

2018 Community Mental Health Services Patient Satisfaction Survey



“This center is amazing. I did not know what I was walking into five months ago. I am getting better. I would not be who and where I am today. Y’all have been so good to me.”

- Patient from Aiken/Barnwell MHC

“I am very grateful for the program. I truly believe that I probably would have committed suicide by now if they hadn't given me what I needed to survive. “

- Patient from Columbia Area MHC

“After coming here today I now feel that I can hold on just a little while longer because of the encouragement that I have received.”

- Patient from Orangeburg Area MHC



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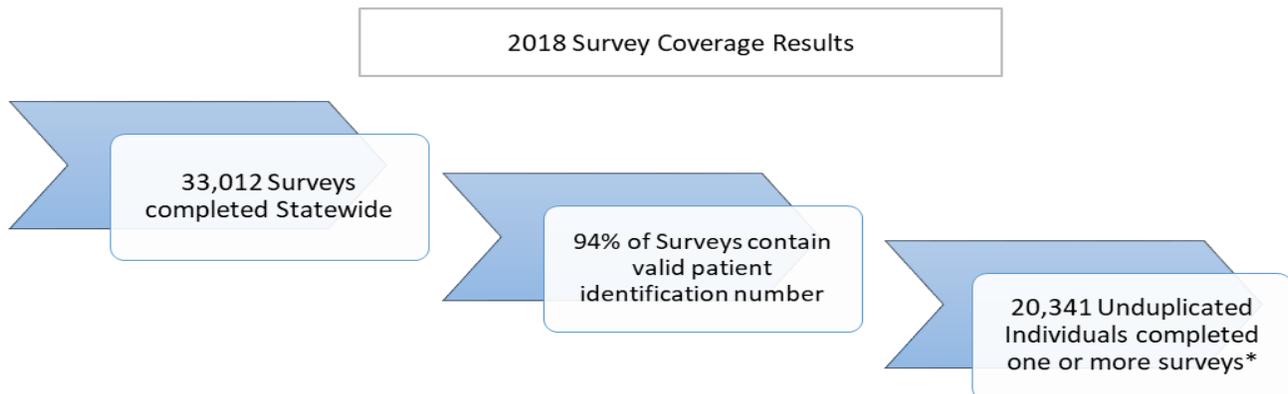
All information in this report is based on data voluntarily reported to SCDMH for the purpose of assessing the mental health community satisfaction with SCDMH services. Although SCDMH reviews reported data to identify inconsistencies, and errors, in general SCDMH is not able to verify the accuracy of reported data. The SCDMH is not responsible for data that is misrepresented, misinterpreted or altered in any way. Derived conclusions and analysis generated from this data are not to be considered attributable to the SCDMH.

Mental Health Center Key	
3A: Greenville MHC	3K: Aiken/Barnwell MHC
3B: Charleston/Dorchester MHC	3M: Coastal Empire MHC
3C: Spartanburg MHC	3N: Tri-County MHC
3D: Columbia Area MHC	3P: Waccamaw MHC
3E: Pee Dee MHC	3R: Orangeburg Area MHC
3F: Santee Wateree MHC	3S: Piedmont MHC
3G: Catawba MHC	3T: Lexington MHC
3H: And-Ocon-Pick MHC	3W: Berkeley MHC
3J: Beckman MHC	

Overview

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. However, patients who provided feedback on the MSHIP surveys 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, the CMHS Division transitioned to using an abbreviated survey in May 2018. Survey length and content areas assessed were reduced in an effort to improve response rates. 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. Response rates indicated that the revision dramatically increased participation. During the month of May 2018, the Division rendered services to 39,309 CMHS patients. A total of 33,012 surveys were completed by approximately 20,000, leading to a participation rate of 51%. By contrast, approximately 8,900 surveys were collected as part of the 2017 MHSIP survey results.

The Division will continue to make improvements to the survey process and ensure that the feedback we receive from patients is used to design future changes to service delivery.



* Unduplicated count limited to surveys containing a valid patient identification number. Approximately 6% (N=2,062) of surveys did not include a patient number.

Survey Instruments (English and Spanish Versions)



We care about how you feel about the service you received today. Please take a moment to complete this survey by checking (✓) if you agree with the following statements:

		<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Comments</i>
1.	It was easy for me to get my appointment.					
2.	For today's appointment, I did not have to wait long.					
3.	I would recommend this Center's services to someone who needed help.					
4.	After coming here today, I believe I will get better.					
5.	I felt listened to and respected by my provider today.					
6.	I received excellent services today.					

(For Staff Use Only) Check here if survey was administered at a school:

ID # _____ Service Provider: _____

Survey Date: _____ MHC Code: _____ Clinic Code (optional): _____

May 2018



Para nosotros es importante saber cómo se sintió con los servicios que usted recibió el día de hoy. Por favor tómese un momento para completar esta encuesta contestando si usted está de acuerdo con las siguientes frases:

		<i>extremadamente de acuerdo</i>	<i>de acuerdo</i>	<i>desacuerdo</i>	<i>extremadamente en desacuerdo</i>	<i>Comentarios</i>
1.	Fue fácil para mi conseguir esta cita.					
2.	Con respecto a la cita de hoy, no tuve que esperar mucho tiempo.					
3.	¿Le recomendaría los servicios de este centro alguien que necesite ayuda?					
4.	Después de haber venido a este centro, yo creo que me siento mejor.					
5.	Yo me siento escuchado y respetado por los profesionales que me atendieron hoy.					
6.	Yo recibí un excelente servicio.					

(For Staff Use Only) Check here if survey was administered at a school:

ID # _____ Service Provider: _____

Survey Date: _____ MHC Code: _____ Clinic Code (optional): _____

May 2018

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
	MISSING VALUE	STRONGLY AGREE	AGREE	N/A	DISAGREE	STRONGLY DISAGREE	TOTAL RESPONSES			
AIKEN-BARNWELL MHC	13	1,021	281	2	25	8	1,350	96.4%	2.4%	
ANDERSON-OCONEE-PICKENS MHC	6	1,468	480	5	22	9	1,990	97.9%	1.6%	
BECKMAN CENTER FOR MENTAL HEALTH SERVICES	29	2,269	575	0	27	11	2,911	97.7%	1.3%	
BERKELEY COMMUNITY MENTAL HEALTH CENTER	2	1,423	300	4	14	8	1,751	98.4%	1.3%	
CATAWBA MENTAL HEALTH CENTER	24	2,310	760	13	39	19	3,165	97.0%	1.8%	
CHAS/DORCH COMM MENTAL HEALTH	11	1,588	558	23	48	12	2,240	95.8%	2.7%	
COASTAL EMPIRE MHC	8	884	196	1	12	2	1,103	97.9%	1.3%	
COLUMBIA AREA MHC	7	2,454	695	17	49	27	3,249	96.9%	2.3%	
GREENVILLE MHC	5	1,459	471	25	23	8	1,991	96.9%	1.6%	
LEXINGTON COUNTY COMMUNITY MHC	11	1,302	361	11	29	18	1,732	96.0%	2.7%	
ORANGEBURG AREA MHC	2	680	229	2	5	4	922	98.6%	1.0%	
PEE DEE MHC	12	1,001	665	7	20	11	1,716	97.1%	1.8%	
PIEDMONT CENTER FOR MENTAL HEALTH SERVICES	10	1,058	364	39	18	15	1,504	94.5%	2.2%	
SANTEE-WATEREE COMMUNITY MHC	5	1,168	416	7	21	13	1,630	97.2%	2.1%	
SPARTANBURG AREA MHC	8	2,314	790	70	29	20	3,231	96.1%	1.5%	
TRI-COUNTY MENTAL HEALTH	1	644	189	5	4	5	848	98.2%	1.1%	
WACCAMAW CENTER FOR MENTAL HEALTH	1	1,110	506	10	44	8	1,679	96.2%	3.1%	
TOTAL	155	24,153	7,836	241	429	198	33,012	96.9%	1.9%	

Center	2. FOR TODAY'S APPOINTMENT, I DID NOT HAVE TO WAIT.								% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	MISSING VALUE	STRONGLY AGREE	AGREE	N/A	DISAGREE	STRONGLY DISAGREE	TOTAL RESPONSES			
AIKEN-BARNWELL MHC	13	1,004	311	2	11	9	1,350	97.4%	1.5%	
ANDERSON-OCONEE-PICKENS MHC	7	1,407	526	6	36	8	1,990	97.1%	2.2%	
BECKMAN CENTER FOR MENTAL HEALTH SERVICES	33	2,150	653	2	55	18	2,911	96.3%	2.5%	
BERKELEY COMMUNITY MENTAL HEALTH CENTER	11	1,330	336	8	57	9	1,751	95.1%	3.8%	
CATAWBA MENTAL HEALTH CENTER	30	2,118	883	18	85	31	3,165	94.8%	3.7%	
CHAS/DORCH COMM MENTAL HEALTH	22	1,533	596	27	51	11	2,240	95.0%	2.8%	
COASTAL EMPIRE MHC	10	800	273	3	10	7	1,103	97.3%	1.5%	
COLUMBIA AREA MHC	11	2,275	819	22	91	31	3,249	95.2%	3.8%	
GREENVILLE MHC	6	1,419	490	21	43	12	1,991	95.9%	2.8%	
LEXINGTON COUNTY COMMUNITY MHC	5	1,274	366	14	51	22	1,732	94.7%	4.2%	
ORANGEBURG AREA MHC	3	618	280	1	17	3	922	97.4%	2.2%	
PEE DEE MHC	9	911	729	2	52	13	1,716	95.6%	3.8%	
PIEDMONT CENTER FOR MENTAL HEALTH SERVICES	16	923	382	70	57	56	1,504	86.8%	7.5%	
SANTEE-WATEREE COMMUNITY MHC	6	1,028	497	13	64	22	1,630	93.6%	5.3%	
SPARTANBURG AREA MHC	15	2,143	873	61	95	44	3,231	93.3%	4.3%	
TRI-COUNTY MENTAL HEALTH	3	621	206	5	10	3	848	97.5%	1.5%	
WACCAMAW CENTER FOR MENTAL HEALTH	4	1,096	513	1	42	23	1,679	95.8%	3.9%	
TOTAL	204	22,650	8,733	276	827	322	33,012	95.1%	3.5%	

Center	3. I WOULD RECOMMEND THIS CENTER'S SERVICES TO SOMEONE WHO NEEDED HELP.								% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	MISSING VALUE	STRONGLY AGREE	AGREE	N/A	DISAGREE	STRONGLY DISAGREE	TOTAL RESPONSES			
AIKEN-BARNWELL MHC	9	1,019	300	7	11	4	1,350	97.7%	1.1%	
ANDERSON-OCONEE-PICKENS MHC	13	1,468	468	4	24	13	1,990	97.3%	1.9%	
BECKMAN CENTER FOR MENTAL HEALTH SERVICES	36	2,308	524	1	25	17	2,911	97.3%	1.4%	
BERKELEY COMMUNITY MENTAL HEALTH CENTER	6	1,424	284	10	20	7	1,751	97.5%	1.5%	
CATAWBA MENTAL HEALTH CENTER	22	2,324	748	23	25	23	3,165	97.1%	1.5%	
CHAS/DORCH COMM MENTAL HEALTH	14	1,561	604	21	37	3	2,240	96.7%	1.8%	
COASTAL EMPIRE MHC	11	886	189	0	11	6	1,103	97.5%	1.5%	
COLUMBIA AREA MHC	10	2,387	703	22	74	53	3,249	95.1%	3.9%	
GREENVILLE MHC	8	1,453	473	25	25	7	1,991	96.7%	1.6%	
LEXINGTON COUNTY COMMUNITY MHC	11	1,310	355	17	22	17	1,732	96.1%	2.3%	
ORANGEBURG AREA MHC	5	635	270	1	8	3	922	98.2%	1.2%	
PEE DEE MHC	7	973	672	5	45	14	1,716	95.9%	3.4%	
PIEDMONT CENTER FOR MENTAL HEALTH SERVICES	13	1,061	363	43	10	14	1,504	94.7%	1.6%	
SANTEE-WATEREE COMMUNITY MHC	8	1,156	429	10	20	7	1,630	97.2%	1.7%	
SPARTANBURG AREA MHC	14	2,327	805	17	45	23	3,231	96.9%	2.1%	
TRI-COUNTY MENTAL HEALTH	2	661	172	5	7	1	848	98.2%	0.9%	
WACCAMAW CENTER FOR MENTAL HEALTH	1	1,160	475	11	24	8	1,679	97.4%	1.9%	
TOTAL	190	24,113	7,834	222	433	220	33,012	96.8%	2.0%	

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
	MISSING VALUE	STRONGLY AGREE	AGREE	N/A	DISAGREE	STRONGLY DISAGREE	TOTAL RESPONSES			
AIKEN-BARNWELL MHC	4	916	394	18	12	6	1,350	97.0%	1.3%	
ANDERSON-OCONEE-PICKENS MHC	33	1,246	646	9	42	14	1,990	95.1%	2.8%	
BECKMAN CENTER FOR MENTAL HEALTH SERVICES	70	1,998	763	5	53	22	2,911	94.8%	2.6%	
BERKELEY COMMUNITY MENTAL HEALTH CENTER	5	1,271	420	26	25	4	1,751	96.6%	1.7%	
CATAWBA MENTAL HEALTH CENTER	59	2,043	951	42	42	28	3,165	94.6%	2.2%	
CHAS/DORCH COMM MENTAL HEALTH	24	1,415	690	52	50	9	2,240	94.0%	2.6%	
COASTAL EMPIRE MHC	14	767	294	3	21	4	1,103	96.2%	2.3%	
COLUMBIA AREA MHC	10	2,172	921	41	66	39	3,249	95.2%	3.2%	
GREENVILLE MHC	8	1,270	622	42	39	10	1,991	95.0%	2.5%	
LEXINGTON COUNTY COMMUNITY MHC	15	1,167	471	30	37	12	1,732	94.6%	2.8%	
ORANGEBURG AREA MHC	10	600	296	1	13	2	922	97.2%	1.6%	
PEE DEE MHC	24	883	749	8	38	14	1,716	95.1%	3.0%	
PIEDMONT CENTER FOR MENTAL HEALTH SERVICES	16	843	517	78	37	13	1,504	90.4%	3.3%	
SANTEE-WATEREE COMMUNITY MHC	7	1,030	524	24	33	12	1,630	95.3%	2.8%	
SPARTANBURG AREA MHC	25	2,052	985	63	81	25	3,231	94.0%	3.3%	
TRI-COUNTY MENTAL HEALTH	10	563	256	6	5	8	848	96.6%	1.5%	
WACCAMAW CENTER FOR MENTAL HEALTH	13	1,014	587	18	38	9	1,679	95.4%	2.8%	
TOTAL	347	21,250	10,086	466	632	231	33,012	94.9%	2.6%	

Center	5. I FELT LISTENED TO AND RESPECTED BY MY PROVIDER TODAY.								% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	MISSING VALUE	STRONGLY AGREE	AGREE	N/A	DISAGREE	STRONGLY DISAGREE	TOTAL RESPONSES			
AIKEN-BARNWELL MHC	5	1,076	257	3	4	5	1,350	98.7%	0.7%	
ANDERSON-OCONEE-PICKENS MHC	7	1,577	369	6	28	3	1,990	97.8%	1.6%	
BECKMAN CENTER FOR MENTAL HEALTH SERVICES	37	2,427	420	1	12	14	2,911	97.8%	0.9%	
BERKELEY COMMUNITY MENTAL HEALTH CENTER	7	1,532	197	3	6	6	1,751	98.7%	0.7%	
CATAWBA MENTAL HEALTH CENTER	16	2,475	638	13	11	12	3,165	98.4%	0.7%	
CHAS/DORCH COMM MENTAL HEALTH	11	1,766	434	21	7	1	2,240	98.2%	0.4%	
COASTAL EMPIRE MHC	22	922	149	2	6	2	1,103	97.1%	0.7%	
COLUMBIA AREA MHC	13	2,519	634	18	30	35	3,249	97.0%	2.0%	
GREENVILLE MHC	9	1,593	363	14	7	5	1,991	98.2%	0.6%	
LEXINGTON COUNTY COMMUNITY MHC	16	1,458	230	13	6	9	1,732	97.5%	0.9%	
ORANGEBURG AREA MHC	2	671	245	1	2	1	922	99.3%	0.3%	
PEE DEE MHC	9	1,026	648	4	15	14	1,716	97.6%	1.7%	
PIEDMONT CENTER FOR MENTAL HEALTH SERVICES	12	1,133	299	44	7	9	1,504	95.2%	1.1%	
SANTEE-WATEREE COMMUNITY MHC	3	1,214	384	11	8	10	1,630	98.0%	1.1%	
SPARTANBURG AREA MHC	8	2,492	682	17	10	22	3,231	98.2%	1.0%	
TRI-COUNTY MENTAL HEALTH	3	691	144	6	1	3	848	98.5%	0.5%	
WACCAMAW CENTER FOR MENTAL HEALTH	3	1,257	401	5	7	6	1,679	98.7%	0.8%	
TOTAL	183	25,829	6,494	182	167	157	33,012	97.9%	1.0%	

Center	6. I RECEIVED EXCELLENT SERVICES TODAY.								% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	MISSING VALUE	STRONGLY AGREE	AGREE	N/A	DISAGREE	STRONGLY DISAGREE	TOTAL RESPONSES			
AIKEN-BARNWELL MHC	4	1,073	260	5	2	6	1,350	98.7%	0.6%	
ANDERSON-OCONEE-PICKENS MHC	8	1,569	381	3	23	6	1,990	98.0%	1.5%	
BECKMAN CENTER FOR MENTAL HEALTH SERVICES	36	2,417	433	2	10	13	2,911	97.9%	0.8%	
BERKELEY COMMUNITY MENTAL HEALTH CENTER	11	1,510	210	10	4	6	1,751	98.2%	0.6%	
CATAWBA MENTAL HEALTH CENTER	36	2,475	602	26	11	15	3,165	97.2%	0.8%	
CHAS/DORCH COMM MENTAL HEALTH	13	1,750	442	25	4	6	2,240	97.9%	0.4%	
COASTAL EMPIRE MHC	16	921	158	2	2	4	1,103	97.8%	0.5%	
COLUMBIA AREA MHC	20	2,471	664	35	32	27	3,249	96.5%	1.8%	
GREENVILLE MHC	6	1,576	380	17	8	4	1,991	98.2%	0.6%	
LEXINGTON COUNTY COMMUNITY MHC	14	1,458	229	15	6	10	1,732	97.4%	0.9%	
ORANGEBURG AREA MHC	10	675	233	1	2	1	922	98.5%	0.3%	
PEE DEE MHC	23	1,022	634	9	13	15	1,716	96.5%	1.6%	
PIEDMONT CENTER FOR MENTAL HEALTH SERVICES	16	1,131	291	44	16	6	1,504	94.5%	1.5%	
SANTEE-WATEREE COMMUNITY MHC	6	1,224	370	13	9	8	1,630	97.8%	1.0%	
SPARTANBURG AREA MHC	19	2,451	693	30	24	14	3,231	97.3%	1.2%	
TRI-COUNTY MENTAL HEALTH	6	677	156	6	1	2	848	98.2%	0.4%	
WACCAMAW CENTER FOR MENTAL HEALTH	6	1,251	380	18	17	7	1,679	97.1%	1.4%	
TOTAL	250	25,651	6,516	261	184	150	33,012	97.4%	1.0%	

Survey Results for School Based Service Delivery (Questions #1-3)

Center	1. IT WAS EASY FOR ME TO GET MY APPOINTMENT.								% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	MISSING VALUE	STRONGLY AGREE	AGREE	N/A	DISAGREE	STRONGLY DISAGREE	TOTAL RESPONSES			
AIKEN-BARNWELL MHC	1	69	13	0	1	0	84	97.6%	1.2%	
ANDERSON-OCONEE-PICKENS MHC	3	372	96	0	3	1	475	98.5%	0.8%	
BECKMAN CENTER FOR MENTAL HEALTH SERVICES	3	213	80	0	3	0	299	98.0%	1.0%	
BERKELEY COMMUNITY MENTAL HEALTH CENTER	0	132	9	1	1	0	143	98.6%	0.7%	
CATAWBA MENTAL HEALTH CENTER	5	180	126	2	9	1	323	94.7%	3.1%	
CHAS/DORCH COMM MENTAL HEALTH	1	265	133	1	7	1	408	97.5%	2.0%	
COASTAL EMPIRE MHC	0	2	0	0	0	0	2	100.0%	0.0%	
COLUMBIA AREA MHC	1	31	15	0	0	0	47	97.9%	0.0%	
GREENVILLE MHC	1	598	200	11	8	1	819	97.4%	1.1%	
LEXINGTON COUNTY COMMUNITY MHC	3	116	46	0	1	3	169	95.9%	2.4%	
ORANGEBURG AREA MHC	0	48	15	0	0	0	63	100.0%	0.0%	
PEE DEE MHC	0	83	44	1	0	1	129	98.4%	0.8%	
PIEDMONT CENTER FOR MENTAL HEALTH SERVICES	1	135	24	0	1	0	161	98.8%	0.6%	
SANTEE-WATEREE COMMUNITY MHC	0	10	13	0	0	0	23	100.0%	0.0%	
SPARTANBURG AREA MHC	6	433	128	24	1	0	592	94.8%	0.2%	
TRI-COUNTY MENTAL HEALTH	0	5	8	0	0	0	13	100.0%	0.0%	
WACCAMAW CENTER FOR MENTAL HEALTH	0	71	56	3	13	0	143	88.8%	9.1%	
TOTAL	25	2,763	1,006	43	48	8	3,893	96.8%	1.4%	

Center	2. FOR TODAY'S APPOINTMENT, I DID NOT HAVE TO WAIT.								% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	MISSING VALUE	STRONGLY AGREE	AGREE	N/A	DISAGREE	STRONGLY DISAGREE	TOTAL RESPONSES			
AIKEN-BARNWELL MHC	2	70	12	0	0	0	84	97.6%	0.0%	
ANDERSON-OCONEE-PICKENS MHC	1	370	96	0	6	2	475	98.1%	1.7%	
BECKMAN CENTER FOR MENTAL HEALTH SERVICES	2	224	70	2	1	0	299	98.3%	0.3%	
BERKELEY COMMUNITY MENTAL HEALTH CENTER	7	130	6	0	0	0	143	95.1%	0.0%	
CATAWBA MENTAL HEALTH CENTER	4	183	117	1	13	5	323	92.9%	5.6%	
CHAS/DORCH COMM MENTAL HEALTH	2	267	127	1	10	1	408	96.6%	2.7%	
COASTAL EMPIRE MHC	0	2	0	0	0	0	2	100.0%	0.0%	
COLUMBIA AREA MHC	0	30	15	0	2	0	47	95.7%	4.3%	
GREENVILLE MHC	3	599	190	6	16	5	819	96.3%	2.6%	
LEXINGTON COUNTY COMMUNITY MHC	1	113	49	0	4	2	169	95.9%	3.6%	
ORANGEBURG AREA MHC	0	50	12	0	1	0	63	98.4%	1.6%	
PEE DEE MHC	0	82	41	0	5	1	129	95.3%	4.7%	
PIEDMONT CENTER FOR MENTAL HEALTH SERVICES	1	139	18	0	2	1	161	97.5%	1.9%	
SANTEE-WATEREE COMMUNITY MHC	0	11	9	0	3	0	23	87.0%	13.0%	
SPARTANBURG AREA MHC	2	437	130	16	4	3	592	95.8%	1.2%	
TRI-COUNTY MENTAL HEALTH	0	10	3	0	0	0	13	100.0%	0.0%	
WACCAMAW CENTER FOR MENTAL HEALTH	0	69	59	1	11	3	143	89.5%	9.8%	
TOTAL	25	2,786	954	27	78	23	3,893	96.1%	2.6%	

Center	3. I WOULD RECOMMEND THIS CENTER'S SERVICES TO SOMEONE WHO NEEDED HELP.								% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	MISSING VALUE	STRONGLY AGREE	AGREE	N/A	DISAGREE	STRONGLY DISAGREE	TOTAL RESPONSES			
AIKEN-BARNWELL MHC	0	64	18	0	2	0	84	97.6%	2.4%	
ANDERSON-OCONEE-PICKENS MHC	3	348	115	0	5	4	475	97.5%	1.9%	
BECKMAN CENTER FOR MENTAL HEALTH SERVICES	8	221	67	1	1	1	299	96.3%	0.7%	
BERKELEY COMMUNITY MENTAL HEALTH CENTER	1	127	14	0	1	0	143	98.6%	0.7%	
CATAWBA MENTAL HEALTH CENTER	1	202	113	2	3	2	323	97.5%	1.5%	
CHAS/DORCH COMM MENTAL HEALTH	3	232	156	1	16	0	408	95.1%	3.9%	
COASTAL EMPIRE MHC	0	2	0	0	0	0	2	100.0%	0.0%	
COLUMBIA AREA MHC	0	27	18	0	2	0	47	95.7%	4.3%	
GREENVILLE MHC	3	593	202	8	11	2	819	97.1%	1.6%	
LEXINGTON COUNTY COMMUNITY MHC	0	114	47	0	6	2	169	95.3%	4.7%	
ORANGEBURG AREA MHC	0	50	13	0	0	0	63	100.0%	0.0%	
PEE DEE MHC	0	80	42	0	6	1	129	94.6%	5.4%	
PIEDMONT CENTER FOR MENTAL HEALTH SERVICES	1	133	27	0	0	0	161	99.4%	0.0%	
SANTEE-WATEREE COMMUNITY MHC	0	14	9	0	0	0	23	100.0%	0.0%	
SPARTANBURG AREA MHC	3	420	160	5	4	0	592	98.0%	0.7%	
TRI-COUNTY MENTAL HEALTH	0	8	5	0	0	0	13	100.0%	0.0%	
WACCAMAW CENTER FOR MENTAL HEALTH	0	70	67	1	5	0	143	95.8%	3.5%	
TOTAL	23	2,705	1,073	18	62	12	3,893	97.0%	1.9%	

Survey Results for School Based Service Delivery (Questions #4-6)

Center	4. AFTER COMING HERE TODAY, I BELIEVE I WILL GET BETTER.								% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	MISSING VALUE	STRONGLY AGREE	AGREE	N/A	DISAGREE	STRONGLY DISAGREE	TOTAL RESPONSES			
AIKEN-BARNWELL MHC	0	64	20	0	0	0	84	100.0%	0.0%	
ANDERSON-OCONEE-PICKENS MHC	5	294	166	0	7	3	475	96.8%	2.1%	
BECKMAN CENTER FOR MENTAL HEALTH SERVICES	8	194	88	2	6	1	299	94.3%	2.3%	
BERKELEY COMMUNITY MENTAL HEALTH CENTER	3	125	15	0	0	0	143	97.9%	0.0%	
CATAWBA MENTAL HEALTH CENTER	4	183	123	3	4	6	323	94.7%	3.1%	
CHAS/DORCH COMM MENTAL HEALTH	4	214	162	7	20	1	408	92.2%	5.1%	
COASTAL EMPIRE MHC	0	1	1	0	0	0	2	100.0%	0.0%	
COLUMBIA AREA MHC	0	25	21	0	0	1	47	97.9%	2.1%	
GREENVILLE MHC	2	528	257	12	18	2	819	95.8%	2.4%	
LEXINGTON COUNTY COMMUNITY MHC	3	109	47	0	8	2	169	92.3%	5.9%	
ORANGEBURG AREA MHC	0	48	15	0	0	0	63	100.0%	0.0%	
PEE DEE MHC	2	78	46	0	3	0	129	96.1%	2.3%	
PIEDMONT CENTER FOR MENTAL HEALTH SERVICES	2	106	50	1	2	0	161	96.9%	1.2%	
SANTEE-WATEREE COMMUNITY MHC	0	10	12	0	0	1	23	95.7%	4.3%	
SPARTANBURG AREA MHC	5	382	186	5	13	1	592	95.9%	2.4%	
TRI-COUNTY MENTAL HEALTH	0	7	6	0	0	0	13	100.0%	0.0%	
WACCAMAW CENTER FOR MENTAL HEALTH	2	66	65	0	9	1	143	91.6%	7.0%	
TOTAL	40	2,434	1,280	30	90	19	3,893	95.4%	2.8%	

Center	5. I FELT LISTENED TO AND RESPECTED BY MY PROVIDER TODAY.								% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	MISSING VALUE	STRONGLY AGREE	AGREE	N/A	DISAGREE	STRONGLY DISAGREE	TOTAL RESPONSES			
AIKEN-BARNWELL MHC	0	72	12	0	0	0	84	100.0%	0.0%	
ANDERSON-OCONEE-PICKENS MHC	5	395	68	0	6	1	475	97.5%	1.5%	
BECKMAN CENTER FOR MENTAL HEALTH SERVICES	2	241	52	1	2	1	299	98.0%	1.0%	
BERKELEY COMMUNITY MENTAL HEALTH CENTER	1	136	5	0	0	1	143	98.6%	0.7%	
CATAWBA MENTAL HEALTH CENTER	1	214	103	0	4	1	323	98.1%	1.5%	
CHAS/DORCH COMM MENTAL HEALTH	3	311	90	2	2	0	408	98.3%	0.5%	
COASTAL EMPIRE MHC	0	2	0	0	0	0	2	100.0%	0.0%	
COLUMBIA AREA MHC	0	29	16	0	1	1	47	95.7%	4.3%	
GREENVILLE MHC	2	652	156	4	3	2	819	98.7%	0.6%	
LEXINGTON COUNTY COMMUNITY MHC	3	134	30	0	0	2	169	97.0%	1.2%	
ORANGEBURG AREA MHC	0	55	8	0	0	0	63	100.0%	0.0%	
PEE DEE MHC	0	90	39	0	0	0	129	100.0%	0.0%	
PIEDMONT CENTER FOR MENTAL HEALTH SERVICES	1	148	12	0	0	0	161	99.4%	0.0%	
SANTEE-WATEREE COMMUNITY MHC	0	17	6	0	0	0	23	100.0%	0.0%	
SPARTANBURG AREA MHC	1	474	114	2	1	0	592	99.3%	0.2%	
TRI-COUNTY MENTAL HEALTH	0	8	5	0	0	0	13	100.0%	0.0%	
WACCAMAW CENTER FOR MENTAL HEALTH	1	83	58	0	0	1	143	98.6%	0.7%	
TOTAL	20	3,061	774	9	19	10	3,893	98.5%	0.7%	

Center	6. I RECEIVED EXCELLENT SERVICES TODAY.								% AGREE OR STRONGLY AGREE	% DISAGREE OR STRONGLY DISAGREE
	MISSING VALUE	STRONGLY AGREE	AGREE	N/A	DISAGREE	STRONGLY DISAGREE	TOTAL RESPONSES			
AIKEN-BARNWELL MHC	0	70	14	0	0	0	84	100.0%	0.0%	
ANDERSON-OCONEE-PICKENS MHC	3	383	86	0	1	2	475	98.7%	0.6%	
BECKMAN CENTER FOR MENTAL HEALTH SERVICES	3	228	65	1	1	1	299	98.0%	0.7%	
BERKELEY COMMUNITY MENTAL HEALTH CENTER	4	131	8	0	0	0	143	97.2%	0.0%	
CATAWBA MENTAL HEALTH CENTER	3	216	96	2	3	3	323	96.6%	1.9%	
CHAS/DORCH COMM MENTAL HEALTH	1	309	94	2	2	0	408	98.8%	0.5%	
COASTAL EMPIRE MHC	0	2	0	0	0	0	2	100.0%	0.0%	
COLUMBIA AREA MHC	0	29	17	0	1	0	47	97.9%	2.1%	
GREENVILLE MHC	2	638	172	3	1	3	819	98.9%	0.5%	
LEXINGTON COUNTY COMMUNITY MHC	2	135	30	0	0	2	169	97.6%	1.2%	
ORANGEBURG AREA MHC	2	51	10	0	0	0	63	96.8%	0.0%	
PEE DEE MHC	1	95	33	0	0	0	129	99.2%	0.0%	
PIEDMONT CENTER FOR MENTAL HEALTH SERVICES	4	142	15	0	0	0	161	97.5%	0.0%	
SANTEE-WATEREE COMMUNITY MHC	0	14	9	0	0	0	23	100.0%	0.0%	
SPARTANBURG AREA MHC	3	455	125	3	6	0	592	98.0%	1.0%	
TRI-COUNTY MENTAL HEALTH	0	8	5	0	0	0	13	100.0%	0.0%	
WACCAMAW CENTER FOR MENTAL HEALTH	1	76	58	2	6	0	143	93.7%	4.2%	
TOTAL	29	2,982	837	13	21	11	3,893	98.1%	0.8%	