

Client Perception of Care: Dane County Mental Health System

January 1, 2017 – August 31, 2017



January 2018

Introduction

I. Background

Through contracts with purchase of service (POS) agencies, Dane County Department of Human Services provides publicly-funded mental health services to persons who have no other resources for those services.

II. Study Purpose

The purpose of the survey was to measure client perception of the mental health services received with the goal of using this input toward providing the best possible system of care with available resources.

III. Data Collection

Measures

The 36-item MHSIP (Mental Health Statistics Improvement Project) adult survey was used. This instrument was developed as one of several instruments to measure the domains, concerns, and indicators of the MHSIP Consumer-Oriented Report Card which was developed by a task force of consumers, family members, researchers, federal, state, and local mental health agency representatives. It has been tested for reliability and validity. It measures consumer perception of care across the domains of access, quality/appropriateness of services, participation in treatment and planning, outcomes, social connectedness, functioning, and overall satisfaction. It is used by over 50 states and territories, including Wisconsin, with the results reported as part of the (Center for Mental Health Services) CMHS Uniform Reporting System (URS).

Each domain is comprised of a set of statements to which the individual is asked, using a 5-point Likert scale, to indicate whether they strongly agree (1), agree (2), neutral (3), disagree (4), strongly disagree (5), or not applicable (0).

In scoring the MHSIP:

- Ratings of not applicable (0) are recoded as missing values.
- Respondents with more than 1/3 of the items missing are excluded.
- The means of the items are then calculated for each respondent.
- The percent of scores less than 2.5 (percent agree and strongly agree) are then calculated.

The numerator is the total number of respondents with an average scale score < 2.5.

The denominator is the total number of respondents.

The statements comprising each of the domains and their corresponding number on the survey are:

Satisfaction Domain

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 family member.

Access Domain

4. The location of the 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 of the services I thought I needed.
9. I was able to see a psychiatrist when I wanted to.

Quality and Appropriateness Domain

10. Staff here believe 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 for.
16. Staff respected my wishes about who was and was not to be given information about my treatment.
18. Staff were sensitive to my cultural/ethnic 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, etc.)

Participation in Treatment Domain

11. I felt comfortable asking questions about my treatment and medication.
17. I, not staff, decided my treatment goals.

Outcomes Domain

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 crisis.
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 Domain

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 Domain

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.

For 2017, four additional questions were included as part of the survey to gauge how respondents felt about the overall publicly funded mental health system and the integration of services for persons with mental health and substance use issues. These are not scored as part of the MHSIP.

Translation

The survey was made available in Hmong and Spanish.

Survey Population

A query in InfoMaker was used by the Senior Program Analyst in the Planning and Evaluation Unit with DCDHS to pull a listing of all mental health clients in the DCDHS Information System who received services between January 1, 2017 and August 12, 2017. This was generated on August 17, 2017 as an Excel spreadsheet.

From this spreadsheet, 53 rows were cut where the client was identified as having a mental illness but the service was unrelated to the mental illness. Examples were persons with a primary diagnosis of developmental disabilities who received transportation services from Transit Solutions or Sound Response Systems from Night Owl Support Systems, LLC. Court-ordered evaluation services (181 rows) provided by RISE were excluded as the agency contracts out the service and the client typically does not recognize that the one-time service was provided by RISE Wisconsin, Inc.. Housing assistance (97 rows) provided by Housing Initiatives, Inc. was also excluded as the survey questions would not relate to the service provided.

List of clients were then sorted by the agency that provided services. The lists, along with a Frequently Asked Questions (FAQ) document on the survey, were sent August 21, 2017 to agencies asking them to update the addresses for their clients. Lists were returned from all agencies/programs by September 19, 2017. As the lists were returned, the database with the clients was updated.

The data from the spreadsheets were updated into a “master” spreadsheet that was “cleaned.”

Of the original 5,076 rows of services representing 3,013 unduplicated persons, 19 rows representing fourteen (14) unduplicated clients were cut as the individual had passed away.

A table of random numbers was generated in Excel for each listed participant. These were sorted from lowest to highest. These were examined based on the criteria of: Dane County resident; inclusion would not result in more than two surveys being sent to the same client; not a duplicate service, i.e., client had more than one episode of service with the same service; address was available; survey was not for a similar service that would be difficult for the client to recognize as unique, for example receiving day treatment and case management from Yahara House. As seen in Table 1, this resulted in 386 rows of services being cut.

Table 1: Reason Rows of Clients Were Not Included in Sample

Reason Cut	Number	Percent
No valid address available	206	53.9
Other	1	0.3
Private pay client	2	0.5
Survey would be for similar program	70	18.3
Survey would result in more than 2 surveys being sent to the same client	103	27.0
Total	382	100.0

Nearly 4 out of every 10 (39%) persons with an invalid address received crisis intervention services from Journey.

The 1,800 names associated with the lowest scores that met the criteria were then identified to be a part of the survey. This was later dropped to 1,761 due to: additional addresses found to be outside Dane County (4), no valid address (6), client was deceased (1), service was ended but not properly recorded (10), client was part of the Cambodian Temple Program for which it was hoped to have an interpreter (18).

A mail merge with Word was created for the mailing labels.

As clients may have received multiple services, a client could potentially receive more than one survey. Efforts were made to refrain from sending a client more than two surveys or more than a single survey for a similar program from the same agency. For clients who received more than one survey, each was sent in a separate envelope along with a slip of paper with verbiage explaining that they may have received a service from another agency and asking them to complete the second survey.

Survey Method

A total of 1,761 survey forms were mailed October 2, 2017.

To assist with maintaining confidentiality, survey forms were sent out in plain envelopes that simply had a P.O. Box 45962 return address. The survey form indicated, "Please accept our apologies if this survey was sent to you in error and you did not receive services." Postage-paid, pre-addressed, return envelopes were enclosed.

A form was also included in the mailing that offered a \$5.00 gift card to Walmart if the form was returned with a completed survey by a designated time. This incentive was to thank respondents for taking the time to complete and return the survey and to encourage their participation. This form which collected the name and address of the respondent was kept separate from the returned surveys.

Jackie Boge in the Department's Payroll Unit handled the purchase and distribution of the gift cards which were typically mailed out within three (3) business days of the receipt of the survey.

Forms returned with bad addresses, with a forwarding address indicated, were re-mailed until two weeks prior to the final due date.

Of the 305 survey forms returned with bad addresses, 216 (71%) were from persons served by Journey. The disposition with the number of survey forms mailed and those returned with bad addresses may be found in Table 2 on the following page.

Client Confidentiality

Potential respondents were assured of their confidentiality, but not their anonymity – since by having their name and address, their identity was known for mailing purposes. Survey results were kept separate from any service records. Information from the surveys is being released in aggregate form.

Each survey form had a 1-4 digit tracking number associated with it that was associated with the demographics of the potential respondent. This was to assist with any second mailings, to keep from asking clients information already known to the Department, and to reduce the length of the survey.

Table 2: Surveys by Disposition by Agency

Agency	Survey Forms Mailed	Survey Envelopes Returned with Bad Addresses and Not Re-mailed	Surveys to Clients
Chrysalis, Inc.	41	4	37
Dodge County Clearview Long Term Care and Rehabilitation	0	0	0
Employment Resources, Inc.	54	12	42
Goodwill Industries of South Central WI, Inc.	13	2	11
Heartland Health Outreach, Inc.	16	1	15
Johnson Adult Family Home	1	0	1
Journey Mental Health Center, Inc.	1,276	210	1,066
Lutheran Social Services of WI & Upper Michigan, Inc.	10	2	8
Mendota Mental Health Institute (Inpatient)	5	0	5
Meriter Hospital, Inc.	5	0	5
Porchlight, Inc.	4	0	4
Rise Wisconsin, Inc.	16	1	15
SOAR Case Management Services, Inc.	50	9	41
SSM Health Care of Wisconsin, Inc. (St Mary's Hospital)	3	2	1
State of Wisconsin – PACT Program	59	2	57
Tellurian U.C.A.N., Inc.	146	45	101
Trempeleau County Health Care	2	0	2

Agency	Survey Forms Mailed	Survey Envelopes Returned with Bad Addresses and Not Re-mailed	Surveys to Clients
University Health Care, Inc.	3	0	3
Winnebago Mental Health Center	17	4	13
Women in Transition, Inc.	10	0	10
YWCA of Madison, Inc.	30	4	26
Total	1,761	298	1,463

Table 3: Response Rate by Agency

Agency	Surveys to Clients	Surveys Returned	Surveys Excluded	Useable Surveys	Response Rate (Percent)
Chrysalis, Inc.	37	13	0	13	35.1
Dodge County – Clearview	0	0	0	0	0.0
Employment Resources	42	11	0	11	26.2
Goodwill Industries	11	3	0	3	27.3
Heartland Health Outreach	15	2	0	2	13.3
Johnson Adult Family Home	1	0	0	0	0.0
Journey Mental Health Ctr.	1,066	194	4	190	17.8
Lutheran Social Services	8	2	0	2	25.0
Mendota MHI	5	0	0	0	0.0
Meriter Hospital, Inc.	5	0	0	0	0.0
Porchlight	4	1	0	1	25.0
Rise Wisconsin, Inc.	15	1	0	1	0.7
SOAR Case Management	41	8	0	8	19.5
SSM Health Care	1	0	0	0	0.0
State of WI - PACT	57	15	0	15	26.3
Tellurian U.C.A.N., Inc.	101	16	0	16	15.8
Trempeleau County	2	0	0	0	0.0
University Health Care	3	0	0	0	0.0
Winnebago MHI	13	0	0	0	0.0
Women in Transition	10	3	0	3	30.0
YWCA of Madison	26	5	0	5	19.2
Total	1,463	274	4	270	18.5

As seen in Table 3, the overall response rate was 18.5%, a response rate of 20% is considered acceptable for a one-time mail survey. There was considerable variation among agencies ranging from 0.7% for RISE Wisconsin to 35.1% for Chrysalis.

IV. Findings

Data were analyzed by the Senior Program Analyst in the Planning and Evaluation Unit of Dane County Department of Human Services.

Findings are presented in the following sections of the report:

- Demographics
- Overall Perception of Care
- General Satisfaction with Services
- Access
- Quality and Appropriateness
- General Satisfaction on Key Items
- Participation in Treatment
- Outcomes
- Functioning
- Social Connectedness
- System Integration
- Results by Provider

Briefly, the findings include:

- a. Overall, 79% of survey respondents reported positively regarding their general satisfaction with services.
- b. Based on the domain scores, survey respondents reported positively on the quality and appropriateness of services (77%), access to services (71%), and participation in treatment (71%). Smaller percentages of respondents reported positively that as a direct result of services, improved outcomes (67%), social connectedness (61%), and functioning (67%).
- c. As a direct result of the services received, respondents agreed/strongly agreed that they were better able to take care of their needs (74%), deal more effectively with daily problems (73%), and were better able to deal with crisis (70%).

- d. While Dane County respondents reported more positively in a number of domains than did their Statewide counterparts based on surveys administered in FY 2016 and the data compiled by the Center for Mental Health Services (CMS) Uniform Reporting System (URS) for all States that administered the MHSIP, they were less positive than persons served by the publicly funded mental health system throughout the United States in FY 2016 on **every** domain.
- e. There were significant differences regarding the perception of care by domain based on gender, race/ethnic status, generation, and diagnosis classification:
- Males (70%) were significantly more likely than females (54%) to report positively regarding social connectedness as a direct result of the services received.
 - Respondents with a Bipolar and Related Disorder (77%) were significantly more positive than respondents with other disorders, such as Anxiety (43%) regarding social connectedness.
 - Persons of Color (88%) were significantly more positive than Whites (74%) regarding the quality and appropriateness of services.
 - Baby Boomers (79%) were significantly more positive than other generations regarding outcomes – Millennials (56%), Silent Generation (50%), Generation X (63%).
- f. Males were significantly more likely than females to agree/strongly agree that as a direct result of the services received:
- I am better able to control my life (Males – 76% vs. Females 69%);
 - I am better able to deal with crisis (Males – 76% vs. Females 66%);
 - My symptoms are not bothering me as much (Males – 70% vs. Females 59%).

V. Limitations

There are a number of limitations that are inherent in a study of this nature:

- The study was conducted by staff from the Planning and Evaluation Unit with the Dane County Department of Human Services rather than an independent third party.
- Persons in the Cambodian Temple Program of Journey Mental Health Center did not receive translated survey forms.

VI. Future Studies

In future studies, it will be important to:

- Provide a translator for clients in the Cambodian Temple Program.
- Consider doing a second mailing or other actions to increase the response rate.

VII. Next Steps

The Mental Health Adult Community Services Manager, Mary Grabot, will meet individually with agencies/programs that were not rated as highly as their peers.

This information will be shared with:

- County staff
- Service Providers
- Health and Human Needs (HHNC) Committee
- General public via posting on the DCDHS web site.

Demographics

During the period of January 1, 2017 through August 31, 2017, 3,102 unduplicated clients received 5,356 services through the publicly funded Dane County mental health system. A total of 1,761 surveys were mailed out to 1,475 unduplicated persons; 242 unduplicated individuals returned one or more surveys.

Survey respondents were representative of the population served in terms of gender and age group at the time of the survey.

While survey respondents were more likely to be female (57%) than the clients served (51%), this was not statistically significant.¹

Whites (70%) were significantly more likely to respond to the survey than their numbers among the clients served (64%) and persons from other racial/ethnic backgrounds. Persons who were African-American/Black or Asian were less likely to respond to the survey.²

Table 4: Demographics of Survey Respondents Compared with Clients Served January 1, 2017 through August 31, 2017 and with Surveys Mailed (All Unduplicated)

Characteristic	Clients Served		Surveys Mailed		Respondents	
	No.	Percent	No.	Percent	No.	Percent
Gender						
Female	1,572	50.7	766	51.9	137	56.6
Male	1,529	49.3	709	48.1	105	43.4
Unknown	1	0.0	0	0.0	0	0.0
Total	3,102	100.0	1,475	100.0	242	100.0
Race/Ethnicity						
Asian	268	8.6	54	3.7	5	2.1
Afr. Amer/Black	562	18.1	279	18.9	27	11.2
Hispanic/Latinx	173	5.6	88	6.0	13	5.4
Multi	95	3.1	54	3.7	6	2.5
Native American	16	0.5	7	0.5	0	0.0
Pacific Islander	2	0.1	0	0.0	0	0.0
White	1,978	63.8	992	67.3	191	78.9
Unknown	8	0.3	1	0.1	0	0.0
Total	3,102	100.1 ³	1,475	100.2 ⁴	242	100.1 ⁵
Age at Survey (10/2/2017)						
17 & Under	17	0.5	4	0.3	0	0.0
18 & 19	38	1.2	12	0.8	1	0.4
20-24	221	7.1	106	7.2	7	2.9
25-29	318	10.3	166	11.3	14	5.8
30-34	287	9.3	148	10.0	21	8.7
35-39	320	10.3	161	10.9	24	9.9
40-44	272	8.8	125	8.5	21	8.7
45-49	314	10.1	152	10.3	24	9.9

³ Does not equal 100% due to rounding.

⁴ Does not equal 100% due to rounding.

⁵ Does not equal 100% due to rounding.

¹ $\chi^2 = 3.146628$, $df = 1$, $p < .05$

² $\chi^2 = 35.81454$, $df = 6$, $p < .05$

There was no significant difference in age group between the clients served during the study period and respondents.⁶

However, when the Generations were created based on the year of birth, there was a significant difference between the clients served and respondents. Baby Boomers (born 1946-1964, age 53-71) were significantly more likely to respond to the survey than Millennials (born 1981-2000, age 17-36).⁷

Table 4: Demographics of Survey Respondents Compared with Clients Served January 1, 2017 through August 31, 2017 and with Surveys Mailed

Characteristic	Clients Served		Surveys Mailed		Respondents	
	No.	Percent	No.	Percent	No.	Percent
50-54	326	10.5	151	10.2	32	13.2
55-59	332	10.7	150	10.2	33	13.6
60-64	291	9.4	140	9.5	32	13.2
65-69	190	6.1	90	6.1	18	7.4
70-74	91	2.9	34	2.3	11	4.5
75-79	39	1.3	19	1.3	3	1.2
80-84	25	0.8	10	0.7	1	0.4
85-89	11	0.4	4	0.3	0	0.0
90-94	4	0.1	2	0.1	0	0.0
95-99	3	0.1	0	0.0	0	0.0
100+	3	0.1	1	0.1	0	0.0
Total	3,102	100.2 ⁸	1,475	100.1 ⁹	242	99.8 ¹⁰
Generation¹¹						
Gen Z or iGen (born 2001-2013)	13	0.4	2	0.1	0	0.0
Millennial (born 1981-2000)	985	31.8	492	33.4	53	21.9
Generation X (born 1965-1980)	957	30.9	449	30.4	76	31.4
Baby Boomer (born 1946-1964)	1,011	32.6	476	32.3	105	43.4
Silent (1929-1945)	123	4.0	52	3.5	8	3.3
Greatest (1900-1928)	13	0.4	4	0.3	0	0.0
Total	3,102	100.1 ¹²	1,475	100.0	242	100.0

⁸ Does not equal 100% due to rounding.

⁹ Does not equal 100% due to rounding.

¹⁰ Does not equal 100% due to rounding.

¹¹ Samantha Ralphelson, *From GIs to Gen Z (Or is it iGen): How Generations Get Nicknames*, Wisconsin Public Radio, October 6, 2014, internet, accessed 13 December 2017.

¹² Does not equal 100% due to rounding.

⁶ $\chi^2 = 24.4915$, $df = 18$, $p < .05$

⁷ $\chi^2 = 13.37927$, $df = 5$, $p < .05$

The DCDHS Information System includes two sets of diagnosis codes - the ICD-9 codes used for persons whose services began prior to October 1, 2015 and the ICD-10 codes for those whose services began on or after October 1, 2015. Diagnosis codes used by providers when reporting services provided to clients were assigned a DSM-5 Classification.¹³ A category of “All Other Disorders” was created to include: persons for whom the diagnosis was deferred and those with other classifications with small numbers of clients, such as for Neurodevelopmental Disorders (Intellectual Disabilities, ADHD, etc.), Substance-Related and Addictive Disorders, Neurocognitive Disorders (such as those attributable to Alzheimer’s Disease), Personality Disorders, and other Mental Disorders.

Respondents with a disorder classified as Schizophrenia Spectrum and Other Psychotic Disorders were significantly more likely to respond to the survey (19.5%) while those with a Trauma and Stressor-Related Disorder were less likely to respond (10.4%).¹⁴

¹³ American Psychiatric Association, *Diagnostic and Statistical Manual of Mental Disorders*, Fifth Edition, Arlington, VA, American Psychiatric Association, 2013, p. xiii-xl.

¹⁴ $\chi^2 = 24.6133718$, $df = 5$, $p < .05$

Table 4: Demographics of Survey Respondents Compared with Clients Served January 1, 2017 through August 31, 2017 and with Surveys Mailed

Characteristic	Clients Served		Surveys Mailed		Respondents	
	No.	Percent	No.	Percent	No.	Percent
Select DSM-5 Diagnosis Classifications						
Anxiety Disorders	161	5.2	78	5.3	14	5.8
Bipolar and Related Disorders	360	11.6	185	12.5	34	14.0
Depressive Disorders	657	21.2	281	19.1	46	19.0
Schizophrenia Spectrum and Other Psychotic Disorders	962	31.0	532	36.1	104	43.0
Trauma and Stressor-Related Disorders	457	14.7	173	11.7	18	7.4
All Other Disorders	505	16.3	226	15.3	26	10.7
Total	3,102	100.1	1,475	100.0	242	100.0

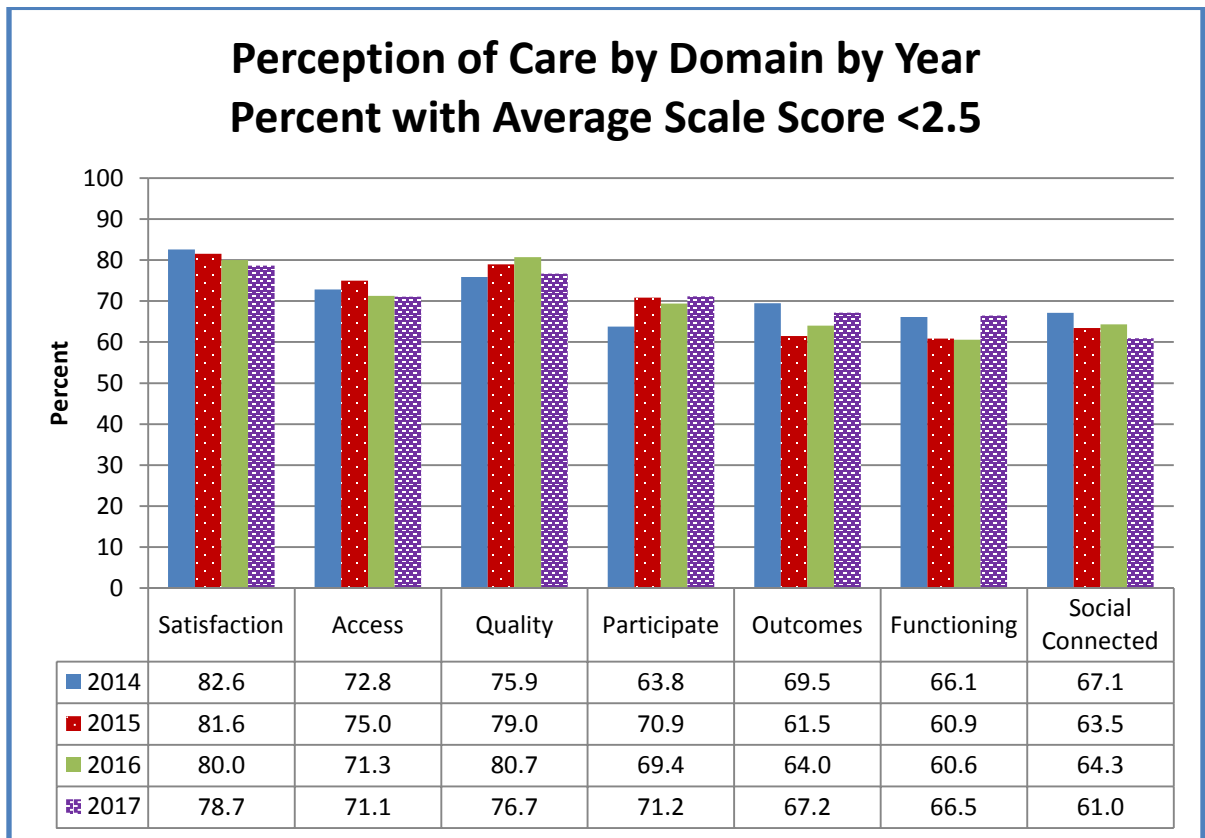
Overall Perception of Care

The overall perception of care examines the percent of respondents with an average score less than 2.5 (agreeing or strongly agreeing) to the statements that comprised each of the domains: general satisfaction with services, access, quality and appropriateness of services, participation in treatment, outcomes, functioning, and social connectedness.

As seen in Graph 1, 79% of survey respondents reported positively regarding their general satisfaction with services. This continues a four year decline from 2014, however, this is not statistically significant.

2017 saw a slight increase in the percent of respondents reporting positively regarding their participation in treatment (71%) over prior years. These differences are not statistically significant.

Graph 1: Perception of Care by Domain by Year



This represents the percentage of survey respondents agreeing or strongly agreeing with the items in the domain (% with a mean score less than 2.5)

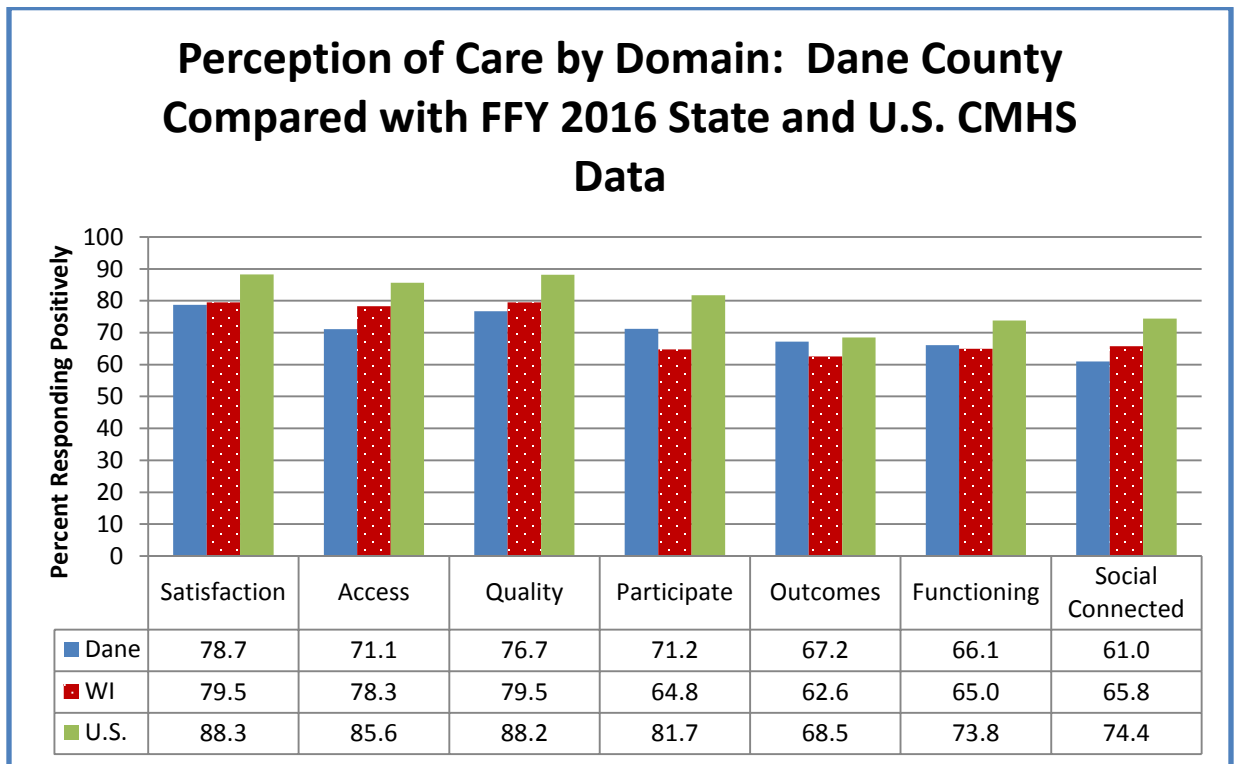
Graph 2 provides a comparison of each domain with the surveys administered in 2016 by the State of Wisconsin and the data compiled by the Center for Mental Health Services (CMS) Uniform Reporting System (URS) for all States that administered the MHSIP. The 2016 data at this time is the most recent available. Care should be taken in reviewing this information as the method of survey administration, the populations covered, and the samples selected vary considerably across states.

Dane County respondents were more likely to report positively regarding their participation in treatment (71%) compared with their FY 2016 Wisconsin counterparts (65%)

Respondents to the Dane County survey were less positive than their Wisconsin counterparts on the access, quality/appropriateness of services and social connectedness domains.

While Dane County respondents reported more positively in a number of domains than did their Statewide counterparts, they were less positive than persons served by the publicly funded mental health system throughout the United States in FY 2016 on **every** domain.

Graph 2: Perception of Care by Domain for Dane County compared with Fiscal Year (FY) 2016 Wisconsin and U.S. Adult Averages as Reported by the Center for Mental Health Services (CMHS) Uniform Reporting System (URS)



Source: Substance Abuse and Mental Health Services Administration, Center for Mental Health Services, 2016 CMHS Uniform Reporting System (URS) Table for Wisconsin, web. 14 December 2017.

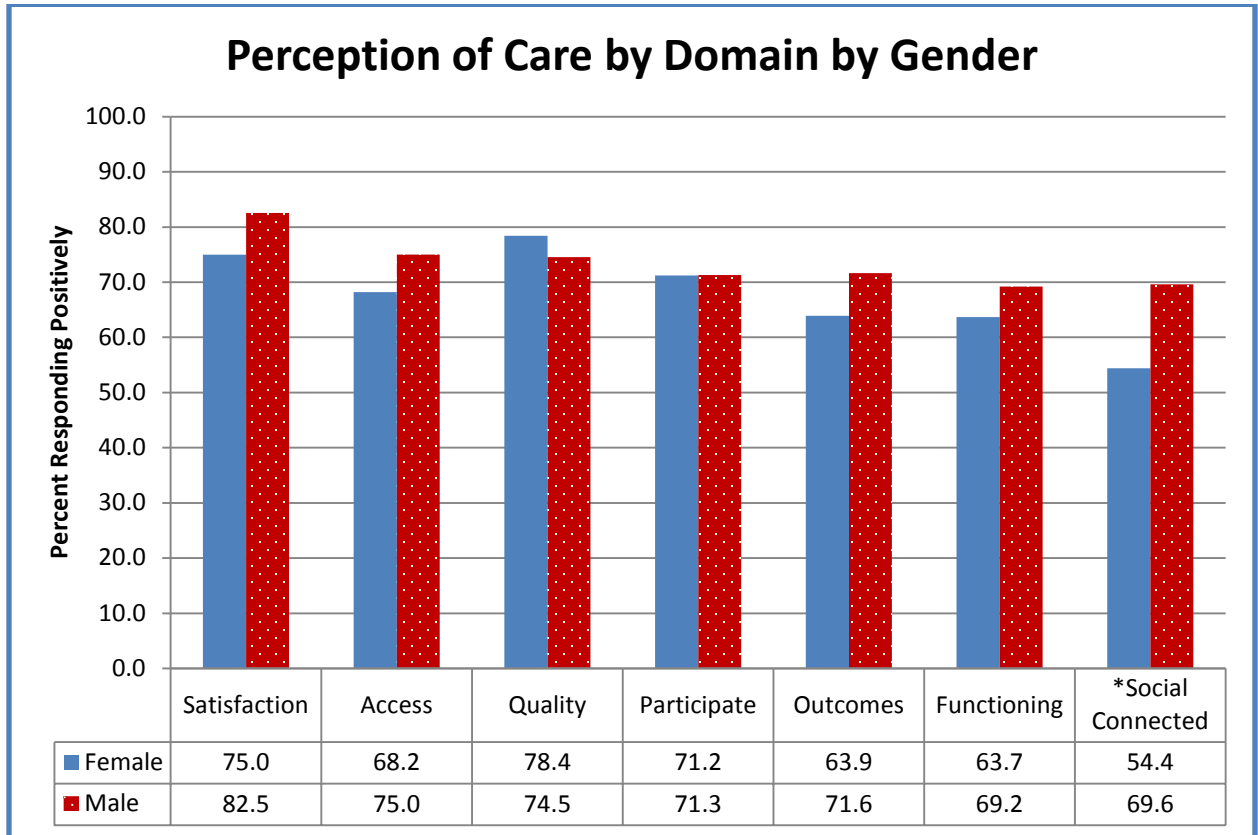
This represents the percentage of survey respondents agreeing or strongly agreeing with the items in the domain (% with a mean score less than 2.5)

The role of gender as a factor in perception of care was examined.

On four of the domains – satisfaction, access, outcomes, and functioning - males were more likely to have a positive perception of care than females. On the quality domain, the reverse was true with females having a more positive perception of care than males. These differences are not statistically significant.

Males (70%) were significantly more likely than females (54%) to report positively regarding social connectedness as a direct result of the services received.¹⁵ Social connectedness looks at friendships, people with whom the respondent could do enjoyable things, a sense of belonging in the community, and having needed support in a crisis.

Graph 3: Perception of Care by Domain by Gender



N – Female = 156; male = 114 but will vary by domain based on number of respondents to questions in each domain.

This represents the percentage of survey respondents agreeing or strongly agreeing with the items in the domain (% with a mean score less than 2.5). Asterisk (*) indicates a significant difference.

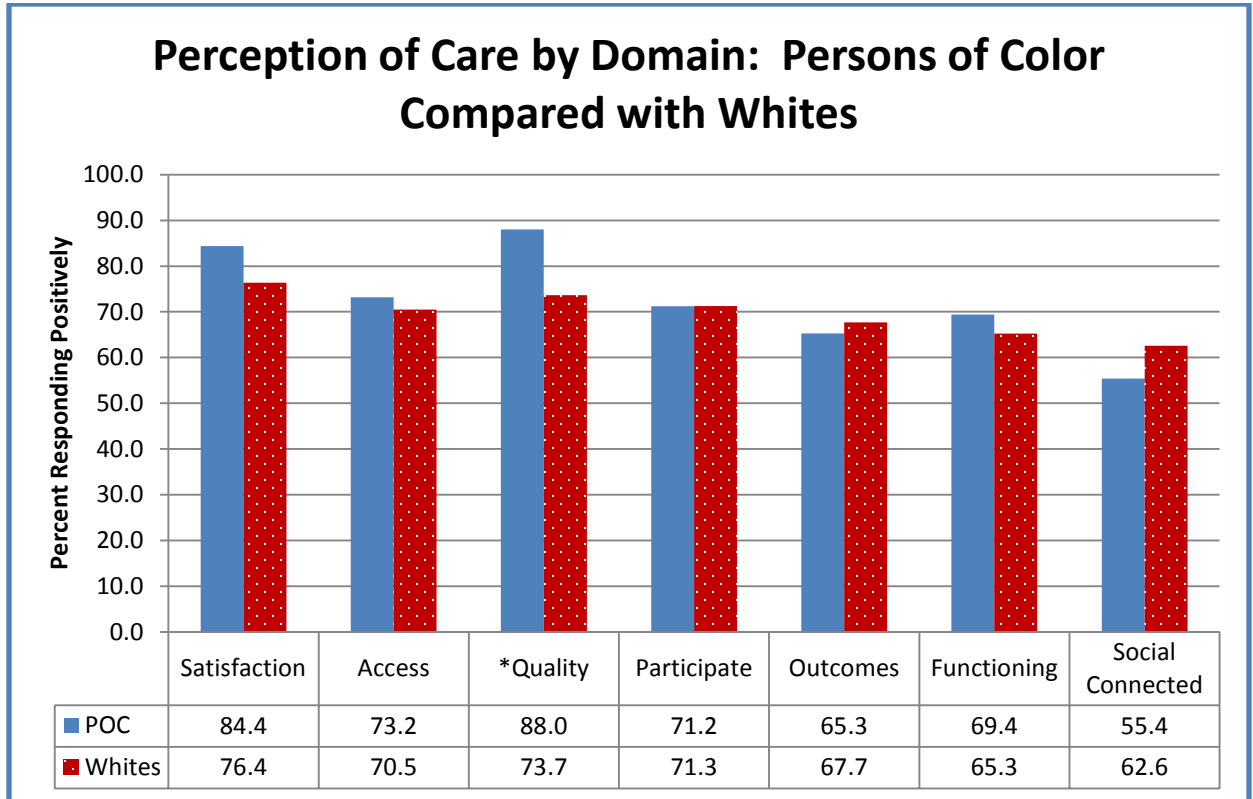
¹⁵ $\chi^2 = 6.19081861, df = 1, p < .05$

A comparison of the perception of care between Persons of Color – based on self-identification of African-American/Black, Asian, Hispanic/Latino, Native American, Pacific Islander race/ethnic status – and persons who identified themselves as White was conducted.

While Persons of Color reported more positively than Whites on the domains of satisfaction, access, and functioning, there was no statistical significant difference.

Respondents who were Persons of Color (88%) were significantly more positive than their White counterparts (74%) regarding the quality and appropriateness of services.¹⁶

Graph 4: Perception of Care by Domain by Race/Ethnicity – Persons of Color Compared with Whites



N for Persons of Color = 58 and for Whites = 212 but will vary by domain.

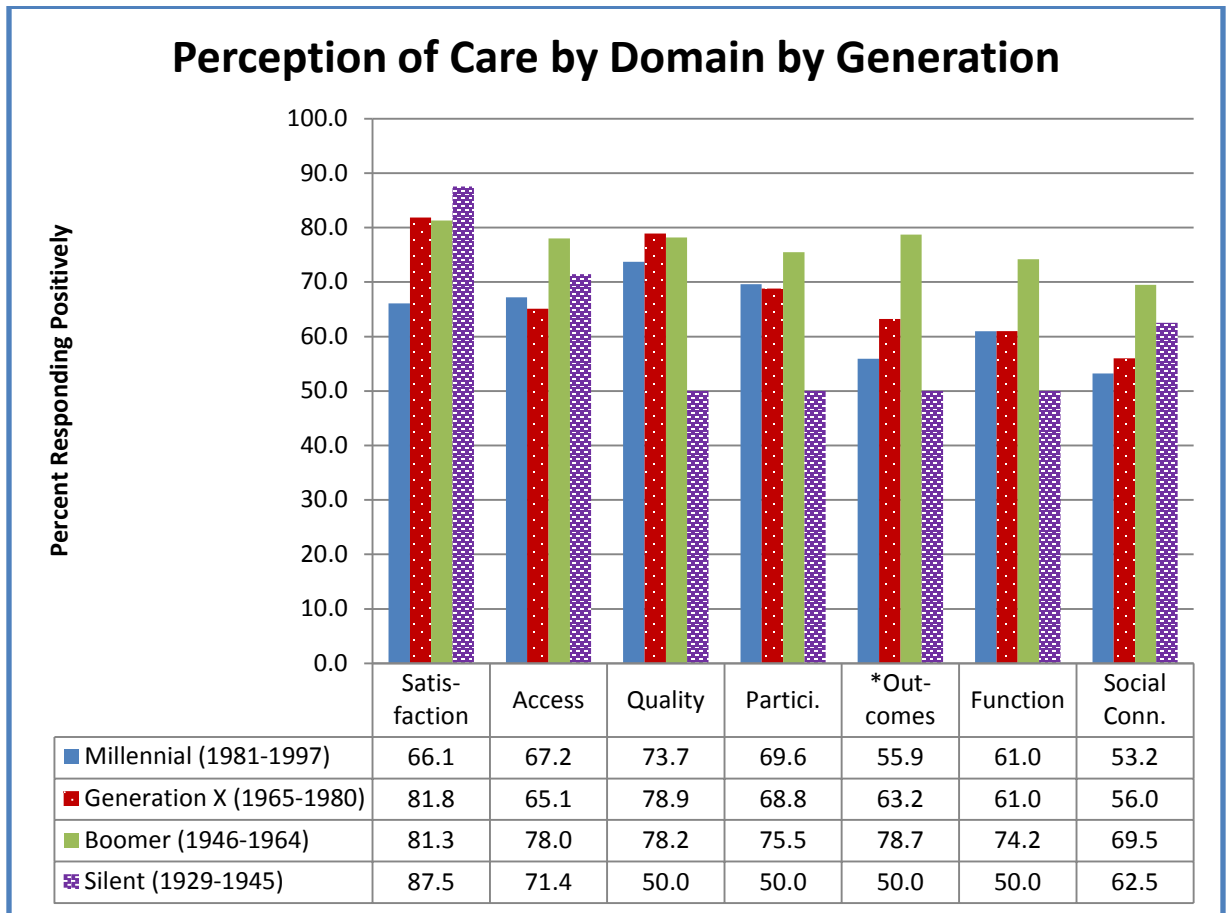
This represents the percentage of survey respondents agreeing or strongly agreeing with the items in the domain (% with a mean score less than 2.5). Asterisk (*) indicates a significant difference.

¹⁶ $\chi^2 = 4.5348153, df = 1, p < .05.$

Perception of care was also examined on the basis of generation. Generation was based on the year in which the respondent was born, i.e., Silent Generation (1929-1945), Baby Boomer Generation (1946-1964), Generation X (1965-1980), and Millennial (1981-1997).

The only item that was statistically significant was with outcomes as a direct result of the services received. Baby Boomers (79%) were significantly more positive than the other generations regarding outcomes.

Graph 5: Perception of Care by Domains by Generation¹⁷



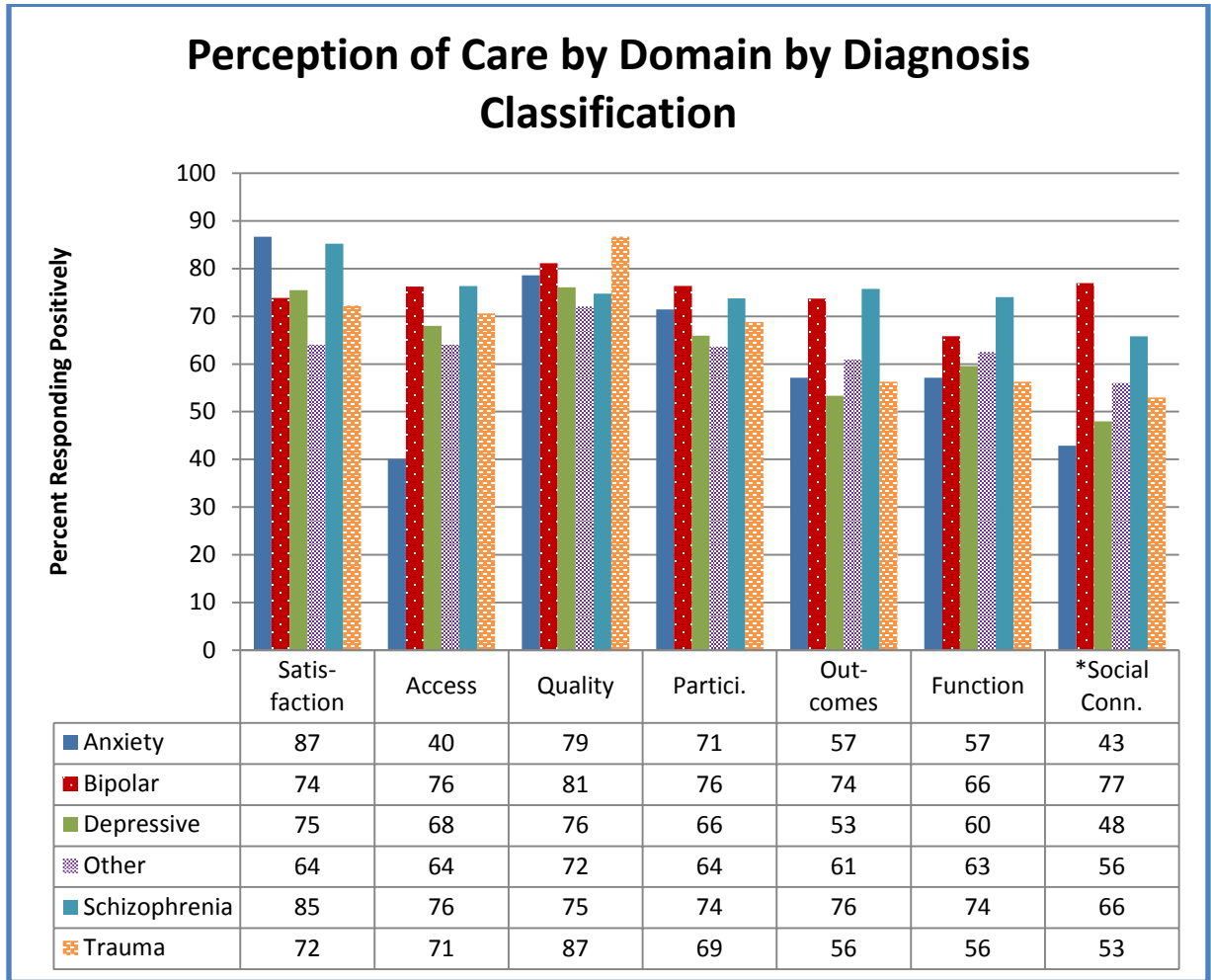
N – Baby Boomer = 112; Generation X = 88; Millennial = 62; Silent = 18, but will vary by domain. This represents the percentage of survey respondents agreeing or strongly agreeing with the items in the domain (% with a mean score less than 2.5). Asterisk (*) indicates a significant difference.

¹⁷ Scholars and the literature differ as to the exact dates for each generation. The sources for these categories include the Pew Research Centers and Michael T. Robinson's "What Generation Are You?" found on Career Planner.

Perception of care by Diagnosis Classification was examined as seen in Graph 6.

While there was considerable variability by domain by diagnosis classification, the only domain where the difference was significant was with the social connectedness domain. Respondents with a Bipolar and Related Disorders were significantly more positive (77%) than respondents with Anxiety Disorders (43%) and all other disorders on this domain.¹⁸

Graph 6: Perception of Care by Domain by Diagnosis Classification



N –, but will vary by domain. This represents the percentage of survey respondents agreeing or strongly agreeing with the items in the domain (% with a mean score less than 2.5). Asterisk (*) indicates a significant difference.

¹⁸ $\chi^2 = 11.4718784, df = 5, p < .05.$

General Satisfaction with Services

In the following sections which examine the responses to the individual items that comprise each domain, the Resp. (N) indicates the number of survey respondents who responded to the item. Persons who indicated that an item was not applicable are not included. A sample of consumer comments are provided – both positive and negative to provide additional perspective.

General satisfaction with services was measured by three questions:

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 family member.

Like their Wisconsin and national counterparts, respondents to the Dane County survey rated the General Satisfaction domain the highest.

The majority, 82%, indicated they agreed or strongly agreed with the statement, “I like the services that I received here.”

While 75% of respondents indicated if they had other choices, they would still get services from this agency, this was the lowest ranked of the three items in this domain.

Table 5: Responses to Individual Items on the General Satisfaction Domain

General Satisfaction Domain	Percent of Respondents			Resp. (N)
	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	
I like the services that I received here. ¹⁹	82.2	8.2	9.7	269
If I had other choices, I would still get services from this agency.	75.3	10.5	14.2	267
I would recommend this agency to a friend or family member.	79.2	8.7	12.1	265

Sample of Consumer Comments:

I am very pleased with the services I receive.

I have no other options for mental health service due to insurance reasons. I have been transferred over 6 psychiatrists. Way too much turn over to have a relationship with anyone.

Love it!!!

Good service!

I am extremely grateful for the services I received and have made notable improvement.

I have been with this program for 33 years, and would highly recommend it to anyone.

PACT is GREAT! I can't say enough for and about it! Thank you PACT DHS for supporting PACT & for all you do!!

¹⁹ Row total will not equal 100% due to rounding.

No significant differences on the satisfaction items were seen based on gender or race/ethnic status.

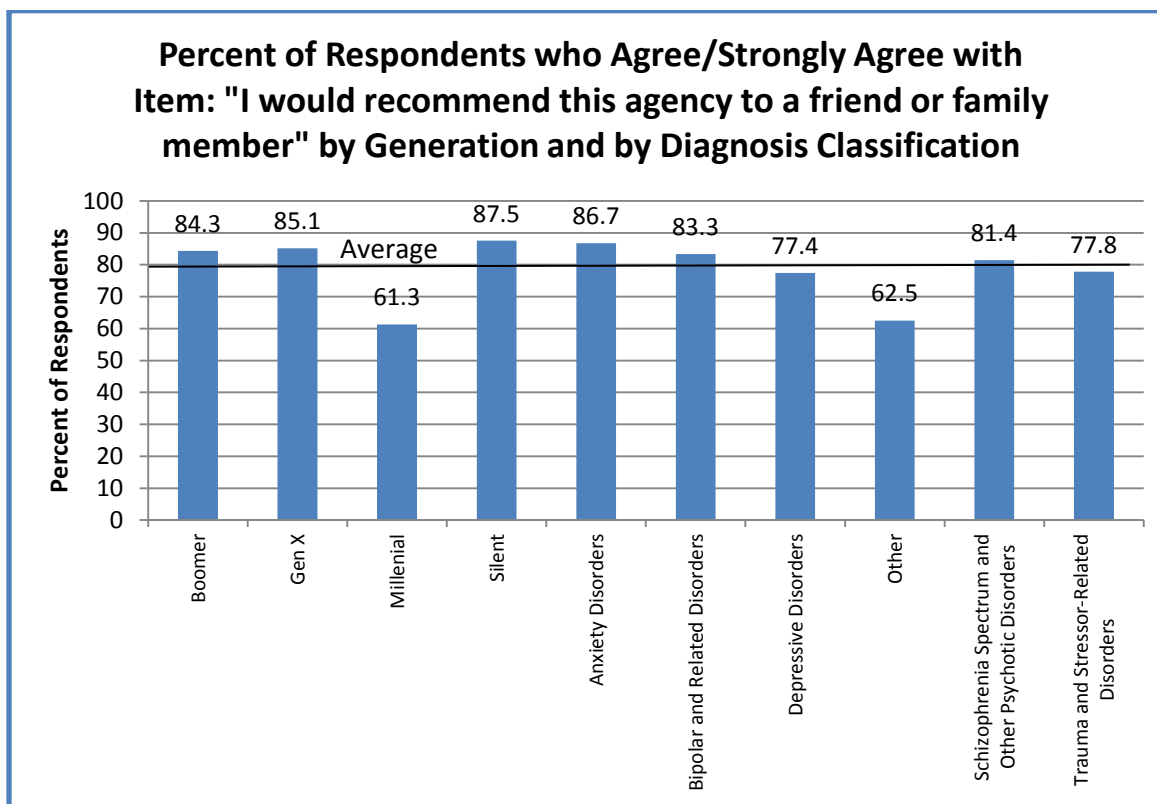
In examining generations, Millennials (born 1981-1997) were significantly less likely to agree/strongly agree (63%) on the item, “If I had other choices, I would still get services from this agency” compared to other generations – Baby Boomers (born 1946-1964) at 80%, Generation X (born 1965-1980) at 78%, and the Silent Generation (born 1929-1945) at 75%.²⁰

Significant differences were seen in responses to the item, “I would recommend this agency to a friend or family member,” by generation and diagnosis classification. These are illustrated in Graph 7.

Millennials (born 1981-1997) were significantly less likely than other generations to agree/strongly agree that they would recommend the agency to a friend or family member.²¹

Persons with an “Other” diagnosis classification were significantly less likely (63%) to respond affirmatively that they would recommend the agency than other classifications, such as persons with Anxiety Disorders (87%) or Bipolar and Related Disorders (83%).²²

Graph 7: Percent of Survey Respondents Who Agree/Strongly Agree with Item, “I would recommend this agency to a friend or family member,” by Generation and Diagnosis Classification



N = Baby Boomer = 108, Gen X = 87, Millennial = 62, Silent = 8; Anxiety = 15, Bipolar = 42, Depressive = 53, Other = 24, Schizophrenia = 113, and Trauma = 18.

²⁰ $\chi^2 = 21.8474554$, $df = 12$, $p < .05$.

²¹ $\chi^2 = 26.6981482$, $df = 12$, $p < .05$.

²² $\chi^2 = 32.7210865$, $df = 20$, $p < .05$.

Access Domain

As noted in the report that presented the findings from the piloting of the mental health indicators, “timely and convenient access to services are major values of the public mental health system and are major factors in ensuring that persons receive needed services.”²³ The items in this domain look at the location of the services, staff responsiveness, and the availability of services.

The majority of respondents, 77%, indicated that services were available at times that were good for them.

Almost 19% of respondents disagreed/strongly disagreed that the location of services was convenient. Among persons served by Journey Mental Health Center, that number was 23%.

The item in this domain with the greatest number of negative responses was access to a psychiatrist; nearly 19% of respondents disagreed or strongly disagreed with the statement, “I was able to see a psychiatrist when I wanted to.”

²³ Lutterman T, Ganju V, Sacht L, Shaw R, Monihan K, et al. Sixteen State Study on Mental Health Performance Measures. DHHS Publication No. (SMA) 03-3835. Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration, 2003.

Table 6: Responses to Individual Items on the Access Domain

Access Domain	Percent of Respondents			
	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	Resp. (N)
The location of the services was convenient (parking, public transportation, distance, etc.)	68.8	12.6	18.6	263
Staff were willing to see me as often as I felt it was necessary.	79.2	9.1	11.7	265
Staff returned my calls in 24 hours.	69.9	15.5	14.6	246
Services were available at times that were good for me. ²⁴	76.8	12.4	10.9	267
I was able to get all the services I thought I needed.	71.9	12.4	15.7	267
I was able to see a psychiatrist when I wanted to.	70.5	10.5	19.0	237

Sample of Consumer Comments:

I'm on Badger Care & this is the only location I could go to. I live in Sun Prairie so it was too far of a drive. Took away time at work.

My psychiatrist and counselor are very busy. I am having hard time to make appointment with both (especially psychiatrist wants me to see my counselor more often!) I call for appointment for my psychiatrist, I still have to wait 2-3 weeks from the day I call.

Services were inconsistent, cancelled appointments even after waiting a month and a half for care. Location is hard to reach, far enough to be inaccessible to some of us.

I would prefer afternoon appointments so I don't have to miss work to come.

I think there should be more MH doctors able to see people with state insurance. In Dane County, no one should be without a MH doctor over what kind of insurance they have.

²⁴ Row percentage will not equal 100% due to rounding.

Males (76%) were significantly more likely than females (66%) to agree/strongly agree that they were able to see a psychiatrist when they wanted to.²⁵

As seen in Graph 8, a significant difference was seen based on diagnosis classification regarding whether respondents could see a psychiatrist when wanted. Just 43% of respondents with an Anxiety Disorder compared with 85% of those with Bipolar and Related Disorders agreed/strongly agreed.²⁶

There were significant differences based on generation and diagnosis classification for other items in the Access domain as well.

Respondents with an Anxiety Disorder (50%) and those with a Depressive Disorder (52%) were significantly less likely than those with Bipolar and Related Disorders (79%) or Schizophrenia Spectrum and Other Psychotic Disorders (78%) to agree/strongly agree that staff returned their telephone calls within 24 hours.

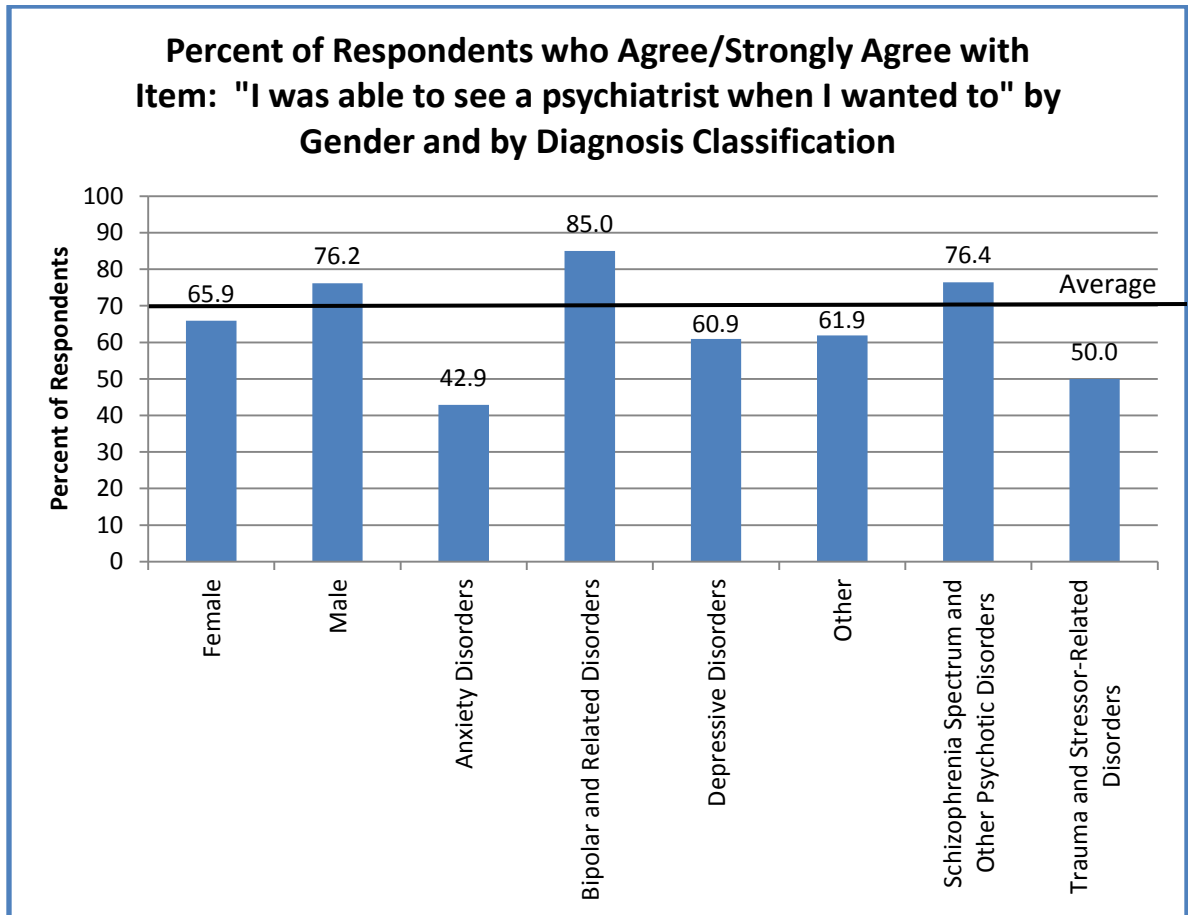
Millennials (born 1981-1997) at 69% were significantly less likely than other generations to agree/strongly agree that, "Staff were willing to see me as often as I felt it was necessary." This contrasts to 86% of Baby Boomers (born 1946-1964).²⁷

²⁵ $\chi^2 = 11.1724365$, $df = 4$, $p < .05$.

²⁶ $\chi^2 = 44.7976357$, $df = 20$, $p < .05$.

²⁷ $\chi^2 = 21.7782284$, $df = 12$, $p < .05$.

Graph 8: Percent of Respondents who Agree/Strongly Agree with Item on Access Domain: "I was able to see a psychiatrist when I wanted to" by Gender and by Diagnosis Classification



N: Females = 132, Males = 105; Anxiety = 14, Bipolar = 40, Depressive = 46, Other = 21, Schizophrenia = 106, and Trauma = 10.

Quality and Appropriateness Domain

Clients' perception of the quality and appropriateness of services may help to determine their willingness to remain in treatment.

Of particular importance as Dane County moves to a recovery-focused model, is the item, "Staff here believe I can grow, change, and recover." Of the respondents, 79% agreed or strongly agreed with the statement while nearly 6% disagreed/strongly disagreed and 15% were neutral.

Respondents reported positively regarding being given information about their rights (84%) and having their wishes respected about information sharing (82%).

Respondents were less likely to report positively regarding being informed of medication side effects (66%) and feeling free to complain (66%).

Peer support is one of the 10 guiding principles of recovery described in SAMHSA's working definition of recovery. Yet, it was one of the lower rated items in this domain with 70% of respondents agreeing/strongly agreeing they were encouraged to use consumer-run programs.

Table 7: Responses to Individual Items on the Quality and Appropriateness Domain

Quality and Appropriateness Domain	Percent of Respondents			
	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	Resp. (N)
Staff here believe I can grow, change, and recover.	78.8	15.4	5.8	259
I felt free to complain.	66.4	19.7	13.9	259
I was given information about my rights.	84.0	7.8	8.2	243
Staff encouraged me to take responsibility for how I live my life.	79.4	14.4	6.2	243
Staff told me what side effects to watch for. ²⁸	66.0	18.6	15.3	215
Staff respected my wishes about who was and was not to be given information about my treatment. ²⁹	81.5	11.3	7.1	238
Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.) ³⁰	78.9	14.0	7.0	228
Staff helped me obtain the information I needed so that I could take charge of managing my illness.	74.8	12.0	13.2	242
I was encouraged to use consumer-run programs (support groups, drop-in centers, etc.)	69.7	15.4	14.9	228

Sample of Consumer Comments

I think you didn't handle, at first, issues side effects, related to medication.

Never liked crisis intervention. Have had old second hand information used against me while in serious crisis over 6 months ago.

²⁸ Row percentage will not equal 100% due to rounding.

²⁹ Row percentage will not equal 100% due to rounding.

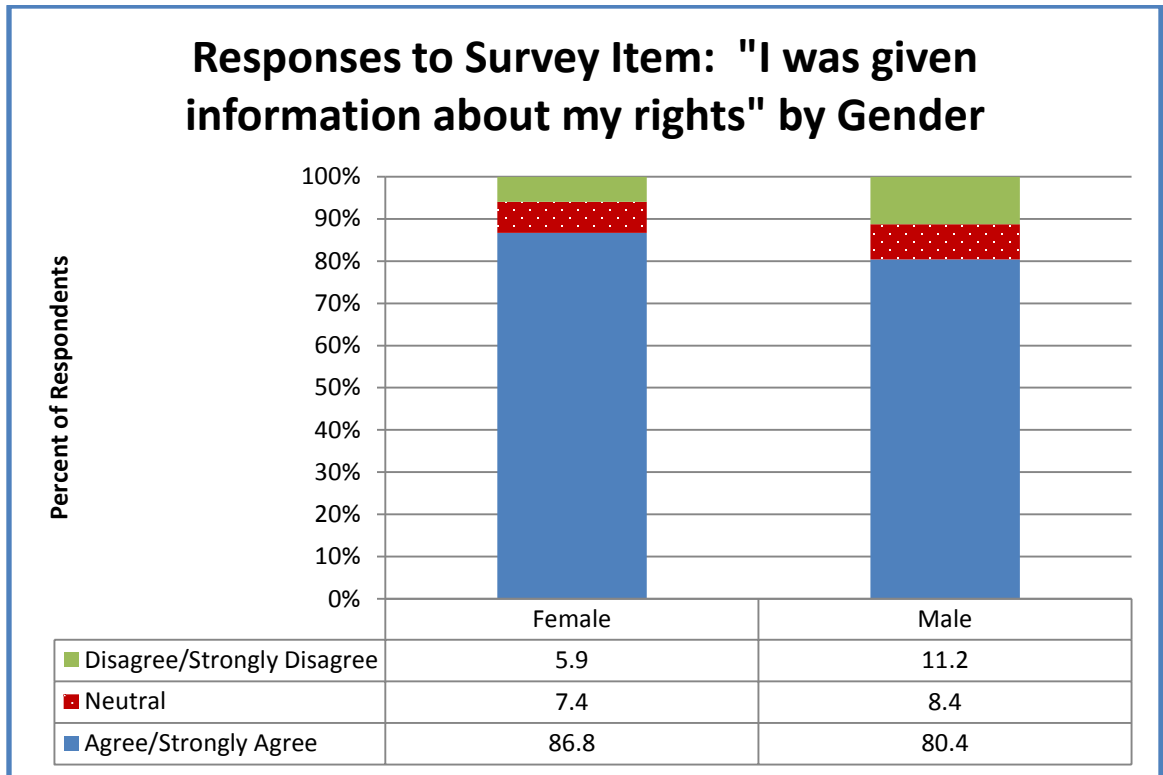
³⁰ Row percentage will not equal 100% due to rounding.

Significant differences were seen based on gender as to whether respondents indicated they were given information about their rights. As illustrated in Graph 9, females (87%) were more likely than males (80%) to agree/strongly agree that they were given information about their rights.³¹

A difference related to medication side effects based on generation was also seen. Respondents from the Silent Generation (1929-1945) were significantly more likely to disagree/strongly disagree (40%) that staff told them what side effects to watch for. This contrasts to 15% of the Baby Boom (1946-1964) and Gen X (1965-1980) generations and 14% of the Millennial (1981-1997) generation.³²

There were no significant differences based on race/ethnic status nor on diagnosis classification for the items in the Quality and Appropriateness Domain.

Graph 9: Response to Item on Quality and Appropriateness Domain of "I was given information about my rights." by Gender



N: Females = 136; Males = 107.

³¹ $\chi^2 = 10.0757932$, $df = 4$, $p < .05$.

³² $\chi^2 = 24.9038445$, $df = 12$, $p < .05$.

Participation in Treatment Domain

One of the guiding principles identified in SAMHSA’s working definition of recovery is “Recovery is person-driven. Self-determination and self-direction are the foundations for recovery as individuals define their own life goals and design their unique path(s) toward those goals....In doing so, they are empowered and provided the resources to make informed decisions, initiate recovery, build on their strengths, and gain or regain control over their lives.”³³ (p.3)

The Participation in Treatment Domain is constructed of two items.

Nearly 80% of survey respondents agreed/strongly agreed with the statement, “I felt comfortable asking questions about my treatment and medication.”

In terms of deciding their own treatment goals, about one-third (32.5%) of respondents were either neutral or disagreed/strongly disagreed.

No significant differences were seen on either question based on gender, race/ethnic status, generation, or diagnosis.

³³ SAMHSA. SAMHSA’s Working Definition of Recovery. DHHS Publication No. PEP12-RECDEF. Rockville, MD: Substance Abuse and Mental Health Services Administration, 2012.

Table 8: Responses to Individual Items on the Participation in Treatment Domain

Participation in Treatment Domain	Percent of Respondents			
	Agree/Strongly Agree	Neutral	Disagree/Strongly Disagree	Resp. (N)
I felt comfortable asking questions about my treatment and medication. ³⁴	79.5	11.2	9.3	258
I, not staff, decided my treatment goals.	67.5	20.4	12.1	240

Sample of Consumer Comments

I like that I can work at my own pace & make goal changes when needed.

I am extremely dissatisfied with the lack of follow through. I am promised support, etc. and no one gets back to me when I need it most. I do not feel supported or that I can not rely on this institute to help me through any crisis. You have A LOT of work to do!

Felt like staff were judging me. Didn't feel comfortable with the psychiatrist, she didn't listen to what has been helpful in the past for me.

³⁴ Row total will not equal 100% due to rounding.

General Satisfaction on Key Items

There were significant differences between respondents who perceived their general satisfaction positively (domain score of < 2.5) and those who were less satisfied (domain score of 2.5 or greater) on most survey items.

Respondents who rated their general satisfaction positively were more likely to agree/strongly agree that, “I was able to get all the services I thought I needed,” (87%) than did respondents who rated their general satisfaction less positively (16%) – a 71 point difference.³⁵

Survey respondents who rated their general satisfaction positively were significantly more likely to agree/strongly agree that:

- I felt comfortable asking questions about my treatment and medication;³⁶
- Staff were willing to see me as often as I felt it was necessary;³⁷
- Services were available at times that were good for me;³⁸
- Staff helped me obtain the information I needed so that I could take charge of managing my illness.³⁹

³⁵ $\chi^2 = 145.272547, df = 4, p < .05.$

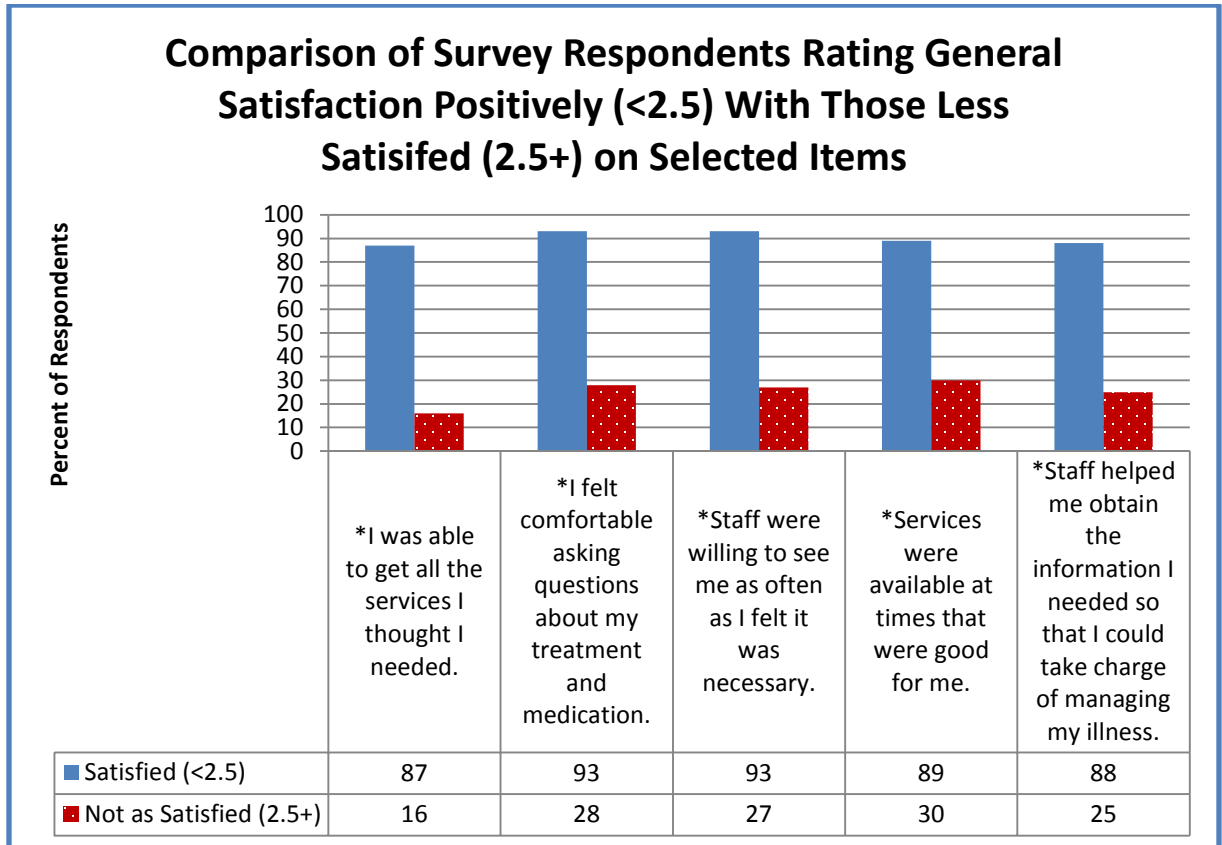
³⁶ $\chi^2 = 130.613972, df = 4, p < .05.$

³⁷ $\chi^2 = 123.124201, df = 4, p < .05.$

³⁸ $\chi^2 = 110.555223, df = 4, p < .05$

³⁹ $\chi^2 = 105.447285, df = 4, p < .05.$

Graph 10: Comparison of General Satisfaction Domain Scores with Percent who Agree/Strongly Agree on Key Items



N: Satisfied = 211; Not as satisfied = 57. Will vary slightly by item. Asterisk (*) indicates a significant difference.

Outcomes Domain

SAMHSA's working definition of recovery from mental disorders and substance use disorders is "a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential." There are four major dimensions that support this: "Health – overcoming or managing one's disease(s) or symptoms. Home – a stable and safe place to live. Purpose – meaningful daily activities...and the independence, income and resources to participate in society. Community – relationships and social networks that provide support, friendship, love, and hope." (p. 2-3).

The items that comprise this domain were based on concerns identified by consumers.

Just 64% of respondents agree/strongly agree that their symptoms are not bothering as much while nearly 18% disagreed/strongly disagreed.

Slightly over 60% of those responding to the survey indicated they were doing better in school and/or work.

Table 9: Responses to Individual Items on the Outcomes Domain

Outcomes Domain	Percent of Respondents			
	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	Resp. (N)
As a direct result of the services I received:				
I deal more effectively with daily problems. ⁴⁰	73.3	18.1	8.7	243
I am better able to control my life.	71.9	16.9	11.2	242
I am better able to deal with crisis. ⁴¹	70.3	18.2	11.4	236
I am getting along better with my family.	68.3	19.1	12.6	230
I do better in social situations.	63.0	22.7	14.3	238
I do better in school and/or work.	60.3	27.6	12.1	199
My housing situation has improved.	63.4	25.0	11.6	224
My symptoms are not bothering me as much.	63.6	18.6	17.8	236

Sample of Consumer Comments

All I ever asked for was to be clean and happy. I mean clean from addictions like cigars. I try occasionally to quit.

Membership at Yahara House truly has turned my life around. I have been a member for ___years. My illness has gotten better by the year. I have a job (part time) for 15 years. I would never have found a good job without Yahara House staff people. They are awesome!

My mental illness is being treated successfully and I am learning work skills.

I was homeless in 1988. Tellurian got me off the street and they have been helping me ever since. I now have a job and lovely apartment and I am very happy. Truly, I don't know what would have happened to me without Tellurian CIT.

⁴⁰ Row total will not equal 100% due to rounding.

⁴¹ Row total will not equal 100% due to rounding.

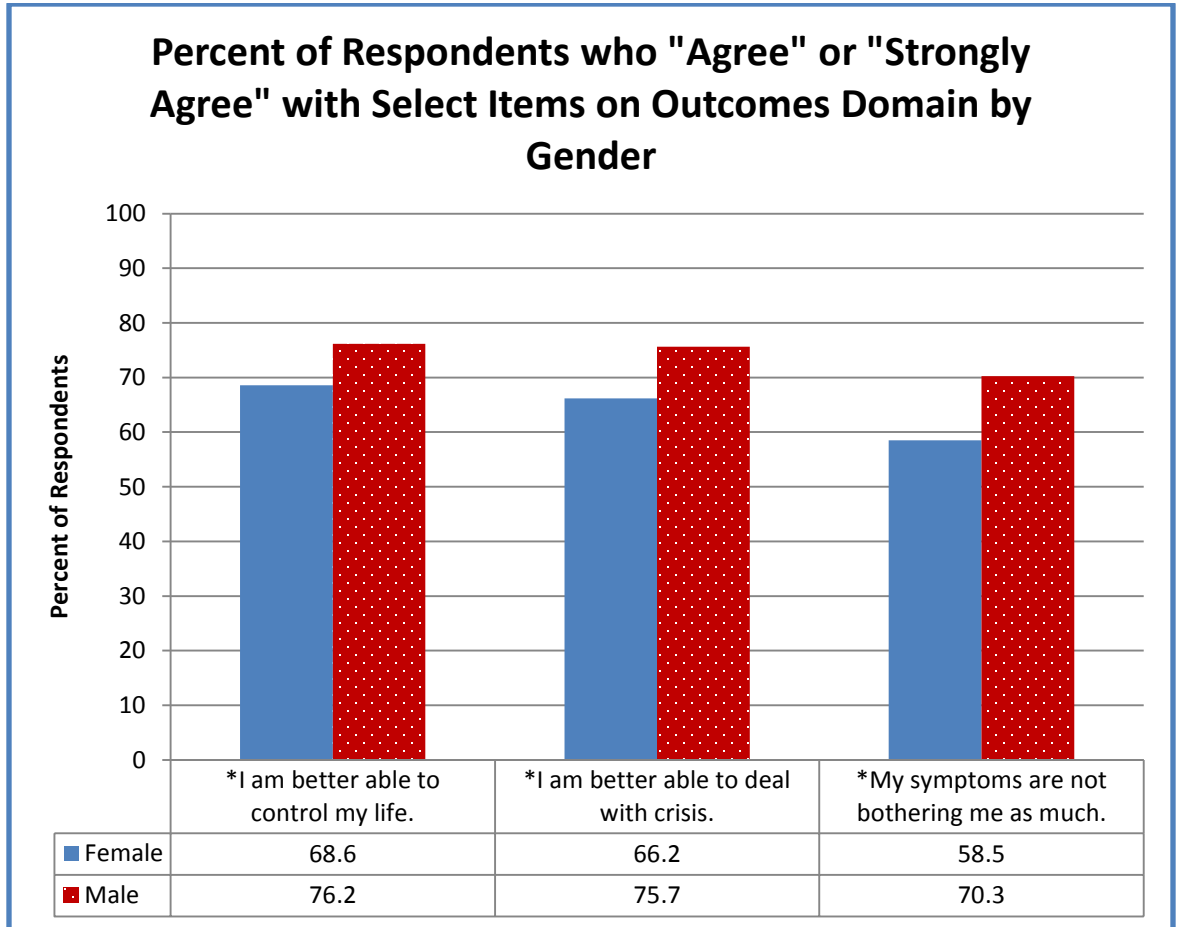
There were significant differences based on gender on three of the Outcomes Domain items as illustrated in Graph 11.

Males were significantly more likely than females to agree/strongly agree that:

- I am better able to control my life.⁴² (Males – 76% vs. Females 69%).
- I am better able to deal with crisis.⁴³ (Males – 76% vs. Females 66%).
- My symptoms are not bothering me as much.⁴⁴ (Males 70% vs. Females 59%).

Persons of Color (53%) were significantly less likely than Whites (66%) to agree/strongly agree that their symptoms were not bothering as much.⁴⁵

Graph 11: Percent of Survey Respondents Who “Agree” or “Strongly Agree” with Individual Items on Outcomes Domain by Gender



N: Females = 137; Males =105 but varies slightly by item.

Asterisk (*) indicates significant difference.

⁴² $\chi^2 = 9.66324169, df = 4, p < .05.$

⁴³ $\chi^2 = 15.5736448, df = 4, p < .05.$

⁴⁴ $\chi^2 = 10.4218697, df = 4, p < .05$

⁴⁵ $\chi^2 = 10.4082943, df = 4, p < .05$

As seen in Graph 12, there were significant differences across the generations on three items in the Outcomes Domain.

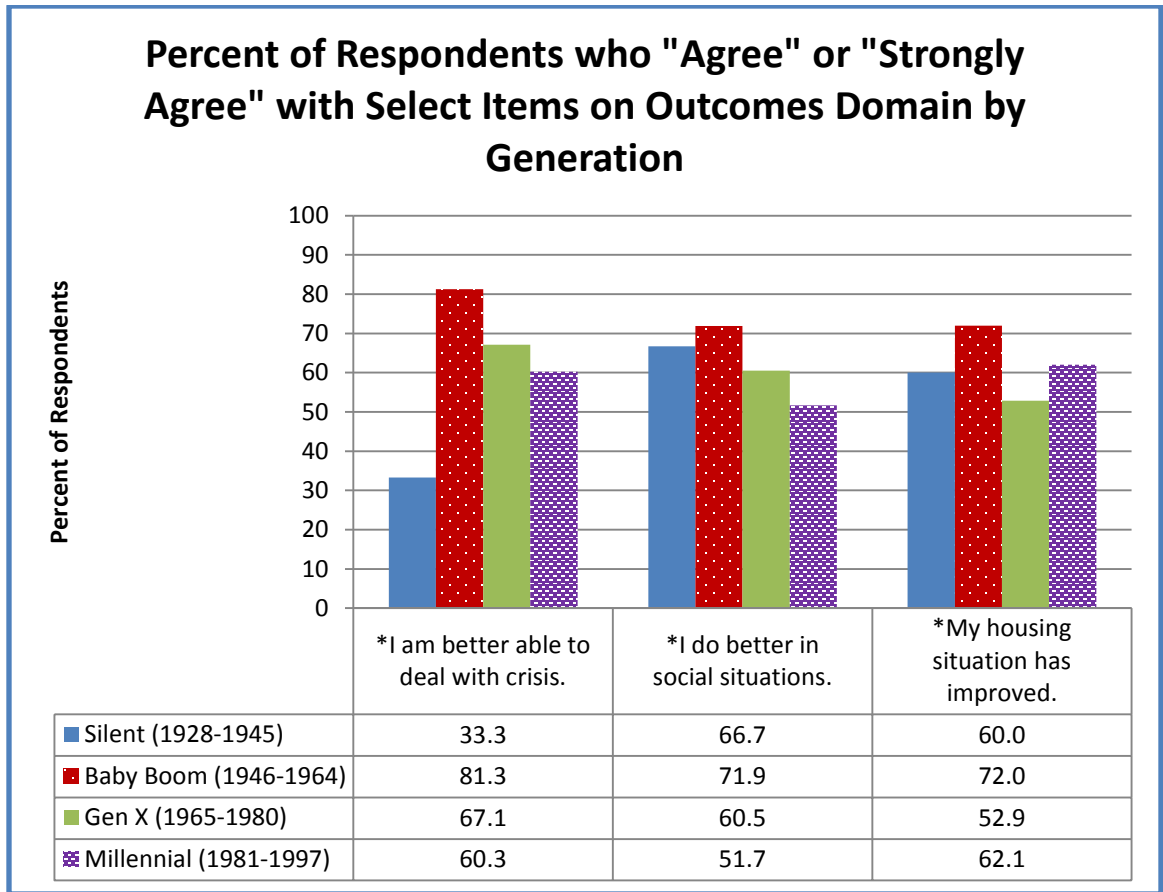
Baby Boomers (born 1946-1964) were significantly more likely to agree/strongly agree that as a direct result of services:

- I am better able to deal with crisis⁴⁶; and
- My housing situation has improved.⁴⁷

Respondents from the Silent Generation (born 1928-1945) were significantly less likely than other generations to indicate that they were better able to deal with crisis.

Slightly over half of Millennials (born 1981-1997) agreed/strongly agreed that as a direct result of services, “I do better in social situations.” This compares to 72% of Baby Boomers (born 1946-1964) and 67% of the Silent Generation (1928-1945) – a significant difference.⁴⁸

Graph 12: Percent of Survey Respondents Who “Agree” or “Strongly Agree” with Individual Items on Outcomes Domain by Generation



N = Baby Boomer = 108, Gen X = 87, Millennial = 62, Silent = 8 but varies slightly by item.

Asterisk (*) indicates significant difference.

⁴⁶ $\chi^2 = 29.5021881, df = 12, p < .05.$

⁴⁷ $\chi^2 = 23.8607655, df = 12, p < .05.$

⁴⁸ $\chi^2 = 23.2887182, df = 12, p < .05.$

Functioning Domain

The functioning domain examines the extent to which mental health services were perceived as having a positive impact on daily functioning.

Based on the domain score, 66.5% of respondents reported improved functioning overall. On the individual items that comprise the domain, respondents reported more positively regarding being able to better take care of their needs (74%) than they did in being able to do the things they want to do (67%).

No significant differences were seen on any of the items on the functioning domain based on race/ethnic status or diagnosis classification.

Table 10: Responses to Individual Items on the Functioning Domain

Outcomes Domain	Percent of Respondents			
	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	Resp. (N)
As a direct result of services I received:				
I do things that are more meaningful to me.	71.8	16.4	11.8	238
I am better able to take care of my needs.	74.1	16.3	9.6	239
I am better able to handle things when they go wrong.	66.5	22.3	11.2	242
I am better able to do things I want to do.	68.2	18.8	13.0	239

Sample of Consumer Comments

... is my therapist has helped me during some of the toughest times in my life and for that I am thankful and continue to see her for my mental health!

All aspects of my treatment have been excellent. I love all workers in Crisis Intervention, I've grown up to be a better person from their healing and love. I have done very well with their support. Good survey.

Help me go grocery shopping, take me clothes shopping & help me get ride to work.

I am doing far better than I had originally hoped for upon beginning here. ____ is an absolute ROCK STAR therapist. I feel very clear headed and optimistic moving forward :)

My therapist at JMHC ____, is amazing! She has helped me tremendously! It is because of our work together that I am better able to cope with life, can handle crisis in stride and have smoother relationships. I highly recommend her to anyone! Please let her know this and thank her for her services! I can't say enough good about her!!

I was a mess before I went to CTA. I was in and out of jail, mentally unstable and using substances. Now I have been working for 6 months and in another 6 months I'll be completely off disability and I could not have done it without the support and services of CTA.

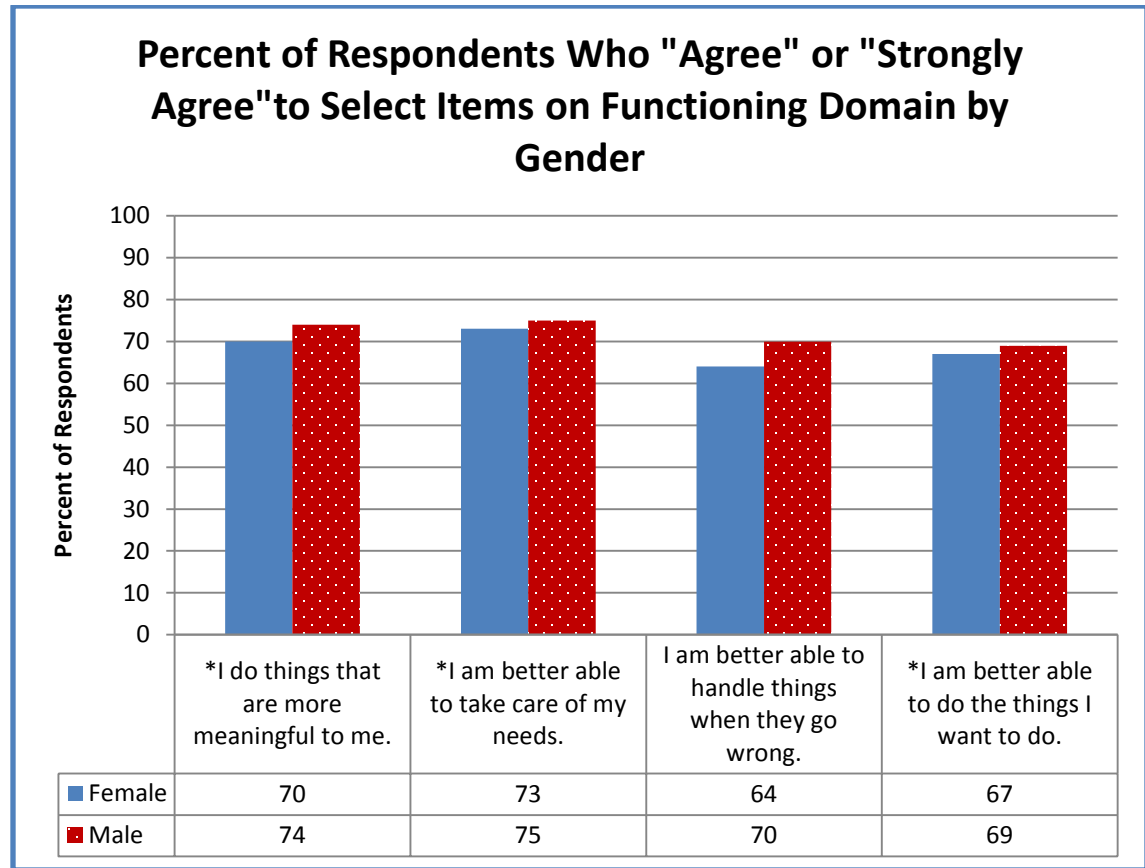
Significant differences were seen on three of the individual items that comprise the Functioning Domain when comparing genders.

Males were significantly more likely than females to agree/strongly agree that as a direct result of services I received:

- I do things that are more meaningful to me.⁴⁹ (Males – 74% vs. Females 70%).
- I am better able to take care of my needs.⁵⁰ (Males – 75% vs. Females 73%).
- I am better able to do the things I want to do.⁵¹ (Males 69% vs. Females 67%).

For the item of, “I am better able to take care of my needs,” the gender difference was most striking among those who disagreed/strongly disagree with the statement – 12% of females compared with 7% of males.

Graph 13: Percent of Survey Respondents Who “Agree” or “Strongly Agree” with Individual Items on Functioning Domain by Gender



N: Females = 137, Males = 105 but varies slightly by item.

⁴⁹ $\chi^2 = 11.930889, df = 4, p < .05.$

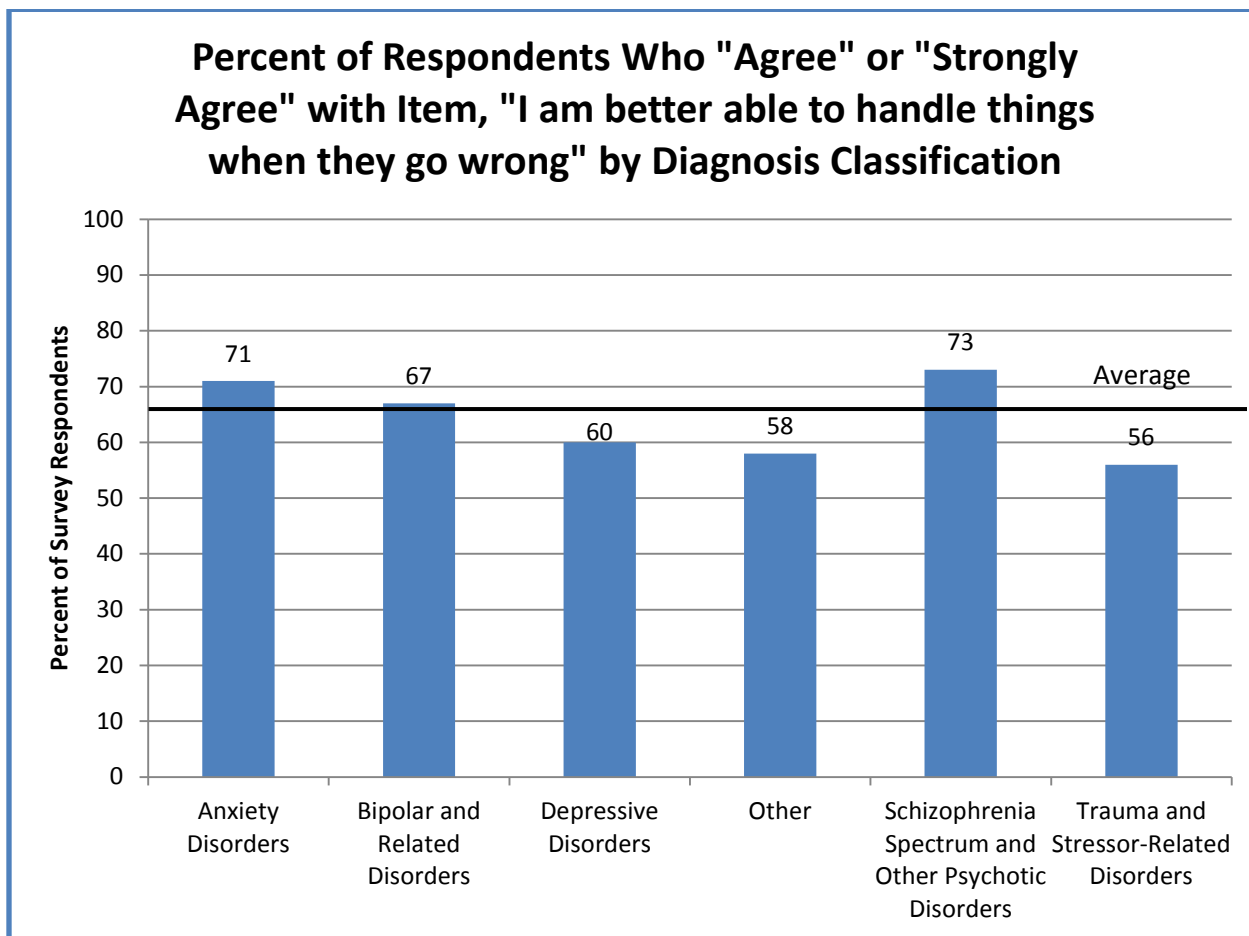
⁵⁰ $\chi^2 = 11.8040111, df = 4, p < .05.$

⁵¹ $\chi^2 = 11.3884254, df = 4, p < .05$

Generation was a factor for the item, "I do things that are more meaningful to me." Respondents from the Silent Generation (born 1929-1945) at 33% were significantly less likely than other generations to agree/strongly. This contrasts to 77% of Baby Boomers (born 1946-1964), 72% of Generation X (born 1965-1980), and 67% of the Millennials (born 1981-1997).

Significant differences were also seen based on diagnosis classification in the respondents who "Agree" or "Strongly Agree" with the item, "I am better able to handle things when they go wrong" as shown in Graph 14. Respondents with Trauma and Stressor-Related Disorders (56%), Other Disorders (58%), and Depressive Disorders (60%) were significantly less likely to agree/strongly agree with the item compared with 73% of those with a diagnosis classification of Schizophrenia Spectrum and Other Psychotic Disorders and 71% of those with Anxiety Disorders.

Graph 14: Percent of Survey Respondents Who "Agree" or "Strongly Agree" with Item on Functioning Domain, "I am better able to handle things when they go wrong" by Diagnosis Classification



N: Anxiety = 14, Bipolar = 39, Depressive = 47, Other = 24, Schizophrenia = 102, and Trauma = 16.

Social Connectedness Domain

Increased social supports and social connectedness is one of the national outcome measure domains tracked by SAMHSA. It is also one of the 10 guiding principles of recovery in SAMHSA's working definition of recovery, "Recovery is supported through relationship and social networks. An important factor in the recovery process is the presence and involvement of people who believe in the person's ability to recover; who offer hope, support, and encouragement; and who also suggest strategies and resources for change. Family members, peers, providers, faith groups, community members, and other allies form vital support networks. Through these relationships, people leave unhealthy and/or unfulfilling life roles behind and engage in new roles (e.g. partner, caregiver, friend, student, employee) that lead to a greater sense of belonging, personhood, empowerment, autonomy, social inclusion, and community participation." (p. 4-5).

Nearly 65% of respondents indicated they were happy with the friendships they have and feel they belong in their community.

Table 11: Responses to Individual Items on the Social Connectedness Domain

Social Connectedness Domain	Percent of Respondents			
	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	Resp. (N)
As a direct result of the services I received:				
I am happy with the friendships I have.	64.8	23.8	11.3	256
I have people with whom I can do enjoyable things.	67.6	20.7	11.7	256
I feel I belong in my community.	64.6	21.2	14.2	260
In a crisis, I would have the support I need from family or friends.	69.5	20.5	10.0	259

Sample of Consumer Comments

I would like to receive more group treatments & outings in the community, exercise, entertainment and therapy.

As far as the questions about friends & family, I've lost many friends over the years and at this time I am estranged from most of the people in my family.

No significant differences were seen on any of the items on the social connectedness domain based on generation.

As noted previously, males (70%) were significantly more likely than females (54%) to report positively regarding social connectedness as a direct result of the services received. This was true when examining each of the items of which the domain was constructed.

Males were significantly more likely than females to agree/strongly agree that as a direct result of services I received:

- I am happy with the friendships I have.⁵² (Males – 68% vs. Females 62%).
- I have people with whom I can do enjoyable things.⁵³ (Males – 70% vs. Females 66%).
- I feel I belong in my community.⁵⁴ (Males 74% vs. Females 58%).
- In a crisis, I would have the support I need from family or friends.⁵⁵ (Males – 78% vs Females 63%).

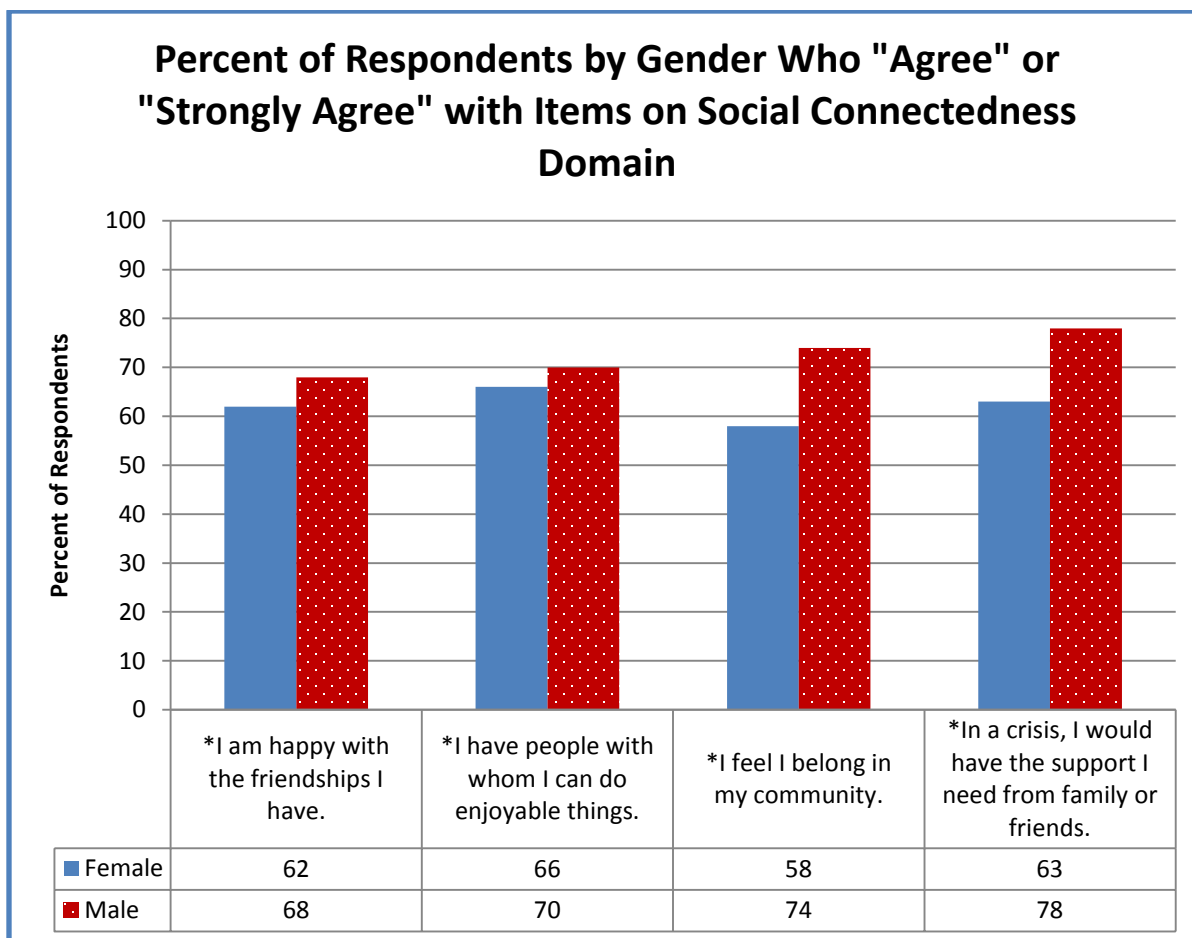
⁵² $\chi^2 = 9.77380836, df = 4, p < .05.$

⁵³ $\chi^2 = 11.8483078, df = 4, p < .05.$

⁵⁴ $\chi^2 = 12.7065243, df = 4, p < .05.$

⁵⁵ $\chi^2 = 11.2899328, df = 4, p < .05.$

Graph 15: Percent of Respondents by Gender who “Agree” or “Strongly Agree” with Items on the Social Connectedness Domain



N = Females – 149, Males – 111 but will vary slightly by item.

Asterisk (*) indicates significant difference.

Mental Health System Integration

For 2017, four additional questions were included as part of the survey to gauge how respondents felt about the overall publicly funded mental health system and the integration of services for persons with mental health and substance use issues.

The majority of respondents felt that services were designed to welcome, engage, and provide integrated services (78%), they were person-driven (72%), and services were designed to help people achieve their most important and meaningful goals (74%).

Regarding how well the publicly-funded Dane County service system integrated the delivery of mental health and substance use services, 46% of respondents felt services were “Very Integrated” and another 20% felt they were “Somewhat Integrated.” It should be noted that 27% were neutral on this item.

No significant differences were seen on any of the items regarding the publicly-funded mental health system in Dane County based on gender, race/ethnic status, generation, or diagnosis classification.

Table 12: Responses to Individual Items Regarding the Publicly-Funded Mental Health System in Dane County

Publicly-Funded Mental Health System	Percent of Respondents			
	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	Resp. (N)
Services are designed to welcome, engage, and provide integrated (or coordinated) services to individuals and families with complex issues (mental health, trauma, substance use, housing, etc.).	77.5	14.6	7.9	253
Services are person-driven.	72.3	20.1	7.6	249
Services are designed to help people achieve their most important and meaningful goals.	74.4	16.0	9.6	250

Table 13: Responses to Item Regarding System Integration

System Integration	Percent of Respondents					Resp. (N)
	Very Integrated	Some- what Integrated	Neutral	Poorly Integrated	Very Poorly Integrated	
How well does the publicly-funded Dane County service system integrate (or coordinate) the delivery of mental health and substance use (alcohol and other drug) treatment?	45.6	19.8	27.4	3.2	4.0	248

Results by Provider by Domain

Table 14: Domain Scores by Providers with 10 or More Survey Respondents. Percent of Respondents with Average Scale Score of <2.5.

	Overall Satisfaction	Access	Quality & Appropriateness	Participation in Treatment	Outcomes	Functioning	Social Connectedness
Overall	78.7	71.1	76.7	71.2	67.2	66.5	61.0
Chrysalis	84.6	76.9	76.9	90.9	83.3	75.0	53.8
Employment Resources	90.9	81.8	77.8	71.4	55.6	66.7	63.6
Journey Mental Health Center	76.2	68.5	77.1	71.7	65.2	63.1	60.0
Crisis Intervention	62.5	68.2	75.0	73.7	64.7	66.7	57.1
Forward Solutions	58.3	41.7	50.0	40.0	55.6	70.0	54.5
Gateway	75.0	58.3	54.5	81.8	63.6	63.6	66.7
Outpatient Services	71.6	63.6	78.3	65.6	54.8	50.0	54.7
Prescriber Services	83.3	75.0	83.3	81.3	76.7	67.7	58.8
Yahara House	87.5	75.0	85.7	64.3	66.7	66.7	62.5
State of WI - PACT	86.7	86.7	86.7	73.3	86.7	86.7	73.3
Tellurian U.C.A.N., Inc.	80.0	68.8	73.3	66.7	60.0	66.7	53.3

Results by Provider by Survey Item

The following results are presented for each question for each provider and/or program that had 10 or more survey respondents shown as the N for most items. Caution should be exercised when comparing agencies/programs due to the small number of respondents for some agencies. Percentages may not equal 100% due to rounding.

Table 15: Responses by Item for Providers with 10 or More Survey Respondents (Percent)

Agency	Domain: Satisfaction				Domain: Satisfaction			
	Q1. like the services I receive here.				Q2. If I had other choices, I would still get services from this agency.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
Overall	269	82.2	8.2	9.7	267	75.3	10.5	14.2
Chrysalis	13	84.6	7.7	7.7	13	84.6	7.7	7.7
Employment Resources	11	81.8	9.1	9.1	11	90.9	0.0	9.1
Journey Mental Health Center	189	81.5	9.5	9.0	188	73.4	10.6	16.0
Crisis Intervention	24	62.5	25.0	12.5	24	62.5	16.7	20.8
Forward Solutions	12	75.0	8.3	16.7	11	63.6	18.2	18.2
Gateway	12	75.0	16.7	8.3	12	66.7	33.3	0.0
Outpatient Services	67	80.6	6.0	13.4	67	70.1	3.0	26.9
Prescriber Services	36	88.9	5.6	5.6	36	77.8	11.1	11.1
Yahara House	16	87.5	12.5	0.0	16	87.5	12.5	0.0
State of WI - PACT	15	93.3	0.0	6.7	15	86.7	13.3	0.0
Tellurian U.C.A.N., Inc.	16	75.0	6.3	18.8	15	73.3	6.7	20.0

Agency	Domain: Satisfaction				Domain: Access			
	Q3. I would recommend this agency to a friend or family member.				Q4. The location of the services was convenient (parking, public transportation, distance, etc.)			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
Overall	265	79.2	8.7	12.1	263	68.8	12.6	18.6
Chrysalis	13	84.6	15.4	0.0	13	61.5	23.1	15.4
Employment Resources	11	90.9	0.0	9.1	11	72.7	9.1	18.2
Journey Mental Health Center	187	78.6	8.0	13.4	185	65.4	11.4	23.2
Crisis Intervention	23	69.6	17.4	13.0	21	57.1	23.8	19.0
Forward Solutions	12	50.0	25.0	25.0	12	41.7	8.3	50.0
Gateway	12	75.0	25.0	0.0	12	58.3	25.0	16.7
Outpatient Services	67	74.6	4.5	20.9	67	62.7	10.4	26.9
Prescriber Services	35	85.7	2.9	11.4	35	71.4	5.7	22.9
Yahara House	16	100.0	0.0	0.0	16	75.0	12.5	12.5
State of WI - PACT	15	66.7	26.7	6.7	15	93.3	0.0	6.7
Tellurian U.C.A.N., Inc.	15	86.7	0.0	13.3	16	75.0	25.0	0.0

Agency	Domain: Access				Domain: Access			
	Q5. Staff were willing to see me as often as I felt it was necessary.				Q6. Staff returned my phone call in 24 hours.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
Overall	265	79.2	9.1	11.7	246	69.9	15.5	14.6
Chrysalis	13	69.2	30.8	0.0	13	84.6	7.7	7.7
Employment Resources	11	81.8	9.1	9.1	11	63.6	18.2	18.2
Journey Mental Health Center	185	78.9	8.1	13.0	171	68.4	14.6	17.0
Crisis Intervention	22	72.7	18.2	9.1	21	71.4	14.3	14.3
Forward Solutions	12	66.7	16.7	16.7	12	58.3	16.7	25.0
Gateway	12	58.3	16.7	25.0	11	72.7	0.0	27.3
Outpatient Services	66	80.3	1.5	18.2	60	58.3	16.7	25.0
Prescriber Services	36	83.3	8.3	8.3	32	71.9	12.5	15.6
Yahara House	16	81.3	12.5	6.3	15	73.3	26.7	0.0
State of WI - PACT	15	86.7	6.7	6.7	15	73.3	20.0	6.7
Tellurian U.C.A.N., Inc.	16	81.3	0.0	18.8	14	71.4	14.3	14.3

Agency	Domain: Access				Domain: Access			
	Q7. Services were available at times that were good for me.				Q8. I was able to get all of the services I thought I needed.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
Overall	267	76.8	12.4	10.9	267	71.9	12.4	15.7
Chrysalis	13	84.6	15.4	0.0	13	69.2	23.1	7.7
Employment Resources	11	81.8	9.1	9.1	11	81.8	0.0	18.2
Journey Mental Health Center	187	74.9	12.8	12.3	188	70.2	14.4	15.4
Crisis Intervention	23	65.2	26.1	8.7	24	58.3	29.2	12.5
Forward Solutions	12	41.7	33.3	25.0	12	50.0	33.3	16.7
Gateway	12	83.3	0.0	16.7	12	66.7	8.3	25.0
Outpatient Services	67	73.1	11.9	14.9	67	67.2	6.0	26.9
Prescriber Services	36	83.3	5.6	11.1	36	80.6	13.9	5.6
Yahara House	16	68.8	25.0	6.3	16	81.3	12.5	6.3
State of WI - PACT	15	100.0	0.0	0.0	15	80.0	6.7	13.3
Tellurian U.C.A.N., Inc.	16	75.0	12.5	12.5	15	73.3	0.0	26.7

Agency	Domain: Access				Domain: Quality and Appropriateness			
	Q9. I was able to see a psychiatrist when I wanted to.				Q10. Staff here believe I can grow, change, and recover.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
Overall	237	70.5	10.5	19.0	259	78.8	15.4	5.8
Chrysalis	8	87.5	12.5	0.0	12	83.3	16.7	0.0
Employment Resources	7	71.4	28.6	0.0	11	63.6	27.3	9.1
Journey Mental Health Center	172	70.3	8.1	21.5	182	80.2	14.3	5.5
Crisis Intervention	20	60.0	30.0	10.0	22	68.2	22.7	9.1
Forward Solutions	12	58.3	16.7	25.0	12	58.3	25.0	16.7
Gateway	11	63.6	18.2	18.2	12	83.3	8.3	8.3
Outpatient Services	59	55.9	5.1	39.0	64	75.0	18.8	6.3
Prescriber Services	36	88.9	0.0	11.1	35	88.6	8.6	2.9
Yahara House	14	85.7	7.1	7.1	16	100.0	0.0	0.0
State of WI - PACT	15	80.0	13.3	6.7	15	86.7	6.7	6.7
Tellurian U.C.A.N., Inc.	14	50.0	21.4	28.6	15	73.3	13.3	13.3

Agency	Domain: Quality and Appropriateness					Domain: Quality and Appropriateness			
	Q12. I felt free to complain.					Q13. I was given information about my rights.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree		N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
Overall	259	66.4	19.7	13.9	243	84.0	7.8	8.2	
Chrysalis	13	69.2	23.1	7.7	12	91.7	8.3	0.0	
Employment Resources	10	70.0	10.0	20.0	9	88.9	0.0	11.1	
Journey Mental Health Center	182	68.7	16.5	14.8	172	84.3	7.0	8.7	
Crisis Intervention	23	56.5	26.1	17.4	21	76.2	14.3	9.5	
Forward Solutions	12	58.3	16.7	25.0	11	54.5	18.2	27.3	
Gateway	12	66.7	25.0	8.3	11	81.8	0.0	18.2	
Outpatient Services	63	65.1	14.3	20.6	61	88.5	4.9	6.6	
Prescriber Services	35	74.3	11.4	14.3	32	90.6	3.1	6.3	
Yahara House	16	81.3	12.5	6.3	15	86.7	13.3	0.0	
State of WI - PACT	15	66.7	26.7	6.7	15	86.7	6.7	6.7	
Tellurian U.C.A.N., Inc.	15	60.0	26.7	13.3	15	80.0	6.7	13.3	

Agency	Domain: Quality and Appropriateness				Domain: Quality and Appropriateness			
	Q14. Staff encouraged me to take responsibility for how I live my life.				Q15. Staff told me what side effects to watch for.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
Overall	243	79.4	14.4	6.2	215	66.0	18.6	15.3
Chrysalis	13	84.6	15.4	0.0	6	83.3	0.0	16.7
Employment Resources	9	77.8	22.2	0.0	5	80.0	20.0	0.0
Journey Mental Health Center	170	79.4	12.9	7.6	154	66.2	16.9	16.9
Crisis Intervention	21	66.7	19.0	14.3	19	68.4	15.8	15.8
Forward Solutions	10	60.0	20.0	20.0	10	40.0	30.0	30.0
Gateway	11	81.8	0.0	18.2	11	63.6	9.1	27.3
Outpatient Services	62	83.9	9.7	6.5	52	75.0	5.8	19.2
Prescriber Services	30	83.3	10.0	6.7	30	63.3	26.7	10.0
Yahara House	15	86.7	13.3	0.0	13	46.2	30.8	23.1
State of WI - PACT	15	93.3	6.7	0.0	15	66.7	26.7	6.7
Tellurian U.C.A.N., Inc.	14	78.6	14.3	7.1	14	78.6	14.3	7.1

Agency	Domain: Quality and Appropriateness				Domain: Quality and Appropriateness			
	Q16. Staff respected my wishes about who was and was not to be given information about my treatment.				Q18. Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
Overall	238	81.5	11.3	7.1	228	78.9	14.0	7.0
Chrysalis	12	83.3	8.3	8.3	13	76.9	15.4	7.7
Employment Resources	9	77.8	11.1	11.1	9	66.7	22.2	11.1
Journey Mental Health Center	167	82.0	11.4	6.6	156	79.5	14.1	6.4
Crisis Intervention	21	71.4	19.0	9.5	19	73.7	21.1	5.3
Forward Solutions	10	50.0	20.0	30.0	9	55.6	22.2	22.2
Gateway	11	72.7	18.2	9.1	9	66.7	22.2	11.1
Outpatient Services	58	84.5	8.6	6.9	56	83.9	8.9	7.1
Prescriber Services	30	86.7	10.0	3.3	28	78.6	17.9	3.6
Yahara House	15	86.7	13.3	0.0	13	84.6	7.7	7.7
State of WI - PACT	15	93.3	6.7	0.0	14	85.7	14.3	0.0
Tellurian U.C.A.N., Inc.	14	92.9	0.0	7.1	15	80.0	13.3	6.7

Agency	Domain: Quality and Appropriateness				Domain: Quality and Appropriateness			
	Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.				Q20. I was encouraged to use consumer-run programs (support groups, drop-in centers, etc.)			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
Overall	242	74.8	12.0	13.2	228	69.7	15.4	14.9
Chrysalis	11	81.8	9.1	9.1	11	90.9	9.1	0.0
Employment Resources	8	75.0	12.5	12.5	8	75.0	12.5	12.5
Journey Mental Health Center	171	76.6	9.9	13.5	157	66.9	15.3	17.8
Crisis Intervention	20	75.0	15.0	10.0	17	70.6	17.6	11.8
Forward Solutions	11	54.5	18.2	27.3	9	55.6	33.3	11.1
Gateway	11	63.6	18.2	18.2	11	45.5	9.1	45.5
Outpatient Services	61	73.8	8.2	18.0	58	69.0	12.1	19.0
Prescriber Services	32	87.5	9.4	3.1	27	66.7	25.9	7.4
Yahara House	14	78.6	7.1	14.3	13	61.5	15.4	23.1
State of WI - PACT	15	66.7	20.0	13.3	15	80.0	20.0	0.0
Tellurian U.C.A.N., Inc.	15	80.0	13.3	6.7	15	66.7	13.3	20.0

Agency	Domain: Participation in Treatment				Domain: Participation in Treatment			
	Q11. I felt comfortable asking questions about my treatment and medication				Q17. I, not staff, decided my treatment goals.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
Overall	258	79.5	11.2	9.3	240	67.5	20.4	12.1
Chrysalis	11	90.9	9.1	0.0	11	72.7	18.2	9.1
Employment Resources	9	88.9	0.0	11.1	9	77.8	11.1	11.1
Journey Mental Health Center	184	80.4	9.2	10.3	170	67.1	18.8	14.1
Crisis Intervention	24	62.5	25.0	12.5	19	78.9	21.1	0.0
Forward Solutions	11	63.6	9.1	27.3	11	27.3	18.2	54.5
Gateway	12	91.7	0.0	8.3	11	72.7	18.2	9.1
Outpatient Services	65	78.5	7.7	13.8	62	58.1	24.2	17.7
Prescriber Services	36	88.9	5.6	5.6	32	71.9	15.6	12.5
Yahara House	16	75.0	18.8	6.3	14	71.4	21.4	7.1
State of WI - PACT	15	93.3	6.7	0.0	15	66.7	33.3	0.0
Tellurian U.C.A.N., Inc.	16	62.5	25.0	12.5	15	73.3	13.3	13.3

Agency	Domain: Outcomes				Domain: Outcomes			
	Q21. I deal more effectively with daily problems.				Q22. I am better able to control my life.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
Overall	243	73.3	18.1	8.6	242	71.9	16.9	11.2
Chrysalis	13	84.6	15.4	0.0	13	84.6	15.4	0.0
Employment Resources	9	77.8	11.1	11.1	9	66.7	22.2	11.1
Journey Mental Health Center	170	69.4	20.6	10.0	170	69.4	18.2	12.4
Crisis Intervention	19	68.4	26.3	5.3	19	68.4	26.3	5.3
Forward Solutions	11	54.5	27.3	18.2	10	60.0	20.0	20.0
Gateway	11	63.6	18.2	18.2	11	63.6	18.2	18.2
Outpatient Services	62	59.7	24.2	16.1	63	60.3	22.2	17.5
Prescriber Services	31	74.2	19.4	6.5	31	71.0	19.4	9.7
Yahara House	15	80.0	20.0	0.0	15	86.7	6.7	6.7
State of WI - PACT	15	93.3	6.7	0.0	15	93.3	6.7	0.0
Tellurian U.C.A.N., Inc.	15	86.7	0.0	13.3	15	66.7	13.3	20.0

Agency	Domain: Outcomes					Domain: Outcomes			
	Q23. I am better able to deal with crisis.					Q24. I am getting along better with my family.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree		N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
Overall	236	70.3	18.2	11.4	230	68.3	19.1	12.6	
Chrysalis	12	100.0	0.0	0.0	11	72.7	9.1	18.2	
Employment Resources	9	55.6	33.3	11.1	9	88.9	0.0	11.1	
Journey Mental Health Center	164	68.9	17.7	13.4	162	65.4	21.6	13.0	
Crisis Intervention	17	70.6	23.5	5.9	18	61.1	27.8	11.1	
Forward Solutions	9	44.4	33.3	22.2	9	66.7	22.2	11.1	
Gateway	11	63.6	18.2	18.2	10	60.0	20.0	20.0	
Outpatient Services	62	59.7	19.4	21.0	60	58.3	21.7	20.0	
Prescriber Services	31	74.2	16.1	9.7	29	72.4	24.1	3.4	
Yahara House	14	85.7	14.3	0.0	15	60.0	26.7	13.3	
State of WI - PACT	15	80.0	20.0	0.0	15	86.7	6.7	6.7	
Tellurian U.C.A.N., Inc.	15	60.0	26.7	13.3	13	69.2	7.7	23.1	

Agency	Domain: Outcomes					Domain: Outcomes			
	Q25. I do better in social situations.					Q26. I do better in school and/or work.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree		N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
Overall	238	63.0	22.7	14.3	199	60.3	27.6	12.1	
Chrysalis	13	76.9	15.4	7.7	12	75.0	25.0	0.0	
Employment Resources	9	55.6	22.2	22.2	8	62.5	12.5	25.0	
Journey Mental Health Center	165	60.6	23.6	15.8	139	57.6	29.5	12.9	
Crisis Intervention	19	47.4	52.6	0.0	14	71.4	21.4	7.1	
Forward Solutions	9	55.6	33.3	11.1	8	75.0	12.5	12.5	
Gateway	11	63.6	18.2	18.2	9	66.7	22.2	11.1	
Outpatient Services	61	54.1	19.7	26.2	53	49.1	28.3	22.6	
Prescriber Services	30	63.3	20.0	16.7	23	60.9	26.1	13.0	
Yahara House	15	60.0	26.7	13.3	13	53.8	46.2	0.0	
State of WI - PACT	15	80.0	20.0	0.0	15	86.7	13.3	0.0	
Tellurian U.C.A.N., Inc.	15	60.0	26.7	13.3	11	54.5	36.4	9.1	

Agency	Domain: Outcomes					Domain: Outcomes			
	Q27. My housing situation has improved.					Q28. My symptoms are not bothering me as much.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree		N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
Overall	224	63.4	25.0	11.6	236	63.6	18.6	17.8	
Chrysalis	9	77.8	11.1	11.1	11	63.6	18.2	18.2	
Employment Resources	9	77.8	0.0	22.2	8	62.5	12.5	25.0	
Journey Mental Health Center	157	59.2	29.3	11.5	168	61.3	19.0	19.6	
Crisis Intervention	17	58.8	35.3	5.9	18	55.6	16.7	27.8	
Forward Solutions	10	60.0	30.0	10.0	10	60.0	20.0	20.0	
Gateway	11	72.7	27.3	0.0	11	54.5	18.2	27.3	
Outpatient Services	56	50.0	28.6	21.4	62	48.4	25.8	25.8	
Prescriber Services	28	53.6	39.3	7.1	31	80.6	12.9	6.5	
Yahara House	14	64.3	28.6	7.1	15	60.0	20.0	20.0	
State of WI - PACT	15	86.7	6.7	6.7	15	100.0	0.0	0.0	
Tellurian U.C.A.N., Inc.	15	53.3	20.0	26.7	15	60.0	33.3	6.7	

Agency	Domain: Functioning					Domain: Functioning			
	Q29. I do things that are more meaningful to me.					Q30. I am better able to take care of my needs.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree		N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
Overall	238	71.8	16.4	11.8		239	74.1	16.3	9.6
Chrysalis	13	92.3	7.7	0.0		12	75.0	16.7	8.3
Employment Resources	9	77.8	0.0	22.2		8	75.0	12.5	12.5
Journey Mental Health Center	166	66.3	19.9	13.9		168	72.0	16.7	11.3
Crisis Intervention	17	70.6	29.4	0.0		18	72.2	27.8	0.0
Forward Solutions	10	70.0	20.0	10.0		10	70.0	20.0	10.0
Gateway	11	63.6	18.2	18.2		11	72.7	18.2	9.1
Outpatient Services	62	54.8	19.4	25.8		62	61.3	14.5	24.2
Prescriber Services	30	66.7	23.3	10.0		31	74.2	19.4	6.5
Yahara House	15	73.3	26.7	0.0		15	86.7	13.3	0.0
State of WI - PACT	15	86.7	6.7	6.7		15	93.3	6.7	0.0
Tellurian U.C.A.N., Inc.	15	66.7	20.0	13.3		15	73.3	20.0	6.7

Agency	Domain: Functioning				Domain: Functioning			
	Q31. I am better able to handle things when they go wrong.				Q32. I am better able to do things I want to do.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
Overall	242	66.5	22.3	11.2	239	68.2	18.8	13.0
Chrysalis	13	84.6	15.4	0.0	12	83.3	8.3	8.3
Employment Resources	9	66.7	22.2	11.1	9	66.7	22.2	11.1
Journey Mental Health Center	170	62.4	24.1	13.5	168	64.9	19.0	16.1
Crisis Intervention	18	61.1	38.9	0.0	18	55.6	33.3	11.1
Forward Solutions	11	63.6	18.2	18.2	11	63.6	18.2	18.2
Gateway	11	72.7	27.3	0.0	11	63.6	9.1	27.3
Outpatient Services	63	49.2	25.4	25.4	61	55.7	19.7	24.6
Prescriber Services	31	74.2	16.1	9.7	31	67.7	22.6	9.7
Yahara House	15	53.3	40.0	6.7	15	80.0	6.7	13.3
State of WI - PACT	15	80.0	13.3	6.7	15	93.3	6.7	0.0
Tellurian U.C.A.N., Inc.	15	73.3	20.0	6.7	15	73.3	13.3	13.3

Agency	Domain: Social Connectedness				Domain: Social Connectedness			
	Q33. I am happy with the friendships I have.				Q34. I have people with whom I can do enjoyable things.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
Overall	256	64.8	23.8	11.3	256	67.6	20.7	11.7
Chrysalis	12	58.3	41.7	0.0	12	58.3	16.7	25.0
Employment Resources	10	70.0	10.0	20.0	11	54.5	27.3	18.2
Journey Mental Health Center	179	64.2	24.0	11.7	179	68.2	20.7	11.2
Crisis Intervention	21	57.1	28.6	14.3	21	71.4	23.8	4.8
Forward Solutions	11	63.6	18.2	18.2	11	72.7	9.1	18.2
Gateway	12	66.7	25.0	8.3	12	75.0	16.7	8.3
Outpatient Services	63	54.0	30.2	15.9	63	60.3	25.4	14.3
Prescriber Services	34	67.6	23.5	8.8	34	70.6	20.6	8.8
Yahara House	16	81.3	12.5	6.3	16	68.8	18.8	12.5
State of WI - PACT	14	71.4	21.4	7.1	15	73.3	20.0	6.7
Tellurian U.C.A.N., Inc.	16	56.3	25.0	18.8	15	60.0	20.0	20.0

Agency	Domain: Social Connectedness				Domain: Social Connectedness			
	Q35. I feel I belong in my community.				Q36. In a crisis, I would have the support I need from family or friends.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
Overall	260	64.6	21.2	14.2	259	69.5	20.5	10.0
Chrysalis	13	76.9	0.0	23.1	12	66.7	8.3	25.0
Employment Resources	11	54.5	18.2	27.3	11	63.6	18.2	18.2
Journey Mental Health Center	181	62.4	22.1	15.5	182	68.7	21.4	9.9
Crisis Intervention	21	76.2	23.8	0.0	21	71.4	23.8	4.8
Forward Solutions	11	63.6	9.1	27.3	11	63.6	18.2	18.2
Gateway	12	75.0	8.3	16.7	12	66.7	25.0	8.3
Outpatient Services	64	51.6	25.0	23.4	64	64.1	21.9	14.1
Prescriber Services	35	57.1	31.4	11.4	35	68.6	22.9	8.6
Yahara House	15	73.3	13.3	13.3	16	75.0	25.0	0.0
State of WI - PACT	14	71.4	28.6	0.0	15	86.7	13.3	0.0
Tellurian U.C.A.N., Inc.	16	56.3	31.3	12.5	16	62.5	18.8	18.8

Agency	Dane County System				Dane County System			
	Q37. Services are designed to welcome, engage, and provide integrated (or coordinated) services to individuals and families with complex issues (mental health, trauma, substance use, housing, etc.).				Q38. Services are person-driven.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
Overall	253	77.5	14.6	7.9	249	72.3	20.1	7.6
Chrysalis	12	75.0	16.7	8.3	13	69.2	23.1	7.7
Employment Resources	11	63.6	27.3	9.1	11	72.7	18.2	9.1
Journey Mental Health Center	177	76.3	14.1	9.6	174	70.7	19.5	9.8
Crisis Intervention	22	68.2	22.7	9.1	22	59.1	27.3	13.6
Forward Solutions	9	55.6	33.3	11.1	9	55.6	22.2	22.2
Gateway	12	83.3	8.3	8.3	11	63.6	27.3	9.1
Outpatient Services	63	71.4	14.3	14.3	62	69.4	19.4	11.3
Prescriber Services	35	80.0	14.3	5.7	35	74.3	20.0	5.7
Yahara House	14	85.7	0.0	14.3	14	64.3	21.4	14.3
State of WI - PACT	13	100.0	0.0	0.0	13	76.9	23.1	0.0
Tellurian U.C.A.N., Inc.	16	81.3	18.8	0.0	14	78.6	21.4	0.0

Agency	Dane County System			
	Q39. Services are designed to help people achieve their most important and meaningful goals.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
Overall	250	74.4	16.0	9.6
Chrysalis	13	69.2	15.4	15.4
Employment Resources	11	81.8	9.1	9.1
Journey Mental Health Center	174	74.1	14.4	11.5
Crisis Intervention	19	68.4	15.8	15.8
Forward Solutions	10	60.0	30.0	10.0
Gateway	12	75.0	8.3	16.7
Outpatient Services	63	68.3	17.5	14.3
Prescriber Services	34	79.4	14.7	5.9
Yahara House	15	86.7	0.0	13.3
State of WI - PACT	13	84.6	15.4	0.0
Tellurian U.C.A.N., Inc.	15	73.3	26.7	0.0

Agency	Dane County System					
	Q40. How well does the publicly-funded Dane County service system integrate (or coordinate) the delivery of mental health and substance use (alcohol and other drug) treatment?					
	N	Very Integrated	Somewhat Integrated	Neutral	Poorly Integrated	Very Poorly Integrated
Overall	248	45.6	19.8	27.4	3.2	4.0
Chrysalis	13	61.5	7.7	15.4	7.7	7.7
Employment Resources	11	18.2	36.4	45.5	0.0	0.0
Journey Mental Health Center	171	48.5	20.5	24.6	2.3	4.1
Crisis Intervention	22	50.0	13.6	36.4	0.0	0.0
Forward Solutions	10	30.0	10.0	60.0	0.0	0.0
Gateway	11	36.4	18.2	36.4	0.0	9.1
Outpatient Services	60	50.0	18.3	20.0	6.7	5.0
Prescriber Services	32	50.0	25.0	18.8	0.0	6.3
Yahara House	14	42.9	14.3	35.7	0.0	7.1
State of WI - PACT	15	53.3	6.7	33.3	6.7	0.0
Tellurian U.C.A.N., Inc.	16	37.5	6.3	37.5	12.5	6.3

Appendix A: Survey Instrument



Consumer Survey

We need your help! Dane County Department of Human Services funds a number of agencies throughout Dane County. In order to insure that services are meeting the needs of our community, we want to know what you think about the services you received in the past six months from «**Provider_Name_for_Survey**» - «**Program_Name_for_Survey**». Your answers will be kept completely confidential. How you answer the questions will not impact your services in any way. Please return your completed survey in the enclosed, postage-paid envelope no later than **October 20, 2017**. Please accept our apologies if this survey was sent to you in error and you did not receive services.

Directions: Please indicate your agreement/disagreement with each statement by circling the number which best represents your opinion.

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
1. I like the services that I received here.....	1	2	3	4	5	0
2. If I had other choices, I would still get services from this agency.....	1	2	3	4	5	0
3. I would recommend this agency to a friend or family member.....	1	2	3	4	5	0
4. The location of the services was convenient (parking, public transportation, distance, etc.).....	1	2	3	4	5	0
5. Staff were willing to see me as often as I felt it was necessary.....	1	2	3	4	5	0
6. Staff returned my call in 24 hours.....	1	2	3	4	5	0
7. Services were available at times that were good for me.	1	2	3	4	5	0
8. I was able to get all the services I thought I needed.....	1	2	3	4	5	0
9. I was able to see a psychiatrist when I wanted to.....	1	2	3	4	5	0
10. Staff here believe I can grow, change, and recover.....	1	2	3	4	5	0
11. I felt comfortable asking questions about my treatment and medication.....	1	2	3	4	5	0
12. I felt free to complain.....	1	2	3	4	5	0

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
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13.	I was given information about my rights.....	1	2	3	4	5	0
14.	Staff encouraged me to take responsibility for how I live my life.....	1	2	3	4	5	0
15.	Staff told me what side effects to watch for.....	1	2	3	4	5	0
16.	Staff respected my wishes about who was and was not to be given information about my treatment.....	1	2	3	4	5	0
17.	I, not staff, decided my treatment goals.....	1	2	3	4	5	0
18.	Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	1	2	3	4	5	0
19.	Staff helped me obtain the information I needed so that I could take charge of managing my illness.....	1	2	3	4	5	0
20.	I was encouraged to use consumer-run programs (support groups, drop-in centers, etc.).....	1	2	3	4	5	0

As a direct result of services I received:

21.	I deal more effectively with daily problems.....	1	2	3	4	5	0
22.	I am better able to control my life.....	1	2	3	4	5	0
23.	I am better able to deal with crisis.....	1	2	3	4	5	0
24.	I am getting along better with my family.....	1	2	3	4	5	0
25.	I do better in social situations.....	1	2	3	4	5	0
26.	I do better in school and/or work.....	1	2	3	4	5	0
27.	My housing situation has improved.....	1	2	3	4	5	0
28.	My symptoms are not bothering me as much.....	1	2	3	4	5	0
29.	I do things that are more meaningful to me.....	1	2	3	4	5	0
30.	I am better able to take care of my needs.....	1	2	3	4	5	0
31.	I am better able to handle things when they go wrong....	1	2	3	4	5	0
32.	I am better able to do things that I want to do.....	1	2	3	4	5	0

Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
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For questions 33-36, please answer for relationships with persons other than your mental health provider(s).

As a direct result of the services I received:

33. I am happy with the friendships I have.....	1	2	3	4	5	0
34. I have people with whom I can do enjoyable things.....	1	2	3	4	5	0
35. I feel I belong in my community.....	1	2	3	4	5	0
36. In a crisis, I would have the support I need from family or friends.....	1	2	3	4	5	0

Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
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For questions 37-40, please think about the publicly-funded mental health system in Dane County.

37. Services are designed to welcome, engage, and provide integrated (or coordinated) services to individuals and families with complex issues (mental health, trauma, substance use, housing, etc.).....	1	2	3	4	5	0
38. Services are person-driven.....	1	2	3	4	5	0
39. Services are designed to help people achieve their most important and meaningful goals.....	1	2	3	4	5	0

40. How well does the publicly-funded Dane County service system integrate (or coordinate) the delivery of mental health and substance use (alcohol and other drug) treatment?

- _____ a. Very integrated.
- _____ b. Somewhat integrated.
- _____ c. Neutral.
- _____ d. Poorly integrated.
- _____ e. Very poorly integrated.

Please turn page over 

Please use this space for any additional comments you would like to make regarding the services you received.

Be sure to include the sheet with your address if you would like to receive a \$5.00 gift card for returning a completed survey.

Thank you for taking the time to complete this survey! Please return it in the enclosed envelope to:

Dane County Department of Human Services
1202 Northport DR/4th FL
Madison, WI 53791-7566

Survey No. «Survey_Number»

This survey number is used by one person doing the data entry so that if there is a possible keying error or something that doesn't look right when the data is being analyzed, the survey can be quickly found and compared to how the data was entered.