



*Dane County Department of Human Services*

*2021 Comprehensive Community Services (CCS):  
Member Satisfaction Survey Results*

Jan 2022

# Contents

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- BACKGROUND ..... 3
  - About Comprehensive Community Services (CCS) ..... 3
  - Surveying Goal ..... 3
- KEY FINDINGS ..... 3
- METHODOLOGY ..... 4
  - 2021 survey ..... 4
    - Eligibility ..... 4
    - Survey Tool ..... 4
    - Distribution Method and Response Rate ..... 4
    - Translation ..... 5
- ANALYSIS ..... 5
  - Survey Domains ..... 6
    - Adult Survey ..... 6
    - Youth and Family Survey ..... 6
- RESULTS – CCS Annual Member Satisfaction Survey ..... 7
  - ADULTS ..... 7
    - Sample Representativeness ..... 7
    - Results ..... 8
    - Adults: Comments Section ..... 10
  - Adults: Results by race, age, and gender categories ..... 11
- YOUTH & FAMILY ..... 12
  - Sample Representativeness ..... 12
  - Youth - Results ..... 13
  - Family - Results ..... 15
  - Youth & Family: Comments Section ..... 17
- OVERVIEW ..... 17
  - Comparison of Adult, Youth, & Family Results ..... 17
- Appendix A - Survey Instruments ..... 18

## BACKGROUND

### About Comprehensive Community Services (CCS)

Comprehensive Community Services (CCS) is a voluntary, community-based program funded by the State of Wisconsin Department of Health Services (DHS) and operated by the Dane County Department of Human Services (DCDHS). The CCS program offers a flexible array of individualized, community-based, and psychosocial rehabilitation services to individuals with mental health and/or substance use needs. These services and support activities aim to help CCS participants in achieving their highest possible level of stability and independent functioning.

In the CCS program, each participant has a Service Facilitation agency, which provides case management. The Service Facilitator coordinates one or many of the following activities: mental health care, physical health care, substance abuse treatment, vocational or education support, and may assist with housing, medication management, or with activities of daily living (ADLs). Dane County contracts with an open network of approximately 30 Service Facilitation agencies and 90 service provider agencies to deliver these services.

### Surveying Goal

The goal of this survey was to gauge and improve satisfaction among participants who receive mental health and/or substance use services through Dane County CCS. This survey is administered annually to all eligible CCS participants, with results due to DHS by December 31.

## KEY FINDINGS

*The vast majority of adults, youth, and families had positive experiences with CCS (85% or 90% reporting overall positive experiences) (see **Figure 1**).*

- Culture is a strength identified in the youth and families surveys – notably, this domain is not in the adult survey but aligns well with the Quality domain in the adult survey.
- Outcomes is among the lowest rated domain for all survey types.

**Figure 1: Percentage of respondents with a positive experience: overall and highest and lowest rated domains by survey type**

	Adults (n=208)	Youth (n=34)*	Families (n=21)*
Overall	85% positive experience	85% positive experience	90% positive experience
Highest rated	Quality <sup>1</sup> (90%) Satisfaction (88%)	Culture <sup>2</sup> (93%)	Participation (97%) Culture (95%)
Lowest rated	Social Connectedness (63%) Outcomes (64%) Functioning <sup>3</sup> (64%)	Outcomes (61%)	Outcomes (65%)

<sup>1</sup> Quality domain is only in the Adult survey but could be compared to the Culture domain in the Youth and Families surveys

<sup>2</sup> Culture domain is only in the Youth and Families surveys but could be compared to Quality in the Adult survey

<sup>3</sup> Functioning domain is only in the Adult survey

\*Caution: Small base

# METHODOLOGY

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## 2021 survey

### Eligibility

Eligible survey participants included all CCS members who had been enrolled in CCS for at least 6 months (on or before 4/1/2021) and were either currently enrolled or had disenrolled within the previous 3 months. The survey was distributed 10/31/2021.

### Survey Tool

WI DHS required the use of one of three Mental Health Statistical Improvement Project (MHSIP) survey instruments depending on the age of the CCS participant at the time of the survey:

- MHSIP-Adult: CCS participants ages 18 or older;
- MHSIP-Youth: CCS participants ages 13-17; or
- MHSIP-Family: parents or guardians of CCS participants age 12 and under.

### Distribution Method and Response Rate

All eligible participants were sent satisfaction surveys, totaling 1,599 CCS members. All youth surveys were sent via postal mail. For adult and family surveys, approximately two thirds had a known email address and received the survey via a SurveyMonkey link emailed to them in an encrypted format. An electronic link to a \$5 Target gift card was also included in the message. The other group, with no known email address, received surveys via postal mail. The mailing included a pre-paid return envelope and \$5 Kwik Trip gift card. Surveys were distributed October 22, 2021 and accepted until December 31, 2021. Surveys were submitted anonymously, such that re-prompting non-responders was not possible.

Overall, the response rate for the 2021 CCS satisfaction survey was 16% (263 of 1,599). **Table 1** shows the response rate by survey type (age of participant). The response rate was similar among all of the groups: 16% for adults, 17% for youth, and 16% for families. There was a distinct difference in response rate by distribution method: 10% electronically and 25% via postal mail (data not shown).

**Table 1: Response rate by survey type**

Survey Type	# members eligible	Responses	
		#	%
Adult (18+)	1,269	208	16%
Youth (13-17)	197	34	17%
Family (≤12)	133	21	16%
Overall	1,599	263	16%

## Translation

Surveys and accompanying material were available in English, Hmong, Spanish, or Khmer (Cambodian) based on the recipient's preferred language tracked in Dane County's Information System. In total, 72 surveys were sent with additional language material, corresponding to 13 in Khmer, 14 in Spanish, and 45 in Hmong (see **Table 2**). For two participants who preferred Laotian, survey translations were not available, and instead English versions were sent to their Service Facilitator to assist with the survey. Because it is unknown whether participants returned the English or other language version of the survey, response rates for participants who preferred a language other than English cannot be determined.

**Table 2: Number of surveys distributed in each language by survey type**

Survey Language	English only	English and...			Preferred Laotian, English survey via SF	Total
		Khmer	Spanish	Hmong		
Adult (18+)	1,201	13	8	45	2	1,266
Youth (13-17)	194	-	3	-	-	197
Family (<12)	130	-	3	-	-	133
<b>Total</b>	<b>1,525</b>	<b>13</b>	<b>14</b>	<b>45</b>	<b>2</b>	<b>1,599</b>

SF = Service Facilitator

## ANALYSIS

Members were able to respond to each survey statement on a five point Likert scale, from 1 = Strongly Disagree to 5 = Strongly Agree. Scores within each domain were then averaged and participants were categorized on that domain as having a more positive experience (mean score 3.51-5) versus a mixed experience (mean score 2.5-3.5), or a less positive experience (mean score 1-2.49). Information about the survey tool and its application is here: <https://www.dhs.wisconsin.gov/publications/p0/p00887.pdf>

**Figure 2: Experience category based on average score (1 - 5)**



In addition to the Likert Scale statements, participants were given the opportunity to provide comments about the services they received. Respondents also had the option of providing basic demographic information, which enabled results to be assessed for differences based on the age, race, or gender of the participant. Although otherwise completely anonymous, each survey also contained a code (1 through 30) that corresponded to the individual's CCS Service Facilitation agency. This enabled overall results to be compared across Service Facilitation agencies, while maintaining respondent anonymity.

For statistical analyses using categorical variables, the Chi-Square goodness-of-fit test for homogeneity was used, with  $\alpha \leq 0.05$  determining statistical significance.

## Survey Domains

### Adult Survey

The adult survey asked participants a series of 36 questions about their satisfaction with the mental health and/or substance use services they received in the past six months. Responses are summarized across seven domains (see **Table 3**).

**Table 3: Reporting domains of the adult survey**

Domain	Number of statements	Measures
Satisfaction	2	Participant’s level of satisfaction with their services
Participation	2	How well the individual was integrated into treatment planning
Access	6	The ease with which services were obtained
Outcomes	8	The treatment-related improvements in the individual’s life
Functioning	4	This domain overlaps with the Outcomes domain and captures the perceived impact of the individual’s treatment on their daily life
Social Connectedness	4	The extent to which individuals have “natural supports” in place – family, friends, and acquaintances – to help bolster and sustain recovery
Quality	9	The cultural sensitivity of providers

### Youth and Family Survey

The MHSIP-Youth and -Family surveys are shorter versions of the adult MHSIP survey, and consist of 26 statements on a Likert Scale. The family and youth versions of the survey are identical to each other, with the exception of the pronouns; youth surveys assess the participant’s own experiences, whereas the MHSIP-Family survey prompts the parent to assess the child’s experiences in some statements and their own experience in others. Responses are summarized across six domains (see **Table 4**).

**Table 4: Reporting domains of the youth and family surveys**

Domain	Number of statements	Measures
Satisfaction	6	Youth/caregiver’s overall satisfaction with their own/their child’s services
Participation	3	How well the youth or family was integrated into treatment planning
Access	2	The perceived ease with which mental health and/or substance abuse services were obtained
Culture	4	The cultural sensitivity of providers
Outcomes	7	The perceived treatment-related improvements in the participant’s life
Social Connectedness	4	The extent to which youth/participant’s family members have “natural supports” in place help bolster and sustain recovery

# RESULTS – CCS Annual Member Satisfaction Survey

## ADULTS

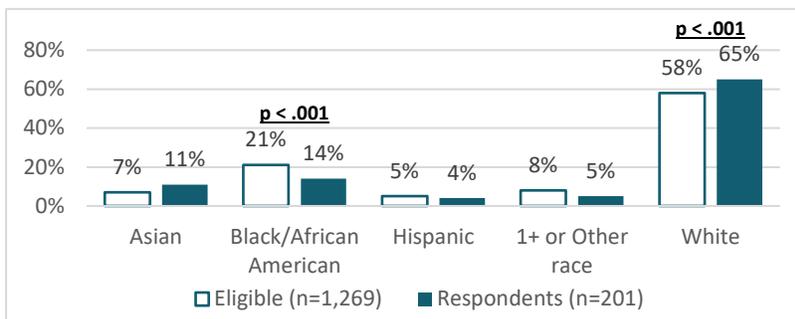
### Sample Representativeness

*The proportion of survey respondents in each demographic category was compared to the eligible CCS population and found to be representative by gender and age, but not by racial ethnic identity.*

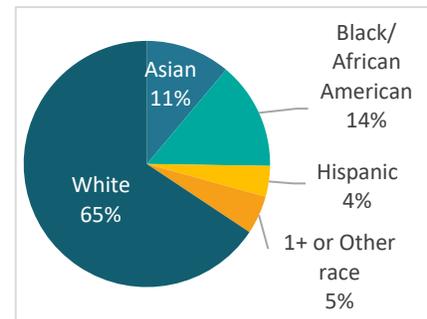
Race and Ethnicity response options were condensed for analysis into five categories (see **Appendix A - Survey Instruments** for full list).

- 65% of adult respondents identified as White, 14% as Black/African American, 11% as Asian, 4% as Hispanic, and 5% as more than one race or another race (see **Graph 2**).
- Compared to the eligible population, people who identify as White were significantly over-represented (65% vs 58%,  $p < .001$ ) and people who identify as Black were under-represented (14% of survey participants vs 21% of those eligible,  $p < .001$ ) (see **Graph 1**).

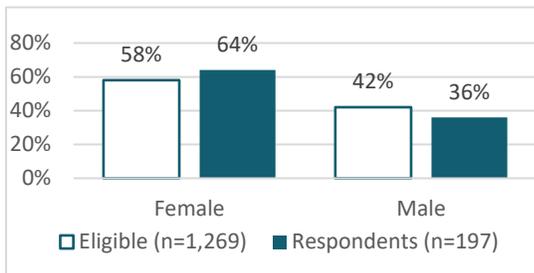
**Graph 1: 2021 Adult: Survey respondents vs eligible CCS population, by racial ethnic category**



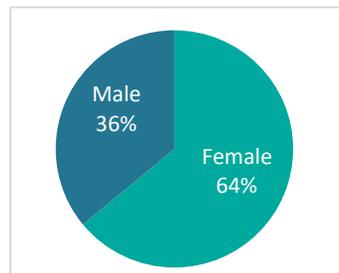
**Graph 2: 2021 Adult: Survey respondents by racial ethnic category**



**Graph 3: 2021 Adult: Survey respondents vs eligible CCS population, by gender**

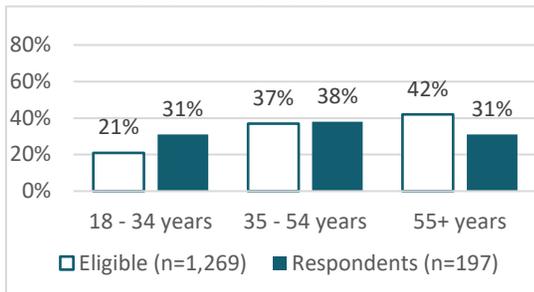


**Graph 4: 2021 Adult: Survey respondents by gender**

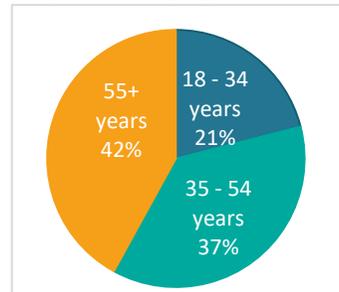


Almost two thirds of respondents identified as female (64%), versus 36% as male (see **Graph 4**). This proportion was not significantly different than the population of CCS adults eligible for the survey ( $\chi^2_1=2.91$ ,  $p=.008$ ) (see **Graph 3**).

**Graph 5: 2021 Adult: Survey respondents vs eligible CCS population, by age**



**Graph 6: 2021 Adult: Survey respondents by age**

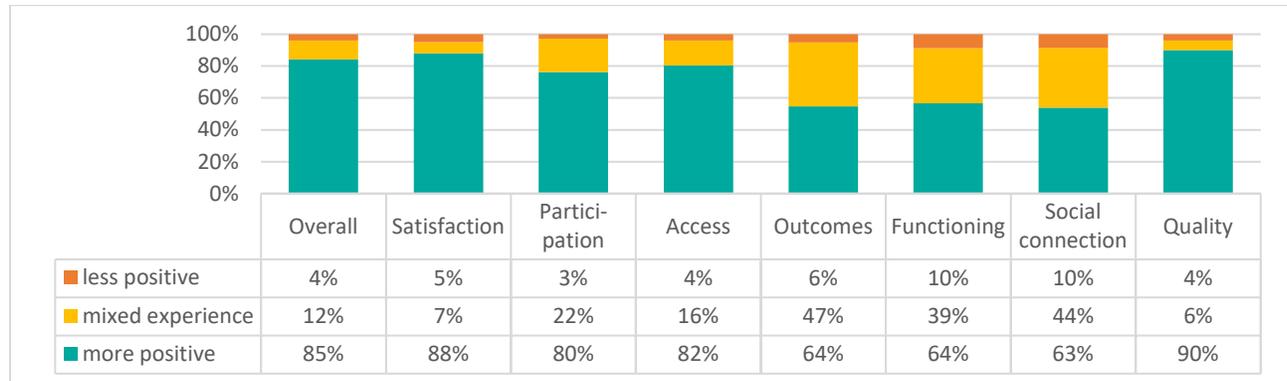


Respondents mirrored the eligible population by age; 21% of adult respondents were age 18-34, 37% were ages 35-54, and 42% were 55+ ( $\chi^2_2=5.80$ ,  $p=0.087$ ) (see **Graph 5 and 6**).

## Results

**Overall, more than eight in ten adults had a “more positive” experience with CCS. This is driven by strong performance in: Quality, Satisfaction, Access, and Participation.** The remaining domains – Social Connectedness, Outcomes, and Functioning – show relatively lower proportions of survey respondents having a “more positive” experience. Rather, more than four in ten had a “mixed experience” in these three domains (see **Graph 7**). The individual statements comprising each domain and the percentage of adults with positive experiences are shown on the next page (see **Graph 9**).

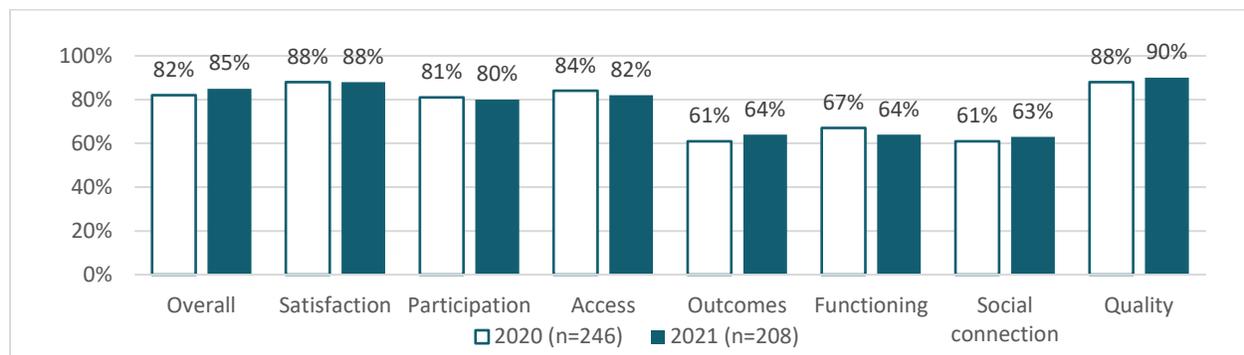
**Graph 7: 2021 Adult: Survey respondents’ overall and domain scores (n=208)**



- Overall, 85% of adults had a positive experience, 12% had a mixed experience, and 4% had a less positive experience.
- The domains with the highest percentage of adults with a positive experience were Quality (90%), Satisfaction (88%), Access (82%), and Participation (80%).
- The domains with the lowest percentage of adults with a positive experience were Social Connectedness (63%), Outcomes (64%), and Functioning (64%).

Although there were slight variations in the proportion of CCS participants with a positive experience, no significant differences by year were detected overall, nor within any domain (see **Graph 8**).<sup>4,5,6,7,8,9,10,11</sup>

**Graph 8: Adult: Percentage with a more positive experience by domain, compared to 2020**



<sup>4</sup> Overall:  $\chi^2_1=0.96$ , p-value = .327

<sup>5</sup> Satisfaction:  $\chi^2_1= 0.52$ , p-value = .819

<sup>6</sup> Participation:  $\chi^2_1= 0.25$ , p-value = .618

<sup>7</sup> Access:  $\chi^2_1=0.14$ , p-value = .709

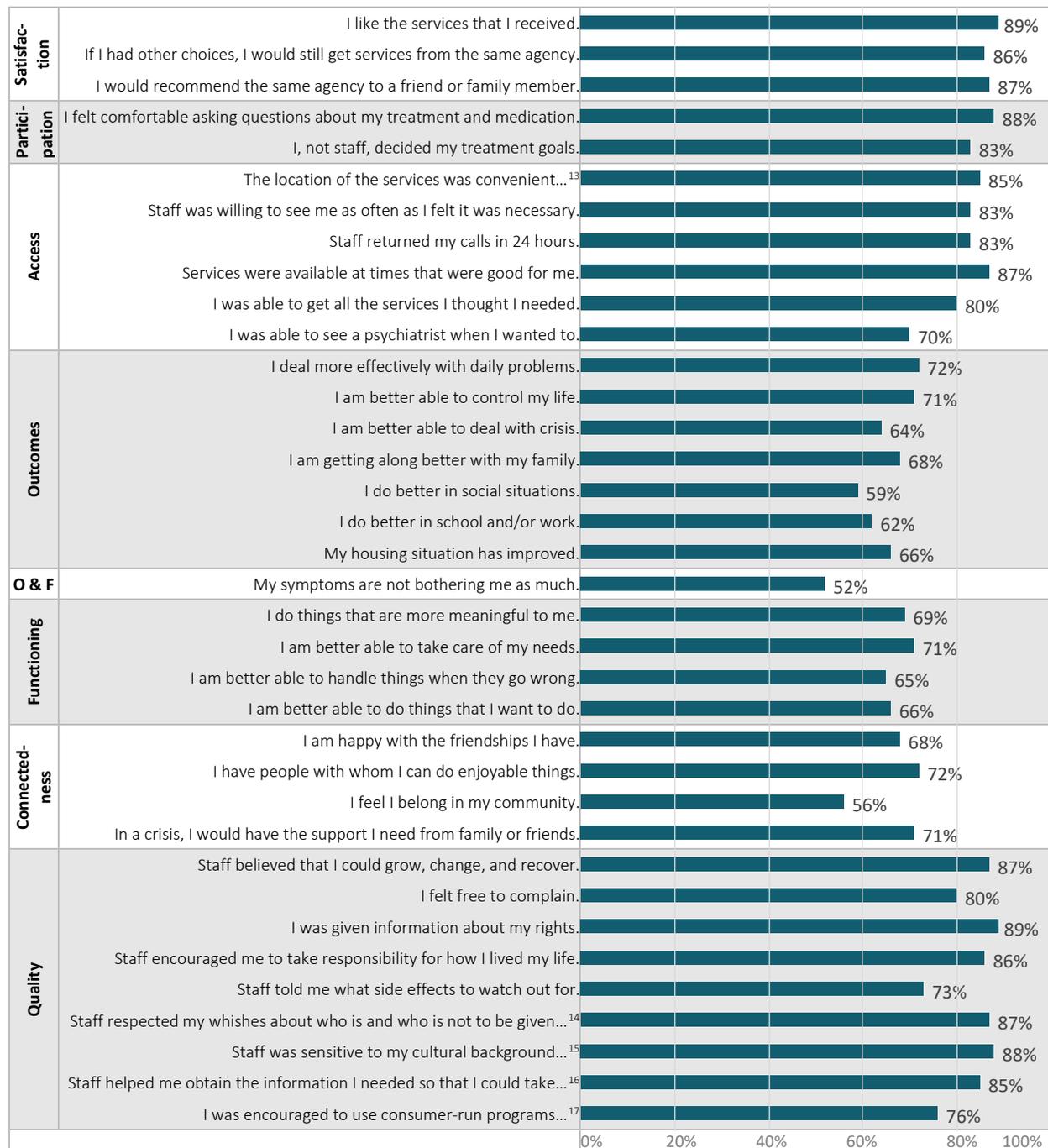
<sup>8</sup> Outcomes:  $\chi^2_1= 0.29$ , p-value = .591

<sup>9</sup> Functioning:  $\chi^2_1= 0.06$ , p-value = .801

<sup>10</sup> Social Connectedness:  $\chi^2_1= 0.14$ , p-value = .710

<sup>11</sup> Quality:  $\chi^2_1= 0.65$ , p-value = .420

**Graph 9: 2021 Adult: Percentage with positive experience<sup>12</sup>, by survey statement**



<sup>12</sup> A **positive experience** is defined as the survey respondent rating the statement a 5 “strongly agree” or a 4 “agree.”

<sup>13</sup> Full statement reads: “The location of the services was convenient (parking, public transportation, distance, etc.)”

<sup>14</sup> Full statement reads: “Staff respected my wishes about who is and who is not to be given information about my treatment.”

<sup>15</sup> Full statement reads: “Staff was sensitive to my cultural back ground (race, religion, language, etc.)”

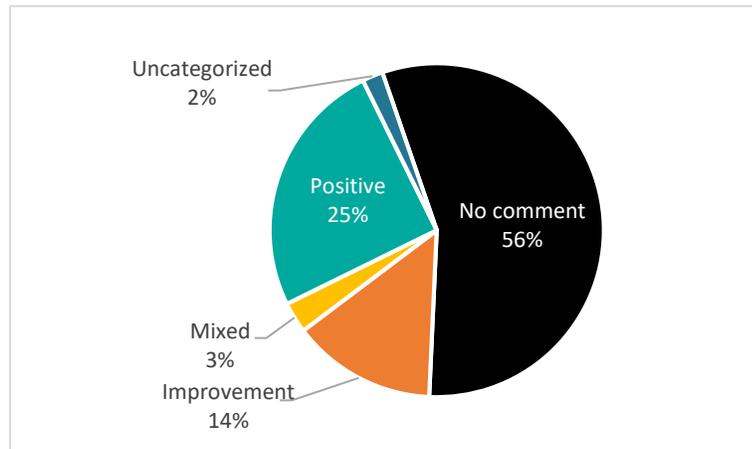
<sup>16</sup> Full statement reads: “Staff helped me obtain information I needed so that I could take charge of managing my mental health and/or substance use condition.”

<sup>17</sup> Full statement reads: “I was encouraged to use consumer-run programs (support groups, drop in centers, warm line, etc.)”

**Graph 10: 2021 Adult: Categorization of comments**

Base = Total sample (n=208)

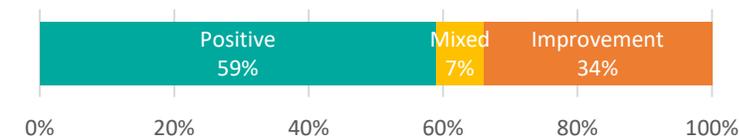
Each respondent is assigned to one category



**Figure 3: 2021 Adult: Categorization of comments**

Base = Those providing a comment that could be categorized (n=87)

Each respondent is assigned to one category but could be in more than one detailed code



Positive categories	Improvement categories
Generally satisfied (15)	Not receiving services desired (14)
Helpful services (15)	Agency/Provider specific issue (10)
Helpful/Supportive CCS staff (13)	Poor communication (4)
Service facilitator: advocacy/helps navigate services (10)	COVID causing barriers (4)
Particular agency or person (8)	Service facilitator issue/Not feeling advocated for (3)
Feelings of hope/progress (6)	Psychiatry shortage (3)
CCS team (3)	Lack of progress (2)
Alternative therapies (1)	Personal barriers (2)
	Lack of social networks (2)
	Paperwork (2)
	Staff turnover (1)
	Trauma not addressed (1)

agency, personnel, Service Facilitator (SF), and services – contributed towards a negative experience. This happened when the agency, personnel, or SF were not a good match for the participant or when the participant experienced a poor interaction. Other areas participants pointed out needing improvement related to not receiving all of the services desired, not feeling advocated for, poor communication, and a shortage in psychiatry resources.

Adults: Comments Section

Survey participants were able to provide additional comments about the services they received. Their comments were categorized based on whether they provided no comment (56%), commented only about positive experiences (25%), identified only areas for improvement (14%), or a mix of positive experiences and improvements (3%) (see **Graph 10**).

Narrowing our view to just those who provided comments, we see that almost six in ten (59%) provided comments that solely described positive experiences in the CCS program (see **Figure 3**).

Most positive experiences included general satisfaction with the CCS program, services or interaction with CCS staff that were helpful, and participants feelings hope or personal progress.

Many of the positive experiences were attributed to an individual agency, personnel, or Service Facilitator (SF) that advocated for or supported the individual.

About one third (34%) of participants provided comments focusing on areas for improvement. Interestingly, many of the same factors credited with helping recovery – the individual

Below are example quotes from survey respondents. Quotes were selected to illustrate the broad categories – positive, mixed, and improvement. They also do not contain any identifying information. Some fall into the most popular themes while others are from less commonly mentioned themes.

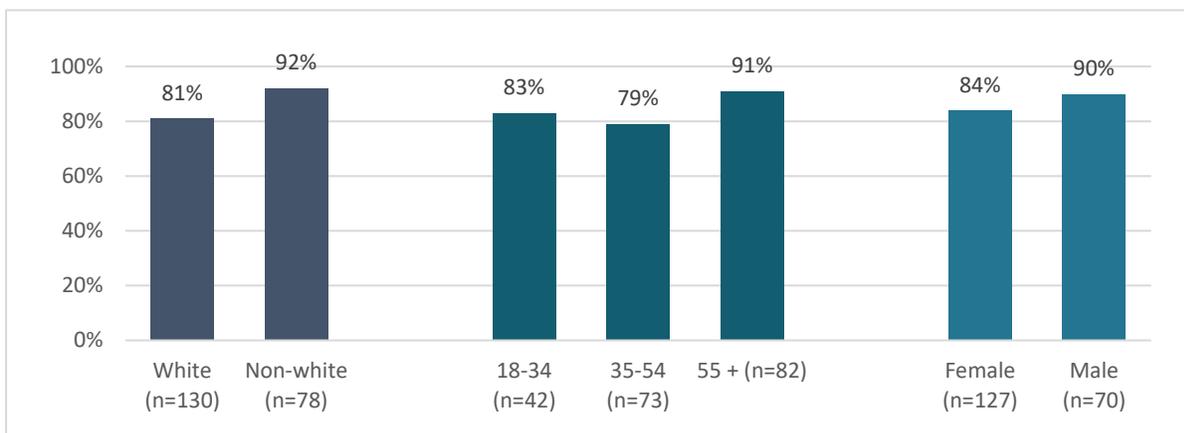
- “I love my new facilitator. I wish it was easier to find a psychiatrist that takes my insurance but I can deal.” (mixed)
- “I wouldn’t be here without CCS. Thank you.” (positive)
- “Very much appreciate the services and think they do great :)” (positive)
- “I am blessed to have found these caring people.” (positive)
- “I wish there were more peer support services.” (improvement)
- “Services are not available for OT. Staying with psychiatrist originally assigned for lack of options.” (improvement)
- “With everything basically on Zoom, communication and having service providers returning emails and texts in a timely manner has been lagging. It needs to be improved.” (improvement)

### Adults: Results by race, age, and gender categories

Results were also examined to determine whether experiences differed by race, age, or gender. Due to small sample sizes by specific response categories, respondent race was simplified into white versus non-white, age into three groups: 18-34, 35-54, and 55+, and gender into female versus male. ***In examining these groups, we found no statistically significant differences between the percentages of people in these demographic groups having an overall positive experience.***

- Recall the percentage of adults with a more positive experience was 85%. Although there were slight variations, the percentage of respondents with an overall positive experience did not significantly differ by race, age, nor gender (see **Graph 11**).<sup>18,19,20</sup>

**Graph 11: 2021 Adult: Survey respondents with an overall positive experience, by demographic category**



<sup>18</sup> Race:  $\chi_1^2 = 3.84$ , p-value = .051

<sup>19</sup> Age:  $\chi_2^2 = 5.99$ , p-value = 0.122

<sup>20</sup> Gender:  $\chi_1^2 = 1.40$ , p-value = .236

## YOUTH & FAMILY

### Sample Representativeness

*Due to the small number of survey respondents for youth and family surveys, there are no statistically significant differences from the eligible CCS population and survey respondents by racial ethnicity, gender, nor age.*

Demographic information was summarized for participants represented in the youth (13-17 years old) and family (0-12 years old) surveys. These characteristics were compared to the eligible population to determine the representativeness of the survey sample.

**Table 5: 2021 Youth & Family: Race/Ethnicity of survey participants vs eligible population**

Race/Ethnicity	Youth Survey [13-17 yo]			Family Survey [≤12 yo]		
	Survey respondents		All eligible	Survey respondents		All eligible
	n	% of total	% of total	n	% of total	% of total
Asian			1%			2%
Black/African American	5	17%	20%	3	16%	23%
Hispanic	5	17%	17%	2	11%	15%
1+ or other race	1	3%	16%	1	5%	16%
White/Caucasian	19	62%	47%	13	68%	44%
Total	33*	100%	100%	19*	100%	100%

\*Caution: Small base; yo = years old

- Among youth survey respondents, 62% identified as White, 17% as Black, 17% as Hispanic, and 3% as more than one race or another race. These proportions did not significantly differ from the eligible population ( $\chi^2_3=4.59$ ,  $p= .204$ ) (see **Table 5**).
- Among CCS participants age ≤ 12 represented in the family survey, 68% identified as White, 16% as Black, 11% as Hispanic, and 5% as more than one race or another race. These proportions did not significantly differ from the eligible population ( $\chi^2_3=4.55$ ,  $p= .337$ ) (see **Table 5**).

**Table 6: 2021 Youth & Family: Gender of survey participants vs eligible population**

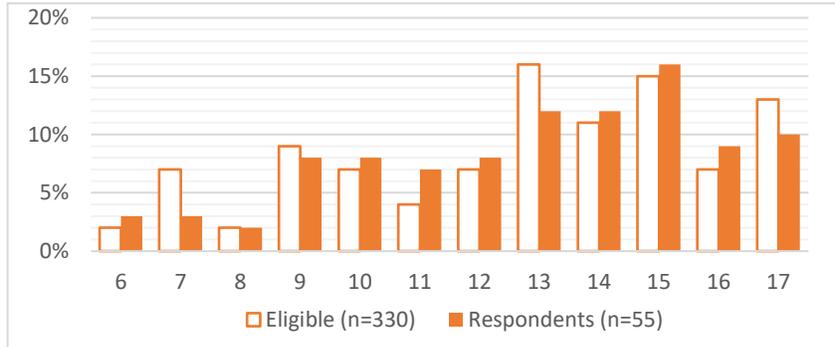
Gender	Youth Survey [13-17 yo]			Family Survey [≤12 yo]		
	Survey respondents		All eligible	Survey respondents		All eligible
	n	% of total	% of total	n	% of total	% of total
Female	13	42%	42%	5	24%	31%
Male	18	58%	58%	16	76%	69%
Total	31*	100%	100%	21*	100%	100%

\*Caution: Small base; yo = years old

- Among youth survey respondents, 42% identified as female and 58% as male, which was not significantly different than the eligible population ( $\chi^2_1=0.25$ ,  $p=.651$ ) (see **Table 6**).
- For youth represented in the family survey, 24% identified as female and 76% as male. However, due to low numbers, this difference was not significant ( $\chi^2_1=2.94$ ,  $p=.086$ ) (see **Table 6**).

**Graph 12** shows the ages of eligible members compared those represented in the youth and family surveys. For readability, data labels are not shown, instead gridlines are used. Small sample sizes within age prevent us from drawing conclusions about the representativeness by age.

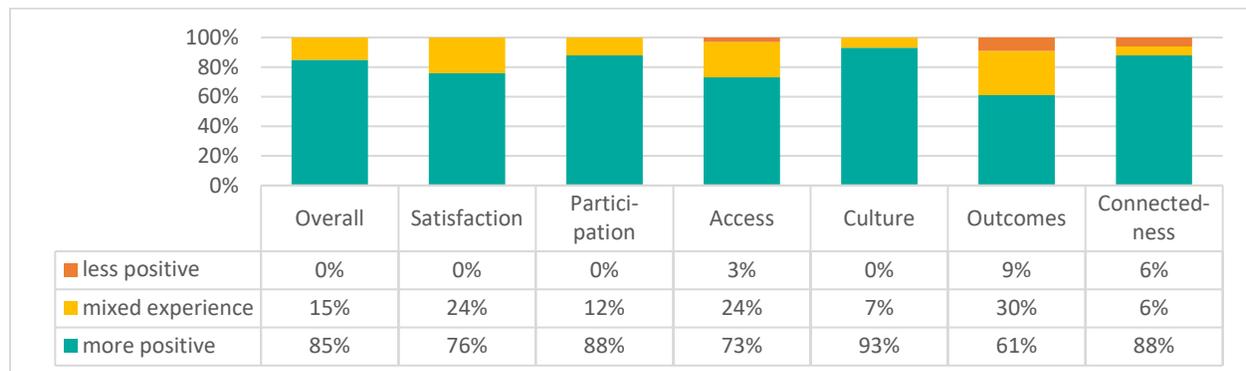
**Graph 12: 2021 Youth & Family: Age of survey respondents vs eligible population**



### Youth - Results

**Overall more than eight in ten youth had a “more positive” experience with CCS. Notably, none (0%) had a “less positive” experience overall and very few report a “less positive” experience in any domain (<10%).** Culture is one of the highest performing domains whereas outcomes, access, and satisfaction have lower “positive experiences” (see **Graph 13**).

**Graph 13: 2021 Youth: Survey respondents’ overall and domain scores (n=34\*)**



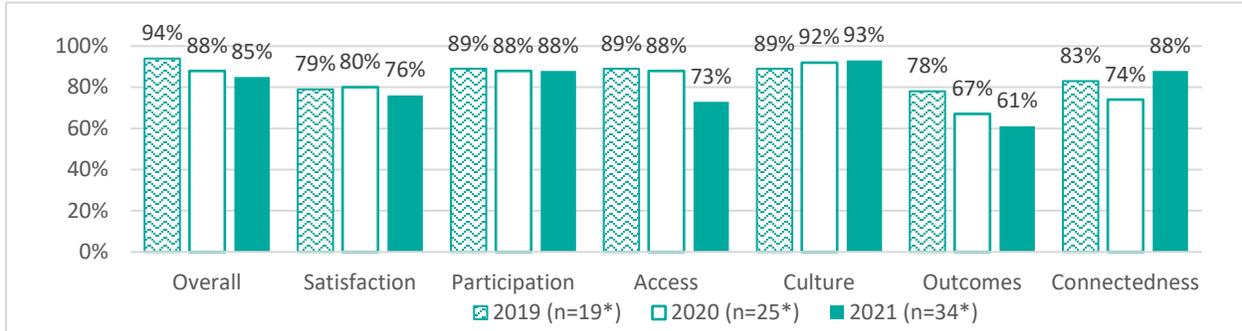
\*Caution: small base

- Overall, 85% of youth respondents had a positive experience, 15% had a mixed experience, and 0% had a less positive experience.
- The domains with the highest percentage of youth with a positive experience were Culture (93%), Participation (88%), and Social Connectedness (88%).
- The domains with the lowest percentage of youth with a positive experience were Outcomes (61%) and Access (73%).
  - Notably, Outcomes had the largest percentage of youth respondents reporting a “less positive” experience (9%).

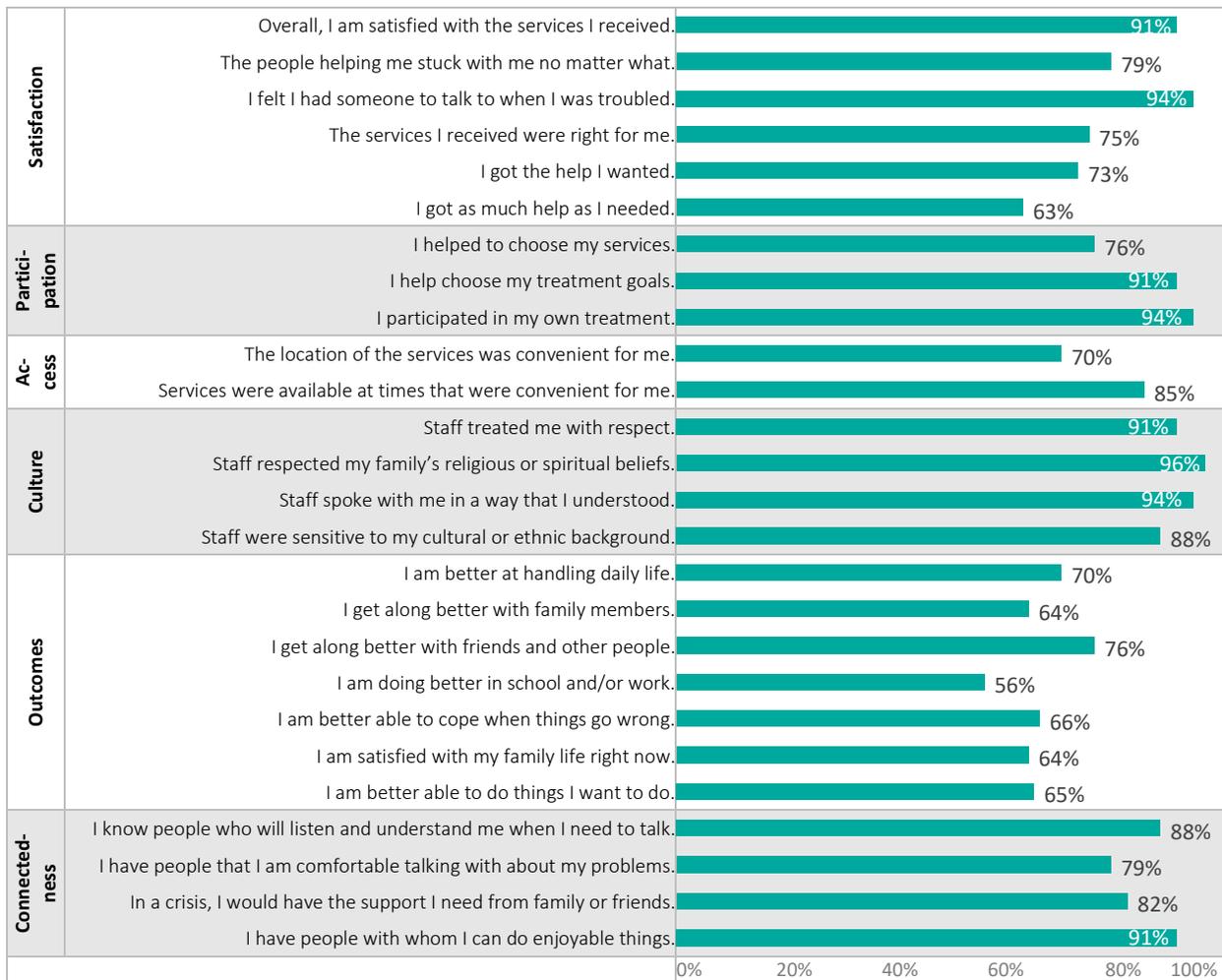
See **Graph 15** on the next page for the proportion of respondents who “strongly agree” or “agree” with the statements in each domain.

Although there were slight variations in the proportion of CCS youth with a positive experience, no significant differences by year were detected within any domain (see **Graph 14**).<sup>21,22,23,24,25,26,27</sup>

**Graph 14: 2021 Youth: Percentage with a more positive experience by domain, compared to 2019 and 2020**



**Graph 15: 2021 Youth: Percentage with positive experience<sup>28</sup>, by survey statement**



<sup>21</sup> Overall:  $\chi^2=0.58$ , p-value = .810

<sup>22</sup> Satisfaction:  $\chi^2=0.147$ , p-value = .701

<sup>23</sup> Participation:  $\chi^2=0.00$ , p-value = .989

<sup>24</sup> Access:  $\chi^2=1.83$ , p-value = .177

<sup>25</sup> Culture:  $\chi^2=0.015$ , p-value = .902

<sup>26</sup> Outcomes:  $\chi^2=0.22$ , p-value = .640

<sup>27</sup> Connectedness:  $\chi^2=1.95$ , p-value = .163

<sup>28</sup> A **positive experience** is defined as the survey respondent rating the statement a 5 "strongly agree" or a 4 "agree."

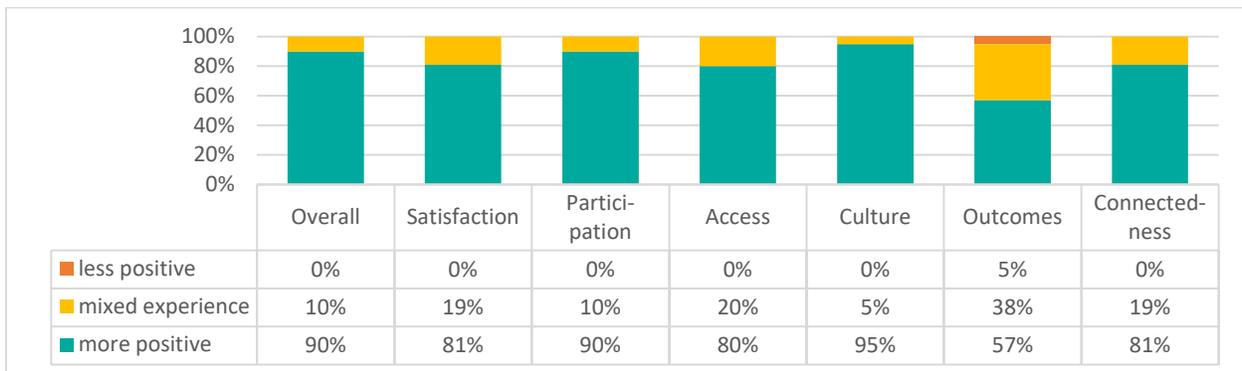
## Family - Results

*Generally, families have more positive experiences with CCS. However, the Outcomes domain performs relatively worse than other domains with noticeably lower proportion of families categorized as a “more positive” experience and a higher proportion classified as “mixed experience.”*

Of the 21 families who participated in the survey (**Graph 16**)

- 90% had an overall positive experience, 10% had a mixed experience, and 0% had a less positive experience.
- Families had the most positive experiences in the following domains: Culture (95%), Participation (90%), Satisfaction (81%), Social Connectedness (81%), and Access (80%).
- The domain with the lowest percentage of families with a positive experience was Outcomes (57%).
  - Notably, this is also the only domain where any families had a “less positive” experience.

**Graph 16: 2021 Family: Survey respondents’ overall and domain scores (n=21\*)**

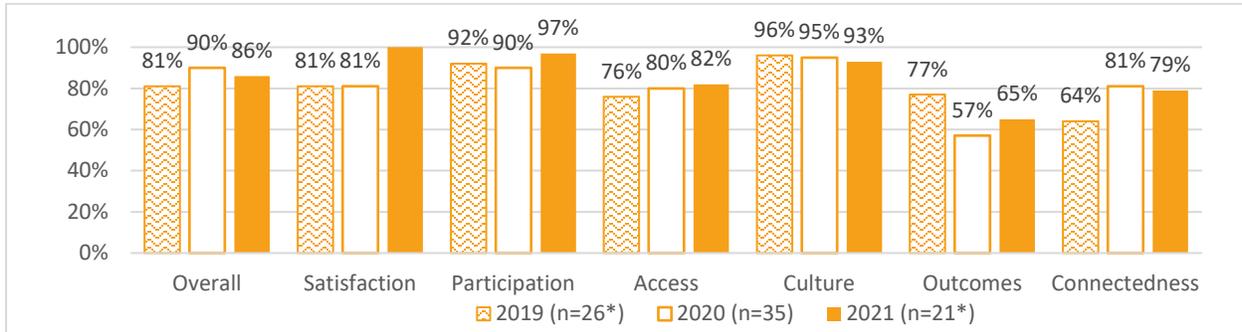


\*Caution: Small base

The individual statements comprising each domain, as well as the percentage of families with positive experiences are shown on the subsequent page. See **Graph 18** on the next page for the proportion of respondents who “strongly agree” or “agree” with the statements in each domain.

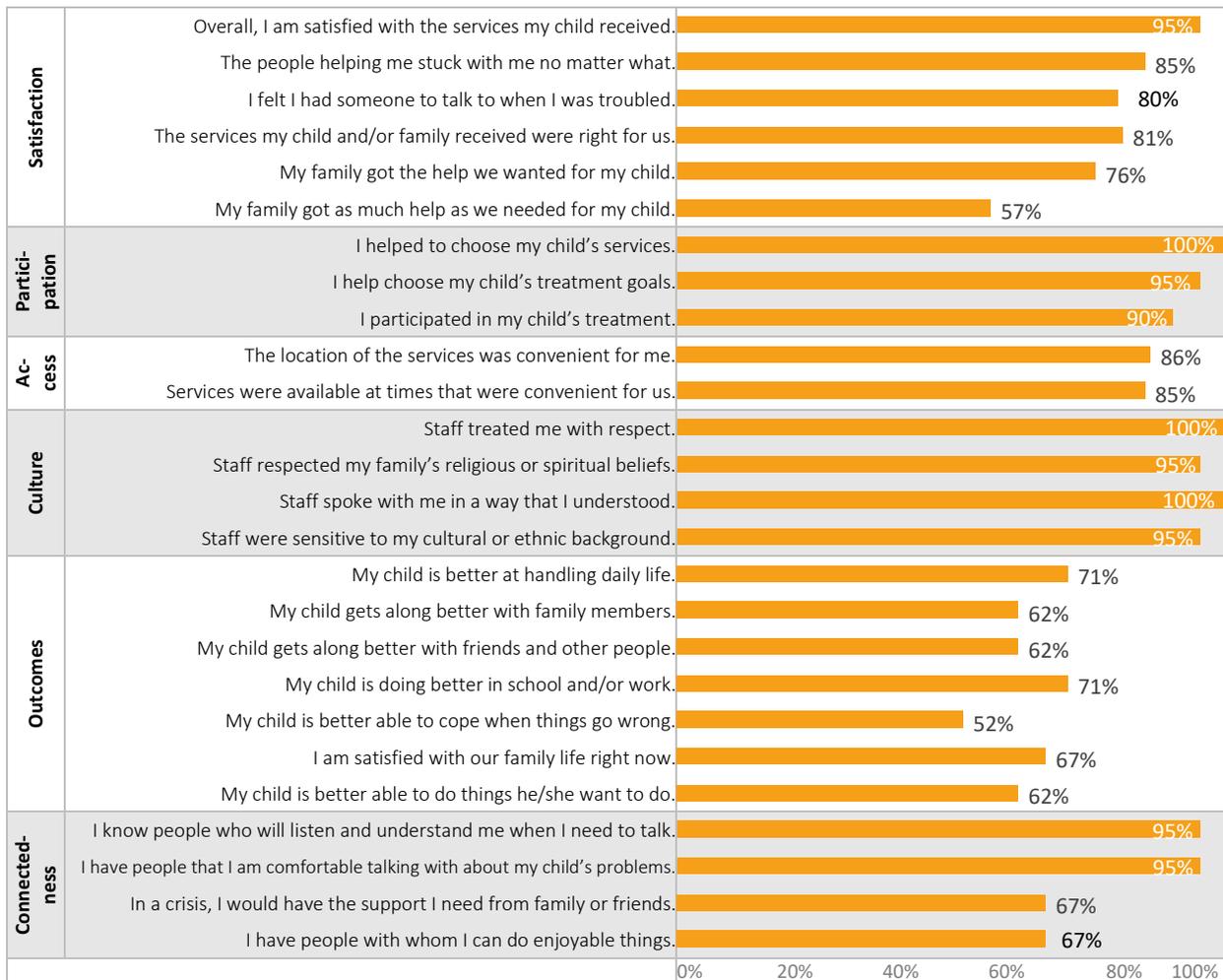
Although there were slight variations in the proportion of CCS participants with a positive experience, no significant differences by year were detected within any domain (see **Graph 17**).<sup>29,30,31,32,33,34,35</sup>

**Graph 17: 2021 Family: Percentage with a more positive experience by domain, compared to 2019 and 2020**



Caution: Small base

**Graph 18: 2021 Family: Percentage with positive experience<sup>36</sup>, by survey statement**



<sup>29</sup> Overall:  $\chi^2_1=0.58$ , p-value = .810

<sup>30</sup> Satisfaction:  $\chi^2_1=0.147$ , p-value = .701

<sup>31</sup> Participation:  $\chi^2_1=0.00$ , p-value = .989

<sup>32</sup> Access:  $\chi^2_1=1.83$ , p-value = .177

<sup>33</sup> Culture:  $\chi^2_1=0.015$ , p-value = .902

<sup>34</sup> Outcomes:  $\chi^2_1=0.22$ , p-value = .640

<sup>35</sup> Connectedness:  $\chi^2_1=1.95$ , p-value = .163

<sup>36</sup> A **positive experience** is defined as the survey respondent rating the statement a 5 "strongly agree" or a 4 "agree."

## Youth & Family: Comments Section

Families and youth each had the opportunity to provide additional comments about their experiences in CCS. Due to the low number of comments (n=17), overlying themes were not created, but some of the quotes are included below.

### Some quotes capturing positive experiences:

- *“My child has an excellent team right now and they have been very supportive during these trying times.”*
- *“We finally have an amazing team who is not afraid of my child and who will change approaches as needed to better meet their complex needs.”*

### Some quotes identifying areas for improvement:

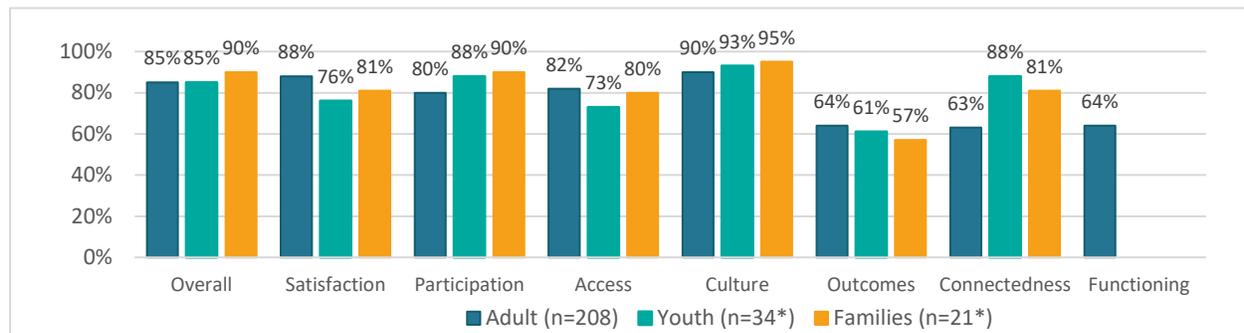
- *“I believe my child’s therapy should be more than 1/2 an hour every other week.”*
- *“Virtual appointments do no work for my child and that has been our only option for way too long.”*

## OVERVIEW

### Comparison of Adult, Youth, & Family Results

Results were very similar among adults, youth, and families. Overall 85-95% of participants of each type had a more positive experience overall (**Graph 19**).

**Graph 19: 2021: Percentage of each survey type with a more positive experience by domain**



- The Satisfaction, Participation, Access, and Culture domains were scored positively for adults, youth, and families. Notably, 73-95% of participants had a more positive experience on those domains within each of the three survey types.
  - Note – the Culture domain on the Family and Youth survey is similar to the Quality domain on the adult survey, and they are combined here.
- Outcomes was one of the lowest rated domains for all participant types: only 57% of families, 61% of youth, and 64% of adults had a more positive experience in this domain.
- The Functioning domain was unique to the adult survey and was unable to be compared to the youth and family surveys.

## Appendix A - Survey Instruments

### ADULT SATISFACTION SURVEY

We want to know what you think about the *mental health and/or substance use services* you received in the last 6 months so that we may provide the best possible services. Do not write your name on this survey. Your answers will be handled confidentially. We will not know if you responded, but we will review your responses to improve our services.

Section 1: Please indicate how much you agree or disagree with each of the following statements about the <i>mental health and/or substance use services</i> you received in the last 6 months by circling the number that best represents your opinion. If the statement is about something you have not experienced, answer "N/A" to indicate it is not applicable to you.						
	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
1. I like the services that I received.	1	2	3	4	5	N/A
2. If I had other choices, I would still get services from the same agency.	1	2	3	4	5	N/A
3. I would recommend the same agency to a friend or family member.	1	2	3	4	5	N/A
4. The location of services was convenient (parking, public transportation, distance, etc.).	1	2	3	4	5	N/A
5. Staff were willing to see me as often as I felt it was necessary.	1	2	3	4	5	N/A
6. Staff returned my calls within 24 hours.	1	2	3	4	5	N/A
7. Services were available at times that were good for me.	1	2	3	4	5	N/A
8. I was able to get all the services I thought I needed.	1	2	3	4	5	N/A
9. I was able to see a psychiatrist when I wanted to.	1	2	3	4	5	N/A
10. Staff believed that I could grow, change, and recover.	1	2	3	4	5	N/A
11. I felt comfortable asking questions about my treatment and medication.	1	2	3	4	5	N/A
12. I felt free to complain.	1	2	3	4	5	N/A
13. I was given information about my rights.	1	2	3	4	5	N/A
14. Staff encouraged me to take responsibility for how I live my life.	1	2	3	4	5	N/A
15. Staff told me what side effects to watch out for.	1	2	3	4	5	N/A
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	1	2	3	4	5	N/A
17. I, not staff, decided my treatment goals.	1	2	3	4	5	N/A
18. Staff was sensitive to my cultural background (race, religion, language, etc.).	1	2	3	4	5	N/A

Section 1 (Continued from first page)...						
	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
19. Staff helped me obtain the information I needed so that I could take charge of managing my mental health and/or substance use condition.	1	2	3	4	5	N/A
20. I was encouraged to use consumer-run programs (support groups, drop in centers, warm line, etc.).	1	2	3	4	5	N/A

Section 2: As a direct result of the mental health and/or substance use services I received in the last 6 months.....						
	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
21. I deal more effectively with daily problems.	1	2	3	4	5	N/A
22. I am better able to control my life.	1	2	3	4	5	N/A
23. I am better able to deal with crisis.	1	2	3	4	5	N/A
24. I am getting along better with my family.	1	2	3	4	5	N/A
25. I do better in social situations.	1	2	3	4	5	N/A
26. I do better in school and/or work.	1	2	3	4	5	N/A
27. My housing situation has improved.	1	2	3	4	5	N/A
28. My symptoms are not bothering me as much.	1	2	3	4	5	N/A
29. I do things that are more meaningful to me.	1	2	3	4	5	N/A
30. I am better able to take care of my needs	1	2	3	4	5	N/A
31. I am better able to handle things when they go wrong.	1	2	3	4	5	N/A
32. I am better able to do things that I want to do.	1	2	3	4	5	N/A

Section 3: Please answer about current relationships you have with persons other than your mental health and/or substance use providers.						
	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
33. I am happy with the friendships I have.	1	2	3	4	5	N/A
34. I have people with whom I can do enjoyable things.	1	2	3	4	5	N/A
35. I feel I belong in my community.	1	2	3	4	5	N/A
36. In a crisis, I would have the support I need from family or friends.	1	2	3	4	5	N/A

**Section 4: Please answer the following questions to let us know a little about you.**

37. Are you currently receiving mental health and/or substance use services?

- 1 = Mental health only
- 2 = Substance use only
- 3 = Mental health and substance use
- 4 = Unknown

38. How long have you received these services?

- 1 = Less than 6 months
- 2 = 6 months to 1 year
- 3 = 1 year to 2 years
- 4 = More than 2 years
- 5 = Unknown

39. What is your gender?

- 1 = Female
- 2 = Male
- 3 = Trans female
- 4 = Trans male
- 5 = Unknown
- 6 = Other (Please describe: \_\_\_\_\_)

40. What is your age? \_\_\_\_\_ years

41. What is your racial background? (Please select all that apply)

- 1 = American Indian/Alaska Native
- 2 = Asian
- 3 = Black/African American
- 4 = Native Hawaiian/Pacific Islander
- 5 = White/Caucasian
- 6 = Unknown
- 7 = Other (Please describe: \_\_\_\_\_)

42. Are you of Mexican, Hispanic or Latino origin?

- 1 = Yes
- 2 = No
- 3 = Unknown

43. What county do you currently live in? \_\_\_\_\_

44. Do you have any other comments about the services you received in the last 6 months?

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**Thank you for your time and cooperation in completing this survey!**

## YOUTH SATISFACTION SURVEY

We want to know what you think about the *mental health and/or substance use services* you received in the last 6 months so that we may provide the best possible services. Do not write your name on this survey. Your answers will be handled confidentially. We will not know if you responded, but we will review your responses to improve our services.

**Section 1: Please indicate how much you agree or disagree with each of the following statements about the *mental health and/or substance use services* you received in the last 6 months by circling the number that best represents your opinion. If the statement is about something you have not experienced, answer "N/A" to indicate it is not applicable to you.**

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
1. Overall, I am satisfied with the services I received.	1	2	3	4	5	N/A
2. I helped to choose my services.	1	2	3	4	5	N/A
3. I helped to choose my treatment goals.	1	2	3	4	5	N/A
4. The people helping me stuck with me no matter what.	1	2	3	4	5	N/A
5. I felt I had someone to talk to when I was troubled.	1	2	3	4	5	N/A
6. I participated in my own treatment.	1	2	3	4	5	N/A
7. The services I received were right for me.	1	2	3	4	5	N/A
8. The location of services was convenient for me.	1	2	3	4	5	N/A
9. Services were available at times that were convenient for me.	1	2	3	4	5	N/A
10. I got the help I wanted.	1	2	3	4	5	N/A
11. I got as much help as I needed.	1	2	3	4	5	N/A
12. Staff treated me with respect.	1	2	3	4	5	N/A
13. Staff respected my family's religious or spiritual beliefs.	1	2	3	4	5	N/A
14. Staff spoke with me in a way that I understood.	1	2	3	4	5	N/A
15. Staff were sensitive to my cultural or ethnic background.	1	2	3	4	5	N/A

**Section 2: As a direct result of the mental health and/or substance use services I received in the last 6 months.....**

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
16. I am better at handling daily life.	1	2	3	4	5	N/A
17. I get along better with family members.	1	2	3	4	5	N/A
18. I get along better with friends and other people.	1	2	3	4	5	N/A
19. I am doing better in school and/or work.	1	2	3	4	5	N/A
20. I am better able to cope when things go wrong.	1	2	3	4	5	N/A
21. I am satisfied with my family life right now.	1	2	3	4	5	N/A
22. I am better able to do things I want to do.	1	2	3	4	5	N/A

**Section 3: Please answer about current relationships you have with persons other than your mental health and/or substance use providers.**

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
23. I know people who will listen and understand me when I need to talk.	1	2	3	4	5	N/A
24. I have people that I am comfortable talking with about my problems.	1	2	3	4	5	N/A
25. In a crisis, I would have the support I need from family or friends.	1	2	3	4	5	N/A
26. I have people with whom I can do enjoyable things.	1	2	3	4	5	N/A

**Section 4: Please answer the following questions to let us know a little about you.**

27. Are you currently receiving mental health and/or substance use services?

- 1 = Mental health only                      3 = Mental health and substance use  
 2 = Substance use only                      4 = Unknown

28. How long have you received these services?

- 1 = Less than 6 months                      3 = 1 year to 2 years                      5 = Unknown  
 2 = 6 months to 1 year                      4 = More than 2 years

30. What is your gender?

- 1 = Female                      3 = Trans female                      5 = Unknown  
 2 = Male                      4 = Trans male                      6 = Other (Please describe: \_\_\_\_\_)

31. What is your age? \_\_\_\_\_ years

32. What is your racial background? (Please select all that apply)

- 1 = American Indian/Alaska Native                      5 = White/Caucasian  
 2 = Asian                      6 = Unknown  
 3 = Black/African American                      7 = Other (Please describe: \_\_\_\_\_)  
 4 = Native Hawaiian/Pacific Islander

33. Are you of Mexican, Hispanic or Latino origin?

- 1 = Yes                      2 = No                      3 = Unknown

34. What county do you currently live in? \_\_\_\_\_

35. Do you have any other comments about the services you received in the last 6 months?

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## FAMILY SATISFACTION SURVEY

We want to know what you think about the *mental health and/or substance use services* your child received in the last 6 months so that we may provide the best possible services. The parent or guardian who had the most contact with your child's service provider(s) should fill out this survey. Do not write your name on this survey. Your answers will be handled confidentially. We will not know if you responded, but we will review your responses to improve our services.

**Section 1: Please indicate how much you agree or disagree with each of the following statements about the *mental health and/or substance use services* your child received in the last 6 months by circling the number that best represents your opinion. If the statement is about something you or your child have not experienced, answer "N/A" to indicate it is not applicable to you.**

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
1. Overall, I am satisfied with the services my child received.	1	2	3	4	5	N/A
2. I helped to choose my child's services.	1	2	3	4	5	N/A
3. I helped to choose my child's treatment goals.	1	2	3	4	5	N/A
4. The people helping my child stuck with us no matter what.	1	2	3	4	5	N/A
5. I felt my child had someone to talk to when he or she was troubled.	1	2	3	4	5	N/A
6. I participated in my child's treatment.	1	2	3	4	5	N/A
7. The services my child and/or family received were right for us.	1	2	3	4	5	N/A
8. The location of services was convenient for us.	1	2	3	4	5	N/A
9. Services were available at times that were convenient for us.	1	2	3	4	5	N/A
10. My family got the help we wanted for my child.	1	2	3	4	5	N/A
11. My family got as much help as we needed for my child.	1	2	3	4	5	N/A
12. Staff treated me with respect.	1	2	3	4	5	N/A
13. Staff respected my family's religious or spiritual beliefs.	1	2	3	4	5	N/A
14. Staff spoke with me in a way that I understood.	1	2	3	4	5	N/A
15. Staff were sensitive to my cultural or ethnic background.	1	2	3	4	5	N/A

**Section 2: As a result of the mental health and/or substance use services my child received in the last 6 months ....**

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
16. My child is better at handling daily life.	1	2	3	4	5	N/A
17. My child gets along better with family members.	1	2	3	4	5	N/A
18. My child gets along better with friends and other people.	1	2	3	4	5	N/A
19. My child is doing better in school and/or work.	1	2	3	4	5	N/A
20. My child is better able to cope when things go wrong.	1	2	3	4	5	N/A
21. I am satisfied with our family life right now.	1	2	3	4	5	N/A
22. My child is better able to do things he/she wants to do.	1	2	3	4	5	N/A

**Section 3: Please answer about current relationships you have with persons other than your child's mental health and/or substance use providers.**

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree	Not Applicable
23. I know people who will listen and understand me when I need to talk.	1	2	3	4	5	N/A
24. I have people that I am comfortable talking with about my child's problems.	1	2	3	4	5	N/A
25. In a crisis, I would have the support I need from family or friends.	1	2	3	4	5	N/A
26. I have people with whom I can do enjoyable things.	1	2	3	4	5	N/A

**Section 4: Please answer the following questions to let us know a little about your child.**

27. Is your child currently receiving mental health and/or substance use services?  
 1 = Mental health only      3 = Mental health and substance use  
 2 = Substance use only      4 = Unknown
28. How long has your child received these services?  
 1 = Less than 6 months      3 = 1 year to 2 years      5 = Unknown  
 2 = 6 months to 1 year      4 = More than 2 years
29. What is your child's gender?  
 1 = Female      3 = Trans female      5 = Unknown  
 2 = Male      4 = Trans male      6 = Other (Please describe: \_\_\_\_\_)
30. What is your child's age? \_\_\_\_\_ years
31. What is your child's racial background? (Please select all that apply)  
 1 = American Indian/Alaska Native      5 = White/Caucasian  
 2 = Asian      6 = Unknown  
 3 = Black/African American      7 = Other (Please describe: \_\_\_\_\_)  
 4 = Native Hawaiian/Pacific Islander
32. Is your child of Mexican, Hispanic or Latino origin?  
 1 = Yes      2 = No      3 = Unknown
33. What county does your child currently live in? \_\_\_\_\_
34. Do you have any other comments about the services your child received in the last 6 months?
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Thank you for your time and cooperation in completing this survey!**