NYSOMH Family Assessment of Care Survey Results 2011
Behavioral Health Services North, Inc.

Family Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	1152	2909	39.60
Agency Total	8	10	80.00
HCBS Waiver Individualized Care Coordination	8	10	80.00

Program_Type_Name=All

Domain	Agency N[1]	Agency N Positive[2]	Agency % Positive	95% Confidence Interval[3]	Statewide % Positive
Appropriateness (Q1-Q3)	8	8	100	+	98
Cultural (Q4-Q6)	8	8	100	+	99
Access(Q7-Q9)	8	8	100	+	96
Participation (Q10-Q13)	8	8	100	+	98
Global(Q14-Q17)	8	8	100	+	98
Outcomes/Functioning (Q18-Q22)	8	6	75	-	84
Social Connectedness (Q23-Q27)	8	6	75	-	86
Medication (Y/N) (Q28)	8	8	100	+	88
Medication Scale (Q28a-Q28e) [4]	8	8	100	+	97

Program_Type_Name=HCBS Waiver Individualized Care Coordination

Domain	Agency N[1]	Agency N Positive[2]	Agency % Positive	95% Confidence Interval[3]	Statewide % Positive
Appropriateness (Q1-Q3)	8	8	100	+	98
Cultural (Q4-Q6)	8	8	100	NS	100
Access(Q7-Q9)	8	8	100	+	97
Participation (Q10-Q13)	8	8	100	+	99
Global(Q14-Q17)	8	8	100	+	98
Outcomes/Functioning (Q18-Q22)	8	6	75	-	84
Social Connectedness (Q23-Q27)	8	6	75	-	87

1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality
2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)
3 95% Confidence interval compares agency % Positive to statewide % Positive;
+ = Agency positively significant compared to state;
- = Agency negatively significant compared to state;
NS = Agency not significant compared to state
4 Medication Scale calculated for individuals who responded "Y" to Medication Question

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Program_Type_Name=HCBS Waiver Individualized Care Coordination

Domain	Agency N[1]	Agency N Positive[2]	Agency % Positive	95% Confidence Interval[3]	Statewide % Positive
Medication (Y/N) (Q28)	8	8	100	+	90
Medication Scale (Q28a-Q28e) [4]	8	8	100	+	97

1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality
2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)
3 95% Confidence interval compares agency % Positive to statewide % Positive;
+ = Agency positively significant compared to state;
- = Agency negatively significant compared to state;
NS = Agency not significant compared to state
4 Medication Scale calculated for individuals who responded "Y" to Medication Question

NYSOMH Youth Assessment of Care Survey Results 2011
Behavioral Health Services North, Inc.

Youth Response Rate

Program Type	Surveys Completed	Surveys Distributed	Response Rate
Statewide	803	1278	62.83

1 Agency N = Number of response; N varies because of missing data; N <5 are not shown to protect confidentiality
2 Agency N Positive = Response value of 1 or 2 (1=agree; 2=agree slightly)
3 95% Confidence interval compares agency % Positive to statewide % Positive;
+ = Agency positively significant compared to state;
- = Agency negatively significant compared to state;
NS = Agency not significant compared to state
4 Medication Scale calculated for individuals who responded "Y" to Medication Question