

2022 Community Mental Health Services Patient Satisfaction Survey

“Yes it was easy to make an appointment. I feel that Miss Miller is helping me to make the correct decisions that will get me from where I am to where I want to be.

- patient from Charleston-Dorchester Mental Health Center

“They have helped me to be a functioning adult in spite of my illness. Wouldn't be here without them.”

- patient from Coastal Empire Mental Health Center

This center has been tremendous help to my son and daughter and I would highly recommend it to anyone that needs or wants the services.”

- patient from Lexington County Community Mental Health Center

“I have a better understanding and for once someone understood and actually helped me get what I needed to see some improvement.”

- patient from Spartanburg Area Mental Health Center

“This center and counselors are very compassionate, understanding, and caring. They will take the time that's best for you and help with your needs and goals.”

- patient from Tri-County Mental Health Center

“Super helpful, honest and open about everything. I have full say in my treatment plan and am given lots of options.”

- Patient from Columbia Area Mental Health Center





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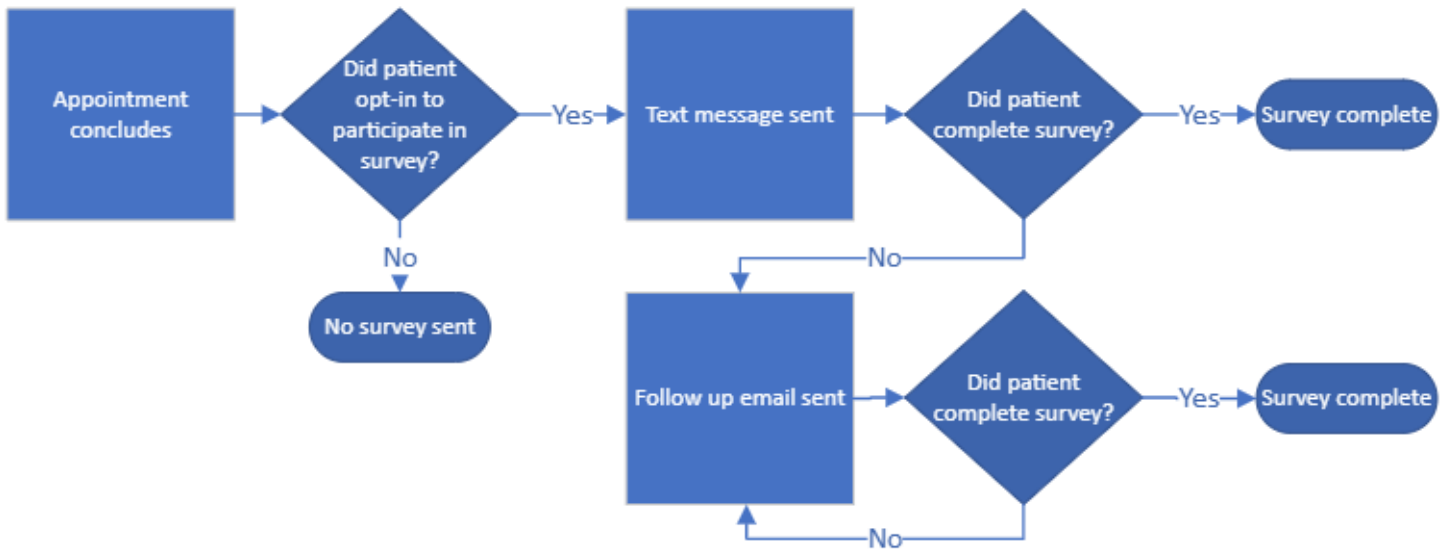
All information in this report is based on responses collected during the agency's patient satisfaction survey. This year the survey was administered from April to June through text message solicitation for the purpose of assessing community-based patient satisfaction with SCDMH services.

Introduction

Prior to 2018, the Division of Community Health Services (CMHS) of the South Carolina Department of Mental Health utilized the Mental Health Statistics Improvement Program (MHSIP) Survey to assess and report on the quality of services provided to patients. Patients who provided feedback on the paper and pencil based MSHIP survey often indicated the surveys were excessively long and difficult to complete. To make it easier for patients to participate in the survey process and to streamline the administrative aspects of data collection and analysis, CMHS transitioned to using an abbreviated survey in May of 2018. Survey length and content areas were reduced in an effort to improve response rates and increase the quality of responses. The revised instrument reduced the number of questions from approximately 60 questions to six. While the original MHSIP collected data on a number of content areas, the revised survey exclusively focused on patient perception of care following their most recent appointment. Response rates indicated that the revision increased participation and survey completion rates.

In May 2021, CMHS contracted with its call reminder system (CRS) vendor to create a text message invitation to an electronic survey using the patient perception of care survey. This process has been repeated for FY 2022. Data collection for this year's survey took place between April 1st through June 30th. After the conclusion of each appointment, patients participating in the CRS, were sent a text message inviting them to complete a survey about their experience with their most recent appointment. Follow-up emails were sent for patients that did not respond to the text message invitation.

Survey Flow Chart



Survey Completion Overview

During this year's survey administration period, there were 156,664 survey solicitations and 7,875 completed surveys (response rate = 5%). The analyses presented here are limited to these surveys. Feedback comes from 5,714 patients completing one or more survey responses. During the administration period, 47,913 potential patient respondents were given the opportunity to complete a survey. The statewide patient participation rate is 11.9%.

Survey Completion Overview By Community Mental Health Center												
Center	Respondent Count		All Surveys		Adult Surveys		Youth Surveys		School Mental Health Surveys		Hispanic Language Surveys	
	Patient #	% of Surveyed Patients Participating	% Completed	Total Surveys	% Completed	Total Surveys	% Completed	Total Surveys	% Completed	Total Surveys	% Completed	Total Surveys
AIKEN-BARNWELL MHC	2,343	14.4%	5.3%	9,155	5.7%	6,245	4.3%	2,910	4.1%	1,653	14.3%	28
ANDERSON-OCONEE-PICKENS MHC	2,519	10.4%	4.5%	7,600	4.7%	5,138	4.3%	2,462	4.2%	1,811	0.0%	44
BECKMAN MHC	3,043	12.0%	5.4%	9,064	6.2%	6,112	3.8%	2,949	3.2%	1,770	0.0%	50
BERKELEY MHC	1,935	13.6%	5.8%	6,817	6.7%	4,506	3.9%	2,309	4.1%	1,369	7.3%	55
CATAWBA MHC	2,673	11.7%	4.9%	8,910	4.9%	5,890	4.8%	3,020	5.0%	2,693	4.3%	46
CHAS/DORCH MHC	4,908	13.5%	5.5%	16,159	6.7%	10,740	3.2%	5,419	3.1%	5,102	5.3%	244
COASTAL EMPIRE MHC	2,092	13.4%	5.5%	7,376	5.6%	5,966	4.9%	1,410	4.2%	768	4.2%	168
COLUMBIA AREA MHC	3,938	13.7%	5.2%	14,080	5.2%	10,018	5.1%	4,062	4.5%	2,067	4.2%	48
GREATER-GREENVILLE MHC	5,250	10.7%	5.8%	13,022	6.4%	9,004	4.4%	4,018	4.6%	3,130	5.4%	368
LEXINGTON COUNTY MHC	3,367	12.4%	5.5%	10,242	6.8%	5,733	3.8%	4,509	3.6%	3,713	1.3%	77
ORANGEBURG AREA MHC	1,700	9.0%	4.4%	4,458	4.3%	2,663	4.5%	1,795	4.6%	1,661	0.0%	0
PEE DEE MHC	2,487	9.4%	2.6%	12,813	2.7%	8,571	2.5%	4,242	2.4%	3,484	0.0%	0
SANTEE-WATEREE MHC	3,400	12.4%	5.6%	10,835	6.3%	7,432	4.1%	3,403	3.8%	2,251	0.0%	12
SPARTANBURG AREA MHC	3,694	9.6%	5.0%	9,351	5.7%	6,802	3.1%	2,549	2.9%	1,560	4.7%	86
TRI-COUNTY MHC	1,146	11.2%	3.8%	5,064	3.9%	3,425	3.7%	1,639	4.3%	345	7.7%	13
WACCAMAW MHC	3,418	12.2%	5.0%	11,718	5.0%	8,142	4.9%	3,575	3.0%	1,787	2.4%	41
TOTAL	47,913	11.9%	5.0%	156,664	5.5%	106,387	4.0%	50,271	3.7%	35,164	4.6%	1,295

Comparison of Respondents vs. Non-Respondents

Non-respondents are divided into two groups: Offered (No Participation) and Not Offered. Patients served during the time frame who were sent one or more text messages but did not complete a survey are included in the “Offered (No Participation)” column. Patients served during the time frame who had no record of receiving a survey text message are included in the “Not Offered” column. Results indicate that most patients (78%) appeared to have received one or more survey participation text messages during the administration window. Results also indicated that the groups were similar across characteristics. Respondents were more likely to be female (65.5%), older (average age: 36.2), and white (54.1%); belonged to a Managed Care Organization (38.3%); and have participated in the mild (14.3%) or moderate (49.9%) symptom severity levels of care during the survey administration period (64.2%). Those not participating were more likely to be non-white, had a longer treatment episode, belonged to a Managed Care Organization, received services through School Mental Health Program Staff, and participated in a Medication Management Program during the survey administration period. Conclusions from comparisons indicate that a diverse group of patients participated in the text message invitation survey system.

Survey Participation Rates By Selected Patient Characteristics							
Selected Patient Characteristics	Group Patient Counts				Participated in Survey One Or More Times	Offered Opportunity <u>but did not</u> Participate (Offered No Participation)	Served During Time Frame <u>but did not</u> Participate in Appointment Reminder System (Not Offered)
	Participated	Offered (No Participation)	Not Offered	Total			
% Female	3,746	23,511	1	27,258	65.6%	55.7%	0.0%
Avg. Age at Time of Service	5,714	42,199	6,367	54,280	36.3	32.8	31.8
White Race	3,091	20,940	6,119	30,150	54.1%	49.6%	47.4%
Black	2,016	16,839	5,122	23,977	35.3%	39.9%	39.7%
All other Race Groups Combined	607	4,420	1,673	6,700	10.6%	10.5%	13.0%
Hispanic Ethnicity	223	1,759	684	2,666	3.9%	4.2%	5.3%
Avg. Episode Length (Months)	5,714	42,199	6,367	54,280	43.6	48.4	54.4
Payor Source = Self Pay	892	6,602	1,890	9,384	15.6%	15.6%	14.6%
Payor Source = Managed Care (MCO)	2,186	19,016	5,676	26,878	38.3%	45.1%	44.0%
Payor Source = Medicaid (FFS)	147	1,269	533	1,949	2.6%	3.0%	4.1%
Payor Source = Medicare	486	3,305	1,170	4,961	8.5%	7.8%	9.1%
Payor Source = Private Insurance	1,892	11,164	3,082	16,138	33.1%	26.5%	23.9%
School Mental Health Services Patient	1,038	10,239	4,525	15,802	18.2%	24.3%	35.0%
Highest Level of Care Assigned During Survey Administration Period							
No level of Care Assigned During Survey Period	110	1,055	5,644	6,809	1.9%	2.5%	43.7%
Medication Management Only	1,227	11,278	2,576	15,081	21.5%	26.7%	19.9%
Mild Symptoms/Problems	818	4,752	715	6,285	14.3%	11.3%	5.5%
Moderate Symptoms/Problems	2,850	19,227	2,809	24,886	49.9%	45.6%	21.8%
Serious Symptoms/Problems	659	471	1,018	2,148	11.5%	12.8%	7.9%
Severe Symptoms/Problems	50	471	152	673	0.9%	1.1%	1.2%

* Not offered group limited to patients receiving services from the State's 16 Community MHC's

Next Steps

CMHS will continue to make improvements to the survey process and ensure that the feedback received from patients is used to design future changes to service delivery. In FY23, CMHS plans to expand the electronic survey process during the next year by having the CRS vendor expand the data collection period beyond the April to June time frame used for the FY 22 survey. Efforts to work with the vendor to improve the quality and quantity of responses received are ongoing.

Electronic Text-Based Survey Instrument (also translated into Spanish for Hispanic patients)

*****Gateway to Survey***** (message sent via text to patient)

Please let us know about your experience today with [Provider Name]. [Link] STOP to Opt Out. / *Por favor, déjenos saber cómo fue su experiencia el día de hoy con [profesional]. [Enlace] Prefiero no participar.*

Our records indicate you had an appointment today at [Location Name] with [Provider Name]. Did you keep this appointment? / *Nuestros registros indican que usted tuvo una cita hoy en [Ubicación] con [Profesional]. ¿Se llevó a cabo dicha reunión?*

If Yes - We are pleased to have served you today and would like to ask for feedback on your appointment. Please complete this brief, six question survey to let us know how we are doing and how we can further assist you. / *Nos complace haberle atendido hoy y nos*

gustaría pedirle su opinión sobre su cita. Por favor, rellene esta breve encuesta de seis preguntas para hacernos saber cómo lo estamos haciendo y cómo podemos seguir ayudándole.

Privacy Statement: All information submitted by patients or their family members is confidential and will only be used to evaluate and improve our services. SCDMH will not share responses in any manner that will identify patients or their family members. / *Declaración de privacidad: Toda la información enviada por los pacientes o sus familiares es confidencial y sólo se utilizará para evaluar y mejorar nuestros servicios. SCDMH no compartirá las respuestas de ninguna manera que identifique a los pacientes o a sus familiares.*

If No - We're sorry you missed your appointment. We're looking forward to seeing you again soon. Please contact us at [Location Phone] to reschedule. / *Lamentamos que haya perdido su cita. Esperamos volver a verle pronto. Por favor, póngase en contacto con nosotros en [Teléfono de la ubicación] para reprogramar.*

*****Survey Questions***** (each question can be answered as follows: strongly agree / *totalmente de acuerdo*, agree / *de acuerdo*, disagree / *en desacuerdo*, strongly disagree / *completamente en desacuerdo*, and describe why you selected what you did / *describa porqué ha seleccionado la respuesta anterior*)

- 1) It was easy for me to get my appointment. / *Fue fácil para mí conseguir mi cita.*
- 2) For today's appointment, I did not have to wait long. / *Con respecto a la cita de hoy, no tuve que esperar mucho tiempo.*
- 3) I would recommend this Center's services to someone who needed help. / *Yo recomendaría los servicios de este centro alguien que necesite ayuda.*
- 4) After coming here today, I believe I will get better. / *Después de haber venido a este centro hoy, yo creo que me siento mejor.*
- 5) I felt listened to and respected by my provider today. / *Yo me siento escuchado(a) y respetado(a) por el profesional que me atendió hoy.*
- 6) I received helpful services today. / *Los servicios que recibí hoy me han ayudado.*

*****Landing Page***** (after survey completion)

Thank you for completing our survey. We value your feedback and will use this information to improve our services. We look forward to seeing you again soon. / *Gracias por completar nuestra encuesta. Valoramos sus comentarios y utilizaremos esta información para mejorar nuestros servicios. Esperamos volver a verle pronto.*

Please note that this is not an emergency response system or crisis intervention service. If you are in crisis or contemplating suicide, please call the National Suicide Prevention Lifeline at 1-800-273-TALK (8255) or the SCDMH mobile crisis line at 1-833-364-2274. / *Tenga en cuenta que este no es un sistema de respuesta a emergencias ni un servicio de intervención en crisis. Si está en crisis o contempla el suicidio, por favor llame a la Línea Nacional de Prevención del Suicidio al 1-800-273-TALK (8255) o a la línea de crisis móvil del SCDMH 1-833-364-2274.*

Statewide Survey Results by Population

Survey Results for All Populations (Questions #1-3)

Center	1. IT WAS EASY FOR ME TO GET MY APPOINTMENT.						% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES		
AIKEN-BARNWELL MHC	0	358	111	7	8	484	96.9%	3.1%
ANDERSON-OCONEE-PICKENS MHC	0	253	83	5	3	344	97.7%	2.3%
BECKMAN MHC	0	377	94	12	8	491	95.9%	4.1%
BERKELEY MHC	0	293	90	6	4	393	97.5%	2.5%
CATAWBA MHC	0	311	106	11	5	433	96.3%	3.7%
CHAS/DORCH MHC	0	700	163	17	9	889	97.1%	2.9%
COASTAL EMPIRE MHC	0	320	75	7	4	406	97.3%	2.7%
COLUMBIA AREA MHC	0	562	140	14	15	731	96.0%	4.0%
GREATER-GREENVILLE MHC	0	542	177	21	13	753	95.5%	4.5%
LEXINGTON COUNTY MHC	0	377	151	22	11	561	94.1%	5.9%
ORANGEBURG AREA MHC	0	156	38	2	0	196	99.0%	1.0%
PEE DEE MHC	0	241	83	6	7	337	96.1%	3.9%
SANTEE-WATEREE MHC	0	441	144	11	12	608	96.2%	3.8%
SPARTANBURG AREA MHC	0	342	105	14	9	470	95.1%	4.9%
TRI-COUNTY MHC	0	149	44	0	1	194	99.5%	0.5%
WACCAMAW MHC	0	443	120	11	11	585	96.2%	3.8%
TOTAL	0	5,865	1,724	166	120	7,875	96.4%	3.6%

Center	2. FOR TODAY'S APPOINTMENT, I DID NOT HAVE TO WAIT LONG.						% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES		
AIKEN-BARNWELL MHC	25	326	117	8	8	459	96.5%	3.5%
ANDERSON-OCONEE-PICKENS MHC	16	228	84	9	7	328	95.1%	4.9%
BECKMAN MHC	22	331	108	14	16	469	93.6%	6.4%
BERKELEY MHC	12	269	95	13	4	381	95.5%	4.5%
CATAWBA MHC	21	263	129	16	4	412	95.1%	4.9%
CHAS/DORCH MHC	39	615	183	24	28	850	93.9%	6.1%
COASTAL EMPIRE MHC	16	254	108	17	11	390	92.8%	7.2%
COLUMBIA AREA MHC	29	472	179	28	23	702	92.7%	7.3%
GREATER-GREENVILLE MHC	29	501	190	18	15	724	95.4%	4.6%
LEXINGTON COUNTY MHC	25	358	144	14	20	536	93.7%	6.3%
ORANGEBURG AREA MHC	7	134	45	6	4	189	94.7%	5.3%
PEE DEE MHC	11	216	91	12	7	326	94.2%	5.8%
SANTEE-WATEREE MHC	32	380	146	24	26	576	91.3%	8.7%
SPARTANBURG AREA MHC	18	300	121	19	12	452	93.1%	6.9%
TRI-COUNTY MHC	6	117	64	5	2	188	96.3%	3.7%
WACCAMAW MHC	19	406	127	18	15	566	94.2%	5.8%
TOTAL	327	5,170	1,931	245	202	7,548	94.1%	5.9%

Center	3. I WOULD RECOMMEND THIS CENTER'S SERVICES TO SOMEONE WHO NEEDED HELP.						% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES		
AIKEN-BARNWELL MHC	39	315	117	9	4	445	97.1%	2.9%
ANDERSON-OCONEE-PICKENS MHC	28	206	89	15	6	316	93.4%	6.6%
BECKMAN MHC	36	354	89	10	2	455	97.4%	2.6%
BERKELEY MHC	30	264	86	8	5	363	96.4%	3.6%
CATAWBA MHC	35	276	111	9	2	398	97.2%	2.8%
CHAS/DORCH MHC	73	616	167	22	11	816	96.0%	4.0%
COASTAL EMPIRE MHC	28	282	89	5	2	378	98.1%	1.9%
COLUMBIA AREA MHC	43	494	170	13	11	688	96.5%	3.5%
GREATER-GREENVILLE MHC	46	484	188	17	18	707	95.0%	5.0%
LEXINGTON COUNTY MHC	42	347	136	26	10	519	93.1%	6.9%
ORANGEBURG AREA MHC	11	128	54	3	0	185	98.4%	1.6%
PEE DEE MHC	17	220	86	6	8	320	95.6%	4.4%
SANTEE-WATEREE MHC	46	378	154	14	16	562	94.7%	5.3%
SPARTANBURG AREA MHC	37	268	139	12	14	433	94.0%	6.0%
TRI-COUNTY MHC	15	128	49	0	2	179	98.9%	1.1%
WACCAMAW MHC	41	374	135	21	14	544	93.6%	6.4%
TOTAL	567	5,134	1,859	190	125	7,308	95.7%	4.3%

Survey Results for All Populations (Questions #4-6)

Center	4. AFTER COMING HERE TODAY, I BELIEVE I WILL GET BETTER.						% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES		
AIKEN-BARNWELL MHC	51	232	176	21	4	433	94.2%	5.8%
ANDERSON-OCONEE-PICKENS MHC	36	171	114	20	3	308	92.5%	7.5%
BECKMAN MHC	51	260	154	18	8	440	94.1%	5.9%
BERKELEY MHC	44	207	132	7	3	349	97.1%	2.9%
CATAWBA MHC	56	197	159	16	5	377	94.4%	5.6%
CHAS/DORCH MHC	103	468	267	36	15	786	93.5%	6.5%
COASTAL EMPIRE MHC	49	197	141	18	1	357	94.7%	5.3%
COLUMBIA AREA MHC	74	387	238	20	12	657	95.1%	4.9%
GREATER-GREENVILLE MHC	66	380	262	24	21	687	93.4%	6.6%
LEXINGTON COUNTY MHC	62	256	218	18	7	499	95.0%	5.0%
ORANGEBURG AREA MHC	21	103	68	3	1	175	97.7%	2.3%
PEE DEE MHC	32	162	122	13	8	305	93.1%	6.9%
SANTEE-WATEREE MHC	72	298	196	21	21	536	92.2%	7.8%
SPARTANBURG AREA MHC	46	213	173	26	12	424	91.0%	9.0%
TRI-COUNTY MHC	20	91	77	6	0	174	96.6%	3.4%
WACCAMAW MHC	62	282	208	25	8	523	93.7%	6.3%
TOTAL	845	3,904	2,705	292	129	7,030	94.0%	6.0%

Center	5. I FELT LISTENED TO AND RESPECTED BY MY PROVIDER TODAY.						% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES		
AIKEN-BARNWELL MHC	60	337	76	4	7	424	97.4%	2.6%
ANDERSON-OCONEE-PICKENS MHC	44	228	55	12	5	300	94.3%	5.7%
BECKMAN MHC	55	354	69	7	6	436	97.0%	3.0%
BERKELEY MHC	53	287	47	3	3	340	98.2%	1.8%
CATAWBA MHC	66	286	75	3	3	367	98.4%	1.6%
CHAS/DORCH MHC	122	626	114	13	14	767	96.5%	3.5%
COASTAL EMPIRE MHC	57	278	65	5	1	349	98.3%	1.7%
COLUMBIA AREA MHC	83	518	112	9	9	648	97.2%	2.8%
GREATER-GREENVILLE MHC	84	537	108	8	16	669	96.4%	3.6%
LEXINGTON COUNTY MHC	73	380	87	11	10	488	95.7%	4.3%
ORANGEBURG AREA MHC	23	134	37	0	2	173	98.8%	1.2%
PEE DEE MHC	36	211	76	7	7	301	95.3%	4.7%
SANTEE-WATEREE MHC	85	406	90	8	19	523	94.8%	5.2%
SPARTANBURG AREA MHC	53	317	79	6	15	417	95.0%	5.0%
TRI-COUNTY MHC	25	133	32	2	2	169	97.6%	2.4%
WACCAMAW MHC	75	392	96	10	12	510	95.7%	4.3%
TOTAL	994	5,424	1,218	108	131	6,881	96.5%	3.5%

Center	6. I RECEIVED HELPFUL SERVICES TODAY.						% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES		
AIKEN-BARNWELL MHC	67	311	95	7	4	417	97.4%	2.6%
ANDERSON-OCONEE-PICKENS MHC	47	208	74	9	6	297	94.9%	5.1%
BECKMAN MHC	60	331	84	8	8	431	96.3%	3.7%
BERKELEY MHC	59	260	69	2	3	334	98.5%	1.5%
CATAWBA MHC	71	268	88	3	3	362	98.3%	1.7%
CHAS/DORCH MHC	130	591	136	19	13	759	95.8%	4.2%
COASTAL EMPIRE MHC	63	269	69	4	1	343	98.5%	1.5%
COLUMBIA AREA MHC	91	496	126	8	10	640	97.2%	2.8%
GREATER-GREENVILLE MHC	94	494	142	8	15	659	96.5%	3.5%
LEXINGTON COUNTY MHC	77	347	114	10	13	484	95.2%	4.8%
ORANGEBURG AREA MHC	23	130	40	2	1	173	98.3%	1.7%
PEE DEE MHC	43	198	85	4	7	294	96.3%	3.7%
SANTEE-WATEREE MHC	91	383	105	8	21	517	94.4%	5.6%
SPARTANBURG AREA MHC	56	297	95	7	15	414	94.7%	5.3%
TRI-COUNTY MHC	25	121	47	1	0	169	99.4%	0.6%
WACCAMAW MHC	82	363	121	7	12	503	96.2%	3.8%
TOTAL	1,079	5,067	1,490	107	132	6,796	96.5%	3.5%

Survey Results for Adult Populations (Questions #1-3)

Center	1. IT WAS EASY FOR ME TO GET MY APPOINTMENT.						% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES		
AIKEN-BARNWELL MHC	0	264	81	7	7	359	96.1%	3.9%
ANDERSON-OCONEE-PICKENS MHC	0	172	63	2	2	239	98.3%	1.7%
BECKMAN MHC	0	294	72	8	6	380	96.3%	3.7%
BERKELEY MHC	0	218	76	4	2	300	98.0%	2.0%
CATAWBA MHC	0	207	70	7	5	289	95.8%	4.2%
CHAS/DORCH MHC	0	567	127	13	8	715	97.1%	2.9%
COASTAL EMPIRE MHC	0	265	63	7	2	337	97.3%	2.7%
COLUMBIA AREA MHC	0	405	100	10	10	525	96.2%	3.8%
GREATER-GREENVILLE MHC	0	414	136	16	9	575	95.7%	4.3%
LEXINGTON COUNTY MHC	0	254	110	19	7	390	93.3%	6.7%
ORANGEBURG AREA MHC	0	92	22	1	0	115	99.1%	0.9%
PEE DEE MHC	0	174	50	4	4	232	96.6%	3.4%
SANTEE-WATEREE MHC	0	338	110	8	12	468	95.7%	4.3%
SPARTANBURG AREA MHC	0	283	85	13	9	390	94.4%	5.6%
TRI-COUNTY MHC	0	99	33	0	1	133	99.2%	0.8%
WACCAMAW MHC	0	325	75	6	4	410	97.6%	2.4%
TOTAL	0	4,371	1,273	125	88	5,857	96.4%	3.6%

Center	2. FOR TODAY'S APPOINTMENT, I DID NOT HAVE TO WAIT LONG.						% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES		
AIKEN-BARNWELL MHC	17	241	86	7	8	342	95.6%	4.4%
ANDERSON-OCONEE-PICKENS MHC	12	150	66	7	4	227	95.2%	4.8%
BECKMAN MHC	19	251	84	12	14	361	92.8%	7.2%
BERKELEY MHC	11	204	76	8	1	289	96.9%	3.1%
CATAWBA MHC	13	176	87	10	3	276	95.3%	4.7%
CHAS/DORCH MHC	34	484	149	22	26	681	93.0%	7.0%
COASTAL EMPIRE MHC	15	210	88	15	9	322	92.5%	7.5%
COLUMBIA AREA MHC	17	329	136	23	20	508	91.5%	8.5%
GREATER-GREENVILLE MHC	22	374	153	14	12	553	95.3%	4.7%
LEXINGTON COUNTY MHC	17	243	103	13	14	373	92.8%	7.2%
ORANGEBURG AREA MHC	4	82	22	4	3	111	93.7%	6.3%
PEE DEE MHC	7	153	61	7	4	225	95.1%	4.9%
SANTEE-WATEREE MHC	26	280	117	23	22	442	89.8%	10.2%
SPARTANBURG AREA MHC	15	247	101	17	10	375	92.8%	7.2%
TRI-COUNTY MHC	5	76	46	4	2	128	95.3%	4.7%
WACCAMAW MHC	12	286	91	14	7	398	94.7%	5.3%
TOTAL	246	3,786	1,466	200	159	5,611	93.6%	6.4%

Center	3. I WOULD RECOMMEND THIS CENTER'S SERVICES TO SOMEONE WHO NEEDED HELP.						% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES		
AIKEN-BARNWELL MHC	29	238	82	6	4	330	97.0%	3.0%
ANDERSON-OCONEE-PICKENS MHC	21	141	65	9	3	218	94.5%	5.5%
BECKMAN MHC	30	276	64	8	2	350	97.1%	2.9%
BERKELEY MHC	23	202	66	5	4	277	96.8%	3.2%
CATAWBA MHC	21	189	71	6	2	268	97.0%	3.0%
CHAS/DORCH MHC	62	499	127	18	9	653	95.9%	4.1%
COASTAL EMPIRE MHC	25	234	73	4	1	312	98.4%	1.6%
COLUMBIA AREA MHC	26	351	129	10	9	499	96.2%	3.8%
GREATER-GREENVILLE MHC	31	375	140	13	16	544	94.7%	5.3%
LEXINGTON COUNTY MHC	28	234	102	21	5	362	92.8%	7.2%
ORANGEBURG AREA MHC	5	77	30	3	0	110	97.3%	2.7%
PEE DEE MHC	13	163	47	3	6	219	95.9%	4.1%
SANTEE-WATEREE MHC	37	286	119	11	15	431	94.0%	6.0%
SPARTANBURG AREA MHC	28	229	110	10	13	362	93.6%	6.4%
TRI-COUNTY MHC	11	93	28	0	1	122	99.2%	0.8%
WACCAMAW MHC	29	268	95	11	7	381	95.3%	4.7%
TOTAL	419	3,855	1,348	138	97	5,438	95.7%	4.3%

Survey Results for Adult Populations (Questions #4-6)

Center	4. AFTER COMING HERE TODAY, I BELIEVE I WILL GET BETTER.							% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES			
AIKEN-BARNWELL MHC	36	170	131	19	3	323	93.2%	6.8%	
ANDERSON-OCONEE-PICKENS MHC	28	111	83	15	2	211	91.9%	8.1%	
BECKMAN MHC	42	192	123	16	7	338	93.2%	6.8%	
BERKELEY MHC	34	157	101	6	2	266	97.0%	3.0%	
CATAWBA MHC	30	140	103	11	5	259	93.8%	6.2%	
CHAS/DORCH MHC	87	373	210	31	14	628	92.8%	7.2%	
COASTAL EMPIRE MHC	41	165	113	17	1	296	93.9%	6.1%	
COLUMBIA AREA MHC	50	276	174	15	10	475	94.7%	5.3%	
GREATER-GREENVILLE MHC	45	293	195	23	19	530	92.1%	7.9%	
LEXINGTON COUNTY MHC	42	174	158	13	3	348	95.4%	4.6%	
ORANGEBURG AREA MHC	11	63	38	2	1	104	97.1%	2.9%	
PEE DEE MHC	24	121	71	10	6	208	92.3%	7.7%	
SANTEE-WATEREE MHC	56	220	151	20	21	412	90.0%	10.0%	
SPARTANBURG AREA MHC	34	177	144	24	11	356	90.2%	9.8%	
TRI-COUNTY MHC	15	58	56	4	0	118	96.6%	3.4%	
WACCAMAW MHC	41	198	150	17	4	369	94.3%	5.7%	
TOTAL	616	2,888	2,001	243	109	5,241	93.3%	6.7%	

Center	5. I FELT LISTENED TO AND RESPECTED BY MY PROVIDER TODAY.							% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES			
AIKEN-BARNWELL MHC	42	255	54	3	5	317	97.5%	2.5%	
ANDERSON-OCONEE-PICKENS MHC	34	156	39	6	4	205	95.1%	4.9%	
BECKMAN MHC	46	276	46	7	5	334	96.4%	3.6%	
BERKELEY MHC	39	220	38	1	2	261	98.9%	1.1%	
CATAWBA MHC	35	203	46	2	3	254	98.0%	2.0%	
CHAS/DORCH MHC	100	507	84	12	12	615	96.1%	3.9%	
COASTAL EMPIRE MHC	49	231	52	4	1	288	98.3%	1.7%	
COLUMBIA AREA MHC	56	372	83	8	6	469	97.0%	3.0%	
GREATER-GREENVILLE MHC	59	416	79	7	14	516	95.9%	4.1%	
LEXINGTON COUNTY MHC	49	270	58	8	5	341	96.2%	3.8%	
ORANGEBURG AREA MHC	13	79	22	0	1	102	99.0%	1.0%	
PEE DEE MHC	27	157	38	5	5	205	95.1%	4.9%	
SANTEE-WATEREE MHC	67	309	67	7	18	401	93.8%	6.2%	
SPARTANBURG AREA MHC	40	265	65	6	14	350	94.3%	5.7%	
TRI-COUNTY MHC	17	92	20	2	2	116	96.6%	3.4%	
WACCAMAW MHC	52	285	60	8	5	358	96.4%	3.6%	
TOTAL	725	4,093	851	86	102	5,132	96.3%	3.7%	

Center	6. I RECEIVED HELPFUL SERVICES TODAY.							% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES			
AIKEN-BARNWELL MHC	48	234	69	4	4	311	97.4%	2.6%	
ANDERSON-OCONEE-PICKENS MHC	34	140	55	6	4	205	95.1%	4.9%	
BECKMAN MHC	50	253	64	6	7	330	96.1%	3.9%	
BERKELEY MHC	43	199	56	0	2	257	99.2%	0.8%	
CATAWBA MHC	36	187	61	2	3	253	98.0%	2.0%	
CHAS/DORCH MHC	106	479	102	17	11	609	95.4%	4.6%	
COASTAL EMPIRE MHC	54	227	53	3	0	283	98.9%	1.1%	
COLUMBIA AREA MHC	61	355	95	6	8	464	97.0%	3.0%	
GREATER-GREENVILLE MHC	66	375	114	7	13	509	96.1%	3.9%	
LEXINGTON COUNTY MHC	53	240	81	9	7	337	95.3%	4.7%	
ORANGEBURG AREA MHC	13	78	22	1	1	102	98.0%	2.0%	
PEE DEE MHC	31	144	50	2	5	201	96.5%	3.5%	
SANTEE-WATEREE MHC	72	294	75	7	20	396	93.2%	6.8%	
SPARTANBURG AREA MHC	42	251	76	7	14	348	94.0%	6.0%	
TRI-COUNTY MHC	17	82	33	1	0	116	99.1%	0.9%	
WACCAMAW MHC	59	261	81	5	4	351	97.4%	2.6%	
TOTAL	785	3,799	1,087	83	103	5,072	96.3%	3.7%	

Survey Results for Youth Patients (Questions #1-3)

Center	1. IT WAS EASY FOR ME TO GET MY APPOINTMENT.							% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES			
AIKEN-BARNWELL MHC	0	94	30	0	1	125	99.2%	0.8%	
ANDERSON-OCONEE-PICKENS MHC	0	81	20	3	1	105	96.2%	3.8%	
BECKMAN MHC	0	83	22	4	2	111	94.6%	5.4%	
BERKELEY MHC	0	73	14	2	2	91	95.6%	4.4%	
CATAWBA MHC	0	104	36	4	0	144	97.2%	2.8%	
CHAS/DORCH MHC	0	133	36	4	1	174	97.1%	2.9%	
COASTAL EMPIRE MHC	0	55	12	0	2	69	97.1%	2.9%	
COLUMBIA AREA MHC	0	157	40	4	5	206	95.6%	4.4%	
GREATER-GREENVILLE MHC	0	128	41	5	4	178	94.9%	5.1%	
LEXINGTON COUNTY MHC	0	123	41	3	4	171	95.9%	4.1%	
ORANGEBURG AREA MHC	0	64	16	1	0	81	98.8%	1.2%	
PEE DEE MHC	0	67	33	2	3	105	95.2%	4.8%	
SANTEE-WATEREE MHC	0	103	34	3	0	140	97.9%	2.1%	
SPARTANBURG AREA MHC	0	59	20	1	0	80	98.8%	1.3%	
TRI-COUNTY MHC	0	50	11	0	0	61	100.0%	0.0%	
WACCAMAW MHC	0	118	45	5	7	175	93.1%	6.9%	
TOTAL	0	1,492	451	41	32	2,016	96.4%	3.6%	

Center	2. FOR TODAY'S APPOINTMENT, I DID NOT HAVE TO WAIT LONG.							% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES			
AIKEN-BARNWELL MHC	8	85	31	1	0	117	99.1%	0.9%	
ANDERSON-OCONEE-PICKENS MHC	4	78	18	2	3	101	95.0%	5.0%	
BECKMAN MHC	3	80	24	2	2	108	96.3%	3.7%	
BERKELEY MHC	1	63	19	5	3	90	91.1%	8.9%	
CATAWBA MHC	8	87	42	6	1	136	94.9%	5.1%	
CHAS/DORCH MHC	5	131	34	2	2	169	97.6%	2.4%	
COASTAL EMPIRE MHC	1	44	20	2	2	68	94.1%	5.9%	
COLUMBIA AREA MHC	12	143	43	5	3	194	95.9%	4.1%	
GREATER-GREENVILLE MHC	7	127	37	4	3	171	95.9%	4.1%	
LEXINGTON COUNTY MHC	8	115	41	1	6	163	95.7%	4.3%	
ORANGEBURG AREA MHC	3	52	23	2	1	78	96.2%	3.8%	
PEE DEE MHC	4	63	30	5	3	101	92.1%	7.9%	
SANTEE-WATEREE MHC	6	100	29	1	4	134	96.3%	3.7%	
SPARTANBURG AREA MHC	3	53	20	2	2	77	94.8%	5.2%	
TRI-COUNTY MHC	1	41	18	1	0	60	98.3%	1.7%	
WACCAMAW MHC	7	120	36	4	8	168	92.9%	7.1%	
TOTAL	81	1,382	465	45	43	1,935	95.5%	4.5%	

Center	3. I WOULD RECOMMEND THIS CENTER'S SERVICES TO SOMEONE WHO NEEDED HELP.							% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES			
AIKEN-BARNWELL MHC	10	77	35	3	0	115	97.4%	2.6%	
ANDERSON-OCONEE-PICKENS MHC	7	65	24	6	3	98	90.8%	9.2%	
BECKMAN MHC	6	78	25	2	0	105	98.1%	1.9%	
BERKELEY MHC	7	60	20	3	1	84	95.2%	4.8%	
CATAWBA MHC	14	87	40	3	0	130	97.7%	2.3%	
CHAS/DORCH MHC	11	117	40	4	2	163	96.3%	3.7%	
COASTAL EMPIRE MHC	3	48	16	1	1	66	97.0%	3.0%	
COLUMBIA AREA MHC	17	143	41	3	2	189	97.4%	2.6%	
GREATER-GREENVILLE MHC	15	109	48	4	2	163	96.3%	3.7%	
LEXINGTON COUNTY MHC	14	113	34	5	5	157	93.6%	6.4%	
ORANGEBURG AREA MHC	6	51	24	0	0	75	100.0%	0.0%	
PEE DEE MHC	4	57	39	3	2	101	95.0%	5.0%	
SANTEE-WATEREE MHC	9	92	35	3	1	131	96.9%	3.1%	
SPARTANBURG AREA MHC	9	39	29	2	1	71	95.8%	4.2%	
TRI-COUNTY MHC	4	35	21	0	1	57	98.2%	1.8%	
WACCAMAW MHC	12	106	40	10	7	163	89.6%	10.4%	
TOTAL	148	1,277	511	52	28	1,868	95.7%	4.3%	

Survey Results for Youth Patients (Questions #4-6)

Center	4. AFTER COMING HERE TODAY, I BELIEVE I WILL GET BETTER.						% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES		
AIKEN-BARNWELL MHC	15	62	45	2	1	110	97.3%	2.7%
ANDERSON-OCONEE-PICKENS MHC	8	60	31	5	1	97	93.8%	6.2%
BECKMAN MHC	9	68	31	2	1	102	97.1%	2.9%
BERKELEY MHC	10	49	30	1	1	81	97.5%	2.5%
CATAWBA MHC	26	57	56	5	0	118	95.8%	4.2%
CHAS/DORCH MHC	16	95	57	5	1	158	96.2%	3.8%
COASTAL EMPIRE MHC	8	32	28	1	0	61	98.4%	1.6%
COLUMBIA AREA MHC	24	111	64	5	2	182	96.2%	3.8%
GREATER-GREENVILLE MHC	21	87	67	1	2	157	98.1%	1.9%
LEXINGTON COUNTY MHC	20	82	60	5	4	151	94.0%	6.0%
ORANGEBURG AREA MHC	10	40	30	1	0	71	98.6%	1.4%
PEE DEE MHC	8	41	51	3	2	97	94.8%	5.2%
SANTEE-WATEREE MHC	16	78	45	1	0	124	99.2%	0.8%
SPARTANBURG AREA MHC	12	36	29	2	1	68	95.6%	4.4%
TRI-COUNTY MHC	5	33	21	2	0	56	96.4%	3.6%
WACCAMAW MHC	21	84	58	8	4	154	92.2%	7.8%
TOTAL	229	1,015	703	49	20	1,787	96.1%	3.9%

Center	5. I FELT LISTENED TO AND RESPECTED BY MY PROVIDER TODAY.						% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES		
AIKEN-BARNWELL MHC	18	82	22	1	2	107	97.2%	2.8%
ANDERSON-OCONEE-PICKENS MHC	10	72	16	6	1	95	92.6%	7.4%
BECKMAN MHC	9	78	23	0	1	102	99.0%	1.0%
BERKELEY MHC	14	65	9	2	1	77	96.1%	3.9%
CATAWBA MHC	31	83	29	1	0	113	99.1%	0.9%
CHAS/DORCH MHC	22	119	30	1	2	152	98.0%	2.0%
COASTAL EMPIRE MHC	8	47	13	1	0	61	98.4%	1.6%
COLUMBIA AREA MHC	27	146	29	1	3	179	97.8%	2.2%
GREATER-GREENVILLE MHC	25	121	29	1	2	153	98.0%	2.0%
LEXINGTON COUNTY MHC	24	110	29	3	5	147	94.6%	5.4%
ORANGEBURG AREA MHC	10	55	15	0	1	71	98.6%	1.4%
PEE DEE MHC	9	54	38	2	2	96	95.8%	4.2%
SANTEE-WATEREE MHC	18	97	23	1	1	122	98.4%	1.6%
SPARTANBURG AREA MHC	13	52	14	0	1	67	98.5%	1.5%
TRI-COUNTY MHC	8	41	12	0	0	53	100.0%	0.0%
WACCAMAW MHC	23	107	36	2	7	152	94.1%	5.9%
TOTAL	269	1,329	367	22	29	1,747	97.1%	2.9%

Center	6. I RECEIVED HELPFUL SERVICES TODAY.						% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES		
AIKEN-BARNWELL MHC	19	77	26	3	0	106	97.2%	2.8%
ANDERSON-OCONEE-PICKENS MHC	13	68	19	3	2	92	94.6%	5.4%
BECKMAN MHC	10	78	20	2	1	101	97.0%	3.0%
BERKELEY MHC	16	59	13	2	1	75	96.0%	4.0%
CATAWBA MHC	35	81	27	1	0	109	99.1%	0.9%
CHAS/DORCH MHC	24	112	34	2	2	150	97.3%	2.7%
COASTAL EMPIRE MHC	9	42	16	1	1	60	96.7%	3.3%
COLUMBIA AREA MHC	30	141	31	2	2	176	97.7%	2.3%
GREATER-GREENVILLE MHC	28	119	28	1	2	150	98.0%	2.0%
LEXINGTON COUNTY MHC	24	107	33	1	6	147	95.2%	4.8%
ORANGEBURG AREA MHC	10	52	18	1	0	71	98.6%	1.4%
PEE DEE MHC	12	54	35	2	2	93	95.7%	4.3%
SANTEE-WATEREE MHC	19	89	30	1	1	121	98.3%	1.7%
SPARTANBURG AREA MHC	14	46	19	0	1	66	98.5%	1.5%
TRI-COUNTY MHC	8	39	14	0	0	53	100.0%	0.0%
WACCAMAW MHC	23	102	40	2	8	152	93.4%	6.6%
TOTAL	294	1,266	403	24	29	1,722	96.9%	3.1%

Survey Results for School Mental Health Patients (Questions #1-3)

Center	1. IT WAS EASY FOR ME TO GET MY APPOINTMENT.						% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES		
AIKEN-BARNWELL MHC	0	57	10	0	1	68	98.5%	1.5%
ANDERSON-OCONEE-PICKENS MHC	0	58	15	3	0	76	96.1%	3.9%
BECKMAN MHC	0	47	8	0	1	56	98.2%	1.8%
BERKELEY MHC	0	46	7	1	2	56	94.6%	5.4%
CATAWBA MHC	0	97	34	4	0	135	97.0%	3.0%
CHAS/DORCH MHC	0	121	35	3	1	160	97.5%	2.5%
COASTAL EMPIRE MHC	0	24	7	0	1	32	96.9%	3.1%
COLUMBIA AREA MHC	0	65	22	1	4	92	94.6%	5.4%
GREATER-GREENVILLE MHC	0	100	34	5	4	143	93.7%	6.3%
LEXINGTON COUNTY MHC	0	98	30	2	3	133	96.2%	3.8%
ORANGEBURG AREA MHC	0	62	14	1	0	77	98.7%	1.3%
PEE DEE MHC	0	50	30	2	3	85	94.1%	5.9%
SANTEE-WATEREE MHC	0	60	23	2	0	85	97.6%	2.4%
SPARTANBURG AREA MHC	0	32	13	0	0	45	100.0%	0.0%
TRI-COUNTY MHC	0	13	2	0	0	15	100.0%	0.0%
WACCAMAW MHC	0	35	15	2	2	54	92.6%	7.4%
TOTAL	0	965	299	26	22	1,312	96.3%	3.7%

Center	2. FOR TODAY'S APPOINTMENT, I DID NOT HAVE TO WAIT LONG.						% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES		
AIKEN-BARNWELL MHC	3	48	17	0	0	65	100.0%	0.0%
ANDERSON-OCONEE-PICKENS MHC	3	60	9	1	3	73	94.5%	5.5%
BECKMAN MHC	1	40	12	2	1	55	94.5%	5.5%
BERKELEY MHC	1	40	9	3	3	55	89.1%	10.9%
CATAWBA MHC	8	80	41	5	1	127	95.3%	4.7%
CHAS/DORCH MHC	5	118	33	2	2	155	97.4%	2.6%
COASTAL EMPIRE MHC	0	20	9	2	1	32	90.6%	9.4%
COLUMBIA AREA MHC	6	62	19	3	2	86	94.2%	5.8%
GREATER-GREENVILLE MHC	5	100	32	3	3	138	95.7%	4.3%
LEXINGTON COUNTY MHC	7	88	32	1	5	126	95.2%	4.8%
ORANGEBURG AREA MHC	3	51	20	2	1	74	95.9%	4.1%
PEE DEE MHC	3	52	23	4	3	82	91.5%	8.5%
SANTEE-WATEREE MHC	2	59	20	1	3	83	95.2%	4.8%
SPARTANBURG AREA MHC	2	31	11	1	0	43	97.7%	2.3%
TRI-COUNTY MHC	1	12	2	0	0	14	100.0%	0.0%
WACCAMAW MHC	2	35	11	3	3	52	88.5%	11.5%
TOTAL	52	896	300	33	31	1,260	94.9%	5.1%

Center	3. I WOULD RECOMMEND THIS CENTER'S SERVICES TO SOMEONE WHO NEEDED HELP.						% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES		
AIKEN-BARNWELL MHC	4	45	18	1	0	64	98.4%	1.6%
ANDERSON-OCONEE-PICKENS MHC	6	44	19	5	2	70	90.0%	10.0%
BECKMAN MHC	2	40	13	1	0	54	98.1%	1.9%
BERKELEY MHC	6	39	7	3	1	50	92.0%	8.0%
CATAWBA MHC	14	80	38	3	0	121	97.5%	2.5%
CHAS/DORCH MHC	11	104	39	4	2	149	96.0%	4.0%
COASTAL EMPIRE MHC	0	21	11	0	0	32	100.0%	0.0%
COLUMBIA AREA MHC	10	57	21	2	2	82	95.1%	4.9%
GREATER-GREENVILLE MHC	12	82	43	4	2	131	95.4%	4.6%
LEXINGTON COUNTY MHC	12	87	26	4	4	121	93.4%	6.6%
ORANGEBURG AREA MHC	6	47	24	0	0	71	100.0%	0.0%
PEE DEE MHC	3	48	29	3	2	82	93.9%	6.1%
SANTEE-WATEREE MHC	3	55	25	1	1	82	97.6%	2.4%
SPARTANBURG AREA MHC	6	22	15	1	1	39	94.9%	5.1%
TRI-COUNTY MHC	1	12	2	0	0	14	100.0%	0.0%
WACCAMAW MHC	2	35	12	3	2	52	90.4%	9.6%
TOTAL	98	818	342	35	19	1,214	95.6%	4.4%

Survey Results for School Mental Health Patients (Questions #4-6)

Center	4. AFTER COMING HERE TODAY, I BELIEVE I WILL GET BETTER.						% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES		
AIKEN-BARNWELL MHC	7	35	24	1	1	61	96.7%	3.3%
ANDERSON-OCONEE-PICKENS MHC	7	40	23	5	1	69	91.3%	8.7%
BECKMAN MHC	4	35	17	0	0	52	100.0%	0.0%
BERKELEY MHC	7	30	17	1	1	49	95.9%	4.1%
CATAWBA MHC	24	54	52	5	0	111	95.5%	4.5%
CHAS/DORCH MHC	16	84	55	4	1	144	96.5%	3.5%
COASTAL EMPIRE MHC	2	14	16	0	0	30	100.0%	0.0%
COLUMBIA AREA MHC	12	41	33	4	2	80	92.5%	7.5%
GREATER-GREENVILLE MHC	17	67	56	1	2	126	97.6%	2.4%
LEXINGTON COUNTY MHC	18	62	45	5	3	115	93.0%	7.0%
ORANGEBURG AREA MHC	10	39	27	1	0	67	98.5%	1.5%
PEE DEE MHC	5	35	41	2	2	80	95.0%	5.0%
SANTEE-WATEREE MHC	7	41	36	1	0	78	98.7%	1.3%
SPARTANBURG AREA MHC	8	19	17	0	1	37	97.3%	2.7%
TRI-COUNTY MHC	1	11	3	0	0	14	100.0%	0.0%
WACCAMAW MHC	4	25	22	3	0	50	94.0%	6.0%
TOTAL	149	632	484	33	14	1,163	96.0%	4.0%

Center	5. I FELT LISTENED TO AND RESPECTED BY MY PROVIDER TODAY.						% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES		
AIKEN-BARNWELL MHC	10	49	8	0	1	58	98.3%	1.7%
ANDERSON-OCONEE-PICKENS MHC	8	50	11	6	1	68	89.7%	10.3%
BECKMAN MHC	4	40	12	0	0	52	100.0%	0.0%
BERKELEY MHC	8	40	5	2	1	48	93.8%	6.3%
CATAWBA MHC	29	78	27	1	0	106	99.1%	0.9%
CHAS/DORCH MHC	22	105	30	1	2	138	97.8%	2.2%
COASTAL EMPIRE MHC	2	23	7	0	0	30	100.0%	0.0%
COLUMBIA AREA MHC	14	61	14	1	2	78	96.2%	3.8%
GREATER-GREENVILLE MHC	20	96	24	1	2	123	97.6%	2.4%
LEXINGTON COUNTY MHC	21	81	24	3	4	112	93.8%	6.3%
ORANGEBURG AREA MHC	10	53	13	0	1	67	98.5%	1.5%
PEE DEE MHC	6	45	31	1	2	79	96.2%	3.8%
SANTEE-WATEREE MHC	8	60	15	1	1	77	97.4%	2.6%
SPARTANBURG AREA MHC	8	27	9	0	1	37	97.3%	2.7%
TRI-COUNTY MHC	1	11	3	0	0	14	100.0%	0.0%
WACCAMAW MHC	5	32	14	2	1	49	93.9%	6.1%
TOTAL	176	851	247	19	19	1,136	96.7%	3.3%

Center	6. I RECEIVED HELPFUL SERVICES TODAY.						% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES		
AIKEN-BARNWELL MHC	10	46	11	1	0	58	98.3%	1.7%
ANDERSON-OCONEE-PICKENS MHC	9	48	14	3	2	67	92.5%	7.5%
BECKMAN MHC	4	41	11	0	0	52	100.0%	0.0%
BERKELEY MHC	9	36	8	2	1	47	93.6%	6.4%
CATAWBA MHC	32	76	26	1	0	103	99.0%	1.0%
CHAS/DORCH MHC	24	100	32	2	2	136	97.1%	2.9%
COASTAL EMPIRE MHC	3	20	9	0	0	29	100.0%	0.0%
COLUMBIA AREA MHC	16	57	15	2	2	76	94.7%	5.3%
GREATER-GREENVILLE MHC	22	93	25	1	2	121	97.5%	2.5%
LEXINGTON COUNTY MHC	21	81	25	1	5	112	94.6%	5.4%
ORANGEBURG AREA MHC	10	50	16	1	0	67	98.5%	1.5%
PEE DEE MHC	9	45	28	1	2	76	96.1%	3.9%
SANTEE-WATEREE MHC	9	55	20	0	1	76	98.7%	1.3%
SPARTANBURG AREA MHC	9	24	11	0	1	36	97.2%	2.8%
TRI-COUNTY MHC	1	11	3	0	0	14	100.0%	0.0%
WACCAMAW MHC	5	31	15	0	3	49	93.9%	6.1%
TOTAL	193	814	269	15	21	1,119	96.8%	3.2%

Survey Results for Spanish Speaking Patients (Questions #1-6)

Center	1. IT WAS EASY FOR ME TO GET MY APPOINTMENT.							% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES			
TOTAL	0	47	11	1	0	59	98.3%	1.7%	

Center	2. FOR TODAY'S APPOINTMENT, I DID NOT HAVE TO WAIT LONG.							% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES			
TOTAL	4	41	13	1	0	55	98.2%	1.8%	

Center	3. I WOULD RECOMMEND THIS CENTER'S SERVICES TO SOMEONE WHO NEEDED HELP.							% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES			
TOTAL	10	37	10	0	2	49	95.9%	4.1%	

Center	4. AFTER COMING HERE TODAY, I BELIEVE I WILL GET BETTER.							% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES			
TOTAL	14	34	10	0	1	45	97.8%	2.2%	

Center	5. I FELT LISTENED TO AND RESPECTED BY MY PROVIDER TODAY.							% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES			
TOTAL	14	38	6	0	1	45	97.8%	2.2%	

Center	6. I RECEIVED HELPFUL SERVICES TODAY.							% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	NO RESPONSE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	VALID RESPONSES			
TOTAL	14	38	6	0	1	45	97.8%	2.2%	