

**Consumer Evaluation of Care by Consumer Characteristic: Race/Ethnicity (Appendix A)**

Produced on 10/11/2007

Fairfield County ADAMH Board Adult Consumer Satisfaction Survey for the most recent four quarters starting 9/18/2006 and ending 9/30/2007

Indicators	Total		Black		White		Hispanic		Native American		Asian		Other/Multi		Missing	
	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response
Reporting Positively about Access	872	967	16	16	799	880	5	5	9	13	1	2	15	20	27	31
	90.18%		100.00%		90.80%		100.00%		69.23%		50.00%		75.00%		87.10%	
Reporting Positively about Quality and Appropriateness	862	937	15	15	789	854	5	5	8	12	1	2	15	19	29	30
	92.00%		100.00%		92.39%		100.00%		66.67%		50.00%		78.95%		96.67%	
Reporting Positively about Outcomes	647	919	15	15	588	835	5	5	7	13	0	1	15	20	17	30
	70.40%		100.00%		70.42%		100.00%		53.85%		0.00%		75.00%		56.67%	
Reporting Positively about Participation in Treatment Planning	709	848	11	12	656	780	4	5	3	6	1	2	15	18	19	25
	83.61%		91.67%		84.10%		80.00%		50.00%		50.00%		83.33%		76.00%	
Reporting Positively about General Satisfaction	940	992	17	17	859	902	5	5	9	13	2	2	15	20	33	33
	94.76%		100.00%		95.23%		100.00%		69.23%		100.00%		75.00%		100.00%	

**Consumer Evaluation of Care by Consumer Characteristic: Age**

Indicators	Total		Age 18 - 20		Age 21 - 25		Age 26 - 35		Age 36 - 45		Age 46 - 55		Age 56 - 65		Age 66+	
	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response
Reporting Positively about Access	759	835	49	54	88	98	188	200	184	210	159	176	71	74	20	23
	90.90%		90.74%		89.80%		94.00%		87.62%		90.34%		95.95%		86.96%	
Reporting Positively about Quality and Appropriateness	748	810	50	53	85	97	182	192	186	201	155	172	69	73	21	22
	92.35%		94.34%		87.63%		94.79%		92.54%		90.12%		94.52%		95.45%	
Reporting Positively about Outcomes	559	794	40	54	57	93	135	195	134	194	116	161	56	74	21	23
	70.40%		74.07%		61.29%		69.23%		69.07%		72.05%		75.68%		91.30%	
Reporting Positively about Participation in Treatment Planning	615	731	44	51	70	89	159	183	158	183	116	143	52	64	16	18
	84.13%		86.27%		78.65%		86.89%		86.34%		81.12%		81.25%		88.89%	
Reporting Positively about General Satisfaction	816	854	51	54	92	100	192	203	204	213	177	181	78	79	22	24
	95.55%		94.44%		92.00%		94.58%		95.77%		97.79%		98.73%		91.67%	

**Consumer Evaluation of Care by Consumer Characteristic: Gender**

Indicators	Total		Female		Male		Missing	
	# Positive	Response	# Positive	Response	# Positive	Response	# Positive	Response
Reporting Positively about Access	872	967	580	640	292	327	0	0
	90.18%		90.63%		89.30%			
Reporting Positively about Quality and Appropriateness	862	937	562	612	300	325	0	0
	92.00%		91.83%		92.31%			
Reporting Positively about Outcomes	647	919	416	610	231	309	0	0
	70.40%		68.20%		74.76%			
Reporting Positively about Participation in Treatment Planning	709	848	488	575	221	273	0	0
	83.61%		84.87%		80.95%			
Reporting Positively about General Satisfaction	940	992	621	652	319	340	0	0
	94.76%		95.25%		93.82%			