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Indiana Division of Mental Health and Addiction Consumer Satisfaction Survey Report Card

Consumer Mental Health Treatment Satisfaction Survey Results:
Adults Served and Parents/Caretakers of
Children/Adolescents Served
from July 1, 2005 through June 30, 2006
(State Fiscal Year 2006)

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Overview

The Indiana Family and Social Services Administration (FSSA) Division of Mental Health and Addiction (DMHA) is pleased to publish this Consumer Satisfaction Survey Report Card for consumers, their family members, government officials, providers of mental health services, and all other stakeholders interested in mental health care service delivery in Indiana. This report card provides information about consumer satisfaction with Indiana mental health services and service providers.

The 32 mental health care agencies in this report have contracts with DMHA to provide services. Under Indiana law (P.L. 40), these providers must offer the same set of ten mental health services; this is called the "continuum of care" for eligible Indiana citizens. To locate the nearest provider or the one this report card may indicate is the best for a specific need, please go to the Indiana Division of Mental Health and Addiction map of providers: **http://www.in.gov/apps/fssa/hap/**. If there are further questions, please call the Consumer Service Line at 800-901-1133 or call DMHA directly at 317-232-7800.

The data in this report came from some of the people (a sample) who received services during State Fiscal Year 2006 (July 1, 2005 to June 30, 2006). Two groups of consumers were surveyed for this report card: (1) Adults with serious mental illness (SMI), and (2) Parents/caretakers of children and adolescents with serious emotional disturbance (SED). If you have questions about services, please visit the Indiana Division of Mental Health and Addiction website at: **http://www.in.gov/fssa/dmha/index.htm**

People seeking mental health services can be enrolled in the Hoosier Assurance Plan (HAP) when they meet the definitions of SMI and SED (see the Glossary for more information) and meet HAP income criteria of annual income at or below 200% of the federal poverty level. Adults and children with chronic addiction were not surveyed for this report card.

Most of the mental health care agencies shown in this report provide services for both adults (SMI) and children/adolescents (SED), except for four providers who serve only children and adolescents. Of those four providers, graphs for children are shown in this document only for The Villages of Indiana (#1006). The survey was not administered to both Children's Bureau of Indianapolis (#1009) and PSI Services (#1468) due to very low numbers served. There is no graph for Choices, Inc. (#1019) because it is a joint venture of other providers that are shown separately**.** No conclusions can be drawn from the results for Edgewater (#421) due to invalidation of the sample caused by an incorrect client data randomization.

Brief Summary of the Findings

Indiana mental health service providers are rated different by consumers of services. This is true for general satisfaction, access to services, and for participation in treatment planning, but these differences only indicate that consumers have either high or moderate satisfaction with all providers; no dissatisfaction was found. Adult consumers indicate that satisfaction with service outcomes is different between providers, which is true for all Midwestern states and all states nationally. Several providers did have average satisfaction scores above 2.50 on the Service Outcome domain, indicating dissatisfaction (see Graph 9). Graphs

Parents/caretakers of children and adolescents with SED have about the same level of satisfaction with their child's service access, with the provider's cultural sensitivity, with their participation in planning, and with their child's service outcomes. Parents/caretakers do rate their provider satisfaction different in one area: general satisfaction with service providers. As shown in Graph 10, parents/caretakers whose children received services at Villages of Indiana had the highest general satisfaction. All providers of child services could have scored higher on outcomes of services, but this finding is true for all Midwestern states and all states nationally.

See Graphs 5 though 14 for detailed information of the satisfaction survey findings.

Consumer Demographic Information

All data were collected by Indiana University Center for Survey Research (CSR) and submitted to the Indiana DMHA. After DMHA performed final data revisions, there were 3,976 completed surveys (2,027 adult surveys and 1, 949parent/caretaker surveys). The tables below illustrate demographic information for both groups of consumers.

MHSIP Survey (Adults with SMI) Demographics

Table 1. MHSIP Adult Survey, Gender

	Number	Percent
Male	698	34.5%
Female	1,327	65.5%
Total	**2,025**	**100.0%**

Table 2. MHSIP Adult Survey, Age

	Number	Percent
18 or less	49	2.4%
19-20	48	2.4%
21-30	304	15.0%
31-40	424	20.9%
41-50	609	30.1%
51-60	397	19.6%
61-70	133	6.6%
70+	61	3.0%
Total	**2,025**	**100.0%**

Table 3. MHSIP Adult Survey, Race & Ethnicity

	Number	Percent
African Amer/Black	181	8.9%
Alaskan Native	0	.0%
American Indian	14	.7%
Asian	4	.2%
Native Hawaiian	4	.2%
White	1,760	86.9%
Multiracial	37	1.8%
Other	25	1.2%
Total	**2,025**	**100.0%**

Hispanic	55	2.7%
Non-Hispanic	1,970	97.3%
Total	**2,025**	**100.0%**

YSS-F Survey (Parents/Caretakers of Children/Adolescents with SED) Demographics

Table 4. YSS-F Parent/Caretaker Survey, Gender

	Number	Percent
Male	1,199	62.0%
Female	735	38.0%
Total	**1,934**	**100.0%**

Table 5. YSS-F Parent/Caretaker Survey, Age

	Number	Percent
1-5	186	9.6%
6-10	728	37.6%
11-15	833	43.1%
16-18	187	9.7%
Total	**1,934**	**100.0%**

Table 6. YSS-F Parent/Caretaker Survey, Race & Ethnicity

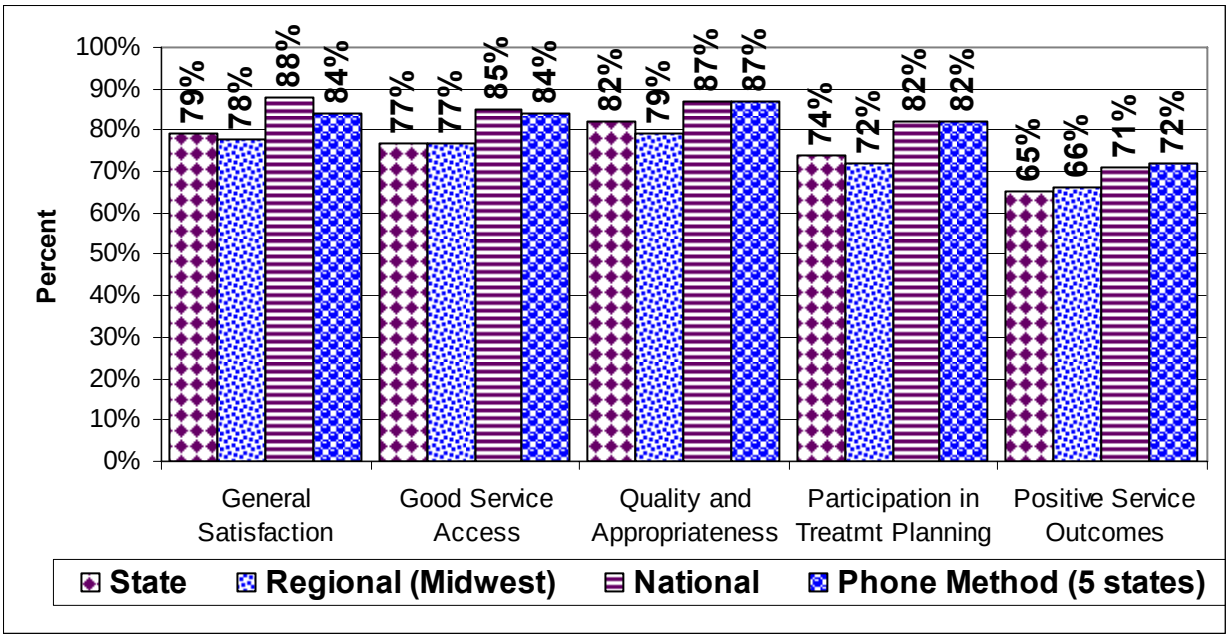
	Number	Percent
African Amer/Black	278	14.4%
Alaskan Native	0	.0%
American Indian	10	.5%
Asian	4	.2%
Native Hawaiian	4	.2%
White	1,514	78.3%
Multiracial	82	4.2%
Other	42	2.2%
Total	**1,934**	**100.0%**

Hispanic	102	5.3%
Non-Hispanic	1,832	94.7%
Total	**1,934**	**100.0%**

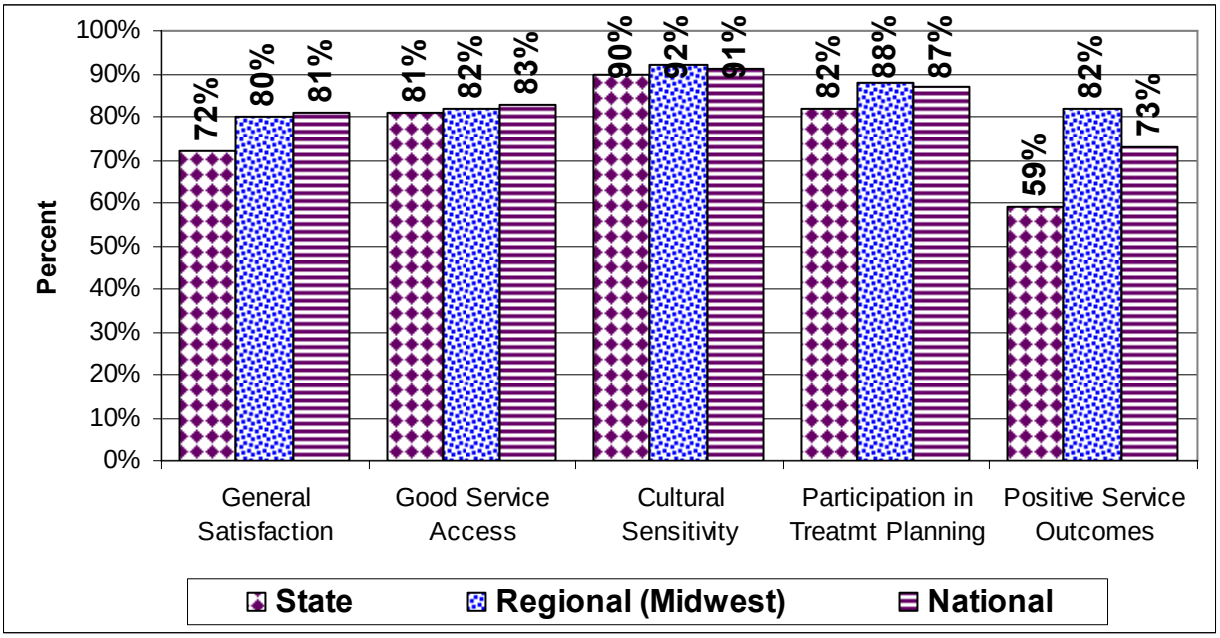
State, Regional, National, & Phone Scores

Results shown in Graphs 1 and 2 should be interpreted carefully due to the variety of methods used to collect data across participating states. While Indiana uses a telephone data collection method, which tends to result in slightly lower satisfaction scores, other states use a variety of methods, including in-person and mailed surveys. Note that the Midwest Region is comprised of Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, and Wisconsin.

Graph 1. MHSIP Adult Survey, State, Regional, National, & Phone Method Scores



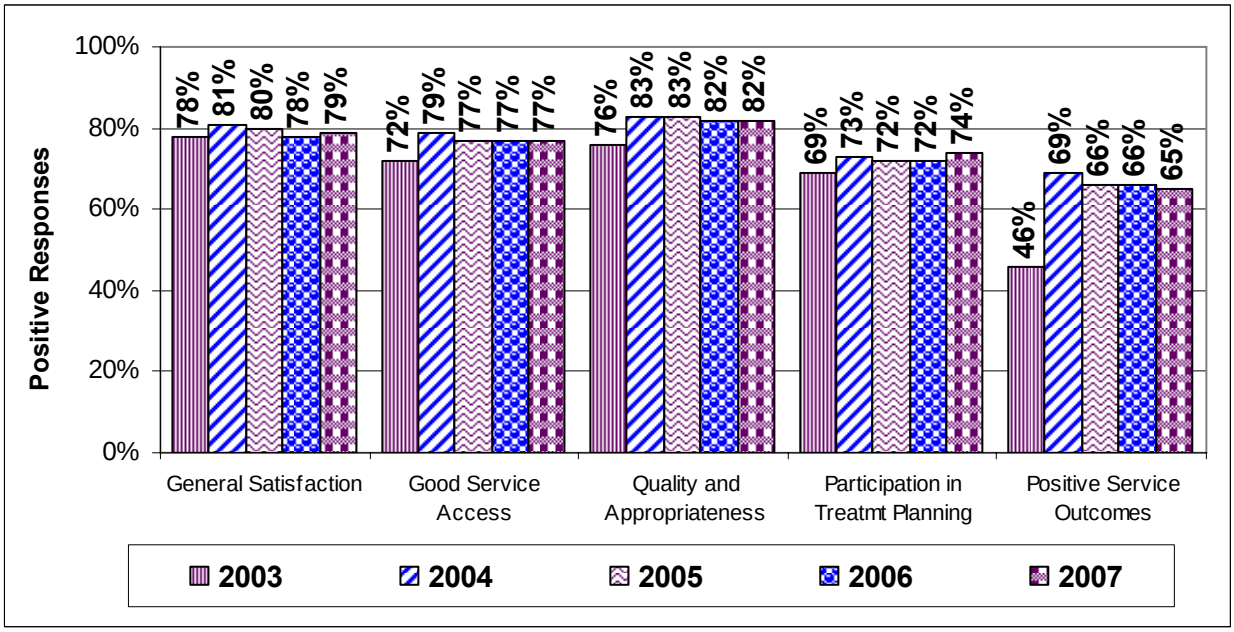
Graph 2. YSS-F Parent/Caretaker Survey, State, Regional, & National Scores



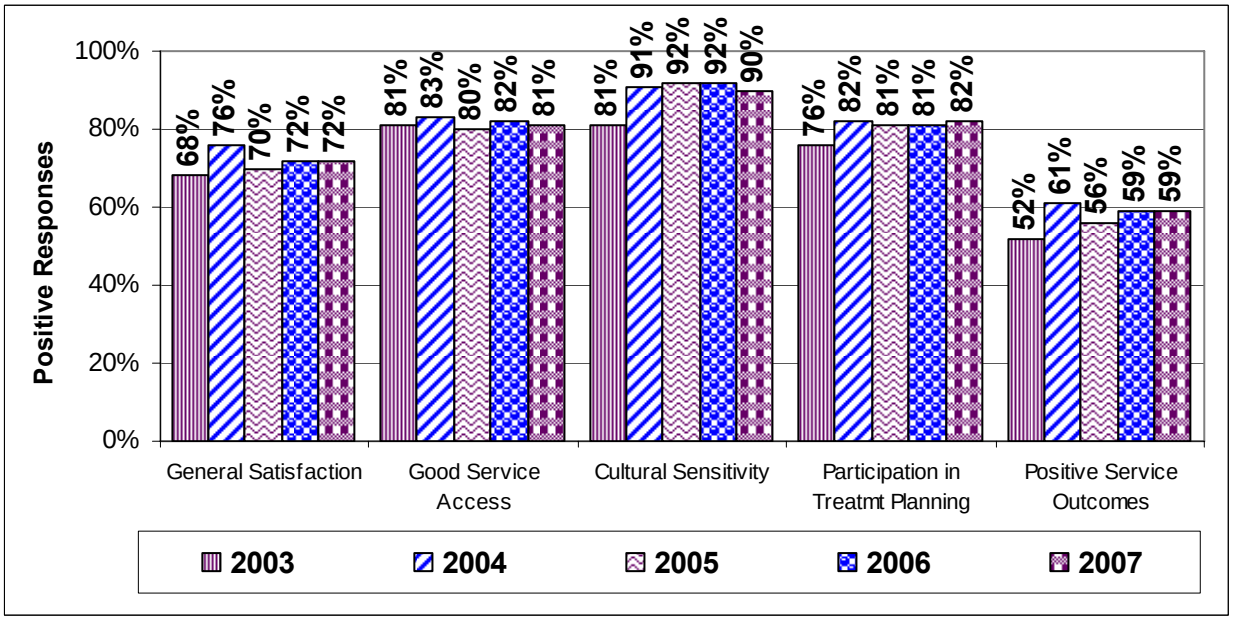
State Fiscal Year Scores Comparisons

Graphs 3 and 4 below shows 5 years of Indiana average domain scores on the MHSIP Adult Survey and the YSS-F Parent/Caretaker Survey. Note that the years shown are the years the survey was performed and consumers would have been performed in the prior state fiscal year. For example, the 2007 data columns show data for consumers who were surveyed in calendar year 2007, and who were served in state fiscal year 2006.

Graph 3. MHSIP Adult Survey, 2003 through 2007



Graph 4. YSS-F Parent/Caretaker Survey, 2003 through 2007



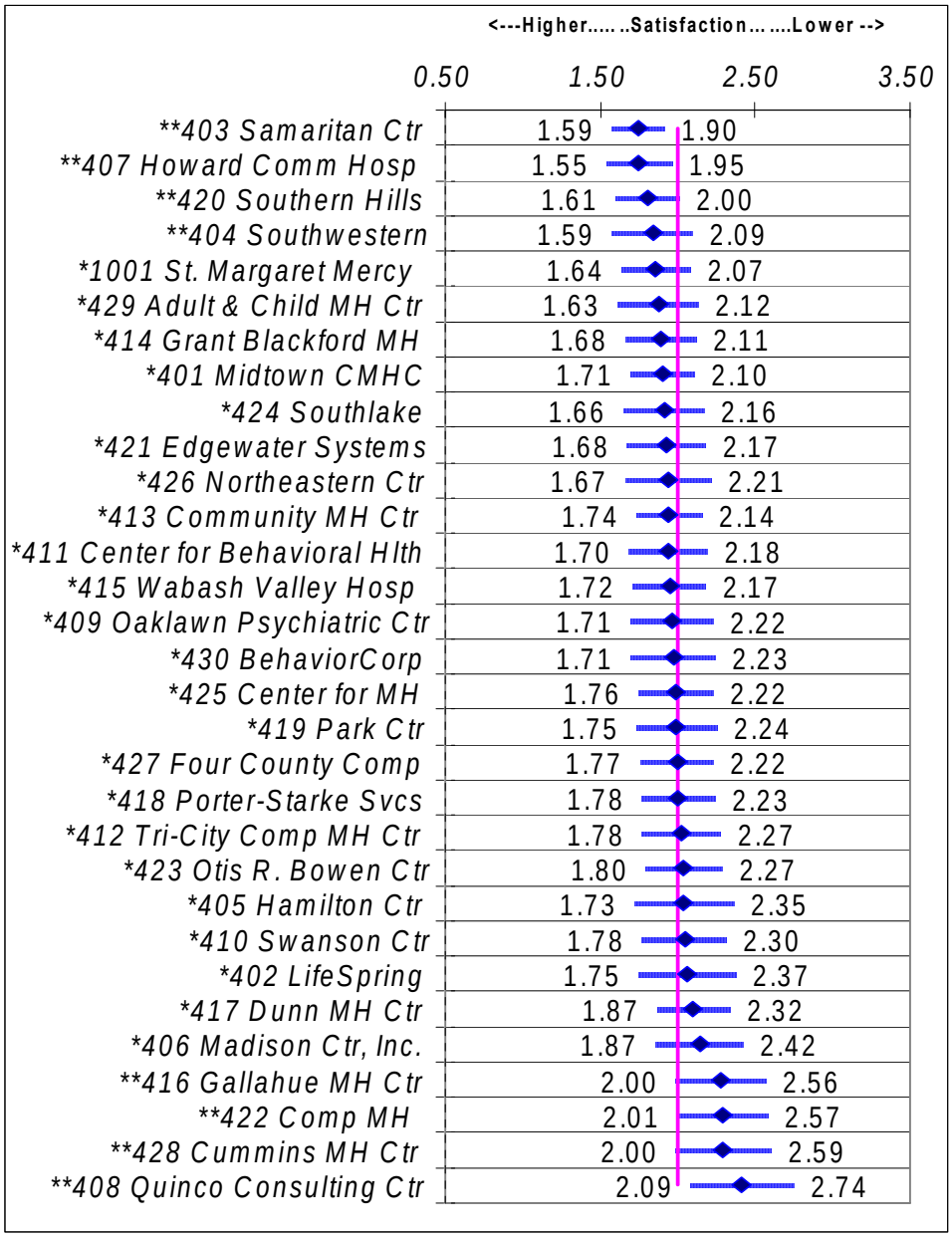
Graphs 5 through 14: Average and Interval Scores

Graphs 5 through 9 on the following pages compare provider scores on the five MHSIP Adult Survey categories, which are General Satisfaction, Good Service Access, Quality and Appropriateness, Participation in Treatment Planning, Positive Service Outcomes. Graphs 10 through 14 compare provider scores on the five YSS-F Parent/Caretaker Survey categories, which are General Satisfaction, Good Service Access, Cultural Sensitivity, Participation in Treatment Planning, Positive Service Outcomes.

Statistical tests were performed to determine if there were any true statistical differences in consumer satisfaction among the service providers. Numbers in the graphs that are between 1 and 2.5 indicate consumer satisfaction, while numbers above 2.5 indicate consumer dissatisfaction. For example, Graph 5 shows Provider 403 as having scores of 1.59 to 1.90. These scores are between 1 and 2.5, indicating that adult consumers are satisfied on the General Satisfaction category.

Diamond shapes (♦) indicate the average score (also referred to as the "mean" score), which can be found in Appendices 7 and 8. Diamond shapes further to the left indicate higher satisfaction.

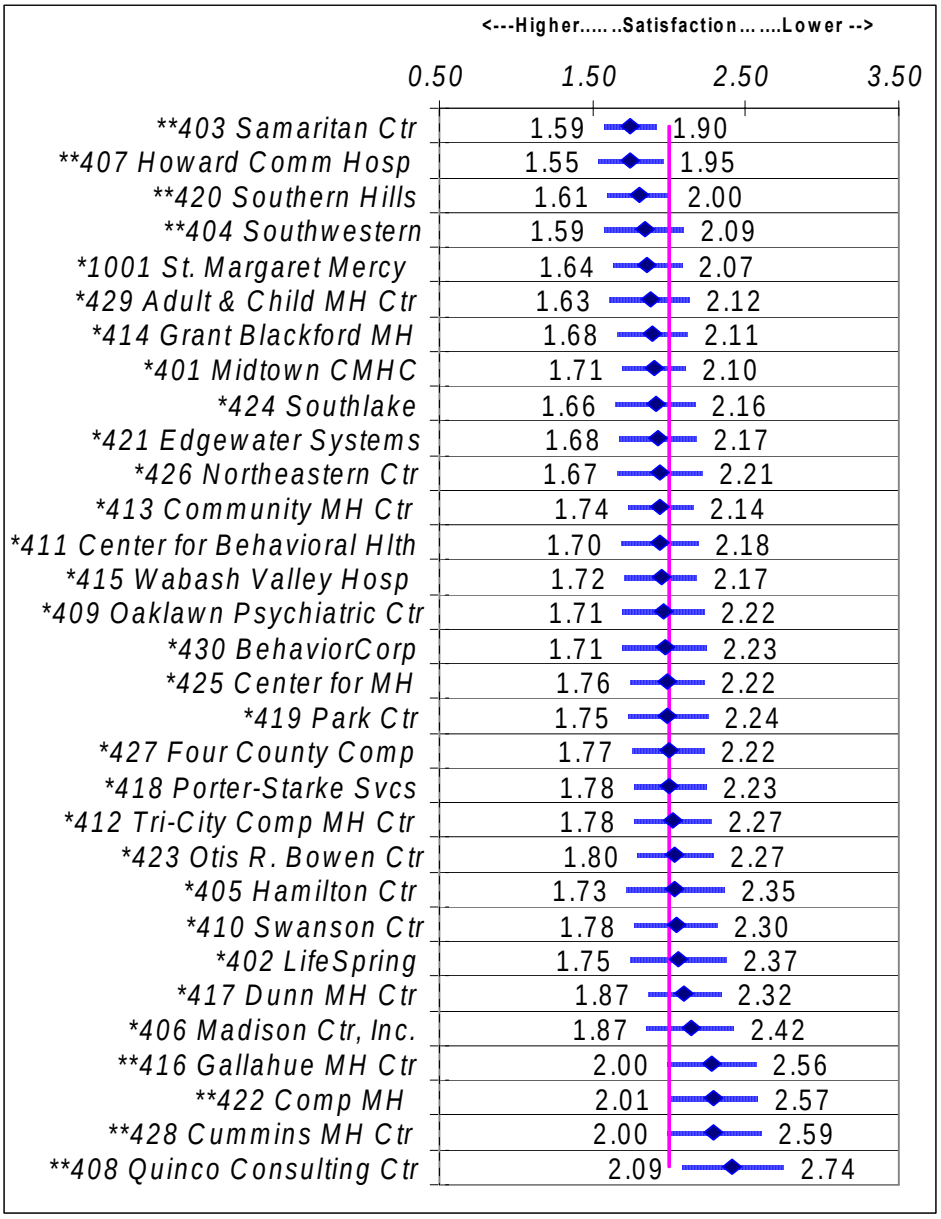
Graph 5. MHSIP Adult Survey, General Satisfaction



**p < 0.001 (highly significant differences) *p < 0.01 (moderately significant differences)

GRAPH SUMMARY: In general, adult consumers who receive mental health services are more satisfied with their services at some mental health care agencies than at others, but the difference is mainly between moderate satisfaction and high satisfaction.
Statistically, adult consumers have different levels of provider satisfaction on the General Satisfaction category (see Appendix 6). Providers at the top of the graph with a double asterisk ("**") receive higher consumer satisfaction scores than those at the bottom with a double asterisk ("**"); these differences are not due to chance. The same is true for providers with one asterisk ("*"), but the statistical differences are moderate to high. No providers had average (mean) scores over the 2.50 threshold for dissatisfaction (see Appendix 8 for average scores). Despite the statistical differences, the practical differences between almost all providers would be between providers that achieved high satisfaction and providers that achieved satisfaction. The lack of interval overlap supports these conclusions.

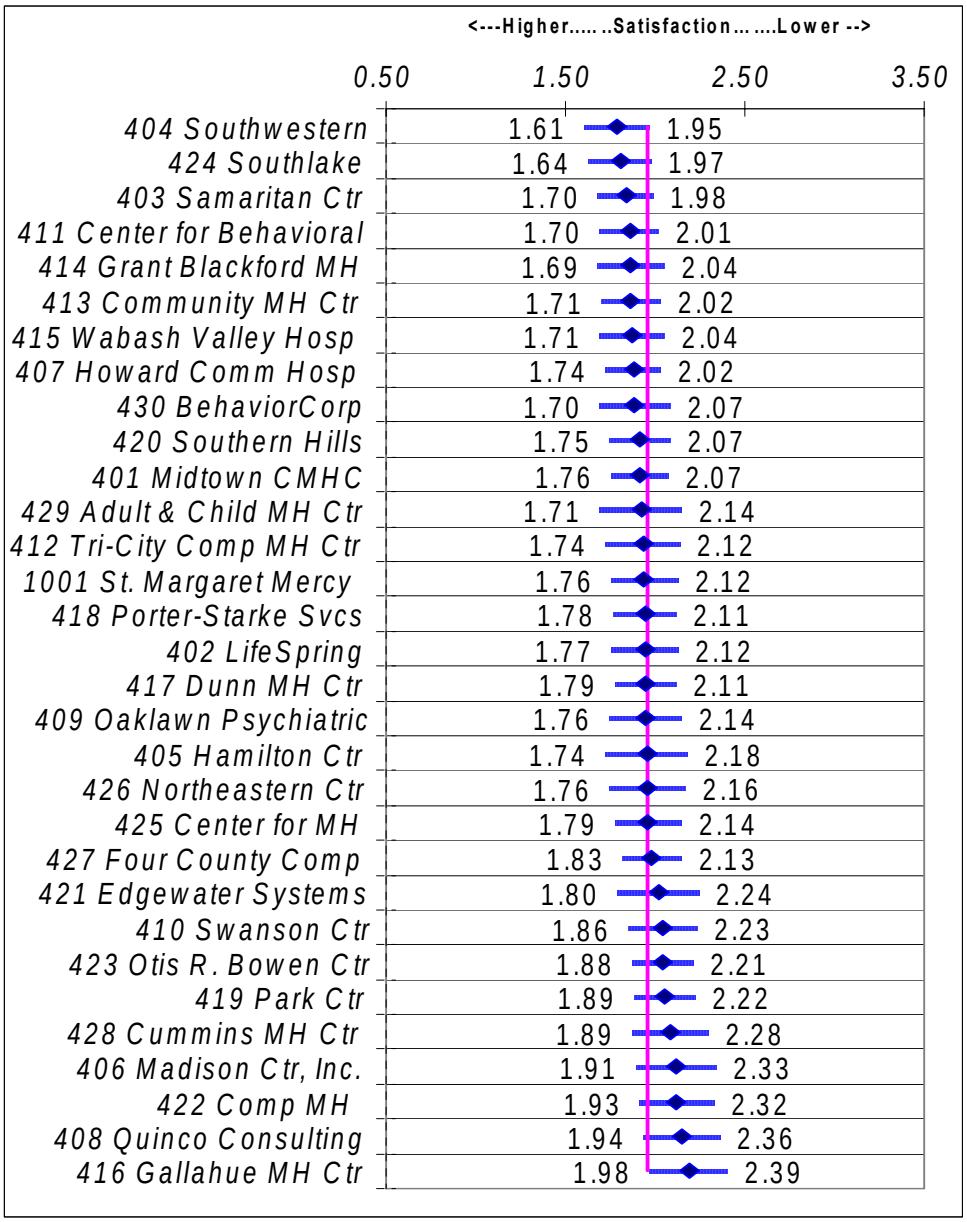
Graph 6. MHSIP Adult Survey, Good Service Access



**p < 0.001 (highly significant differences) *p < 0.01 (moderately significant differences)

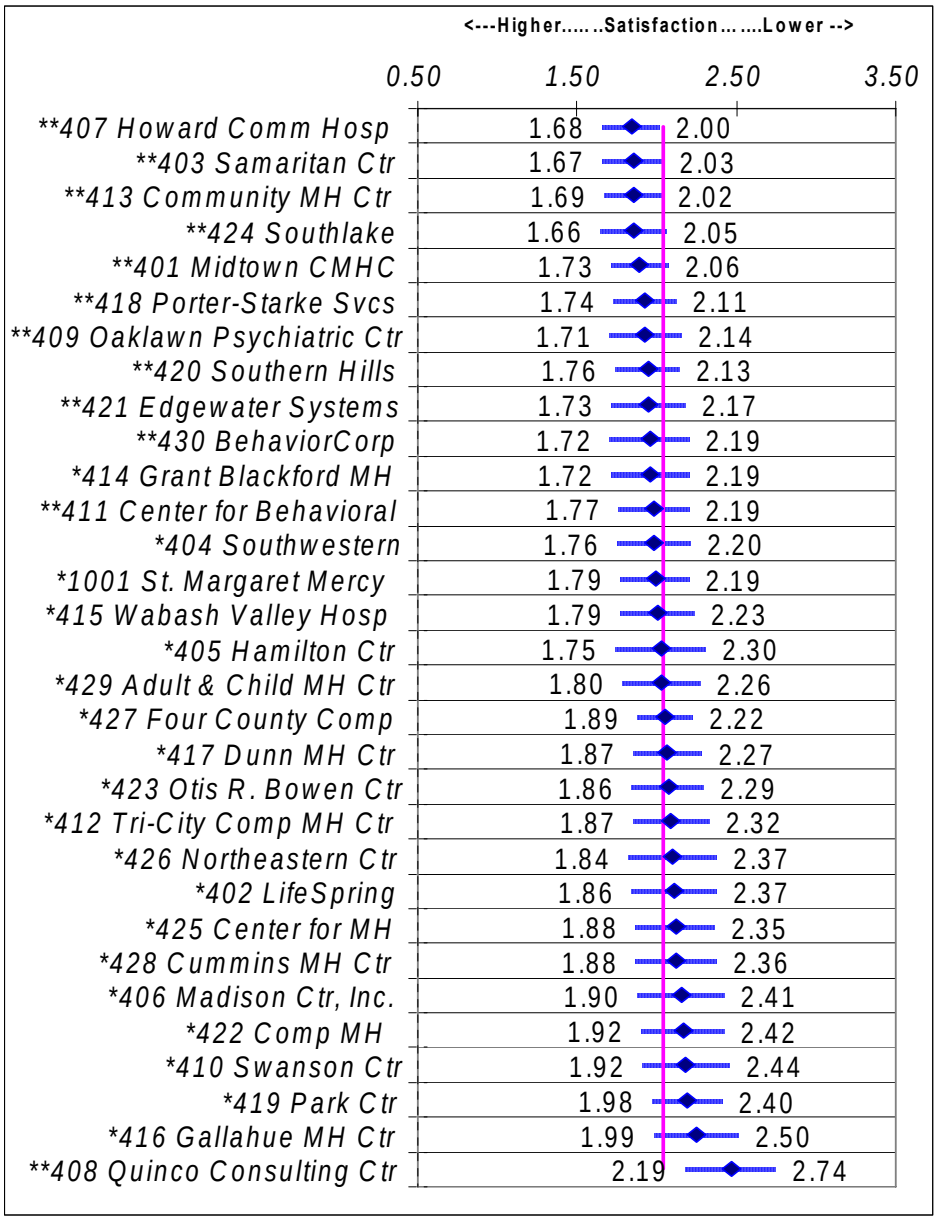
GRAPH SUMMARY: In general, adult consumers who receive mental health services are more satisfied with their service access at some mental health care agencies than at others, but the difference is mainly between moderate satisfaction and high satisfaction. Statistically, adult consumers have different levels of provider satisfaction on the Good Service Access category (see Appendix 6). Providers at the top of the graph with a double asterisk ("**") receive higher consumer satisfaction scores than those at the bottom with a double asterisk ("**"); these differences are not due to chance. The same is true for providers with one asterisk ("*"), but the statistical differences are moderate to high. No providers had average (mean) scores over the 2.50 threshold for dissatisfaction (see Appendix 8 for average scores). Despite the statistical differences, the practical differences between almost all providers would be between providers that achieved high satisfaction and providers that achieved satisfaction. The lack of interval overlap supports these conclusions.

Graph 7. MHSIP Adult Survey, Quality & Appropriateness



GRAPH SUMMARY: Adult consumers of mental health services are equally satisfied with the quality and appropriateness of services provided at any of the mental health care agencies. Statistically, adult consumers rated all providers the same on the Quality and Appropriateness satisfaction category. Appendix 6 shows the results of a one-way analysis of variance, and absolutely no significant differences between providers were found.

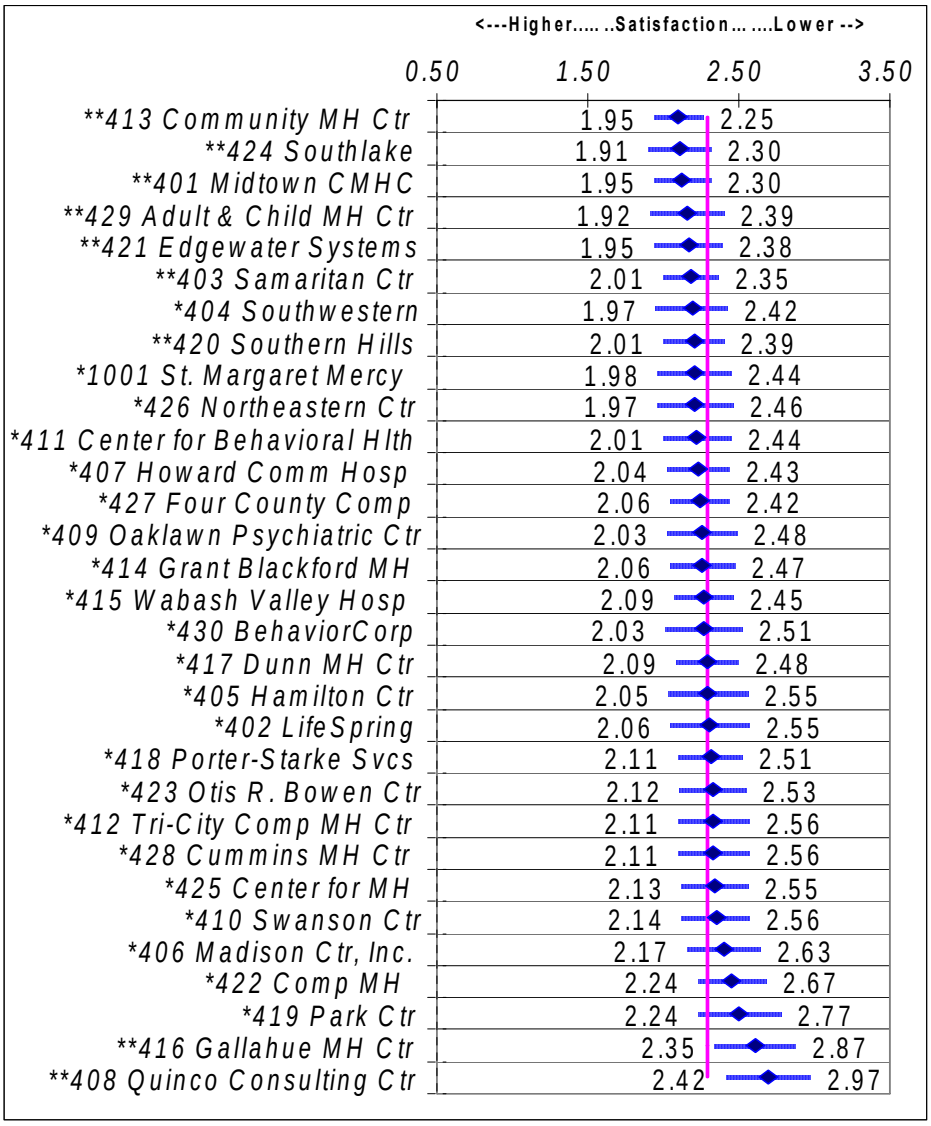
Graph 8. MHSIP Adult Survey, Participation in Treatment Planning



**p < 0.001 (highly significant differences) *p < 0.01 (moderately significant differences)

GRAPH SUMMARY: In general, adult consumers of mental health services are more satisfied with their participation in treatment planning at some mental health care agencies than at others, but the difference is mainly between moderate satisfaction and high satisfaction. Statistically, adult consumers have different levels of provider satisfaction on the Participation in Treatment Planning category (see Appendix 6). Providers at the top of the graph with a double asterisk ("**") receive higher consumer satisfaction scores than those at the bottom with a double asterisk ("**"); these differences are not due to chance. The same is true for providers with one asterisk ("*"), but the statistical differences are moderate to high. No providers had average (mean) scores over the 2.50 threshold for dissatisfaction (see Appendix 8 for average scores). Despite the statistical differences, the practical differences between almost all providers would be between providers that achieved high satisfaction and providers that achieved satisfaction. The lack of interval overlap supports these conclusions.

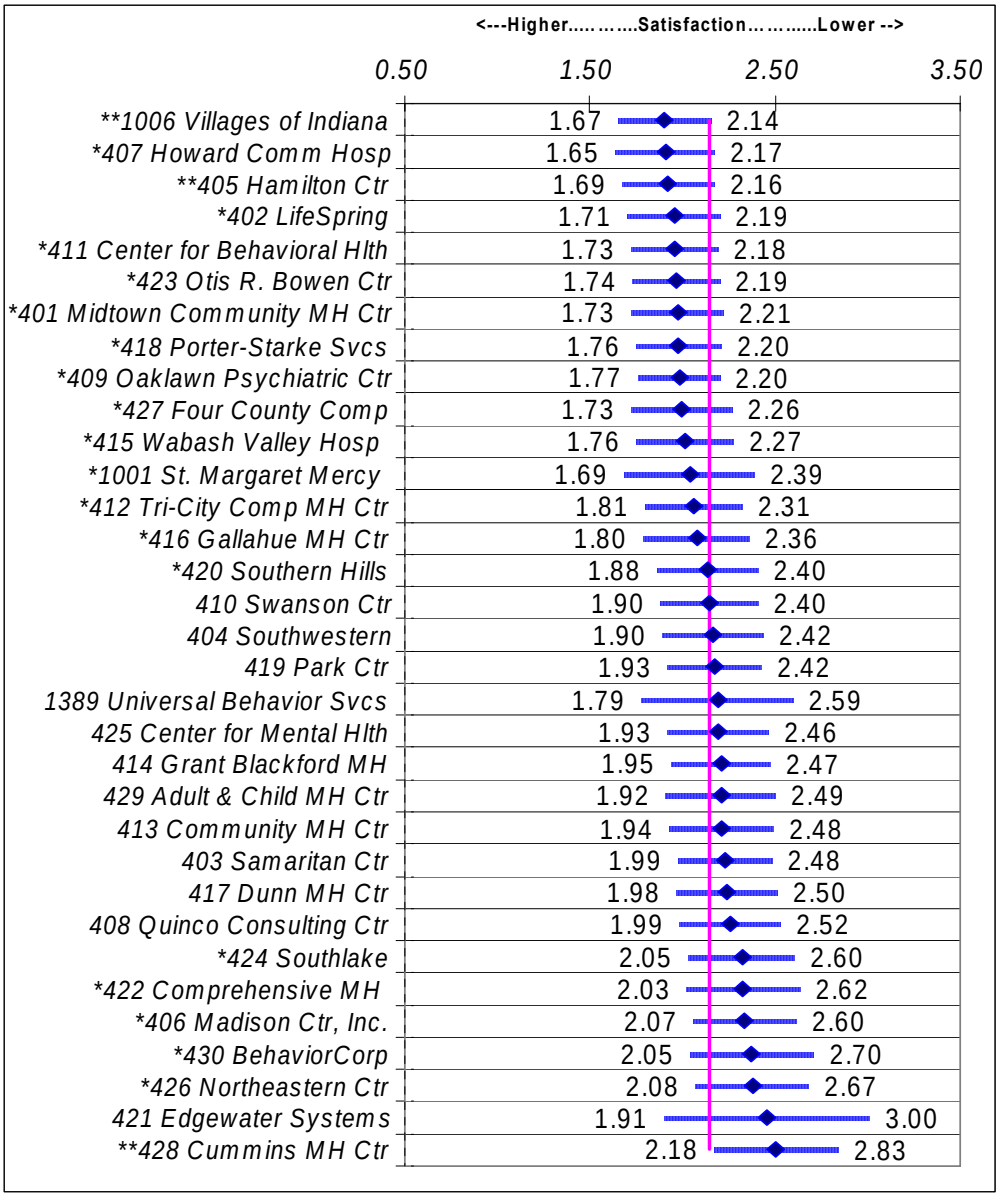
Graph 9. MHSIP Adult Survey, Positive Service Outcomes



**p < 0.001 (highly significant differences) *p < 0.01 (moderately significant differences)

GRAPH SUMMARY: In general, adult consumers of mental health services are more satisfied with their outcomes at some mental health care agencies than at others, but the difference is mainly between moderate satisfaction and high satisfaction. Statistically, adult consumers have different levels of provider satisfaction on the Positive Service Outcomes category (see Appendix 6). Providers at the top of the graph with a double asterisk ("**") receive higher consumer satisfaction scores than those at the bottom with a double asterisk ("**"); these differences are not due to chance. The same is true for providers with one asterisk ("*"), but the statistical differences are moderate to high. Three providers had average (mean) scores over the 2.50 threshold for dissatisfaction: Provider 419 had an average score of 2.50, 416 had a score of 2.61, and 408 had a score of 2.69 (see Appendix 8 for average scores). Despite the statistical differences, the practical differences between almost all providers would be between providers that achieved high satisfaction and providers that achieved satisfaction. The lack of interval overlap supports these conclusions.

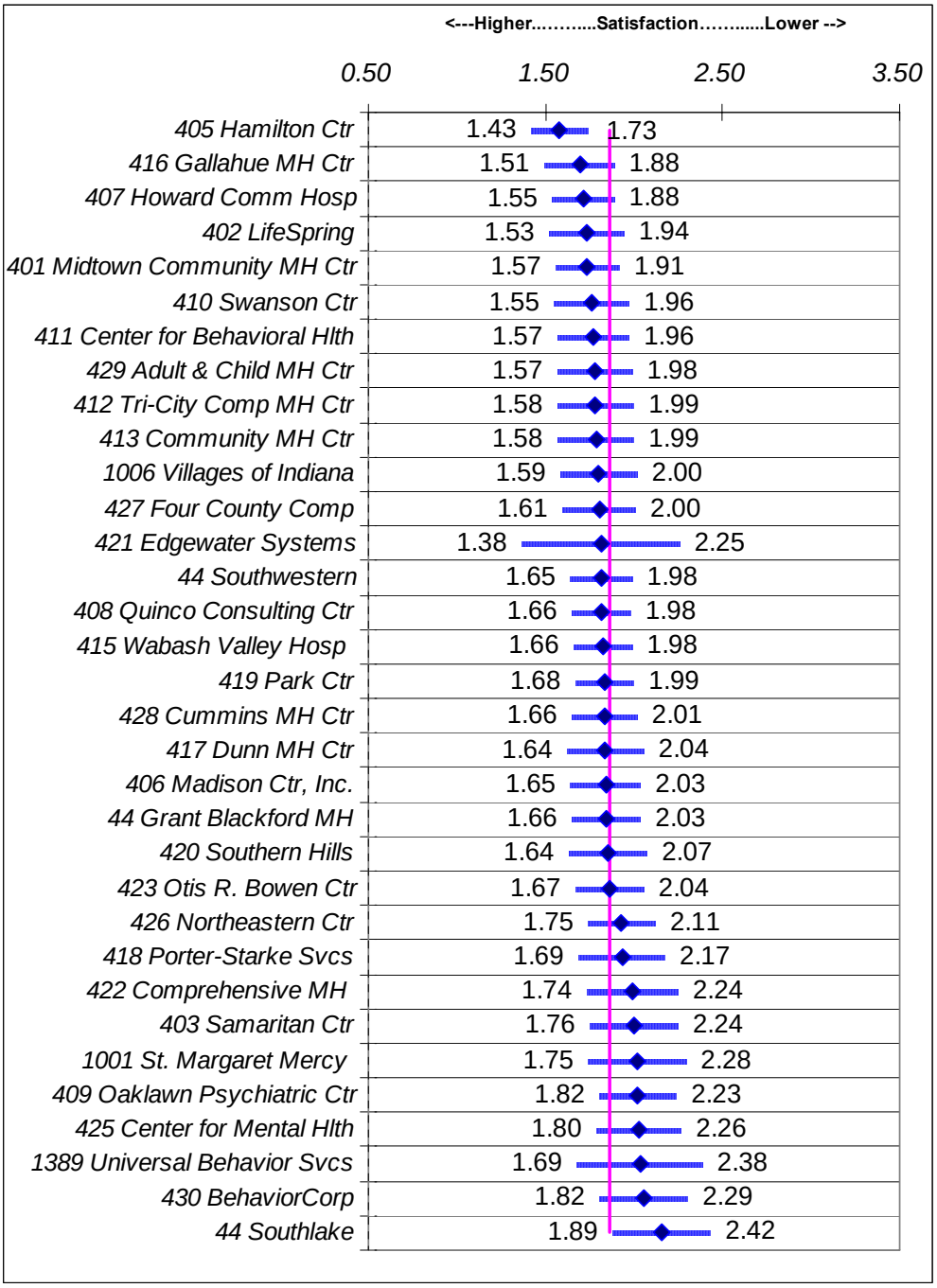
Graph 10. YSS-F Parent/Caretaker Survey, General Satisfaction



**p < 0.001 (highly significant differences) *p < 0.01 (moderately significant differences)

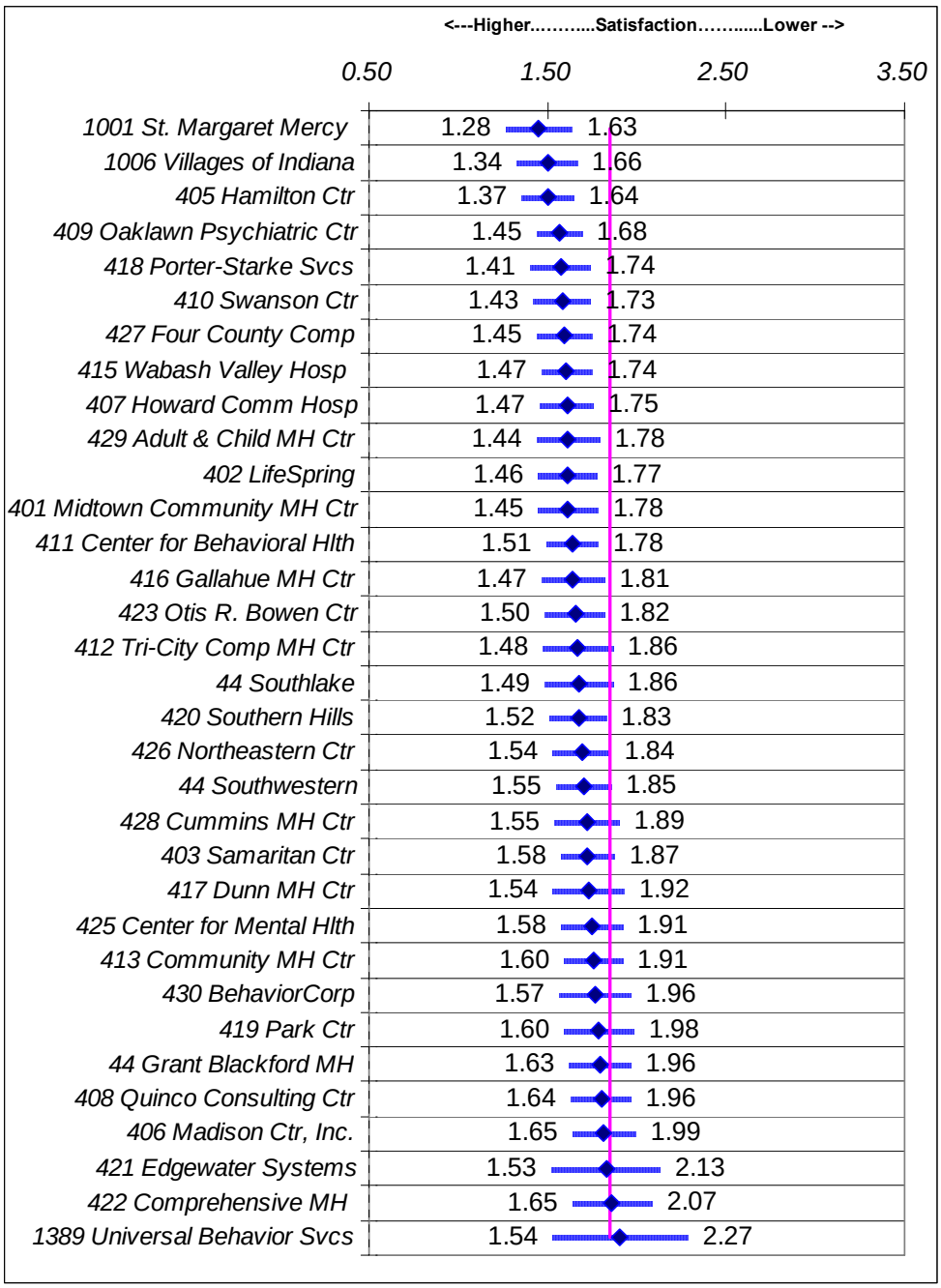
GRAPH SUMMARY: In general, parents/caretakers of children who receive mental health services are more satisfied with their services at some mental health care agencies than at others, but the difference is mainly between moderate satisfaction and high satisfaction. Statistically, parents/caretakers of child consumers have different levels of provider satisfaction on the General Satisfaction category (see Appendix 6). Providers at the top of the graph with a double asterisk ("**") receive higher consumer satisfaction scores than those at the bottom with a double asterisk ("**"); these differences are not due to chance. The same is true for providers with one asterisk ("*"), but the statistical differences are moderate to high. All but one provider had average (mean) scores under the 2.50 threshold for dissatisfaction: Provider 428 had an average score of 2.51 (see Appendix 8 for average scores). Despite the statistical differences, the practical differences between almost all providers would be between providers that achieved high satisfaction and providers that achieved satisfaction. The lack of interval overlap supports these conclusions.

Graph 11. YSS-F Parent/Caretaker Survey, Good Service Access



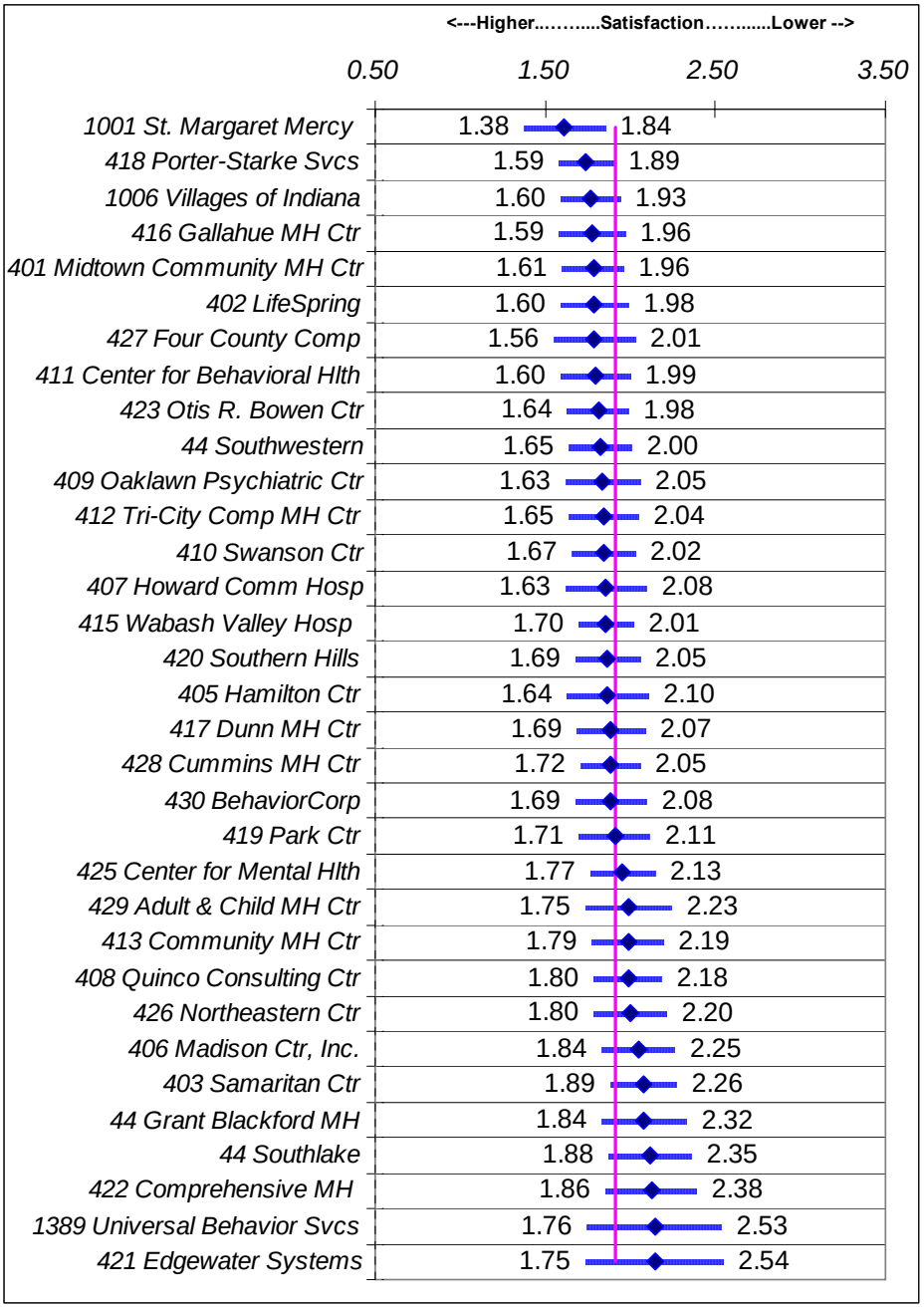
GRAPH SUMMARY: In general, parents/caretakers of children who receive mental health services are equally satisfied with the service access they receive from any of the mental health care agencies. Statistically, parents/caretakers of child consumers rated all providers the same on the Good Service Access category (see Appendix 6). Appendix 6 shows the results of a one-way analysis of variance, and no significant differences between providers were found.

Graph 12. YSS-F Parent/Caretaker Survey, Cultural Sensitivity



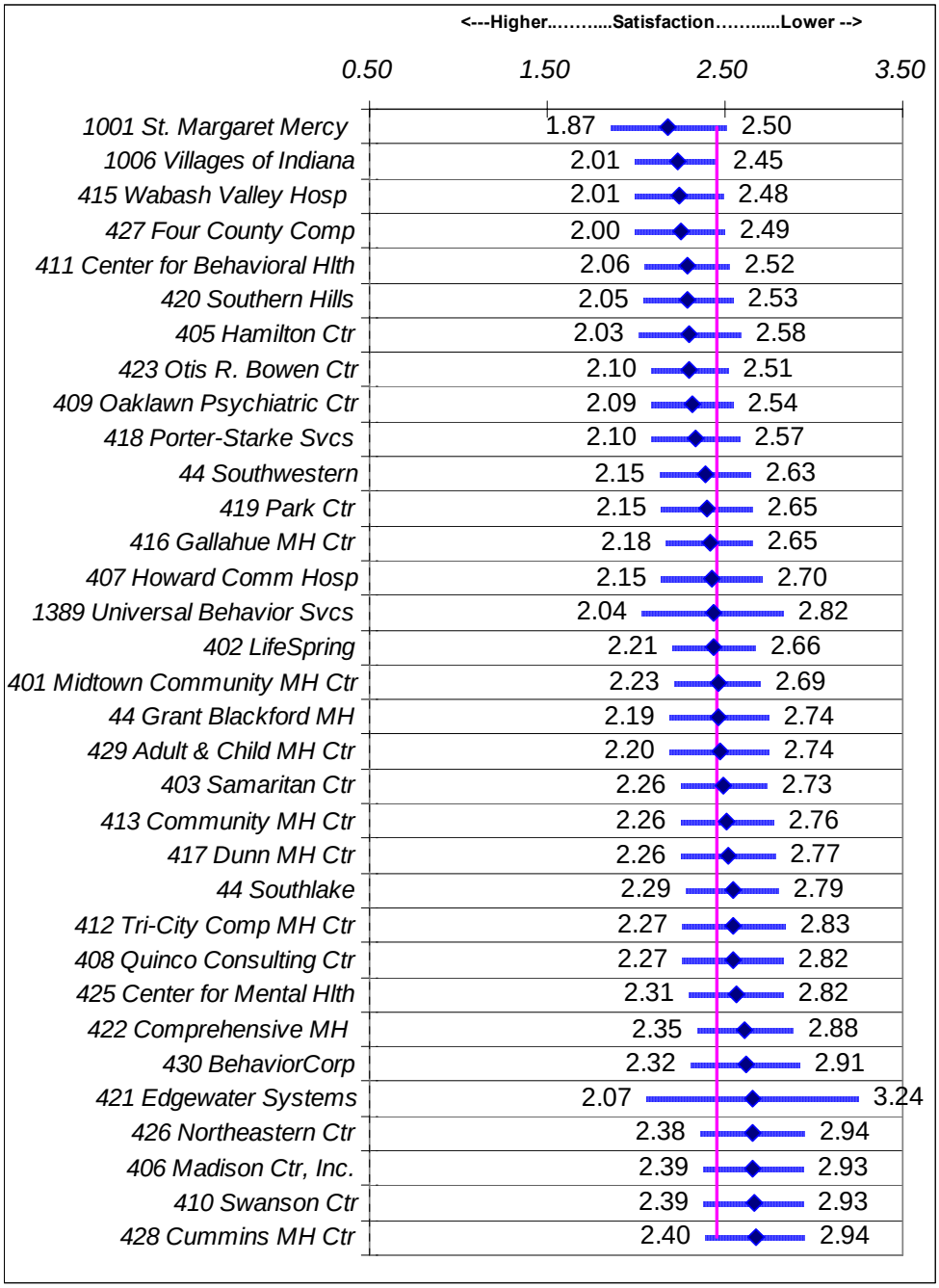
GRAPH SUMMARY: In general, parents/caretakers of children who receive mental health services are equally satisfied with cultural sensitivity they experience from any of the mental health care agencies. Statistically, parents/caretakers of child consumers rated all providers the same on the Cultural Sensitivity category (see Appendix 6). Appendix 6 shows the results of a one-way analysis of variance, and no significant differences between providers were found.

Graph 13. YSS-F Parent/Caretaker Survey, Participation in Treatment Planning



GRAPH SUMMARY: In general, parents/caretakers of children who receive mental health services are equally satisfied with the participation in treatment planning they receive from any of the mental health care agencies. Statistically, parents/caretakers of child consumers rated all providers the same on the Participation in Treatment Planning category (see Appendix 6). Appendix 6 shows the results of a one-way analysis of variance, and no significant differences between providers were found.

Graph 14. YSS-F Parent/Caretaker Survey, Positive Service Outcomes



GRAPH SUMMARY: In general, parents/caretakers of children who receive mental health services are equally satisfied with service outcomes they receive from any of the mental health care agencies. Statistically, parents/caretakers of child consumers rated all providers the same on the Service Outcomes category (see Appendix 6). Appendix 6 shows the results of a one-way analysis of variance, and no significant differences between providers were found. Although there were no statistical differences, several providers did have average (mean) scores over the 2.50 threshold for dissatisfaction (see Appendix 8 for average YSS-F scores for Positive Service Outcomes).

Project Summary

This Consumer Satisfaction Survey Report Card for Hoosiers served in State Fiscal Year 2006 (July 1, 2005 to June 30, 2006) examines consumer satisfaction with mental health services provided by 33 state-contracted mental health care agencies in Indiana. Consumers surveyed were either adults with serious mental illness (SMI) or parents/caretakers of children and adolescents with serious emotional disturbance (SED) who were enrolled in the Hoosier Assurance Plan (HAP).

Indiana University Center for Survey Research (CSR) was contracted to perform this telephone survey of Indiana mental health consumers. Survey participants were a portion, or sample, of all the persons who received HAP services. Participants could refuse to participate in this survey and could refuse to answer any question in the survey.

Two well-developed, national-level survey instruments were used in this survey: The Mental Health Statistics Improvement Program (MHSIP) 28-Item Adult Consumer Satisfaction Survey ("MHSIP survey") and the Youth Services Survey for Families ("YSS-F survey"), which collects data on parent/caretaker satisfaction with child/adolescent services. Currently, 49 states are using the MHSIP survey and 40 states are using the YSS-F survey. These survey data are used to fulfill Indiana's Mental Health Block Grant reporting requirements, which helps ensure the receipt of over $8 million dollars for adult and child mental health services. After final DMHA revisions to the data, there were 3,959 completed surveys; 2,025 for adults with Serious Mental Illness (SMI) and 1,934 for parents/caretakers of children/adolescents with Serious Emotional Disturbance (SED).

Just as was found last year, the "Participation in Treatment Planning" MHSIP adult survey category and the "Good Service Access" YSS-F parent/caretaker survey category may not give consistent results over repeated data measurements. Some caution should be used when interpreting any results of these categories. For example, no consumer satisfaction differences were found for either the MHSIP "Participation" category or the YSS-F "Good Access" category. This is interpreted to mean that all consumers were equally satisfied with all providers on these two categories. If these survey data are not measuring consistently, then this result may not be true and there may be some differences in consumer satisfaction.

The sample sizes were slightly improved over last year, and the survey results can be generalized to the larger populations served by providers. This means that the responses given by the consumers surveyed for this report are the same as responses that would be given by all consumers served at a given provider agency.

A variety of methods were used nationally to collect the MHSIP and YSS-F survey data. Telephone methods, like those used in Indiana, tend to result in lower scores. In general national MHSIP and YSS-F scores were higher than Indiana scores, but there were some areas where Indiana did better than or as well as certain types of scoring. In comparison with states in the same region as Indiana, Indiana averaged about the same in the MHSIP scores, but was below in the YSS-F scores. In the comparison with the phone methods, Indiana averaged about the same scores there as well. One bright spot was that Indiana did slightly better again in the YSS-F score for Cultural Sensitivity category than the regional and national scores.

In general, the MHSIP adult survey category results have stayed fairly stable across five State Fiscal Years (2002, 2003, 2004, 2005 and 2006) with all scores being no more than a point outside the range of the prior scores. On the YSS-F parent/caretaker survey, the SFY2006 scores, which are the focus of this report card, tended to be equal to the scores from SFY2005. The YSS-F scores appear to fluctuate more than the MHSIP scores. No statement can be made at this date about trends or changes in the survey scores.

Individual Provider Graphs

In the section that follows, each service provider has one page that summarizes the results of the MHSIP adult survey and the YSS-F parent/caretaker survey (if appropriate). The individual provider results are compared to state and national scores. Because national scores are composed of the total percentage of positive responses received in the surveys, the results for the Indiana service providers are presented in the same way. Each survey has multiple questions that are aggregated into five categories, as explained in the "Project Methods" section of this report, and each provider graph reflects those five categories.

Adult and Child Mental Health Center, Inc.

429

8320 Madison Avenue

Indianapolis, IN 46227

(317) 882-5122

CEO

A. Robert Dunbar

Contact Person

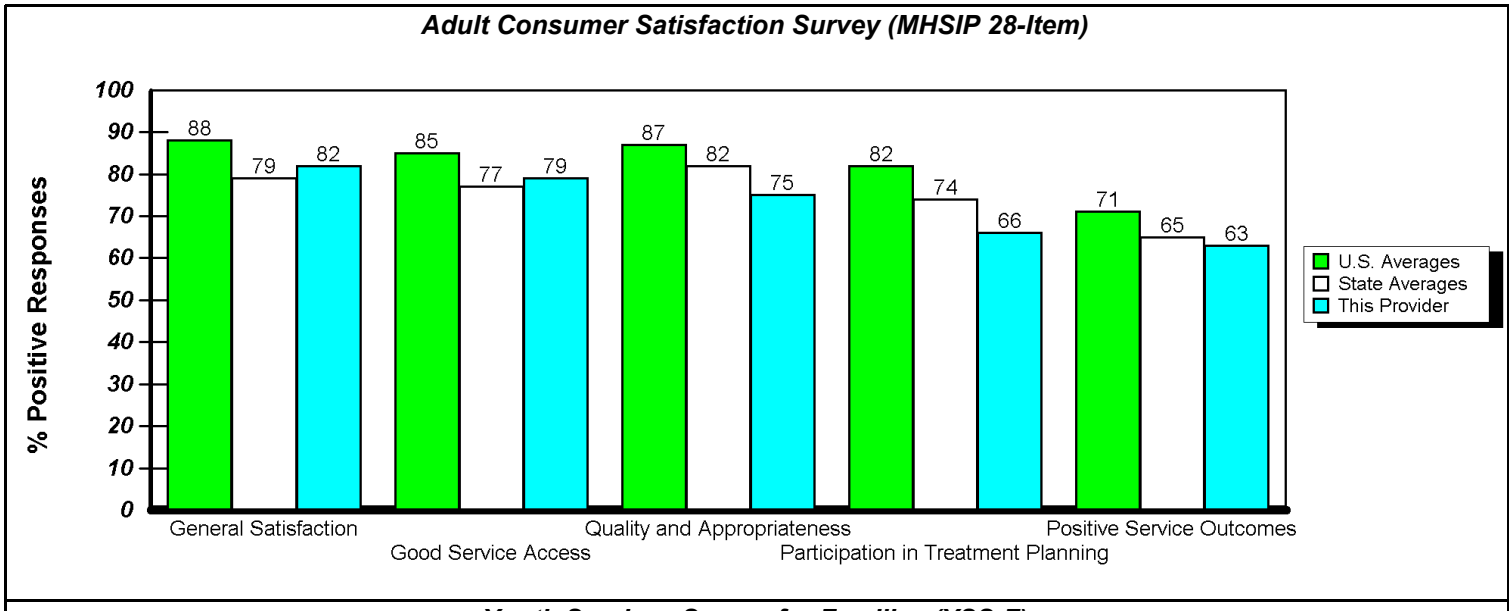
Patricia Novak

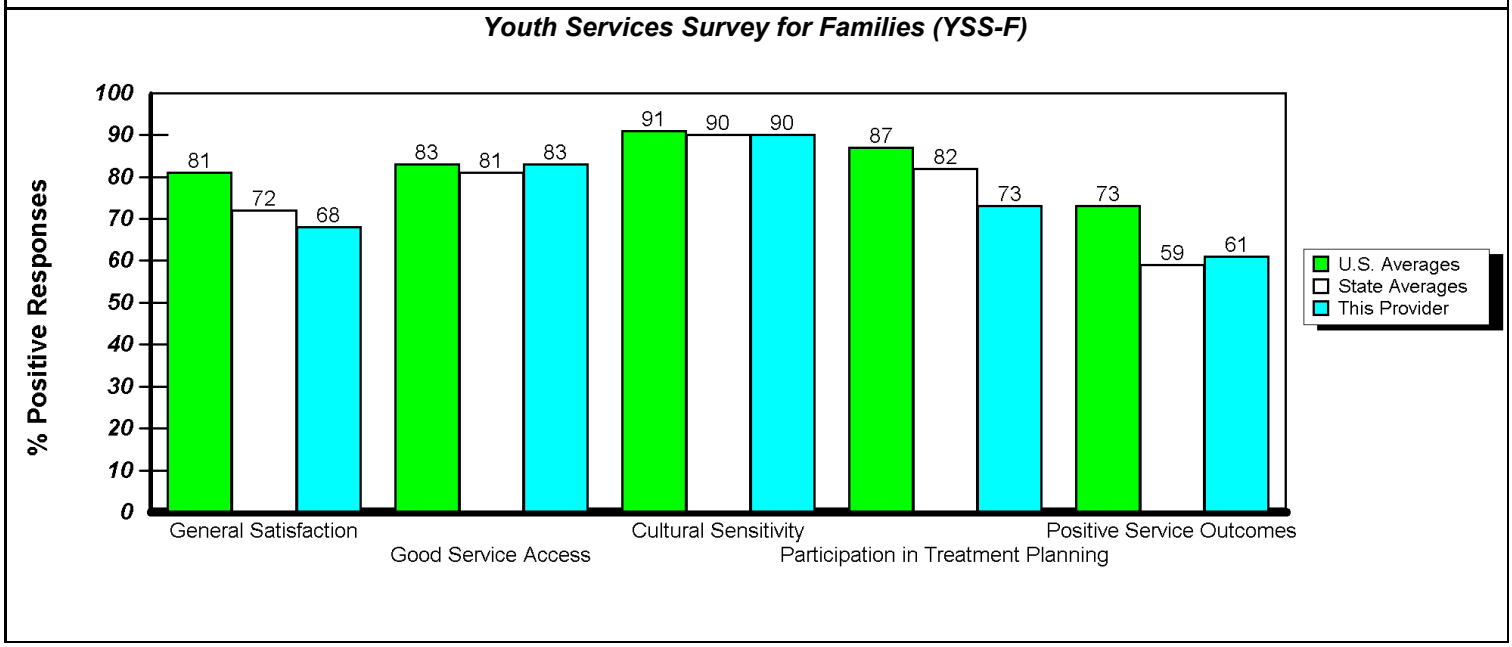
Director Quality Improvement

Phone: (317) 893-0285

Fax: (317) 859-5308

Email: pnovak@adultandchild.org





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BehaviorCorp, Inc.

430

697 Pro-Med Lane

Carmel, IN 46032-5323

(317) 587-0500

CEO

Larry Burch

Contact Person

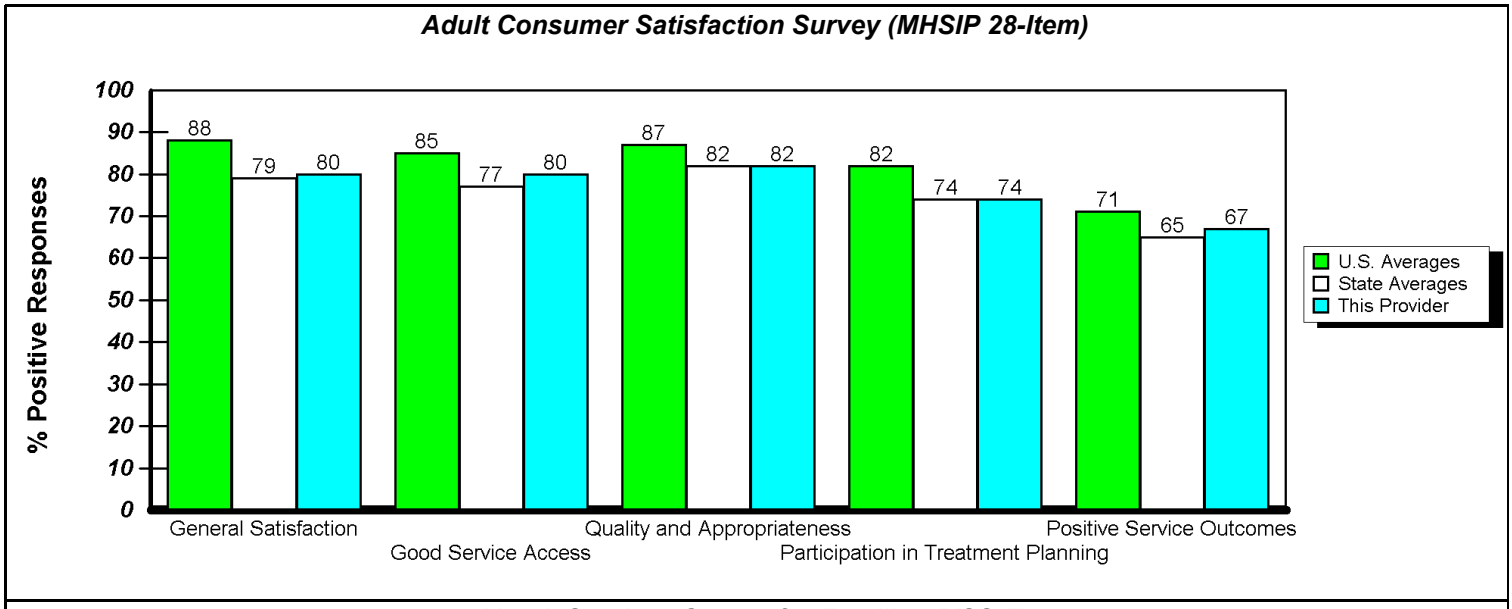
Jeff Davis

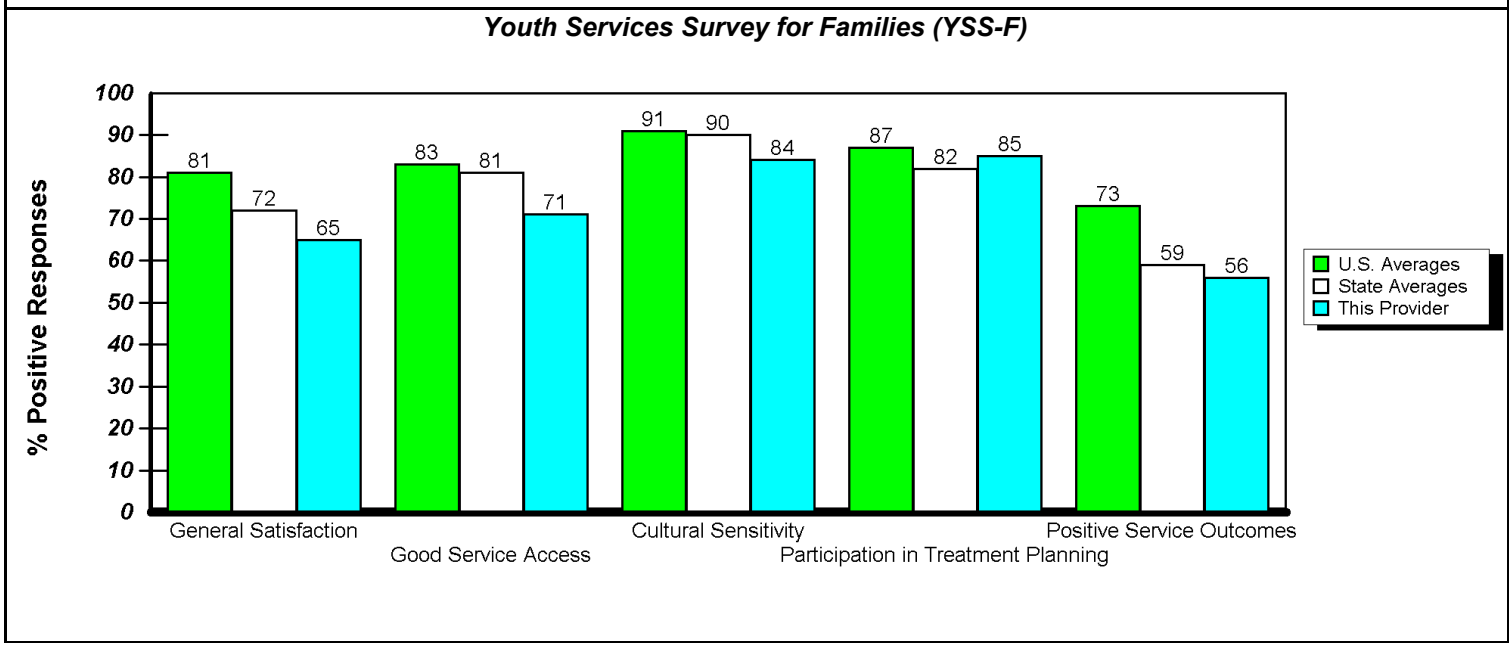
Assoc. Dir. Clinical Prog

Phone: (317) 587-0546

Fax: (317) 574-1234

Email: jdavis@behaviorcorp.org





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Center for Behavioral Health

411

645 South Rogers

Bloomington, IN 47403

(812) 339-1691

CEO

Dennis P. Morrison Ph.D.

Contact Person

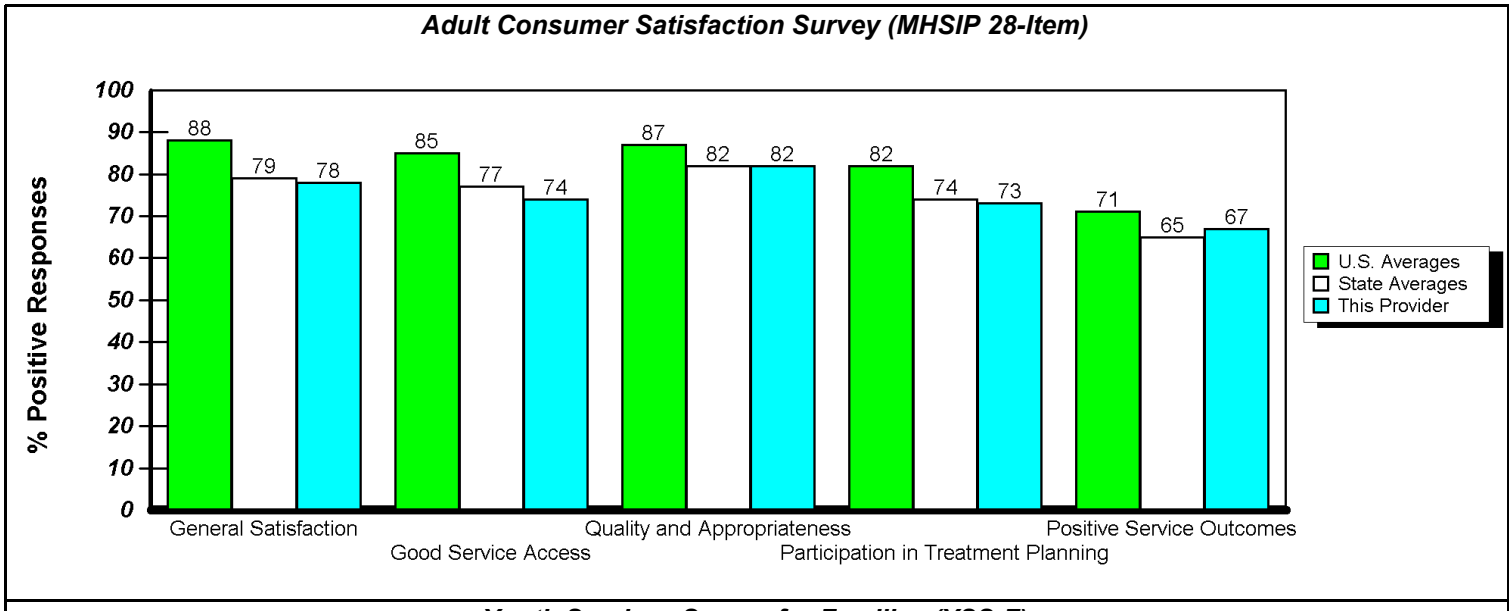
Linda Lumsden

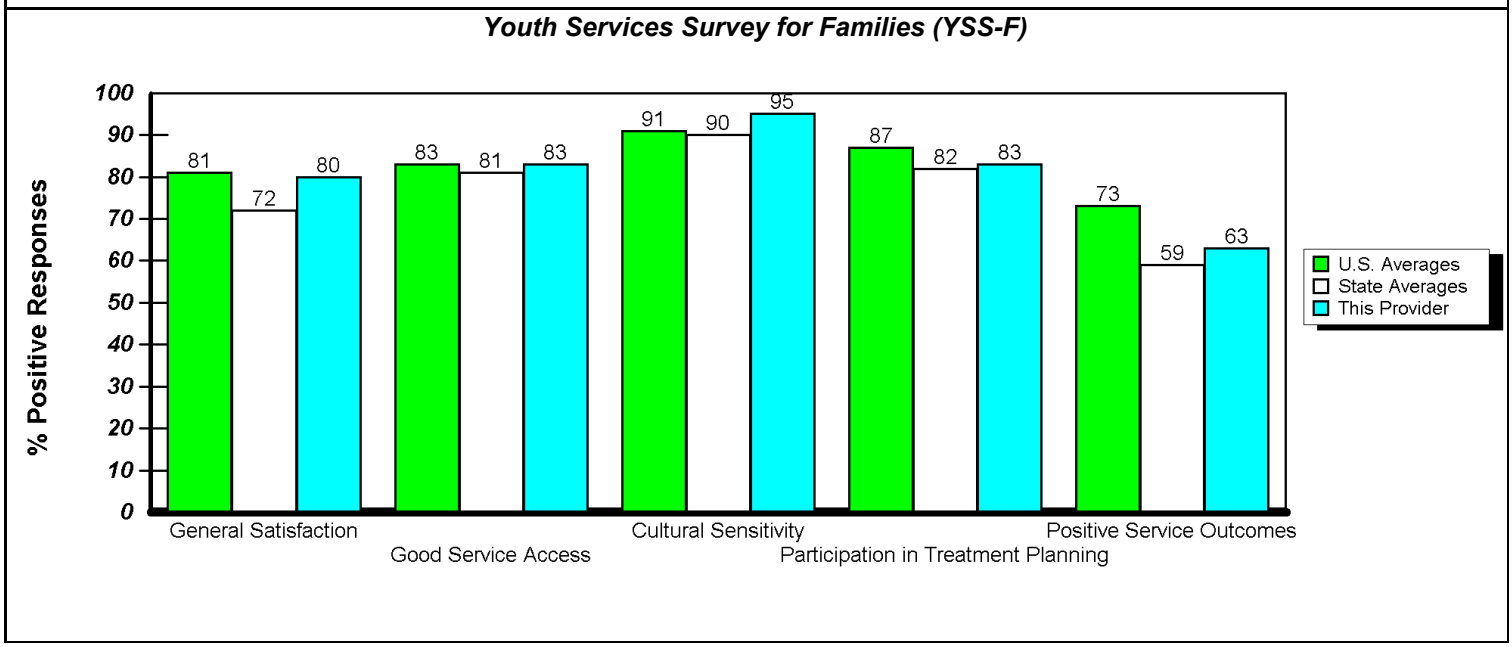
QI Manager

Phone: (812) 337-2343

Fax: (812) 337-2438

Email: llumsden@the-center.org





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Center for Mental Health, Inc.

425

1100 Broadway

Anderson, IN 46012

(765) 649-8161

CEO

Richard DeHaven

Contact Person

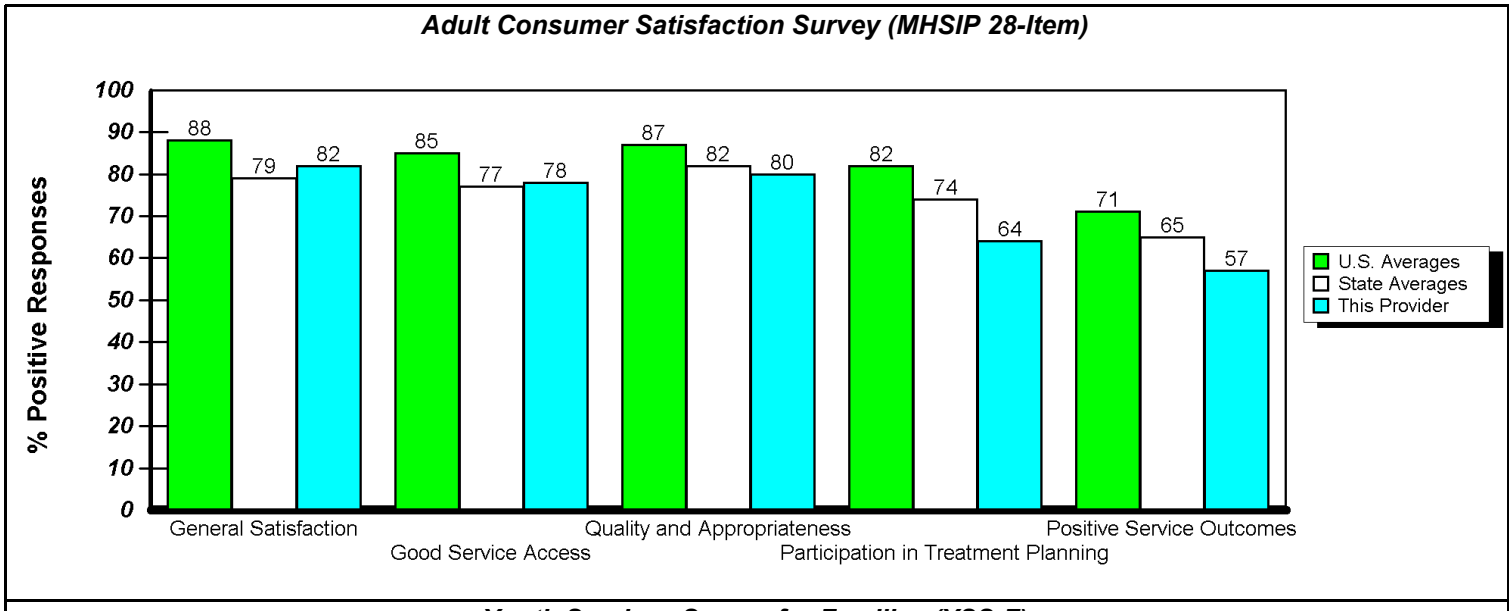
Barbara Scott

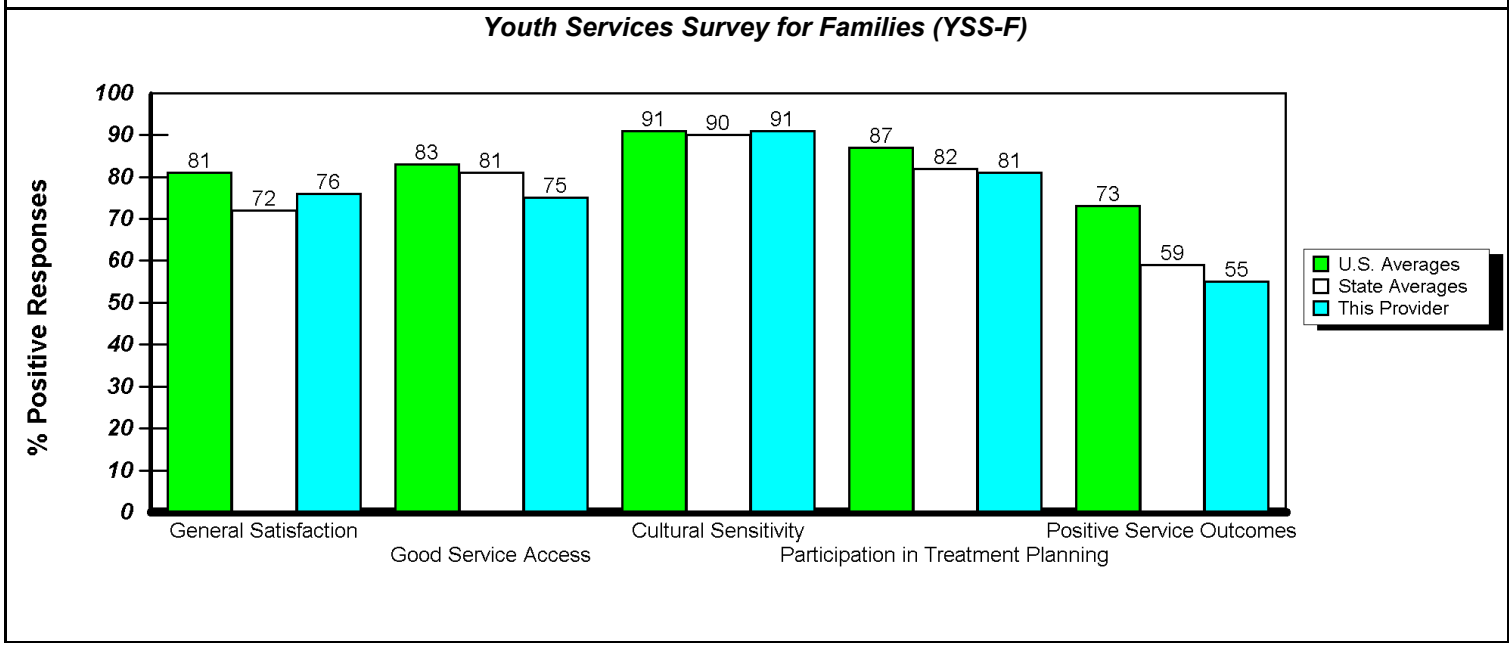
Chief Operating Officer

Phone: (765) 641-8286

Fax: (765) 620-0454

Email: scottb@cfmh.org





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Community Mental Health Center, Inc.

413

285 Bielby Road

Lawrenceburg, IN 47025

(812) 537-1302

CEO

Joseph D. Stephens

Contact Person

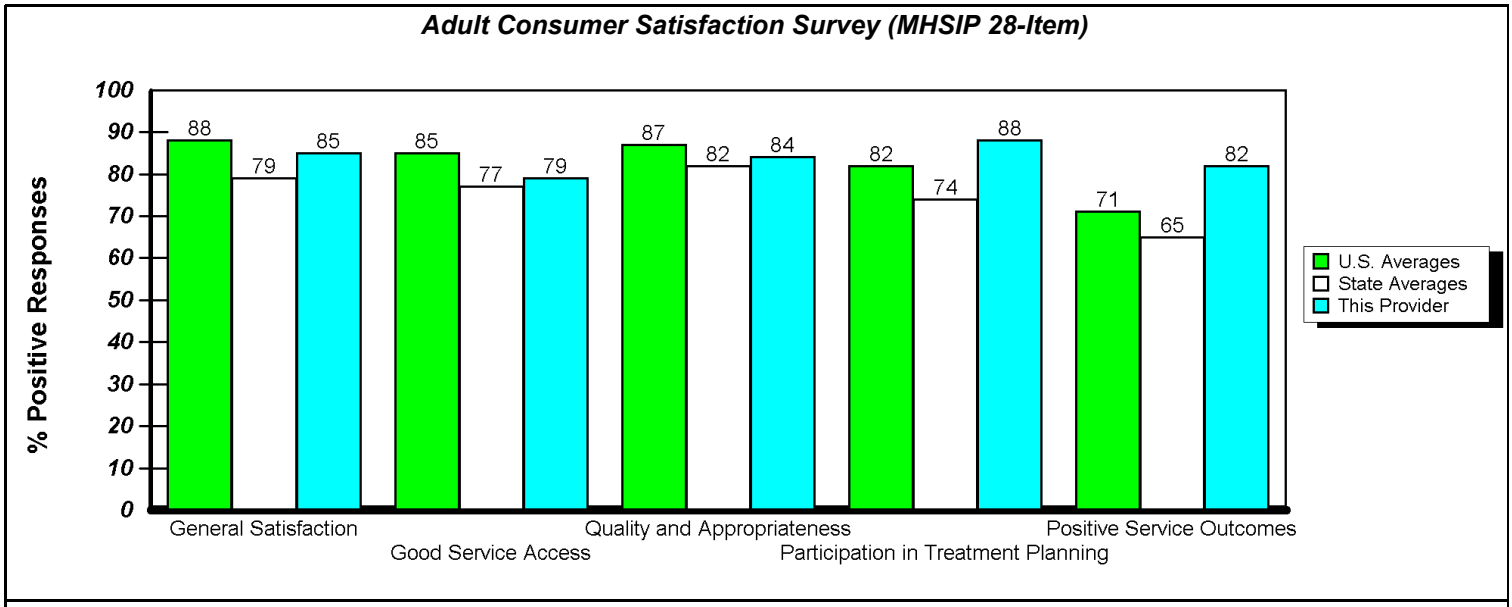
Tom Talbot

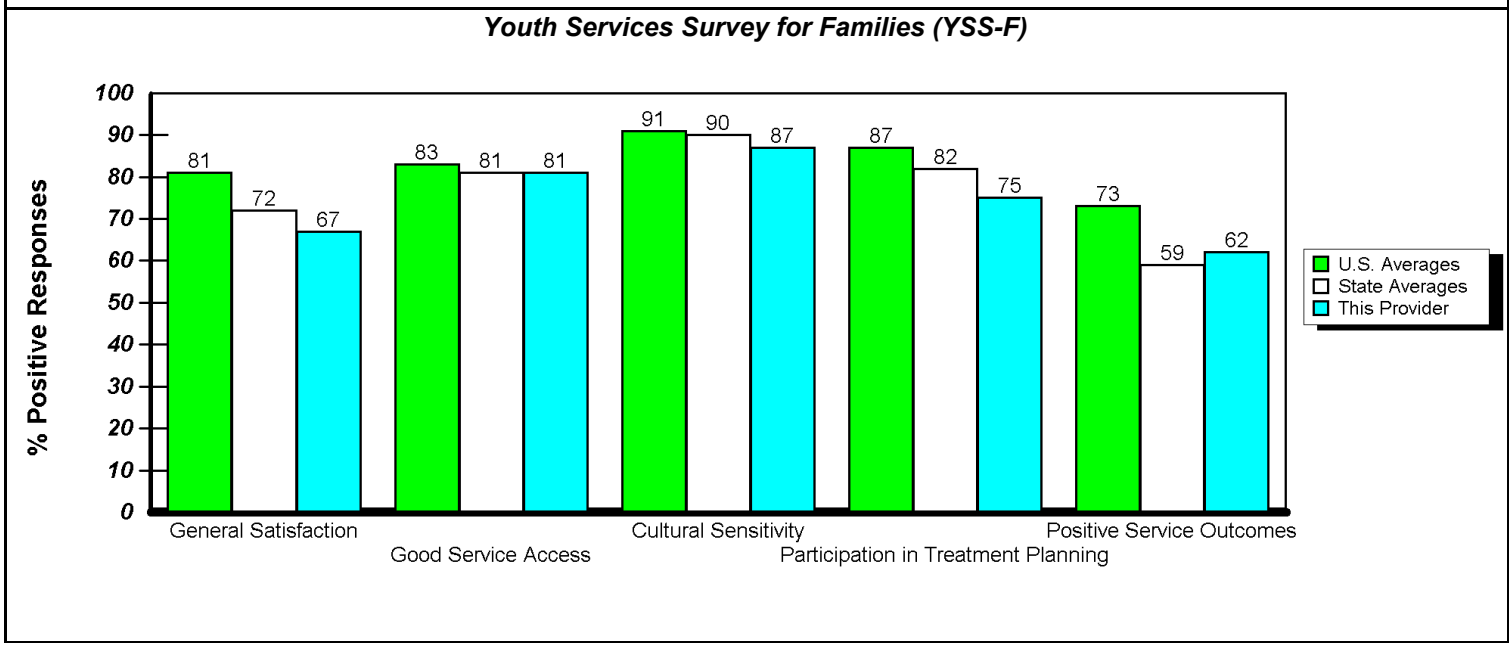
Dir. of Perf. Improvement

Phone: (812) 532-3416

Fax: (812) 537-0194

Email: iopdir@cmhcinc.org





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Cummins Behavioral Health Systems, Inc.

428

6655 East U.S. 36

Avon, IN 46123

(317) 272-3330

CEO

Ann Borders

Contact Person

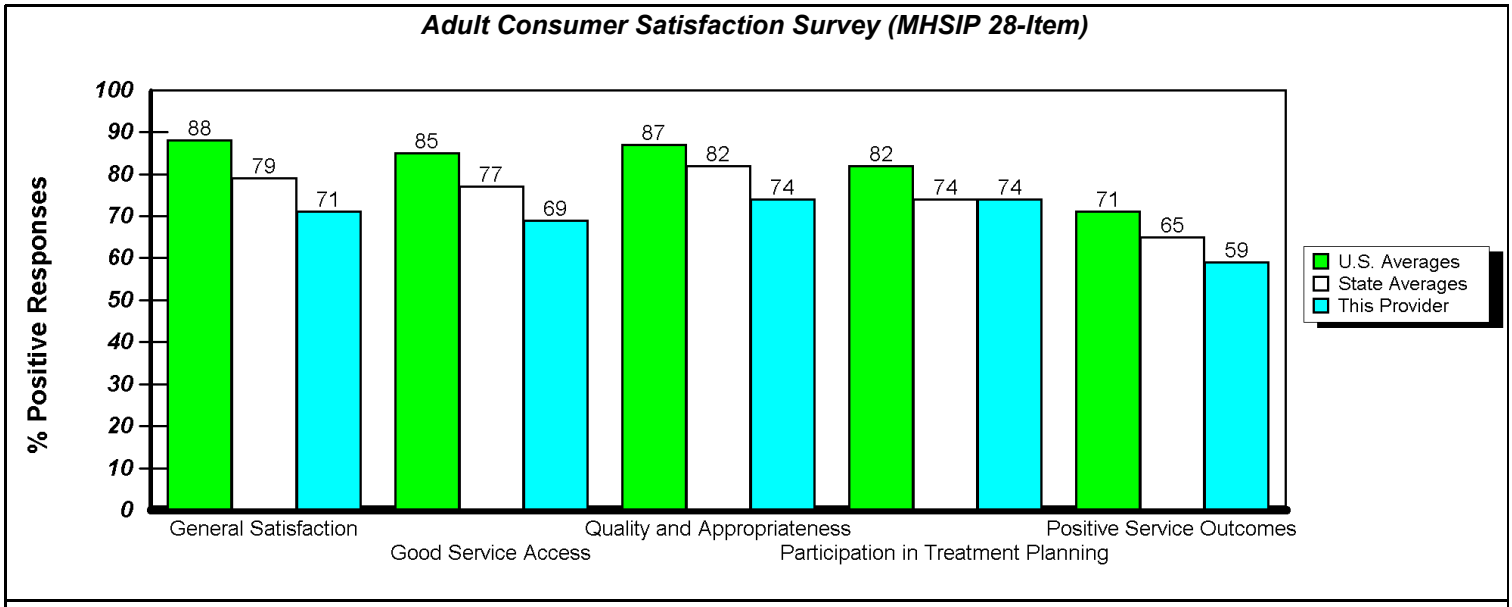
Chris Hamm

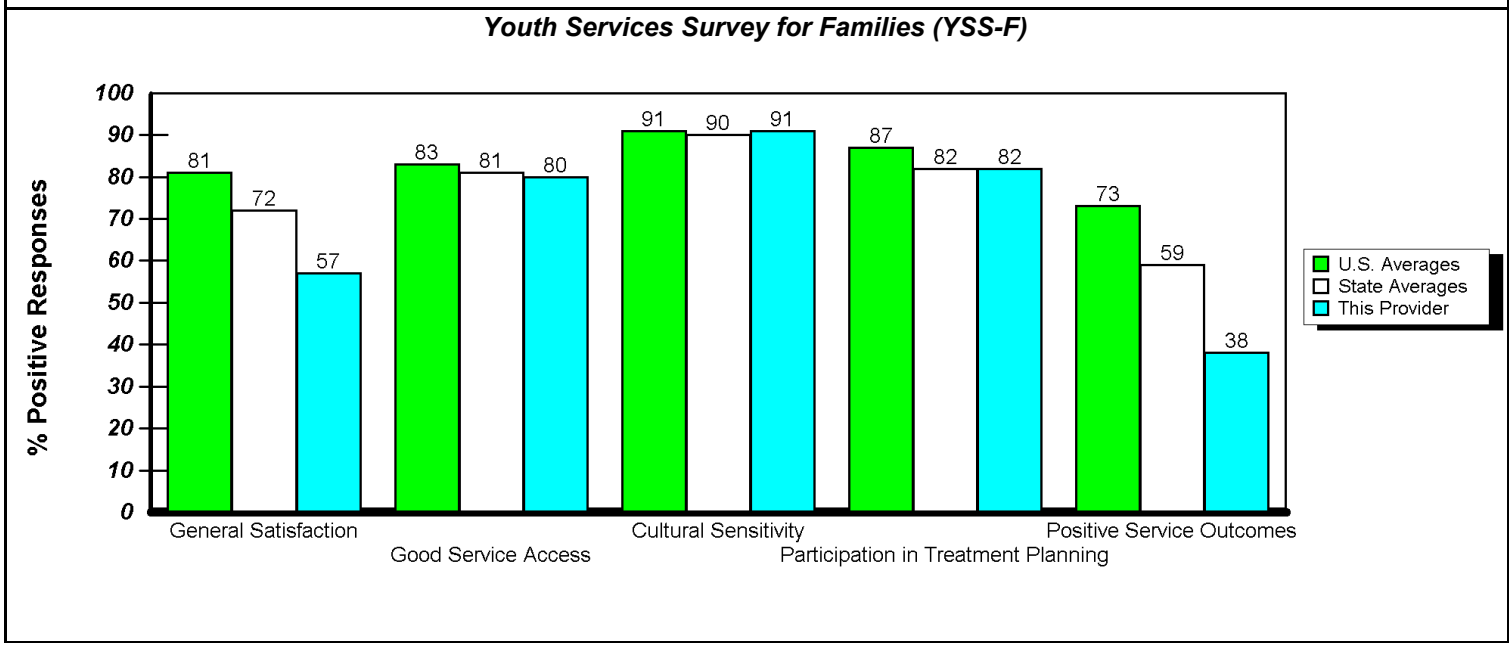
Dir. of County Operations

Phone: (317) 272-3330

Fax: (317) 272-3331

Email: chamm@cumminsbhs.org





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Dunn Mental Health Center, Inc.

417

630 East Main Street, 3rd Fl

Richmond, IN 47374

(765) 983-8065

CEO

Kathryn Whittington Ph.D.

Contact Person

Clare Bond

Marketing Specialist

Phone: (765) 983-8065

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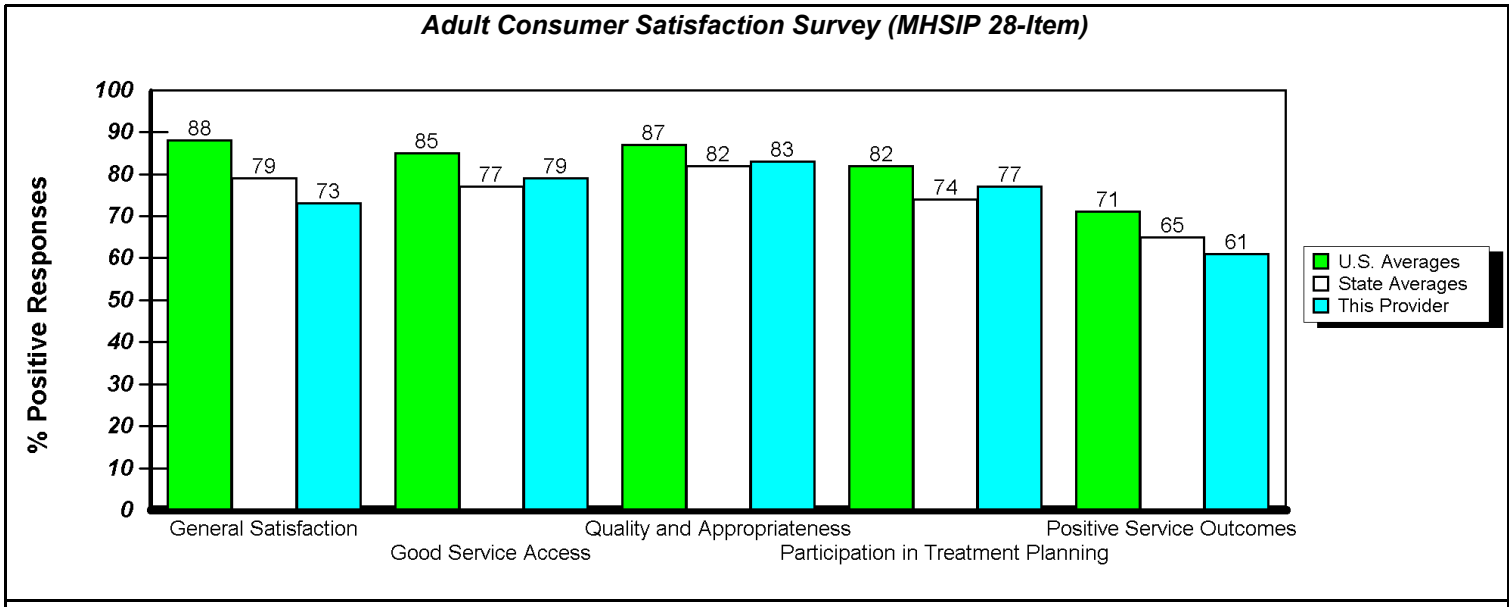
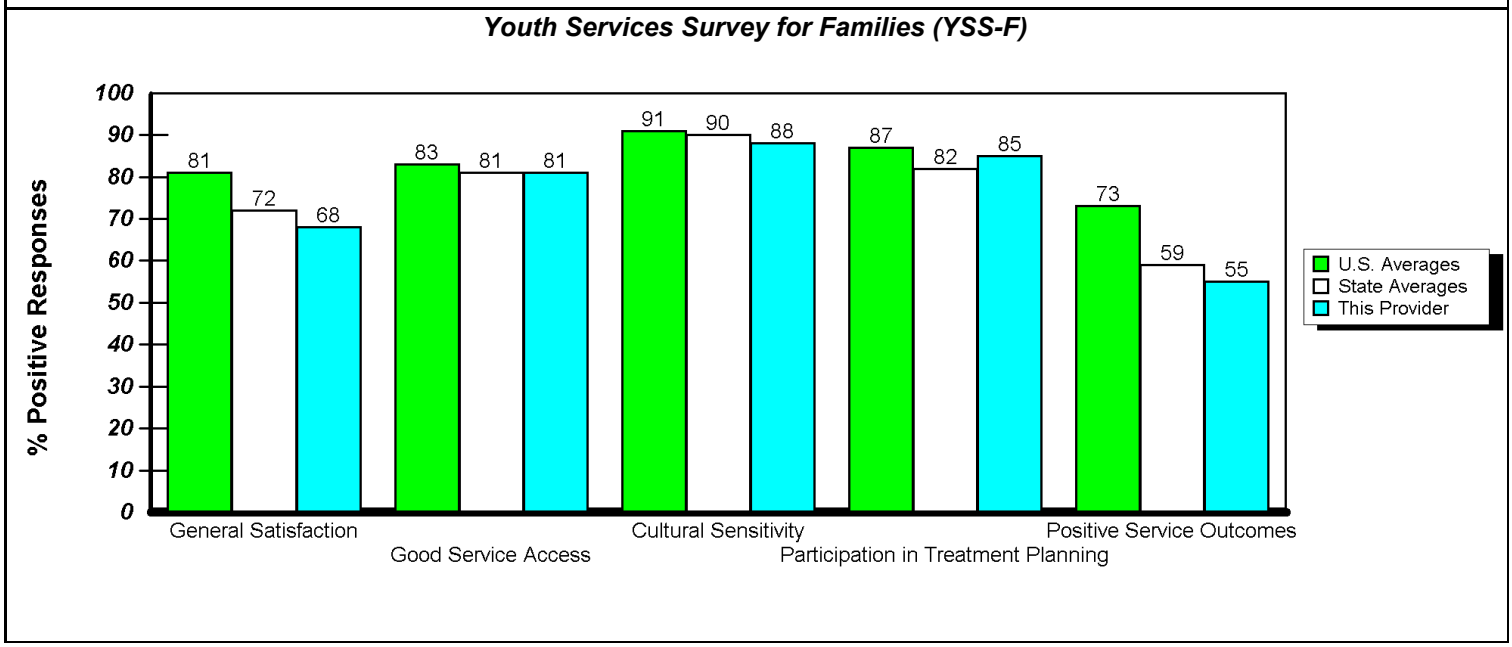
Email: clare@dunncenter.org





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Edgewater Systems For Balanced Living, Inc.

421

1100 West 6th Avenue

Gary, IN 46402-1711

(219) 885-4264

CEO

Danita Johnson-Hughes Ph.D.

Contact Person

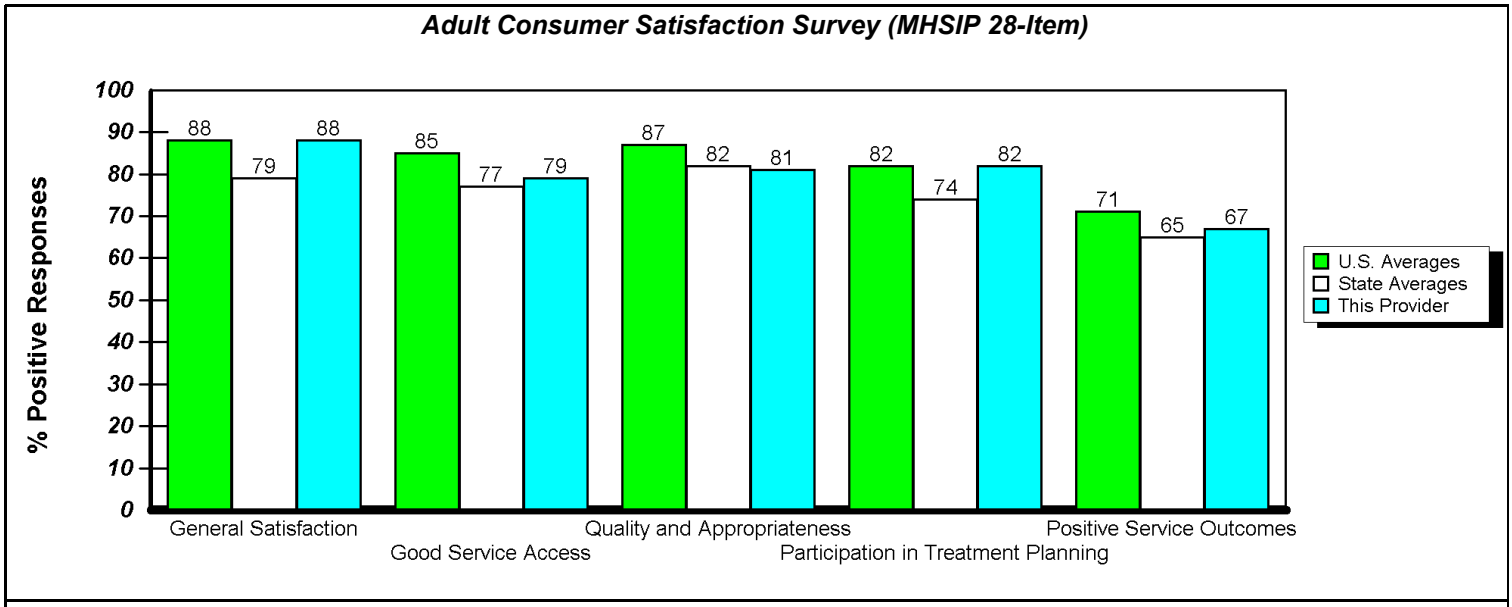
Ashvin Sheth

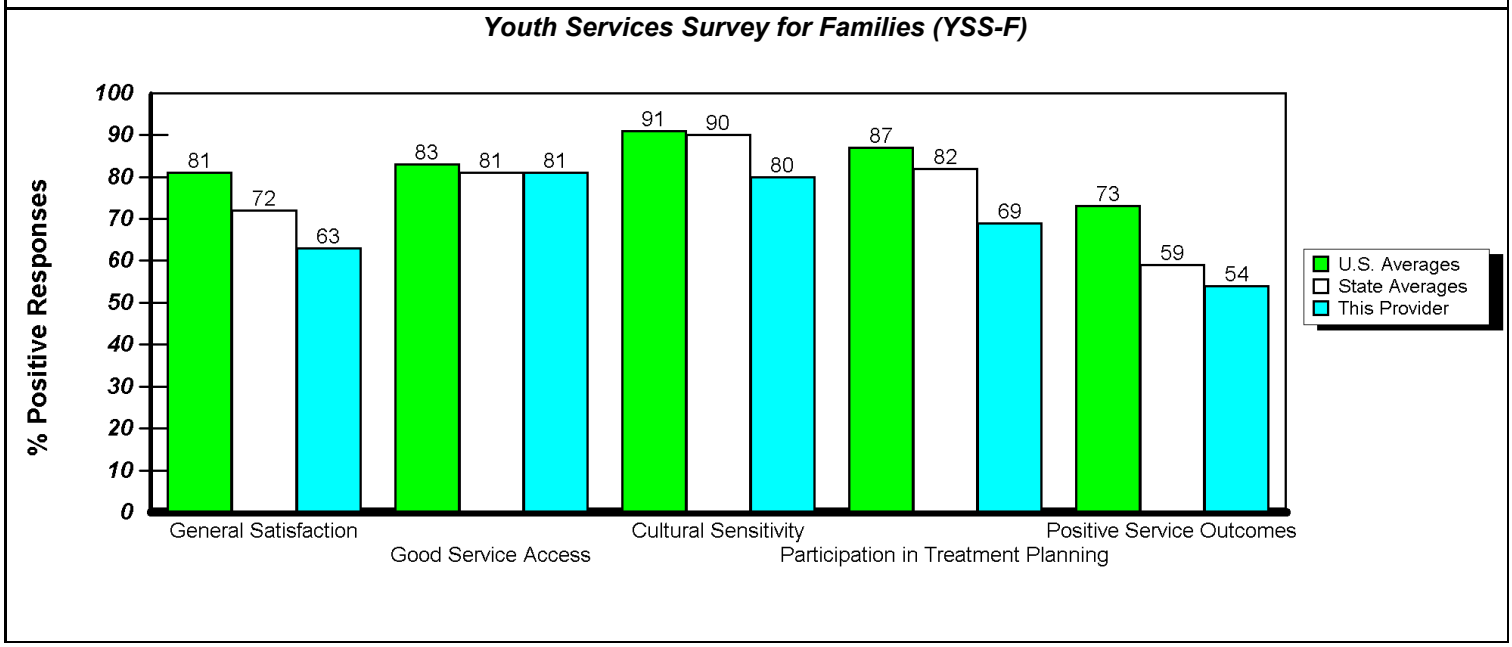
VP Clinical Services

Phone: (219) 885-4264 Ext. 2470

Fax: (219) 882-7517

Email: asheth@edgewatersystems.org





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Four County Counseling Center

427

1015 Michigan Avenue

Logansport, IN 46947

(574) 722-5151

CEO

Lawrence R. Ulrich

Contact Person

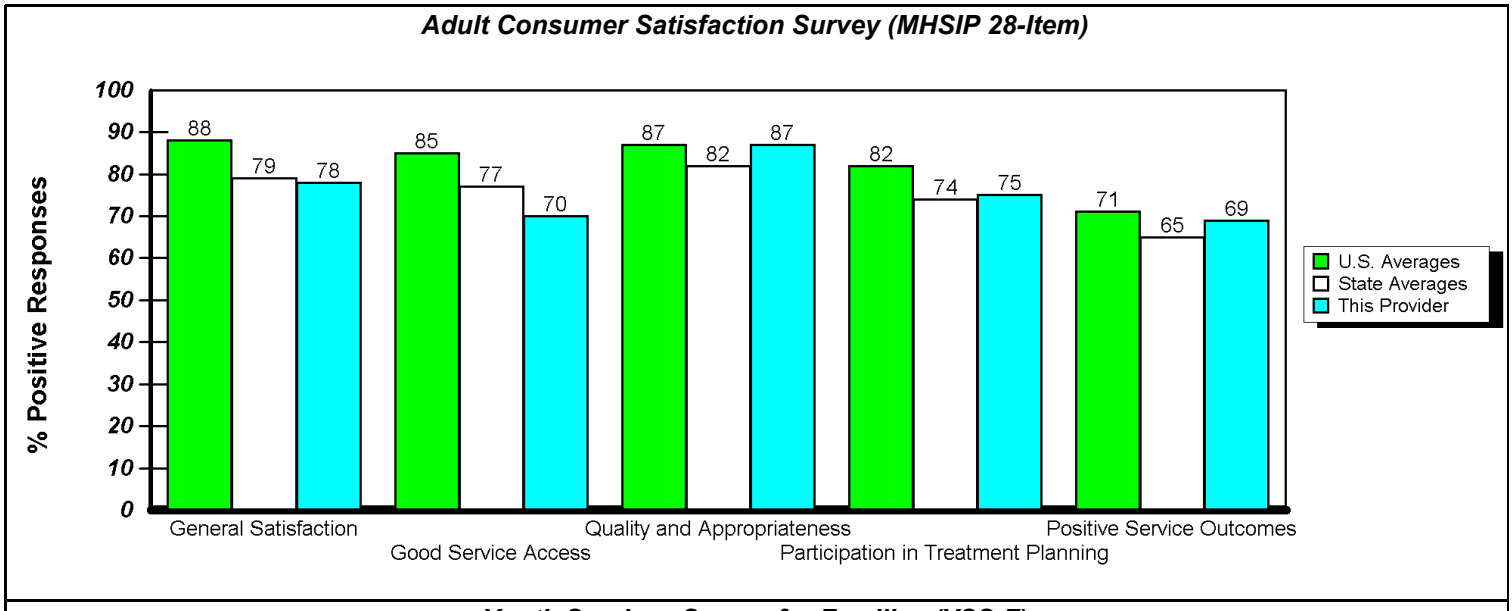
Julie Utter

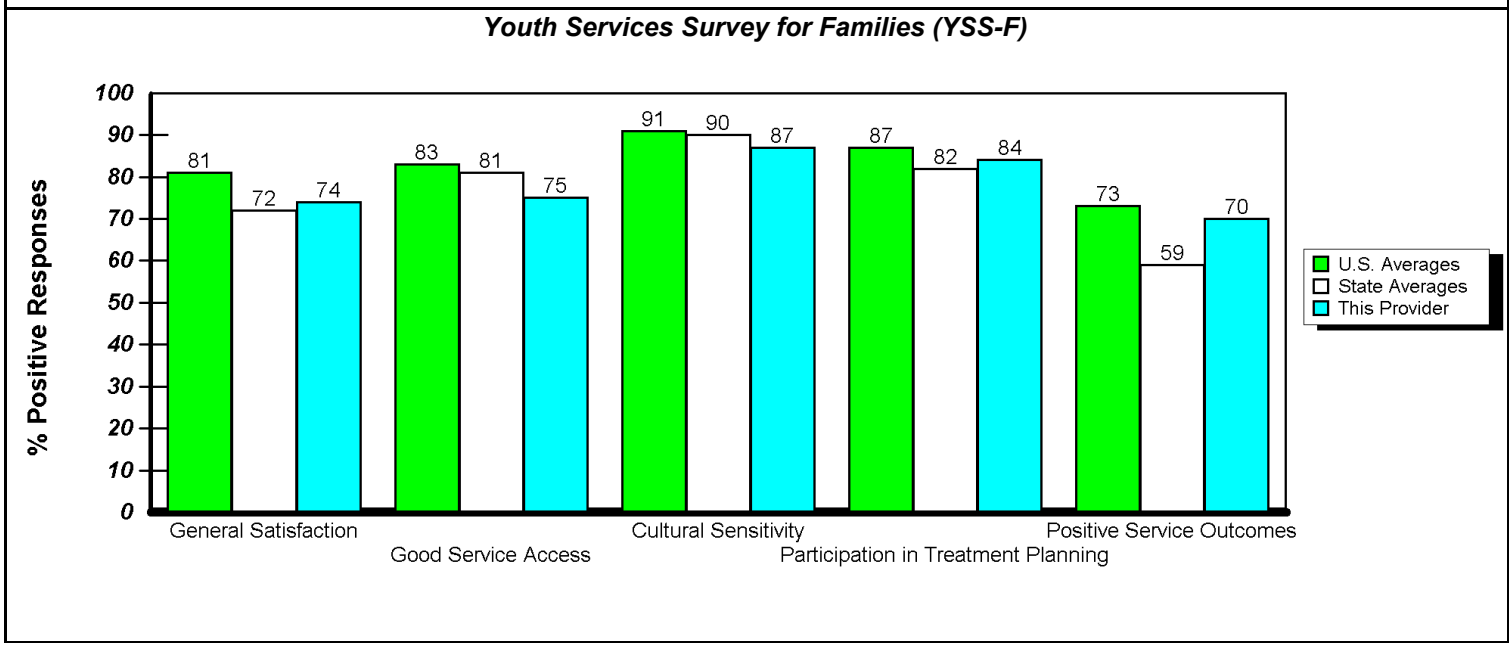
Executive Asst.

Phone: (574) 722-5151 Ext. 281

Fax: (574) 722-9523

Email: jutter@fourcounty.org





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Gallahue Mental Health Center

416

6950 Hillsdale Court

Indianapolis, IN 46250

(317) 621-7600

CEO

Eric Crouse Ph.D.

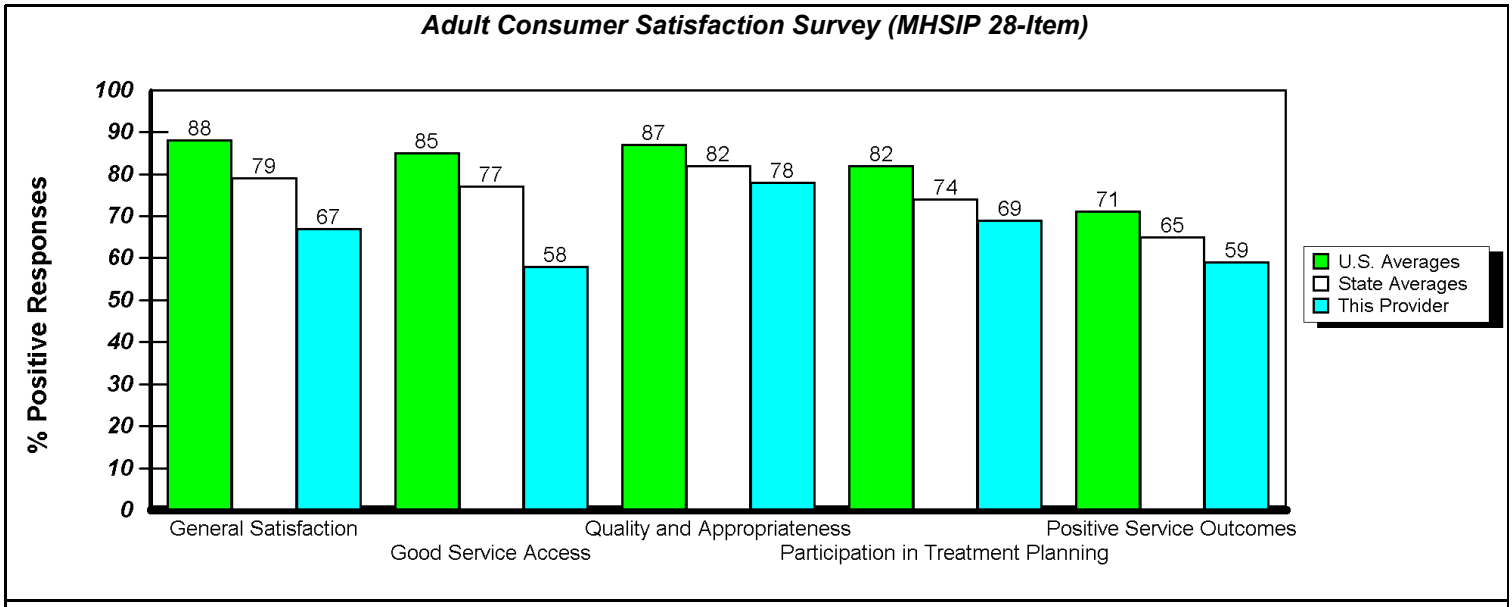
Contact Person

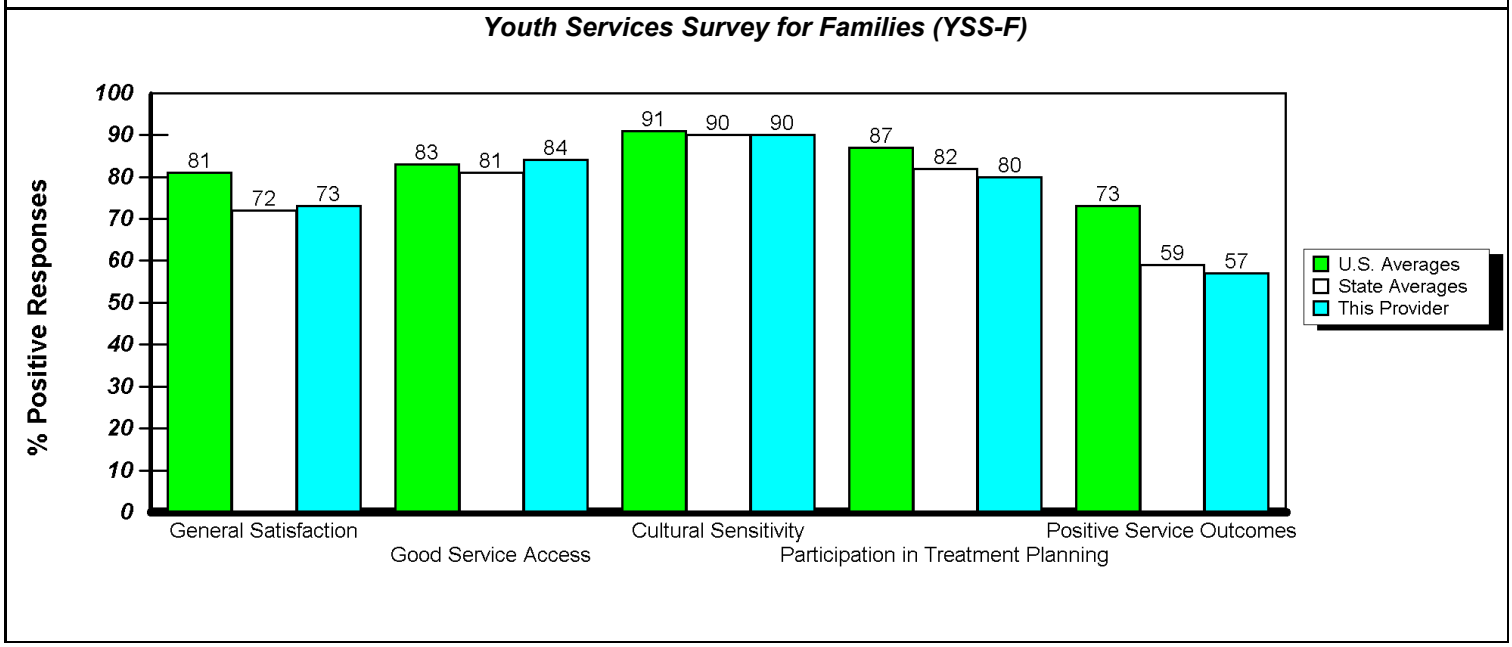
Kim Walton and Addie Teagardin

Service Line Managers

Phone: (317) 621-7600

Fax: (317) 621-7608





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Grant Blackford Mental Health, Inc.

414

505 Wabash Avenue

Marion, IN 46952

(765) 662-3971

CEO

Paul G. Kuczora

Contact Person

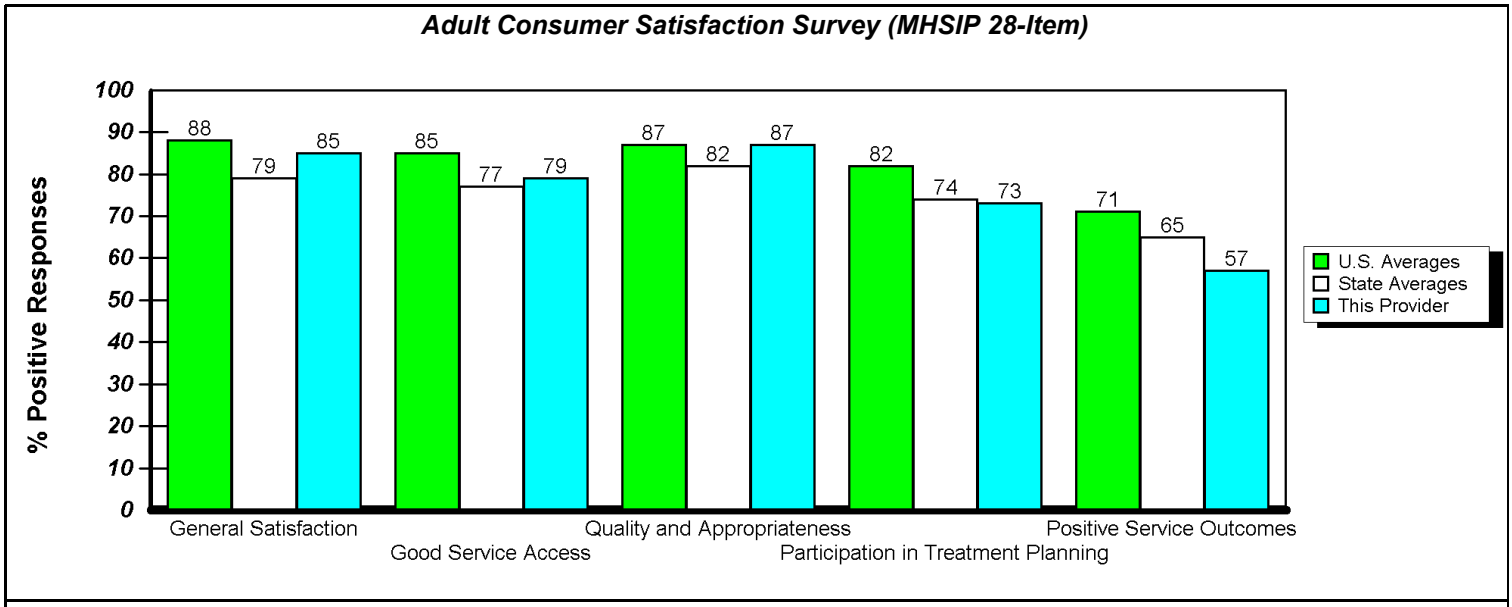
Kathy Adams

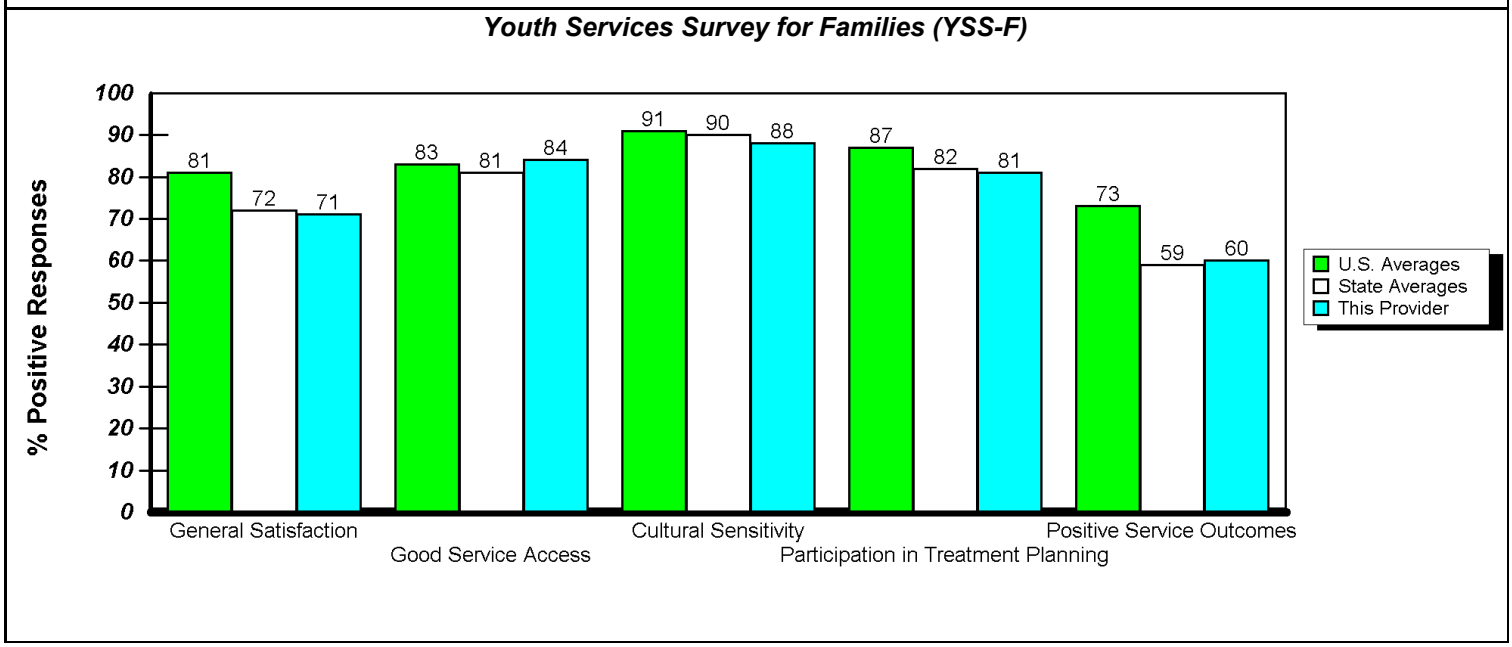
Consumer Contact

Phone: (765) 662-3971 Ext. 1279

Fax: (765) 668-6718

Email: kadams@cornerstone.org





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Hamilton Center, Inc.

405

620 8th Avenue

Terre Haute, IN 47804

(812) 231-8323

CEO

Galen Goode

Contact Person

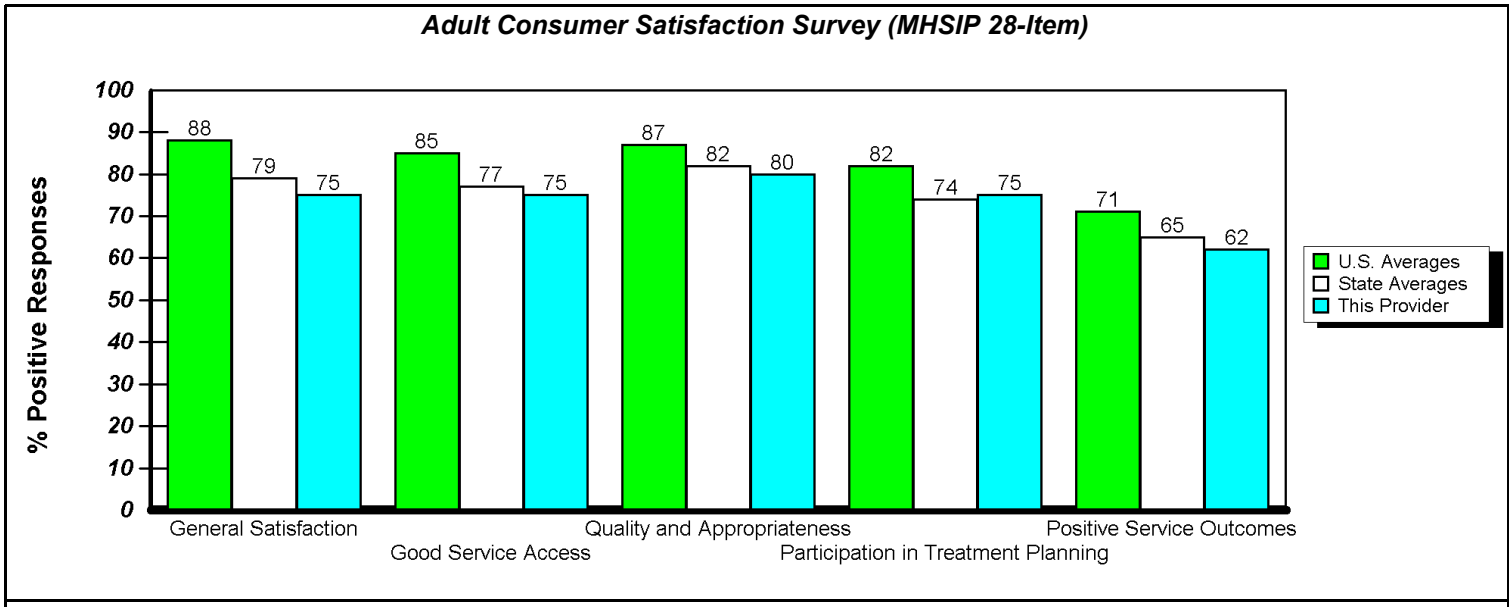
Dana Guthrie

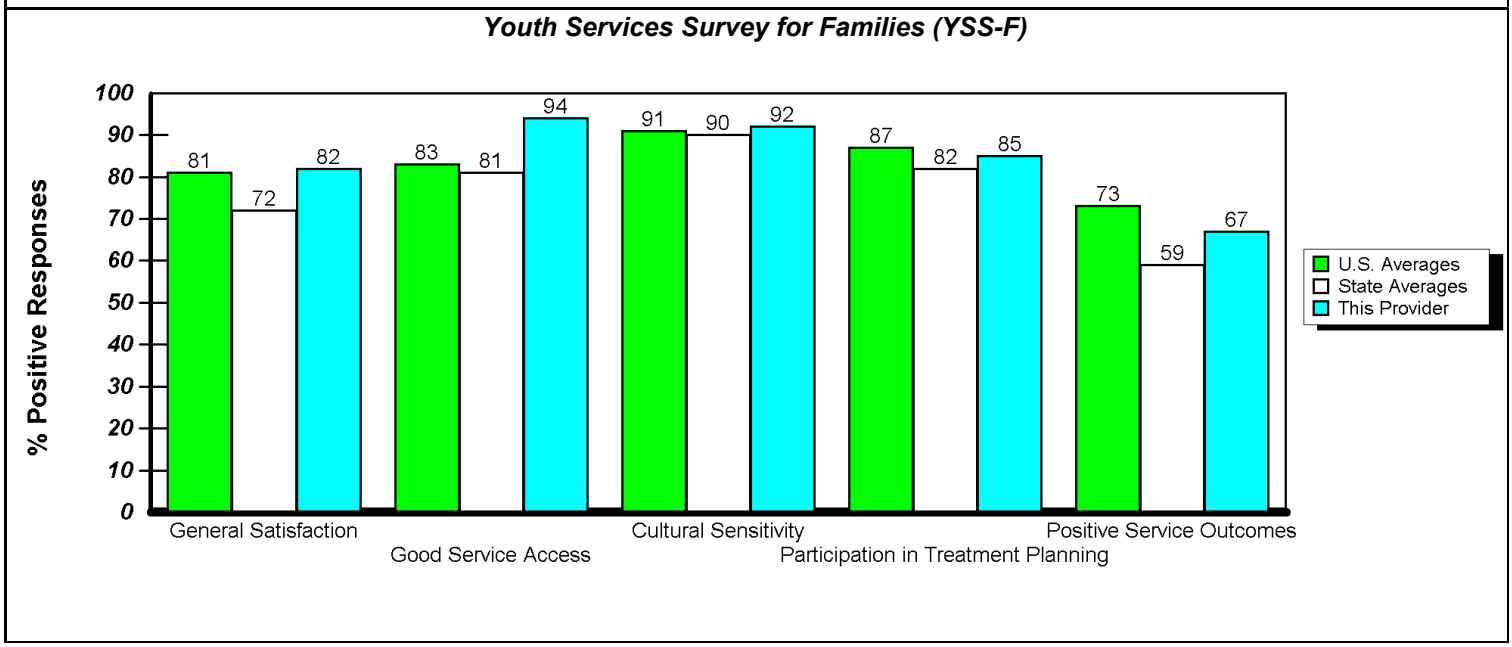
CQI/Managed Care Director

Phone: (812) 231-8271

Fax: (812) 231-8191

Email: dguthrie@hamiltoncenter.org





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Howard Regional Health System

407

3500 South LaFountain

Kokomo, IN 46902

(765) 453-8555

CEO

James Alender

Contact Person

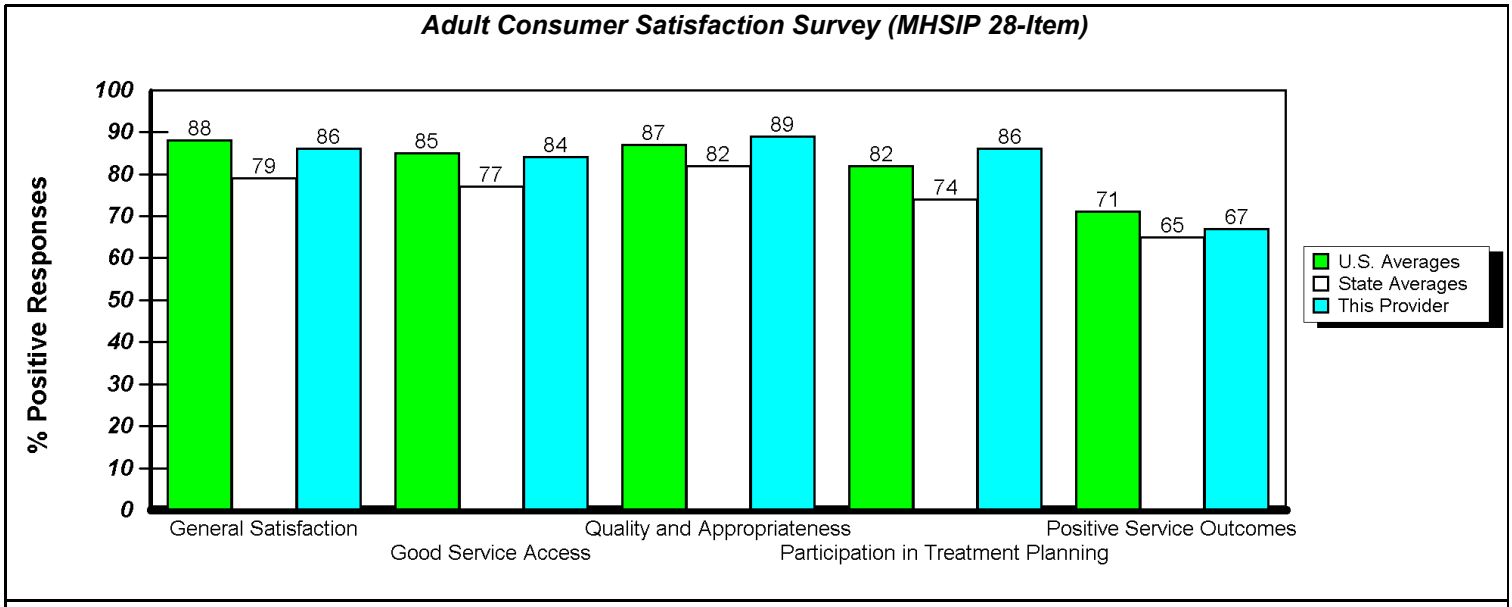
Sue Cardwell

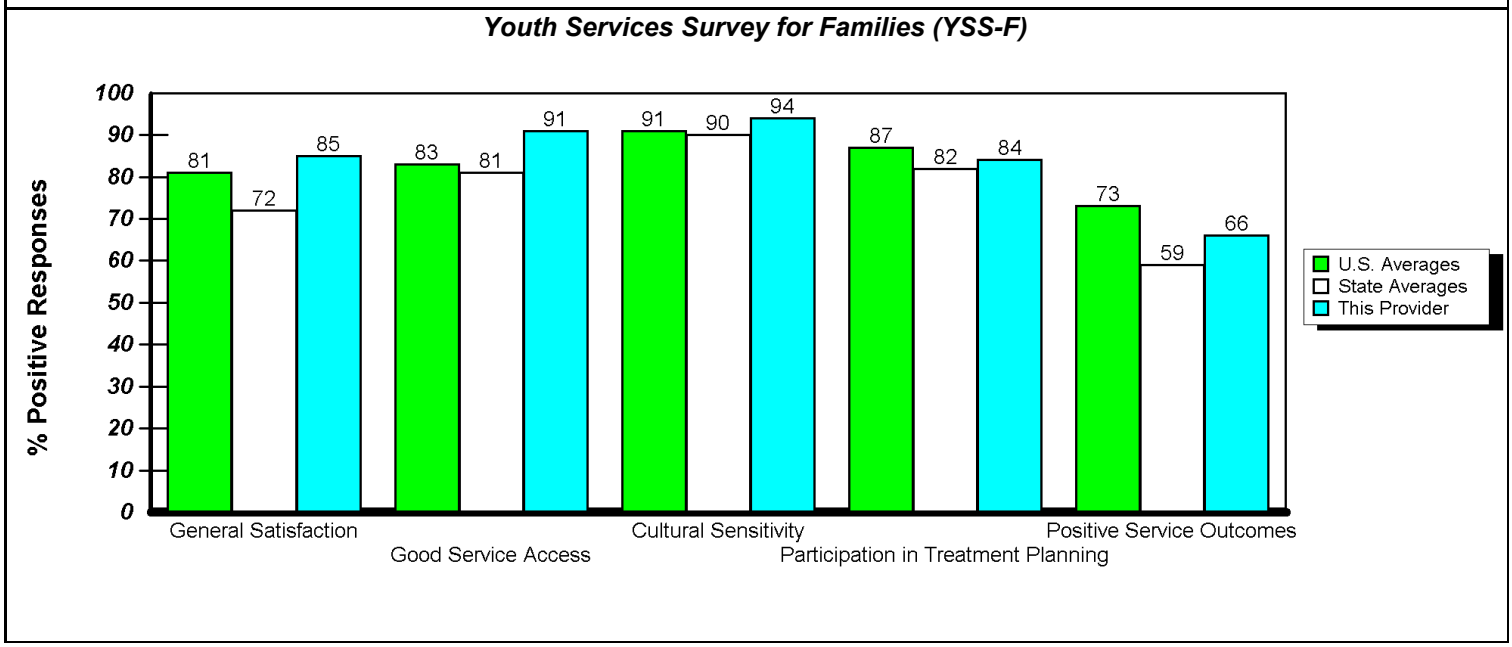
Care/Patient Complaints

Phone: (765) 453-8104

Fax: (765) 453-8114

Email: scardwel@howardregional.org





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Lifespring Inc.

402

460 Spring Street

Jeffersonville, IN 47130

(812) 280-2080

CEO

Terry Stawar Ed.D.

Contact Person

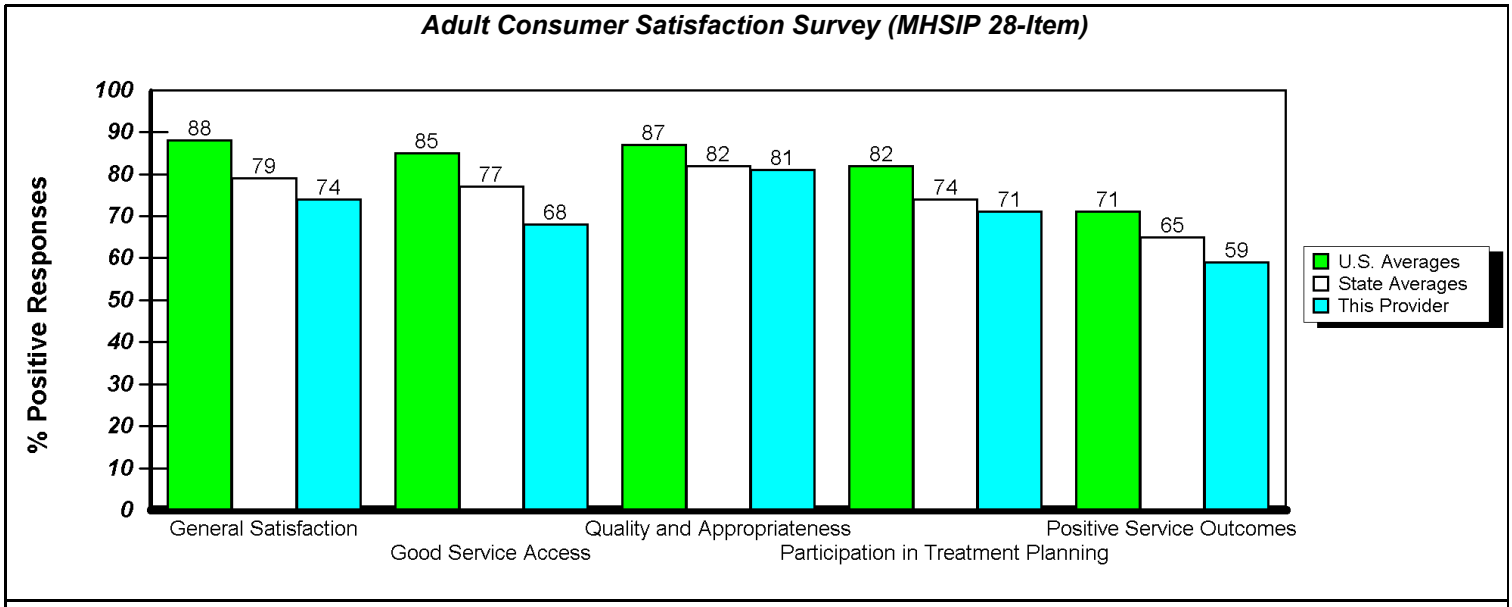
Elaine Carlisle

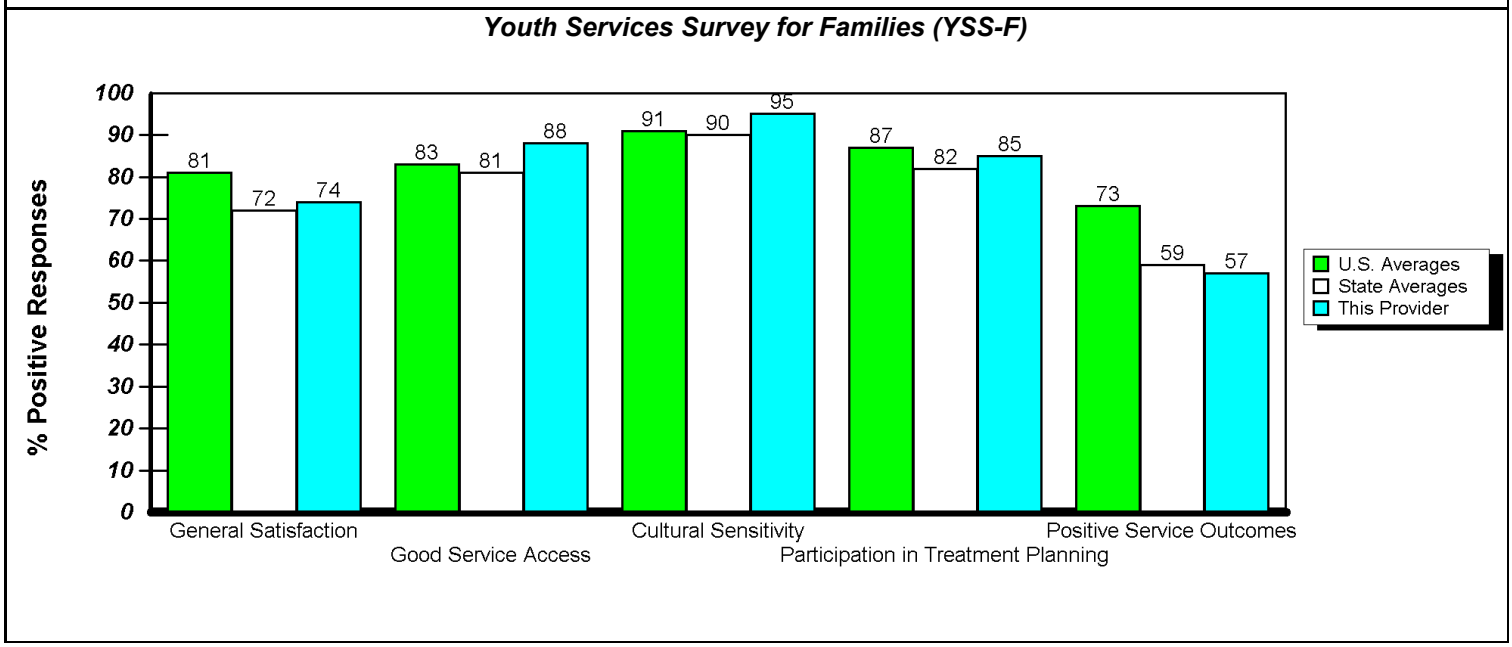
Perf. Improvement Spec.

Phone: (812) 206-1200

Fax: (812) 206-1229

Email: ecarlisle@lifespr.com





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Madison Center, Inc.

406

403 E Madison Street

South Bend, IN 46617

(574) 234-0061

CEO

Jack Roberts

Contact Person

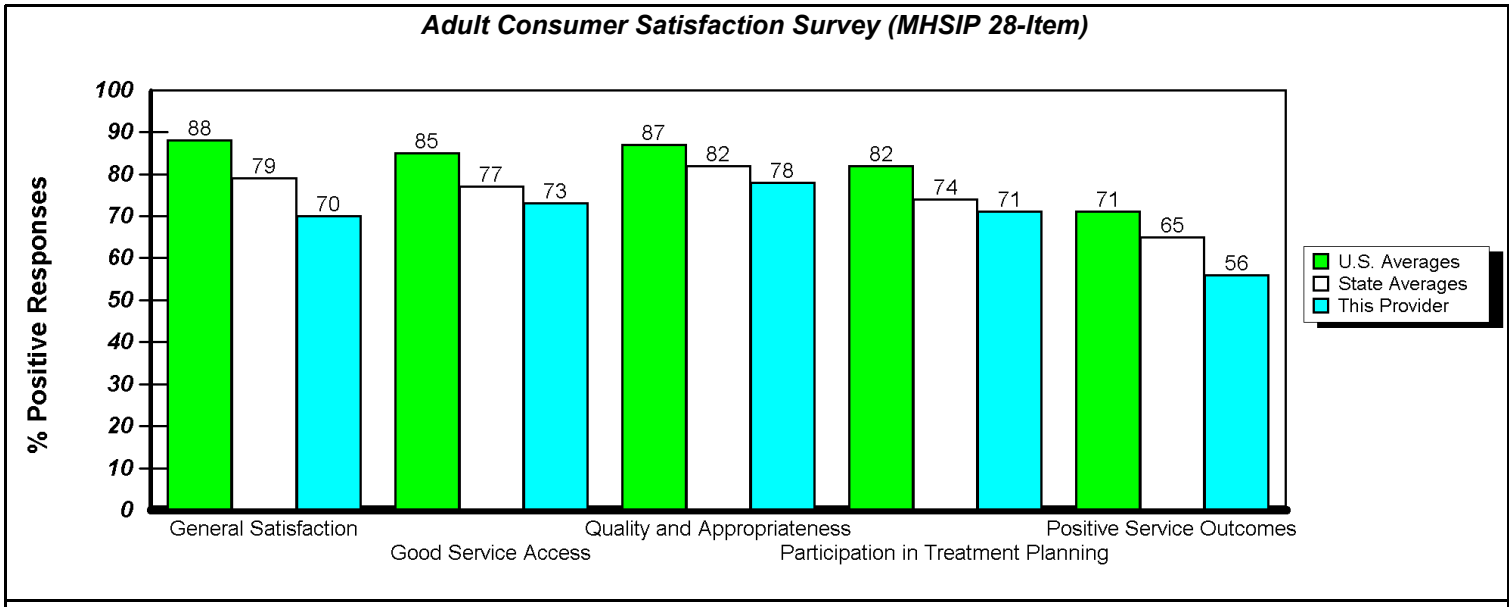
John Twardos

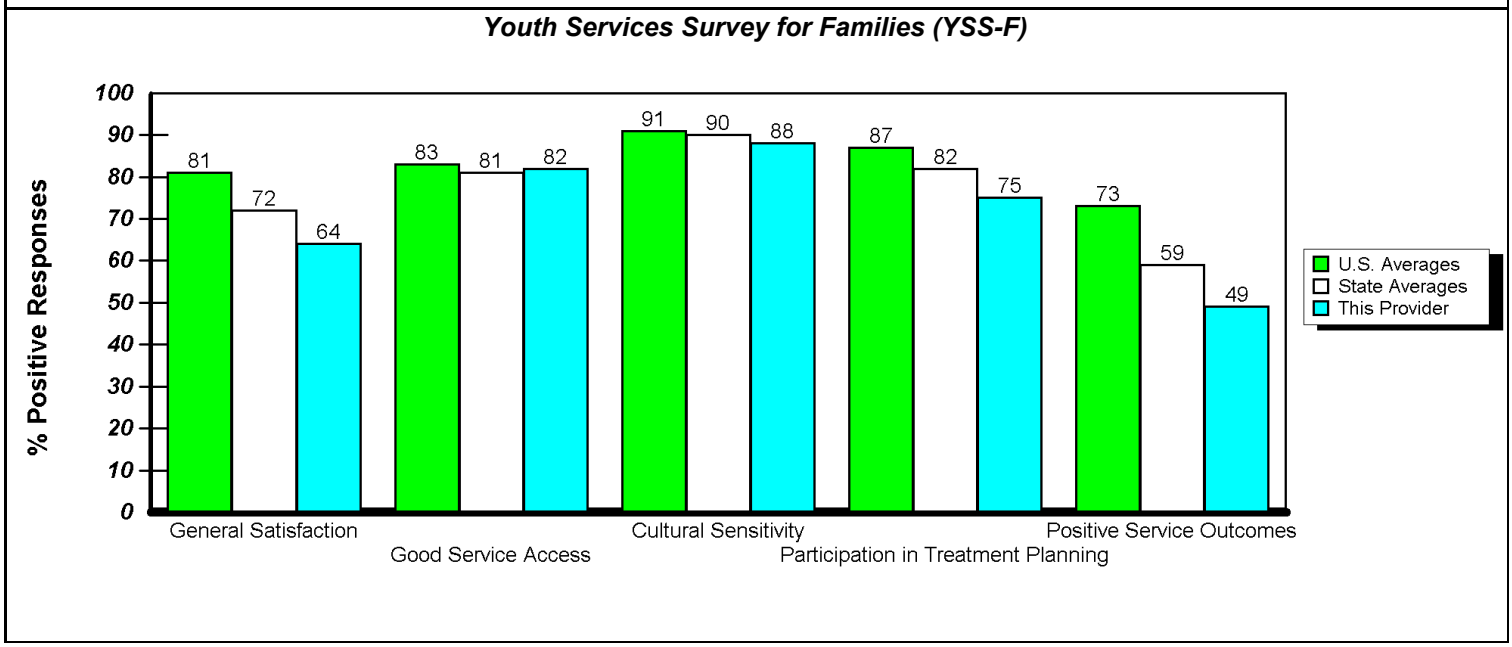
COO

Phone: (888) 234-0061

Fax: (574) 288-5047

Email: johnt@madison.org





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Meridian Services Corp

422

240 N. Tillotson Avenue

Muncie, IN 47304

(765) 288-1928

CEO

Hank Milius

Contact Person

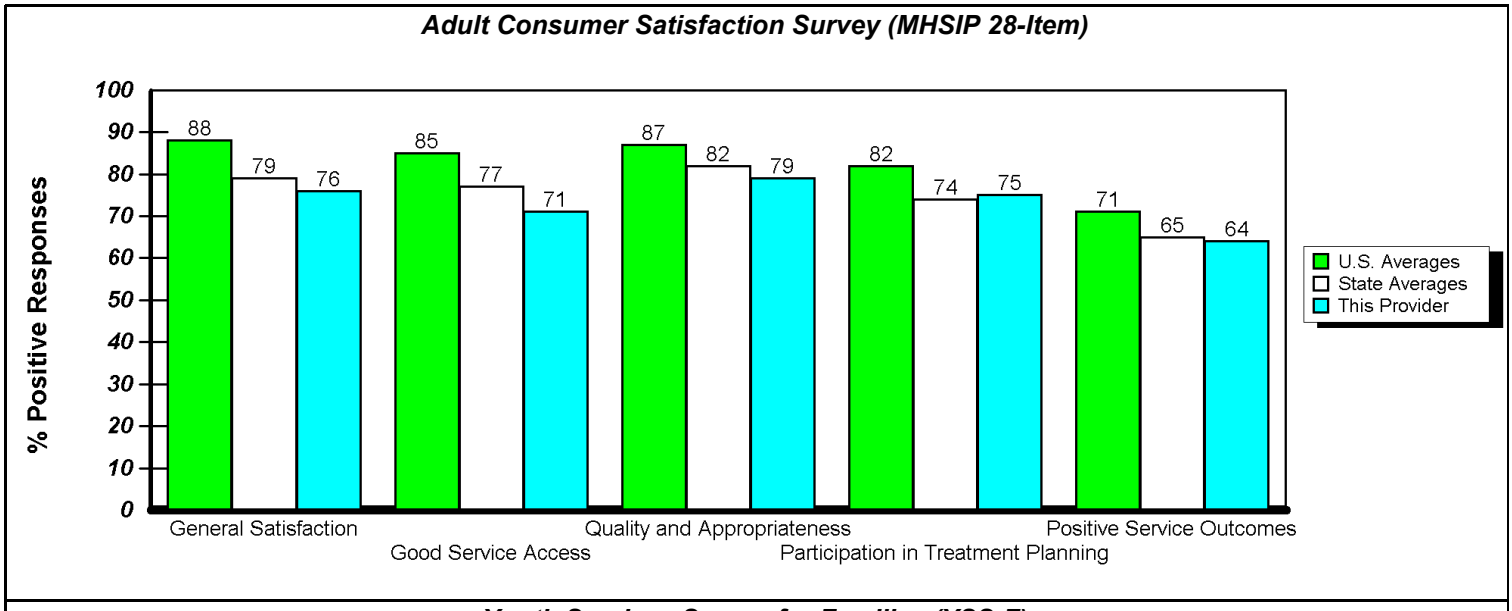
Gary Garofolo

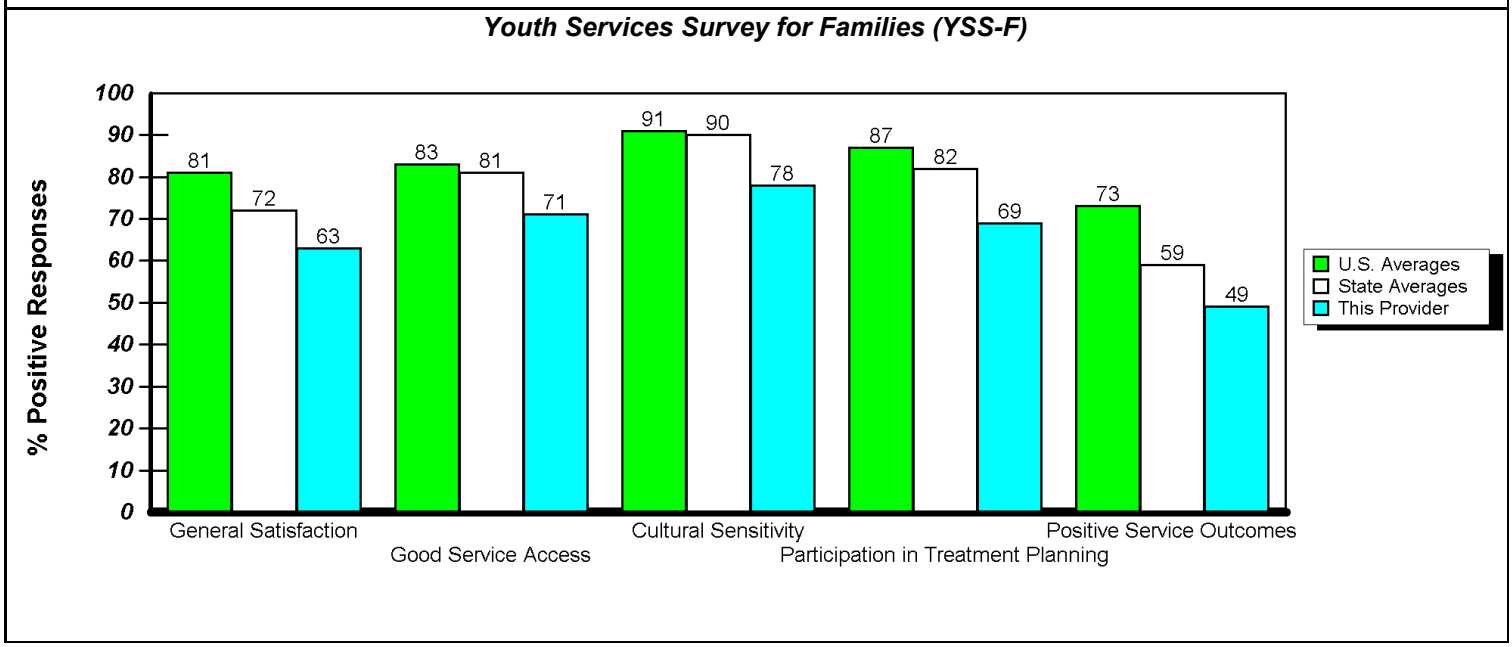
Dir. System Services

Phone: (765) 521-2450

Fax: (765) 741-0310

Email: garafolog@meridiansc.org





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Midtown Community Mental Health Center

401

1001 West Tenth Street

Indianapolis, IN 46202

(317) 630-7607

CEO

Margaret Payne

Contact Person

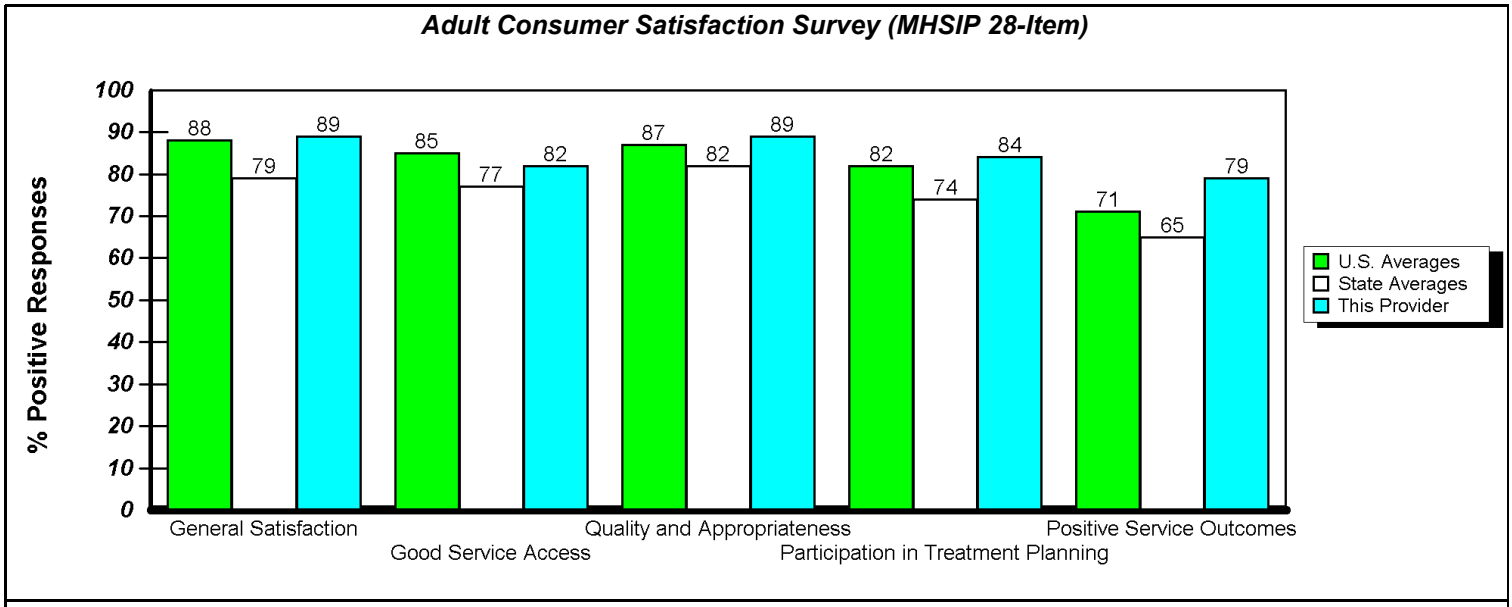
Julie Szempruch

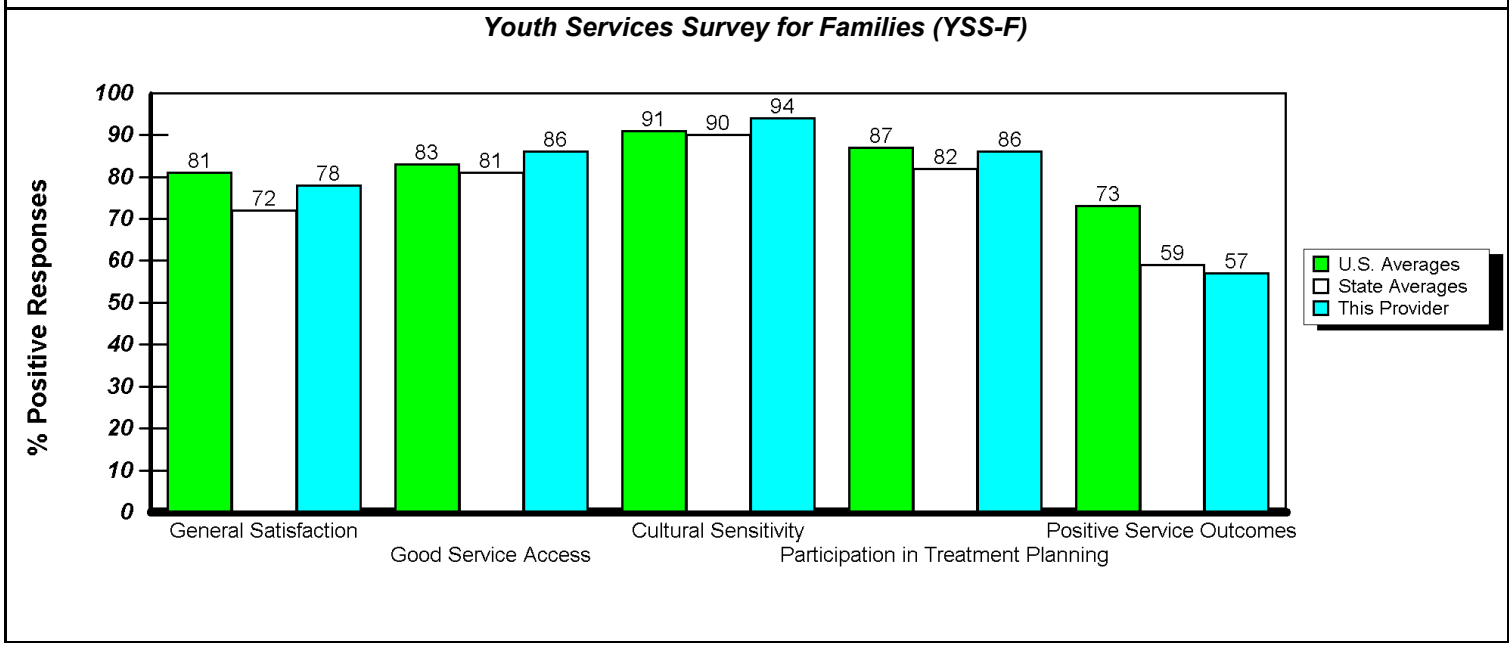
Dir. Administrative Services

Phone: (317) 554-2712

Fax: (317) 554-2721

Email: julie.szempruch@wishard.edu





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Northeastern Center

426

220 S Main

Kendallville, IN 46755

(260) 347-2453

CEO

Jeryl Hollister

Contact Person

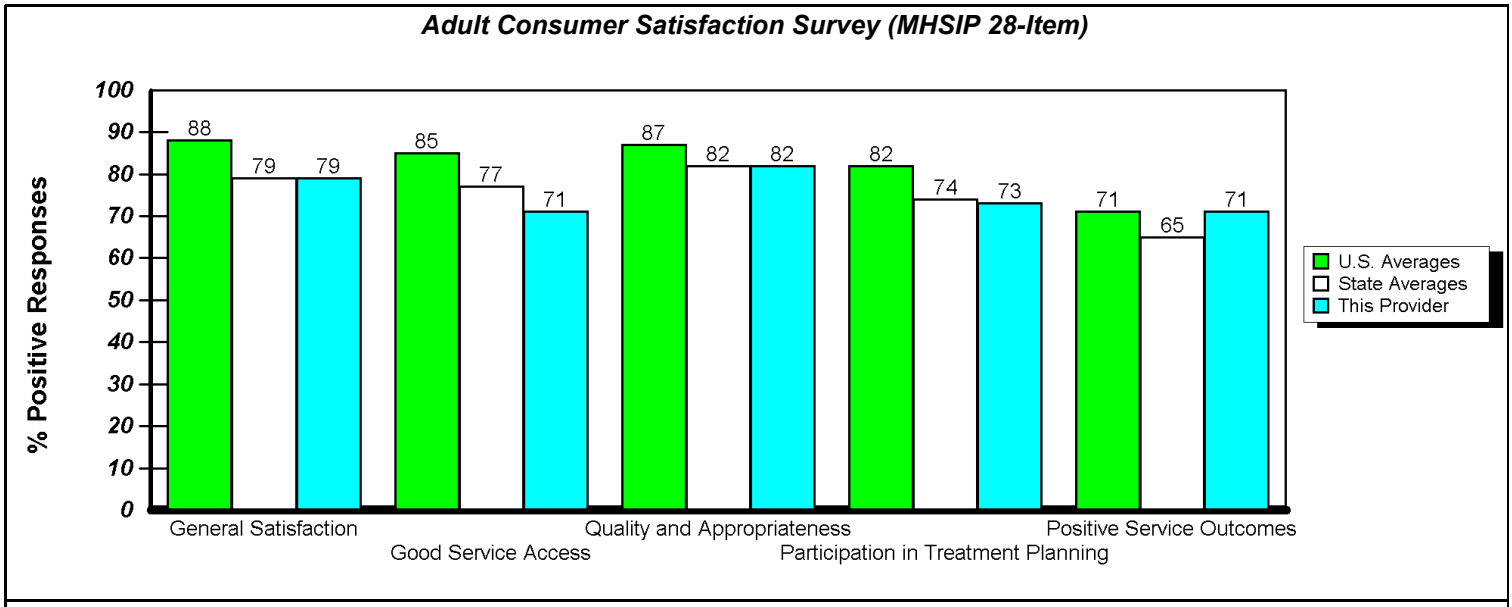
Steve Howell

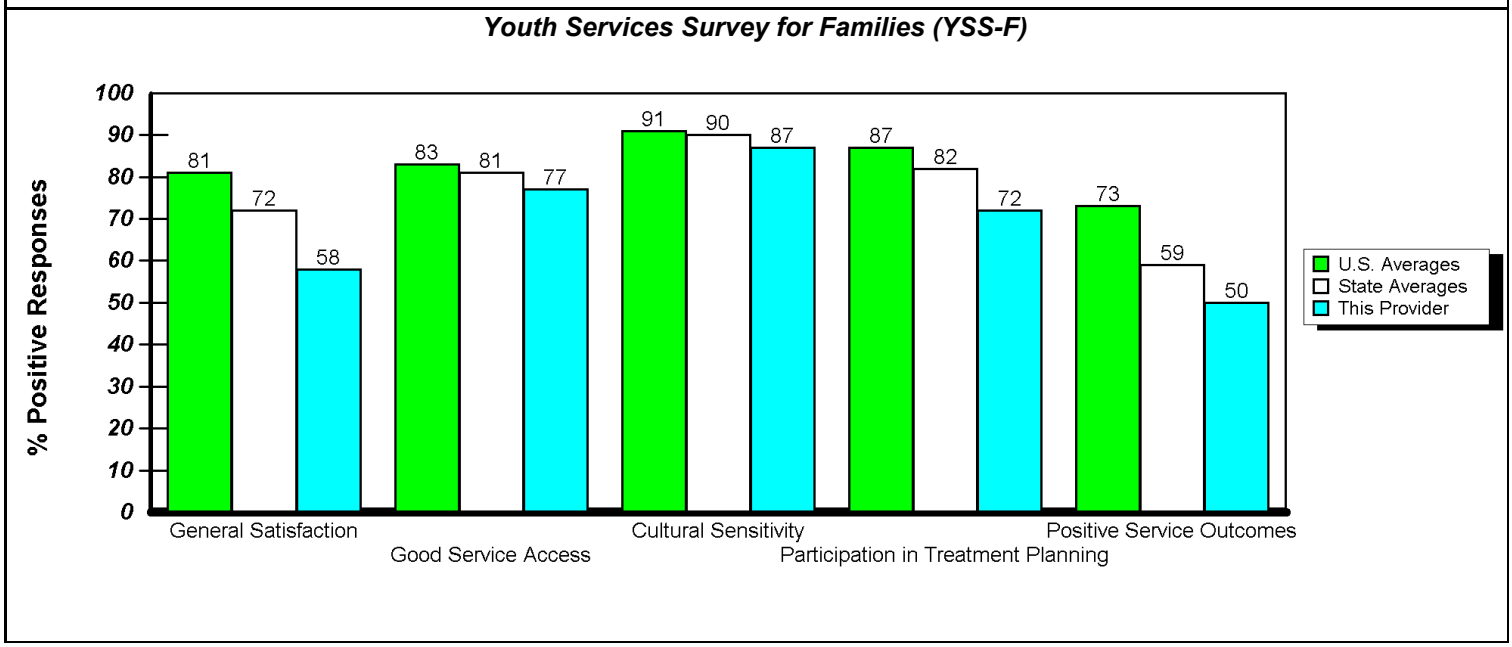
Chief Clinical Officer

Phone: (260) 347-2453

Fax: (260) 347-2456

Email: showell@nec.org





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Oaklawn Psychiatric Center, Inc.

409

330 Lakeview Drive

Goshen, IN 46528

(574) 533-1234

CEO

Laurie Nafziger

Contact Person

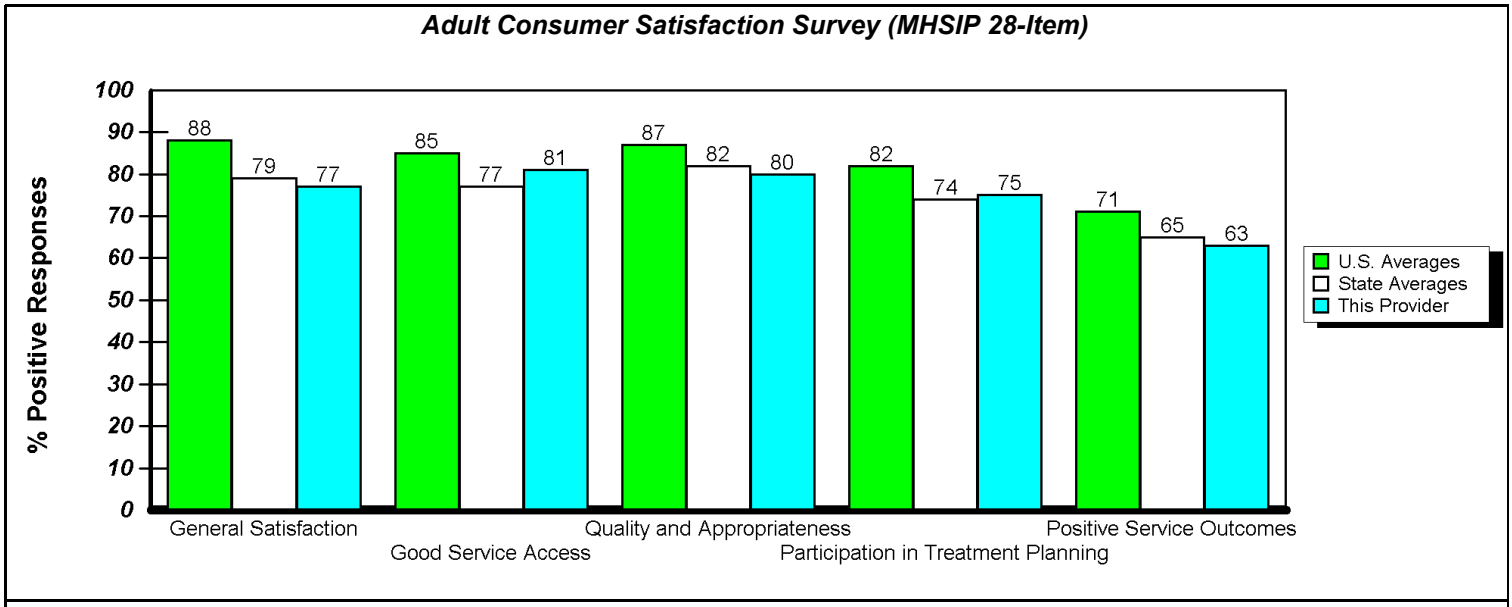
Gregg Nussbaum

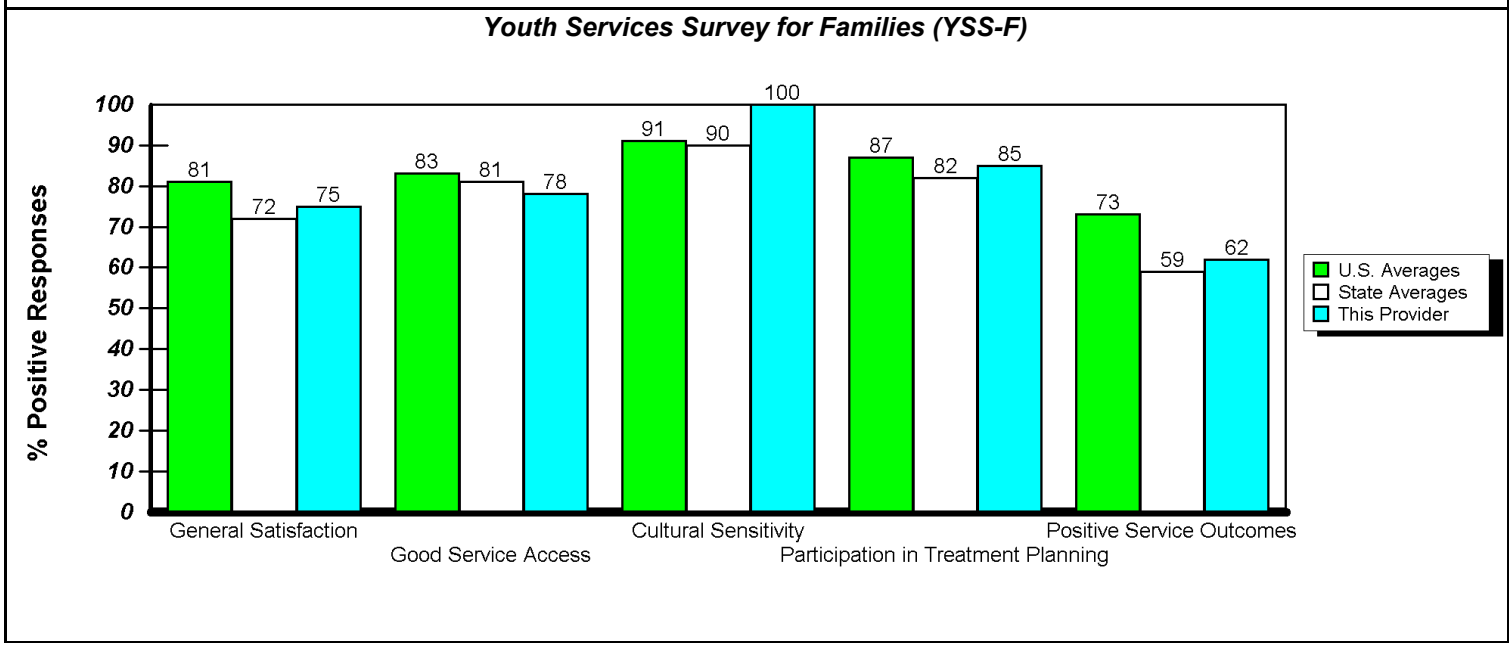
V.P. Adult Services

Phone: (574) 533-1234

Fax: (574) 537-2673

Email: gregg.nussbaum@oaklawn.org





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Otis R. Bowen Center for Human Services, Inc.

423

850 North Harrison Street

Warsaw, IN 46581

(574) 267-7169

CEO

Kurt Carlson

Contact Person

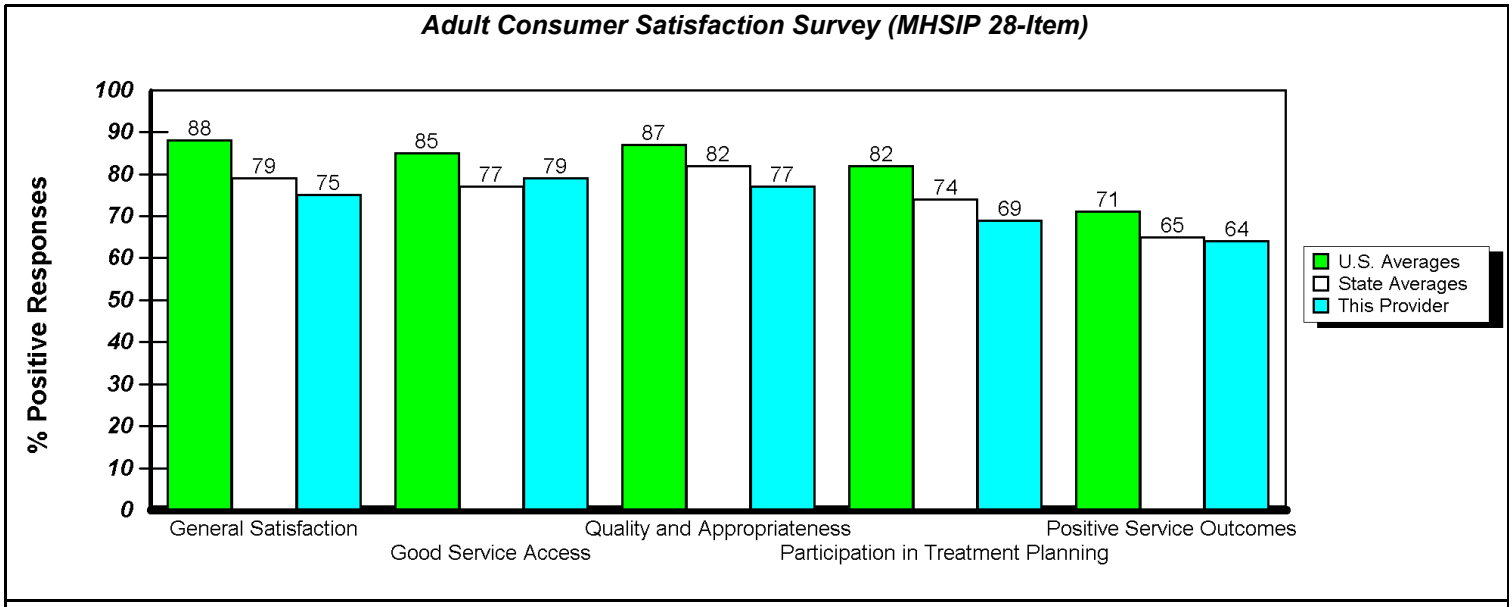
Sharon Engleschjon

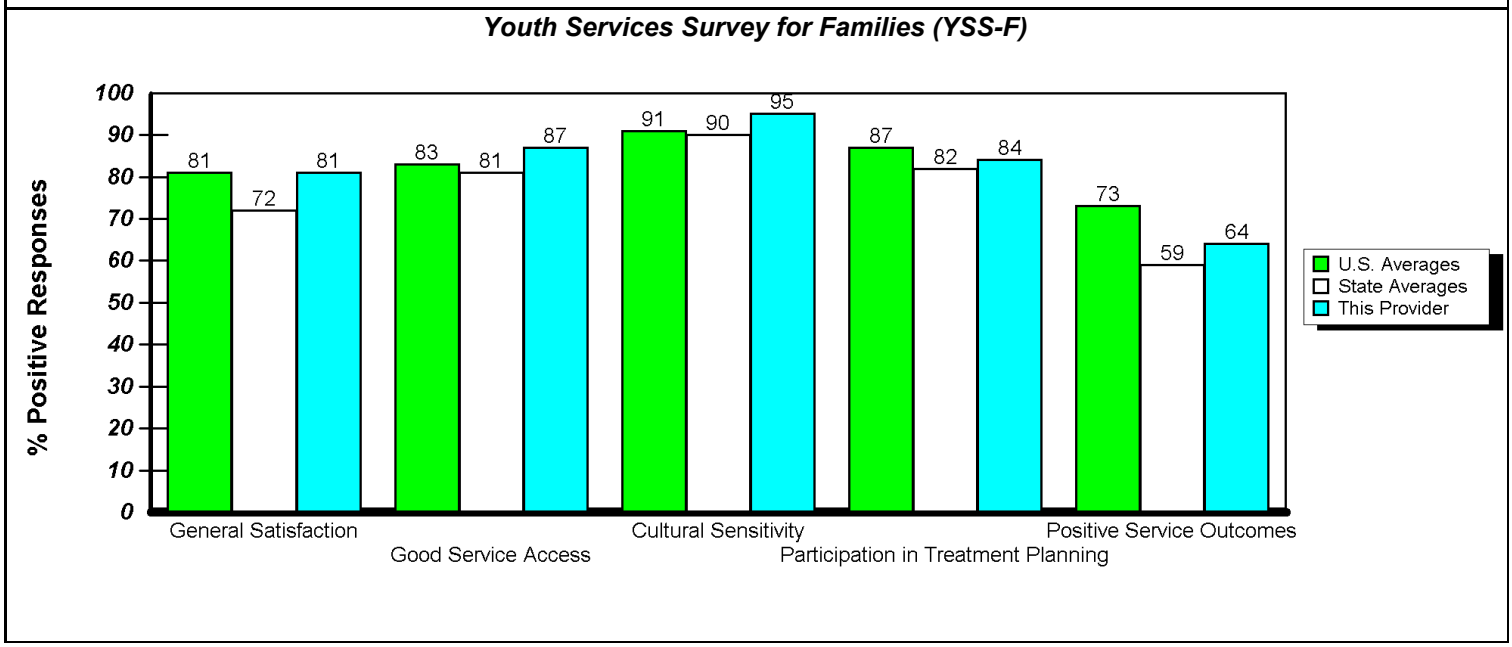
Risk Manager

Phone: (800) 342-5653 Ext. 2972

Fax: (574) 269-3995

Email: Sharon.Engleschjon@bowencenter.org





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Park Center, Inc.

419

909 East State Boulevard

Fort Wayne, IN 46805

(260) 481-2721

CEO

Paul D. Wilson

Contact Person

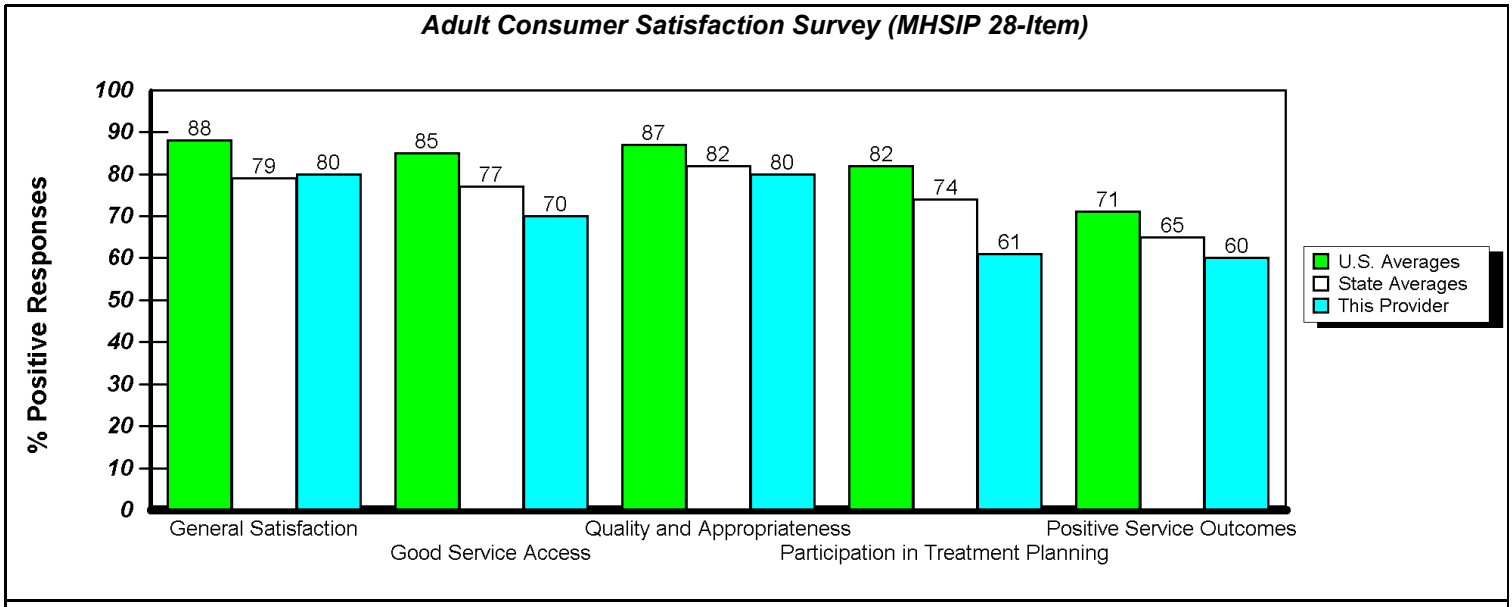
Terri Roberts

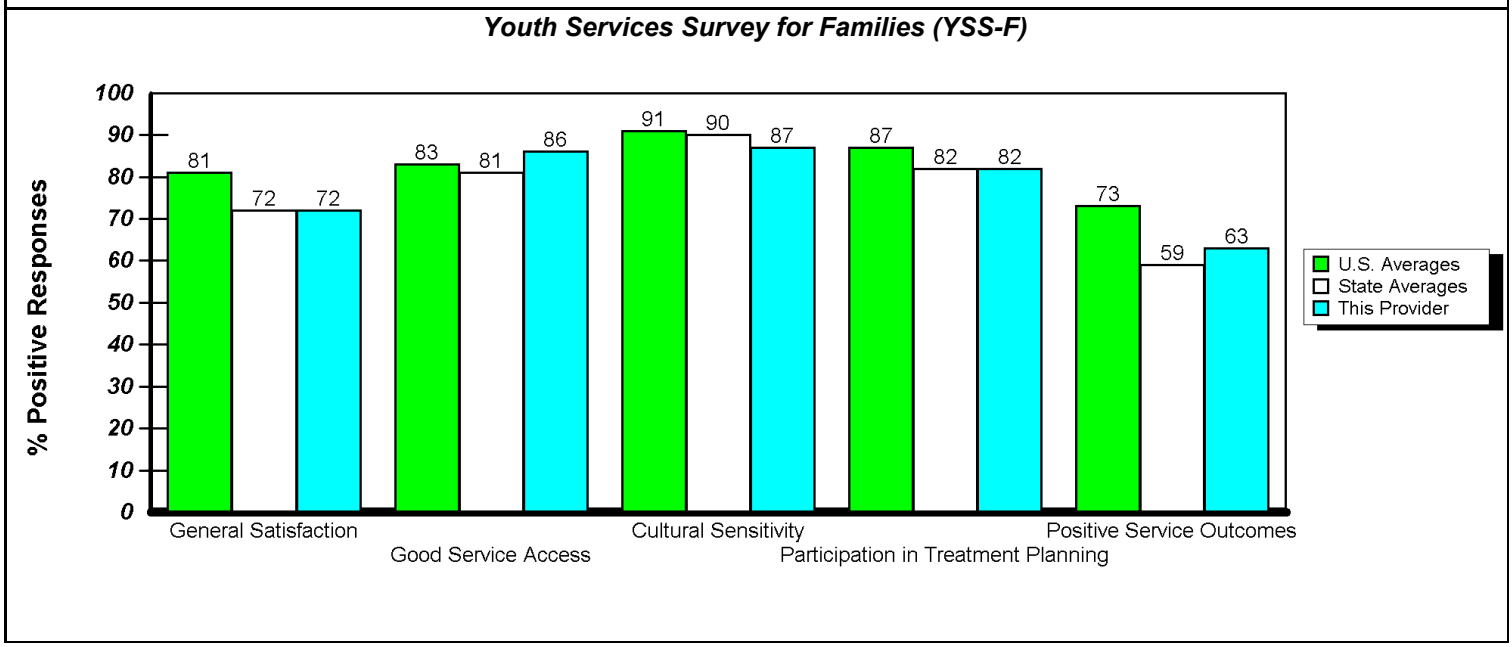
Quality Development

Phone: (260) 482-9125 Ext. 2193

Fax: (260) 481-2717

Email: terri.roberts@parkcenter.org





Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

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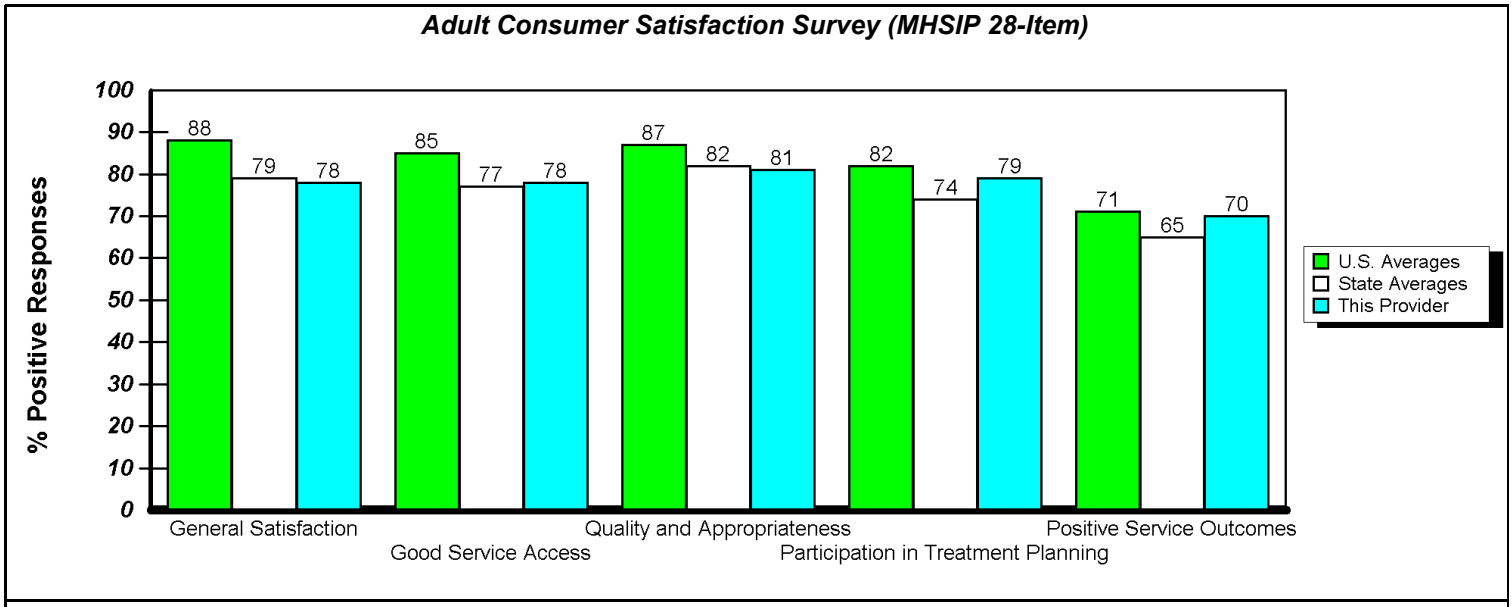

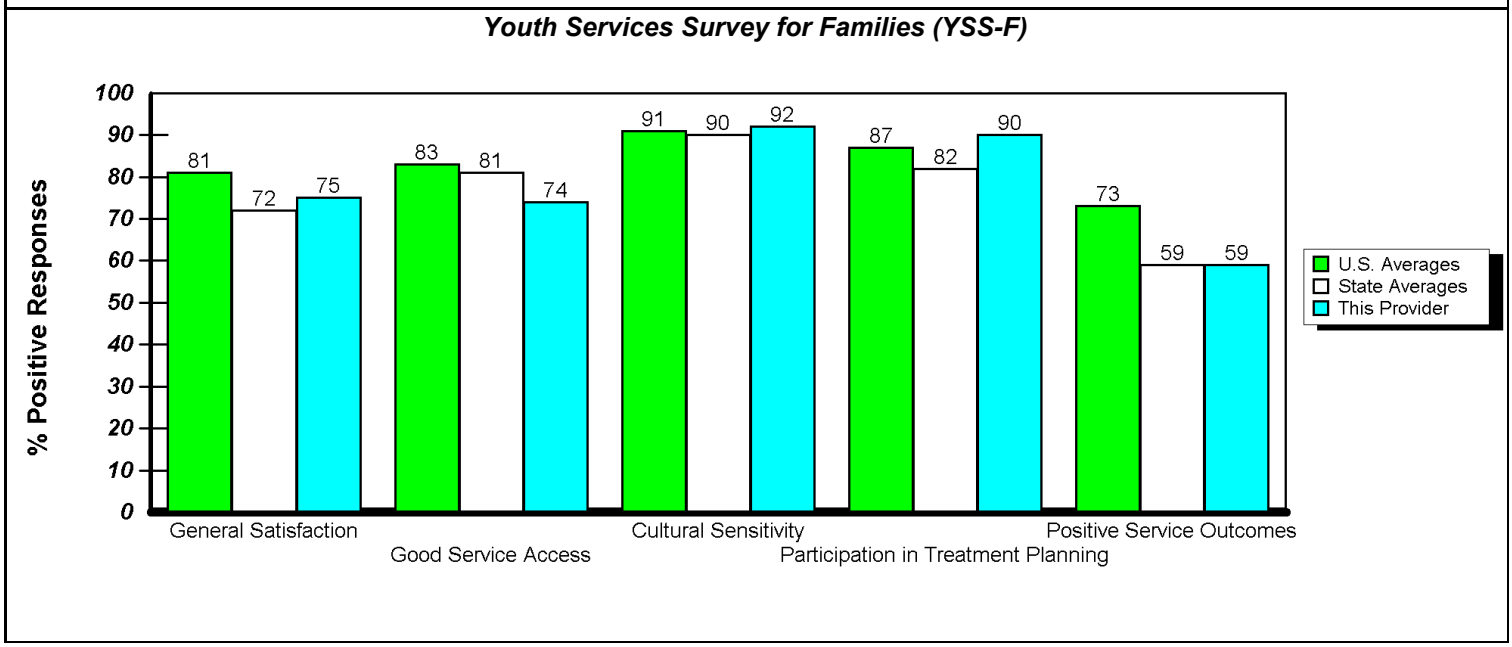

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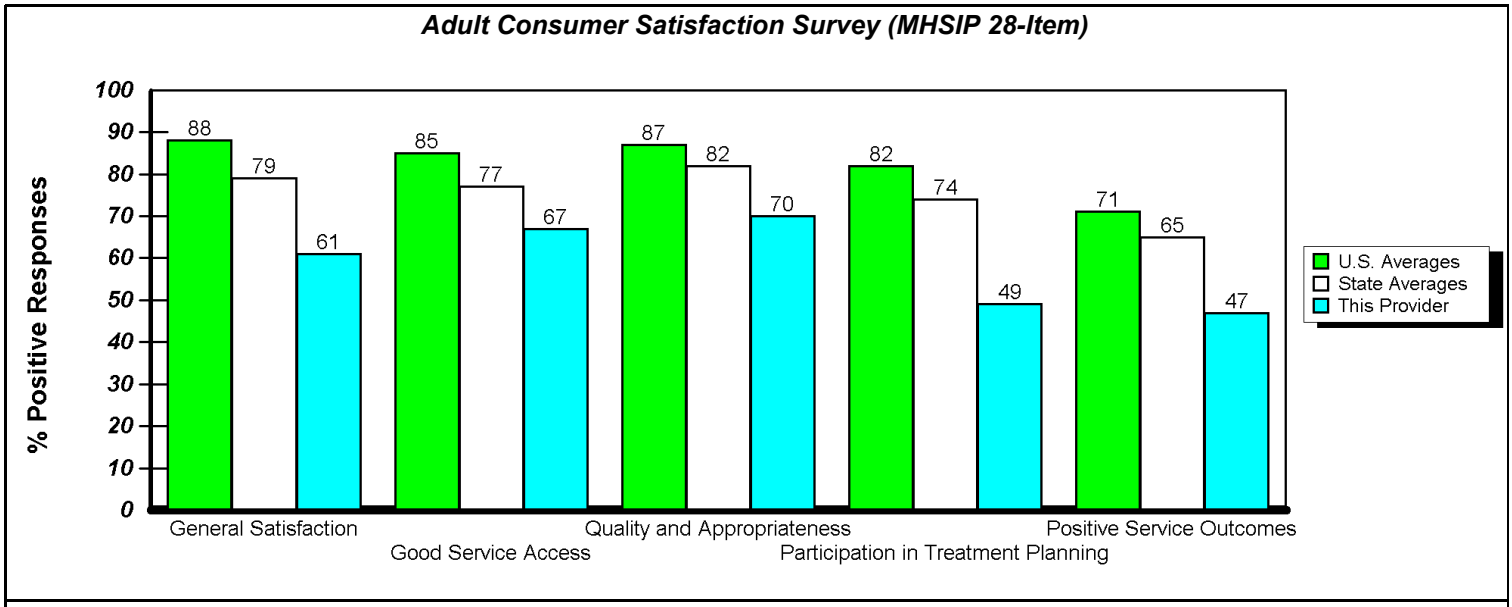

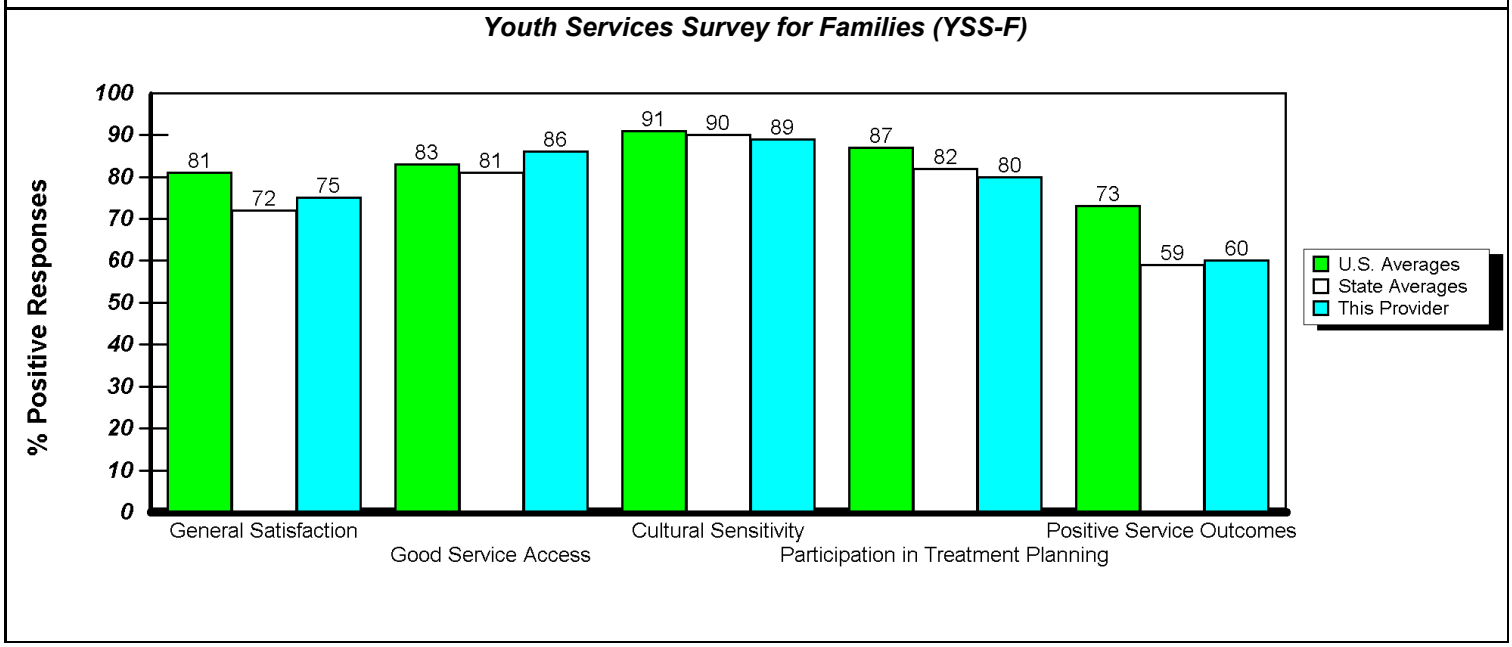

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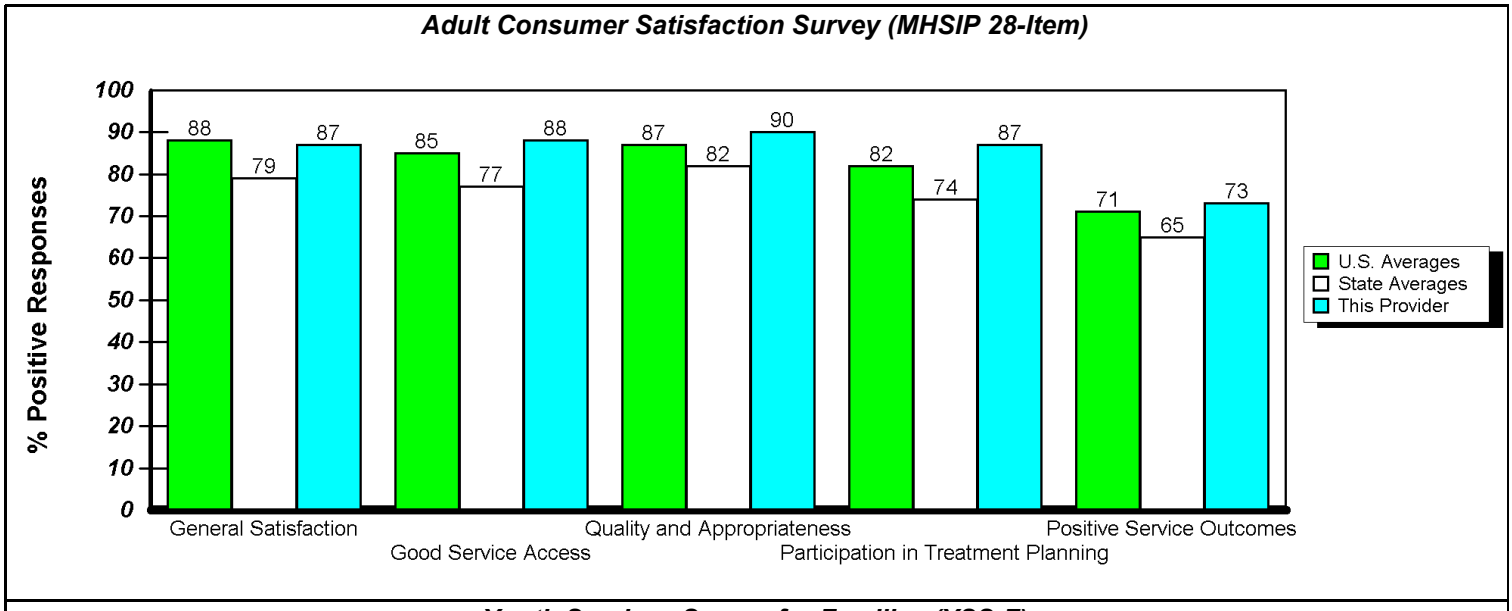

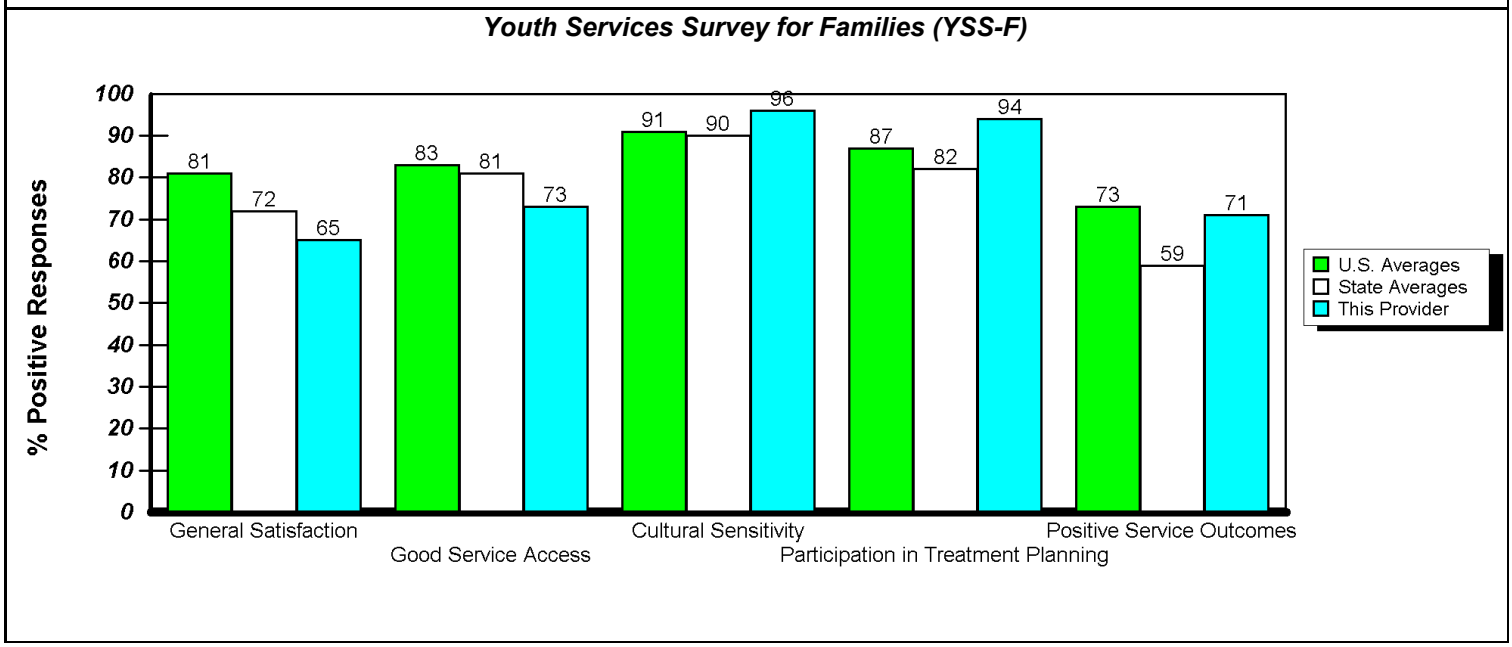

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Samaritan Center

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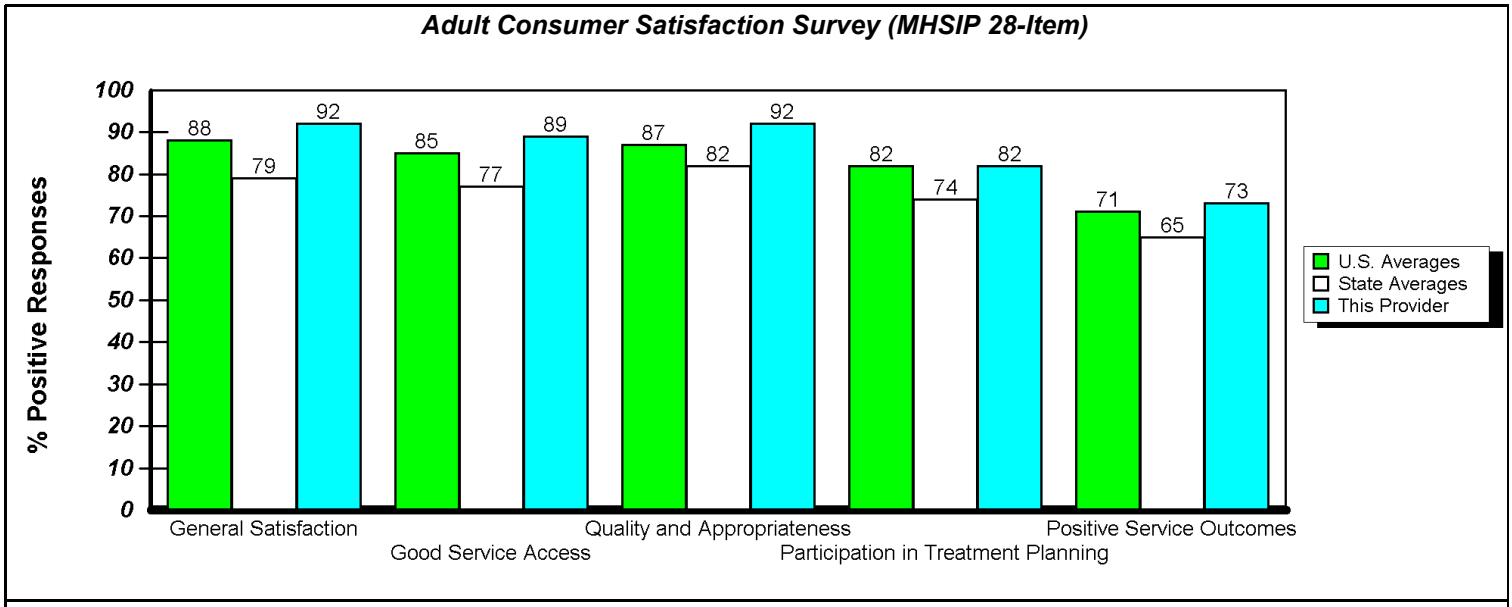

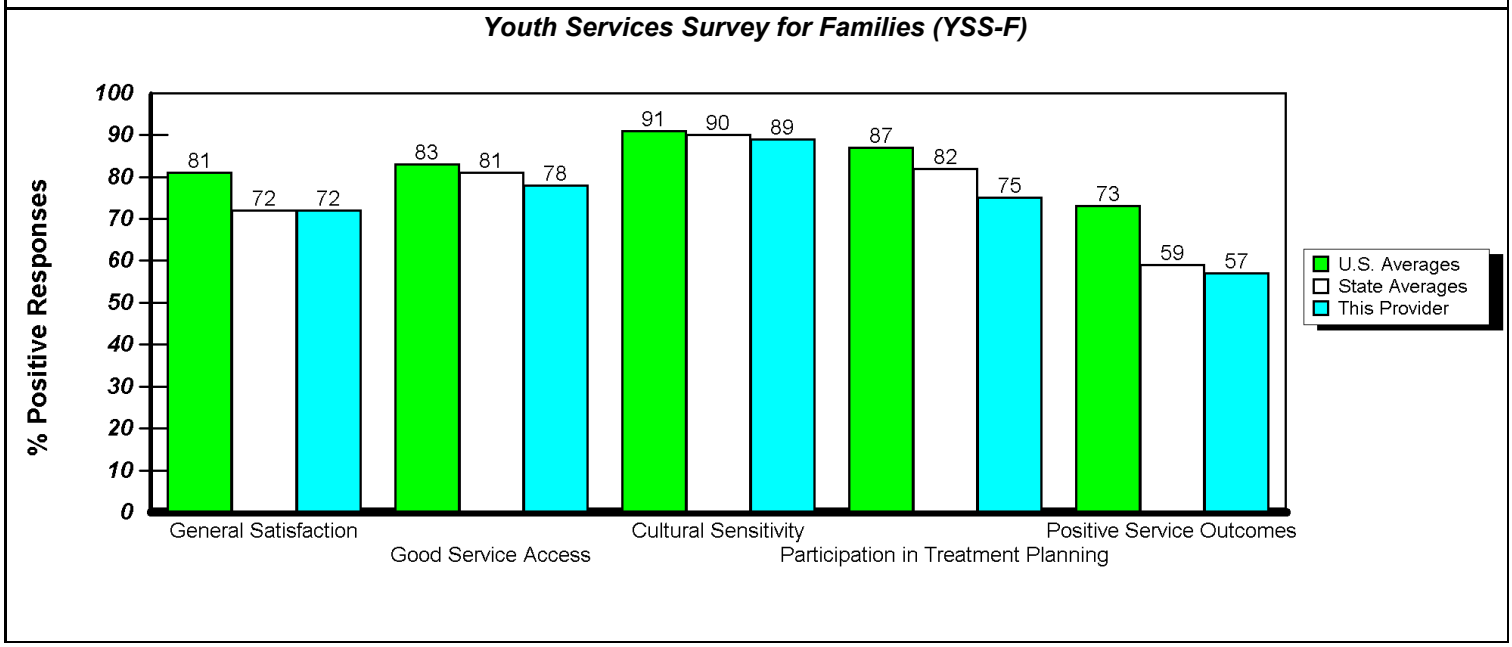

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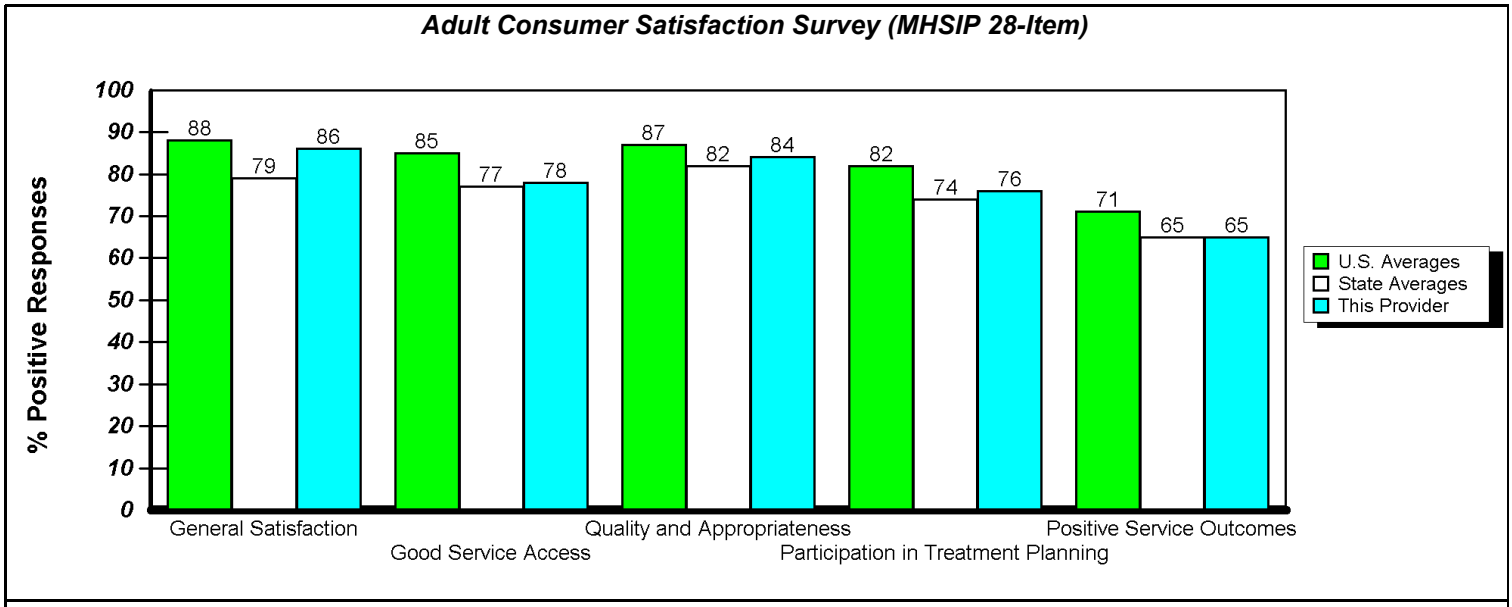

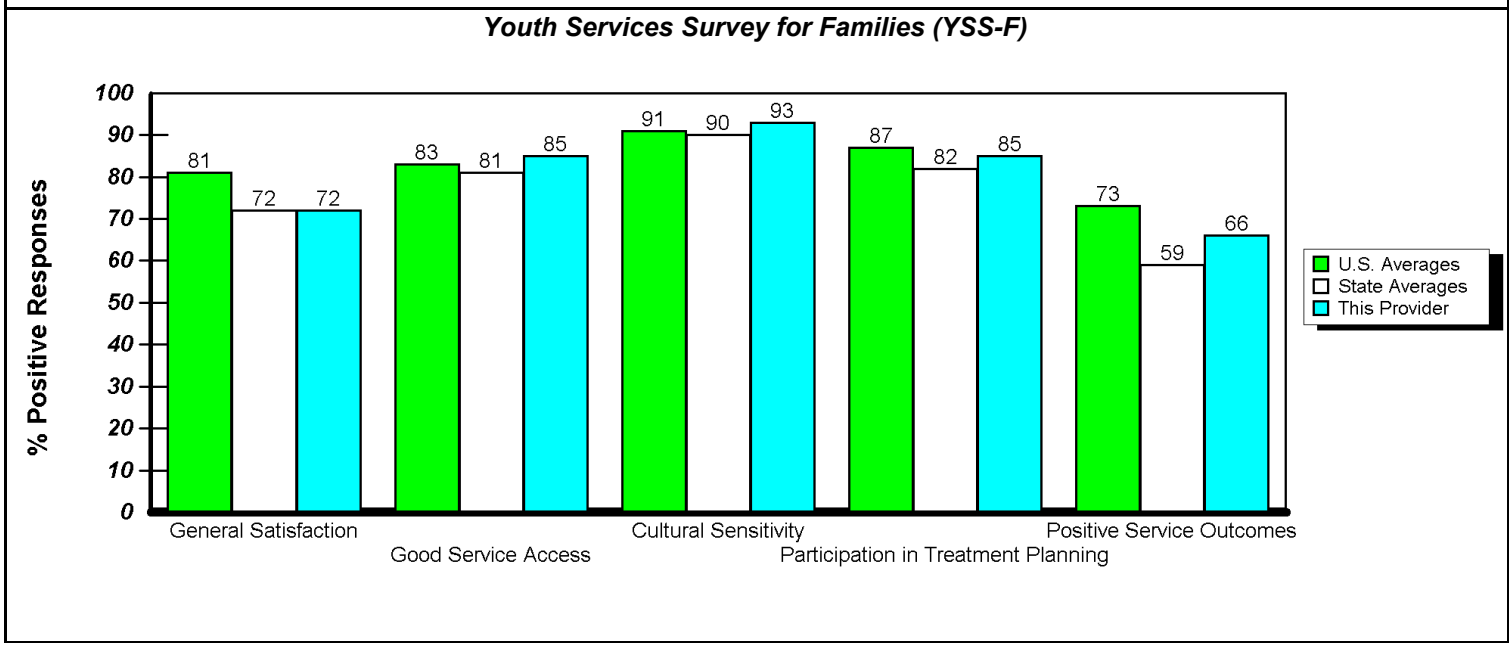

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Southlake Center for Mental Health, Inc.

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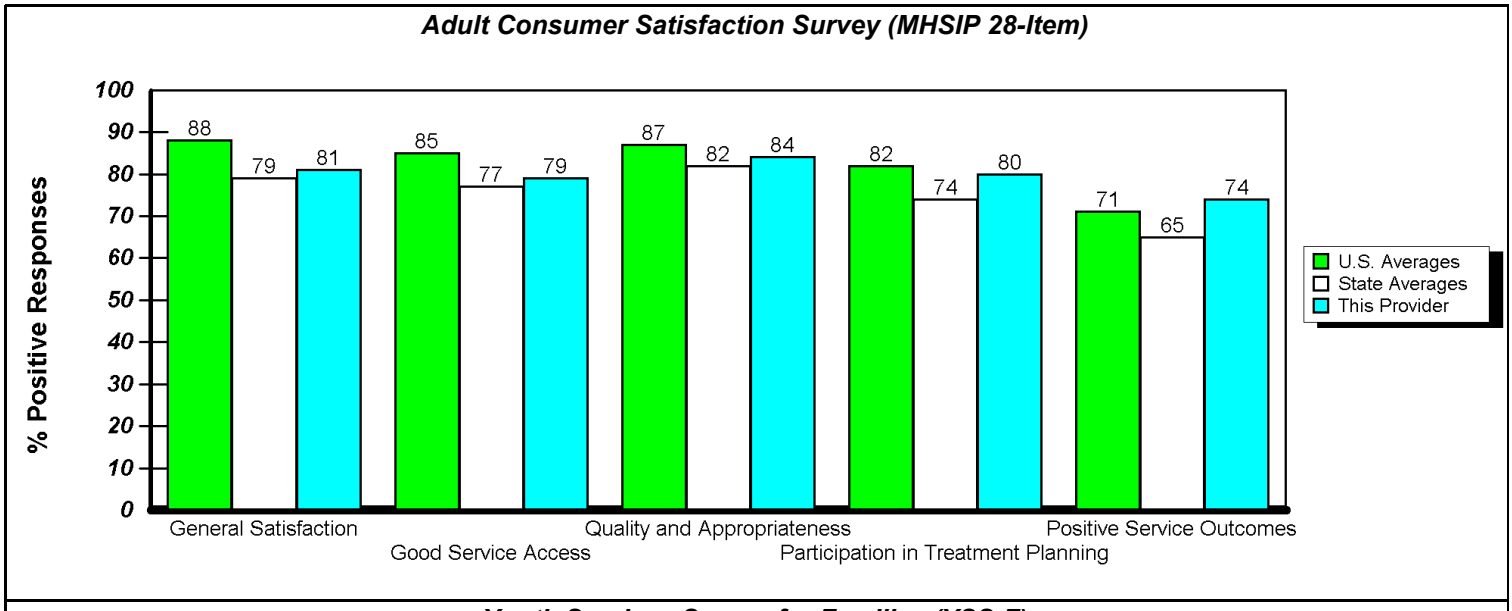

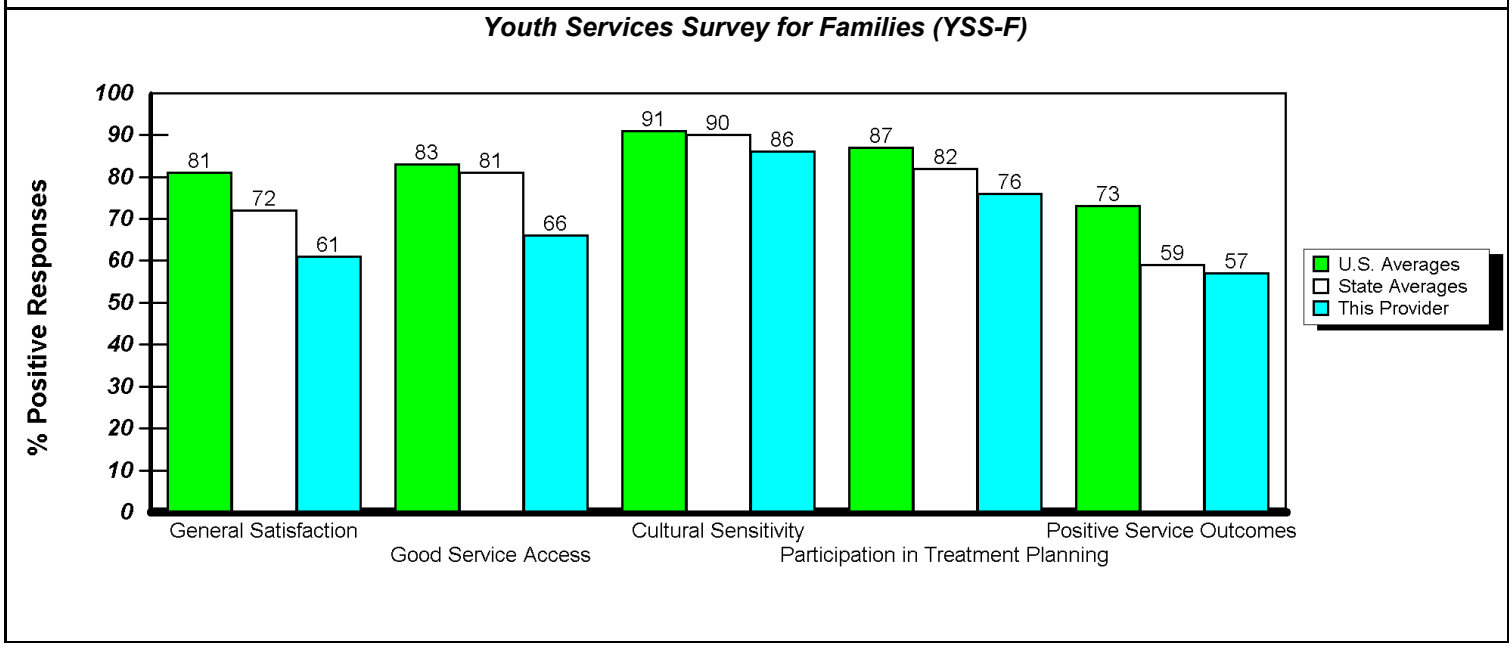

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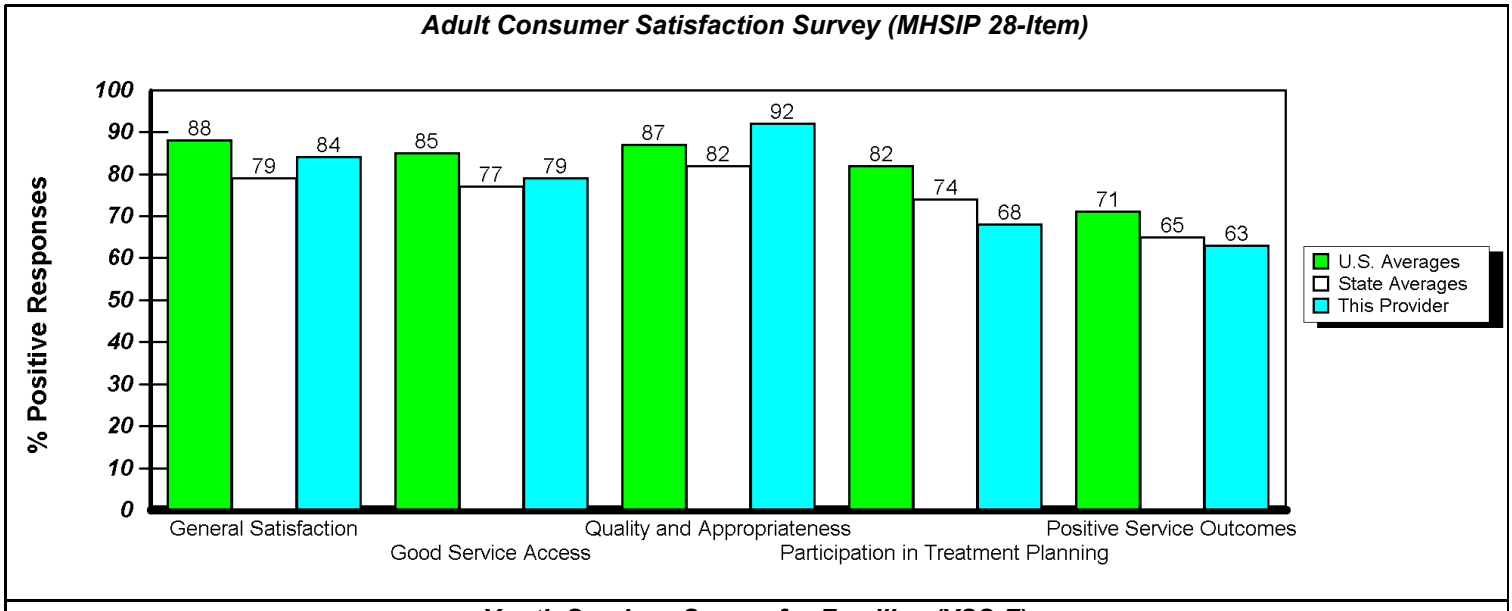

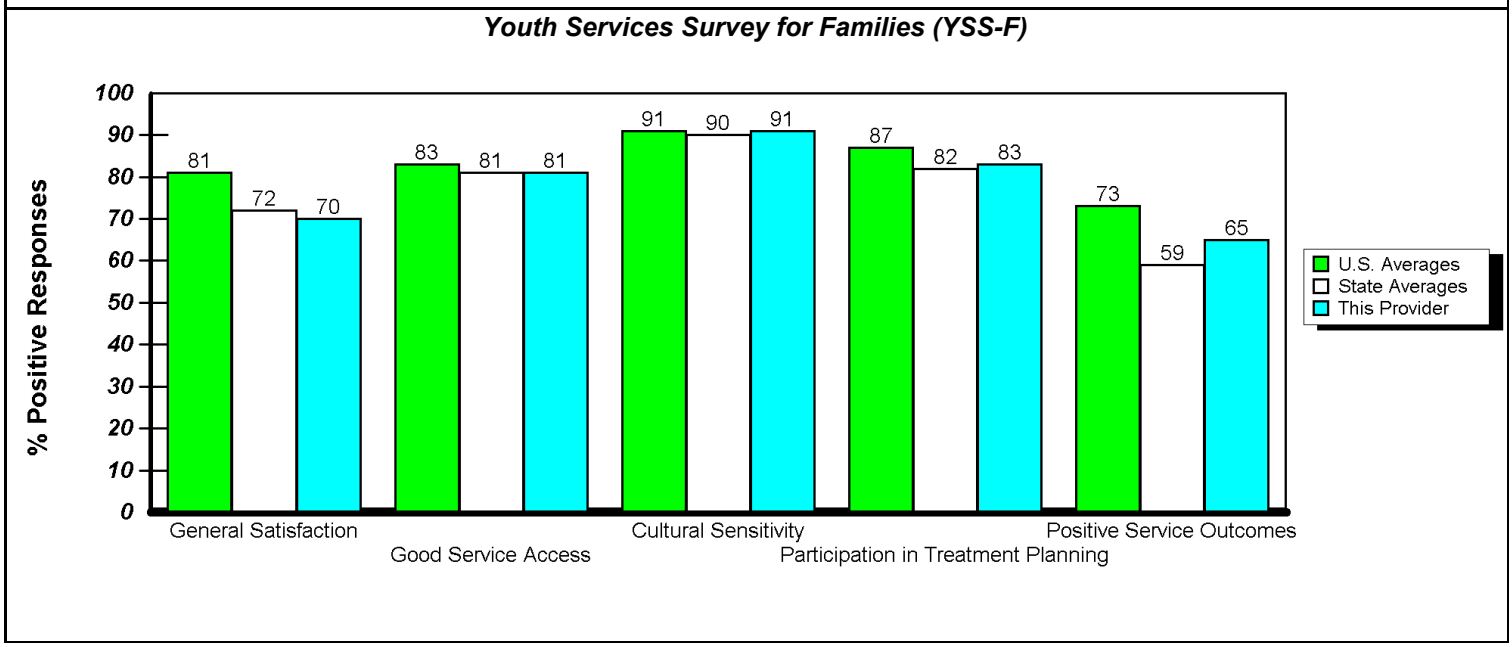

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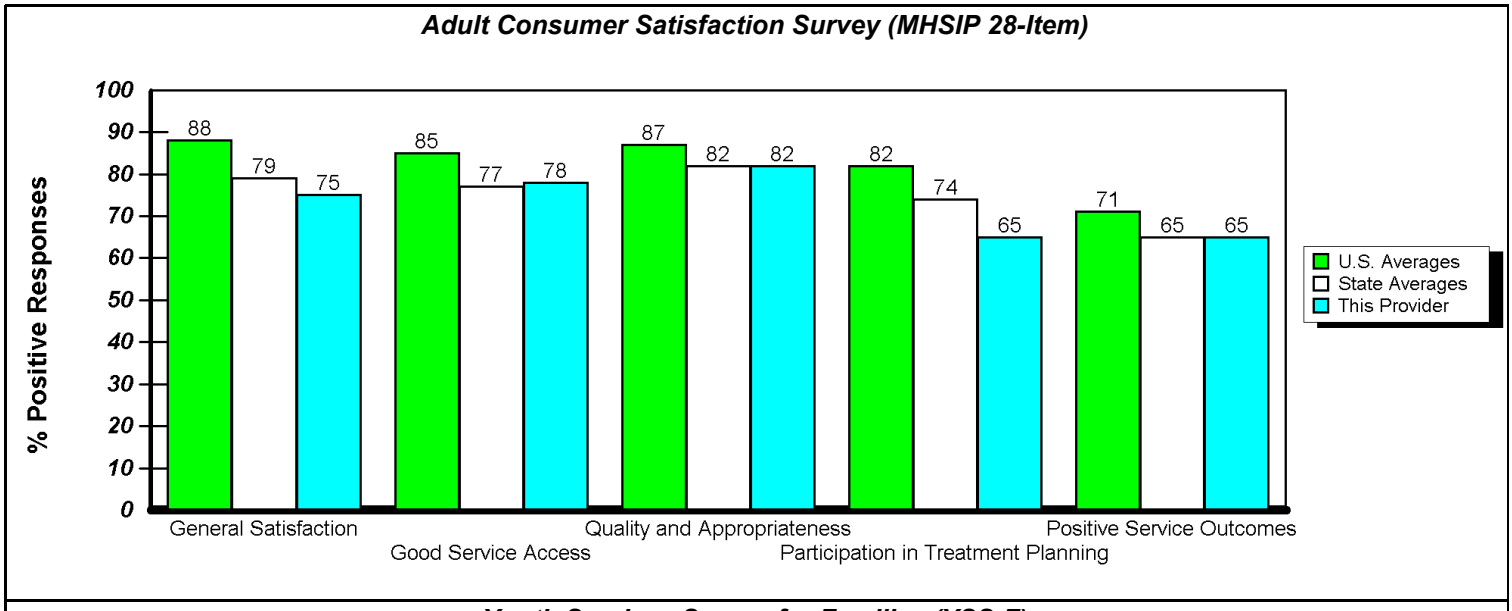

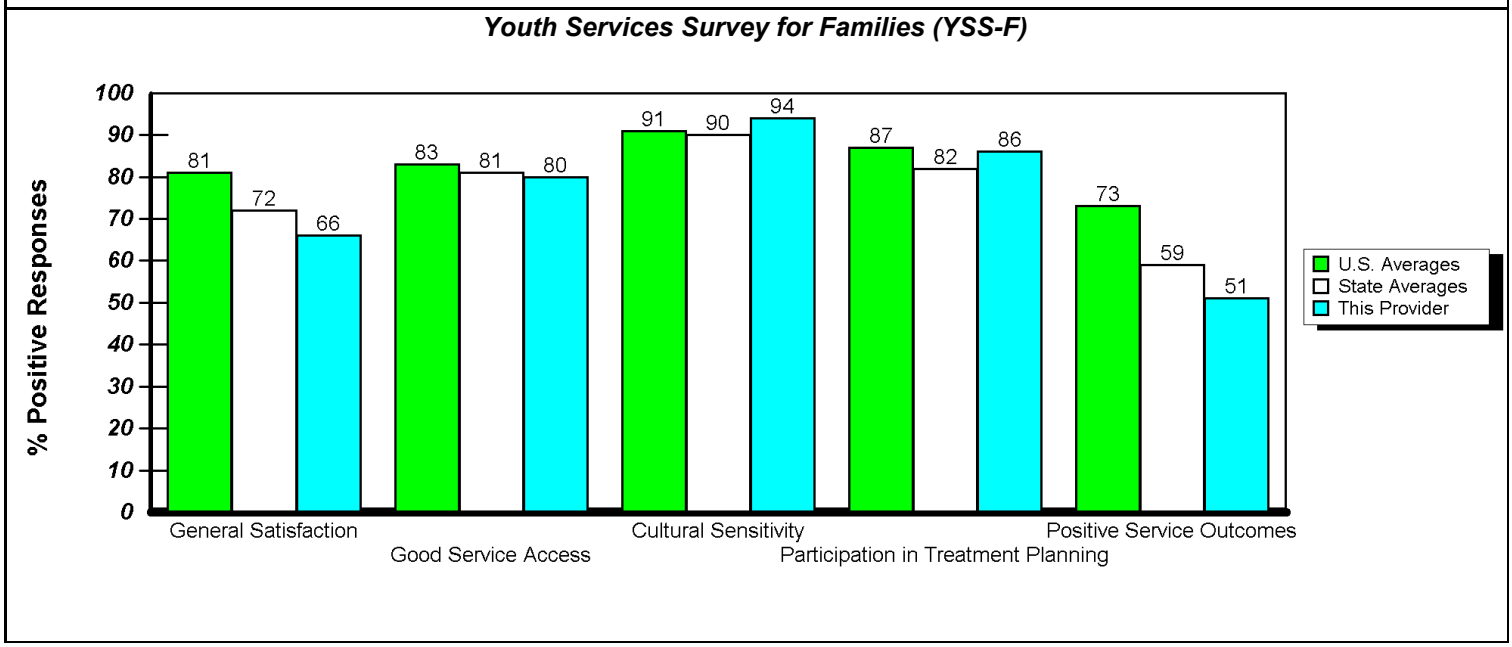

Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

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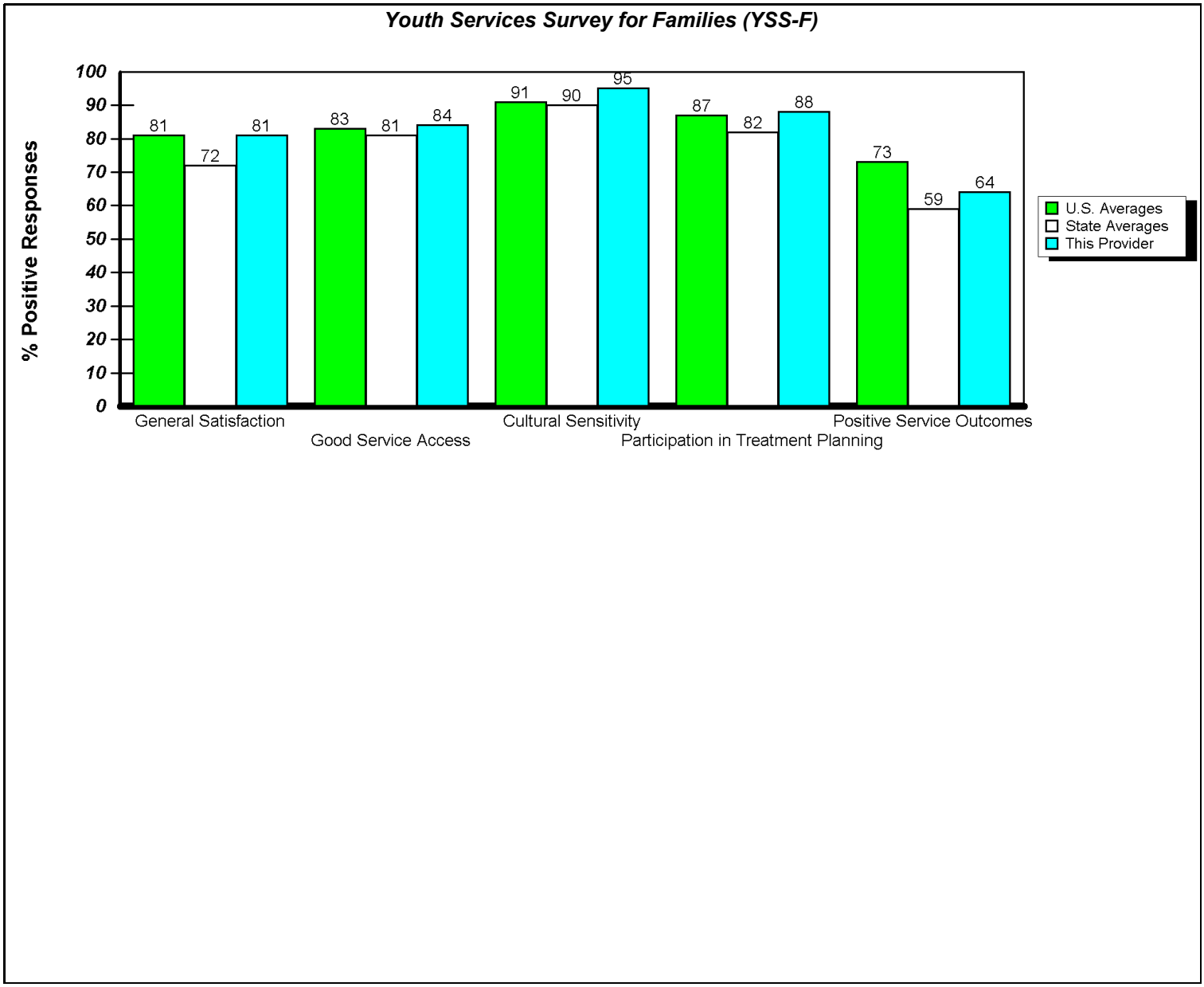

Note that Indiana's telephone interview methodology may result in slightly lower satisfaction scores as compared to other states and to the national averages.

Tri-City Comprehensive Community Mental Health Center, Inc.

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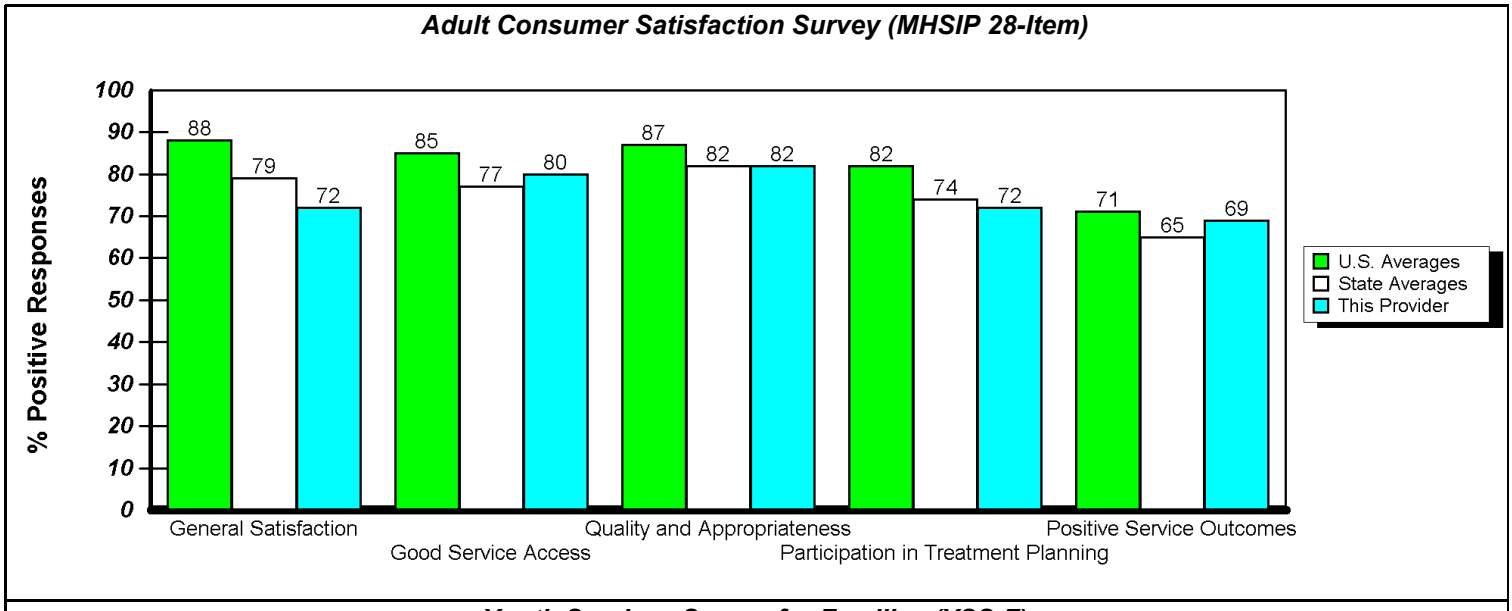

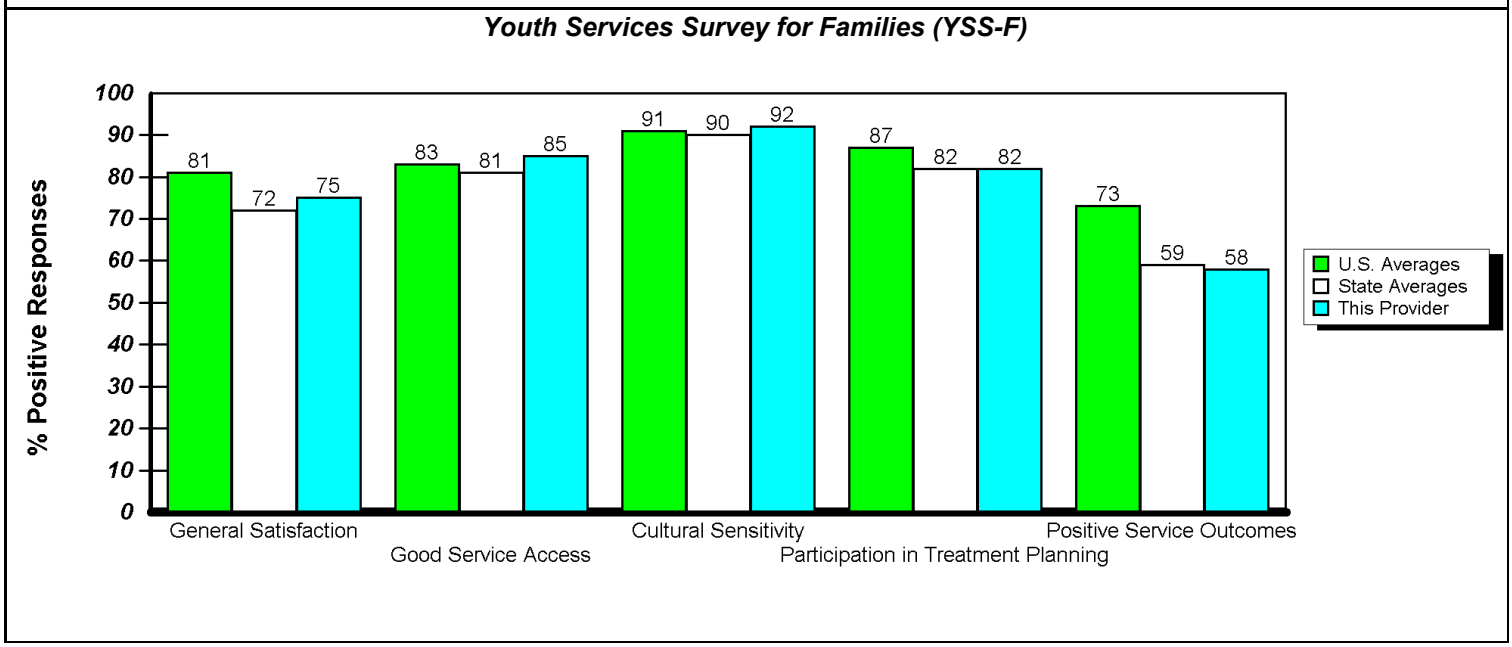

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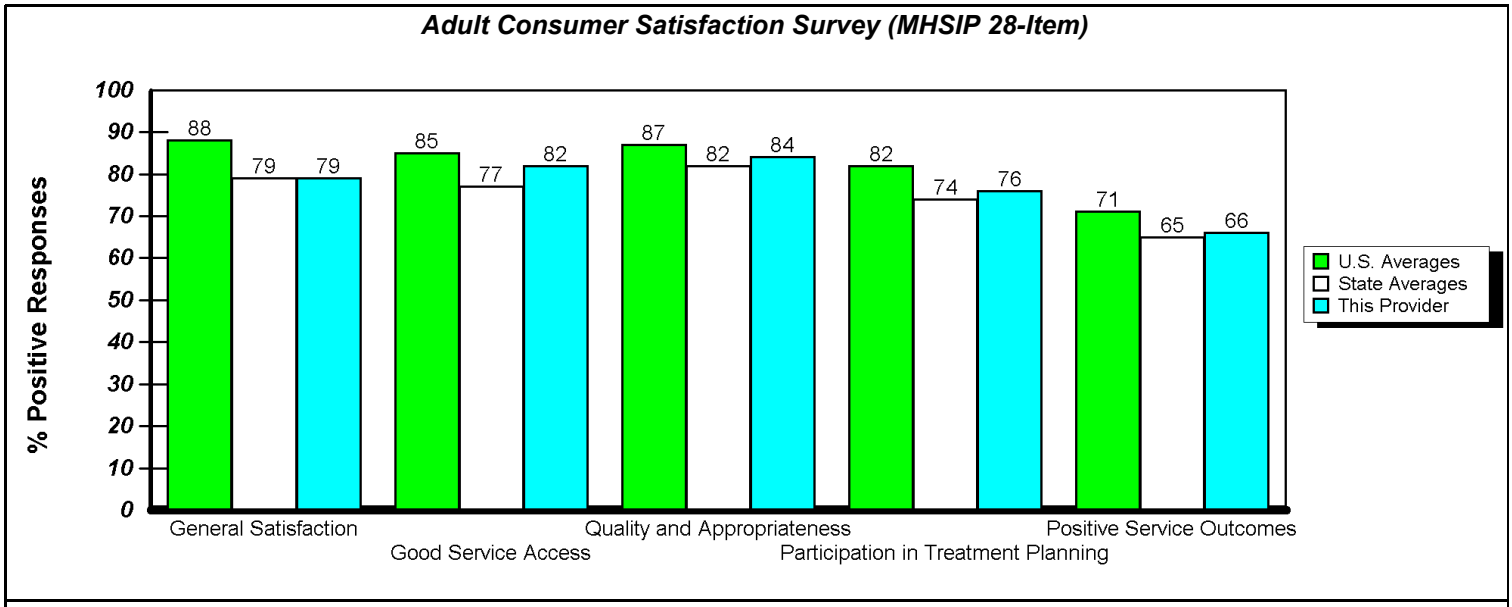

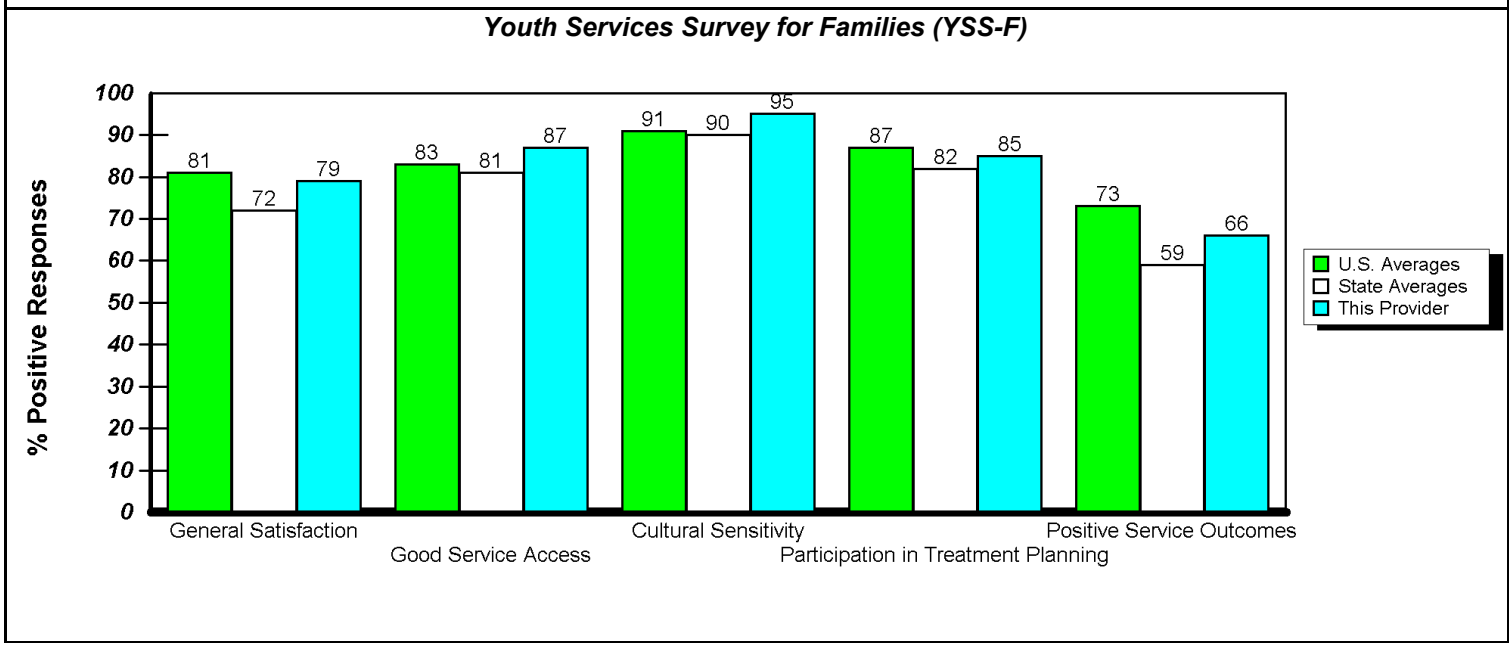

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Project Methods

Sample Randomization

In State Fiscal Year 2006 (July 1, 2005 to June 30, 2006), 50,955 adult consumers with Serious Mental Illness (SMI) and 29,533 child/adolescent consumers with Serious Emotional Disturbance (SED) received public mental health services through DMHA-contracted mental health service providers. A portion (sample) of those consumers answered survey questions that asked about satisfaction with services received. To ensure that the responses from this sample of consumers could be reliably generalized to everyone who received services, a random per-provider sample was drawn from all consumers served.

To generate the sample, Microsoft Access software was used to assign a random number to each consumer enrolled during SFY2006. The number of consumers needed for each provider and each type of survey was calculated on the basis of a 7.95% confidence interval at an 80% confidence level. This number was multiplied by four to give the desired number to be selected. This list was then reordered by the random number and the first consumers up to the selected number per provider were chosen, resulting in a draw of over 16,000 individuals. If there were less than four times the number of needed consumers for a given provider, then all consumer names for that provider were drawn to achieve an adequate sample. See Appendices 1 and 2 for per-provider numbers served and number of surveys completed.

Once the sample was drawn, DMHA contacted service providers to acquire consumer information (name, phone number, etc.). This type of confidential information is not collected in DMHA databases, so it must be gathered from providers in order to perform the telephone survey. Consumers give their consent to be contacted when they enroll for services.

IU Center for Survey Research and the Telephone Survey

The Indiana Division of Mental Health and Addiction (DMHA) provided the sample and related consumer information to Indiana University Center for Survey Research (CSR), who were contracted to perform the telephone survey. CSR staff implemented a second randomization, selecting a portion of the adult (SMI) and parent/caretakers of child/adolescent consumers (SED) from the original sample. CSR then mailed a pre-survey letter that explained the telephone interview and asked for updated consumer information. For example, consumers were asked to call an “800” number to update their phone numbers. A significant number of consumers could not be located due to incorrect or missing phone numbers, as shown in Appendix 3.

Indiana University CSR staff, consisting of 7 supervisors and 60 interviewers, used University of California Computer-Assisted Survey Methods software (CASES) to perform the survey using a telephone method. CSR personnel receive at least 20 hours of training in interviewing techniques and three hours specific training on the surveys used for this data collection effort. Phone calls were made to consumers from 01/17/07 to 06/24/07 (weekdays from 9:00 AM-9:30 PM, Saturdays 1:00 AM-5:00 PM, and Sundays 1:00 PM-9:30 PM). On average, each call lasted 9.0 minutes. If consumers were under the age of 18 (when services were received), the interview was conducted with a parent or guardian. Any consumer can refuse to participate in all or any portion of the telephone survey, and the telephone interviewers are trained to comply with such a request. As more surveys were needed, an iterative selection from the original sample occurred, pre-survey letters were mailed and phone calls made, until the required number of completed surveys was achieved. A final count of 6,246 adult survey *attempts* and 5,265 parent/caretaker survey *attempts* comprise the sample, for a total of 11,511 survey *attempts*. Survey *completion* totals were 2,027 surveys for adults with SMI and 1,949 surveys for

parents/caretakers of child/adolescent consumers with SED, which is a 34.5% response rate. Appendix 3 shows the Final Dispositions of the telephone survey methodology. [1]

MHSIP Adult Survey and YSS-F Parent/Caretaker Survey

For the past two decades, the Mental Health Statistics Improvement Program (MHSIP) worked closely with the Substance Abuse and Mental Health Services Administration (SAMHSA) Center for Mental Health Services (CMHS), with the National Association for State Mental Health Program Directors Research Institute (NASMHPD/NRI), and with various states to develop national mental health data standards. Among the outcomes of this work are the two MHSIP survey instruments (new to the Indiana DMHA in SFY2003) used to collect data for this report card: The Mental Health Statistics Improvement Program (MHSIP) 28-Item Adult Consumer Satisfaction Survey ("MHSIP survey") and the Youth Services Survey for Families ("YSS-F survey") which collects data on parent/caretaker satisfaction with child/adolescent services.

The MHSIP survey was created by consumers, researchers, and policymakers, who worked together to identify consumer concerns and values. This group developed indicators of care in five categories and then developed survey questions for each indicator. The MHSIP survey is used to collect and report process data (which examines the interaction between the consumer and the healthcare system) and outcomes data (the results of that interaction).

Both the MHSIP and YSS-F surveys were developed as part of federal grant initiatives, such as the CMHS 16 State Project and the CMHS Data Infrastructure Grant #1 (DIG I) and #2 (DIG II) projects. The DIG Projects include all 50 states, the District of Columbia, and all U.S. territories. By using these surveys, Indiana achieves the goal of comparing Hoosier results to regional and national results. To view more data for Indiana and other states, please visit this website: **http://www.mentalhealth.samhsa.gov/cmhs/MentalHealthStatistics/**

Dr. Judy Hall, Washington State Department of Social and Health Services, leads the MHSIP survey development, and Dr. Molly Brunk, Virginia Commonwealth University, leads the YSS-F survey development. Drs. Hall and Brunk worked in collaboration with NRI, CMHS, MHSIP, and various states throughout development of the surveys and their analyses. Both survey instruments have been tested for reliability and validity. To view these surveys, please visit the MHSIP website at: **www.mhsip.org**

SAMHSA encourages all states and territories to use the MHSIP and YSS-F surveys and requires this data as part of the Mental Health Block Grant (MHBG) requirements. The MHBG provides Indiana with approximately $8 million annually in mental health service dollars. Currently, 47 states are using the MHSIP survey. It is noteworthy that 40 states are now using the YSS-F survey, which is an increase of 25 states in four years. The Indiana Block Grant reports can be viewed on the Indiana DMHA website: **http://www.in.gov/fssa/dmha/4575.htm**

During the original development of the MHSIP and YSS-F surveys, factor analyses were performed to determine the capacity of certain survey items for aggregation into categories. For the MHSIP survey, the five categories are: General Satisfaction, Good Service Access, Quality and Appropriateness, Participation in Treatment Planning, and Positive Service Outcomes. The YSS-F survey categories are: General Satisfaction, Good Service Access, Cultural Sensitivity, Participation in Treatment Planning, and Positive Service Outcomes. To understand how individual survey items were aggregated into categories, see Appendix 4. The provider graphs in this report show the results of the categories, rather than results of individual survey items. Appendix 5 shows the number of survey responses ("N") for each category.

Survey responses for the MHSIP survey range across 1=Strongly Agree, 2=Agree, 3= I am Neutral, 4=Disagree, and 5=Strongly Disagree and for the YSS-F survey range across 1=Strongly Disagree, 2=Disagree, 3=Undecided, 4=Agree, and 5=Strongly Agree. Data manipulations were

[1] Based on guidelines for Final Disposition Codes established by the American Association for Public Opinion Research (AAPOR) Standard Definitions for Final Dispositions of Case Codes, 1998.

performed so that survey responses are in the same direction, i.e., a response of "1" is a positive response ("Strongly Agree") for both surveys. Consumers can refuse the telephone interview and can refuse to answer any specific survey items.

To learn about new National Outcomes Measure (NOM) federal initiatives and to create your own reports that compare Indiana data to national data, please visit this website: **http://www.nationaloutcomemeasures.samhsa.gov/**

Reliability

Cronbach's alphas were calculated to determine consistency of category (i.e., scale) measurement for the MHSIP survey, using Indiana data. Results show consistency in measurement (reliability) with the exception of the Participation in Treatment Planning category (see Table 7). It is likely that this category would not give the same results over repeated data collections. These findings are consistent with findings from the SFY2003-SFY2005 Satisfaction Survey Report Cards. Note that 49 states used the MHSIP survey, and at least one state used another type of satisfaction survey.

Table 7. MHSIP Adult Survey Category Reliability for Indiana Data

Category	Number of Items	Number of States Reporting Data	Alphas for Indiana data
General Satisfaction	3	51	0.889
Good Service Access	6	51	0.852
Quality & Appropriateness	9	51	0.897
Participation in Treatment Planning	2	50	0.639
Positive Service Outcomes	8	51	0.899

For the YSS-F survey, alphas calculated with Indiana's data were very good, indicating consistency in measurement, with the exception of the Good Service Access category (i.e., scale), as shown in Table 8. It is likely that this category would not give the same results over repeated data collections. These findings are consistent with findings from the SFY2003-SFY2005 Satisfaction Survey Report Card. Note that 40 states used the YSS-F survey, while numerous states continued to use other types of satisfaction surveys. Fewer states use the YSS-F survey than MHSIP survey because federal requirements for reporting MHSIP survey data for block grants pre-date the same requirements for YSS-F survey data.

Table 8. YSS-F Parent/Caretaker Survey Category Reliability for Indiana Data

Category	Number of Items	Number of States Reporting Data	Alphas for Indiana data
General Satisfaction	6	49	0.938
Good Service Access	2	51	0.574
Cultural Sensitivity	4	50	0.863
Participation in Treatment Planning	3	51	0.758
Positive Service Outcomes	6	51	0.905

Computation of Provider Scores

The following methods, required by the federal government, were used to calculate percent scores for the categories and graphs in this report:

1. Indiana University recodes the YSS-F survey so the values are in the same direction as the MHSIP survey (i.e., the YSS-F survey is recoded to 1=Strongly Agree, 2=Agree, 3=Undecided, 4=Disagree, and 5=Strongly Disagree).
2. "Not Applicable" responses are recoded as missing values, excluding responses with more than 1/3rd of the items in the category missing.

3. For each respondent, for each category, an average (mean) is calculated for all items in the category.
4. For each provider, for each category, the number of average scores are counted that are less than 2.50 (scores that when rounded represent "Agree" or "Strongly Agree" responses).
5. For each provider, for each category, results of Step 4 (number of average scores) are divided by the number (count) of Step 3 scores computed to obtain a percent of favorable responses.

Confidence Interval, Precision, and Confidence Level

Confidence interval and confidence level statistics are important because nearly all health care quality scores are developed using a statistical sampling method, which means that there is some uncertainty about whether the sample reflects the population from which the sample was drawn. Combined, these statistics tell you how confident you can be that the scores found in the sample can represent the scores for the entire population. At the statewide level, we are trying to determine how well the entire sample might reflect all Hoosiers with mental illness. At the provider level, we are trying to determine how well the provider-level sample reflects all consumers of mental health services at that particular provider.

The confidence interval statistic is different from the confidence level statistic. The confidence interval refers to the width of the range around some number, i.e., how wide is the range? For example, a narrow range of 82 to 86 (which is ±2 of 84) is smaller than a wider range of 80 to 90 (which is ±5 of 85). Confidence intervals with wide ranges are described as less precise, while confidence intervals with narrow ranges are described as more precise. "Precision" refers to the range within which the true value of the larger population is estimated to be.

The confidence level, which is often set at 95% to 99% in social science research, tells you how likely or certain it is that a score will fall within the confidence interval range. For example, a 95% confidence level means that is it highly likely (95% likely) that a score will fall within the confidence interval range. Lower confidence levels, such as 80% or 90%, provide less certainty.

Putting the confidence interval and the confidence level together gives you an indication of how well the sample can represent the larger population. For example, with a small interval range of 82 to 86, and a confidence level of 99%, we can be very certain about the population scores: they are extremely likely (99%) to fall between 82 and 86, which is a high level of precision. We can then be very confident that the scores found in our sample are representative of the scores we would find in the larger population.

Below, statewide and per-provider sample validity for the data used in this report are discussed. The statewide sample size has more precision than the per-provider sample size. This does not mean that the survey results at the provider level are less accurate than results at the statewide level: at the provider level, results are less precise because they are calculated from smaller samples, which have larger confidence intervals. Smaller samples were chosen to control costs of this survey. The samples sizes at the provider level for the MHSIP Adult Survey give around an 8.6% confidence interval at a 90% confidence level. Thus we can be 90% certain that scores in the larger provider population will be within an 8.6% interval of the scores we found in our samples. See Appendices 1 and 2 for per-provider confidence intervals.

Sample Size Validity, Statewide and Per Provider

Statewide Sample Size Validity: Indiana University Center for Survey Research (CSR) collected a total of 3,976 surveys (2,027 adult consumer surveys and 1,949 parent/caretaker of children/adolescents survey) in order to achieve the required per-provider sample size. Appendix 3 shows the Final Dispositions of the telephone survey methodology. Once data went through final DMHA revisions, there were 3,976 surveys (2,025 adult and 1,934 parent/caretaker). The <u>total</u> sample required to achieve a ±2.5% confidence interval (precision rate) at a 95% confidence level for the adult survey was 1,125 and for the parent/caretaker survey was 1,110, thus the total sample size was highly precise. Results can be generalized from that total sample to the entire population of adults and children with mental illness served by Indiana providers.

Per Provider Sample Size Validity: For the MHSIP adult survey, per-provider confidence intervals at a 90% confidence level ranged from ±7.57% to ±9.21%, with no strong outliers. For the YSS-F parent/ caretaker survey at a 90% confidence level, confidence intervals ranged from ±8.08% to ±9.19%, with three outliers at 10.22% (St. Margaret Mercy), 12.97 (UBS), and 17.59 (Edgewater Systems). Of these three, no conclusions can be drawn from Edgewater Systems, due to a sampling error and a resulting small sample size. See Appendices 1 and 2 for per-provider confidence intervals.

True Difference in Consumer Satisfaction

Confidence intervals give a sense of the degree of reliable differences between providers. In this report card, true statistical difference indicates real difference in consumer satisfaction. If a category score for Center A is 80%, ±5%, and for Center B is 85%, ±5%, the overlap in confidence intervals between them (80 to 85) indicates that any obtained difference between the provider samples may not be reliable; in short, there may be no real difference in the scores found at each of the providers, indicating that these providers have the same consumer satisfaction levels. When confidence intervals overlap, the scores (and therefore the providers) are basically comparable. Conversely, if the confidence intervals do not overlap, this indicates the possibility of statistically significant differences between the providers.

Provider averages on the category scores for the MHSIP adult survey range from 66.1% to 84.0%. For any provider these scores could vary an average of ±8.6%, with no overlapping intervals between providers. This indicates that the obtained differences between providers is reliable, and that at least one provider is significantly different from other providers on MHSIP survey scores. In other words, adult consumers of mental health services are not equally satisfied with all providers. Analysis of variance supports this conclusion, as shown in Appendix 6.

Provider averages on the category scores for the YSS-F survey range from 58.6% to 85.5%. For any provider these could vary an average ±8.8%, which does not indicate overlapping intervals between all providers: at least one provider is significantly different from other providers. When confidence intervals do not overlap, there is an indication of statistically significant differences in consumer satisfaction. Analysis of variance supports this result. As shown in Appendix 6, one category achieved significance at $p<0.05$, indicating moderate differences between some providers. Graphs 10-14 show this conclusion graphically; it can be seen that confidence intervals for some centers do not overlap on the General Satisfaction category (10).

It should be noted that statistical significance is not the same as practical significance. With a very large sample size, every difference may be statistically significant, but that doesn't necessarily mean that the differences have practical value. Does a very small difference (e.g., 89% versus 90%) really matter? Will consumers experience substantial differences in outcomes because of minor differences in scores? The answer is unknown, but caution should be used when evaluating one provider against another.

Glossary

CMHS: The Center for Mental Health Services, which is a federal center under Health and Human Services (HHS), SAMHSA.

Confidence interval: Confidence interval is the range in which the true value of the population is estimated to be. This range is often expressed in percentage points, (e.g., ±2.5%). Thus, if the report card states that 83% of consumers in the sample gave a positive response with a confidence interval of ±2.5%, then it can be concluded that between 80.5% and 85.5% of consumers in the population have would give a positive response.

Confidence level: Using the 95% confidence level when determining sample size allows us to say that 95 out of 100 samples drawn would given us the same values (within the range of confidence interval discussed above) as the values we achieved. There is a small chance that the sample drawn does not represent the true population value.

***Consumer*:** A person who receives mental health services.

Continuum of Care: A core set of mental health services that mental health service providers, who are contracting with the Division of Mental Health and Addiction, must offer to consumers. These services include the following:

1. Individualized treatment planning to increase coping skills and symptom management, which may include any combination of services listed below.
2. Twenty-four hour a day crisis intervention.
3. Case management to fulfill individual consumer needs, including assertive case management when indicated.
4. Outpatient services, including intensive outpatient services, substance abuse services, counseling, and treatment.
5. Acute stabilization services including detoxification services.
6. Residential services.
7. Day treatment.
8. Family support services.
9. Medication evaluation and monitoring.
10. Services to prevent unnecessary and inappropriate treatment and hospitalization and the deprivation of a person's liberty.

Degree of Variability: Refers to the distribution of the attributes being measures in the population. The less variable (more homogeneous) the population, the smaller the sample size. A proportion of 50% indicates the greatest level of variability, while 20% or 80% indicate less variability (greater homogeneity).

Division of Mental Health and Addiction (DMHA): The Indiana Family and Social Services Administration (FSSA) division that regulates and certifies mental health services in Indiana.

Hoosier Assurance Plan (HAP): The Division of Mental Health and Addiction care strategy for the method of funding and the delivery of mental health and addiction services by the state of Indiana.

***Mental Illness*:** All forms of illness in which psychological, emotional, or behavioral disturbances are the dominating feature and which can substantially diminish the capacity for coping with ordinary demands of life.

MHSIP: Mental Health Statistics Improvement Program

NASMHPD: National Association of State Mental Health Program Directors

NRI: National Association of State Mental Health Program Directors Research Institute

Outcomes: A form of measuring consumer experience designed to help consumers, payers, and providers make rational health care choices based on better insight into the effect of these choices on the consumer's life.

Population: A complete set of individuals having some common observable characteristic. In this report the population is all consumers served by DMHA-contracted mental health providers.

Poverty: As defined by the federal government, a person is in poverty if the household in which the person resides has an annual income below a predetermined level.

SAMHSA: The Substance Abuse and Mental Health Services Administration, which is a federal agency under Health and Human Services (HHS).

***Sample*:** A portion or subset of the entire population that is used to make inferences about the entire population.

Serious Emotional Disturbance (Children/Adolescents): The Division of Mental Health and Addiction definition of serious emotional disturbance, which is also the federal definition, is as follows:

1. The child has a mental illness diagnosis under the DSM-IV-TR, published by the American Psychiatric Association.
2. The child experiences significant functional impairments in at least one of the following areas:
   a) Activities of daily living.
   b) Interpersonal functioning.
   c) Concentration, persistence, and pace.
   d) Adaptation to change.
3. The duration of the disorder has been, or is expected to be, in excess of twelve months. However, children who have experienced a situational trauma, and who are receiving services in two or more community agencies, do not have to meet the durational requirement of this clause.

Seriously Mentally Ill (Adults): The Division of Mental Health and Addiction definition of seriously mentally ill adult, which is also the federal definition, is as follows:

1. The individual has a mental illness diagnosis under the Diagnostic and Statistical Manual of Mental Disorders, 4th edition (DSM IV-TR), published by the American Psychiatric Association.
2. The individual experiences significant functional impairment in two of the following areas:
   a) Activities of daily living.
   b) Interpersonal functioning.
   c) Concentration, persistence, and pace.
   d) Adaptation to change.
3. The duration of the mental illness has been, or is expected to be, in excess of twelve months. However, adults who have experienced a situational trauma do not have to meet the durational requirement of this clause.

State Fiscal Year (SFY): In Indiana, the one-year period of time from July 1 of one year to June 30 of the following year.

Internet References

Organization	Website
Indiana Family and Social Services Administration (FSSA)	www.in.gov/fssa
Indiana FSSA Division of Mental Health and Addiction (DMHA)	www.in.gov/fssa/dmha/index.htm
Indiana FSSA Division of Mental Health and Addiction (DMHA) Map of providers	http://www.in.gov/apps/fssa/hap/
Substance Abuse and Mental Health Services Administration (SAMHSA)	www.samhsa.gov http://www.mentalhealth.samhsa.gov/cmhs/MentalHealthStatistics/
SAMHSA Center for Mental Health Services (CMHS)	www.samhsa.gov/centers/cmhs/cmhs.html
SAMHSA National Outcome Measures (NOMS)	http://www.nationaloutcomemeasures.samhsa.gov/./welcome.asp
Mental Health Statistics Improvement Program (MHSIP)	www.mhsip.org
National Association of State Mental Health Program Directors (NASMHPD)	www.nasmhpd.org
NASMHPD Research Institute (NRI)	www.nri-inc.org

Appendix 1. Sample Size Confidence Intervals, MHSIP Adult Survey

Center Number	Center Name	Number Served	Number of Survey Responses	Confidence Interval* at 80% Confidence Level	Confidence Interval* at 90% Confidence Level
401	Midtown Community MH Ctr	3,781	65	6.82	8.76
402	LifeSpring	2,390	62	6.96	8.93
403	Samaritan Ctr	1,294	72	6.44	8.16
404	Southwestern Indiana MH Ctr	2,741	62	6.97	8.94
405	Hamilton Ctr	2,879	61	7.03	9.02
406	Madison Ctr	1,058	67	6.56	8.43
407	Howard Community Hospital	713	57	7.06	9.06
408	Quinco Consulting Ctr	2,018	61	7.00	8.98
409	Oaklawn Psychiatric Ctr	1,610	62	6.91	8.87
410	Swanson Ctr	592	59	6.86	8.81
411	Center for Behavioral Health	1,892	74	6.33	8.12
412	Tri-City Comprehensive MH Ctr	1,248	69	6.50	8.34
413	Community Mental Health Ctr	995	68	6.50	8.34
414	Grant Blackford Mental Health	1,130	61	6.91	8.87
415	Wabash Valley Hospital	2,374	68	6.63	8.51
416	Gallahue Mental Health Ctr	1,468	70	6.47	8.31
417	Dunn Mental Health Ctr	1,637	71	6.44	8.27
418	Porter-Starke Services	1,506	74	6.29	8.08
419	Park Ctr	2,635	69	6.59	8.46
420	Southern Hills Counseling Ctr	941	81	5.90	7.57
421	Edgewater Systems	1,174	64	6.75	8.66
422	Meridian Services Corp.	2,434	66	6.74	8.65
423	Otis R. Bowen Ctr	1,265	71	6.40	8.22
424	Southlake Community MH Ctr	1,179	63	6.80	8.73
425	Center for Mental Health	1,539	60	7.03	9.02
426	Northeastern Ctr	1,501	62	6.90	8.86
427	Four County Comprehensive	1,299	64	6.77	8.68
428	Cummins Mental Health Ctr	2,049	63	6.88	8.84
429	Adult and Child MH Ctr	998	57	7.14	9.17
430	BehaviorCorp	1,973	69	6.56	8.43
1001	St. Margaret Mercy Healthcare	455	53	7.17	9.21
Totals		**50,955**	**2,025**		
Average (mean) conf intvls this report (SFY2006)				**6.7%**	**8.6%**
Average (mean) conf intvls this report (SFY2005)				**6.9%**	**8.8%**
Average (mean) conf intvls last report (SFY2004)				**6.9%**	**8.9%**
Average (mean) conf intvls report (SFY2003)				**7.2%**	**9.3%**

* The range in which the true value of the population is estimated to be. See the "Project Methods" section of this document for more information about confidence intervals.

Appendix 2. Sample Size Confidence Intervals, YSS-F Parent/Caretaker Survey

Center Number	Center Name	Number Served	Number of Survey Answers	Confidence Interval* at 80% Confidence Level	Confidence Interval* at 90% Confidence Level
401	Midtown Community MH Ctr	1212	72	6.35	8.14
402	LifeSpring	858	66	6.57	8.43
403	Samaritan Ctr	692	61	6.79	8.71
404	Southwestern Indiana MH Ctr	1337	63	6.83	8.76
405	Hamilton Ctr	1801	65	6.76	8.68
406	Madison Ctr, Inc.	1778	73	6.36	8.17
407	Howard Community Hospital	345	55	6.87	8.82
408	Quinco Consulting Ctr	1171	64	6.75	8.66
409	Oaklawn Psychiatric Ctr	720	69	6.36	8.16
410	Swanson Ctr	198	56	6.30	8.08
411	Center for Behavioral Health	860	60	6.91	8.87
412	Tri-City Comprehensive	1114	57	7.16	9.19
413	Community Mental Health Ctr	482	63	6.53	8.38
414	Grant Blackford Mental Health	438	58	6.79	8.72
415	Wabash Valley Hospital	1342	62	6.89	8.84
416	Gallahue Mental Health Ctr	1805	64	6.81	8.75
417	Dunn Mental Health Ctr	853	62	6.79	8.72
418	Porter-Starke Services	516	59	6.81	8.73
419	Park Ctr	946	57	7.13	9.15
420	Southern Hills Counseling Ctr	578	61	6.73	8.63
421	Edgewater Systems ***	615	16	13.70	17.59
422	Meridian Services Corp.	581	59	6.85	8.80
423	Otis R. Bowen Ctr	1749	68	6.60	8.47
424	Southlake Community MH Ctr	558	59	6.84	8.78
425	Center for Mental Health	728	59	6.93	8.90
426	Northeastern Ctr	696	57	7.05	9.05
427	Four County Comprehensive	703	61	6.79	8.72
428	Cummins Mental Health Ctr	1601	61	6.97	8.95
429	Adult & Child Mental Health	1476	63	6.84	8.78
430	BehaviorCorp	924	66	6.59	8.45
1001	St. Margaret Mercy	84	31	7.96	10.22
1006	Villages of Indiana	324	59	6.54	8.40
Totals		**29,533****	**2,133**		
Average (mean) conf intvls this report (SFY2006)				**6.9%**	**8.9%**
Average (mean) conf intvls this report (SFY2005)				**7.0%**	**9.0%**
Average (mean) conf intvls last report (SFY2004)				**6.9%**	**8.8%**
Average (mean) conf intvls report (SFY2003)				**7.0%**	**8.9%**

* The range in which the true value of the population is estimated to be. See the "Project Methods" section of this document for more information about confidence intervals.

** This figure excludes data from three provider. For more information, please see the "Overview" at the beginning of this report card.

*** No conclusions can be drawn from the results for Edgewater. For more information, please see the "Overview" at the beginning of this report card. Confidence interval data for provider 421 were not used to calculate the average (mean) confidence interval.

Appendix 3. IU CSR Final Dispositions

Interviews	SMI	SED	Total
Complete	2025	1949	3974
	2	0	2
Total interviews	**2027**	**1949**	**3976**
Eligible, Non-Interview			
Refusal	486	254	740
Break-off	120	52	172
Respondent never available	223	189	412
Respondent away duration of the survey	14	5	19
Respondent deceased	58	1	59
Physically or mentally unable/incompetent	238	0	238
Language problem	12	17	29
Prison/Military/Institution	1	1	2
Telephone answering device (message confirms respondent)	17	3	20
Total Eligible, Non-Interviews	**1169**	**522**	**1691**
Unknown Eligibility/Respondent Not Found			
Respondent not found	2490	2257	4747
Always busy	17	9	26
No answer	79	69	148
Telephone answering device	233	192	425
Barrier to dialing (privacy manager)	10	13	23
Total Unknown Eligibility/Respondent Not Found	**2829**	**2540**	**5369**
Respondent Not Eligible			
Respondent denies having received services	172	206	378
Duplicate	0	1	1
Quota filled in that center	48	47	95
Respondent is employee at center of evaluation	1	0	1
Total Respondent Not Eligible	**221**	**254**	**475**
Total Sample	**6246**	**5265**	**11511**
RESPONSE RATE THIS REPORT CARD (SFY 2006)	**32.5%**	**37.0%**	**34.5%**
RESPONSE RATE SFY2005 REPORT CARD	**32.4%**	**38.0%**	**35.0%**
RESPONSE RATE SFY2004 REPORT CARD	**34.2%**	**40.7%**	**37.2%**
RESPONSE RATE SFY2003 REPORT CARD	**34.4%**	**41.8%**	**37.8%**

Appendix 4. Individual Survey Items that are Aggregated into Categories

The below survey questions are the actual questions asked on the MHSIP (adult) survey and the YSS-F (parent/caretaker) survey.

MHSIP Adult Survey

General Satisfaction

- I liked the services that I received here.
- If I had other choices, I would still get services at this agency.
- I would recommend this agency to a friend or family.

Good Service Access

- The location of services was convenient.
- Staff was willing to see me as often as I felt it was necessary.
- Staff returned my calls within 24 hours.
- Services were available at times that were good for me.
- I was able to get all the services I thought I needed.
- I was able to see a psychiatrist when I wanted to.

Quality & Appropriateness

- Staff believed that I could grow, change and recover.
- I felt free to complain.
- I was given information about my rights.
- Staff encouraged me to take responsibility for how I live my life.
- Staff told what side effects to watch for.
- Staff respected my wishes about who is and is not to be given information about my treatment.
- Staff was sensitive to my cultural/ethnic background.
- Staff helped me obtain the information needed so I could take charge of managing my illness.
- I was encouraged to use consumer-run programs.

Participation in Treatment Planning

- I felt comfortable asking questions about my treatment and medications.
- I, not staff, decided my treatment goals.

Positive Service Outcomes

- I deal more effectively with daily problems.
- I am better able to control my life.
- I am better able to deal with crisis.
- I am getting along better with my family.
- I do better in social situations.
- I do better in school and/or work.
- My housing situation has improved.
- My symptoms are not bothering me as much.

YSS-F Parent/Caretaker Survey

General Satisfaction

- Overall, I am satisfied with the services my child received.
- The people helping my child stuck with us no matter what.
- I felt my child had someone to talk to when he/she was troubled.
- The services my child and/or family received were right for us.
- My family got the help we wanted for my child.
- My family got as much help as we needed for my child.

Good Service Access

- The location of services was convenient for us.
- Services were available at times that were convenient for us.

Quality & Appropriateness or Cultural Sensitivity

- Staff treated me with respect.
- Staff respected my family's religious/spiritual beliefs.
- Staff spoke with me in a way that I understood.
- Staff was sensitive to my cultural/ethnic background.

Participation in Treatment Planning

- I helped to choose my child's services.
- I helped to choose my child's treatment goals.
- I participated in my child's treatment.

Positive Service Outcomes

- My child is better at handling daily life.
- My child gets along better with family members.
- My child gets along better with friends and other people.
- My child is doing better in school and/or work.
- My child is better able to cope when things go wrong.
- I am satisfied with our family life right now.

Appendix 5. Descriptive Statistics

Descriptive Statistics – MHSIP Adult Survey Categories

	N	Min	Max	Mean	SD
General Satisfaction	2,022	1.0	5.0	1.9979	1.00
Good Service Access	2,023	1.0	5.0	2.0009	.80
Quality & Appropriateness	2,011	1.0	5.0	1.9588	.72
Participation in Treatment Planning	1,938	1.0	5.0	2.0335	.88
Positive Service Outcomes	2,004	1.0	5.0	2.2898	.88

Descriptive Statistics – YSS-F Parent/Caretaker Survey Categories

	N	Min	Max	Mean	SD
General Satisfaction	1,931	1.00	5.00	2.1384	1.03
Good Service Access	1,921	1.00	5.00	1.8995	.78
Cultural Sensitivity	1,921	1.00	5.00	1.8511	.79
Participation in Treatment Planning	1,929	1.00	5.00	1.6760	.64
Positive Service Outcomes	1,906	1.00	5.00	2.4507	.99

Appendix 6. One-way Analyses of Variance

MHSIP Adult Survey Means Comparisons

		Sum of Squares	df	Mean Square	F	Sig.
General Satisfaction	Between Groups	47.768	30	1.592	1.606	**.020***
	Within Groups	1973.889	1991	.991		
	Total	2021.657	2021			
Good Service Access	Between Groups	28.102	30	.937	1.484	**.044***
	Within Groups	1257.437	1992	.631		
	Total	1285.540	2022			
Quality & Appropriateness	Between Groups	20.023	30	.667	1.283	.140
	Within Groups	1029.644	1980	.520		
	Total	1049.666	2010			
Participation in Treatment Planning	Between Groups	34.281	30	1.143	1.498	**.041***
	Within Groups	1455.039	1907	.763		
	Total	1489.320	1937			
Positive Service Outcomes	Between Groups	35.409	30	1.180	1.546	**.030***
	Within Groups	1506.309	1973	.763		
	Total	1541.717	2003			

*$p < 0.05$

Four MHSIP survey categories achieved statistical significance: General Satisfaction, Good Service Access, Participation in Treatment Planning, and Positive Service Outcomes. This indicates true differences in consumer satisfaction among the providers on these domains.

YSS-F Parent/Caretaker Survey Means Comparisons

		Sum of Squares	df	Mean Square	F	Sig.
General Satisfaction	Between Groups	50.703	32	1.584	1.502	**.036***
	Within Groups	2002.298	1898	1.055		
	Total	2053.000	1930			
Good Service Access	Between Groups	27.086	32	.846	1.401	.068
	Within Groups	1140.912	1888	.604		
	Total	1167.998	1920			
Cultural Sensitivity	Between Groups	28.346	32	.886	1.444	.052
	Within Groups	1158.574	1888	.614		
	Total	1186.920	1920			
Participation in Treatment Planning	Between Groups	18.802	32	.588	1.425	.058
	Within Groups	781.844	1896	.412		
	Total	800.646	1928			
Positive Service Outcomes	Between Groups	36.443	32	1.139	1.162	.245
	Within Groups	1835.958	1873	.980		
	Total	1872.401	1905			

*$p < 0.05$

One YSS-F survey category achieved moderate significance ($p<0.01$): General Satisfaction. This indicates true differences in consumer satisfaction among the providers on this domain.

Appendix 7. MHSIP Adult Survey Average (Mean) Scores

General Satisfaction		Good Service Access		Quality & Appropriateness		Participation in Treatment Planning		Positive Service Outcomes	
403 Samaritan Ctr	1.75	403 Samaritan Ctr	1.81	404 Southwestern	1.78	407 Howard Comm Hosp	1.84	413 Community MH Ctr	2.10
407 Howard Comm Hosp	1.75	404 Southwestern	1.87	424 Southlake	1.80	403 Samaritan Ctr	1.85	424 Southlake	2.11
420 Southern Hills	1.81	429 Adult & Child MH Ctr	1.87	403 Samaritan Ctr	1.84	413 Community MH Ctr	1.85	401 Midtown CMHC	2.12
404 Southwestern	1.84	424 Southlake	1.88	411 Ctr for Behavioral Hlth	1.86	424 Southlake	1.86	429 Adult & Child MH Ctr	2.16
1001 St. Margaret Mercy	1.86	409 Oaklawn	1.91	414 Grant Blackford MH	1.86	401 Midtown CMHC	1.89	421 Edgewater Systems	2.17
429 Adult & Child MH Ctr	1.87	412 Tri-City Comp MH Ctr	1.92	413 Community MH Ctr	1.87	418 Porter-Starke Svcs	1.92	403 Samaritan Ctr	2.18
414 Grant Blackford MH	1.89	414 Grant Blackford MH	1.92	415 Wabash Valley Hosp	1.87	409 Oaklawn	1.93	404 Southwestern	2.19
401 Midtown CMHC	1.90	415 Wabash Valley Hosp	1.92	407 Howard Comm Hosp	1.88	420 Southern Hills	1.94	420 Southern Hills	2.20
424 Southlake	1.91	411 Ctr for Behavioral Hlth	1.92	430 BehaviorCorp	1.89	421 Edgewater Systems	1.95	1001 St. Margaret Mercy	2.21
421 Edgewater Systems	1.93	421 Edgewater Systems	1.94	420 Southern Hills	1.91	430 BehaviorCorp	1.95	426 Northeastern Ctr	2.21
426 Northeastern Ctr	1.94	423 Otis R. Bowen Ctr	1.94	401 Midtown CMHC	1.91	414 Grant Blackford MH	1.96	411 Ctr for Behavioral Hlth	2.22
413 Community MH Ctr	1.94	420 Southern Hills	1.95	429 Adult & Child MH Ctr	1.92	411 Ctr for Behavioral Hlth	1.98	407 Howard Comm Hosp	2.23
411 Ctr for Behavioral Hlth	1.94	413 Community MH Ctr	1.96	412 Tri-City Comp MH Ctr	1.93	404 Southwestern	1.98	427 Four County Comp	2.24
415 Wabash Valley Hosp	1.95	430 BehaviorCorp	1.96	1001 St. Margaret Mercy	1.94	1001 St. Margaret Mercy	1.99	409 Oaklawn	2.26
409 Oaklawn	1.97	1001 St. Margaret Mercy	1.97	418 Porter-Starke Svcs	1.94	415 Wabash Valley Hosp	2.01	414 Grant Blackford MH	2.26
430 BehaviorCorp	1.97	401 Midtown CMHC	1.97	402 LifeSpring	1.94	405 Hamilton Ctr	2.03	415 Wabash Valley Hosp	2.27
425 Center for MH	1.99	406 Madison Ctr, Inc.	1.98	417 Dunn MH Ctr	1.95	429 Adult & Child MH Ctr	2.03	430 BehaviorCorp	2.27
419 Park Ctr	1.99	418 Porter-Starke Svcs	1.99	409 Oaklawn	1.95	427 Four County Comp	2.06	417 Dunn MH Ctr	2.29
427 Four County Comp	1.99	405 Hamilton Ctr	1.99	405 Hamilton Ctr	1.96	417 Dunn MH Ctr	2.07	405 Hamilton Ctr	2.30
418 Porter-Starke Svcs	2.00	407 Howard Comm Hosp	2.00	426 Northeastern Ctr	1.96	423 Otis R. Bowen Ctr	2.07	402 LifeSpring	2.31
412 Tri-City Comp MH Ctr	2.03	425 Center for MH	2.00	425 Center for MH	1.96	412 Tri-City Comp MH Ctr	2.09	418 Porter-Starke Svcs	2.31
423 Otis R. Bowen Ctr	2.04	417 Dunn MH Ctr	2.00	427 Four County Comp	1.98	426 Northeastern Ctr	2.10	423 Otis R. Bowen Ctr	2.33
405 Hamilton Ctr	2.04	426 Northeastern Ctr	2.03	421 Edgewater Systems	2.02	402 LifeSpring	2.11	412 Tri-City Comp MH Ctr	2.33
410 Swanson Ctr	2.04	410 Swanson Ctr	2.05	410 Swanson Ctr	2.04	425 Center for MH	2.12	428 Cummins MH Ctr	2.33
402 LifeSpring	2.06	419 Park Ctr	2.07	423 Otis R. Bowen Ctr	2.04	428 Cummins MH Ctr	2.12	425 Center for MH	2.34
417 Dunn MH Ctr	2.10	427 Four County Comp	2.10	419 Park Ctr	2.05	406 Madison Ctr, Inc.	2.15	410 Swanson Ctr	2.35
406 Madison Ctr, Inc.	2.14	402 LifeSpring	2.13	428 Cummins MH Ctr	2.09	422 Comp MH	2.17	406 Madison Ctr, Inc.	2.40
416 Gallahue MH Ctr	2.28	422 Comp MH	2.19	406 Madison Ctr, Inc.	2.12	410 Swanson Ctr	2.18	422 Comp MH	2.46
422 Comp MH	2.29	408 Quinco	2.20	422 Comp MH	2.12	419 Park Ctr	2.19	419 Park Ctr	2.50
428 Cummins MH Ctr	2.30	428 Cummins MH Ctr	2.23	408 Quinco	2.15	416 Gallahue MH Ctr	2.25	416 Gallahue MH Ctr	2.61
408 Quinco	2.42	416 Gallahue MH Ctr	2.36	416 Gallahue MH Ctr	2.19	408 Quinco	2.47	408 Quinco	2.69
Total	2.00	Total	2.00	Total	1.96	Total	2.03	Total	2.29

Appendix 8. YSS-F Parent/Caretaker Survey Average (Mean) Scores

General Satisfaction		Good Service Access		Cultural Sensitivity		Participation in Treatment Planning		Positive Service Outcomes	
1006 Villages of Indiana	1.91	1001 St. Margaret Mercy	1.61	405 Hamilton Ctr	1.58	1001 St. Margaret Mercy	1.45	1001 St. Margaret Mercy	2.18
407 Howard Comm Hosp	1.91	418 Porter-Starke Svcs	1.74	416 Gallahue MH Ctr	1.70	1006 Villages of Indiana	1.50	1006 Villages of Indiana	2.23
405 Hamilton Ctr	1.92	1006 Villages of Indiana	1.77	407 Howard Comm Hosp	1.71	405 Hamilton Ctr	1.50	415 Wabash Valley Hosp	2.24
402 LifeSpring	1.95	416 Gallahue MH Ctr	1.78	402 LifeSpring	1.73	409 Oaklawn	1.57	427 Four County Comp	2.25
411 Ctr for Behavioral Hlth	1.96	401 Midtown	1.78	401 Midtown	1.74	418 Porter-Starke Svcs	1.57	411 Ctr for Behavioral Hlth	2.29
423 Otis R. Bowen Ctr	1.97	402 LifeSpring	1.79	410 Swanson Ctr	1.76	410 Swanson Ctr	1.58	420 Southern Hills	2.29
401 Midtown	1.97	427 Four County Comp	1.79	411 Ctr for Behavioral Hlth	1.77	427 Four County Comp	1.59	405 Hamilton Ctr	2.30
418 Porter-Starke Svcs	1.98	411 Ctr for Behavioral Hlth	1.80	429 Adult & Child MH Ctr	1.78	415 Wabash Valley Hosp	1.60	423 Otis R. Bowen Ctr	2.30
409 Oaklawn	1.98	423 Otis R. Bowen Ctr	1.81	412 Tri-City Comp MH Ctr	1.78	407 Howard Comm Hosp	1.61	409 Oaklawn	2.32
427 Four County Comp	1.99	404 Southwestern	1.83	413 Community MH Ctr	1.79	429 Adult & Child MH Ctr	1.61	418 Porter-Starke Svcs	2.34
415 Wabash Valley Hosp	2.01	409 Oaklawn	1.84	1006 Villages of Indiana	1.80	402 LifeSpring	1.61	404 Southwestern	2.39
1001 St. Margaret Mercy	2.04	412 Tri-City Comp MH Ctr	1.84	427 Four County Comp	1.80	401 Midtown	1.62	419 Park Ctr	2.40
412 Tri-City Comp MH Ctr	2.06	410 Swanson Ctr	1.85	421 Edgewater Systems	1.81	411 Ctr for Behavioral Hlth	1.64	416 Gallahue MH Ctr	2.42
416 Gallahue MH Ctr	2.08	407 Howard Comm Hosp	1.86	404 Southwestern	1.82	416 Gallahue MH Ctr	1.64	407 Howard Comm Hosp	2.43
420 Southern Hills	2.14	415 Wabash Valley Hosp	1.86	408 Quinco	1.82	423 Otis R. Bowen Ctr	1.66	402 LifeSpring	2.44
410 Swanson Ctr	2.15	420 Southern Hills	1.87	415 Wabash Valley Hosp	1.82	412 Tri-City Comp MH Ctr	1.67	401 Midtown	2.46
404 Southwestern	2.16	405 Hamilton Ctr	1.87	419 Park Ctr	1.83	424 Southlake	1.67	414 Grant Blackford MH	2.47
419 Park Ctr	2.18	417 Dunn MH Ctr	1.88	428 Cummins MH Ctr	1.84	420 Southern Hills	1.67	429 Adult & Child MH Ctr	2.47
425 Center for Mental Hlth	2.19	428 Cummins MH Ctr	1.89	417 Dunn MH Ctr	1.84	426 Northeastern Ctr	1.69	403 Samaritan Ctr	2.49
414 Grant Blackford MH	2.21	430 BehaviorCorp	1.89	406 Madison Ctr, Inc.	1.84	404 Southwestern	1.70	413 Community MH Ctr	2.51
429 Adult & Child MH Ctr	2.21	419 Park Ctr	1.91	414 Grant Blackford MH	1.84	428 Cummins MH Ctr	1.72	417 Dunn MH Ctr	2.51
413 Community MH Ctr	2.21	425 Center for Mental Hlth	1.95	420 Southern Hills	1.85	403 Samaritan Ctr	1.73	424 Southlake	2.54
403 Samaritan Ctr	2.23	429 Adult & Child MH Ctr	1.99	423 Otis R. Bowen Ctr	1.86	417 Dunn MH Ctr	1.73	412 Tri-City Comp MH Ctr	2.55
417 Dunn MH Ctr	2.24	413 Community MH Ctr	1.99	426 Northeastern Ctr	1.93	425 Center for Mental Hlth	1.75	408 Quinco	2.55
408 Quinco	2.26	408 Quinco	1.99	418 Porter-Starke Svcs	1.93	413 Community MH Ctr	1.76	425 Center for Mental Hlth	2.57
424 Southlake	2.32	426 Northeastern Ctr	2.00	422 Comprehensive MH	1.99	430 BehaviorCorp	1.77	422 Comprehensive MH	2.61
422 Comprehensive MH	2.33	406 Madison Ctr, Inc.	2.05	403 Samaritan Ctr	2.00	419 Park Ctr	1.79	430 BehaviorCorp	2.61
406 Madison Ctr, Inc.	2.34	403 Samaritan Ctr	2.08	1001 St. Margaret Mercy	2.02	414 Grant Blackford MH	1.80	421 Edgewater Systems	2.65
430 BehaviorCorp	2.37	414 Grant Blackford MH	2.08	409 Oaklawn	2.02	408 Quinco	1.80	426 Northeastern Ctr	2.66
426 Northeastern Ctr	2.38	424 Southlake	2.12	425 Center for Mental Hlth	2.03	406 Madison Ctr, Inc.	1.82	406 Madison Ctr, Inc.	2.66
421 Edgewater Systems	2.46	422 Comprehensive MH	2.12	430 BehaviorCorp	2.05	421 Edgewater Systems	1.83	410 Swanson Ctr	2.66
428 Cummins MH Ctr	2.51	421 Edgewater Systems	2.15	424 Southlake	2.15	422 Comprehensive MH	1.86	428 Cummins MH Ctr	2.67
Total	2.14	Total	1.90	Total	1.85	Total	1.68	Total	2.45

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