Consumer Assessment of Care Survey (CACS) Tableau Visualization

Quick Start Guide

NEW YORK STATE | Office of Mental Health

# Consumer Assessment of Care Survey (CACS) Tableau

Overview

This dashboard allows users to view and interact with the New York State Office of Mental Health (OMH) Consumer Assessment of Care Data (CACS) data. These surveys were introduced in 2009 and are conducted annually. CACS collects standard demographic information and gives the individuals receiving state-operated outpatient mental health services the opportunity to evaluate these services.

The CACS Tableau Visualization is available to view on the OMH website and can be accessed through the following weblink:

https://omh.ny.gov/omhweb/tableau/

- There is no Protected Health Information (PHI) in these public reports.

- The link works best on Chrome, Edge, or Safari web browsers on a desktop

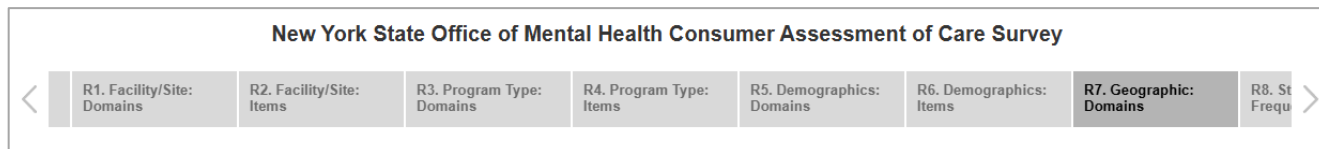- Please see Figure 1. to see the landing page of this dashboard.

Figure 1. Consumer Assessment of Care Survey Tableau: Landing Page
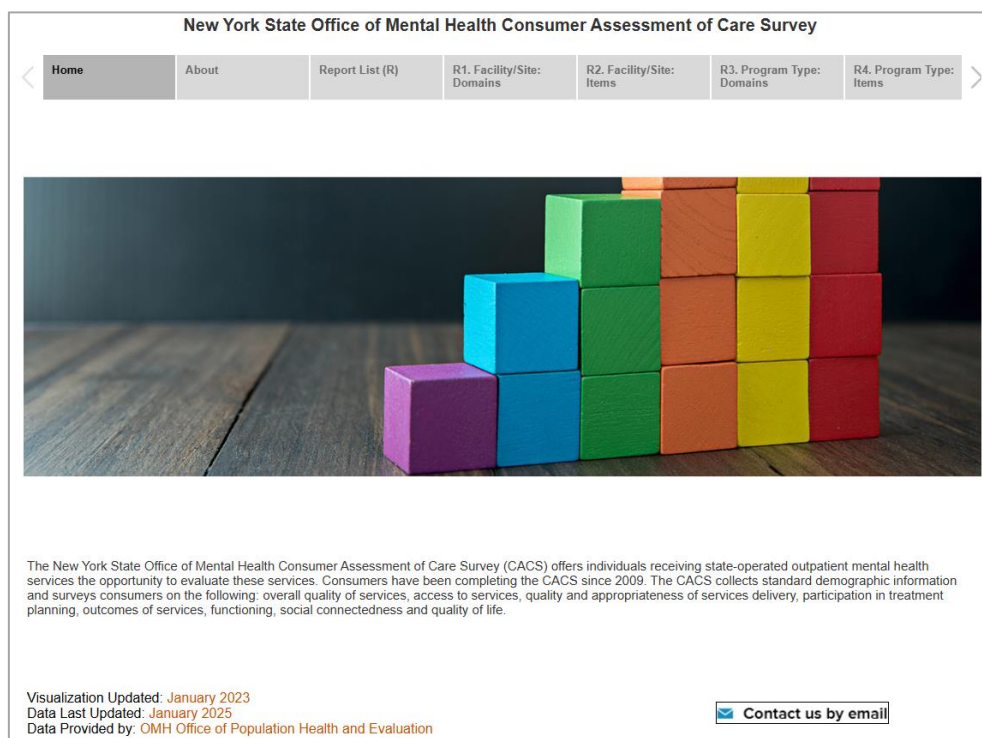
This dashboard has 14 navigation storyboard tiles (Figure 2):

1. **Home:** This is where users land when navigating to the CACS Tableau

2. **About:** This storyboard provides a summary about the CACS and other relevant information including survey content, survey administration, outpatient and support programs includes in the CACS, and about the CACS Tableau reports

3. **Report List (R):** This storyboard summarizes the information displayed in each of the reports

4. **R1. Facility/Site:** Domains: This report shows CACS results by OMH psychiatric facility and facility sites by survey domain.

5. **R2. Facility/Site: Items:** This report shows CACS results by OMH psychiatric facility and facility sites by survey items within survey domains.

6. **R3. Program Type: Domains:** This report shows CACS results by OMH program type/program by survey domains.

7. **R4. Program Type: Items:** This report shows CACS results by OMH program type/program by survey items within survey domains.

8. **R5. Demographics: Domains:** This report shows CACS results at the domain level by respondent demographics.

9. **R6. Demographics: Items:** This report shows CACS results at the item level for the selected domain by respondent demographics.

10. **R7. Geographic: Domains:** This report shows CACS results at the domain and item levels by respondent demographics.

11. **R8. Statewide Frequencies:** This report shows the statewide frequency of responses to every item on the CACS survey by survey year.

12. **Participating Sites:** This storyboard lists all the Facilities, Program Types, Program, and Sites under each program in form of a table.

13. **Survey Domains and Items:** This storyboard lists all the survey domains and items in the CACS survey.

14. **FAQ's:** This report lists a few frequently asked questions (FAQs) about the CACS survey.

Figure 2. CACS Tableau Navigation Tiles

New York State Office of Mental Health Consumer Assessment of Care Survey

R1. Facility/Site: Domains	R2. Facility/Site: Items	R3. Program Type: Domains	R4. Program Type: Items	R5. Demographics: Domains	R6. Demographics: Items	R7. Geographic: Domains	R8. St Frequ

Note: These CACS reports include aggregated survey results for the last five years and are updated annually. Detail levels include geographic area, facility, program type, program site, and demographics.

User Tip: *Scroll to the bottom of the page and click on the full screen button to access the dashboard in full-screen mode (Figure 3).*

Figure 3. Viewing the Tableau in Full Screen mode

Report 1. Facility/Site: Domains

This report shows CACS results statewide, by OMH psychiatric facilities and facility sites by domain. Facility sites are the lowest level of program organization.

- The report can be filtered by (Figure 4):

    o **Year**: 2024 (Default), 2023, 2022, 2021, 2019

    o **Facility/Site**: Statewide (Default), All Facilities, All Sites

- This tab shows percent satisfaction by domain (respondent responding strongly agreed or agreed to the question or domain) using bar charts (Figure 5).

    o **Note**: Statewide report compares OMH Regions by domain. The facility level reports show comparison by facility, geographic region (upstate or downstate), and statewide. Facility site level reports show comparisons of the selected site, the facility, and statewide.

- The data shown in the bar chart is also shown in tabular form under the chart (Figure 6).

- Users can hover over the visualizations to see an informational tooltip (Figure 7).

- Data are suppressed in areas where there were less than 10 respondents.

Figure 4. Facility/Site: Domains: Filters

Figure 5. Facility/Site: Domains: Data Visualizations
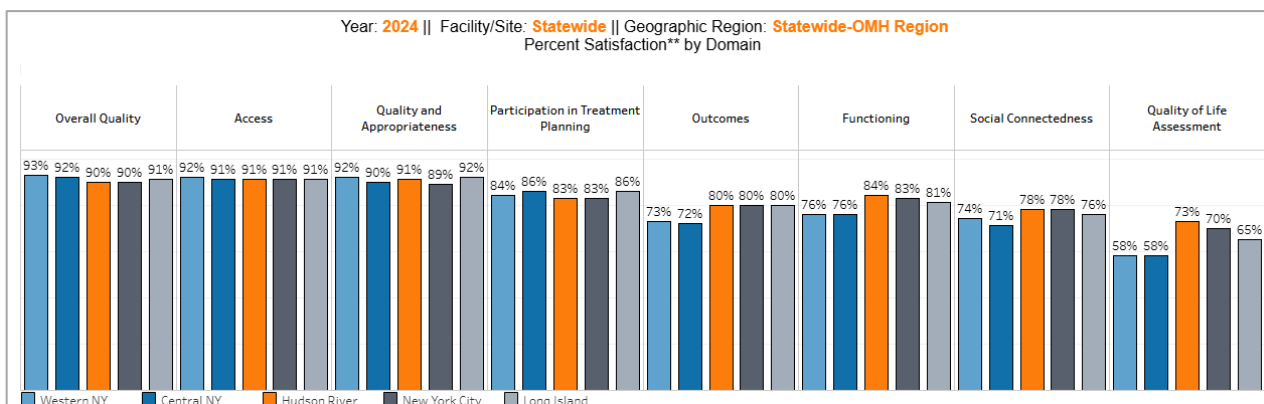
Figure 6. Facility/Site: Domains: Data Table

Percent Satisfaction** by Domain					
	Western NY N= 339	Central NY N= 679	Hudson River N= 669	New York City N= 1572	Long Island N= 717
Overall Quality	93%	92%	90%	90%	91%
Access	92%	91%	91%	91%	91%
Quality and Appropriateness	92%	90%	91%	89%	92%
Participation in Treatment Planning	84%	86%	83%	83%	86%
Outcomes	73%	72%	80%	80%	80%
Functioning	76%	76%	84%	83%	81%
Social Connectedness	74%	71%	78%	78%	76%
Quality of Life Assessment	58%	58%	73%	70%	65%

Figure 7. Facility/Site: Domains: Informational Tootlips

OMH Consumer Assessment of Care Survey (CACS) Tableau Visualization
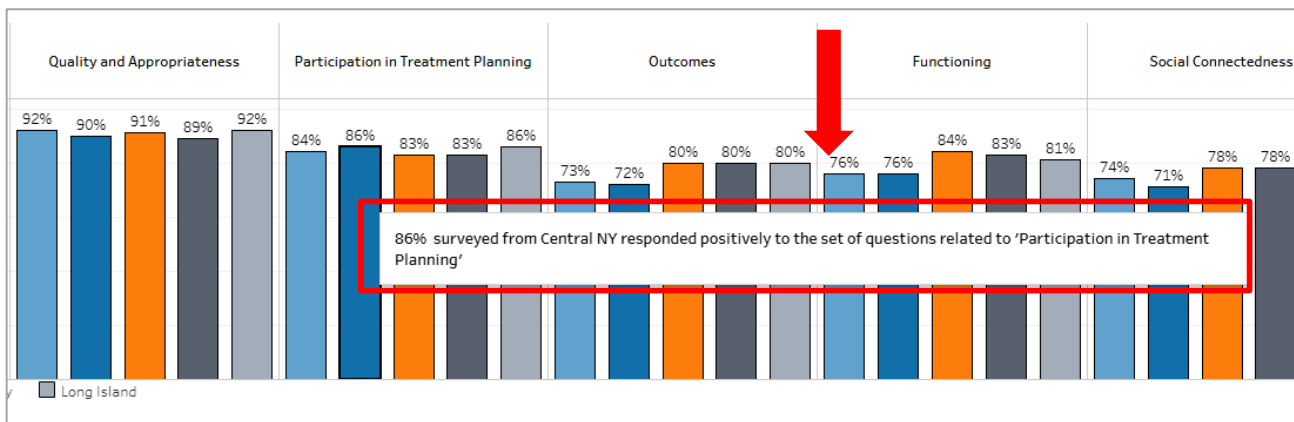
Report 2. Facility/Site: Items

This report shows CACS results statewide, by OMH psychiatric facilities and facility sites by survey items within each domain. Facility sites are the lowest level of program organization.

- The report can be filtered by:

    o **Year**: 2024 (Default), 2023, 2023, 2022, 2021, 2019

    o **Domain**: Access (Default), Functioning, Outcomes, Overall Quality, Participation in Treatment Planning, Quality and Appropriateness, Quality of Life Assessment, Social Connectedness

    o **Facility/Site**: Statewide (Default), All Facilities, All Sites

- This tab shows percent satisfaction by items under each domain (respondent responding strongly agreed or agreed to the question or domain) using bar charts (Figure 8).

    o **Note**: Statewide report compares OMH Regions by items under each domain. The facility level reports show comparison by facility, geographic region (upstate or downstate), and statewide. Facility site level reports show comparisons of the selected site, the facility, and statewide.

- The data shown in the bar chart is also shown in tabular form under the chart.

- Users can hover over the visualizations to see an informational tooltip.

- Cells containing a value of 1 to 10 are suppressed, and additional cells are counter-suppressed to prevent the recalculation of the suppressed counts.

Figure 8. Facility/Site: Items: Data Visualizations
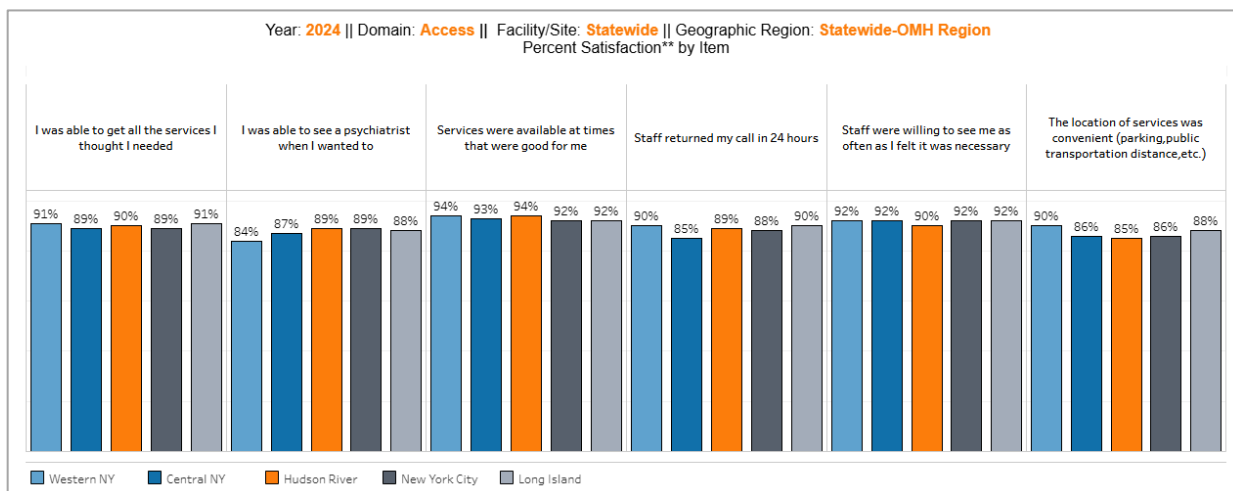
Report 3. Program Type: Domains

This report shows CACS results by OMH program type (such as Clinic Treatment, Assertive Community Treatment, etc.). Results are presented by survey domain. The program level shown on this report represents aggregated data from individual sites operated by that program.

- The report can be filtered by:

    o **Year**: 2024 (Default), 2023, 2023, 2022, 2021, 2019

    o **Program Type/Program**: All Program Types (such as Assertive Community Treatment (Default), Assistive Competitive Employment, Clinic Treatment, Continuing Day Treatment, etc.) and All Programs under each Program Type

- This tab shows percent satisfaction by domain (respondent responding strongly agreed or agreed to the question or domain) using bar charts.

    - **Note**: Program Type level report compares the selected program type and all programs. The program site level reports show comparison by selected program site, corresponding program type, and all programs.

- The data shown in the bar chart is also shown in tabular form under the chart.

- Users can hover over the visualizations to see an informational tooltip.

- Data are suppressed in areas where there were less than 10 respondents.

Report 4. Program Type: Items

This report shows CACS results by OHM program type. Results are presented by survey items within each domain. The program level shown on this report represents aggregated data from individual sites operated by that program.

- The report can be filtered by:

    o **Year**: 2024 (Default), 2023, 2022, 2021, 2019

    o **Domain**: Access (Default), Functioning, Outcomes, Overall Quality, Participation in Treatment Planning, Quality and Appropriateness, Quality of Life Assessment, Social Connectedness

    o **Program Type/Program**: All Program Types (such as Assertive Community Treatment (Default), Assistive Competitive Employment, Clinic Treatment, Continuing Day Treatment, etc.) and All Programs under each Program Type

- This tab shows percent satisfaction by survey items within each domain (respondent responding strongly agreed or agreed to the survey item) using bar charts.

    - Note: Program Type level report compares the selected program type and all programs. The program site level reports show comparison by selected program site, corresponding program type, and all programs.

- The data shown in the bar chart is also shown in tabular form under the chart.

- Users can hover over the visualizations to see an informational tooltip.

- Data are suppressed in areas where there were less than 10 respondents.

Report 5. Demographics: Domains

This report shows CACS results at the domain level by respondent demographics (such as Age, Gender, Race, etc.). Results are for all participating OMH psychiatric facilities.

- The report can be filtered by:

    - **Year**: 2024 (Default), 2023, 2022, 2021, 2019

    - **Demographics**: Age (Default), Gender, Hispanic, Race

    - **Facility**: All Facilities

- This tab shows percent satisfaction by domain (respondent responding strongly agreed or agreed to the survey item) using bar charts.

    - **Note**: the bars compare various categories within the selected demographic.

- The data shown in the bar chart is also shown in tabular form under the chart.

- Users can hover over the visualizations to see an informational tooltip.

- Data are suppressed in areas where there were less than 10 respondents.

Report 6. Demographics: Items

This report shows CACS results at the domain and domain item levels by respondent demographics (such as Age, Gender, Race, etc.). Results are for all participating OMH psychiatric facilities.

- The report can be filtered by:

- o **Year**: 2024 (Default), 2023, 2022, 2021, 2019

- o **Demographics**: Age (Default), Gender, Hispanic, Race

- o **Domain**: Access (Default), Functioning, Outcomes, Overall Quality, Participation in Treatment Planning, Quality and Appropriateness, Quality of Life Assessment, Social Connectedness

- o **Facility**: All Facilities

- This tab shows percent satisfaction by domain items for the selected domain (respondent responding strongly agreed or agreed to the survey item) using bar charts.

    - ▪ **Note**: the bars compare various categories within the selected demographic.

- The data shown in the bar chart is also shown in tabular form under the chart.

- Users can hover over the visualizations to see an informational tooltip.

- Data are suppressed in areas where there were less than 10 respondents.

Report 7. Geographic: Domains

This report shows CACS results at the domain level by respondent demographics (such as Age, Gender, Race, etc.) and geographic locations. Results are for all participating OMH psychiatric facilities by region and county.

- The report can be filtered by:

    - o **Year**: 2024 (Default), 2023, 2022, 2021, 2019

    - o **Demographics**: Age (Default), Gender, Hispanic, Race

    - o **Domain**: Access (Default), Functioning, Outcomes, Overall Quality, Participation in Treatment Planning, Quality and Appropriateness, Quality of Life Assessment, Social Connectedness

- This tab has following visualizations (Figure 9):

    - o The top half of the tab shows:

        - ▪ Table showing percent positive response to the selected domain by region and selected demographic

        - ▪ Vertical Bar chart representing the data displayed in the table

    - o The bottom half of the tab shows:

▪ Table displaying percent positive response to the selected domain by Counties in the selected region

▪ Horizontal Bar chart representing the data displayed in the table

o Note: Users can filter the counties displayed in the bottom half of the tab by clicking on the region name in the table displayed on the top half of the tab.

• Data are suppressed in areas where there were less than 10 respondents.

Figure 9. Geographic Domains: Data Visualizations
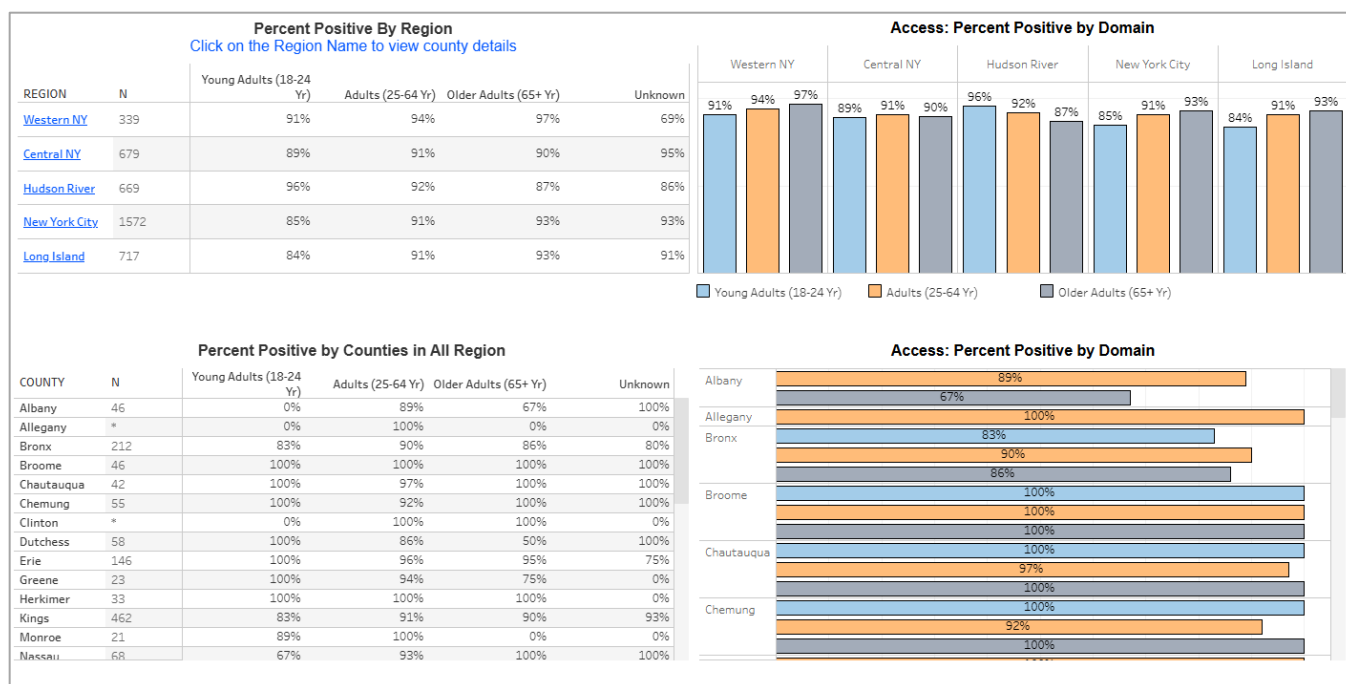
Report 8. Statewide Frequencies

This report shows the statewide frequencies of responses to every item on the CACS survey by survey year.

• The report can be filtered by:

o **Year**: 2024 (Default), 2023, 2022, 2021, 2019

o **Items**: All Items in the survey

• This tab has following visualizations (Figure 10):

o Table displaying the number and percentage of responses to each item

o Bar chart displaying the data displayed in the table

- Users can hover over the visualizations to see an informational tooltip.

Figure 10. Statewide Frequencies: Data Visualizations
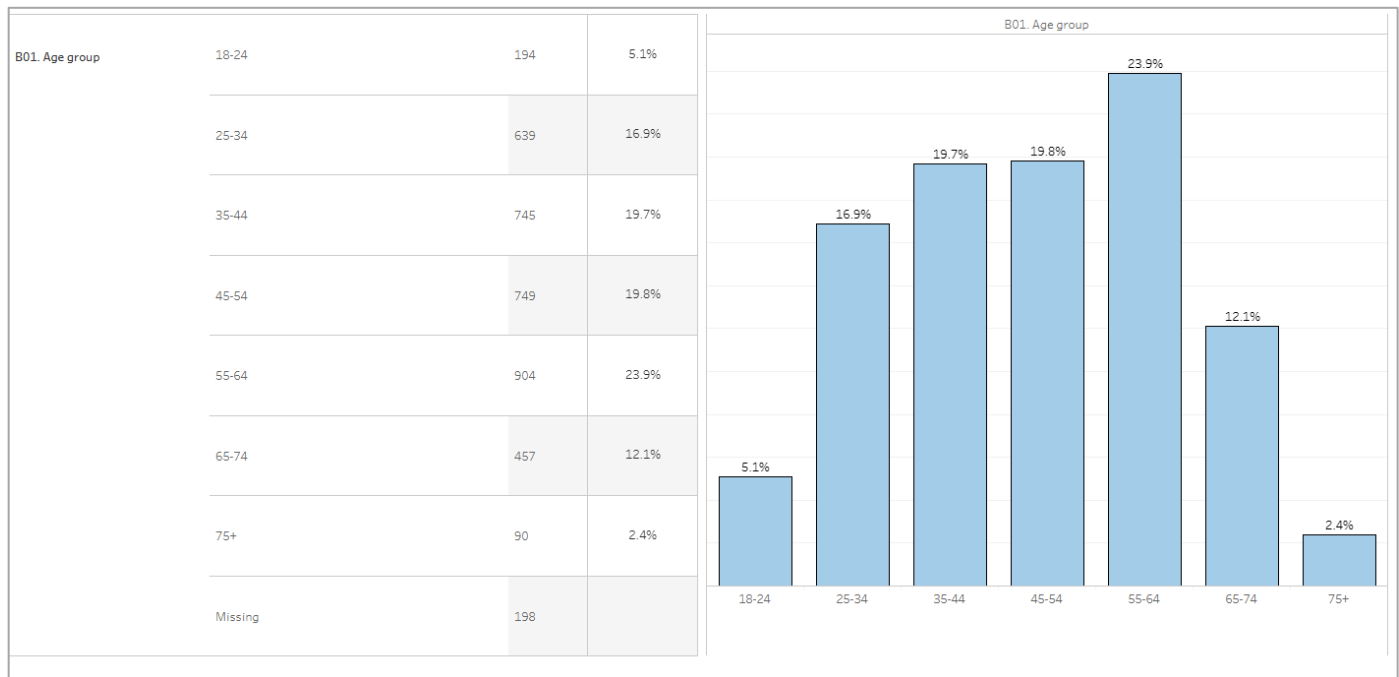
Participating Sites

This storyboard lists all the Facilities, Program Types, Program, and Sites under each program in form of a table (Figure 11).

Users can filter the table view by survey year, facility, and program type.

Figure 11. Participating Sites Storyboard Tile

Survey Domains and Items

This storyboard lists all the survey domains and items in the CACS survey (Figure 12).

Figure 12. Survey Domains and Items Storyboard Tile

List of Survey Domains and Items

Survey items are organized into eight domains for reporting. Survey items included in each domain are as follows:

Overall Quality:
1. I like the services that I received here
2. If I had other choices, I would still get services from this agency
3. I would recommend this agency to a friend or a family member

Access to Services:
4. The location of services was convenient (parking, public transportation distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary
6. Staff returned my call in 24 hours
7. Services were available at times that were good for me
8. I was able to get all the services I thought I needed
9. I was able to see a psychiatrist when I wanted to

Quality and Appropriateness of Service Delivery:
10. Staff here believe that I can grow, change and recover
12. I felt free to complain
13. I was given information about my rights
14. Staff encouraged me to take responsibility for how I live my life
15. Staff told me what side effects to watch out for
16. Staff respected my wishes about who is and who is not to be given information about my treatment
18. Staff were sensitive to my cultural background (race, religion, language, etc.)
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc)

Participation in Treatment Planning:
11. I felt comfortable asking questions about my treatment and medication
17. I, not staff, decided my treatment goals

Outcomes of Services:
21. I deal more effectively with daily problems
22. I am better able to control my life
23. I am better able to deal with crises
24. I am getting along better with my family
25. I do better in social situations
26. I do better in school and/or work
27. My housing situation has improved
28. My symptoms are not bothering me as much

Functioning:
28. My symptoms are not bothering me as much
29. I do things that are more meaningful to me
30. I am better able to take care of my needs
31. I am better able to handle things when they go wrong
32. I am better able to do things that I want to do

Social Connectedness:
33. I am happy with the friendships I have
34. I have people with whom I can do enjoyable things
35. I feel I belong in my community
36. In a crisis, I would have the support I need from family or friends

FAQ's

This report lists a few frequently asked questions (FAQs) about the CACS survey (Figure 13).

Figure 13. FAQs Storyboard Tile

Frequently Asked Questions

How are the surveys administered?
The surveys are administered to individual adult consumers or to small groups of consumers. Peers or program staff may assist individual consumers taking the survey with reading or comprehension of questions as needed, but should remain neutral regarding the consumers' choice of answers. Such assistance may also be provided when the surveys are administered in small groups.

Is the survey confidential?
The survey is confidential. Programs administering the survey provide a private space to complete the survey with sealable envelopes available to ensure confidentiality. Individuals completing the survey are instructed that they should not write their names on the survey. Any personally identifying information on the surveys is removed as part of the data collection process. CACS background questions request only the age range of persons completing the survey and completed forms are not tracked by number.

What mental health programs are surveyed?
The full spectrum of state-operated, adult outpatient programs is the subject of the survey. The survey is not designed to evaluate inpatient or residential care. Individuals completing the survey are asked to provide ratings for the specific service provider who is administering their survey.

How much time does it take to complete the survey?
On average, it takes 15 - 20 minutes to complete the Consumer Assessment of Care Survey. Some individuals may need additional time, especially those with more written comments. Consumers should be encouraged to take as much time as they need to complete the CACS in order to make it an accurate reflection of their assessment of services.

Why should I do another survey? What's in it for me?
OMH's main goal for the CACS is to use consumer assessments of care to promote quality improvements in mental health services. A larger number of people who complete surveys at each program site will make the results more representative and accurate, and thereby increase our ability to give valid consumer feedback to program administrators, staff and consumers, and state and federal agencies.

Who sees the results of the survey?
Survey results and data findings are shared among OMH Central Office, regional leadership, and facility and program sites. They are also reported in summary form to federal mental health authorities. Some programs share results with staff and consumers, and key on consumer assessments that are negative or identify unmet needs for targeting quality improvement initiatives, a practice that is encouraged by OMH. Persons completing the survey can tell their program director that they want to see the results when they become available.

How do I know my program staff won't find out what I said?
Surveys are completely anonymous. No information is requested that can identify any individual who completed the survey. Program staff and administrators receive only the combined results of the surveys that are submitted and do not see any individual surveys. If desired, a survey participant may request a sealable envelope for the paper survey before handing it in.

What kind of peer support do programs offer for assistance completing the survey?
Peers can read the survey questions for persons who cannot read the survey or who have a visual impairment. If a consumer has difficulty in understanding a question, peers can explain the question while being careful to maintain neutrality on possible responses. If a consumer fears repercussions or negative consequences for her or his answers, peers can give complete assurance of confidentiality and anonymity.

How are the survey scales aggregated for reporting?
Data are aggregated as Percent Positive (Percent Positive for the domain is computed as the percent of respondents with a mean domain score of less than 2.5 after excluding those where more than 1/3 of the items in that domain were missing. Responses were originally scored as: 1=Strongly Agree, 2=Agree, 3=Neutral, 4=Disagree, 5=Strongly Disagree. Percent Positive for an item is computed as a percent of respondents with a score of 1 or 2.

Statistical reports show comparisons by age. How are the age groups defined?
Young adults are persons 18 years of age to 24 years old. Adults are persons aged 25 to 64. Older adults are persons 65 and older.

Statistical reports allow comparisons with other facilities in the same region; i.e., Downstate or Upstate. How are those regions defined?
The Downstate region includes sites located in the NYC boroughs, the Long Island counties (Nassau & Suffolk), and Rockland and Westchester counties. The Upstate region includes sites located in all other New York State counties.

How are the races grouped in Reports 5 thru 7?
White, Black/African American and Asian are shown as stand-alone categories, All other categories (i.e. American Indian / Alaskan Native , Native Hawaiian / Pacific Islander, Multi-Racial and Other) are grouped as Other.

Technical Assistance

If you have any questions about using the Dashboard or the included measures, please send an email to our technical assistance helpdesk:
DataOPHE@omh.ny.gov