

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

The New Mexico Consumer, Family/Caregiver and Youth Satisfaction Project (CFYP) is a yearly effort to survey the satisfaction of New Mexico Adult individuals, Family/Caregivers and Youth receiving state funded mental health and substance abuse treatment and support services. The CFYP surveys serve two purposes: to inform a quality improvement process to strengthen services in New Mexico; and, to fulfill federally mandated data reporting requirements.

Through primarily telephone surveys, 1,485 adults and 1,085 parents/caregivers of children receiving services were telephoned and asked about their satisfaction with their care in seven areas listed in the tables below. These seven subscales within the survey are used nationally. This provides a helpful benchmark for our state’s performance.

The percentages indicate the proportion of responses that were “Positive” as measured on a 5-point Likert scale with “Strongly Agree” and “Agree” being reported as satisfied or having a positive response.

Adults in Service: Their satisfaction in the following areas in 2014 and the comparison with the US-Average (2013)

| Scales Topic | New Mexico 2014 | US Average 2013 |
|----------------------------|------------------------|------------------------|
| Access | 89% | 85% |
| Participation in Treatment | 92% | 88% |
| Improved Functioning | 81% | 69% |
| Social Connectedness | 93% | 85% |
| Outcomes | 81% | 68% |
| Cultural Sensitivity | 96% | 93% |
| Satisfaction | 88% | 86% |

Parents/CareGivers of Children in Service: Their satisfaction in the following areas in 2014 and the comparison with the US- Average (2013)

| Scales Topic | New Mexico 2014 | US Average 2013 |
|----------------------------|------------------------|------------------------|
| Access | 85% | 85% |
| Participation in Treatment | 87% | 81% |
| Improved Functioning | 73% | 70% |
| Social Connectedness | 83% | 70% |
| Outcomes | 75% | 71% |
| Quality & Appropriateness | 88% | 88% |
| Satisfaction | 89% | 88% |

While we have areas that need improvement, New Mexico meets or exceeds the US Average in all areas.