

Wes Moore, Governor | Aruna Miller, Lt. Governor | Laura Herrera Scott, MD, MPH, Maryland Department of Health
Marshall Henson, Director of Operations of Behavioral Health Administration

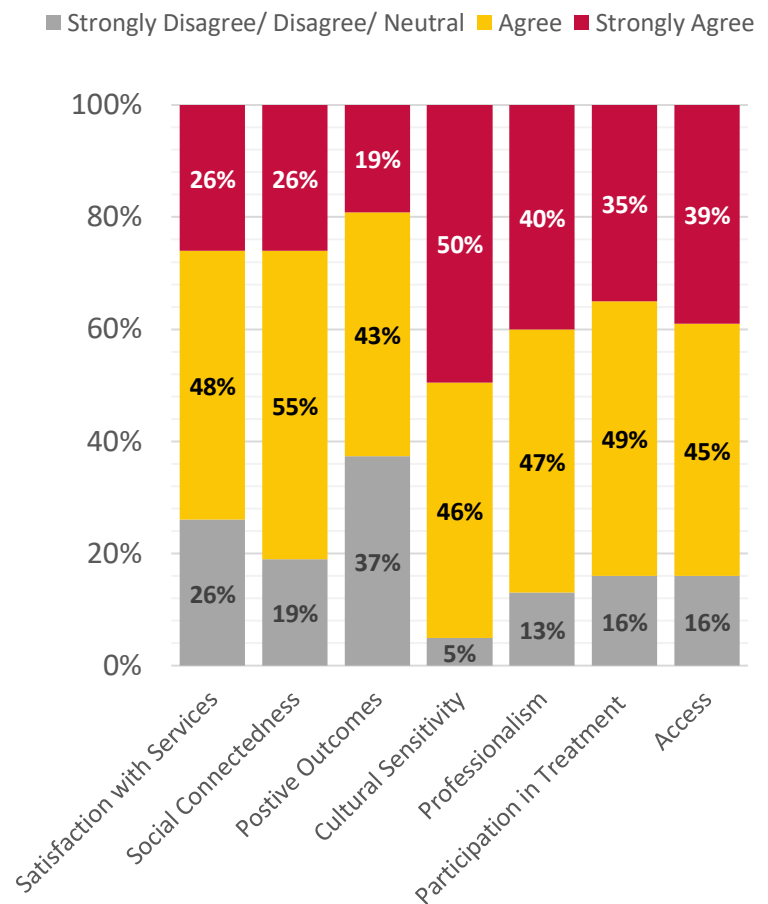
Background

The Maryland Department of Health’s (MDH) Behavioral Health Administration (BHA) conducted a statewide survey to assess satisfaction with and outcomes of services provided by Maryland’s Public Behavioral Health System (PBHS). The Applied Behavior Analysis (ABA) Consumer Perception of Care Survey was administered to a sample of adult caregivers whose child had received ABA health treatment services between January and December 2022. A total of 1,422 surveys were distributed. Among these, 269 Child ABA caregivers reported that they or the participants they care for received services within the previous year and were able to continue and complete the survey.

Overview

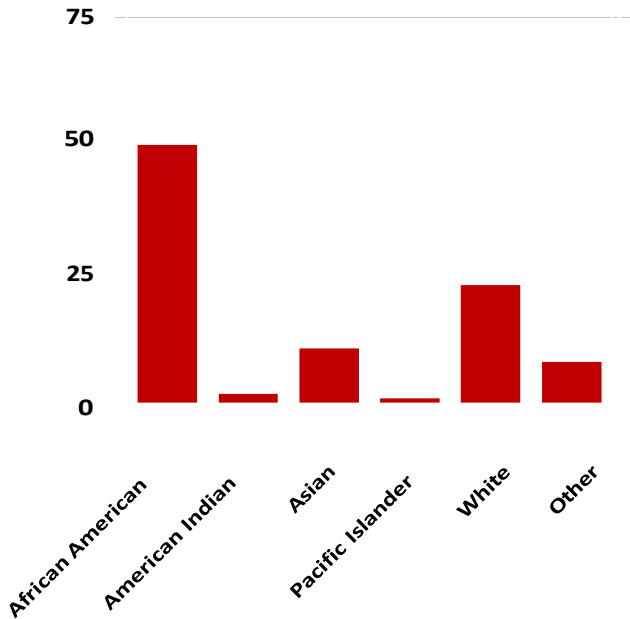
- The demographic representation remained largely consistent compared to the previous year.
- Almost all ABA participants saw a pediatrician or another medical professional for an emotional or behavioral problems in the past year.
- Caregivers continue to report relatively high levels of satisfaction with the benefits from the ABA services their children received compared to the previous year.
- Cultural Sensitivity and Professionalism were the two domains that scored higher in satisfaction compared to other areas. While Positive Outcomes and Satisfaction with services had relatively high scores, they were two areas that received the lowest ratings.
- Caregivers reported slight differences by gender across the service domains. Male participants scored higher across all domains except for Cultural Sensitivity where Female participants scored higher comparably.

Overall Experience of Care across Services Domains



Demographic Characteristics of ABA Participants

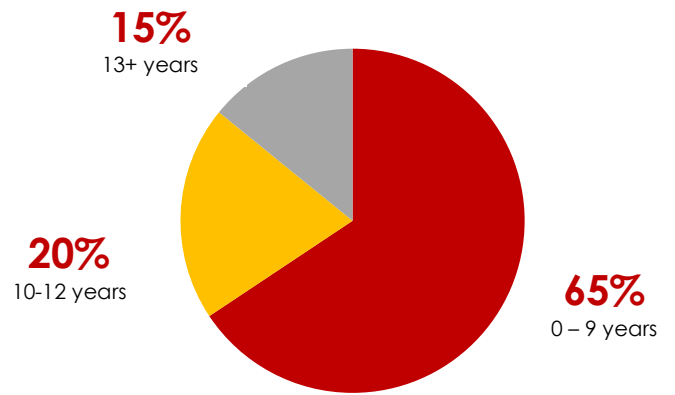
Recipients by Race



Recipients by Gender



Recipients by Age



Services Utilized by Recipients FY23

