



# Client Perception of Care Dane County Mental Health System

January 1, 2016 – August 31, 2016



January 2017

# Introduction

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## 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.

Translation

The survey was made available in Hmong and Spanish. Unfortunately, resources did not permit the translation of the survey into Khmer. This resulted in clients in the Cambodian Temple Program operated by Journey Mental Health Center receiving English versions of the survey.

### 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, 2016 and August 12, 2016. This was generated on August 18, 2016 as an Excel spreadsheet.

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 22, 2016 to agencies asking them to update the addresses for their clients. Lists were returned from all agencies/programs by September 9, 2016. 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 5,817 rows of services representing 3,036 unduplicated persons, 22 rows representing eleven (11) 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 252 rows of services representing 218 clients being cut.

One of the reasons that clients were cut, was the lack of Dane County residency. It is worth noting that all of the 33 clients who were not Dane County residents were served by Journey Mental Health Center. Of those, 31 had Janesville, WI addresses and were served in the Cambodian Temple Program; two (2) received crisis intervention services – one with a Milwaukee address and another from the state of Virginia.

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

Criteria	Number	Percent
Survey would result in more than 2 surveys being sent to the same client	84	33.3
Duplicate service	22	8.7
No address available	30	11.9
Not Dane County resident	33	13.1
Survey would be for similar program	82	32.5
Other	1	0.4
Total	252	99.9 <sup>1</sup>

The 1,800 names associated with the lowest scores that met the criteria were then identified to be a part of the survey.

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 1,800 survey forms were mailed between September 21, 2016 and October 3, 2016.

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.

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<sup>1</sup> Does not equal 100% due to rounding.

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 425 survey forms returned with bad addresses, 337 (79%) were from persons served by Journey. This is nearly quadruple the number of forms (88) returned with bad addresses for clients of Journey in 2015. 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.	29	4	25
Community Partnerships, Inc.	21	5	16
DCDHS	7	0	7
Dodge County Clearview Long Term Care and Rehabilitation	1	0	1
Employment Resources, Inc.	51	13	38
Goodwill Industries of South Central WI, Inc.	11	0	11
Johnson Adult Family Home	1	0	1
Journey Mental Health Center, Inc.	1,385	337	1,048
Lutheran Social Services of WI & Upper Michigan, Inc.	7	3	4
Mendota Mental Health Institute (Inpatient)	1	1	0
Meriter Hospital, Inc.	0	0	0
Opportunities, Inc.	1	0	1
Porchlight, Inc.	2	0	2
SOAR Case Management Services, Inc.	66	11	55
SSM Health Care of Wisconsin, Inc. (St Mary's Hospital)	2	2	0
State of Wisconsin – PACT Program	46	1	45
Tellurian U.C.A.N., Inc.	109	29	80
Trempeleau County Health Care	0	0	0



Agency	Survey Forms Mailed	Survey Envelopes Returned with Bad Addresses and Not Re-mailed	Surveys to Clients
University Health Care, Inc.	2	0	2
University Health Resources, Inc.	2	1	1
Winnebago Mental Health Center	27	14	13
Women in Transition, Inc.	6	0	6
YWCA of Madison, Inc.	23	4	19
Total	1,800	425	1,375

As seen in Table 3, the overall response rate was 19%, however, there was considerable variation across agencies.

A response rate of 20% is considered acceptable for a one-time mail survey.

**Table 3: Response Rate by Agency**

Agency	Surveys to Clients	Surveys Returned	Surveys Excluded	Useable Surveys	Response Rate (Percent)
Chrysalis, Inc.	25	4	0	4	16.0
Community Partnerships	16	2	0	2	12.5
DCDHS	7	1	0	1	14.3
Dodge County – Clearview	1	1	0	1	100.0
Employment Resources	38	9	0	9	23.7
Goodwill Industries	11	3	0	3	27.3
Johnson Adult Family Home	1	1	0	1	100.0
Journey Mental Health Ctr.	1,048	193	1	192	18.3
Lutheran Social Services	4	1	0	1	25.0
Mendota MHI	0	0	0	0	0.0
Meriter Hospital, Inc.	0	0	0	0	0.0
Opportunities, Inc.	1	1	0	1	100.0
Porchlight	2	0	0	0	0.0
SSM Health Care	0	0	0	0	0.0
SOAR Case Management	55	16	1	15	27.3
State of WI - PACT	45	8	0	8	17.8
Tellurian U.C.A.N., Inc.	80	18	0	18	22.5
Trempeleau County	0	0	0	0	0.0
University Health Care	2	0	0	0	0.0
University Health Resource.	1	0	0	0	0.0
Winnebago MHI	13	3	0	3	23.1
Women in Transition	6	0	0	0	0.0
YWCA of Madison	19	4	0	4	21.1
Total	1,375	265	2	263	19.1

#### **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
- Results by Provider

Briefly, the findings include:

- a. Overall, 80% 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 (81%) and access to services (71%). Smaller percentages of respondents reported positively on their participation in treatment (69%); and as a direct result of services, improved outcomes (64%), social connectedness (64%), and functioning (61%).
- c. 2016 saw slight increases over 2015 in the percent of respondents reporting positively regarding quality and appropriateness of services, outcomes, and social connectedness as a result of services. While these are headed in the desired direction, the increases are not statistically significant.

- d. While Dane County respondents reported more positively in a number of domains than did their Statewide counterparts based on surveys administered in FY 2015 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 2015 on **every** domain.
- e. As a direct result of the services received, respondents agreed/strongly agreed that they were better able to take care of their needs (70%), deal more effectively with daily problems (70%), and were better able to deal with crisis (66%). Slightly over half, agreed/strongly agreed that they were doing better in school and/or work (51%), and that their symptoms were not bothering them as much (54%).
- f. Respondents who were Persons of Color were significantly more positive than their White counterparts regarding access to services and improved social connectedness as a direct result of services received.
- g. Compared with Whites, Persons of Color were more likely to agree/strongly agree that the location of services was convenient, staff were willing to see them as often as they felt it was necessary, they were able to get all of the services they thought they needed, and they were able to see a psychiatrist when they wanted.
- h. Persons of Color who responded to the survey, were significantly more likely than Whites to disagree/strongly disagree that they felt comfortable asking questions about their treatment and that they, not staff, decided their treatment goals.
- i. There were significant differences noted on individual items based on generation:
  - Generation X (born 1965-1980) were more likely than other generations to indicate that as a direct result of the services they received, they were better able to deal with crisis; and they were better able to handle things when they go wrong.
  - Millennials (born 1981-1997) were the least likely to be happy with the friendships they have.
  - The Silent Generation (born 1929-1945) were more likely to agree/strongly agree that they would recommend this agency to a friend or family member.

## **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, 2016 through August 31, 2016, 3,036 unduplicated clients received 5,817 services through the publicly funded Dane County mental health system. A total of 1,800 surveys were mailed out to 1,488 unduplicated persons; 233<sup>2</sup> unduplicated individuals returned one or more surveys.

Survey respondents were representative of the population served in terms of race<sup>3</sup> but not in terms of gender or age.

Survey respondents were more likely to be female (60.1%) than the clients served (50.5%).<sup>4</sup>

There were significant differences in terms of the age of clients served and respondents at the time of the survey.<sup>5</sup> Survey respondents were generally older, averaging 51.6 years of age compared with 46.6 years old on average for clients served.

**Table 4:** Demographics of Survey Respondents Compared with Clients Served January 1, 2016 through August 31, 2016 and with Surveys Mailed (All Unduplicated)

Characteristic	Clients Served		Surveys Mailed		Respondents	
	No.	Percent	No.	Percent	No.	Percent
<b>Gender</b>						
Female	1,533	50.5	743	49.9	140	60.1
Male	1,503	49.5	745	50.1	93	39.9
Total	3,036	100.0	1,488	100.0	233	100.0
<b>Race/Ethnicity</b>						
Asian	299	9.8	119	8.0	19	8.2
Afr. Amer/Black	551	18.1	265	17.8	29	12.4
Hispanic/Latinx	149	4.9	82	5.5	12	5.2
Multi	86	2.8	52	3.5	4	1.7
Native American	23	0.8	10	0.7	0	0.0
Pacific Islander	2	0.1	0	0.0	0	0.0
White	1,922	63.3	958	64.4	169	72.5
Unknown	4	0.1	2	0.1	0	0.0
Total	3,036	99.9 <sup>6</sup>	1,488	100.0	233	100.0
<b>Age at Survey</b>						
17 & Under	11	0.4	6	0.4	0	0.0
18 & 19	44	1.4	20	1.3	0	0.0
20-24	215	7.1	102	6.9	6	2.6
25-29	295	9.7	144	9.7	13	5.6
30-34	287	9.5	139	9.3	21	9.0
35-39	291	9.6	137	9.2	13	5.6
40-44	251	8.3	127	8.5	26	11.2

<sup>2</sup> 1 additional survey may or may not have been a duplicate client responding.

<sup>3</sup>  $\chi^2 = 10.23509$ ,  $df = 5$ ,  $p < .05$ .

<sup>4</sup>  $\chi^2 = 7.967846$ ,  $df = 1$ ,  $p < .05$ .

<sup>5</sup>  $\chi^2 = 39.18341$ ,  $df = 18$ ,  $p < .05$ .

<sup>6</sup> Will not equal 100% due to rounding.

**Table 4:** Demographics of Survey Respondents Compared with Clients Served January 1, 2015 through June 30, 2015 and with Surveys Mailed

Characteristic	Clients Served		Surveys Mailed		Respondents	
	No.	Percent	No.	Percent	No.	Percent
45-49	300	9.9	146	9.8	17	7.3
50-54	331	10.9	172	11.6	29	12.4
55-59	361	11.9	179	12.0	35	15.0
60-64	293	9.7	143	9.6	32	13.7
65-69	191	6.3	94	6.3	26	11.2
70-74	84	2.8	41	2.8	7	3.0
75-79	40	1.3	19	1.3	5	2.1
80-84	22	0.7	10	0.7	3	1.3
85-89	10	0.3	4	0.3	0	0.0
90-94	6	0.2	3	0.2	0	0.0
95-99	2	0.1	1	0.1	0	0.0
100+	2	0.1	1	0.1	0	0.0
Total	3,036	100.2 <sup>7</sup>	1,488	100.1 <sup>8</sup>	233	100.0

<sup>7</sup> Does not equal 100% due to rounding.

<sup>8</sup> Does not equal 100% due to rounding.

# 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.

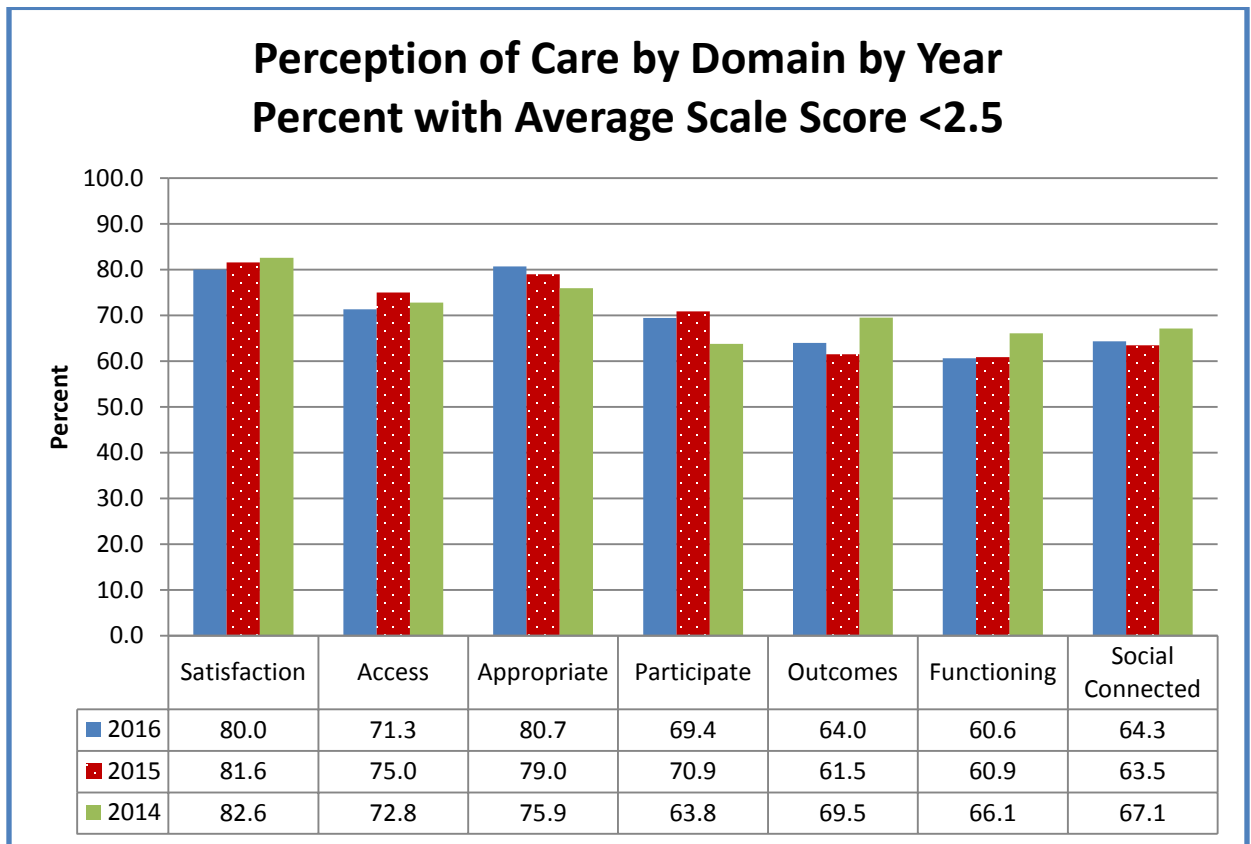
As seen in Graph 1, 80% of survey respondents reported positively regarding their general satisfaction with services. This is slightly lower than, but still comparable to, the results for 2014 and 2015.

The domain with the lowest scores in the past two years continues to be improved functioning, where 60.6% of 2016 respondents reported improvement. This continues a slight decline seen each of the prior two years.

2016 saw slight increases in the percent of respondents reporting positively regarding quality and appropriateness of services, outcomes, and social connectedness over 2015. While these are headed in the right direction, the differences between 2015 and 2016 are not statistically significant.

There were also no significant differences between 2016 and 2014 domain scores.

**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)



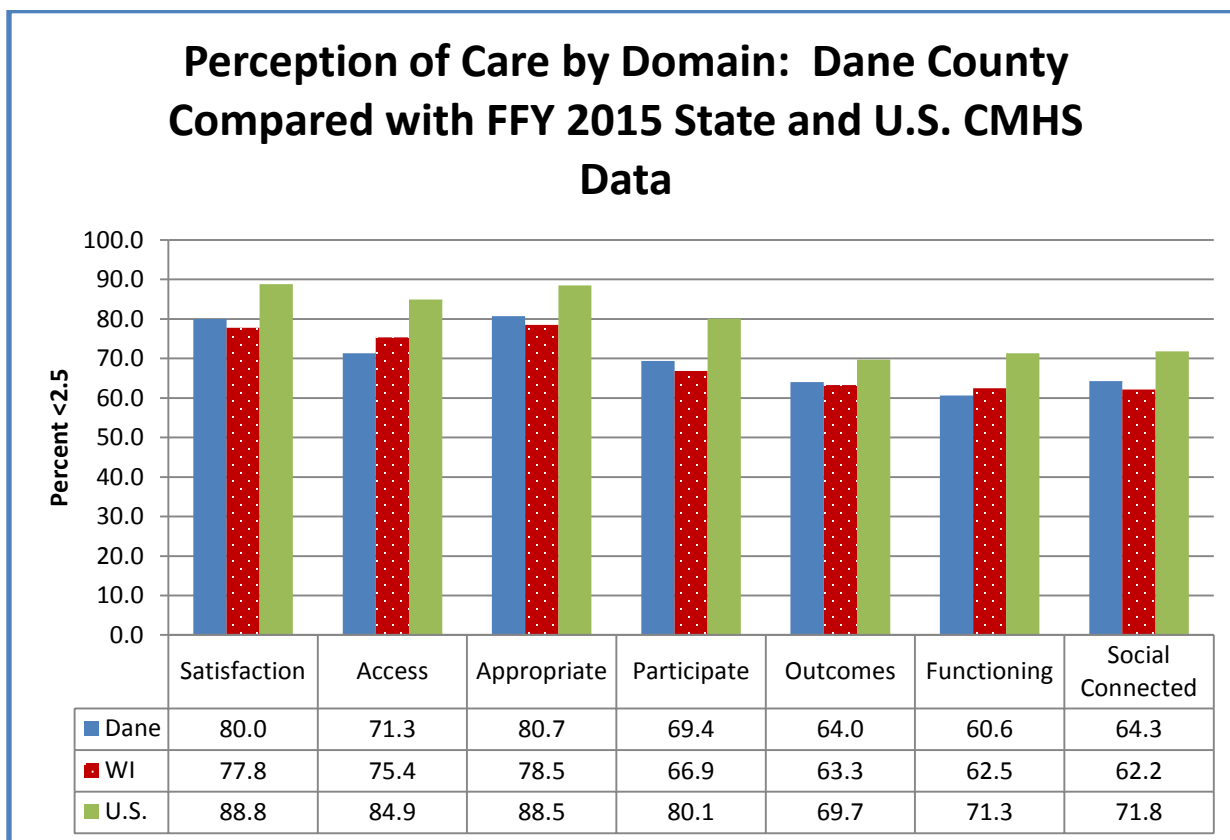
Graph 2 provides a comparison of each domain with the surveys administered in 2015 by the State of Wisconsin and the data compiled by the Center for Mental Health Services (CMS) Uniform Reporting System (URS) for all States that administered the MHSIP. The 2015 data at this time is the most recent available. 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 satisfaction with services (80%) and participation in treatment (69%) compared with their FY 2015 Wisconsin counterparts (78% and 67%).

Respondents to the Dane County survey were less positive than their Wisconsin counterparts on the access and improved functioning 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 2015 on **every** domain.

**Graph 2:** Perception of Care by Domain for Dane County compared with Fiscal Year (FY) 2015 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, 2015 CMHS Uniform Reporting System (URS) Table for Wisconsin, web. 5 January 2017.

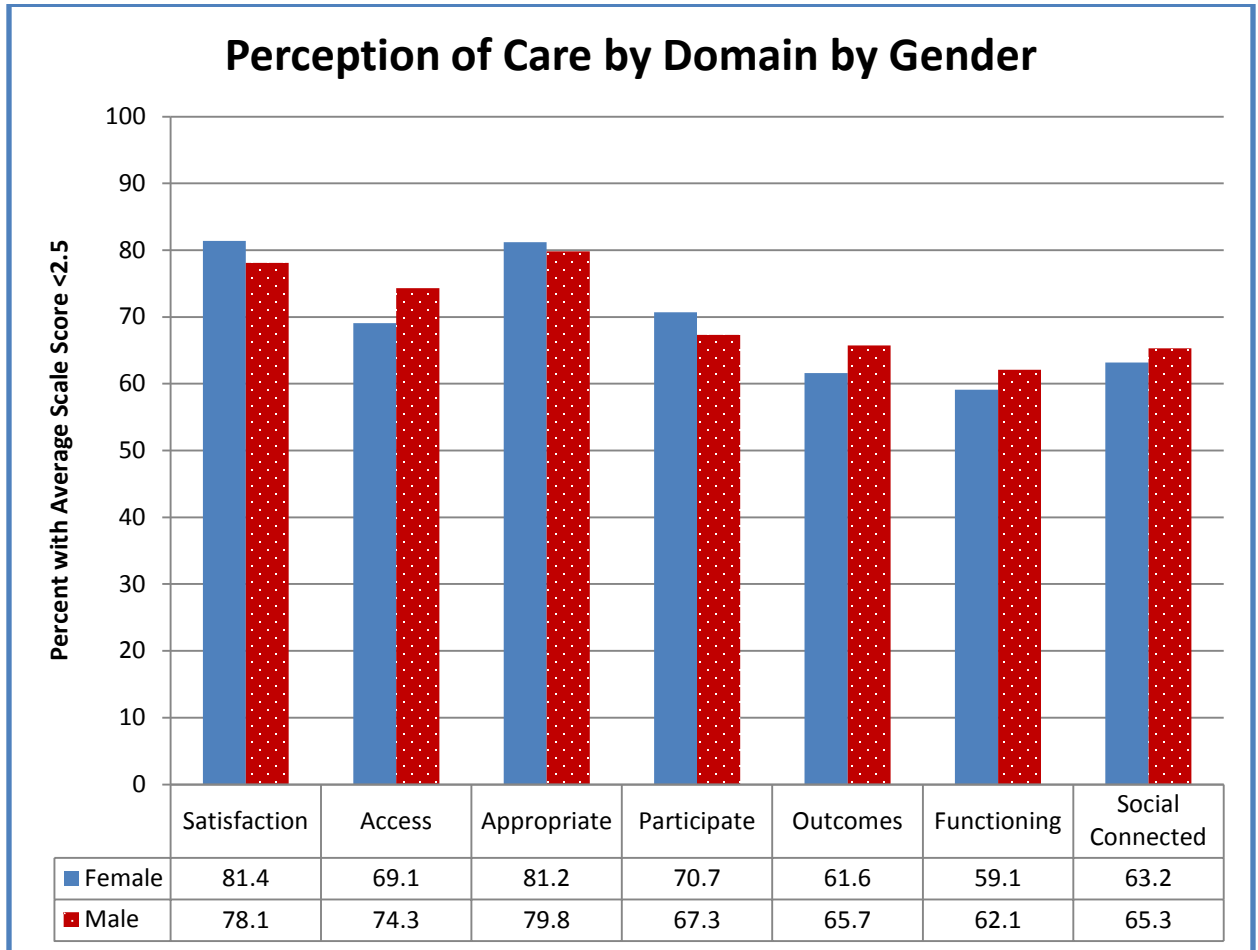
This represents the percentage of survey respondents agreeing or strongly agreeing with the items in the domain (% with a mean score less than 2.5)

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

Females were more likely than males to report positively regarding their general satisfaction with services, the quality and appropriateness of those services, and their participation in treatment. These differences are not statistically significant.

Male respondents were more likely than females to report positively regarding access to services along with improved outcomes, functioning, and social connectedness. These differences are not statistically significant.

**Graph 3:** Perception of Care by Domain by Gender



N – Female = 152; male = 106 but will vary by domain based on number of respondents to questions in each domain.

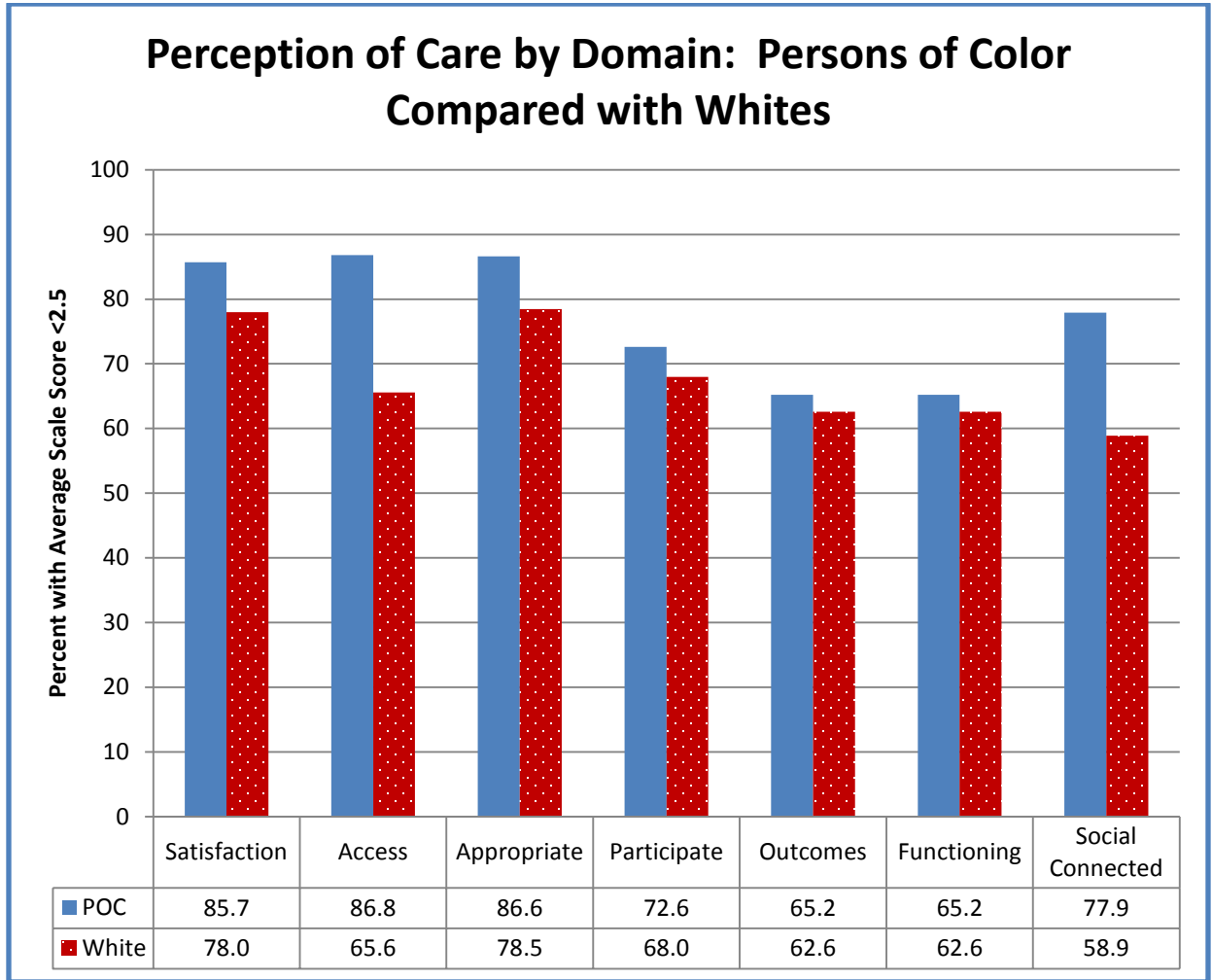
This represents the percentage of survey respondents agreeing or strongly agreeing with the items in the domain (% with a mean score less than 2.5)

A comparison of the perception of care between Persons of Color – based on race/ethnicity self-identification of African-American/Black, Asian, Hispanic/Latino, Native American, Pacific Islander – and persons who identified themselves as White was conducted. While Persons of Color reported more positively than Whites on every domain, there was no statistical difference between these two populations on any of the domains except access and social connectedness.

Respondents who were Persons of Color (87%) were significantly more positive than their White counterparts (66%) regarding access to services.<sup>9</sup>

Persons of Color (78%) reported more positively than Whites (59%) regarding improved social connectedness as a direct result of service received.<sup>10</sup>

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



N for Persons of Color = 70 and for Whites = 191 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)

<sup>9</sup>  $\chi^2 = 10.91687, df = 1, p < .05.$

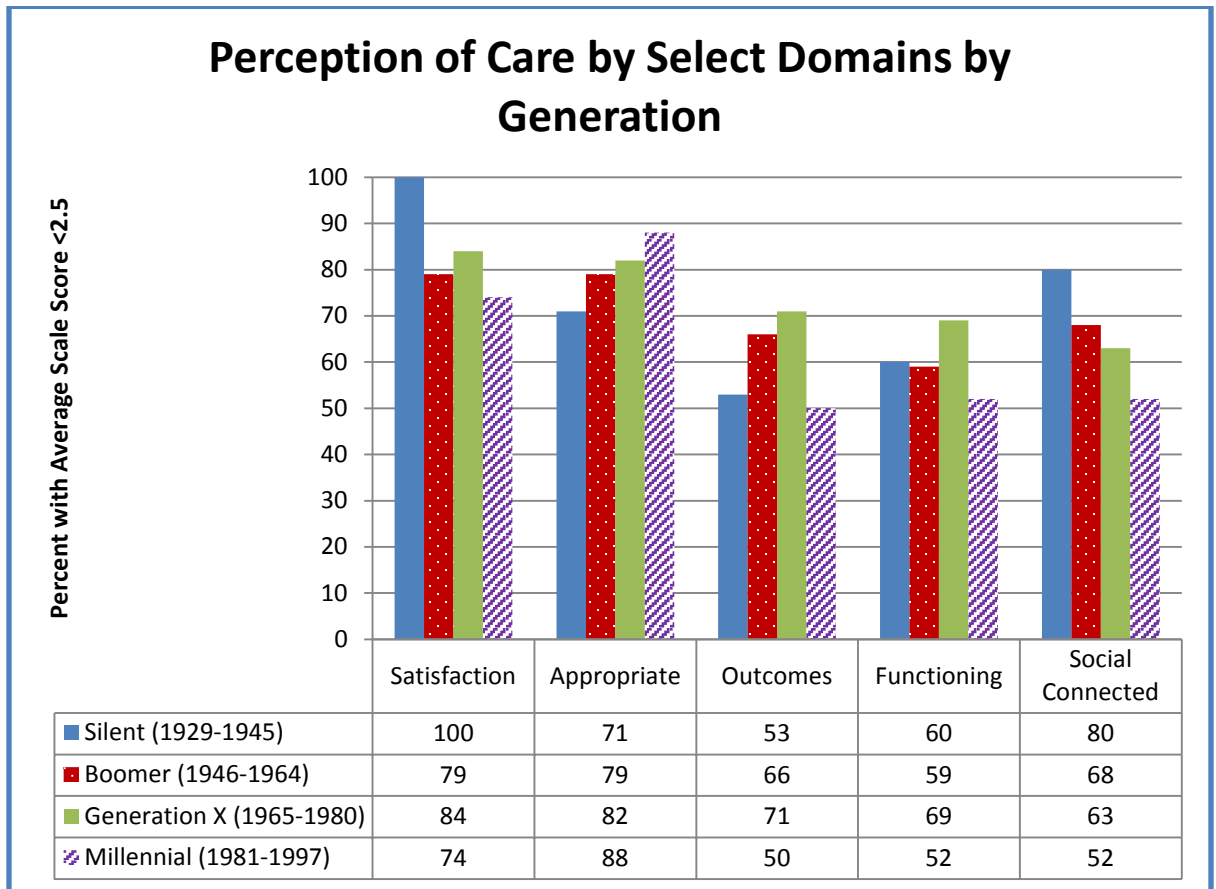
<sup>10</sup>  $\chi^2 = 7.812119, df = 1, p < .05.$

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

Respondents from the Silent Generation were more likely to be generally satisfied and to report improved social connectedness as a result of services than other generations. Millennials had the lowest domain scores for outcomes, improved functioning, and improved social connectedness as a result of services.

However, none of these differences across generations were statistically significant.

**Graph 5: Perception of Care by Select Domains by Generation<sup>11</sup>**



N – Silent = 15; Baby Boomer = 123; Generation X = 73; Millennial = 50 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)

<sup>11</sup> 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.

# 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, 84%, indicated they agreed or strongly agreed with the statement, "I like the services that I received here."

While nearly 80% 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			
	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	Resp. (N)
I like the services that I received here.	84.1	10.1	5.8	258
If I had other choices, I would still get services from this agency. <sup>12</sup>	79.1	11.5	9.5	253
I would recommend this agency to a friend or family member.	81.1	12.2	6.7	254

Sample of Consumer Comments:

*I have lived in many cities, so I've seen many therapists. Journey offers such highly-qualified therapists & helpful groups that I recommend it to everybody. It's the best experience with mental health help that I've had over a 15-year span.*

*I like the service that I receive from the Lutheran Social Services of Wisconsin and the Off the Square Club.*

*A f\*\*\*ing joke.*

*PACT overall does a great job and the people are great.*

*I've been a patient at Tellurian for 25+ years and have found them a great resource and have seen improvement in meds used to treat my mental health issues.*

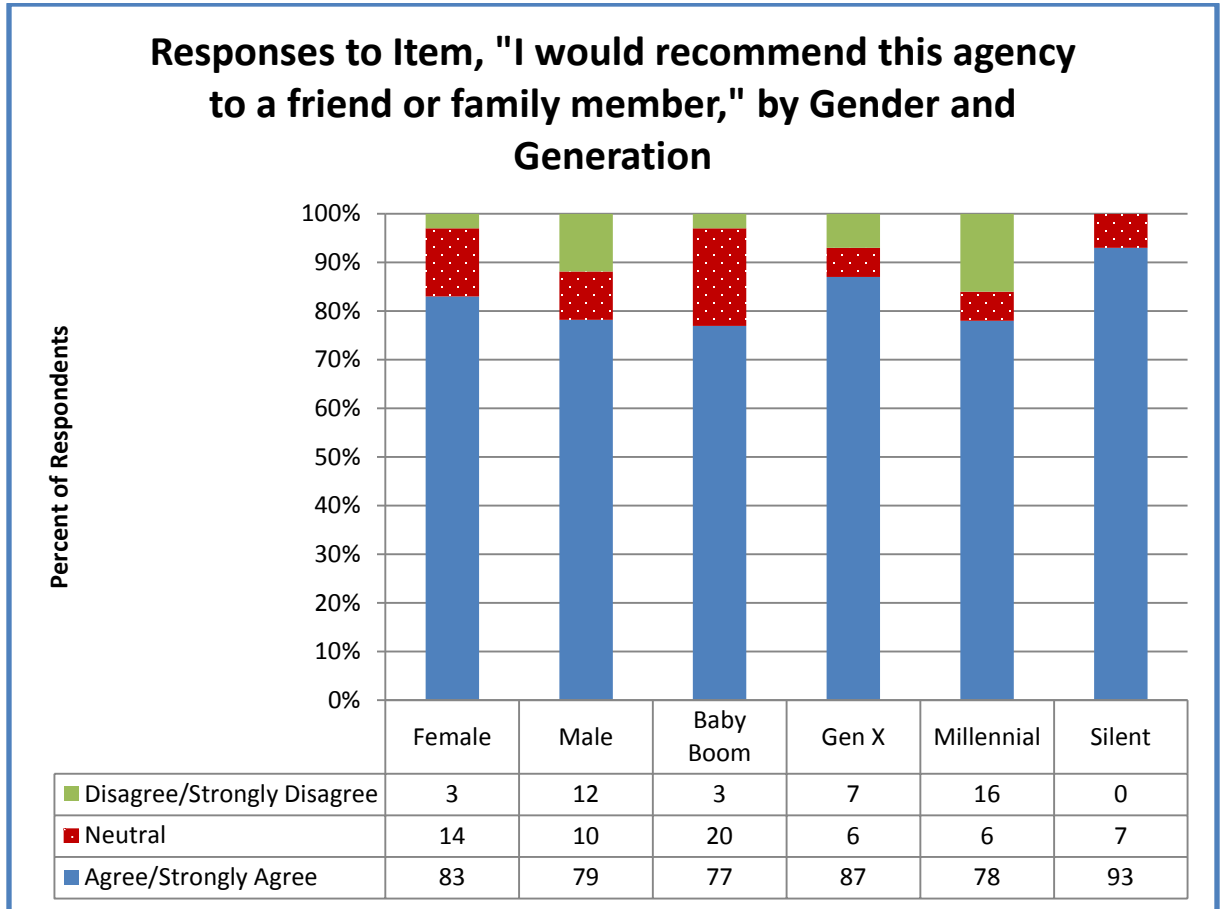
<sup>12</sup> Row total will not equal 100% due to rounding.

Significant differences were seen in responses to the item, "I would recommend this agency to a friend or family member," by gender and generation. These are illustrated in Graph 6.

Males (12%) were significantly more likely than females (3%) to disagree/strongly disagree that they would recommend the agency to a friend of family member.<sup>13</sup>

The Silent Generation (born 1929 – 1945) were significantly more likely to agree/strongly agree (93%) that they would recommend this agency to a friend or family member than other generations.<sup>14</sup> This contrasts to 78% of Millennials (born 1981-1997) who agreed/strongly agreed. Millennials also had 16% of respondents who disagreed/strongly disagreed.

**Graph 6:** Responses to Item, "I would recommend this agency to a friend or family member," by Gender and Generation



N – Female = 150, Male = 103, Baby Boomer = 118, Gen X = 71, Millennial = 50, Silent = 14.

<sup>13</sup>  $\chi^2 = 12.65449, df = 4, p < .05.$

<sup>14</sup>  $\chi^2 = 21.22687, df = 12, p < .05.$

# 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.”<sup>15</sup> The items in this domain look at the location of the services, staff responsiveness, and the availability of services.

The majority of respondents, 81%, indicated that services were available at times that were good for them.

The lowest rated item in this domain was being able to see a psychiatrist when the respondent wanted to; nearly 19% of respondents indicated they disagreed or strongly disagreed with the statement, “I was able to see a psychiatrist when I wanted to.”

<sup>15</sup> 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.)	70.6	13.9	15.5	252
Staff were willing to see me as often as I felt it was necessary.	77.3	9.0	13.7	256
Staff returned my calls in 24 hours.	74.5	16.0	9.5	243
Services were available at times that were good for me. <sup>16</sup>	80.5	10.5	8.9	257
I was able to get all the services I thought I needed.	77.0	12.1	10.9	256
I was able to see a psychiatrist when I wanted to.	69.0	12.5	18.5	232

Sample of Consumer Comments:

*I have not yet been to the new location but have heard good things about it.*

*The bus stop is really too far; it needs to be closer.*

*It is hard to get to services due to children. I only have a short window where my child is being taken care of by someone else. Childcare at Journey would be awesome!*

*Many of my issues are from poor physical health and physical disability, so I wish the building and people were more tuned in to handicapped accessibility.*

*As a bipolar patient, I need to see the doctor as soon as symptoms worsen - not 6-12 weeks later!*

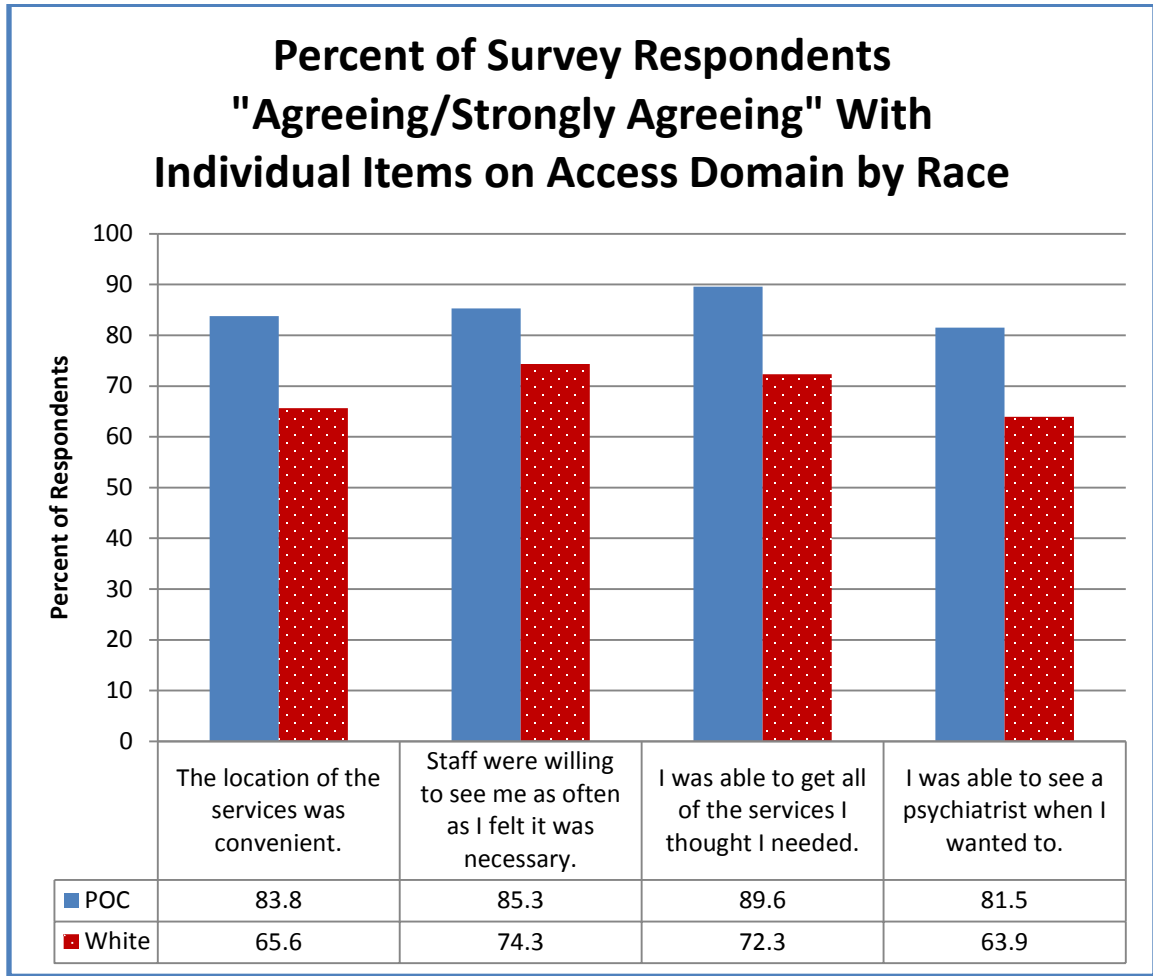
<sup>16</sup> Row percentage will not equal 100% due to rounding.

There were significant differences based on race for four of the six items that comprised the Access domain.

Persons of Color (84%) were more likely than Whites (66%) to agree/strongly agree that the location of services was convenient.<sup>17</sup>

Compared with Whites, Persons of Color were more likely to agree/strongly agree that staff were willing to see them as often as they felt it was necessary,<sup>18</sup> that they were able to get all of the services they thought they needed<sup>19</sup>, and they were able to see a psychiatrist when they wanted.<sup>20</sup>

**Graph 7:** Perception of Access on Key Items by Race



. N for Persons of Color = 70 and for Whites = 191 but will vary by item.

<sup>17</sup>  $\chi^2 = 21.92727, df = 4, p < .05.$

<sup>18</sup>  $\chi^2 = 10.18237, df = 4, p < .05.$

<sup>19</sup>  $\chi^2 = 11.04358, df = 4, p < .05.$

<sup>20</sup>  $\chi^2 = 14.92677, df = 4, p < .05.$



# 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, 82% agreed or strongly agreed with the statement while 4% disagreed/strongly disagreed and nearly 14% were neutral.

Respondents reported positively regarding being given information about their rights (86%) and having their wishes respected about information sharing (84%).

Respondents were less likely to report positively regarding being informed of medication side effects (68%). Persons of Color (84%) were significantly more likely than Whites (62%) to indicate they were told about side effects.<sup>21</sup>

**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.	81.8	14.1	4.0	248
I felt free to complain.	69.5	18.1	12.4	249
I was given information about my rights. <sup>22</sup>	85.5	9.2	5.2	249
Staff encouraged me to take responsibility for how I live my life.	79.1	15.4	5.5	254
Staff told me what side effects to watch for.	68.1	19.0	12.9	232
Staff respected my wishes about who was and was not to be given information about my treatment.	84.4	11.5	4.1	244
Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	79.2	14.4	6.4	236
Staff helped me obtain the information I needed so that I could take charge of managing my illness.	76.7	14.1	9.2	249
I was encouraged to use consumer-run programs (support groups, drop-in centers, etc.) <sup>23</sup>	68.5	21.2	10.4	241

### Sample of Consumer Comments

*Staff told me what side effects to watch for only because I asked.*

*I appreciate how Nancy at Bayside was so encouraging and took extra time to deal with my inner issues. I really worked through a lot at my last stay. Now I have skills to thrive! Thank you.*

<sup>21</sup>  $\chi^2 = 14.84812$ ,  $df = 4$ ,  $p < .05$ .

<sup>22</sup> Row percentage will not equal 100% due to rounding.

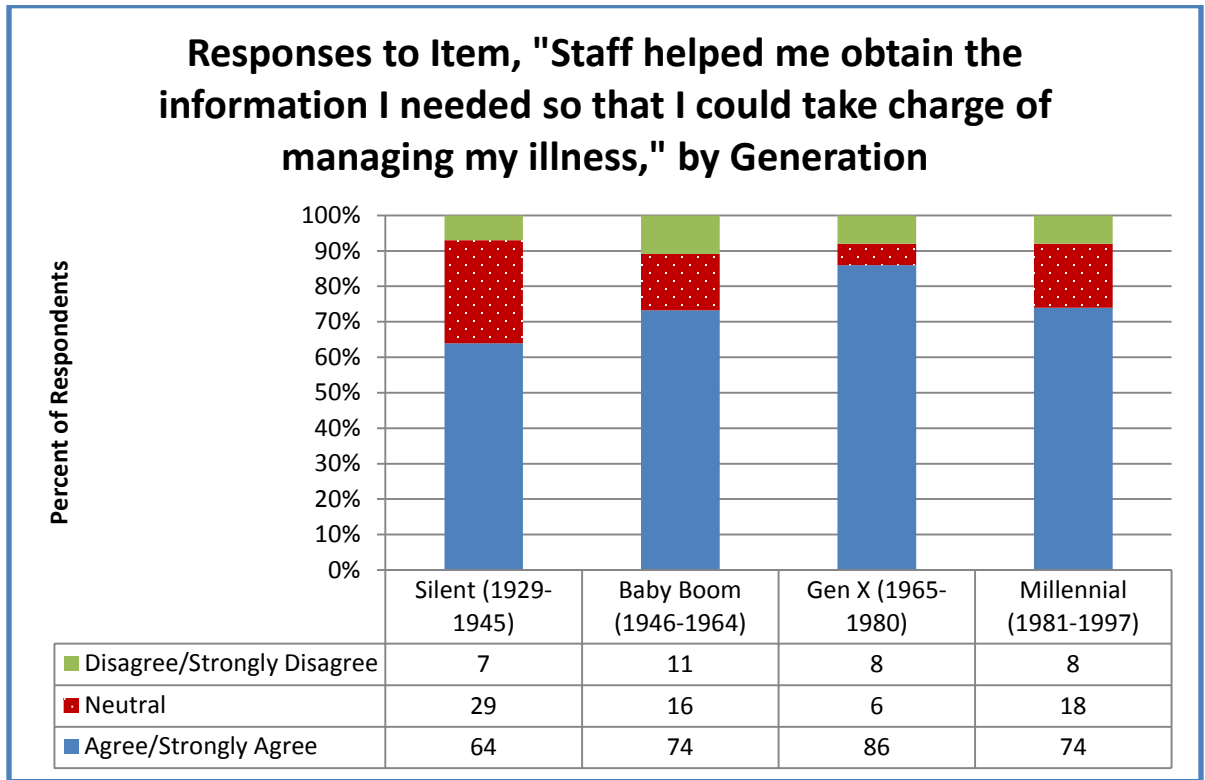
<sup>23</sup> Row percentage will not equal 100% due to rounding.

Differences were also noted across the Generations in terms of staff helping to obtain the information needed so the respondent could take charge of managing his/her illness.

Generation X respondents (born 1965-1980) were significantly more likely to agree/strongly agree (86%) that staff helped them obtain the information they needed so that they could take charge of managing their illness.<sup>24</sup> This contrasts to 64% of the Silent Generation (1929-1945) and 74% if the Baby Boom (1946-1964) and Millennial (1981-1997) generations.

Peer support is one of the 10 guiding principles of recovery described in SAMHSA's working definition of recovery. Yet, it was the second lowest rated item in this domain with 69% of respondents agreeing/strongly agreeing they were encouraged to use consumer-run programs.

**Graph 8:** Response to Item on Quality and Appropriateness Domain of "Staff helped me obtain the information I needed so that I could take charge of managing my illness," by Generation



N: Silent = 14; Baby Boom = 114; Gen X – 71; Millennial = 49.

<sup>24</sup>  $\chi^2 = 25.704, df = 12, p < .05.$

# 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.”<sup>25</sup> (p.3)

The Participation in Treatment Domain is constructed of two items.

Between 2015 (10%) and 2016 (5%), there was a significant decrease in the percent of survey respondents indicating they disagreed or strongly disagreed with the statement, “I feel comfortable asking questions about my treatment and medication.”<sup>26</sup>

Persons of Color (9%) were significantly more likely than Whites (3%) to disagree/strongly disagree that they felt comfortable asking questions.<sup>27</sup>

<sup>25</sup> SAMHSA. SAMHSA’s Working Definition of Recovery. DHHS Publication No. PEP12-RECDEF. Rockville, MD: Substance Abuse and Mental Health Services Administration, 2012.

<sup>26</sup>  $\chi^2 = 9.479135$ ,  $df = 4$ ,  $p < .05$ .

<sup>27</sup>  $\chi^2 = 14.56446$ ,  $df = 4$ ,  $p < .05$ .

**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. <sup>28</sup>	83.5	11.5	4.9	243
I, not staff, decided my treatment goals.	65.3	21.5	13.2	242

Sample of Consumer Comments:

*Greta is amazing! She helps me make plans & decisions to improve & maintain my recovery.*

*Substantially - bad providers & I was not able to add my perceptions of my treatment. Every time I called them, I was transferred from voice mail to voice mail with [in]adequate response to questions. Was denied access to accredited psychiatrist. No "person-centered planning." Medication changes were made without my consultation or reasons. Was continuously "condescended to."*

*Too much emphasis on medications.*

*I would like to thank you very much in helping with recovery and getting my life on track. I am able to do the things I need to do for myself!*

*I am very happy with the support that I receive from the professional people in my service programs.*

*I appreciate the services that I receive. My case manager helps me stay on top of things I may or may not need with suggestions and is always open to talk about any issues related that are important.*

<sup>28</sup> 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,” (89%) than did respondents who rated their general satisfaction less positively (27%) – a 62 point difference.<sup>29</sup>

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

- Staff were willing to see me as often as I thought it was necessary;<sup>30</sup>
- Staff return my calls in 24 hours;<sup>31</sup>
- Services were available at time that were good for me;<sup>32</sup>
- I, not staff, decided my treatment goals;<sup>33</sup>
- I was able to see a psychiatrist when I wanted to.<sup>34</sup>

<sup>29</sup>  $\chi^2 = 100.8247, df = 4, p < .05.$

<sup>30</sup>  $\chi^2 = 91.7905, df = 4, p < .05.$

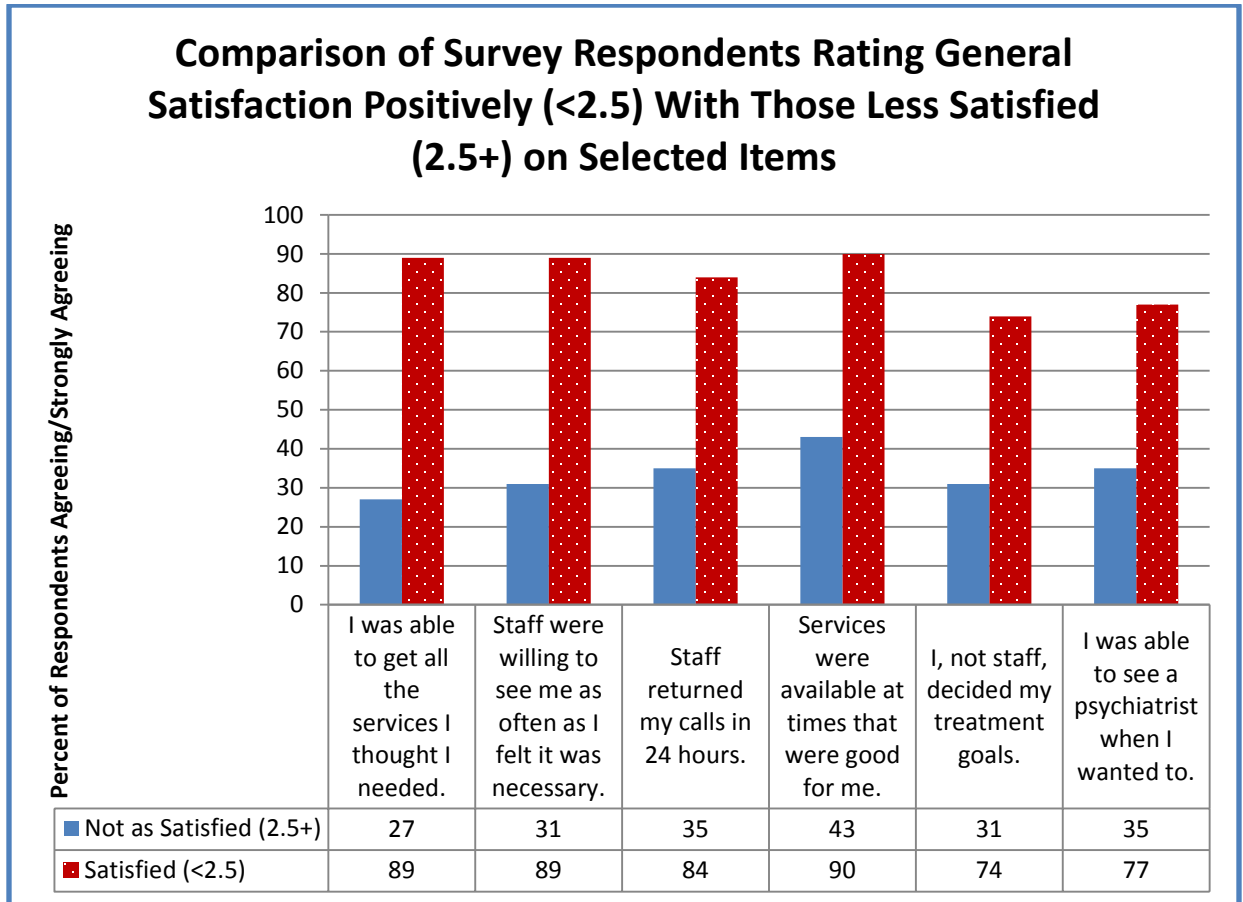
<sup>31</sup>  $\chi^2 = 55.26119, df = 4, p < .05.$

<sup>32</sup>  $\chi^2 = 68.03378, df = 4, p < .05$

<sup>33</sup>  $\chi^2 = 44.69294, df = 4, p < .05.$

<sup>34</sup>  $\chi^2 = 61.28266, df = 4, p < .05$

**Graph 9:** Comparison of General Satisfaction Domain Scores with Percent who Agree/Strongly Agree on Key Items



N: Satisfied = 211; Not as satisfied = 52. Will vary slightly by item.

# 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 54% of respondents agree/strongly agree that their symptoms are not bothering as much while nearly one out of every five (19%) disagreed/strongly disagreed.

Slightly over half (51%) 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 <sup>35</sup>			
	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.	69.8	24.3	5.9	255
I am better able to control my life.	66.5	24.6	8.8	260
I am better able to deal with crisis.	65.6	22.5	11.9	253
I am getting along better with my family.	64.3	23.8	11.9	244
I do better in social situations.	61.4	29.5	9.2	251
I do better in school and/or work.	51.3	36.4	12.3	187
My housing situation has improved.	62.2	25.3	12.4	225
My symptoms are not bothering me as much.	54.0	27.0	19.0	252

### Sample of Consumer Comments

*It is good Dane County has a program like this! I don't think I would have been able to get out of Mendota MHI without it! I have been out 2 years and doing well.*

*I have not really changed my mental problems. I have stayed on same mental wave length as before I've seen therapist. I feel uncontrolled in my life. I want more control in my life.*

*Just because I have not made as much progress as I wish I had at this point, that is NOT a reflection on Sara. I have been in and out of therapy for most of my adult life, was a ...for many years and Sara is one of the BEST two therapists I have ever had. She is amazing, and I am making slow progress thanks to her patience and persistence and skill.*

*It has taken a very long time and it is continuing for me to find employment. I have worked with more than one job coach. I am not working and I haven't been since 1999. I am constantly broke. I have been to several interviews with and without the job coach. I call employers several times.*

<sup>35</sup> Row totals may not equal 100% due to rounding.

No significant differences were seen on any of the items on the outcomes domain based on gender.

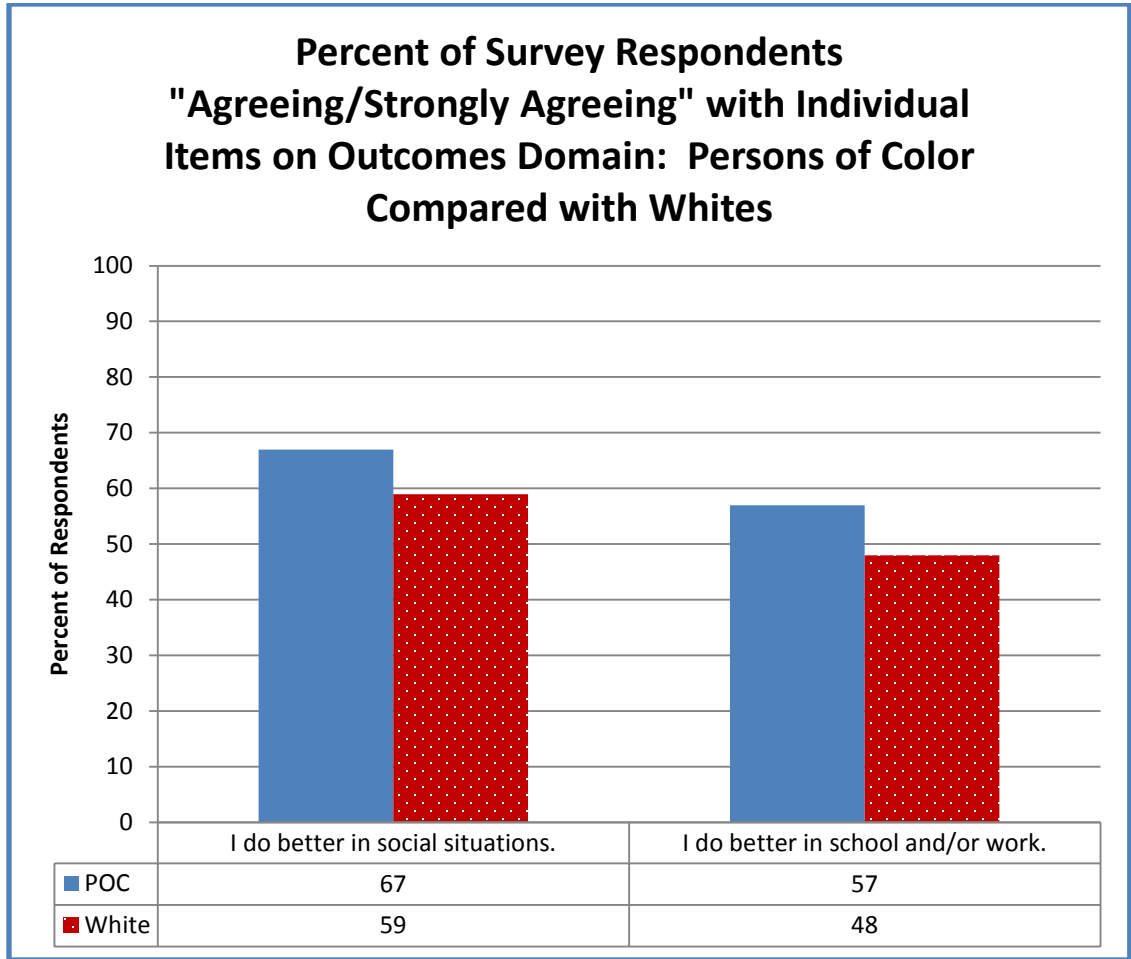
The only item where there was a difference based on generation was, "I am better able to deal with crisis." Generation X respondents (born 1965-1980) were more likely to indicate that they were better able to do so (75%) than the Silent (53%) or Millennial (54%) generations.<sup>36</sup>

Race was a factor in differences seen on three of the items. Persons of Color (12%) were more likely to disagree or strongly disagree with the statement, "I am better able to control my life" than Whites (8%).<sup>37</sup>

Persons of Color (67%) were more likely than Whites (59%) to agree or strongly agree that as a direct result of services, they do better in social situations.<sup>38</sup>

In terms of doing better in school and/or work, Persons of Color (57%) compared with Whites (48%) were more likely to agree or strongly agree.<sup>39</sup>

**Graph 10:** Percent of Survey Respondents "Agreeing or Strongly Agreeing" with Individual Items on Outcomes Domain: Persons of Color Compared with Whites



N for social situations: Persons of Color = 67, Whites = 183. N for school/work: Persons of Color = 56, Whites = 130.

<sup>36</sup>  $\chi^2 = 21.20914$ ,  $df = 12$ ,  $p < .05$ .

<sup>37</sup>  $\chi^2 = 13.86391$ ,  $df = 4$ ,  $p < .05$ .

<sup>38</sup>  $\chi^2 = 11.82758$ ,  $df = 4$ ,  $p < .05$ .

<sup>39</sup>  $\chi^2 = 9.67343$ ,  $df = 4$ ,  $p < .05$ .

# 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, 60.6% 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 (70%) than they did in being able to do the things they want to do (61%).

No significant differences were seen on any of the items on the functioning domain based on gender.

The only differences based on race and generation were seen on the ability to handle things when they go wrong. Approximately 20% of Persons of Color compared with 14% of Whites disagreed or strongly disagreed that they were better able to handle things when they go wrong.<sup>40</sup>

Respondents who were from the Millennial (52%) and the Silent generations (53%) were less likely to agree/strongly agree that they were better able to handle things when they go wrong than Gen X (69%).<sup>41</sup>

<sup>40</sup>  $\chi^2 = 9.544799$ ,  $df = 4$ ,  $p < .05$ .

<sup>41</sup>  $\chi^2 = 21.22081$ ,  $df = 4$ ,  $p < .05$ .

**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.	65.2	24.0	10.8	250
I am better able to take care of my needs.	70.4	21.7	7.9	253
I am better able to handle things when they go wrong.	62.1	22.3	15.6	256
I am better able to do things I want to do.	61.3	25.8	12.9	256

### Sample of Consumer Comments

*Yahara House has changed my life for the better. I am doing about the best I can, considering my health. If I could do more, Yahara House would be a place to look.*

*I am so tired. Just caring for myself takes up all of my energy. I desperately need friends - being visually (to others) impairs the process.*

*I feel my life is worth something since I have joined Journey.*

*I believe that I do not have a mental problem. I never had. I was just being myself.*

# 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 70% of respondents indicated they were happy with the friendships they have, that they have people with whom they could do enjoyable things, and in a crisis they would have needed support.

**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.	69.7	18.5	11.8	254
I have people with whom I can do enjoyable things.	68.8	21.3	9.9	253
I feel I belong in my community.	59.1	29.4	11.5	252
In a crisis, I would have the support I need from family or friends.	70.9	16.9	12.2	254

Sample of Consumer Comments

*Good support. Want to be more social.*

*I need more help with my family problems and more.*

*I wish I would have realized sooner to trust my family and roommate. Now I don't have them with me.*



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

In terms of generation, Millennials (born 1981-1997) were the least likely (51%) to agree/strongly agree that they were happy with the friendships they have compared with other generations – Silent (80%), Baby Boom (75%), and Gen X (71%).<sup>42</sup>

There were significant differences on every item in this domain when comparing Persons of Color with Whites. Persons of Color were more likely than Whites to agree or strongly agree that:

- They are happy with the friendships they have.<sup>43</sup>
- They have people with whom they can do enjoyable things.<sup>44</sup>
- They feel they belong in their community.<sup>45</sup>
- In a crisis, they would have the support they need from family or friends.<sup>46</sup>

<sup>42</sup>  $\chi^2 = 25.2784, df = 12, p < .05.$

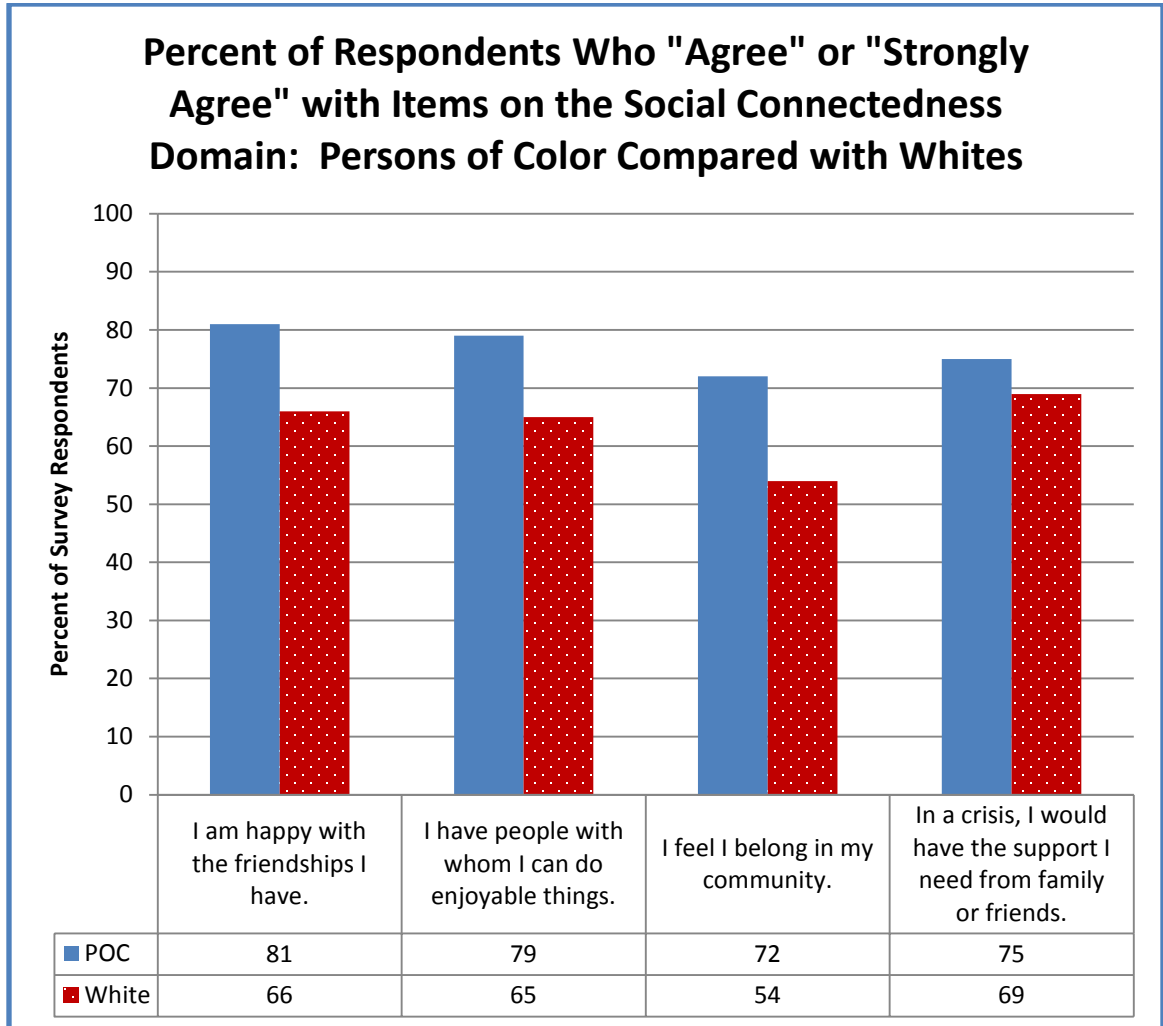
<sup>43</sup>  $\chi^2 = 12.19972, df = 4, p < .05.$

<sup>44</sup>  $\chi^2 = 16.52004, df = 4, p < .05.$

<sup>45</sup>  $\chi^2 = 21.5918, df = 4, p < .05.$

<sup>46</sup>  $\chi^2 = 14.26162, df = 4, p < .05.$

**Graph 11:** Percent of Respondents who “Agree” or “Strongly Agree” with Items on the Social Connectedness Domain: Persons of Color Compared with Whites



N for Persons of Color = 70 and for Whites = 191 but will vary by item.

# Results by Provider by Domain

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**Table 12:** 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
<b>Overall</b>	<b>80.0</b>	<b>71.3</b>	<b>80.7</b>	<b>69.4</b>	<b>64.0</b>	<b>60.6</b>	<b>64.3</b>
Journey Mental Health Center	82.3	70.6	80.4	70.2	64.3	60.9	66.0
Crisis Intervention	75.9	60.7	71.4	52.0	55.2	34.5	41.4
Crisis Stabilization	94.4	81.3	83.3	80.0	70.6	70.6	75.0
CSP & Gateway/Fordem	71.4	61.9	57.1	52.4	57.9	55.0	76.2
Kajsaib House	100.0	100.0	100.0	88.2	58.8	58.8	89.5
MOST	100.0	90.9	90.9	60.0	90.9	72.7	50.0
Outpatient Services	85.2	70.4	85.2	77.3	69.2	59.3	66.7
Prescriber Services	64.3	46.4	75.0	70.4	59.3	63.0	48.1
Yahara House	94.7	83.3	89.5	82.4	70.6	77.8	73.7
SOAR Case Management Ser.	66.7	53.3	64.3	53.8	61.5	57.1	69.2
Tellurian U.C.A.N., Inc.	72.2	72.2	88.9	76.5	55.6	66.7	64.7

# 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 13:** 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
<b>Overall</b>	258	<b>84.1</b>	<b>10.1</b>	<b>5.8</b>	253	<b>79.1</b>	<b>11.5</b>	<b>9.5</b>
Journey Mental Health Center	187	85.0	9.1	5.9	185	80.0	11.9	8.1
Crisis Intervention	28	67.9	17.9	14.3	28	67.9	14.3	17.9
Crisis Stabilization	16	87.5	6.3	6.3	16	93.8	6.3	0.0
CSP Gateway/Fordem	21	90.5	4.8	4.8	21	71.4	19.0	9.5
Kajsiab House	19	100.0	0.0	0.0	19	100.0	0.0	0.0
MOST	11	100.0	0.0	0.0	11	100.0	0.0	0.0
Outpatient Services	27	88.9	3.7	7.4	24	87.5	4.2	8.3
Prescriber Services	26	69.2	19.2	11.5	28	53.6	28.6	17.9
Yahara House	19	94.7	5.3	0.0	19	100.0	0.0	0.0
SOAR Case Management Ser.	15	80.0	6.7	13.3	15	66.7	20.0	13.3
Tellurian U.C.A.N., Inc.	18	77.8	16.7	5.6	16	68.8	18.8	12.5

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
<b>Overall</b>	254	<b>81.1</b>	<b>12.2</b>	<b>6.7</b>	252	<b>70.6</b>	<b>13.9</b>	<b>15.5</b>
Journey Mental Health Center	186	83.3	12.9	3.8	183	70.5	13.7	15.8
Crisis Intervention	28	75.0	10.7	14.3	25	48.0	24.0	28.0
Crisis Stabilization	15	93.3	6.7	0.0	16	81.3	12.5	6.3
CSP Gateway/Fordem	21	71.4	23.8	4.8	21	61.9	19.0	19.0
Kajsiab House	18	94.4	5.6	0.0	18	94.4	5.6	0.0
MOST	10	100.0	0.0	0.0	10	70.0	30.0	0.0
Outpatient Services	27	96.3	3.7	0.0	26	69.2	19.2	11.5
Prescriber Services	28	75.0	21.4	3.6	28	60.7	3.6	35.7
Yahara House	19	89.5	10.5	0.0	19	89.5	0.0	10.5
SOAR Case Management Ser.	14	64.3	14.3	21.4	15	60.0	13.3	26.7
Tellurian U.C.A.N., Inc.	18	77.8	11.1	11.1	18	72.2	5.6	22.2

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
<b>Overall</b>	256	<b>77.3</b>	<b>9.0</b>	<b>13.7</b>	243	<b>74.5</b>	<b>16.0</b>	<b>9.5</b>
Journey Mental Health Center	186	76.3	10.2	13.4	177	73.4	16.4	10.2
Crisis Intervention	26	61.5	11.5	26.9	26	65.4	19.2	15.4
Crisis Stabilization	16	81.3	6.3	12.5	16	81.3	18.8	0.0
CSP Gateway/Fordem	21	61.9	23.8	14.3	19	73.7	15.8	10.5
Kajsiab House	19	100.0	0.0	0.0	18	83.3	16.7	0.0
MOST	11	100.0	0.0	0.0	11	72.7	18.2	9.1
Outpatient Services	27	74.1	11.1	14.8	24	75.0	12.5	12.5
Prescriber Services	28	60.7	10.7	28.6	27	55.6	18.5	25.9
Yahara House	18	88.9	11.1	0.0	18	88.9	11.1	0.0
SOAR Case Management Ser.	14	64.3	14.3	21.4	15	53.3	33.3	13.3
Tellurian U.C.A.N., Inc.	18	88.9	0.0	11.1	18	88.9	11.1	0.0

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
<b>Overall</b>	257	<b>80.5</b>	<b>10.5</b>	<b>8.9</b>	256	<b>77.0</b>	<b>12.1</b>	<b>10.9</b>
Journey Mental Health Center	187	81.3	10.2	8.6	185	77.8	13.0	9.2
Crisis Intervention	28	67.9	21.4	10.7	27	63.0	18.5	18.5
Crisis Stabilization	16	75.0	12.5	12.5	16	93.8	0.0	6.3
CSP Gateway/Fordem	20	90.0	5.0	5.0	20	70.0	20.0	10.0
Kajsiab House	19	100.0	0.0	0.0	18	100.0	0.0	0.0
MOST	11	100.0	0.0	0.0	11	100.0	0.0	0.0
Outpatient Services	27	74.1	14.8	11.1	27	74.1	14.8	11.1
Prescriber Services	28	67.9	14.3	17.9	28	60.7	21.4	17.9
Yahara House	18	100.0	0.0	0.0	18	94.4	5.6	0.0
SOAR Case Management Ser.	15	66.7	6.7	26.7	15	60.0	13.3	26.7
Tellurian U.C.A.N., Inc.	18	88.9	11.1	0.0	18	83.3	11.1	5.6

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
<b>Overall</b>	232	<b>69.0</b>	<b>12.5</b>	<b>18.5</b>	248	<b>81.8</b>	<b>14.1</b>	<b>4.0</b>
Journey Mental Health Center	169	68.6	13.0	18.3	182	80.2	15.9	3.8
Crisis Intervention	25	52.0	20.0	28.0	26	73.1	19.2	7.7
Crisis Stabilization	13	76.9	7.7	15.4	16	75.0	25.0	0.0
CSP Gateway/Fordem	15	75.0	10.0	15.0	20	65.0	25.0	10.0
Kajsiab House	18	88.9	11.1	0.0	18	94.4	5.6	0.0
MOST	10	90.0	0.0	10.0	11	90.9	0.0	9.1
Outpatient Services	24	58.3	16.7	25.0	26	88.5	11.5	0.0
Prescriber Services	27	66.7	11.1	22.2	28	75.0	17.9	7.1
Yahara House	15	73.3	6.7	20.0	19	84.2	15.8	0.0
SOAR Case Management Ser.	13	53.8	23.1	23.1	12	75.0	16.7	8.3
Tellurian U.C.A.N., Inc.	17	76.5	5.9	17.6	18	100.0	0.0	0.0

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
<b>Overall</b>	249	<b>69.5</b>	<b>18.1</b>	<b>12.4</b>		249	<b>85.5</b>	<b>9.2</b>	<b>5.2</b>
Journey Mental Health Center	181	68.5	18.8	12.7		181	85.6	10.5	3.9
Crisis Intervention	25	52.0	24.0	24.0		26	73.1	19.2	7.7
Crisis Stabilization	15	86.7	6.7	6.7		17	88.2	11.8	0.0
CSP Gateway/Fordem	20	50.0	25.0	25.0		19	73.7	10.5	15.8
Kajsiab House	18	77.8	22.2	0.0		18	88.9	11.1	0.0
MOST	11	90.9	9.1	0.0		11	90.9	9.1	0.0
Outpatient Services	25	72.0	20.0	8.0		25	88.0	12.0	0.0
Prescriber Services	28	64.3	14.3	21.4		28	92.9	7.1	0.0
Yahara House	19	73.7	26.3	0.0		18	83.3	11.1	5.6
SOAR Case Management Ser.	14	50.0	28.6	21.4		13	76.9	7.7	15.4
Tellurian U.C.A.N., Inc.	18	94.4	5.6	0.0		17	88.2	5.9	5.9



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
<b>Overall</b>	254	<b>79.1</b>	<b>15.4</b>	<b>5.5</b>	232	<b>68.1</b>	<b>19.0</b>	<b>12.9</b>
Journey Mental Health Center	187	79.1	17.1	3.7	170	68.2	18.8	12.9
Crisis Intervention	29	72.4	24.1	3.5	27	55.6	33.3	11.1
Crisis Stabilization	17	76.5	17.6	5.9	14	64.3	28.6	7.1
CSP Gateway/Fordem	20	70.0	25.0	5.0	21	38.1	38.1	23.8
Kajsiab House	18	94.4	5.6	0.0	16	100.0	0.0	0.0
MOST	11	90.9	9.1	0.0	9	66.7	33.3	0.0
Outpatient Services	26	84.6	15.4	0.0	23	87.0	4.3	8.7
Prescriber Services	28	67.9	28.6	3.6	28	75.0	7.1	17.9
Yahara House	19	84.2	5.3	10.5	16	62.5	12.5	25.0
SOAR Case Management Ser.	13	61.5	15.4	23.1	13	69.2	15.4	15.4
Tellurian U.C.A.N., Inc.	18	100.0	0.0	0.0	18	61.1	27.8	11.1

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
<b>Overall</b>	244	<b>84.4</b>	<b>11.5</b>	<b>4.1</b>	236	<b>79.2</b>	<b>14.4</b>	<b>6.4</b>
Journey Mental Health Center	177	84.7	11.9	3.4	171	80.7	14.0	5.3
Crisis Intervention	25	76.0	16.0	8.0	25	72.0	24.0	4.0
Crisis Stabilization	16	87.5	12.5	0.0	17	82.4	17.6	0.0
CSP Gateway/Fordem	20	75.0	25.0	0.0	19	68.4	21.1	10.5
Kajsiab House	17	94.1	5.9	0.0	18	94.4	0.0	5.6
MOST	10	90.0	10.0	0.0	10	100.0	0.0	0.0
Outpatient Services	26	96.2	3.8	0.0	24	87.5	8.3	4.2
Prescriber Services	28	78.6	17.9	3.6	24	79.2	16.7	4.2
Yahara House	18	88.9	5.6	5.6	18	83.3	16.7	0.0
SOAR Case Management Ser.	15	66.7	20.0	13.3	13	69.2	15.4	15.4
Tellurian U.C.A.N., Inc.	18	94.4	5.6	0.0	18	83.3	16.7	0.0

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
<b>Overall</b>	249	<b>76.7</b>	<b>14.1</b>	<b>9.2</b>	241	<b>68.5</b>	<b>21.2</b>	<b>10.4</b>
Journey Mental Health Center	182	76.4	15.4	8.2	175	69.1	22.3	8.6
Crisis Intervention	27	59.3	25.9	14.8	25	56.0	36.0	8.0
Crisis Stabilization	17	82.4	17.6	0.0	15	80.0	20.0	0.0
CSP Gateway/Fordem	21	66.7	19.0	14.3	19	63.2	21.1	15.8
Kajsiab House	18	100.0	0.0	0.0	17	82.4	17.6	0.0
MOST	10	80.0	20.0	0.0	11	81.8	9.1	9.1
Outpatient Services	27	81.5	14.8	3.7	26	76.9	11.5	11.5
Prescriber Services	26	65.4	15.4	19.2	26	57.7	26.9	15.4
Yahara House	18	88.9	11.1	0.0	18	72.2	27.8	0.0
SOAR Case Management Ser.	15	73.3	13.3	13.3	13	46.2	23.1	30.8
Tellurian U.C.A.N., Inc.	17	94.1	0.0	5.9	17	76.5	17.6	5.9

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
<b>Overall</b>	243	<b>83.5</b>	<b>11.5</b>	<b>4.9</b>	242	<b>65.3</b>	<b>21.5</b>	<b>13.2</b>	
Journey Mental Health Center	177	83.6	12.4	4.0	178	68.0	21.3	10.7	
Crisis Intervention	27	74.1	14.8	11.1	25	52.0	24.0	24.0	
Crisis Stabilization	15	93.3	6.7	0.0	17	82.4	17.6	0.0	
CSP Gateway/Fordem	21	71.4	19.0	9.5	21	61.9	23.8	14.3	
Kajsiab House	17	100.0	0.0	0.0	17	82.4	17.6	0.0	
MOST	10	80.0	20.0	0.0	10	60.0	30.0	10.0	
Outpatient Services	24	87.5	12.5	0.0	25	80.0	16.0	4.0	
Prescriber Services	28	82.1	10.7	7.1	27	59.3	33.3	7.4	
Yahara House	17	82.4	17.6	0.0	18	77.8	5.6	16.7	
SOAR Case Management Ser.	14	64.3	14.3	21.4	14	42.9	28.6	28.6	
Tellurian U.C.A.N., Inc.	18	88.9	11.1	0.0	17	52.9	41.2	5.9	

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
<b>Overall</b>	255	<b>69.8</b>	<b>24.3</b>	<b>5.9</b>	255	<b>69.8</b>	<b>24.3</b>	<b>5.9</b>
Journey Mental Health Center	186	69.9	24.7	5.4	189	64.0	27.5	8.5
Crisis Intervention	28	50.0	35.7	14.3	29	48.3	41.4	10.3
Crisis Stabilization	17	88.2	11.8	0.0	17	58.8	35.3	5.9
CSP Gateway/Fordem	21	52.4	38.1	9.5	21	61.9	23.8	14.3
Kajsiab House	17	76.5	23.5	0.0	18	61.1	33.3	5.6
MOST	11	90.9	9.1	0.0	11	81.8	18.2	0.0
Outpatient Services	27	66.7	29.6	3.7	27	70.4	18.5	11.1
Prescriber Services	28	64.3	28.6	7.1	28	57.1	32.1	10.7
Yahara House	18	83.3	11.1	5.6	19	78.9	15.8	5.3
SOAR Case Management Ser.	14	71.4	14.3	14.3	15	60.0	20.0	20.0
Tellurian U.C.A.N., Inc.	18	72.2	27.8	0.0	18	72.2	27.8	0.0

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
<b>Overall</b>	253	<b>65.6</b>	<b>22.5</b>	<b>11.9</b>	244	<b>64.3</b>	<b>23.8</b>	<b>11.9</b>	
Journey Mental Health Center	183	68.9	20.2	10.9	180	66.7	24.4	8.9	
Crisis Intervention	29	62.1	24.1	13.8	27	48.1	40.7	11.1	
Crisis Stabilization	17	76.5	17.6	5.9	16	75.0	18.8	6.3	
CSP Gateway/Fordem	20	60.0	25.0	15.0	20	70.0	15.0	15.0	
Kajsiab House	18	61.1	27.8	11.1	19	73.7	26.3	0.0	
MOST	11	90.9	9.1	0.0	11	63.6	18.2	18.2	
Outpatient Services	26	69.2	19.2	11.5	26	73.1	26.9	0.0	
Prescriber Services	26	57.7	26.9	15.4	26	61.5	23.1	15.4	
Yahara House	17	82.4	11.8	5.9	17	70.6	23.5	5.9	
SOAR Case Management Ser.	14	57.1	14.3	28.6	13	61.5	15.4	23.1	
Tellurian U.C.A.N., Inc.	18	61.1	33.3	5.6	18	61.1	27.8	11.1	

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
<b>Overall</b>	251	<b>61.4</b>	<b>29.5</b>	<b>9.2</b>	187	<b>51.3</b>	<b>36.4</b>	<b>12.3</b>	
Journey Mental Health Center	182	63.2	28.0	8.8	136	52.9	36.8	10.3	
Crisis Intervention	28	53.6	35.7	10.7	19	26.3	63.2	10.5	
Crisis Stabilization	15	80.0	20.0	0.0	13	53.8	30.8	15.4	
CSP Gateway/Fordem	20	60.0	25.0	15.0	14	35.7	50.0	14.3	
Kajsiab House	19	78.9	21.1	0.0	13	53.8	23.1	23.1	
MOST	10	60.0	30.0	10.0	6	50.0	33.3	16.7	
Outpatient Services	27	59.3	33.3	7.4	22	68.2	27.3	4.5	
Prescriber Services	27	59.3	33.3	7.4	20	55.0	40.0	5.0	
Yahara House	17	58.8	23.5	17.6	15	66.7	33.3	0.0	
SOAR Case Management Ser.	13	53.8	30.8	15.4	9	44.4	33.3	22.2	
Tellurian U.C.A.N., Inc.	18	50.0	44.4	5.6	14	50.0	42.9	7.1	

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
<b>Overall</b>	225	<b>62.2</b>	<b>25.3</b>	<b>12.4</b>	252	<b>54.0</b>	<b>27.0</b>	<b>19.0</b>	
Journey Mental Health Center	160	61.9	28.8	9.4	183	54.6	29.5	15.8	
Crisis Intervention	25	44.0	28.0	28.0	28	39.3	39.3	21.4	
Crisis Stabilization	16	68.8	18.8	12.5	16	75.0	18.8	6.3	
CSP Gateway/Fordem	18	61.1	33.3	5.6	21	47.6	38.1	14.3	
Kajsiab House	15	80.0	20.0	0.0	16	37.5	43.8	18.8	
MOST	10	60.0	20.0	20.0	11	63.6	18.2	18.2	
Outpatient Services	22	63.6	36.4	0.0	27	51.9	33.3	14.8	
Prescriber Services	23	52.2	39.1	8.7	28	53.6	21.4	25.0	
Yahara House	15	66.7	33.3	0.0	18	61.1	33.3	5.6	
SOAR Case Management Ser.	12	58.3	8.3	33.3	14	42.9	14.3	42.9	
Tellurian U.C.A.N., Inc.	17	58.8	23.5	17.6	17	58.8	11.8	29.4	



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
<b>Overall</b>	250	<b>65.2</b>	<b>24.0</b>	<b>10.8</b>		253	<b>70.4</b>	<b>21.7</b>	<b>7.9</b>
Journey Mental Health Center	181	66.9	23.8	9.4		186	69.9	24.2	5.9
Crisis Intervention	28	46.4	39.3	14.3		29	51.7	37.9	10.3
Crisis Stabilization	17	76.5	17.6	5.9		17	88.2	11.8	0.0
CSP Gateway/Fordem	19	63.2	26.3	10.5		20	70.0	25.0	5.0
Kajsiab House	18	61.1	27.8	11.1		18	66.7	27.8	5.6
MOST	11	72.7	18.2	9.1		11	72.7	27.3	0.0
Outpatient Services	27	63.0	22.2	14.8		27	63.0	29.6	7.4
Prescriber Services	25	76.0	20.0	4.0		28	75.0	17.9	7.1
Yahara House	18	83.3	16.7	0.0		19	78.9	15.8	5.3
SOAR Case Management Ser.	14	64.3	21.4	14.3		13	76.9	7.7	15.4
Tellurian U.C.A.N., Inc.	17	52.9	35.3	11.8		17	70.6	17.6	11.8

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
<b>Overall</b>	256	<b>62.1</b>	<b>22.3</b>	<b>15.6</b>	256	<b>61.3</b>	<b>25.8</b>	<b>12.9</b>	
Journey Mental Health Center	186	62.9	22.6	14.5	186	60.2	29.0	10.8	
Crisis Intervention	29	44.8	34.5	20.7	29	27.6	55.2	17.2	
Crisis Stabilization	17	64.7	17.6	17.6	17	76.5	17.6	5.9	
CSP Gateway/Fordem	21	52.4	42.9	4.8	21	57.1	33.3	9.5	
Kajsiab House	17	58.8	11.8	29.4	18	61.1	16.7	22.2	
MOST	11	81.8	9.1	9.1	10	70.0	20.0	10.0	
Outpatient Services	27	63.0	25.9	11.1	27	63.0	29.6	7.4	
Prescriber Services	27	66.7	18.5	14.8	27	63.0	29.6	7.4	
Yahara House	18	83.3	11.1	5.6	18	66.7	22.2	11.1	
SOAR Case Management Ser.	14	57.1	7.1	35.7	14	64.3	7.1	28.6	
Tellurian U.C.A.N., Inc.	18	50.0	38.9	11.1	18	66.7	16.7	16.7	

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
<b>Overall</b>	254	<b>69.7</b>	<b>18.5</b>	<b>11.8</b>	253	<b>68.8</b>	<b>21.3</b>	<b>9.9</b>
Journey Mental Health Center	187	72.7	17.1	10.2	186	69.9	20.4	9.7
Crisis Intervention	29	48.3	31.0	20.7	29	48.3	31.0	20.7
Crisis Stabilization	16	81.3	12.5	6.3	16	68.8	31.3	0.0
CSP Gateway/Fordem	21	81.0	9.5	9.5	21	81.0	14.3	4.8
Kajsiab House	19	89.5	10.5	0.0	19	78.9	21.1	0.0
MOST	9	66.7	11.1	22.2	9	44.4	22.2	33.3
Outpatient Services	27	74.1	22.2	3.7	27	77.8	18.5	3.7
Prescriber Services	27	63.0	14.8	22.2	26	69.2	15.4	15.4
Yahara House	19	78.9	15.7	5.3	19	73.7	15.8	10.5
SOAR Case Management Ser.	13	69.2	7.7	23.1	13	69.1	15.4	15.4
Tellurian U.C.A.N., Inc.	18	50.0	22.2	27.8	17	70.6	23.5	5.9

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
<b>Overall</b>	252	<b>59.1</b>	<b>29.4</b>	<b>11.5</b>	254	<b>70.9</b>	<b>16.9</b>	<b>12.2</b>
Journey Mental Health Center	187	59.4	29.9	10.7	187	74.9	15.5	9.6
Crisis Intervention	28	35.7	46.4	17.9	29	55.2	27.6	17.2
Crisis Stabilization	16	81.3	12.5	6.3	16	81.3	6.3	12.5
CSP Gateway/Fordem	20	45.0	45.0	10.0	20	60.0	35.0	5.0
Kajsiab House	19	84.2	15.8	0.0	19	89.5	10.5	0.0
MOST	11	45.5	18.2	36.4	10	70.0	10.0	20.0
Outpatient Services	27	63.0	33.3	3.7	27	74.1	14.8	11.1
Prescriber Services	27	48.1	33.3	18.5	27	77.8	11.1	11.1
Yahara House	19	73.7	21.1	5.3	19	84.2	10.5	5.3
SOAR Case Management Ser.	12	58.3	16.7	25.0	12	66.7	16.7	16.7
Tellurian U.C.A.N., Inc.	17	70.6	11.8	17.6	18	66.7	11.1	22.2



## **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 – Program Name**. 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 21, 2016**. 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
13. I was given information about my rights.....	1	2	3	4	5	0



	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
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

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

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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:

1202 Northport DR/4<sup>th</sup> FL;  
Madison, WI 53704

Survey No. \_\_\_\_\_

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.

