Findings from the New Mexico Annual Satisfaction Survey: Adults and Family/Caregiver

The Annual Consumer and Family/Caregiver Satisfaction Survey is a joint effort between CYFD, HSD/MAD and HSD/BHSD and the four Managed Care Organizations. The results are used to identify areas for service improvement.

In DY2, 1,100 adults and 1,200 family/caregivers completed surveys. An additional 272 youth were surveyed by trained youth peers.

The Survey reports on seven domains that are then able to be compared with national data. The seven domains are:

- Access
- Participation in Treatment
- Improved Functioning
- Social Connectedness
- Quality and Appropriateness
- Cultural Sensitivity Outcomes
- Overall Satisfaction

Chart below reports on four of the seven domains from the Adult Survey

When New Mexico was compared with the U.S. Average (2014) results for the seven domains:

- The Family/Caregivers reported satisfaction levels that met, or in most cases, exceeded that National Average.
- The Adults reported satisfaction levels that exceeded the National Average in five out of the seven domains. The Access domain was slightly lower.

Chart below reports on four of the seven domains from the Family/Caregiver Survey