

# 2024 Perceptions of Care Survey Analysis

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**Trillium**  
HEALTH RESOURCES

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## EXECUTIVE SUMMARY

Each year, the North Carolina Department of Health and Human Services (NCDHHS) Division of Mental Health, Developmental Disabilities, and Substance Use Services (DMHDDSUS) collaborates with LME-MCOs and mental health and substance use disorder providers to administer the Perceptions of Care (POC) Survey. This survey fulfills a reporting requirement from the Substance Abuse and Mental Health Services Administration (SAMHSA) for the Community Mental Health Services Block Grant. DMHDDSUS provides Trillium-specific results for analysis in addition to the statewide report.

- Trillium’s usable responses:
  - Adult – 1,354
  - Youth- 378
  - Child – 257
- All Domains identified in the survey receive a score with the ranges identified below:

Domain Score Range	Category
3.5 – 5	Positive
2.5 – 3.49	Neutral
1 – 2.49	Negative

- All identified strengths include domains that had the highest percentage of positive responses. The following measures were Trillium’s identified **strengths**:
  - **Adult Survey:**
    - General Satisfaction (4.5)
    - Quality and Appropriateness (4.42)
  - **Youth Survey:**
    - Cultural Sensitivity (4.33)
    - Access to Services (4.32)
  - **Child Survey:**
    - Cultural Sensitivity (4.56)
    - Access to Services (4.54)
    - Treatment Planning (4.53)

- All identified opportunities for improvement received positive responses; however, these items receive the lowest percentage of positive responses. The following measures were Trillium's identified **opportunities for improvement**:
  - **Adult Survey:**
    - Outcomes (3.92)
    - Functioning (4.1)
  - **Youth Survey:**
    - Outcomes (4)
    - Treatment Planning (4.17)
  - **Child Survey:**
    - Outcomes (4.01)
    - Functioning (4.01)

## INTRODUCTION

The North Carolina Department of Health and Human Services (NCDHHS) Division of Mental Health, Developmental Disabilities, and Substance Use Services (DMHDDSUS) partners with LME-MCOs and mental health and substance use disorder providers to administer the Perceptions of Care (POC) Survey annually. This survey fulfills a reporting requirement from the Substance Abuse and Mental Health Services Administration (SAMHSA) for the Community Mental Health Services Block Grant. DMHDDSUS provides Trillium-specific results for analysis in addition to the statewide report, and these results are shared with SAMHSA each year.

Surveys were conducted from August 12 through September 20, 2024, and were administered to members receiving ongoing services either remotely (by telephone) or in person (via self-administered web-based or paper surveys), with assistance from provider agencies as needed.

- **Adult Survey:** Members aged 18 and older
- **Youth Survey:** Members aged 12–17
- **Child Family Survey:** Parents or guardians of members aged 11 and younger

## METHODOLOGY

### Survey Domains

The Perceptions of Care survey consists of questions that are categorized into one of the following domains:

- General Satisfaction
- Access to Services
- Treatment Planning
- Quality and Appropriateness
- Cultural Sensitivity
- Outcomes
- Functioning
- Social Connectedness

While there are eight domains in total, not all domains are applicable to all three populations. Below is a table that depicts which domains are included for each population survey.

	Adult (18 + Years)	Youth (12 – 17 Years)	Child (12 Years and Under)
General Satisfaction	✓	✓	✓
Access to Services	✓	✓	✓
Treatment Planning	✓	✓	✓
Quality and Appropriateness	✓		
Cultural Sensitivity		✓	✓
Outcomes	✓	✓	✓
Functioning	✓		✓
Social Connectedness	✓		✓

This report will analyze the usable survey responses to assess domain performance, compare with NC averages and determine strengths and opportunities for improvement.

### Positive Survey Response Percentage

The positive survey response percentage represents the percentage of members who responded with *Strongly Agree* or *Agree* for each question.

The domain positive survey response percentage was determined by calculating the average positive survey response percentage across all questions within the domain.

The domain positive survey response percentages were then compared to the MY 2024 NC averages. The percentage point difference was determined by calculating the difference between Trillium's positive survey response percentage and the NC average.

### Domain Score

For this analysis, the domain scores are categorized as Positive, Neutral, or Negative based on their numerical values. To calculate the domain score, responses were assigned numerical scores from 5 (*Strongly Agree*, indicating a positive response) to 1 (*Strongly Disagree*, indicating a negative response), with a neutral score of 3.

Each domain score is calculated as the average of all individual question scores for questions that count towards the domain. Responses of *N/A* or *blank* are not factored in.

Domain Score Range	Category
3.5 – 5	Positive
2.5 – 3.49	Neutral
1 – 2.49	Negative

## Determining Strengths and Opportunities for Improvement

The domain score was used to determine strengths and opportunities for improvement. Using the Department’s modified methodology, any domains (or questions) with a score of 3.5 – 5 are considered positive and would not need an action plan. Any domains (or questions) with a score of 3.49 or less would be considered an opportunity for improvement and may be considered for an action plan.

## Data Source

This analysis was created using the following data sources:

- Trillium’s POC 2024 Raw Data
- 2024 Mental Health and Substance Use Services Client Perceptions of Care 2024 State Report

## PERFORMANCE ANALYSIS

### Survey Response

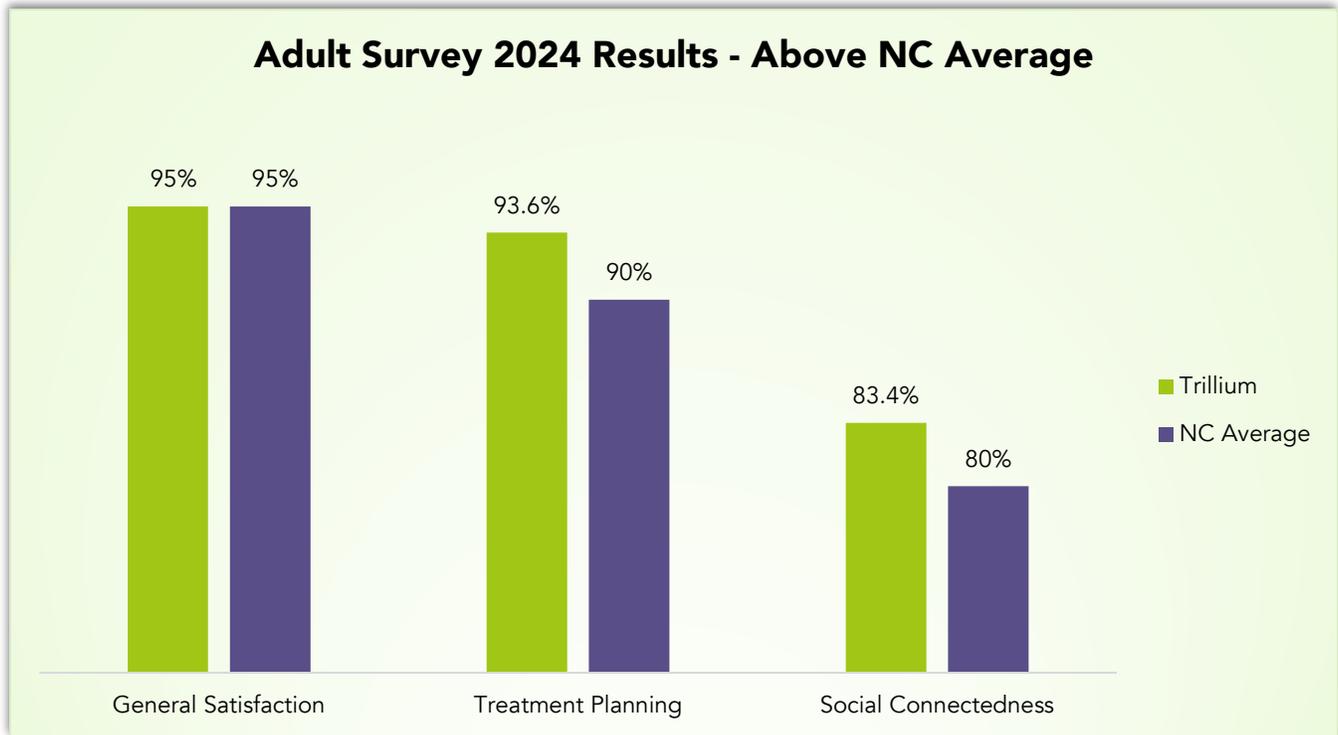
The table below displays the number of responses for each survey type:

Survey Type	Usable	Incomplete	Total
Adult	1,354	31	1,385
Youth	378	24	402
Child	257	18	275

The criteria below were used to categorize survey responses as *Incomplete*:

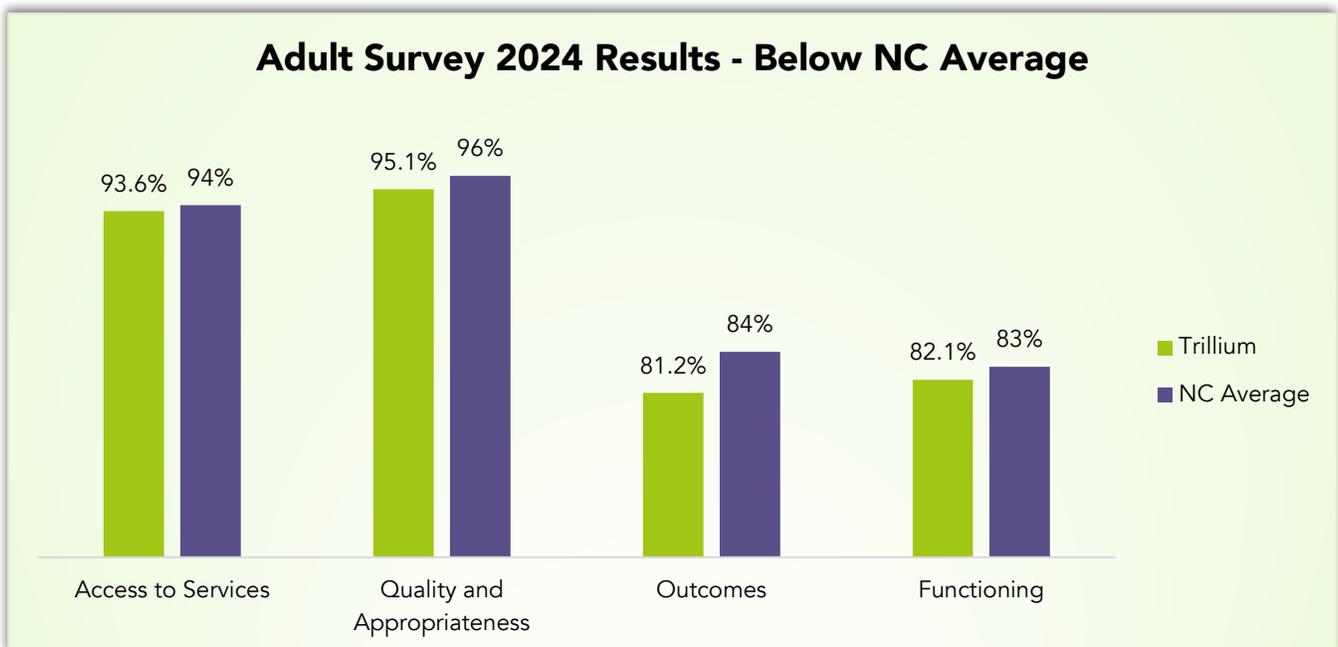
- Survey completed by members outside of the survey age range
- Answered 5 questions or less

## Adult Survey 2024 Results



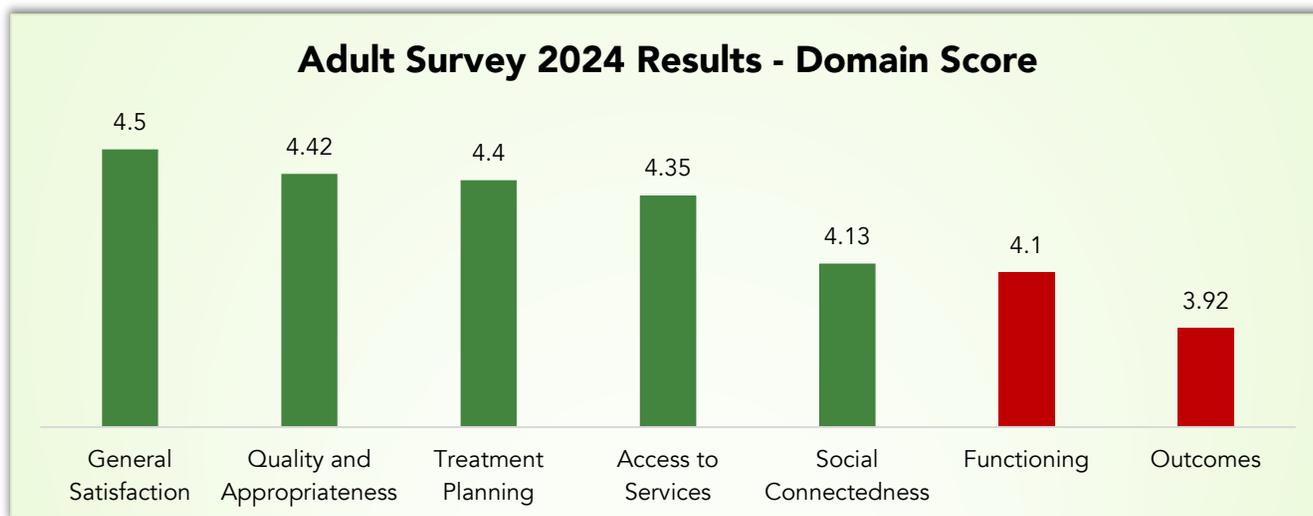
Based on the results displayed above, Trillium met or exceeded the NC average for the following domains:

1. Treatment Planning (93.6%) with a difference of +3.6%
2. Social Connectedness (83.4%) with a difference of +3.4%
3. General Satisfaction (95%)



Trillium was below the NC Average for the following domains:

1. Outcomes (81.2%) with a difference of -2.8%
2. Functioning (82.1%) with a difference of -0.9%
3. Quality and Appropriateness (95.1%) with a difference of -0.9%
4. Access to Services (93.6%) with a difference of -0.4%



All domains' scores were above 3.5, thus making all domain scores positive. However, Outcomes and Functioning were the lowest performing domains.

The Outcomes domain was the lowest performing domain in the adult survey results with a percentage point difference of -2.8% and a domain score of 3.92.

Below are the questions within the Outcomes domain that have an average score of less than the Outcomes domain score of 3.92.

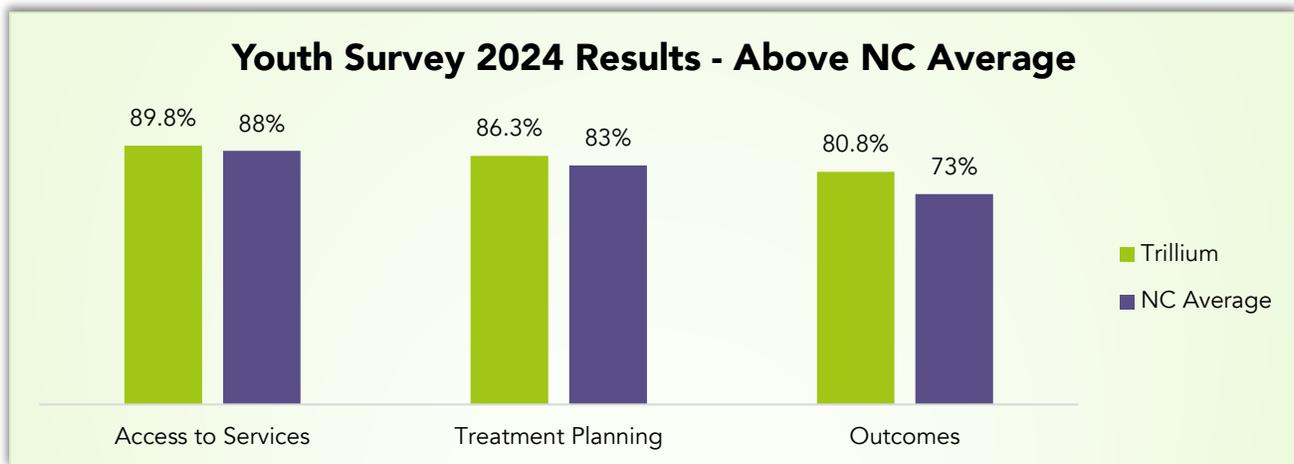
Outcomes Domain Questions	Average Question Score
Question 26: I do better in school and/or work.	2.99
Question 28: My housing situation has improved.	3.68

Below are the questions within the Functioning domain that had an average score of less than the Functioning domain score of 4.1.

Functioning Domain Questions	Average Question Score
Question 27: My symptoms are not bothering me as much.	3.94
Question 31: I am better able to handle things when they go wrong.	4.09

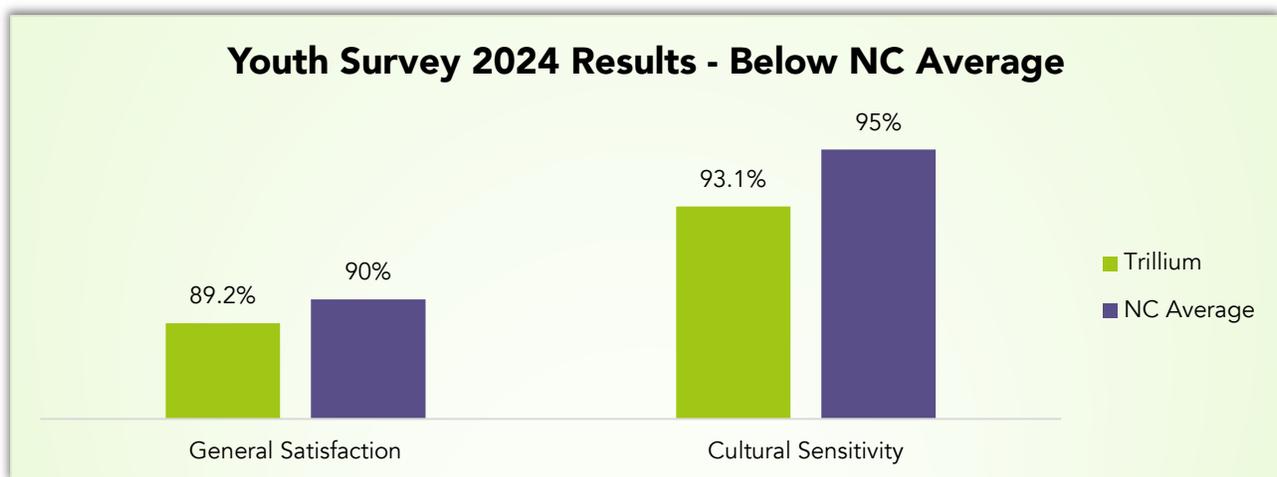
The only question in the Adult Domains identified for opportunities for improvement to fall below the positive range is *Question 26: I do better in school and/or work*. Trillium is currently working to increase available providers for the 1915i Individual Placement & Support (IPS) for Mental Health and Substance Use service. A Request for Proposal (RFP) was included in the Network Communication Bulletins #440-445 in November and December 2025. It appears that additional providers are needed, particularly in more rural Trillium counties. Attempts are currently in progress to increase the availability of this service that would support adult members to increase outcomes related to work.

## Youth Survey 2024 Results



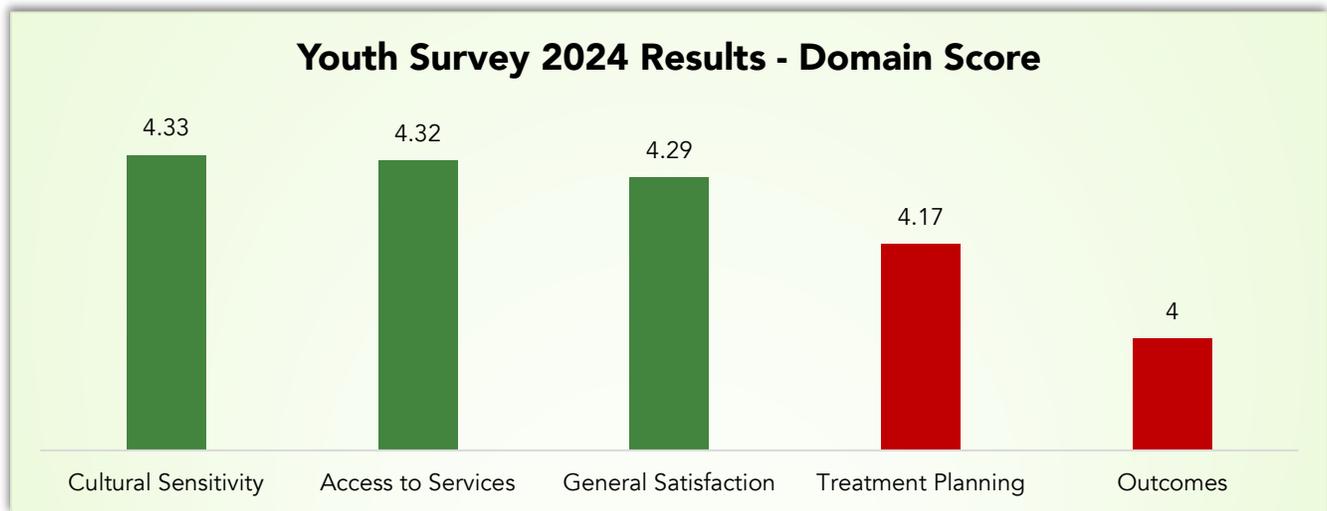
Based on the results displayed above, Trillium met or exceeded the NC average for the following domains:

1. Outcomes (80.8%) with a difference of +7.8%
2. Treatment Planning (86.3%) with a difference of +3.3%
3. Access to Services (89.8%) with a difference of +1.8%



Trillium fell below the NC Average for the following domains:

1. Cultural Sensitivity (93.1%) with a difference of -1.9%
2. General Satisfaction (89.2%) with a difference of -0.8%



All domains' scores are above 3.5, thus making all domain scores positive. Although the Outcomes domain has the highest percentage difference compared to the NC average with 7.8%, Outcomes is the domain with the lowest score with 4.

Below are the questions within the Outcomes domain that had an average score of less than the Outcomes domain score of 4.

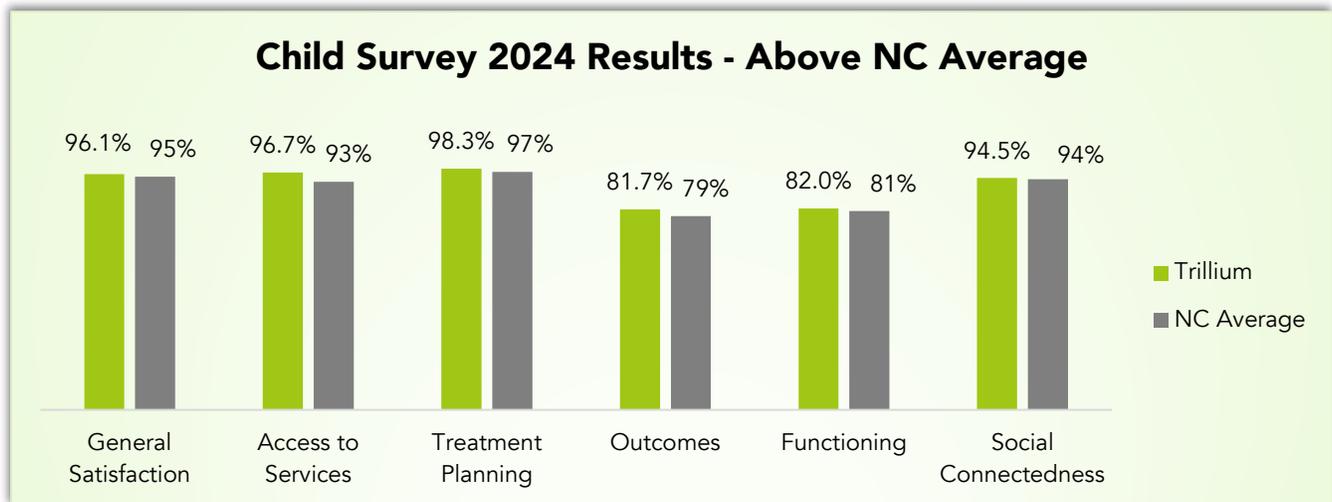
Outcomes Domain Questions	Average Question Score
Question 19: I do better in school and/or work.	3.87
Question 17: I get along better with family members.	3.99

Treatment Planning was the second lowest performing domain. Below is the one question within the Treatment Planning domain that had an average score of less than the Treatment Planning domain score of 4.17.

Treatment Planning Domain Questions	Average Question Score
Question 2: I helped to choose my services	3.85

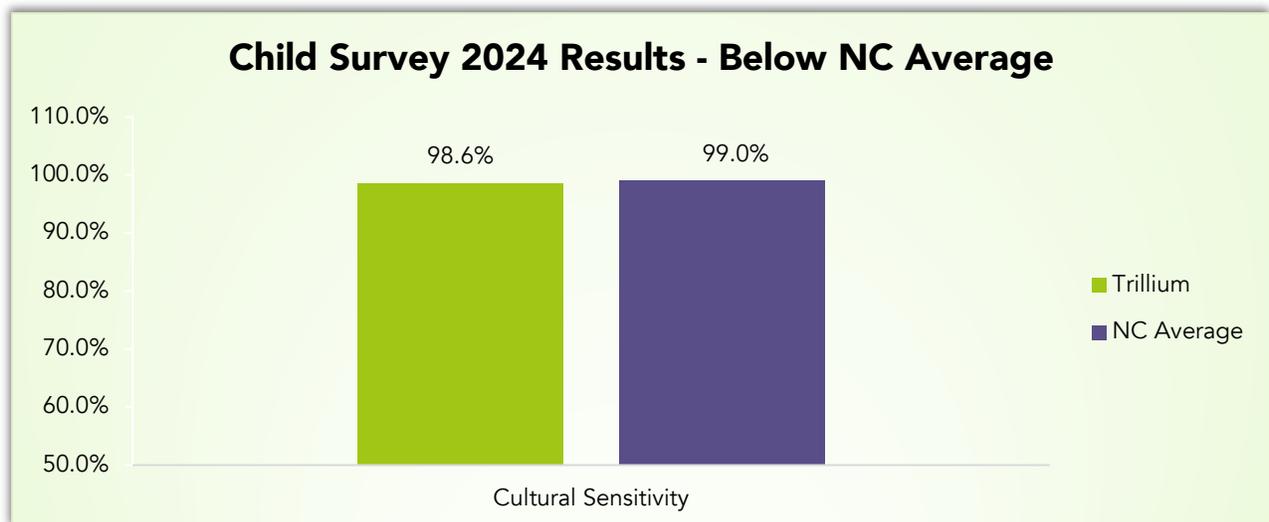
No Domains identified as opportunities for improvement for the Youth survey had individual questions that fell below the positive range (3.5-5).

## Child Survey 2024 Results



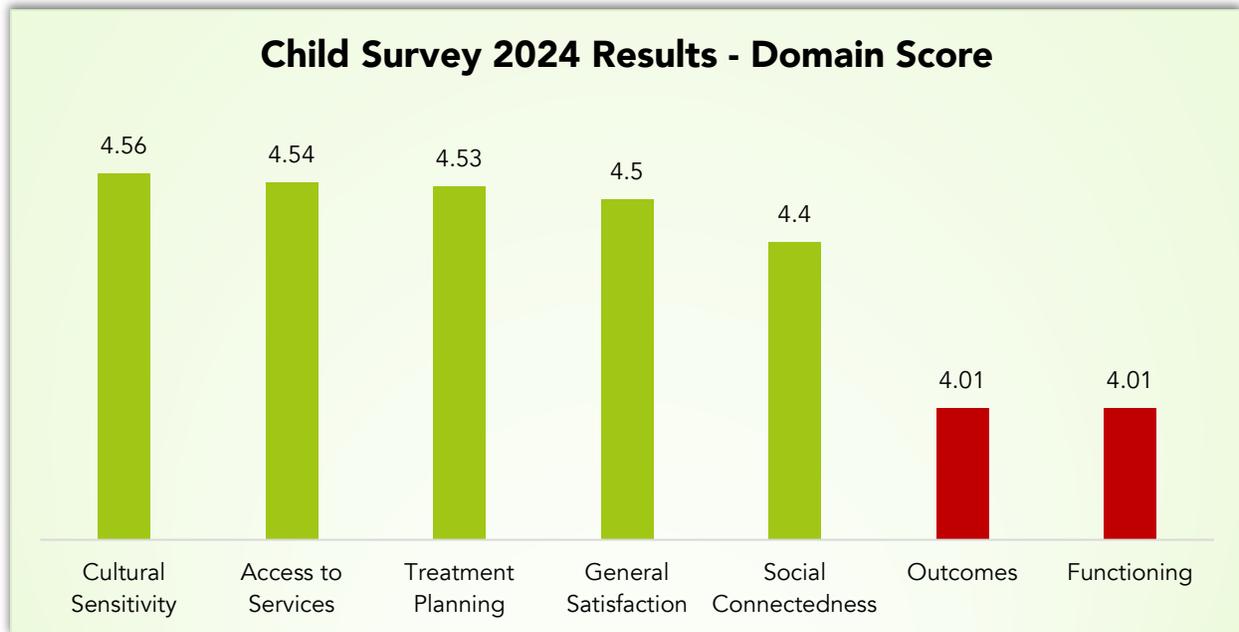
Based on the results displayed above, Trillium met or exceeded the NC average for the following domains:

1. Access to Services (96.7%) with a difference of +3.7%
2. Outcomes (81.7%) with a difference of +2.7%
3. Treatment Planning (98.3%) with a difference of +1.3%
4. General Satisfaction (96.1%) with a difference of +1.1%
5. Functioning (82%) with a difference of +1%
6. Social Connectedness (94.5%) with a difference of +0.5%



Trillium fell below the NC Average for the following domain:

1. Cultural Sensitivity (98.6%) with a difference of -0.4%



All domains' scores were above 3.5, thus making all domain scores positive. Although the Outcomes and Functioning domain have achieved a positive percentage difference when compared to the NC average, Outcomes and Functioning were the domains with the lowest score with 4.01.

Below are the questions within the Outcomes/Functioning domains that had an average score of less than the Outcomes/Functioning domain score of 4.01. Note that the questions below count towards both domains.

Outcomes/Functioning Domain Questions	Average Question Score
Question 19: My child is doing better in school	3.83
Question 20: My child is better able to cope when things go wrong	3.95

No Domains identified as opportunities for improvement for the Child survey had individual questions that fell below the positive range (3.5-5).

## STRENGTHS & OPPORTUNITIES FOR IMPROVEMENT

Trillium's Domain Score was chosen to determine Trillium's strengths and opportunities for improvement.

The table below displays the domains, sorted in descending order by their domain score.

Survey Type	Domain	Trillium Domain Score (Out of 5)	Trillium +%
Child	Cultural Sensitivity	4.56	98.6%
Child	Access to Services	4.54	96.7%
Child	Treatment Planning	4.53	98.3%
Child	General Satisfaction	4.5	96.1%
Adult	General Satisfaction	4.5	95.0%
Adult	Quality and Appropriateness	4.42	95.1%
Adult	Treatment Planning	4.4	93.6%
Child	Social Connectedness	4.4	94.5%
Adult	Access to Services	4.35	93.6%
Youth	Cultural Sensitivity	4.33	93.1%
Youth	Access to Services	4.32	89.8%
Youth	General Satisfaction	4.29	89.2%
Youth	Treatment Planning	4.17	86.3%
Adult	Social Connectedness	4.13	83.4%
Adult	Functioning	4.1	82.1%
Child	Outcomes	4.01	81.7%
Child	Functioning	4.01	82.0%
Youth	Outcomes	4	80.8%
Adult	Outcomes	3.92	81.2%

The top 5 rows contain domains with the greatest strengths.

The bottom 5 rows contain measures with the greatest opportunities for improvement.

2. Outcomes (Adult) – 81.2%
3. Outcomes (Youth) – 80.8%
4. Functioning (Child) – 82%
5. Outcomes (Child) – 81.7%
6. Functioning (Adult) – 82.1%

## CONCLUSION

The Child Survey reflected the highest positive ratings across four domains: *Cultural Sensitivity*, *Access to Services*, *Treatment Planning*, and *General Satisfaction*. For the Adult Survey, the strongest domain identified was *General Satisfaction*.

Areas for improvement include the *Outcomes* domain across all three survey types and the *Functioning* domain for both adults and children. While none of these domains fell below the overall positive range, one specific item—Question 26: “*I do better in school and/or work*” within the Adult Outcomes domain—did fall below the positive threshold. Efforts are underway to enhance adult members’ ability to improve work opportunities, including initiatives to expand provider availability for the 1915(i) Individual Placement & Support (IPS) for Mental Health and Substance Use service.

Trillium continues to partner with DMHDDSUS and Mental Health and Substance Use providers on initiatives such as the annual Perceptions of Care Survey. These collaborations support Trillium’s mission to transform lives and build community well-being through partnership and proven solutions.

Survey results provide valuable insight into members’ experiences, enabling the Quality Management team and Trillium to take actionable steps. These efforts aim to develop targeted interventions that create sustainable change, promote long-term health and well-being, and improve overall healthcare experience across our network.

## NEXT STEPS

1. Create summary of report to share with committees.
2. Share report and summary with QIC.