

# 2023 Community Mental Health Services Patient Satisfaction Survey

“Always feel better after my appointment. I am given encouragement and taught skills to manage my mental health issues.”

- Patient from Beckman Mental Health Center

“My counselor is very attentive to my needs, concerns and fears and helps me to find ways to cope!”

- Patient from Pee Dee Mental Health Center

“All of my needs were met and I'm doing much better because of the care I received...”

- Patient from Charleston-Dorchester Mental Health Center





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All information in this report is based on responses collected by the agency's Community Mental Health Services Patient Satisfaction Survey. This year the survey was administered from April to July through text message solicitation for the purpose of assessing patient satisfaction with SCDMH's community-based services.

## Introduction

Data collection for the 2023 Community Mental Health Services Patient Satisfaction Survey took place between April 1st and July 31<sup>st</sup>. This year, an additional month was added to the timeline to increase the number of participants and completed surveys. This report presents a summary of the opinions of the patients and guardians who responded within the collection period. The call reminder system, which is currently managed by InTouch Connections, contacted survey participants by email and/or text messaging.

## History

Before 2018, the Division of Community Health Services (CMHS) of the South Carolina Department of Mental Health used the Mental Health Statistics Improvement Program (MSHIP) 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 that the surveys were too long and difficult to complete.

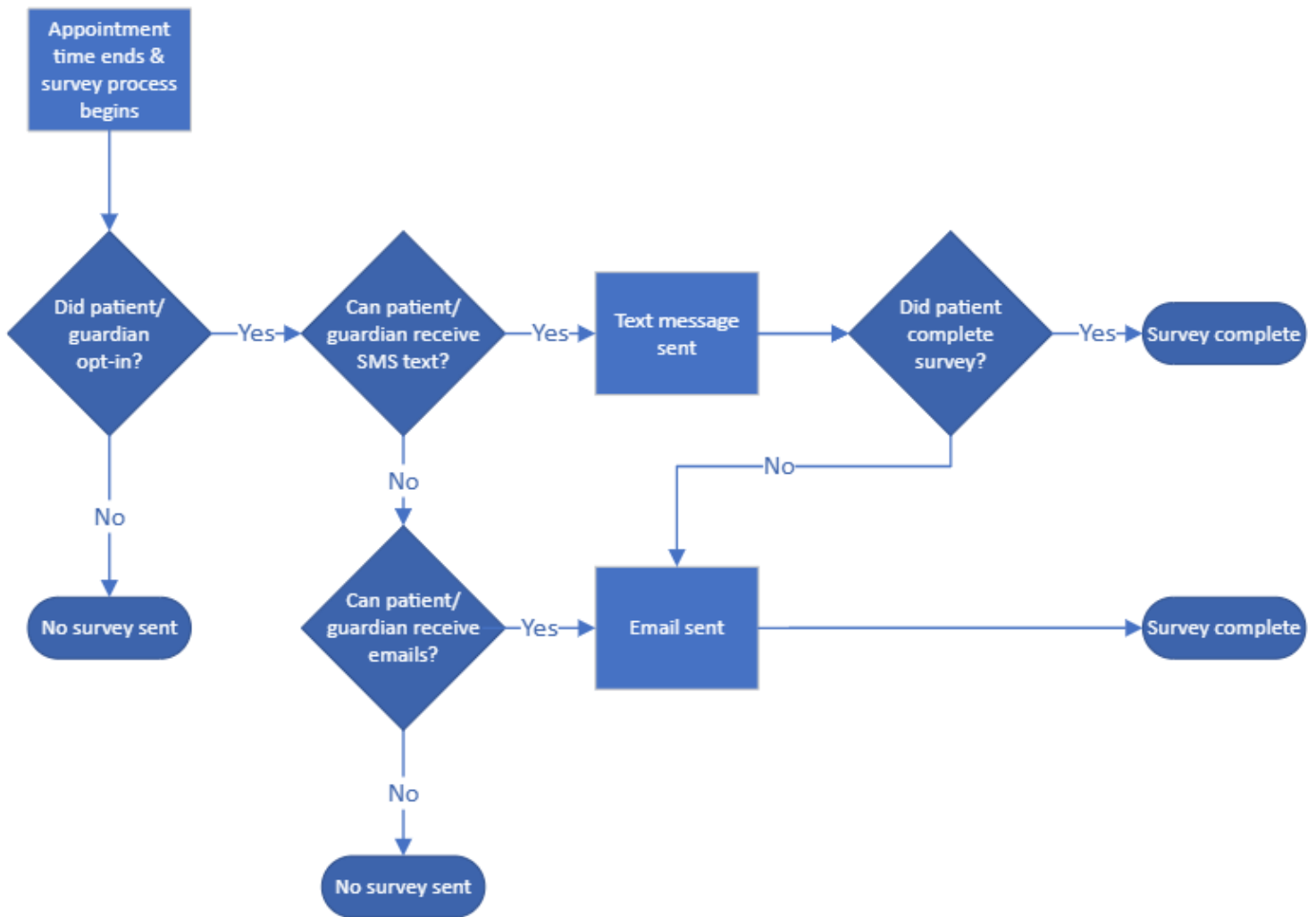
In May of 2018, SCDMH CMHS transitioned to an abbreviated survey to make it easier for patients to participate in the survey process and streamline the administrative aspects of data collection and analysis. Survey length and content areas were reduced to improve response rates and quality. The revised instrument reduced the number of questions from approximately 60 questions to six. While the original MSHIP collected data on several 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 vendor to create a text message invitation to an electronic survey using the patient perception of care survey. To increase response rates, the length of the survey timeline was increased by one month from three months to four months in 2023.

## Survey Process

The survey process starts when a patient/guardian either opts in or out of participating in the call reminder system. Individuals may opt-out because they cannot receive texts (e.g., land lines cannot receive text messages), have a limit on the number of text messages they can receive, or do not want to receive texts from DMH. The survey is sent out via email to those who have opted out of the call reminder system or who did not respond to the initial text. At the end of the initial messages, recipients are given the option to opt out of future text surveys and unsubscribe from future email surveys.

At the conclusion of the scheduled appointment, the call reminder system contacted patients/guardians inviting them to complete a survey about their appointment experience. Patients/guardians who opted-in to the survey process and had a phone number that can receive SMS texts received a text asking them to complete the survey. Emails were sent to those who opted-in but did not have a phone number that can receive SMS texts. The messages were sent at two different times during the day (2 PM and 7 PM), depending on when the appointment was scheduled to end. When patients were seen before noon, they or their guardians received a text or email at 2 PM. Those seen from noon to 5 PM received a text or email at 7 PM. Those seen after 7 PM received a text or email the following day at 2 PM. Follow-up emails were sent to patients/guardians who did not respond to the text message invitation when the next group of messages were sent out.



### Survey Completion Overview

Completed Surveys by Type		
Response Type	Count	% of Responses
Text	10,302	89.8%
Email	1,164	10.2%
Completed Survey Total	11,466	100.0%

During this year’s survey administration period there were a total of 175,118 survey solicitations and 11,466 completed surveys resulting in a 6.5% response rate. The increased survey timeframe provided 18,454 more survey solicitations (11.8% increase) and 3,591 more survey completions (45.6% increase) than in FY22. In addition, during the FY23 administration period, 49,114 potential patient respondents were given the opportunity to complete a survey, which was an increase of 1,201 (2.5%) potential respondents over the previous year.

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	2,447	19.9%	7.7%	10,248	8.6%	6,668	6.0%	3,578	6.1%	1,594	7.4%	54
ANDERSON-OCONEE-PICKENS MHC	2,846	14.1%	6.2%	9,825	6.4%	6,315	5.7%	3,510	6.1%	2,287	8.5%	71
BECKMAN MHC	2,992	14.5%	6.7%	9,728	7.8%	6,195	4.7%	3,532	3.0%	1,480	0.0%	83
BERKELEY MHC	2,317	19.4%	8.2%	8,738	9.0%	5,386	6.9%	3,348	6.7%	1,560	8.1%	135
CATAWBA MHC	2,726	15.6%	6.1%	10,269	6.3%	6,756	5.6%	3,513	5.2%	935	11.4%	44
CHAS/DORCH MHC	5,007	16.9%	7.5%	16,996	8.6%	11,231	5.2%	5,765	5.0%	4,566	6.9%	202
COASTAL EMPIRE MHC	2,367	17.1%	7.0%	8,781	7.4%	6,518	5.8%	2,261	3.8%	677	3.1%	259
COLUMBIA AREA MHC	4,031	16.1%	6.7%	15,695	7.3%	11,166	5.1%	4,529	4.0%	1,681	5.2%	77
GREATER-GREENVILLE MHC	5,118	13.0%	6.9%	13,606	7.7%	9,270	5.0%	4,335	5.4%	2,416	7.8%	321
LEXINGTON COUNTY MHC	3,530	15.1%	6.4%	11,813	7.5%	6,186	5.1%	5,627	5.0%	4,011	2.6%	117
ORANGEBURG AREA MHC	1,912	13.9%	6.4%	6,046	6.7%	3,807	5.9%	2,239	5.5%	1,473	0.0%	13
PEE DEE MHC	2,633	14.2%	4.1%	14,463	4.4%	9,367	3.5%	5,088	3.3%	3,009	7.1%	14
SANTEE-WATEREE MHC	3,194	14.9%	7.1%	10,602	7.6%	7,716	5.7%	2,884	6.0%	384	0.0%	27
SPARTANBURG AREA MHC	3,575	12.2%	5.4%	11,402	6.3%	7,455	3.9%	3,947	3.2%	1,791	2.8%	71
TRI-COUNTY MHC	1,176	12.2%	4.4%	5,092	4.6%	3,597	3.9%	1,495	5.3%	245	0.0%	0
WACCAMAW MHC	3,243	17.6%	7.6%	11,814	8.1%	8,686	6.1%	3,128	4.3%	699	1.6%	64
TOTAL	49,114	15.4%	6.5%	175,118	7.2%	116,319	5.2%	58,779	4.8%	28,808	5.4%	1,552

The 2023 statewide patient participation rate for the longer survey administration window was 15.4%, which was 3.5 percentage points higher than the 2022 participation rate.

### Comparison of Respondents vs. Non-Respondents

Selected Patient Characteristics	Group Patient Counts				Participated in Survey One Or More Times	Offered Opportunity <b>but did not</b> Participate (Offered No Participation)	Served During Time Frame <b>but did not</b> Participate in Appointment Reminder System (Not Offered)
	Participated	Offered (No Participation)	Not Offered	Total			
% Female	4,281	22,945	5,457	32,683	56.6%	55.2%	50.0%
Avg. Age at Time of Service	7,567	41,547	10,911	60,025	35.6	32.2	32.9
White Race	3,908	20,194	4,855	28,957	51.6%	48.6%	44.5%
Black	2,848	16,612	4,589	24,049	37.6%	40.0%	42.1%
All other Race Groups Combined	811	4,741	1,467	7,019	10.7%	11.4%	13.4%
Hispanic Ethnicity	310	1,858	589	2,757	4.1%	4.5%	5.4%
Avg. Episode Length (Months)	7,567	41,547	10,911	60,025	42.5	47.8	58.8
Payor Source = Self Pay	1,075	6,691	1,636	9,402	14.2%	16.1%	15.0%
Payor Source = Managed Care (MCO)	2,988	18,660	4,694	26,342	39.5%	44.9%	43.0%
Payor Source = Medicaid (FFS)	216	1,404	472	2,092	2.9%	3.4%	4.3%
Payor Source = Medicare	563	2,707	934	4,204	7.4%	6.5%	8.6%
Payor Source = Private Insurance	2,669	11,720	2,829	17,218	35.3%	28.2%	25.9%
School Mental Health Services Patient	1,257	8,831	3,048	13,136	16.6%	21.3%	27.9%
Highest Level of Care Assigned During Survey Administration Period							
No level of Care Assigned During Survey Period	102	1,058	1,288	2,448	1.3%	2.5%	11.8%
Medication Management Only	1,767	11,794	2,578	16,139	23.4%	28.4%	23.6%
Mild Symptoms/Problems	720	3,022	1,123	4,865	9.5%	7.3%	10.3%
Moderate Symptoms/Problems	3,820	18,760	4,376	26,956	50.5%	45.2%	40.1%
Serious Symptoms/Problems	1,085	628	1,357	3,070	14.3%	15.1%	12.4%
Severe Symptoms/Problems	73	628	189	890	1.0%	1.5%	1.7%

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

This year, 1,853 (32.4%) more patients responded to the survey request. Feedback came from 7,567 patients who answered at least 1 survey question.

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 demonstrate that most patients (81%) received one or more survey participation text messages during the administration window. Results also suggest that the groups were similar across several demographic characteristics. Survey respondents were slightly more likely to be female (56.6%), in middle adulthood (average age: 35.6), and white (51.6%); had private insurance (35.3%); and were in the moderate symptom severity level of care during the survey administration window (50.2%). Those who did not participate were more likely to be non-white, had a longer treatment episode, belonged to a Managed Care Organization, have received services through School Mental Health, and participated in a Medication Management Program during the survey administration period. These comparisons indicate that a diverse group of patients participated in the text message survey system.

### Limitations

The analysis presented here is limited to a subset of DMH patients. Patients who did not receive services during the administration period were not contacted. Additionally, only patients who participate in the call reminder system were asked to complete a survey. Even if a participant was willing to receive and complete a survey, only those who answered one or more questions contributed. In addition, a recent analysis of the questions indicated the questions were written on a 4<sup>th</sup> to 5<sup>th</sup> grade reading level. Efforts will be made to make the survey more accessible in the future. Finally, the questions were presented to the participants in the same order, and there was a 13.5% decrease in the number of responses among all populations from the first question to the last. Randomizing the questions will ensure a more equal response rate for each question. This limitation can be addressed in the next survey by randomizing the order of the questions for each participant.

### Next Steps

CMHS will continue to make improvements to the survey process to address limitations where feasible. The feedback received from patients will be used to investigate potential changes to service delivery. Efforts to work with the vendor to improve the quality and quantity of responses received are ongoing, including identifying an additional survey timeframe to expand the pool of participants.

### 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.*

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	594	170	11	15	790	96.7%	3.3%	
ANDERSON-OCONEE-PICKENS MHC	0	475	122	5	4	606	98.5%	1.5%	
BECKMAN MHC	0	508	133	5	3	649	98.8%	1.2%	
BERKELEY MHC	0	562	129	19	8	718	96.2%	3.8%	
CATAWBA MHC	0	458	144	12	10	624	96.5%	3.5%	
CHAS/DORCH MHC	0	1,035	194	18	20	1,267	97.0%	3.0%	
COASTAL EMPIRE MHC	0	485	118	7	4	614	98.2%	1.8%	
COLUMBIA AREA MHC	0	825	187	20	17	1,049	96.5%	3.5%	
GREATER-GREENVILLE MHC	0	708	193	16	17	934	96.5%	3.5%	
LEXINGTON COUNTY MHC	0	574	152	16	12	754	96.3%	3.7%	
ORANGEBURG AREA MHC	0	296	78	3	9	386	96.9%	3.1%	
PEE DEE MHC	0	431	138	11	9	589	96.6%	3.4%	
SANTEE-WATEREE MHC	0	564	160	14	11	749	96.7%	3.3%	
SPARTANBURG AREA MHC	0	479	129	8	5	621	97.9%	2.1%	
TRI-COUNTY MHC	0	180	41	1	1	223	99.1%	0.9%	
WACCAMAW MHC	0	643	223	16	11	893	97.0%	3.0%	
TOTAL	0	8,817	2,311	182	156	11,466	97.1%	2.9%	

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	32	527	199	18	14	758	95.8%	4.2%	
ANDERSON-OCONEE-PICKENS MHC	28	420	141	9	8	578	97.1%	2.9%	
BECKMAN MHC	36	423	167	14	9	613	96.2%	3.8%	
BERKELEY MHC	33	497	150	24	14	685	94.5%	5.5%	
CATAWBA MHC	16	391	172	31	14	608	92.6%	7.4%	
CHAS/DORCH MHC	59	934	213	28	33	1,208	95.0%	5.0%	
COASTAL EMPIRE MHC	25	432	136	13	8	589	96.4%	3.6%	
COLUMBIA AREA MHC	61	710	226	28	24	988	94.7%	5.3%	
GREATER-GREENVILLE MHC	54	586	252	22	20	880	95.2%	4.8%	
LEXINGTON COUNTY MHC	30	527	175	14	8	724	97.0%	3.0%	
ORANGEBURG AREA MHC	21	259	84	6	16	365	94.0%	6.0%	
PEE DEE MHC	39	399	128	13	10	550	95.8%	4.2%	
SANTEE-WATEREE MHC	53	462	188	23	23	696	93.4%	6.6%	
SPARTANBURG AREA MHC	22	430	157	8	4	599	98.0%	2.0%	
TRI-COUNTY MHC	16	134	67	3	3	207	97.1%	2.9%	
WACCAMAW MHC	39	556	252	30	16	854	94.6%	5.4%	
TOTAL	564	7,687	2,707	284	224	10,902	95.3%	4.7%	

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	50	541	177	11	11	740	97.0%	3.0%	
ANDERSON-OCONEE-PICKENS MHC	41	402	143	11	9	565	96.5%	3.5%	
BECKMAN MHC	51	449	134	8	7	598	97.5%	2.5%	
BERKELEY MHC	58	474	167	8	11	660	97.1%	2.9%	
CATAWBA MHC	33	427	147	8	9	591	97.1%	2.9%	
CHAS/DORCH MHC	89	913	230	23	12	1,178	97.0%	3.0%	
COASTAL EMPIRE MHC	52	433	117	5	7	562	97.9%	2.1%	
COLUMBIA AREA MHC	82	704	232	12	19	967	96.8%	3.2%	
GREATER-GREENVILLE MHC	90	594	216	19	15	844	96.0%	4.0%	
LEXINGTON COUNTY MHC	53	504	172	20	5	701	96.4%	3.6%	
ORANGEBURG AREA MHC	31	245	98	6	6	355	96.6%	3.4%	
PEE DEE MHC	55	381	128	9	16	534	95.3%	4.7%	
SANTEE-WATEREE MHC	69	456	190	17	17	680	95.0%	5.0%	
SPARTANBURG AREA MHC	40	412	153	11	5	581	97.2%	2.8%	
TRI-COUNTY MHC	22	153	42	2	4	201	97.0%	3.0%	
WACCAMAW MHC	67	572	225	13	16	826	96.5%	3.5%	
TOTAL	883	7,660	2,571	183	169	10,583	96.7%	3.3%	



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	80	356	316	29	9	710	94.6%	5.4%
ANDERSON-OCONEE-PICKENS MHC	56	311	209	21	9	550	94.5%	5.5%
BECKMAN MHC	67	340	218	19	5	582	95.9%	4.1%
BERKELEY MHC	77	392	217	22	10	641	95.0%	5.0%
CATAWBA MHC	59	303	234	23	5	565	95.0%	5.0%
CHAS/DORCH MHC	134	723	372	20	18	1,133	96.6%	3.4%
COASTAL EMPIRE MHC	67	341	190	11	5	547	97.1%	2.9%
COLUMBIA AREA MHC	118	563	320	38	10	931	94.8%	5.2%
GREATER-GREENVILLE MHC	116	466	310	29	13	818	94.9%	5.1%
LEXINGTON COUNTY MHC	84	365	269	30	6	670	94.6%	5.4%
ORANGEBURG AREA MHC	43	217	110	10	6	343	95.3%	4.7%
PEE DEE MHC	70	297	189	16	17	519	93.6%	6.4%
SANTEE-WATEREE MHC	89	356	246	43	15	660	91.2%	8.8%
SPARTANBURG AREA MHC	59	281	253	24	4	562	95.0%	5.0%
TRI-COUNTY MHC	28	110	79	6	0	195	96.9%	3.1%
WACCAMAW MHC	94	428	326	34	11	799	94.4%	5.6%
TOTAL	1,241	5,849	3,858	375	143	10,225	94.9%	5.1%

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	92	569	110	9	10	698	97.3%	2.7%
ANDERSON-OCONEE-PICKENS MHC	63	438	95	5	5	543	98.2%	1.8%
BECKMAN MHC	72	468	95	10	4	577	97.6%	2.4%
BERKELEY MHC	89	507	98	12	12	629	96.2%	3.8%
CATAWBA MHC	69	429	113	4	9	555	97.7%	2.3%
CHAS/DORCH MHC	150	952	140	10	15	1,117	97.8%	2.2%
COASTAL EMPIRE MHC	75	452	76	4	7	539	98.0%	2.0%
COLUMBIA AREA MHC	133	780	117	8	11	916	97.9%	2.1%
GREATER-GREENVILLE MHC	129	649	131	14	11	805	96.9%	3.1%
LEXINGTON COUNTY MHC	95	538	106	8	7	659	97.7%	2.3%
ORANGEBURG AREA MHC	51	254	69	4	8	335	96.4%	3.6%
PEE DEE MHC	79	392	100	6	12	510	96.5%	3.5%
SANTEE-WATEREE MHC	106	494	123	11	15	643	96.0%	4.0%
SPARTANBURG AREA MHC	68	447	97	7	2	553	98.4%	1.6%
TRI-COUNTY MHC	31	151	36	4	1	192	97.4%	2.6%
WACCAMAW MHC	115	580	175	12	11	778	97.0%	3.0%
TOTAL	1,417	8,100	1,681	128	140	10,049	97.3%	2.7%

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	104	504	165	8	9	686	97.5%	2.5%
ANDERSON-OCONEE-PICKENS MHC	70	412	113	4	7	536	97.9%	2.1%
BECKMAN MHC	82	433	123	7	4	567	98.1%	1.9%
BERKELEY MHC	98	477	118	12	13	620	96.0%	4.0%
CATAWBA MHC	75	410	126	7	6	549	97.6%	2.4%
CHAS/DORCH MHC	167	878	193	9	20	1,100	97.4%	2.6%
COASTAL EMPIRE MHC	87	422	94	6	5	527	97.9%	2.1%
COLUMBIA AREA MHC	145	723	158	12	11	904	97.5%	2.5%
GREATER-GREENVILLE MHC	139	601	168	15	11	795	96.7%	3.3%
LEXINGTON COUNTY MHC	101	508	125	13	7	653	96.9%	3.1%
ORANGEBURG AREA MHC	54	241	80	5	6	332	96.7%	3.3%
PEE DEE MHC	85	366	112	11	15	504	94.8%	5.2%
SANTEE-WATEREE MHC	114	466	140	14	15	635	95.4%	4.6%
SPARTANBURG AREA MHC	72	412	129	6	2	549	98.5%	1.5%
TRI-COUNTY MHC	35	143	41	3	1	188	97.9%	2.1%
WACCAMAW MHC	124	553	194	12	10	769	97.1%	2.9%
TOTAL	1,552	7,549	2,079	144	142	9,914	97.1%	2.9%

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	440	118	7	11	576	96.9%	3.1%	
ANDERSON-OCONEE-PICKENS MHC	0	321	80	4	2	407	98.5%	1.5%	
BECKMAN MHC	0	373	102	5	2	482	98.5%	1.5%	
BERKELEY MHC	0	377	92	14	4	487	96.3%	3.7%	
CATAWBA MHC	0	321	95	8	4	428	97.2%	2.8%	
CHAS/DORCH MHC	0	794	141	14	16	965	96.9%	3.1%	
COASTAL EMPIRE MHC	0	385	89	4	4	482	98.3%	1.7%	
COLUMBIA AREA MHC	0	638	147	16	17	818	96.0%	4.0%	
GREATER-GREENVILLE MHC	0	548	143	14	13	718	96.2%	3.8%	
LEXINGTON COUNTY MHC	0	351	94	12	8	465	95.7%	4.3%	
ORANGEBURG AREA MHC	0	187	57	3	7	254	96.1%	3.9%	
PEE DEE MHC	0	301	97	8	7	413	96.4%	3.6%	
SANTEE-WATEREE MHC	0	440	125	13	7	585	96.6%	3.4%	
SPARTANBURG AREA MHC	0	363	94	6	4	467	97.9%	2.1%	
TRI-COUNTY MHC	0	133	30	1	0	164	99.4%	0.6%	
WACCAMAW MHC	0	504	176	14	9	703	96.7%	3.3%	
TOTAL	0	6,476	1,680	143	115	8,414	96.9%	3.1%	

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	381	148	13	9	551	96.0%	4.0%	
ANDERSON-OCONEE-PICKENS MHC	22	274	101	6	4	385	97.4%	2.6%	
BECKMAN MHC	28	302	131	14	7	454	95.4%	4.6%	
BERKELEY MHC	24	331	106	17	9	463	94.4%	5.6%	
CATAWBA MHC	12	268	119	21	8	416	93.0%	7.0%	
CHAS/DORCH MHC	43	703	171	25	23	922	94.8%	5.2%	
COASTAL EMPIRE MHC	20	342	105	8	7	462	96.8%	3.2%	
COLUMBIA AREA MHC	49	534	188	26	21	769	93.9%	6.1%	
GREATER-GREENVILLE MHC	37	456	198	8	19	681	96.0%	4.0%	
LEXINGTON COUNTY MHC	22	323	106	10	4	443	96.8%	3.2%	
ORANGEBURG AREA MHC	13	166	59	6	10	241	93.4%	6.6%	
PEE DEE MHC	25	282	91	10	5	388	96.1%	3.9%	
SANTEE-WATEREE MHC	35	359	156	18	17	550	93.6%	6.4%	
SPARTANBURG AREA MHC	15	316	126	6	4	452	97.8%	2.2%	
TRI-COUNTY MHC	13	95	51	3	2	151	96.7%	3.3%	
WACCAMAW MHC	28	430	208	23	14	675	94.5%	5.5%	
TOTAL	411	5,562	2,064	214	163	8,003	95.3%	4.7%	

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	37	393	133	7	6	539	97.6%	2.4%	
ANDERSON-OCONEE-PICKENS MHC	30	273	90	10	4	377	96.3%	3.7%	
BECKMAN MHC	40	330	99	6	7	442	97.1%	2.9%	
BERKELEY MHC	44	319	114	4	6	443	97.7%	2.3%	
CATAWBA MHC	24	308	88	1	7	404	98.0%	2.0%	
CHAS/DORCH MHC	63	707	167	18	10	902	96.9%	3.1%	
COASTAL EMPIRE MHC	43	338	92	4	5	439	97.9%	2.1%	
COLUMBIA AREA MHC	63	557	169	11	18	755	96.2%	3.8%	
GREATER-GREENVILLE MHC	65	457	170	13	13	653	96.0%	4.0%	
LEXINGTON COUNTY MHC	42	304	104	12	3	423	96.5%	3.5%	
ORANGEBURG AREA MHC	19	163	62	6	4	235	95.7%	4.3%	
PEE DEE MHC	35	276	84	4	14	378	95.2%	4.8%	
SANTEE-WATEREE MHC	45	358	152	15	15	540	94.4%	5.6%	
SPARTANBURG AREA MHC	28	311	114	10	4	439	96.8%	3.2%	
TRI-COUNTY MHC	18	112	30	1	3	146	97.3%	2.7%	
WACCAMAW MHC	50	446	181	12	14	653	96.0%	4.0%	
TOTAL	646	5,652	1,849	134	133	7,768	96.6%	3.4%	

## 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	56	250	240	24	6	520	94.2%	5.8%
ANDERSON-OCONEE-PICKENS MHC	40	214	132	16	5	367	94.3%	5.7%
BECKMAN MHC	51	248	164	14	5	431	95.6%	4.4%
BERKELEY MHC	58	258	148	17	6	429	94.6%	5.4%
CATAWBA MHC	39	225	145	15	4	389	95.1%	4.9%
CHAS/DORCH MHC	97	564	274	15	15	868	96.5%	3.5%
COASTAL EMPIRE MHC	53	266	149	10	4	429	96.7%	3.3%
COLUMBIA AREA MHC	88	434	256	31	9	730	94.5%	5.5%
GREATER-GREENVILLE MHC	83	358	249	19	9	635	95.6%	4.4%
LEXINGTON COUNTY MHC	61	221	161	20	2	404	94.6%	5.4%
ORANGEBURG AREA MHC	28	139	75	8	4	226	94.7%	5.3%
PEE DEE MHC	43	210	137	8	15	370	93.8%	6.2%
SANTEE-WATEREE MHC	61	277	197	38	12	524	90.5%	9.5%
SPARTANBURG AREA MHC	40	205	196	22	4	427	93.9%	6.1%
TRI-COUNTY MHC	24	79	57	4	0	140	97.1%	2.9%
WACCAMAW MHC	74	329	259	32	9	629	93.5%	6.5%
TOTAL	896	4,277	2,839	293	109	7,518	94.7%	5.3%

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	66	422	77	5	6	510	97.8%	2.2%
ANDERSON-OCONEE-PICKENS MHC	42	298	63	3	1	365	98.9%	1.1%
BECKMAN MHC	54	343	72	9	4	428	97.0%	3.0%
BERKELEY MHC	65	341	64	9	8	422	96.0%	4.0%
CATAWBA MHC	47	306	66	2	7	381	97.6%	2.4%
CHAS/DORCH MHC	109	746	93	5	12	856	98.0%	2.0%
COASTAL EMPIRE MHC	60	361	52	3	6	422	97.9%	2.1%
COLUMBIA AREA MHC	99	609	93	6	11	719	97.6%	2.4%
GREATER-GREENVILLE MHC	93	516	92	8	9	625	97.3%	2.7%
LEXINGTON COUNTY MHC	69	335	51	6	4	396	97.5%	2.5%
ORANGEBURG AREA MHC	33	164	48	3	6	221	95.9%	4.1%
PEE DEE MHC	47	287	67	4	8	366	96.7%	3.3%
SANTEE-WATEREE MHC	77	390	97	8	13	508	95.9%	4.1%
SPARTANBURG AREA MHC	49	340	71	6	1	418	98.3%	1.7%
TRI-COUNTY MHC	26	108	28	1	1	138	98.6%	1.4%
WACCAMAW MHC	91	452	139	11	10	612	96.6%	3.4%
TOTAL	1,027	6,018	1,173	89	107	7,387	97.3%	2.7%

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	73	369	124	6	4	503	98.0%	2.0%
ANDERSON-OCONEE-PICKENS MHC	47	280	75	3	2	360	98.6%	1.4%
BECKMAN MHC	61	319	92	6	4	421	97.6%	2.4%
BERKELEY MHC	72	320	79	7	9	415	96.1%	3.9%
CATAWBA MHC	51	292	77	3	5	377	97.9%	2.1%
CHAS/DORCH MHC	122	685	136	7	15	843	97.4%	2.6%
COASTAL EMPIRE MHC	70	334	68	6	4	412	97.6%	2.4%
COLUMBIA AREA MHC	109	567	123	10	9	709	97.3%	2.7%
GREATER-GREENVILLE MHC	103	472	127	8	8	615	97.4%	2.6%
LEXINGTON COUNTY MHC	71	320	62	7	5	394	97.0%	3.0%
ORANGEBURG AREA MHC	35	154	57	5	3	219	96.3%	3.7%
PEE DEE MHC	53	267	77	4	12	360	95.6%	4.4%
SANTEE-WATEREE MHC	84	368	109	12	12	501	95.2%	4.8%
SPARTANBURG AREA MHC	52	310	98	5	2	415	98.3%	1.7%
TRI-COUNTY MHC	30	103	29	1	1	134	98.5%	1.5%
WACCAMAW MHC	99	430	155	10	9	604	96.9%	3.1%
TOTAL	1,132	5,590	1,488	100	104	7,282	97.2%	2.8%

### 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	154	52	4	4	214	96.3%	3.7%
ANDERSON-OCONEE-PICKENS MHC	0	154	42	1	2	199	98.5%	1.5%
BECKMAN MHC	0	135	31	0	1	167	99.4%	0.6%
BERKELEY MHC	0	185	37	5	4	231	96.1%	3.9%
CATAWBA MHC	0	137	49	4	6	196	94.9%	5.1%
CHAS/DORCH MHC	0	241	53	4	4	302	97.4%	2.6%
COASTAL EMPIRE MHC	0	100	29	3	0	132	97.7%	2.3%
COLUMBIA AREA MHC	0	187	40	4	0	231	98.3%	1.7%
GREATER-GREENVILLE MHC	0	160	50	2	4	216	97.2%	2.8%
LEXINGTON COUNTY MHC	0	223	58	4	4	289	97.2%	2.8%
ORANGEBURG AREA MHC	0	109	21	0	2	132	98.5%	1.5%
PEE DEE MHC	0	130	41	3	2	176	97.2%	2.8%
SANTEE-WATEREE MHC	0	124	35	1	4	164	97.0%	3.0%
SPARTANBURG AREA MHC	0	116	35	2	1	154	98.1%	1.9%
TRI-COUNTY MHC	0	47	11	0	1	59	98.3%	1.7%
WACCAMAW MHC	0	139	47	2	2	190	97.9%	2.1%
<b>TOTAL</b>	<b>0</b>	<b>2,341</b>	<b>631</b>	<b>39</b>	<b>41</b>	<b>3,052</b>	<b>97.4%</b>	<b>2.6%</b>

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	7	146	51	5	5	207	95.2%	4.8%
ANDERSON-OCONEE-PICKENS MHC	6	146	40	3	4	193	96.4%	3.6%
BECKMAN MHC	8	121	36	0	2	159	98.7%	1.3%
BERKELEY MHC	9	166	44	7	5	222	94.6%	5.4%
CATAWBA MHC	4	123	53	10	6	192	91.7%	8.3%
CHAS/DORCH MHC	16	231	42	3	10	286	95.5%	4.5%
COASTAL EMPIRE MHC	5	90	31	5	1	127	95.3%	4.7%
COLUMBIA AREA MHC	12	176	38	2	3	219	97.7%	2.3%
GREATER-GREENVILLE MHC	17	130	54	14	1	199	92.5%	7.5%
LEXINGTON COUNTY MHC	8	204	69	4	4	281	97.2%	2.8%
ORANGEBURG AREA MHC	8	93	25	0	6	124	95.2%	4.8%
PEE DEE MHC	14	117	37	3	5	162	95.1%	4.9%
SANTEE-WATEREE MHC	18	103	32	5	6	146	92.5%	7.5%
SPARTANBURG AREA MHC	7	114	31	2	0	147	98.6%	1.4%
TRI-COUNTY MHC	3	39	16	0	1	56	98.2%	1.8%
WACCAMAW MHC	11	126	44	7	2	179	95.0%	5.0%
<b>TOTAL</b>	<b>153</b>	<b>2,125</b>	<b>643</b>	<b>70</b>	<b>61</b>	<b>2,899</b>	<b>95.5%</b>	<b>4.5%</b>

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	13	148	44	4	5	201	95.5%	4.5%
ANDERSON-OCONEE-PICKENS MHC	11	129	53	1	5	188	96.8%	3.2%
BECKMAN MHC	11	119	35	2	0	156	98.7%	1.3%
BERKELEY MHC	14	155	53	4	5	217	95.9%	4.1%
CATAWBA MHC	9	119	59	7	2	187	95.2%	4.8%
CHAS/DORCH MHC	26	206	63	5	2	276	97.5%	2.5%
COASTAL EMPIRE MHC	9	95	25	1	2	123	97.6%	2.4%
COLUMBIA AREA MHC	19	147	63	1	1	212	99.1%	0.9%
GREATER-GREENVILLE MHC	25	137	46	6	2	191	95.8%	4.2%
LEXINGTON COUNTY MHC	11	200	68	8	2	278	96.4%	3.6%
ORANGEBURG AREA MHC	12	82	36	0	2	120	98.3%	1.7%
PEE DEE MHC	20	105	44	5	2	156	95.5%	4.5%
SANTEE-WATEREE MHC	24	98	38	2	2	140	97.1%	2.9%
SPARTANBURG AREA MHC	12	101	39	1	1	142	98.6%	1.4%
TRI-COUNTY MHC	4	41	12	1	1	55	96.4%	3.6%
WACCAMAW MHC	17	126	44	1	2	173	98.3%	1.7%
<b>TOTAL</b>	<b>237</b>	<b>2,008</b>	<b>722</b>	<b>49</b>	<b>36</b>	<b>2,815</b>	<b>97.0%</b>	<b>3.0%</b>

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	24	106	76	5	3	190	95.8%	4.2%
ANDERSON-OCONEE-PICKENS MHC	16	97	77	5	4	183	95.1%	4.9%
BECKMAN MHC	16	92	54	5	0	151	96.7%	3.3%
BERKELEY MHC	19	134	69	5	4	212	95.8%	4.2%
CATAWBA MHC	20	78	89	8	1	176	94.9%	5.1%
CHAS/DORCH MHC	37	159	98	5	3	265	97.0%	3.0%
COASTAL EMPIRE MHC	14	75	41	1	1	118	98.3%	1.7%
COLUMBIA AREA MHC	30	129	64	7	1	201	96.0%	4.0%
GREATER-GREENVILLE MHC	33	108	61	10	4	183	92.3%	7.7%
LEXINGTON COUNTY MHC	23	144	108	10	4	266	94.7%	5.3%
ORANGEBURG AREA MHC	15	78	35	2	2	117	96.6%	3.4%
PEE DEE MHC	27	87	52	8	2	149	93.3%	6.7%
SANTEE-WATEREE MHC	28	79	49	5	3	136	94.1%	5.9%
SPARTANBURG AREA MHC	19	76	57	2	0	135	98.5%	1.5%
TRI-COUNTY MHC	4	31	22	2	0	55	96.4%	3.6%
WACCAMAW MHC	20	99	67	2	2	170	97.6%	2.4%
<b>TOTAL</b>	<b>345</b>	<b>1,572</b>	<b>1,019</b>	<b>82</b>	<b>34</b>	<b>2,707</b>	<b>95.7%</b>	<b>4.3%</b>

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	26	147	33	4	4	188	95.7%	4.3%
ANDERSON-OCONEE-PICKENS MHC	21	140	32	2	4	178	96.6%	3.4%
BECKMAN MHC	18	125	23	1	0	149	99.3%	0.7%
BERKELEY MHC	24	166	34	3	4	207	96.6%	3.4%
CATAWBA MHC	22	123	47	2	2	174	97.7%	2.3%
CHAS/DORCH MHC	41	206	47	5	3	261	96.9%	3.1%
COASTAL EMPIRE MHC	15	91	24	1	1	117	98.3%	1.7%
COLUMBIA AREA MHC	34	171	24	2	0	197	99.0%	1.0%
GREATER-GREENVILLE MHC	36	133	39	6	2	180	95.6%	4.4%
LEXINGTON COUNTY MHC	26	203	55	2	3	263	98.1%	1.9%
ORANGEBURG AREA MHC	18	90	21	1	2	114	97.4%	2.6%
PEE DEE MHC	32	105	33	2	4	144	95.8%	4.2%
SANTEE-WATEREE MHC	29	104	26	3	2	135	96.3%	3.7%
SPARTANBURG AREA MHC	19	107	26	1	1	135	98.5%	1.5%
TRI-COUNTY MHC	5	43	8	3	0	54	94.4%	5.6%
WACCAMAW MHC	24	128	36	1	1	166	98.8%	1.2%
<b>TOTAL</b>	<b>390</b>	<b>2,082</b>	<b>508</b>	<b>39</b>	<b>33</b>	<b>2,662</b>	<b>97.3%</b>	<b>2.7%</b>

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	31	135	41	2	5	183	96.2%	3.8%
ANDERSON-OCONEE-PICKENS MHC	23	132	38	1	5	176	96.6%	3.4%
BECKMAN MHC	21	114	31	1	0	146	99.3%	0.7%
BERKELEY MHC	26	157	39	5	4	205	95.6%	4.4%
CATAWBA MHC	24	118	49	4	1	172	97.1%	2.9%
CHAS/DORCH MHC	45	193	57	2	5	257	97.3%	2.7%
COASTAL EMPIRE MHC	17	88	26	0	1	115	99.1%	0.9%
COLUMBIA AREA MHC	36	156	35	2	2	195	97.9%	2.1%
GREATER-GREENVILLE MHC	36	129	41	7	3	180	94.4%	5.6%
LEXINGTON COUNTY MHC	30	188	63	6	2	259	96.9%	3.1%
ORANGEBURG AREA MHC	19	87	23	0	3	113	97.3%	2.7%
PEE DEE MHC	32	99	35	7	3	144	93.1%	6.9%
SANTEE-WATEREE MHC	30	98	31	2	3	134	96.3%	3.7%
SPARTANBURG AREA MHC	20	102	31	1	0	134	99.3%	0.7%
TRI-COUNTY MHC	5	40	12	2	0	54	96.3%	3.7%
WACCAMAW MHC	25	123	39	2	1	165	98.2%	1.8%
<b>TOTAL</b>	<b>420</b>	<b>1,959</b>	<b>591</b>	<b>44</b>	<b>38</b>	<b>2,632</b>	<b>96.9%</b>	<b>3.1%</b>

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	73	20	2	3	98	94.9%	5.1%	
ANDERSON-OCONEE-PICKENS MHC	0	114	24	0	1	139	99.3%	0.7%	
BECKMAN MHC	0	33	12	0	0	45	100.0%	0.0%	
BERKELEY MHC	0	90	12	2	1	105	97.1%	2.9%	
CATAWBA MHC	0	32	13	2	2	49	91.8%	8.2%	
CHAS/DORCH MHC	0	184	38	4	3	229	96.9%	3.1%	
COASTAL EMPIRE MHC	0	21	4	1	0	26	96.2%	3.8%	
COLUMBIA AREA MHC	0	51	13	3	0	67	95.5%	4.5%	
GREATER-GREENVILLE MHC	0	92	33	2	3	130	96.2%	3.8%	
LEXINGTON COUNTY MHC	0	159	39	2	2	202	98.0%	2.0%	
ORANGEBURG AREA MHC	0	65	15	0	1	81	98.8%	1.2%	
PEE DEE MHC	0	68	28	1	1	98	98.0%	2.0%	
SANTEE-WATEREE MHC	0	16	7	0	0	23	100.0%	0.0%	
SPARTANBURG AREA MHC	0	45	12	0	0	57	100.0%	0.0%	
TRI-COUNTY MHC	0	10	3	0	0	13	100.0%	0.0%	
WACCAMAW MHC	0	23	7	0	0	30	100.0%	0.0%	
TOTAL	0	1,076	280	19	17	1,392	97.4%	2.6%	

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	5	71	19	1	2	93	96.8%	3.2%	
ANDERSON-OCONEE-PICKENS MHC	4	113	18	2	2	135	97.0%	3.0%	
BECKMAN MHC	4	29	11	0	1	41	97.6%	2.4%	
BERKELEY MHC	3	82	14	3	3	102	94.1%	5.9%	
CATAWBA MHC	1	26	18	2	2	48	91.7%	8.3%	
CHAS/DORCH MHC	14	174	30	2	9	215	94.9%	5.1%	
COASTAL EMPIRE MHC	0	17	7	1	1	26	92.3%	7.7%	
COLUMBIA AREA MHC	5	49	11	0	2	62	96.8%	3.2%	
GREATER-GREENVILLE MHC	8	78	35	8	1	122	92.6%	7.4%	
LEXINGTON COUNTY MHC	4	152	40	3	3	198	97.0%	3.0%	
ORANGEBURG AREA MHC	2	62	14	0	3	79	96.2%	3.8%	
PEE DEE MHC	7	60	25	2	4	91	93.4%	6.6%	
SANTEE-WATEREE MHC	1	13	6	1	2	22	86.4%	13.6%	
SPARTANBURG AREA MHC	4	40	13	0	0	53	100.0%	0.0%	
TRI-COUNTY MHC	0	10	3	0	0	13	100.0%	0.0%	
WACCAMAW MHC	2	22	6	0	0	28	100.0%	0.0%	
TOTAL	64	998	270	25	35	1,328	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	9	68	15	3	3	89	93.3%	6.7%	
ANDERSON-OCONEE-PICKENS MHC	7	94	35	0	3	132	97.7%	2.3%	
BECKMAN MHC	5	32	8	0	0	40	100.0%	0.0%	
BERKELEY MHC	5	74	20	4	2	100	94.0%	6.0%	
CATAWBA MHC	3	24	19	2	1	46	93.5%	6.5%	
CHAS/DORCH MHC	21	153	50	4	1	208	97.6%	2.4%	
COASTAL EMPIRE MHC	0	21	3	1	1	26	92.3%	7.7%	
COLUMBIA AREA MHC	6	38	23	0	0	61	100.0%	0.0%	
GREATER-GREENVILLE MHC	14	83	29	4	0	116	96.6%	3.4%	
LEXINGTON COUNTY MHC	6	143	47	5	1	196	96.9%	3.1%	
ORANGEBURG AREA MHC	5	53	22	0	1	76	98.7%	1.3%	
PEE DEE MHC	11	50	32	4	1	87	94.3%	5.7%	
SANTEE-WATEREE MHC	1	11	11	0	0	22	100.0%	0.0%	
SPARTANBURG AREA MHC	5	34	18	0	0	52	100.0%	0.0%	
TRI-COUNTY MHC	0	10	3	0	0	13	100.0%	0.0%	
WACCAMAW MHC	2	22	6	0	0	28	100.0%	0.0%	
TOTAL	100	910	341	27	14	1,292	96.8%	3.2%	

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	12	52	29	4	1	86	94.2%	5.8%
ANDERSON-OCONEE-PICKENS MHC	11	70	52	2	4	128	95.3%	4.7%
BECKMAN MHC	6	22	17	0	0	39	100.0%	0.0%
BERKELEY MHC	7	66	27	3	2	98	94.9%	5.1%
CATAWBA MHC	5	16	26	1	1	44	95.5%	4.5%
CHAS/DORCH MHC	29	124	70	4	2	200	97.0%	3.0%
COASTAL EMPIRE MHC	2	15	7	1	1	24	91.7%	8.3%
COLUMBIA AREA MHC	8	34	20	5	0	59	91.5%	8.5%
GREATER-GREENVILLE MHC	19	67	40	4	0	111	96.4%	3.6%
LEXINGTON COUNTY MHC	13	103	75	9	2	189	94.2%	5.8%
ORANGEBURG AREA MHC	8	49	21	2	1	73	95.9%	4.1%
PEE DEE MHC	15	44	32	6	1	83	91.6%	8.4%
SANTEE-WATEREE MHC	2	9	11	1	0	21	95.2%	4.8%
SPARTANBURG AREA MHC	9	22	25	1	0	48	97.9%	2.1%
TRI-COUNTY MHC	0	9	4	0	0	13	100.0%	0.0%
WACCAMAW MHC	2	22	5	0	1	28	96.4%	3.6%
TOTAL	148	724	461	43	16	1,244	95.3%	4.7%

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	14	69	12	1	2	84	96.4%	3.6%
ANDERSON-OCONEE-PICKENS MHC	14	102	19	1	3	125	96.8%	3.2%
BECKMAN MHC	7	31	7	0	0	38	100.0%	0.0%
BERKELEY MHC	9	82	10	1	3	96	95.8%	4.2%
CATAWBA MHC	5	27	16	0	1	44	97.7%	2.3%
CHAS/DORCH MHC	33	155	34	5	2	196	96.4%	3.6%
COASTAL EMPIRE MHC	2	19	3	1	1	24	91.7%	8.3%
COLUMBIA AREA MHC	9	46	11	1	0	58	98.3%	1.7%
GREATER-GREENVILLE MHC	20	82	25	3	0	110	97.3%	2.7%
LEXINGTON COUNTY MHC	14	152	33	1	2	188	98.4%	1.6%
ORANGEBURG AREA MHC	10	55	14	1	1	71	97.2%	2.8%
PEE DEE MHC	18	52	23	2	3	80	93.8%	6.3%
SANTEE-WATEREE MHC	2	14	7	0	0	21	100.0%	0.0%
SPARTANBURG AREA MHC	9	37	11	0	0	48	100.0%	0.0%
TRI-COUNTY MHC	0	10	2	1	0	13	92.3%	7.7%
WACCAMAW MHC	4	20	6	0	0	26	100.0%	0.0%
TOTAL	170	953	233	18	18	1,222	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	15	61	19	1	2	83	96.4%	3.6%
ANDERSON-OCONEE-PICKENS MHC	15	95	25	0	4	124	96.8%	3.2%
BECKMAN MHC	8	26	10	1	0	37	97.3%	2.7%
BERKELEY MHC	10	77	13	2	3	95	94.7%	5.3%
CATAWBA MHC	5	28	15	0	1	44	97.7%	2.3%
CHAS/DORCH MHC	35	145	43	2	4	194	96.9%	3.1%
COASTAL EMPIRE MHC	2	18	5	0	1	24	95.8%	4.2%
COLUMBIA AREA MHC	9	39	18	1	0	58	98.3%	1.7%
GREATER-GREENVILLE MHC	20	77	29	4	0	110	96.4%	3.6%
LEXINGTON COUNTY MHC	18	137	41	4	2	184	96.7%	3.3%
ORANGEBURG AREA MHC	11	53	15	0	2	70	97.1%	2.9%
PEE DEE MHC	18	49	25	4	2	80	92.5%	7.5%
SANTEE-WATEREE MHC	2	12	8	0	1	21	95.2%	4.8%
SPARTANBURG AREA MHC	9	36	12	0	0	48	100.0%	0.0%
TRI-COUNTY MHC	0	8	5	0	0	13	100.0%	0.0%
WACCAMAW MHC	4	22	4	0	0	26	100.0%	0.0%
TOTAL	181	883	287	19	22	1,211	96.6%	3.4%

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	65	15	1	3	84	95.2%	4.8%	

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	14	48	18	2	2	70	94.3%	5.7%	

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	16	50	16	1	1	68	97.1%	2.9%	

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	22	44	16	1	1	62	96.8%	3.2%	

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	24	48	10	1	1	60	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			
TOTAL	25	42	16	0	1	59	98.3%	1.7%	