

# 2020

## Annual Report



# Behavioral Health Treatment Services

*First Step Counseling Services*

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## Stakeholder Survey Summary

### First Step Counseling Services

Printed September 2020

#### Survey Respondents

*The Division of Behavioral Health (DBH) recognizes the need for strong community collaboration at the local level between agencies accredited with the DBH and their local referral sources seeking services for clients. The Stakeholder Survey is intended to create a dialogue between referral sources and accredited agencies to encourage collaboration to best meet the needs of clients.*

*In FY18, First Step Counseling Services did not have any responses collected.*

#### Stakeholder Types

	FY17	FY18	FY19	FY20	FY21
Law Enforcement (Sheriff, Police Department, Highway Patrol)	-	0	0	0	
Court Staff- UJS (State, Federal, Tribal), Judge, Attorney, DOC, Drug Court, Teen Court)	-	0	2	3	
Department of Social Services- State/Tribal (EA/CPS/Adult Services/Child Welfare)	-	0	0	0	
Medical (Doctor/Nurse/Hospital Social Worker/Psychiatric Nurse/Community Health)	-	0	0	0	
Treatment Agency (Mental Health/SUD/EAP/Therapist/Counselor/Case Manager)	-	0	0	1	
School (Administrator/Counselor/Teacher/Social Worker)	-	0	0	0	
Prevention	-	0	0	0	
County Board of Mental Illness	-	0	0	0	
Other	-	0	0	0	
<b>Total Responses</b>	-	<b>0</b>	<b>2</b>	<b>4</b>	

#### Definitions

**CPS-** Child Protection Services

**DBH-** Division of Behavioral Health

**DOC-** Department of Corrections (Juvenile Correction Agents, Parole Services)

**EA-** Economic Assistance

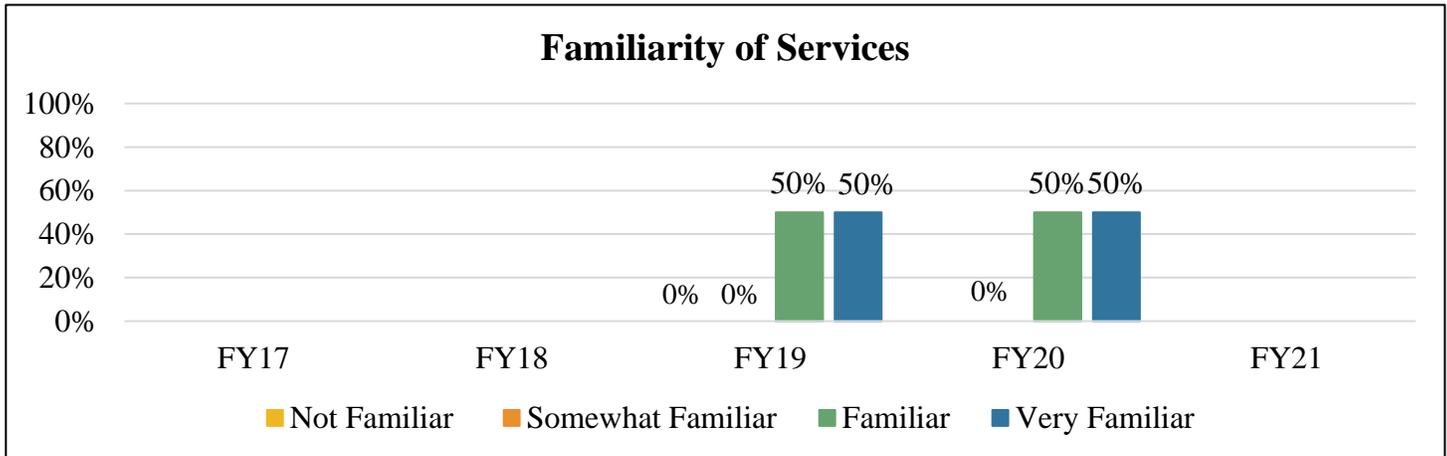
**EAP-** Employee Assistance Program

**SUD-** Substance Use Disorder

**UJS-** Unified Judicial Services (Probation Services)

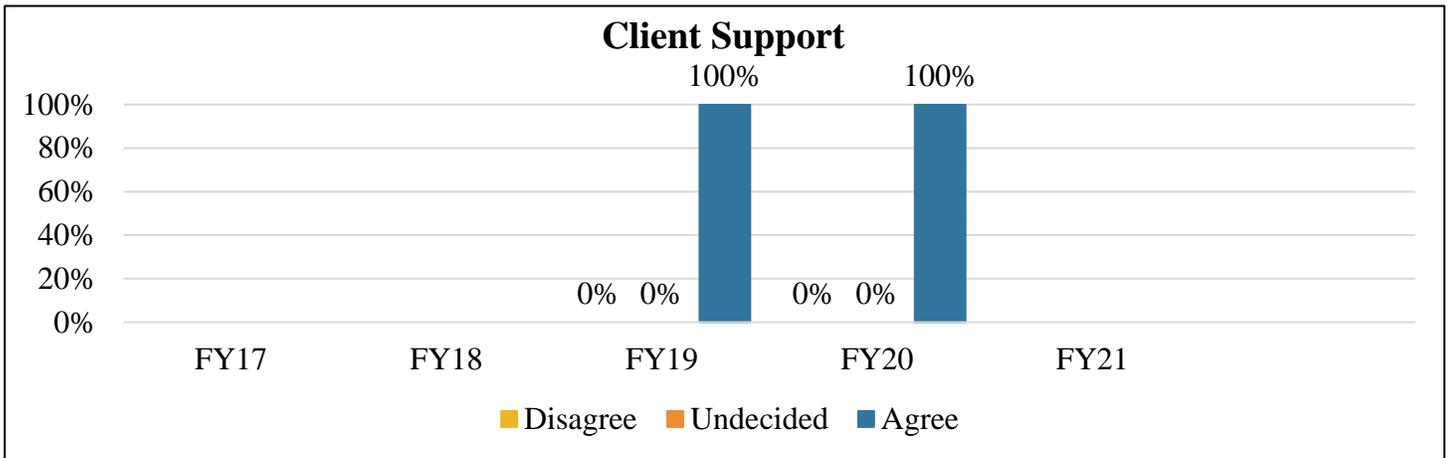
## Survey Responses

In an effort to monitor and gauge collaboration between accredited agencies and referral sources, a brief survey was sent to various local stakeholders, including CPS, UJS, and DOC. In addition, the accredited agency was asked to share the survey with local referral sources such as schools, healthcare providers, and other entities of their choosing. The DBH began collecting surveys in October of 2017. The following data reflect stakeholders' perceptions regarding treatment services provided by accredited agencies.



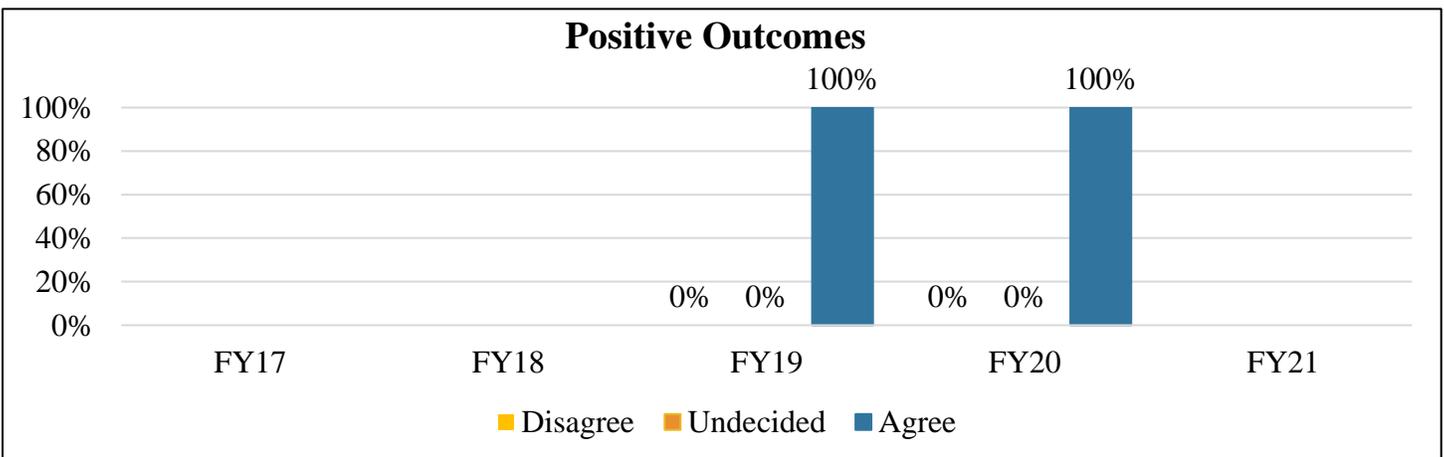
**Familiarity of Services:** How familiar are you with the services that are offered by this agency...

	FY17	FY18	FY19	FY20	FY21
Not Familiar	Not Collected	-	0%	0%	
Somewhat Familiar		-	0%	0%	
Familiar		-	50%	50%	
Very Familiar		-	50%	50%	
<b>Total Responses</b>		-	<b>2</b>	<b>4</b>	



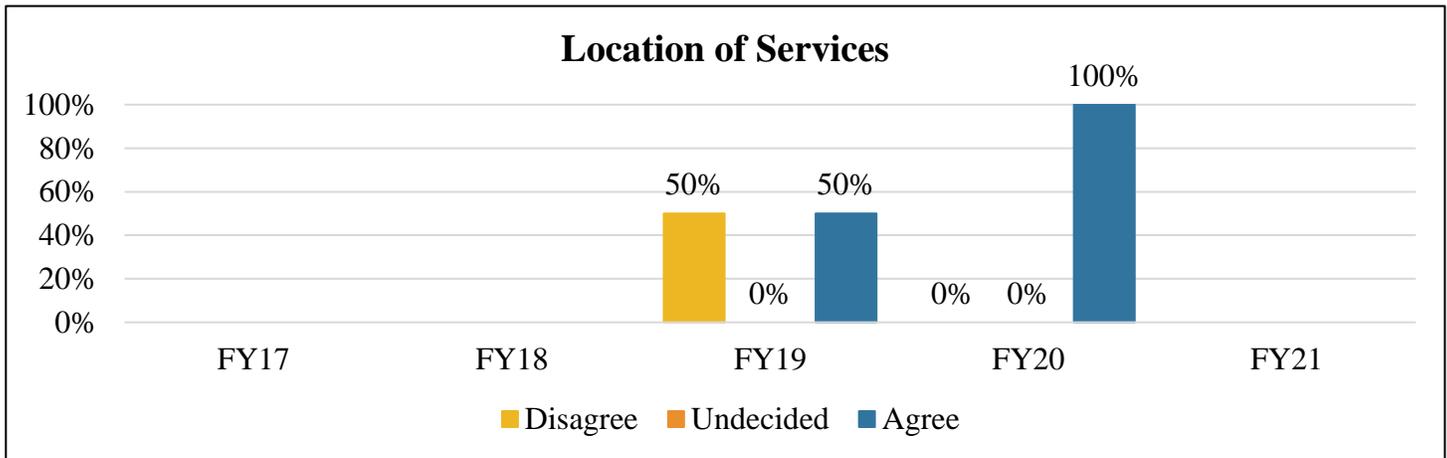
**Client Support:** This agency is supportive of client needs...

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	-	0%	0%	
Undecided		-	0%	0%	
Agree		-	100%	100%	
<b>Total Responses</b>		-	<b>2</b>	<b>4</b>	



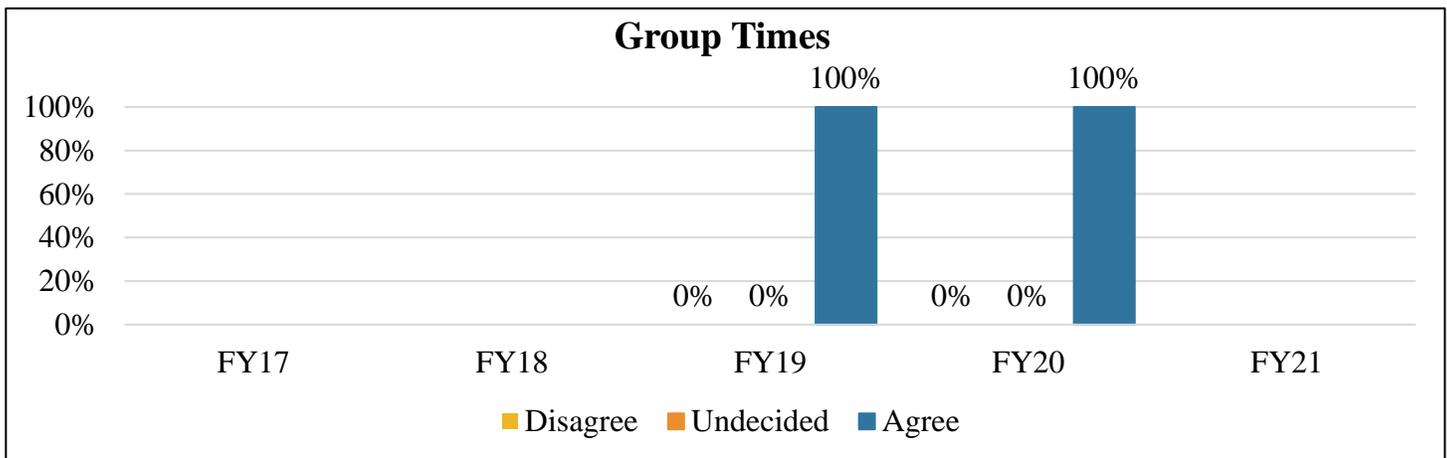
**Positive Outcomes:** Clients that receive services from this agency have positive outcomes

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	-	0%	0%	
Undecided		-	0%	0%	
Agree		-	100%	100%	
<b>Total Responses</b>		-	<b>2</b>	<b>3</b>	



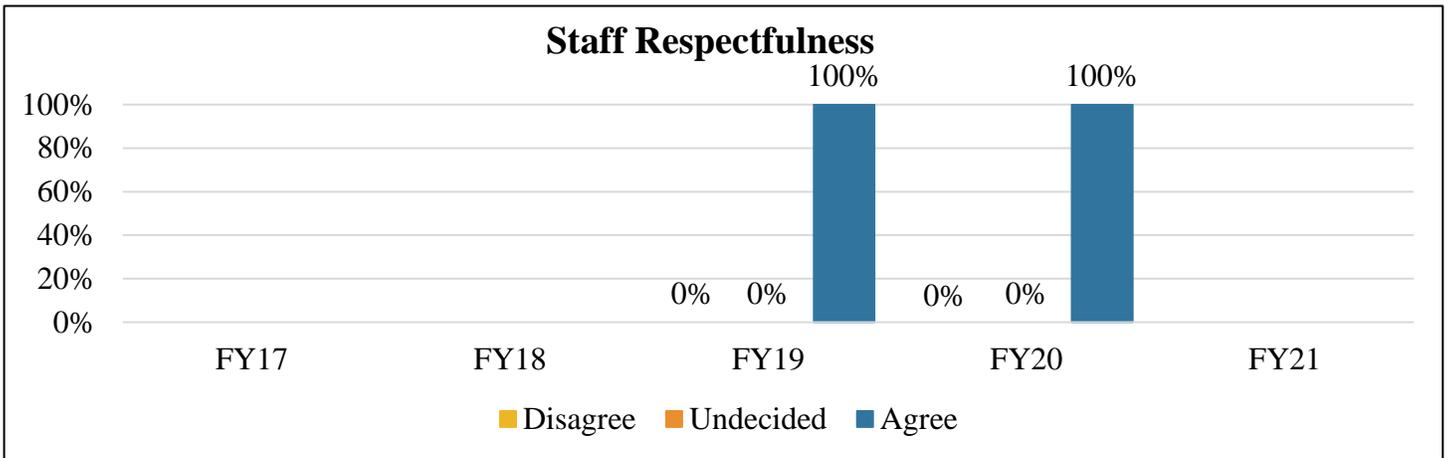
**Location of Services:** The location of services is convenient for clients...

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	-	50%	0%	
Undecided		-	0%	0%	
Agree		-	50%	100%	
<b>Total Responses</b>		-	<b>2</b>	<b>4</b>	



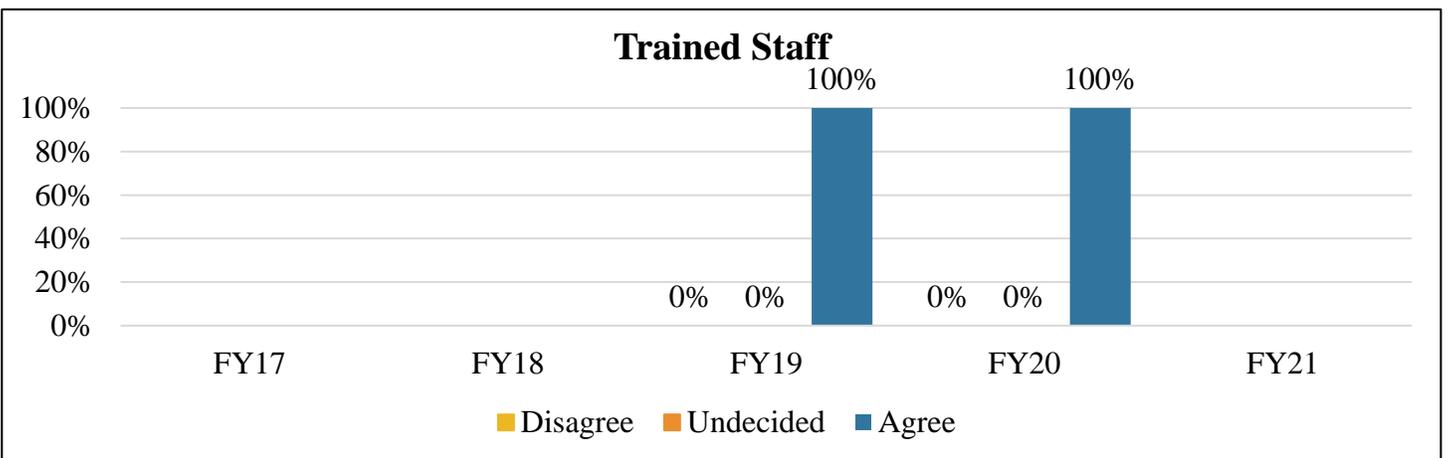
**Group Times:** The services are available at times that are convenient for clients...

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	-	0%	0%	
Undecided		-	0%	0%	
Agree		-	100%	100%	
<b>Total Responses</b>		-	<b>2</b>	<b>3</b>	



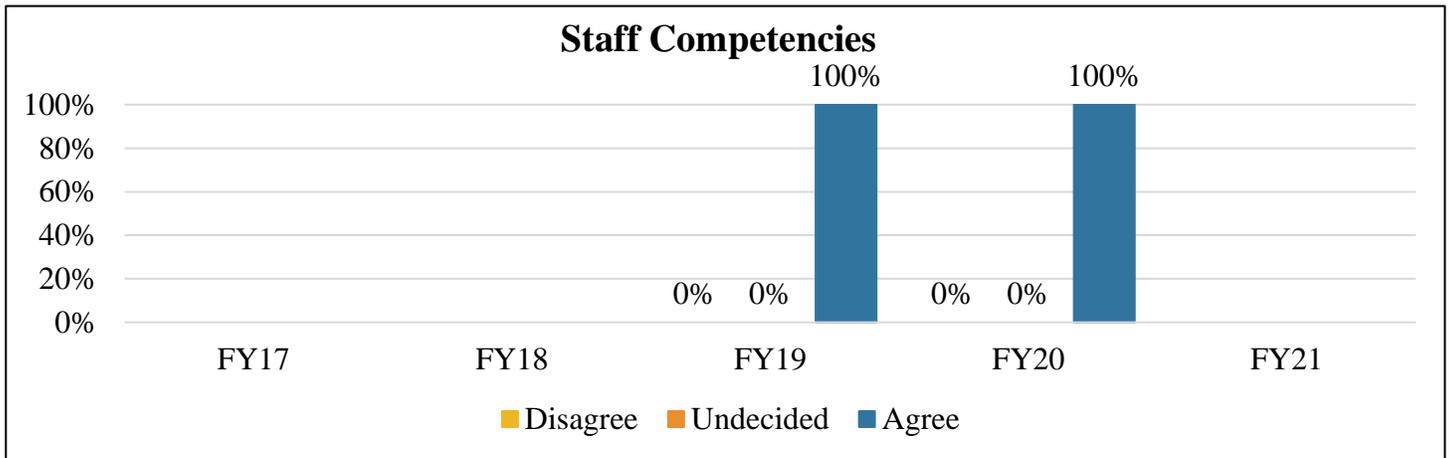
**Staff Respectfulness:** Staff at this agency are respectful

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	-	0%	0%	
Undecided		-	0%	0%	
Agree		-	100%	100%	
<b>Total Responses</b>		-	<b>2</b>	<b>4</b>	



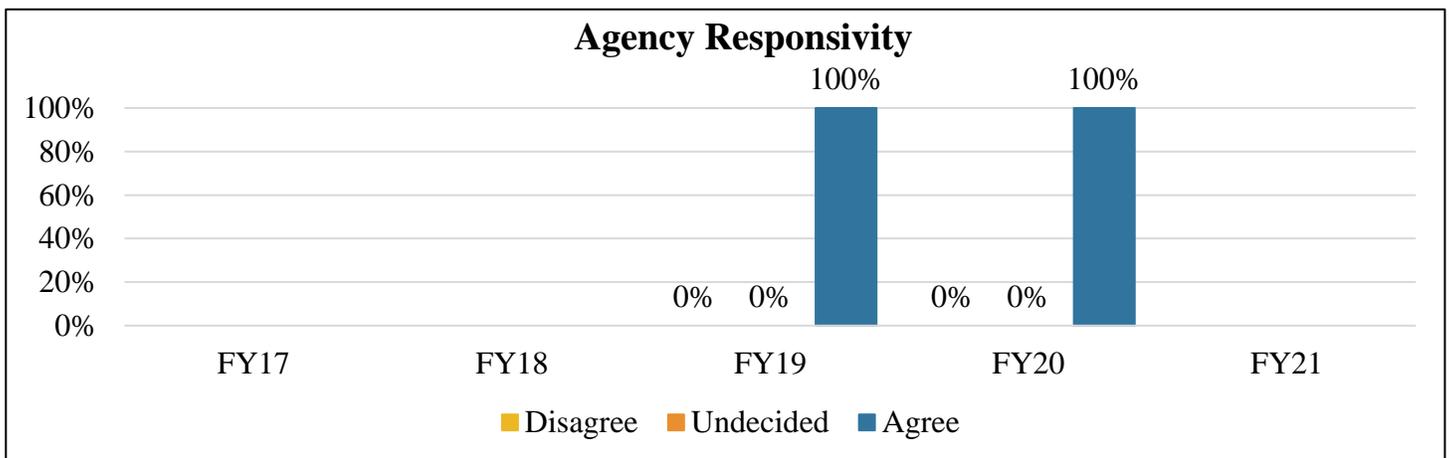
**Trained Staff:** Staff at this agency are well trained

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	-	0%	0%	
Undecided		-	0%	0%	
Agree		-	100%	100%	
<b>Total Responses</b>		-	<b>2</b>	<b>4</b>	



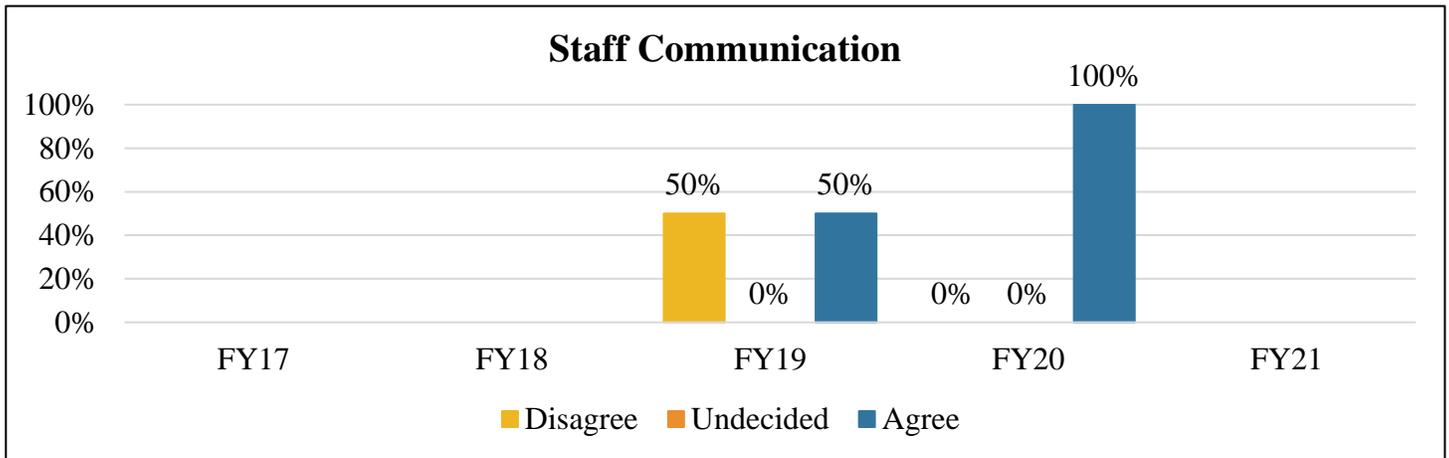
**Staff Competencies:** Staff at this agency are competent to deliver treatment services

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	-	0%	0%	
Undecided		-	0%	0%	
Agree		-	100%	100%	
<b>Total Responses</b>		-	<b>2</b>	<b>3</b>	



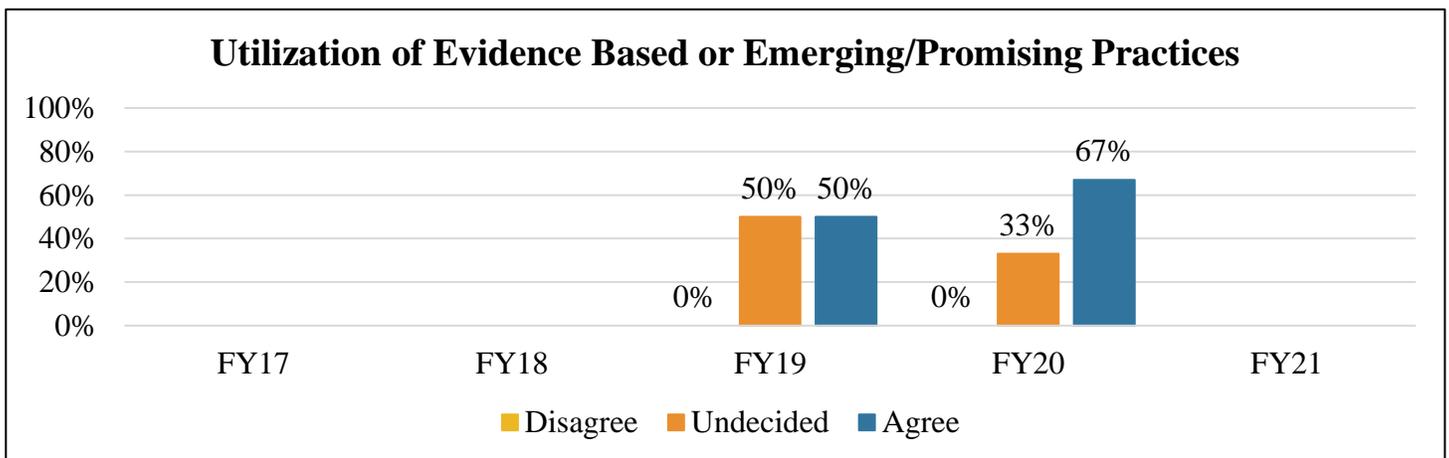
**Agency Responsivity:** This agency is responsive to the needs within the community

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	-	0%	0%	
Undecided		-	0%	0%	
Agree		-	100%	100%	
<b>Total Responses</b>		-	<b>2</b>	<b>4</b>	



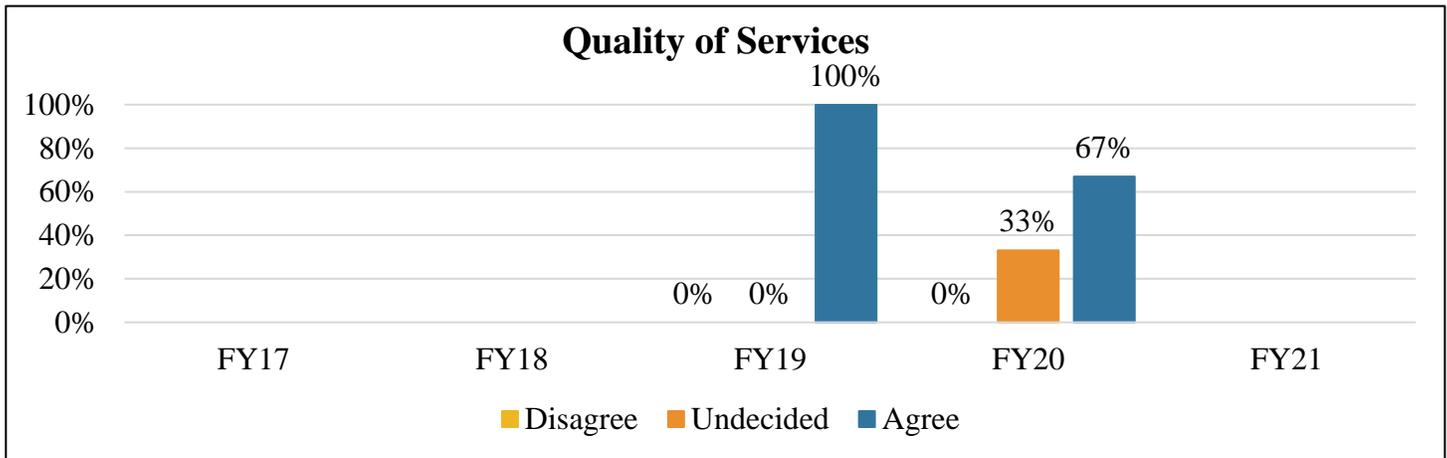
**Staff Communication:** Staff actively communicate regarding the client's treatment

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	-	50%	0%	
Undecided		-	0%	0%	
Agree		-	50%	100%	
<b>Total Responses</b>		-	<b>2</b>	<b>4</b>	



**Utilization of Evidence Based or Emerging/Promising Practices:** This agency utilizes Evidence Based or Emerging/Promising Practices

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	-	0%	0%	
Undecided		-	50%	33%	
Agree		-	50%	67%	
<b>Total Responses</b>		-	<b>2</b>	<b>3</b>	



**Quality of Services:** This agency provides quality services

	FY17	FY18	FY19	FY20	FY21
Disagree	Not Collected	-	0%	0%	
Undecided		-	0%	33%	
Agree		-	100%	67%	
<b>Total Responses</b>		-	2	3	

## Stakeholder Survey Feedback

**Please give examples to support your ratings in the above questions:**

- *Staff is genuine in caring about our clients.*

**What does this agency do well?**

- *All clients are treated well.*

**What suggestions would you make for this agency to improve services?**

- *No Responses*

**Additional Information:**

- *No Responses*

**Appendix A: Stakeholder Survey Summary****First Step Counseling Services**

Printed September 2020

**Survey Responses****Familiarity of Services**

Agency	FY17	FY18	FY19	FY20	FY21
Not Familiar	-	-	0	0	0
Somewhat Familiar	-	-	0	0	0
Familiar	-	-	1	2	0
Very Familiar	-	-	1	2	0
Total Responses	-	-	2	4	0

**Client Support**

Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	-	0	0	0
Undecided	-	-	0	0	0
Agree	-	-	2	4	0
Total Responses	-	-	2	4	0

**Positive Outcomes**

Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	-	0	0	0
Undecided	-	-	0	0	0
Agree	-	-	2	3	0
Total Responses	-	-	2	3	0

**Location of Services**

Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	-	1	0	0
Undecided	-	-	0	0	0
Agree	-	-	1	4	0
Total Responses	-	-	2	4	0

**Group Times**

Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	-	0	0	0
Undecided	-	-	0	0	0
Agree	-	-	2	3	0
Total Responses	-	-	2	3	0

**Staff Respectfulness**

Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	-	0	0	0
Undecided	-	-	0	0	0
Agree	-	-	2	4	0
Total Responses	-	-	2	4	0

<b>Trained Staff</b>					
Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	-	0	0	0
Undecided	-	-	0	0	0
Agree	-	-	2	4	0
Total Responses	-	-	2	4	0
<b>Staff Competencies</b>					
Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	-	0	0	0
Undecided	-	-	0	0	0
Agree	-	-	2	3	0
Total Responses	-	-	2	3	0
<b>Agency Responsivity</b>					
Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	-	0	0	0
Undecided	-	-	0	0	0
Agree	-	-	2	4	0
Total Responses	-	-	2	4	0
<b>Staff Communication</b>					
Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	-	1	0	0
Undecided	-	-	0	0	0
Agree	-	-	1	4	0
Total Responses	-	-	2	4	0
<b>Utilization of Evidence Based or Emerging/Promising Practices</b>					
Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	-	0	0	0
Undecided	-	-	1	1	0
Agree	-	-	1	2	0
Total Responses	-	-	2	3	0
<b>Quality of Services</b>					
Agency	FY17	FY18	FY19	FY20	FY21
Disagree	-	-	0	0	0
Undecided	-	-	0	1	0
Agree	-	-	2	2	0
Total Responses	-	-	2	3	0

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