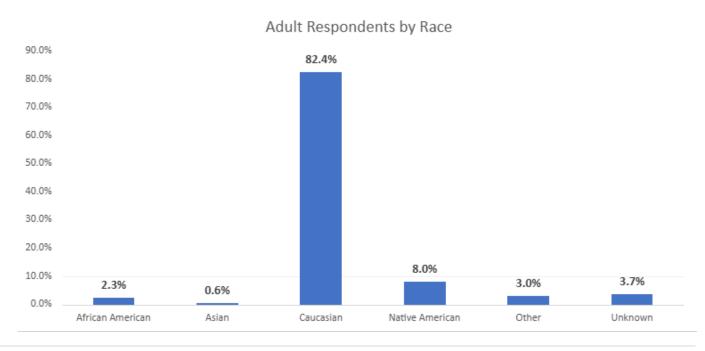


3 | Page

ETHNICITY: The ethnicity of participants was similar to the previous year but not fully representative of those seeking treatment. Both Hispanic and Non-Hispanic respondents each made up just over 48% of the 2024 survey population, while the population receiving services during the same period was 51.2% Hispanic and 46.0% Non-Hispanic.



RACE: The racial distribution of respondents reflects the profile of those seeking treatment. Compared to last year, the percentage of Caucasian respondents decreased by nearly 4 percentage points, while all other racial groups saw slight increases.



Overview of Adult Findings by the Seven Domains:

Two separate instruments were developed, one addressing issues relevant to adults and the other focusing on children. The items within each domain are identical to those used nationwide, allowing New Mexico to compare its performance to national averages. Additional subscales were also assessed, including supportive housing, supported employment, and substance use, along with issues related to medication management and care coordination. These findings are presented immediately following the individual domain graphs.

Compared to our own historical performance in New Mexico, there were no significant differences across the seven domains relative to 2023 results.

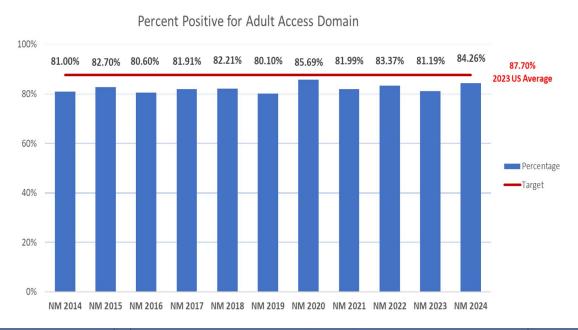
Against national averages, New Mexico falls below the 2023 U.S. target in three domains: Access (by 3.44 percentage points), Participation in Treatment, and Satisfaction (both by less than 1 percentage point). However, New Mexico exceeds the national average in four domains: Improved Functioning, Outcomes, Quality and Appropriateness, 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 percentage of positive responses for Access was 84.26 percent. This is not significantly different from the prior year's performance of 81.19 percent. However, this is 3.44 percent points below the 2023 National Average of 87.70 percent. Respondents were least satisfied with access to their psychiatrist and with scheduling appointments.

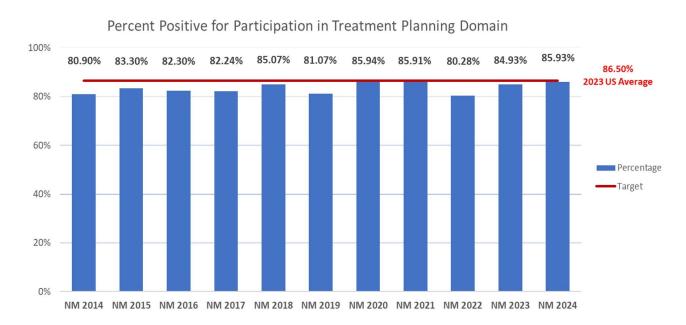


| Domain | Q# | Question Text | Domain Item Percentage |
|--------|-----------------|--|------------------------|
| Access | 4 The location | n of services was convenient (parking, public transportation, distance, etc.). | 86.97% |
| Access | 5 Staff were v | villing to see me as often as I felt it was necessary. | 87.54% |
| Access | 6 Staff returns | ed my call in 24 hours. | 81.11% |
| Access | 7 Services we | ere available at times that were good for me. | 88.68% |
| Access | 8 I was able t | o get all the services I thought I needed. | 84.26% |
| Access | 9 I was able t | o see a psychiatrist when I wanted to. | 78.64% |

Domain: Participation in Treatment

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

Observations: The total percentage of positive responses for Participation in Treatment was 85.93 percent. This was just below the 2023 National Average (86.50%). While adults were generally satisfied asking questions about their treatment or medications, they were notably less satisfied with the process of setting their treatment goals.

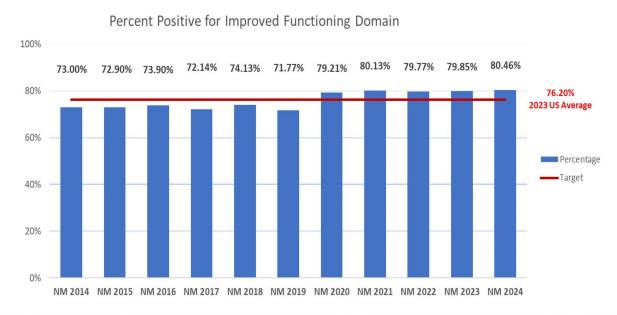


| Domain | Q# | Question Text | Domain Item Percentage |
|-------------------------------------|----|--|------------------------|
| Participation in Treatment Planning | 11 | I felt comfortable asking questions about my treatment and medication. | 92.61% |
| Participation in Treatment Planning | 17 | I, not staff, decided my treatment goals. | 86.93% |

Domain: Improved Functioning

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

Observations: The total percentage of positive responses for Improved Functioning was 80.46 percent. It is close to the prior year's performance of 79.85 percent and is about 4 points above the 2023 National Average of 76.20 percent. Adults were least satisfied about managing their symptoms and being able to handle things when they go wrong.

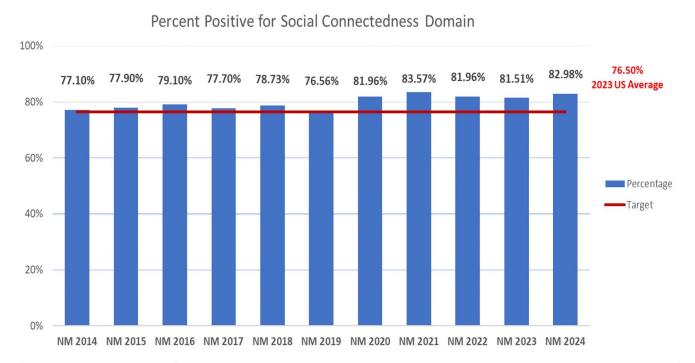


| Domain | Q# | Question Text | Domain Item Percentage |
|----------------------|----|---|------------------------|
| Improved Functioning | 28 | My symptoms are not bothering me as much. | 68.54% |
| Improved Functioning | 29 | I do things that are more meaningful to me. | 84.17% |
| Improved Functioning | 30 | I am better able to take care of my needs. | 84.87% |
| Improved Functioning | 31 | I am better able to handle things when they go wrong. | 80.84% |
| Improved Functioning | 32 | I am better able to do things that I want to do. | 81.91% |

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 percentage of positive responses for Social Connectedness was 82.98percent. While slightly higher than the prior year's performance of 81.51 percent, the differences were not statistically significant, and this exceeds the 2023 National Average of 76.50 percent. The area in which adults were less satisfied had to do with their sense of belonging in their community.

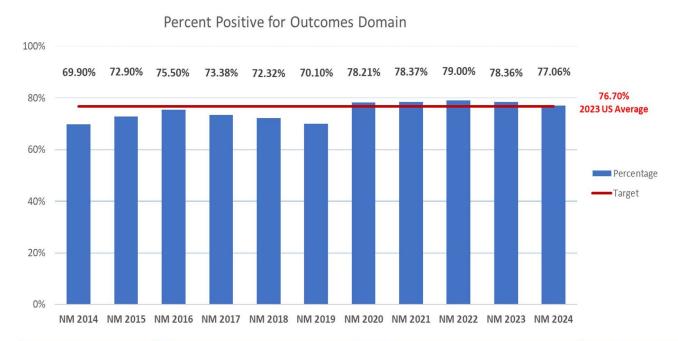


| Domain | Q# | Question Text | Domain Item Percentage |
|----------------------|-----------------------|---|------------------------|
| Social Connectedness | 33 I am happy with | the friendships I have. | 87.70% |
| Social Connectedness | 34 I have people w | ith whom I can do enjoyable things. | 89.33% |
| Social Connectedness | 35 I feel I belong in | my community. | 81.06% |
| Social Connectedness | 36 In a crisis, I wou | ıld have the support I need from family or friends. | 87.87% |

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 percentage of positive responses for Outcomes was 77.06 percent slightly below last year's result of 78.36 percent. However, the 2024 average is just over the 2023 National Average of 76.70 percent. Satisfaction was notably lower in the areas of symptom management, handling social situations, work, getting along better with family and housing.

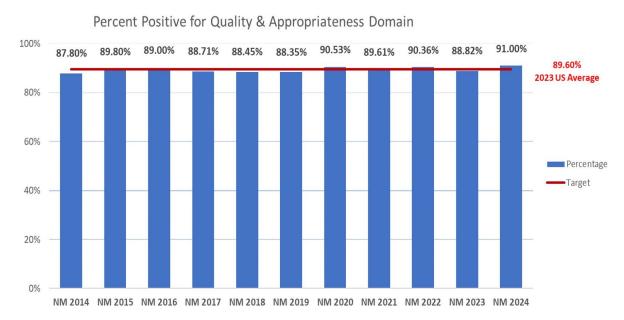


| Domain | Q# | Question Text | Domain Item Percentage |
|----------|----|--|------------------------|
| Outcomes | 21 | deal more effectively with daily problems. | 84.09% |
| Outcomes | 22 | am better able to control my life. | 85.41% |
| Outcomes | 23 | am better able to deal with crisis. | 83.40% |
| Outcomes | 24 | am getting along better with my family. | 79.60% |
| Outcomes | 25 | do better in social situations. | 70.31% |
| Outcomes | 26 | do better in school and/or work. | 78.49% |
| Outcomes | 27 | My housing situation has improved. | 71.16% |
| Outcomes | 28 | My symptoms are not bothering me as much. | 68.54% |

Domain: Quality & Appropriateness

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

Observations: The total percentage of positive responses for Quality & Appropriateness was 91.00 percent. is the average for this domain increased from the prior year's performance of 88.82 percent and leads the 2023 National Average of 89.60 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.

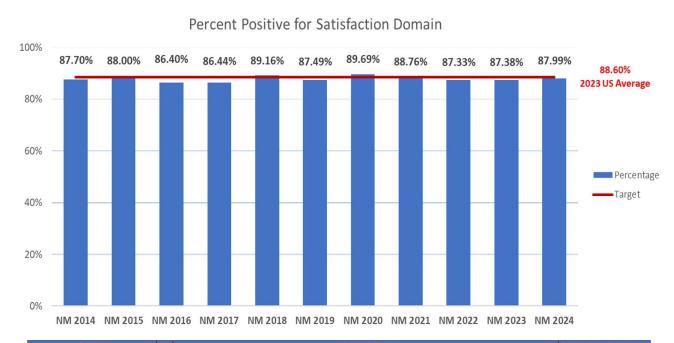


| Domain | Q# | Question Text | Domain Item Percentage |
|---------------------------|------------------|--|------------------------|
| Quality & Appropriateness | 10 Staff here | believed that I can grow, change and recover. | 89.68% |
| Quality & Appropriateness | 12 I felt free t | o complain. | 89.00% |
| Quality & Appropriateness | 13 I was give | n information about my rights. | 90.04% |
| Quality & Appropriateness | 14 Staff enco | uraged me to take responsibility for how I live my life. | 89.91% |
| Quality & Appropriateness | 15 Staff told i | me what side effects to watch out for. | 83.96% |
| Quality & Appropriateness | 16 Staff resp | ected my wishes about who is and who is not to be given information about my treatment. | 95.03% |
| Quality & Appropriateness | 18 Staff were | sensitive to my cultural background (race, religion, language, etc.) | 92.63% |
| Quality & Appropriateness | 19 Staff helpe | ed me obtain the information I needed so that I could take charge of managing my illness. | 90.53% |
| Quality & Appropriateness | 20 I was enco | ouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.). | 81.93% |

Domain: Satisfaction

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

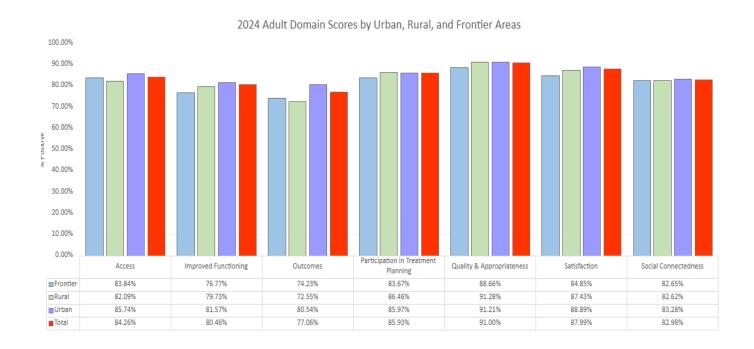
Observations: The total percentage of positive responses for Satisfaction was 87.99 percent. This is very similar to the prior year's performance of 87.38 percent, and it is lower (0.61 points) than the 2023 National Average of 88.60 percent.



| Domain | Q# Question Text | Domain Item Percentage |
|--------------|--|------------------------|
| Satisfaction | 1 I like the services that I received here. | 91.59% |
| Satisfaction | 2 If I had other choices, I would still get services from this agency. | 86.33% |
| Satisfaction | 3 I would recommend this agency to a friend or family member. | 88.81% |

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 compared to 2023. The Access domain improved overall by about 3 percentage points, driven mainly by a strong increase of around 6 points in urban areas, while rural areas experienced a slight decline of about 1 point. The Improved Functioning domain remained stable statewide, with small gains of roughly 3 points in urban areas balanced by decreases of 1 to 2 points in frontier and rural areas. The Outcomes domain showed mixed results, with a notable drop of nearly 9 points in rural areas but moderate improvements of 2 points in frontier and urban areas. The Participation in Treatment Planning and Quality & Appropriateness domains both saw modest statewide improvements, generally less than 2 percentage points. The Satisfaction domain increased slightly overall by about half a point, helped by gains of around 2 points in urban areas despite small declines of 1 to 2 points in frontier and rural areas. The Social Connectedness domain improved by 4 to 5 points in frontier and urban areas but declined by nearly 4 points in rural areas, resulting in a modest overall increase of about 1.5 points.



Other Survey Areas - Adult:

Problems in support services often play a crucial role in behavioral health recovery. To capture this important information, specific questions addressing key support issues were included in the survey and are highlighted below. In addition, questions about Care Coordination were asked at the health plan level, but only of those assigned this service.

Housing:

When asked, "Are you experiencing homelessness (i.e., living in a place not meant for human habitation, in an emergency shelter, in transitional living) or at-risk of experiencing homelessness? (i.e., losing your primary nighttime residence, including motels, hotels, doubled-up situations, staying in your car, late rent, eviction notices, etc.)," 6.8% answered "Yes." Of those, 63.4% agreed or strongly agreed with the related subscale 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?" 58.0percent of the total sample said "Yes". Among those respondents, about two-thirds (67.5%) 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 Use Treatment:

A smaller cohort of respondents (21.3%) responded that they had sought services for substance abuse treatment in the past year. Among those respondents, almost all (91.1%) 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.

Medication:

Almost two-thirds of respondents (64.1%) indicated that they received medication services as part of their treatment in the past year. Among those respondents, on average, 88.1 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.

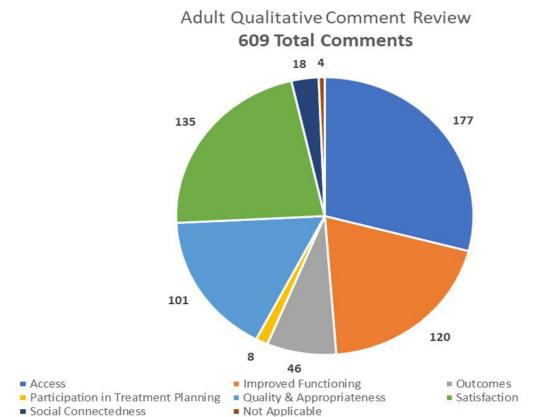
Care Coordination:

About 10.1 percent of respondents were assigned care coordination assistance at higher levels (Level 2 or 3) in Centennial Care. The percentage of positive response per item was as follows:

- 85.5% I participated in developing my Care Plan.
- 89.1% I had contact with my Care Coordinator and we talked about the action steps to take to meet my goals.
- 85.1% My Care Coordinator assisted me when there was a change or loss of service.
- 90.2% 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 open-ended question: "Can you describe any experiences that stood out to you while seeking or receiving behavioral health services?"

There were 609 responses which were categorized into the following themes represented in the pie chart below.



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

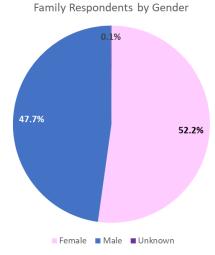
Adult Qualitative Comment Review - Positive/Negative **609 Total Comments** 100% 10.11% Domain Total 90% Response 37.50% 80% Access 177 70% Improved 120 75.009 60% Functioning 46 50% Outcomes 96.559 Participation in 40% Treatment Planning 30% 101 Quality & 20% Appropriateness Satisfaction 135 10% 18 Social 0% Social Connectedness Improved Functioning participation... Quality 8... Not Applicable Connectedness Satisfaction Outcomes Not Applicable ■ % Pos ■ % Neg

Survey Highlights - Child Family/Caregiver Survey

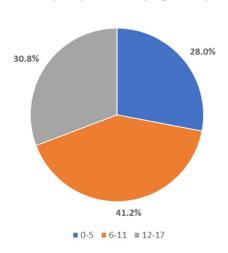
Who we surveyed - Child Demographics

Our sample was randomly drawn from children who received care between July 1, 2023, and December 31, 2023. We spoke with their family members or caregivers, who were free to reflect on their child's experience over the full previous twelve months. Telephone surveys were conducted in May 2024. For the 2024 survey, we heard from 1,021 Family/Caregiver respondents.

GENDER: Just over half (52.2%) of the children surveyed were female, slightly higher than the 50% in the population receiving services. Males made up 47.7% of the sample, slightly below their representation in the service population (49%). One respondent (0.1%) did not report their gender. Overall, gender distribution closely reflects the population receiving care during this period.

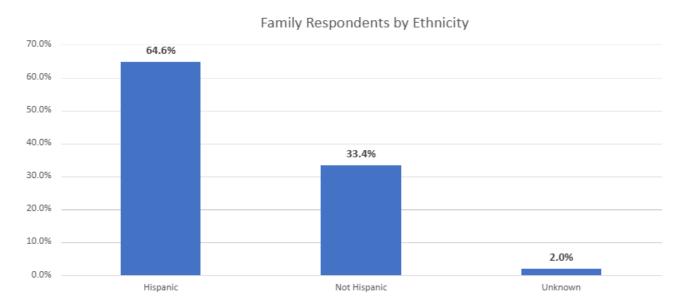


AGE: Children ages 6 to 11 were overrepresented in the survey, making up 41.2 percent of responses compared to 29.3 percent of those in services, a difference of almost 12 percentage points. In contrast, youth ages 12 to 17 were underrepresented, accounting for 30.8 percent of responses while making up 43.7 percent of the population receiving services during this period. The age group 0 to 5 increased from last year and remains close to its representation of the population receiving services.

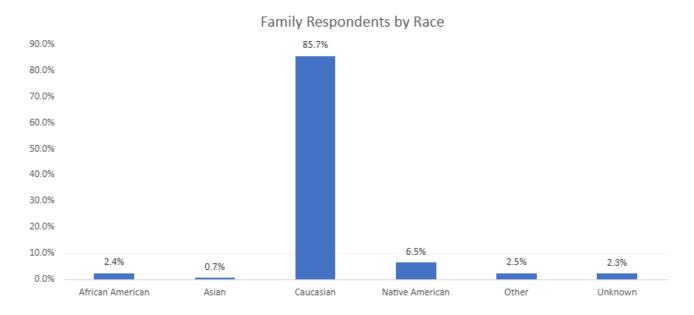


Family Respondents by Age Group

ETHNICITY: Of the children sampled, 64.6 percent were Hispanic, 33.4 percent were non-Hispanic, and 2.0 percent had an unknown ethnicity. These proportions closely reflect the ethnic composition of children receiving services during the same period.



RACE: Eighty-six percent of respondents were Caucasian, a slight overrepresentation compared to the 84.5 percent of Caucasian children in the service population. Native American children made up 6.0 percent of respondents, slightly below their representation in the service population at 7.5 percent. The remaining racial groups were highly representative of their proportions in the population receiving services during this period.



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

Two separate survey instruments were used, one focused on adults and the other on children, each tailored to issues relevant to those groups. The items within each domain are identical to those used nationwide, allowing New Mexico to compare its performance to the National Average. For the Family and Caregiver survey, additional subscales addressed medication, care coordination, and respite services. 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 the seven domains compared to 2023. Scores decreased slightly across all domains except for improvements in the Cultural Sensitivity domain.

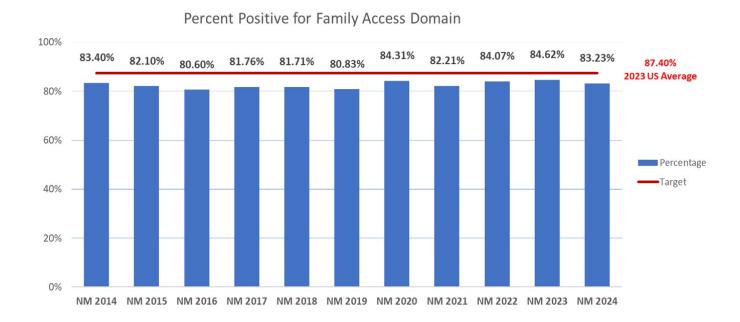
New Mexico exceeded the 2023 National Averages in five of the seven domains by margins ranging from approximately 1.9 to 9.9 percentage points. However, the state fell below the national average in Access, scoring 83.2 percent compared to the national average of 87.4 percent, and in Family Satisfaction, with a score of 84.8 percent versus the national average of 87.0 percent.

The MCOs are continually using this information to guide ongoing quality improvement efforts in these domains.

Domain: Access

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

Observations: The total percentage of positive responses for Access was 83.2 percent, down slightly from 84.6 percent in 2023. New Mexico remains below the 2023 US average of 87.4 percent. As reflected in the questions below the bar graph, respondents were mostly satisfied with service access, though the decline signals opportunities for improvement.

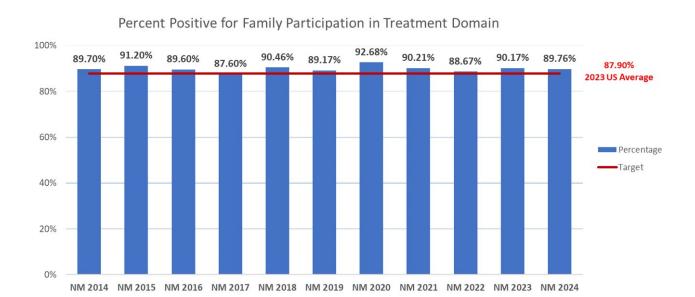


| Domain | Q# | Question Text | Domain Item Percentage |
|--------|----|---|------------------------|
| Access | 8 | The location of services was convenient for us. | 89.34% |
| Access | 9 | Services were available at times that were convenient for us. | 86.98% |

Domain: Participation in Treatment Planning

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

Observations: The total percentage of positive responses for Participation in Treatment Planning was 89.8 percent. This represents a slight decrease from 90.2 percent in the previous year, though the change is not statistically significant. New Mexico remains above the 2023 National Average of 87.9 percent. Families continue to feel very positive about being part of their child's treatment team, selecting treatment goals, and choosing services.



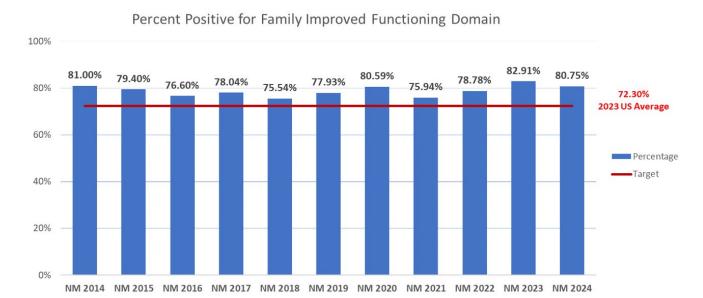
| Domain | Q# | Question Text | Domain Item Percentage |
|----------------------------|----|--|-------------------------------|
| Participation in Treatment | 2 | I helped to choose my child's services. | 89.57% |
| Participation in Treatment | 3 | I helped to choose my child's treatment goals. | 90.08% |
| Participation in Treatment | 6 | I participated in my child's treatment. | 93.39% |

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 overall percentage of positive responses for the Improved Functioning domain decreased in 2024 to 80.8 percent, down from 82.9 percent in 2023. Despite the decline, New Mexico continues to exceed the national average in this domain (72.3%). When looking at individual questions within the domain, slight decreases were observed across all items. The largest drop was in satisfaction with the child's improvement in school or work, which fell to 78.9 percent from 83.3 percent the previous year.

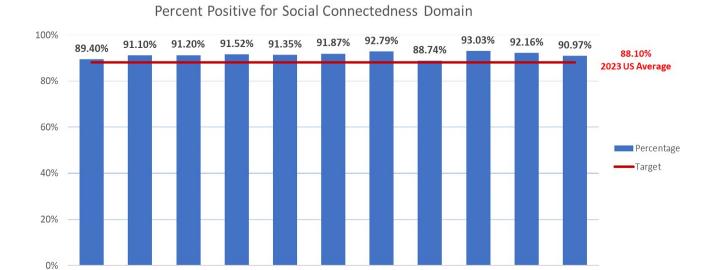


| Domain | Q# | Question Text | Domain Item Percentage |
|----------------------|-------------|--|------------------------|
| Improved Functioning | 16 My child | is better at handling daily life. | 82.50% |
| Improved Functioning | 17 My child | gets along better with family members. | 82.60% |
| Improved Functioning | 18 My child | gets along better with friends and other people. | 82.60% |
| Improved Functioning | 19 My child | is doing better in school and/or work. | 78.90% |
| Improved Functioning | 20 My child | is better able to cope when things go wrong. | 76.49% |
| Improved Functioning | 22 My child | is better able to do things he/she wants to do. | 86.95% |

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 percentage of positive responses for Social Connectedness was 90.97 percent. This is just over one point lower than the previous year but remains about three points higher than the 2023 National Average of 88.1 percent. Almost all subscale questions showed slight decreases with one exception. Families continue to affirm that their child has people to do enjoyable things with, holding steady at 96.7 percent.



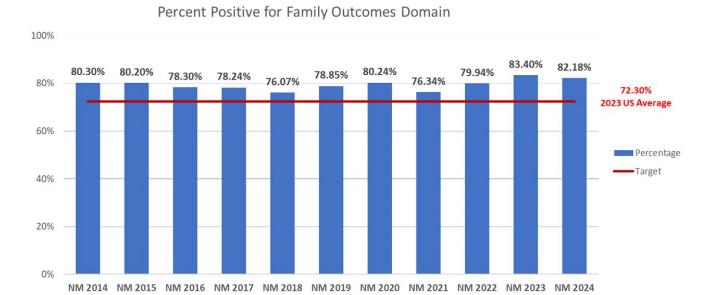
| Domain | Q# | Question Text | Domain Item Percentage |
|----------------------|----|---|-------------------------------|
| Social Connectedness | 23 | I know people who will listen and understand me when I need to talk. | 89.93% |
| Social Connectedness | 24 | I have people that I am comfortable talking with about my child's problems. | 91.73% |
| Social Connectedness | 25 | In a crisis, I would have the support I need from family or friends. | 92.53% |
| Social Connectedness | 26 | My child has people with whom he/she can do enjoyable things. | 96.66% |

NM 2014 NM 2015 NM 2016 NM 2017 NM 2018 NM 2019 NM 2020 NM 2021 NM 2022 NM 2023 NM 2024

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 percentage of positive responses for Outcomes was 82.2 percent, about ten points higher than the 2023 National Average of 72.3 percent, showing that New Mexico continues to exceed the national average despite small declines in most questions. A slight increase was observed in responses about children getting along better with friends and others, which rose to 82.6 percent.

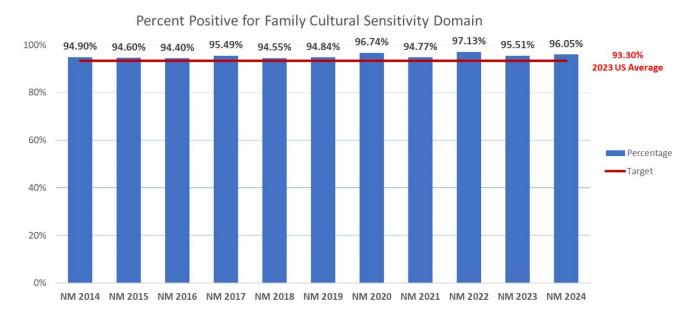


| Domain | Q# | Question Text | Domain Item Percentage |
|----------|-------|---|------------------------|
| Outcomes | 16 M | Ny child is better at handling daily life. | 82.50% |
| Outcomes | 17 N | Ny child gets along better with family members. | 82.60% |
| Outcomes | 18 M | My child gets along better with friends and other people. | 82.60% |
| Outcomes | 19 M | lly child is doing better in school and/or work. | 78.90% |
| Outcomes | 20 N | My child is better able to cope when things go wrong. | 76.49% |
| Outcomes | 21 la | am satisfied with our family life right now. | 88.86% |

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 percentage of positive responses for the Cultural Sensitivity domain was 96.1 percent, a slight increase from last year's 95.5 percent and about three points higher than the 2023 National Average of 93.3 percent. Families continue to express high satisfaction with staff's respect for their cultural backgrounds and spiritual beliefs, as well as feeling spoken to in a way they understand. Individual question responses remained consistent with 2023, showing that families had a positive experience with cultural sensitivity in 2024.



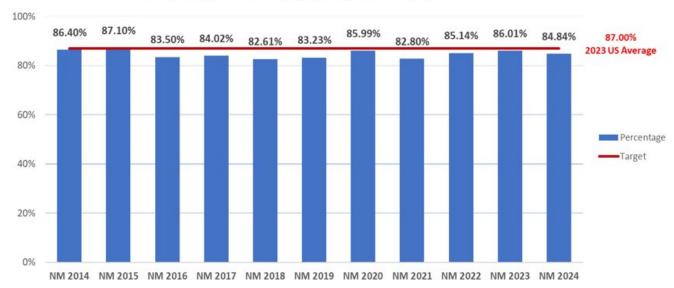
| Domain | Q# | Question Text | Domain Item Percentage |
|----------------------|----|--|------------------------|
| Cultural Sensitivity | 12 | Staff treated me with respect. | 95.57% |
| Cultural Sensitivity | 13 | Staff respected my family's religious/spiritual beliefs. | 96.32% |
| Cultural Sensitivity | 14 | Staff spoke with me in a way that I understood. | 96.74% |
| Cultural Sensitivity | 15 | Staff was sensitive to my cultural/ethnic background. | 95.54% |

Domain: Satisfaction

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

Observations: The total percentage of positive responses for the Satisfaction domain was 84.8 percent in 2024, a slight decrease from 86.0 percent in 2023. New Mexico remains below the 2023 National Average of 87.0 percent. Minor decreases were noted across all questions, with families continuing to report lower satisfaction in getting the amount of help they wanted or needed (84.4%).





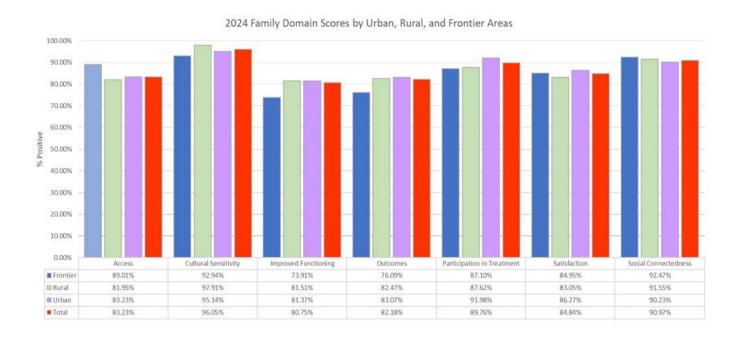
| Domain | Q# | Question Text | Domain Item Percentage |
|--------------|----|--|------------------------|
| Satisfaction | 1 | Overall, I am satisfied with the services my child received. | 90.19% |
| Satisfaction | 4 | The people helping my child stuck with us no matter what. | 86.51% |
| Satisfaction | 5 | I felt my child had someone to talk to when he/she was troubled. | 86.74% |
| Satisfaction | 7 | The services my child and/or family received were right for us. | 86.18% |
| Satisfaction | 10 | My family got the help we wanted for my child. | 84.42% |
| Satisfaction | 11 | My family got as much help as we needed for my child. | 81.56% |

Geographic Patterns:

The seven domains were analyzed to identify differences among respondents living in urban, rural, and frontier areas compared to 2023. Overall, few significant differences were observed across the areas.

Access showed a strong increase of nearly 12 points in frontier areas but declined by about 5 points in rural areas and remained stable in urban areas. Cultural Sensitivity decreased by nearly 6 points in frontier areas but increased slightly in rural and urban areas. Improved Functioning declined in all areas, most notably by almost 6 points in rural areas, with smaller drops in urban and frontier areas. Outcomes declined modestly in all areas, with frontier areas seeing the largest decrease of about 7 points. Participation in Treatment decreased slightly in frontier and rural areas but improved by around 1 point in urban areas. Satisfaction decreased modestly across all areas, with rural areas showing the largest drop of about 3 points. Social Connectedness remained high in frontier and rural areas with only minor decreases, while urban areas experienced a small increase.

Despite some declines in frontier and rural areas, the overall domain performance remained relatively consistent across geographic areas between 2023 and 2024.



Other Survey Areas – Child/Family Caregiver:

Access to Care:

As with the adult cohort, support services continue to be a critical part of behavioral health services for children and families. To capture this important information, the survey included specific questions related to access to respite services, medication management, and care coordination. These questions have been asked for several years and provide valuable insight into how families use these services and where needs may not be fully met. Responses help Managed Care Organizations (MCOs) better understand member needs and support ongoing quality improvement efforts. Questions about care coordination were asked at the health plan level, but only for those assigned to this service.

Medication:

34.8 percent of families receiving services indicated that their children received medication services as part of their treatment in the last year. Of those respondents, 53.0 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 (12.2%) had received Respite Services.
- However, just under one-half of all respondents (49.0%) said they would use Respite Services if they were available to them.
- But just over one-quarter of respondents (26.0%) knew how to get Respite Services.

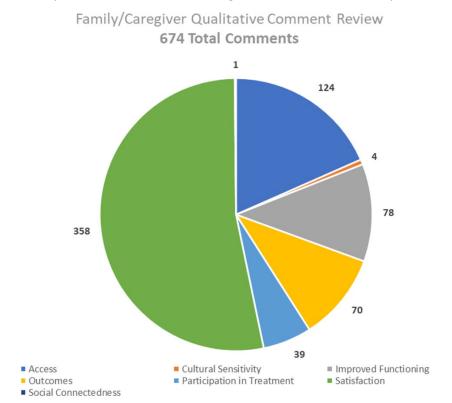
Care Coordination:

Only 5.0 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 4.4 percent were surveyed. Their percent of positive response per each item was as follows:

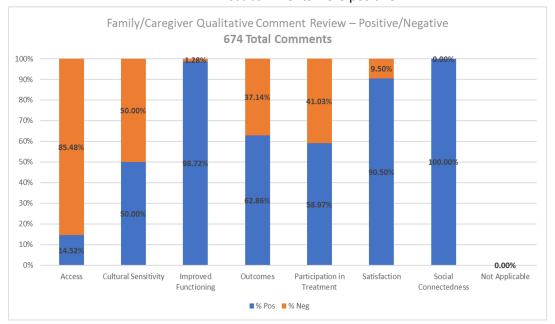
- 93.3% I participated in developing my child's Care Plan.
- 100.0% My child's medical needs were included in his/her Care Plan.
- 93.3% I was able to speak with my child's Care Coordinator as often as I needed to.
- 93.3% I had contact with my child's care coordinator and we talked about action steps to take to meet my child's goals.
- 88.4% My Care Coordinator helped me get services that actually helped my child, even if there had been changes or loss of services.
- 88.9% 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 open-ended question: "Can you describe any experiences that stood out while seeking or receiving behavioral health services for your child?

There were 674 responses total, which were categorized into the domains represented in the pie chart below.



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



| Total Responses |
|-----------------|
| 124 |
| 4 |
| 78 |
| 70 |
| |
| 39 |
| 358 |
| 1 |
| 0 |
| |

Next Steps:

The Annual Consumer and Family/Caregiver Satisfaction Survey, based on the MHSIP framework and enhanced with state-specific questions, helps identify both strengths and areas for improvement in behavioral health services. In Fall 2024, the Adult and Family/Caregiver Satisfaction Steering Committee met to review the 2024 survey results. On November 4, 2024, representatives from the two MCOs that transitioned from Centennial Care to Turquoise Care, New Mexico's new Medicaid program launched in July 2024, presented quality improvement initiatives developed in response to their survey findings.

Progress on these initiatives will continue to be monitored, with a follow-up Steering Committee meeting scheduled for Spring 2025. The following are some preliminary quality improvement interventions that the MCOs will implement in 2024-2025:

Member Interventions:

- Expanding neighborhood Wellness Centers, being explored for member education and engagement opportunities.
- Exploring partnerships with School Based Health Centers for member education.
- Leveraging recovery success story events statewide to improve members' sense of belonging and reduce stigma.
- Using phone, text, social media, and advertising to directly communicate and engage with members.
- Supporting members through a text messaging campaign focused on ADD medication consistency and follow-up after hospitalization.
- Publishing a social media (YouTube) campaign for postpartum members addressing substance use and timely follow-up care.
- Offering value-added member services to address social determinants of health not covered by Medicaid, including:
 - Diapers, cribs, and childcare
 - After-school programs
 - Clothing and furniture
 - "Thank you" gift cards for family members assisting special needs relatives

Provider Interventions:

- Sharing survey results with network teams and providers to increase awareness and encourage improvement strategies.
- Engaging providers through contracting incentives, education, and continuing education units (CEUs).
- Implementing outpatient and facility incentive programs to promote hospital follow-up care.
- Offering provider training including:
 - Training for CC, CPSWs, and CHWs to support families in setting appropriate expectations based on children's abilities and developmental stages.
 - Videos to improve patient outcomes on topics such as prenatal/postpartum care, substance use, and medication adherence.
 - Pharmacotherapy for Opioid Use listening sessions.
- Expanding the network of telehealth and substance abuse providers.
- Expanding neighborhood Wellness Centers.
- Providing A1C testing kits for providers treating members on antipsychotic medications.

Acknowledgments:

There are many individuals who assisted in obtaining the information for this survey, and it is impossible to mention everyone by name. The Project Steering Committee would like to extend their gratitude to all the workers, volunteers, family members, and other stakeholders who participated.

Consumer, Family, Youth Satisfaction Project Steering Committee:

Melissa Beery, Family Advocate Mariah Kennedy, Adult Advocate

Children, Youth and Families Department:

Francine Lopez, Behavioral Health Services

Behavioral Health Services Division, HSD:

Jason Martinez, Quality & Data Manager
Lee Ann Lopez, Quality & Data Analyst
Bianca Schultz, Business Operations Coordinator
Melinda Lopez, MCO Contract Manager
Jamie Standridge, MCO Contract Manager
Melisha Montano, OPRE Program Coordinator

Behavioral Health Collaborative:

Betty Downes, Quality & Evaluation Consultant

Managed Care Organizations:

Blue Cross Blue Shield of New Mexico: Greg Lujan, Lesley Riley, and Madeline Barrett

Presbyterian Health/Magellan: Pilo Bueno, Tim Burg, and Brooke Udero

Western Sky Community Care: Maricela Jimenez, Jennifer Ferreira, Gayle Bost, Amir Wodajo, Sharon

Notah White, and Jonathan Calles

Special Thanks to:

Falling Colors: Reba Serafin and Tim Harville

Rebel Leadership: Annette Vigil and Elise Padilla

Albuquerque Center for Hope and Recovery: Donato Velasco

Bilingual Hearts: Liliana Spurgeon and Ruth Yanez