
CAHPS[®] Home- and Community-Based Services (HCBS) Survey: Supplemental Behavioral Health Module

Version: 1.1

Population Version: Adult

Language: English

Users of the HCBS CAHPS[®] Survey are free to incorporate supplemental items in order to meet the needs of their organizations, local markets, and/or audiences. Some items cover events that occur with low frequency. You should include them only if your sample design is likely to yield a sufficient number of responses to those questions for statistical analysis and reporting.

Questions	Placement and Other Instructions
Mental Health Staff Services Identification Questions	Insert new section header after core question 31 (last item of Personal Assistant and Behavioral Health Staff). Note: Omit core questions 6 and 7.
<p>HC-MH1. People can get counseling or mental health services for many different reasons, such as feeling depressed, anxious, or stressed; personal problems; or needing help with alcohol or drug use.</p> <p>Not including care you got at a hospital; in the last 3 months, did you need any counseling, treatment or medicine for mental health, or for alcohol or drug use?</p> <p>¹ ☐ Yes</p> <p>² ☐ No → Go to core question 32</p> <p>⁻¹ ☐ Don't know → Go to core question 32</p> <p>⁻² ☐ Refused → Go to core question 32</p> <p>⁻³ ☐ Unclear response → Go to core question 32</p>	<p>After core question 31</p> <p>Note: Use with introductory text.</p>
<p>HC-MH2. In the last 3 months, did you get any counseling, treatment, or medicine for mental health, or for alcohol or drug use?</p> <p>¹ ☐ Yes</p> <p>² ☐ No</p> <p>⁻¹ ☐ Don't know</p> <p>⁻² ☐ Refused</p> <p>⁻³ ☐ Unclear response</p>	After HC-MH1
Getting Needed Services From Mental Health Staff	Insert new section header After HC-MH2

Questions	Placement and Other Instructions
<p>HC-MH3. I would like to ask about the different kinds of mental health services you may have gotten and the people who helped you.</p> <p>In the last 3 months, did you take medicine for mental health or talk with a mental health counselor at home, in your community, by phone, or by video?</p> <p>¹ ☐ Yes</p> <p>² ☐ No → Go to HC-MH8</p> <p>⁻¹ ☐ Don't know → Go to HC-MH8</p> <p>⁻² ☐ Refused → Go to HC-MH8</p> <p>⁻³ ☐ Unclear response → Go to HC-MH8</p>	<p>After HC-MH2</p> <p>Note: Use with introductory text.</p>
<p>C-MH4. What do you call the person or people who gave you counseling or medicine for your mental health in the last 3 months? For example, do you call them <i>{program-specific term for mental health specialists}</i>, counselors, or something else?</p> <p>_____</p>	<p>After HC-MH3</p>
<p>HC-MH5. In the last 3 months, did you get all the mental health services you needed from <i>{HC-MH4: identified term for mental health specialist}</i>?</p> <p>¹ ☐ Yes</p> <p>² ☐ No</p> <p>⁻¹ ☐ Don't know</p> <p>⁻² ☐ Refused</p> <p>⁻³ ☐ Unclear response</p>	<p>After HC-MH4</p>
<p>HC-MH6. In the last 3 months, did you talk with <i>{HC-MH4: identified term for mental health specialist}</i> about goals for your mental health?</p> <p>¹ ☐ Yes</p> <p>² ☐ No → Go to HC-MH8</p> <p>⁻¹ ☐ Don't know → Go to HC-MH8</p> <p>⁻² ☐ Refused → Go to HC-MH8</p> <p>⁻³ ☐ Unclear response → Go to HC-MH8</p>	<p>After HC-MH5</p>

Questions	Placement and Other Instructions
<p>HC-MH7. In the last 3 months, how often did you feel {<i>HC-MH4: identified term for mental health specialist</i>} understood your goals for your mental health? Would you say ...</p> <p>¹ ☐ Never</p> <p>² ☐ Sometimes</p> <p>³ ☐ Usually</p> <p>⁴ ☐ Always</p> <p>⁻¹ ☐ Don't know</p> <p>⁻² ☐ Refused</p> <p>⁻³ ☐ Unclear response</p>	After HC-MH6
<p>HC-MH8. In the last 3 months, did you get treatment or support services for alcohol or drug use?</p> <p>¹ ☐ Yes</p> <p>² ☐ No → Go to Go to HC-MH13</p> <p>⁻¹ ☐ Don't know → Go to Go to HC-MH13</p> <p>⁻² ☐ Refused → Go to Go to HC-MH13</p> <p>⁻³ ☐ Unclear response → Go to Go to HC-MH13</p>	After HC-MH7
<p>HC-MH9. What do you call the person or people who helped with treatment for your alcohol or drug use in the last 3 months? For example, do you call them {<i>program-specific term for alcohol or drug use treatment specialists</i>}, counselors, recovery assistants, or something else?</p> <p>_____</p>	After HC-MH8
<p>HC-MH10. In the last 3 months, did you get all the alcohol or drug use treatment services you needed from {<i>HC-MH9: identified term for alcohol or drug use treatment specialist</i>}?</p> <p>¹ ☐ Yes</p> <p>² ☐ No</p> <p>⁻¹ ☐ Don't know</p> <p>⁻² ☐ Refused</p> <p>⁻³ ☐ Unclear response</p>	After HC-MH9

Questions	Placement and Other Instructions
<p>HC-MH11. In the last 3 months, did you talk with {<i>HC-MH9: identified term for alcohol or drug use treatment specialist</i>} about setting alcohol or drug use recovery goals?</p> <p>¹ ☐ Yes</p> <p>² ☐ No → Go to HC-MH13</p> <p>⁻¹ ☐ Don't know → Go to HC-MH13</p> <p>⁻² ☐ Refused → Go to HC-MH13</p> <p>⁻³ ☐ Unclear response → Go to HC-MH13</p>	After HC-MH10
<p>HC-MH12. In the last 3 months, how often did you feel <i>HC-MH9: identified term for alcohol or drug use treatment specialist</i> understood your alcohol or drug use recovery goals? Would you say ...</p> <p>¹ ☐ Never</p> <p>² ☐ Sometimes</p> <p>³ ☐ Usually</p> <p>⁴ ☐ Always</p> <p>⁻¹ ☐ Don't know</p> <p>⁻² ☐ Refused</p> <p>⁻³ ☐ Unclear response</p>	After HC-MH11
<p>HC-MH13. In the last 3 months, did you get any peer support services to help you with your mental health, alcohol or drug use?</p> <p>¹ ☐ Yes</p> <p>² ☐ No → Go to HC-MH15</p> <p>⁻¹ ☐ Don't know → Go to HC-MH15</p> <p>⁻² ☐ Refused → Go to HC-MH15</p> <p>⁻³ ☐ Unclear response → Go to HC-MH15</p>	After HC-MH12
<p>HC-MH14. In the last 3 months, did peer support services help you reach your mental health, alcohol or drug use recovery goals?</p> <p>¹ ☐ Yes</p> <p>² ☐ No</p> <p>⁻¹ ☐ Don't know</p> <p>⁻² ☐ Refused</p> <p>⁻³ ☐ Unclear response</p>	After HC-MH13

Questions	Placement and Other Instructions
<p>HC-MH15. In the last 3 months, did you need any urgent crisis counseling, or emergency alcohol or drug treatment?</p> <p>¹ ☐ Yes</p> <p>² ☐ No → Go to HC-MH18</p> <p>⁻¹ ☐ Don't know → Go to HC-MH18</p> <p>⁻² ☐ Refused → Go to HC-MH18</p> <p>⁻³ ☐ Unclear response → Go to HC-MH18</p>	After HC-MH14
<p>HC-MH16. In the last 3 months, did you get urgent crisis counseling, or emergency alcohol or drug treatment as soon as you needed?</p> <p>¹ ☐ Yes</p> <p>² ☐ No</p> <p>⁻¹ ☐ Don't know</p> <p>⁻² ☐ Refused</p> <p>⁻³ ☐ Unclear response</p>	After HC-MH15
<p>HC-MH17. Did mental health staff follow up with you after your urgent crisis counseling, or emergency alcohol or drug treatment?</p> <p>¹ ☐ Yes</p> <p>² ☐ No</p> <p>⁻¹ ☐ Don't know</p> <p>⁻² ☐ Refused</p> <p>⁻³ ☐ Unclear response</p>	After HC-MH16
How Well Mental Health Staff Communicate With and Treat You	Insert new section header after HC-MH17

Questions	Placement and Other Instructions
<p>HC-MH18. The next several questions ask about all mental health staff and how they treat you. Please think about {<i>HC-MH4: identified term for mental health specialist</i>}, {<i>HC-MH9: identified term for alcohol or drug use treatment specialist</i>}, and any crisis service staff.</p> <p>In the last 3 months, how often did mental health staff treat you with courtesy and respect? Would you say . . .</p> <p> ¹☐ Never ²☐ Sometimes ³☐ Usually ⁴☐ Always ⁻¹☐ Don't know ⁻²☐ Refused ⁻³☐ Unclear response </p>	<p>After HC-MH17</p> <p>Note: Use with introductory text.</p>
<p>HC-MH19. In the last 3 months, how often did mental health staff treat you the way you wanted them to? Would you say . . .</p> <p> ¹☐ Never ²☐ Sometimes ³☐ Usually ⁴☐ Always ⁻¹☐ Don't know ⁻²☐ Refused ⁻³☐ Unclear response </p>	<p>After HC-MH18</p>
<p>HC-MH20. In the last 3 months, how often did mental health staff explain things in a way that was easy to understand? Would you say . . .</p> <p> ¹☐ Never ²☐ Sometimes ³☐ Usually ⁴☐ Always ⁻¹☐ Don't know ⁻²☐ Refused ⁻³☐ Unclear response </p>	<p>After HC-MH19</p>

Questions	Placement and Other Instructions
<p>HC-MH21. In the last 3 months, how often did mental staff health listen carefully to you? Would you say . . .</p> <p>1 ☐ Never</p> <p>2 ☐ Sometimes</p> <p>3 ☐ Usually</p> <p>4 ☐ Always</p> <p>-1 ☐ Don't know</p> <p>-2 ☐ Refused</p> <p>-3 ☐ Unclear response</p>	<p>After HC-MH20</p>
<p>HC-MH22. In the last 3 months, did you feel mental health staff knew what kind of help you needed?</p> <p>1 ☐ Yes</p> <p>2 ☐ No</p> <p>-1 ☐ Don't know</p> <p>-2 ☐ Refused</p> <p>-3 ☐ Unclear response</p>	<p>After HC-MH21</p>
<p>HC-MH23. Using any number from 0 to 10, where 0 is the worst help from mental health staff possible and 10 is the best help from mental health staff possible, what number would you use to rate the help you get from the mental health staff?</p> <p>___ 0 TO 10</p> <p>-1 ☐ Don't know</p> <p>-2 ☐ Refused</p> <p>-3 ☐ Unclear response</p>	<p>After HC-MH22</p>