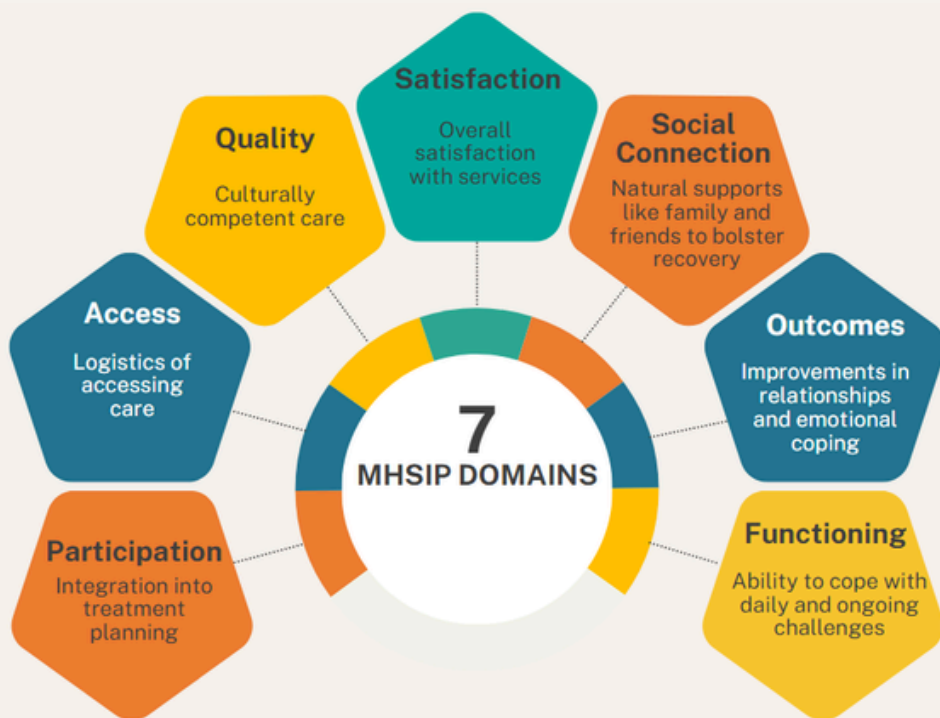


# Behavioral Health Participant Satisfaction Survey Results, 2024



## Introduction

Dane County Department of Human Services (DCDHS) contracts with dozens of community agencies and providers to deliver behavioral health services to residents. Providers deliver services across the spectrum of behavioral health care, including crisis services, outpatient therapy, residential and inpatient treatment, psychiatry, case management, vocational support, and more.

**In 2024, Dane County's public behavioral health care system served over 9,500 consumers.**

## **Sample Overview**

- 1,487 people surveyed<sup>1</sup>
- 251 participants responded
- 16.8% Response Rate
- Older adults (60+) were more likely to respond than young adults (18-29).
- White participants were more likely to respond than non-white participants.
- Respondents by service type:
  - Case Management: 55%
  - Outpatient: 15%
  - Urgent Care: 13%
  - Peer Support: 9%
  - Other: 8%

## Surveying Overview

The Mental Health Statistical Improvement Project (MHSIP) Adult survey instrument measures key outcomes related to satisfaction, access, quality of services, participation in treatment, functioning and outcomes, and social connection. For more information about the survey tool and administration, view the Wisconsin [DHS Participant Guide](#) and the [MHSIP survey instrument](#).

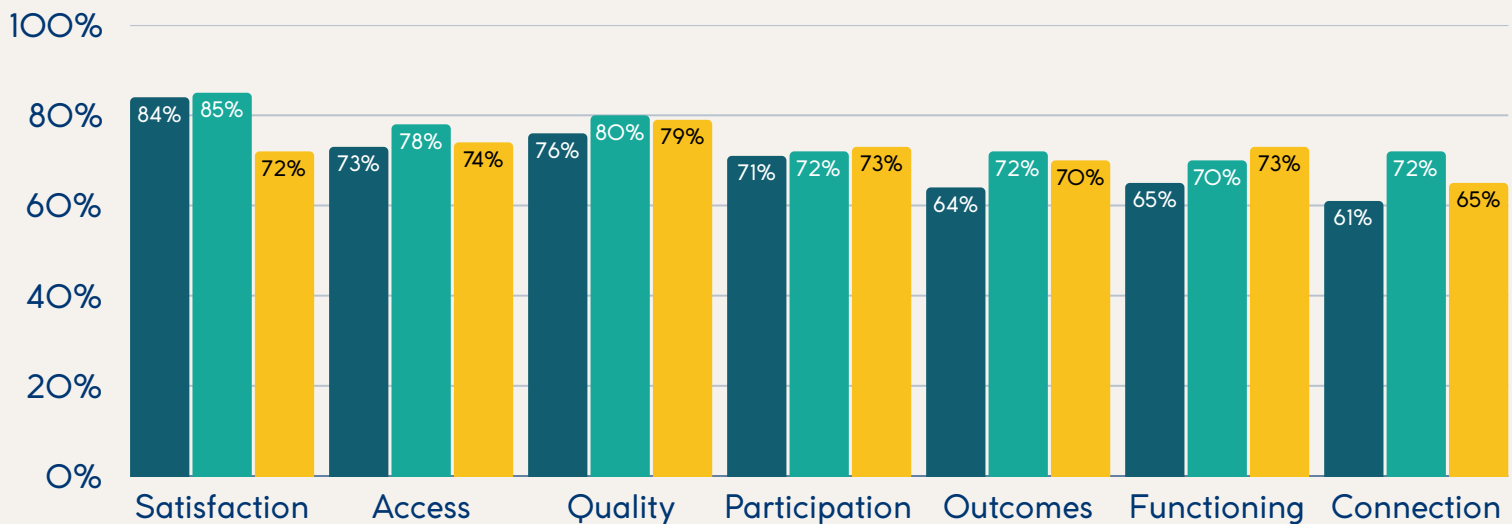
# Overall Perception of Care

## Domain Scores by Year, 2022-2024

- The Satisfaction domain score was significantly lower in 2024 than in previous years.
- Domain scores for Access, Quality, Participation, Outcomes, Functioning, and Social Connectedness remained consistent with previous years. The variations in scores across years on these domains are directional but not statistically different, which means the changes could be because of chance or other individual-level factors that do not rise to population-level change.
- There were no significant differences in domain scores between mental health program participants and substance use program participants.

Percentages in charts represent the percentage of respondents who reported positively on each item.

● 2022 (n=133)    ● 2023 (n=129)    ● 2024 (n=251)



## Key Findings<sup>2</sup>

- Participants in case management-based services reported higher scores on the Outcomes and Quality domains, indicating that longer-term programs that provide more wrap-around support can produce better emotional outcomes for participants and foster participant empowerment in their recovery journey.<sup>3</sup>
- Participants in urgent care programs had the lowest scores on all domains of all service types.<sup>4</sup>
- Participants in peer support and case management programs reported the highest scores on the Social Connectedness domain, demonstrating that relationships with peers and wrap-around support are integral to feelings of belonging and connection.
- Participants in outpatient programs reported the highest score on the Access domain, indicating that outpatient services can be a low-barrier entry point into behavioral health care services.
- Older adults (60+) generally reported higher scores than young adults (18-29) and middle-age adults (30-59).
- Unless otherwise noted, there were no significant differences in scoring by race, gender, age, or service type.

“The services provided by my provider have been very important to my well-being and progress.”<sup>5</sup>



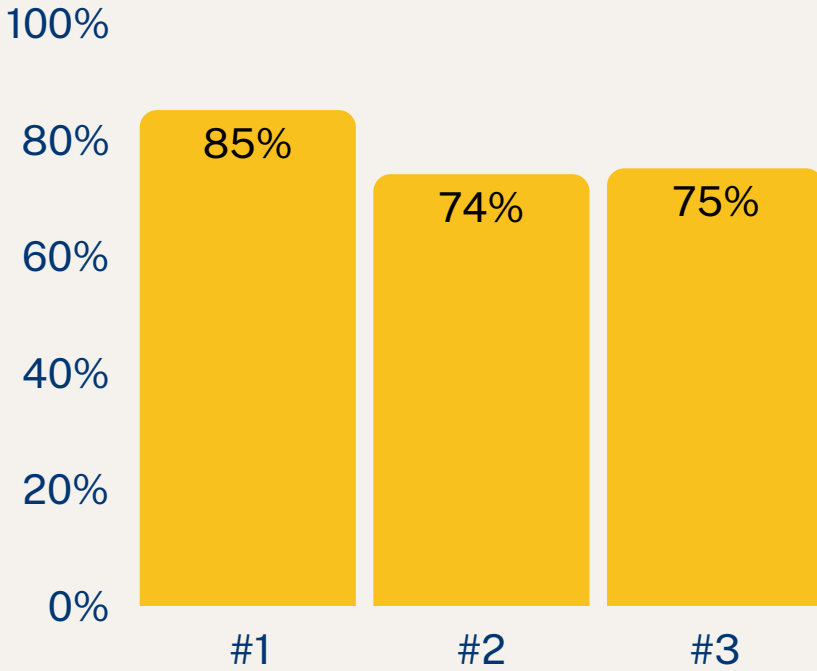
72%

Overall satisfaction with services.

# Satisfaction

This domain measures overall satisfaction with services.

- #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.



“  
I wouldn't know what to do without my team.  
”

“  
I can't express how much I appreciate the services I have received.  
LIFE CHANGING.  
THANK YOU.  
”

## Key Takeaways

- Satisfaction domain score (72%) is significantly lower than in previous years (85% in 2023 and 84% in 2022).<sup>6</sup>
- Participants in case management programs and outpatient programs reported higher satisfaction than participants in urgent care services.<sup>7</sup>

Interested in results from prior years?

Read the [2023 report](#) and [2022 report](#).



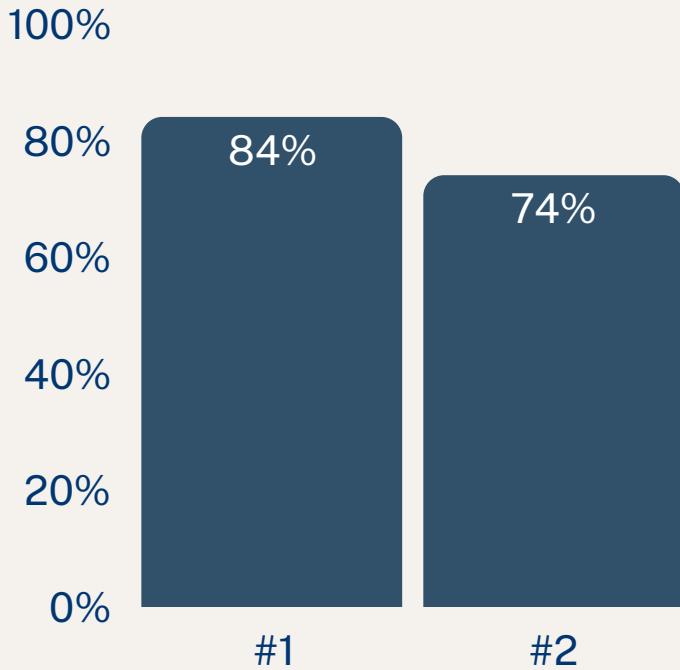
73%

Participant engagement in treatment planning

# Participation

This domain measures how well participants were integrated into their treatment planning.

- #1 I felt comfortable asking questions about my treatment and medication.
- #2 I, not staff, decided my treatment goals.



Recovery is driven by empowered participants actively engaged in their treatment planning.<sup>8</sup>

“  
My provider is fabulous – this is where I get the most support. This is where I am getting support with clubhouse, peer support, and IPS.  
”

## Key Takeaways

- Participation scores overall remained consistent to prior years (between 71%-73% since 2022). Item scores were also similar to recent years.
- Participants using outpatient services reported the highest score for feeling comfortable asking questions (94%), followed by case management program participants (80%), then peer support participants (80%), then urgent care participants (63%).
- Older adults (age 60+) reported 100% positive scores on this domain.



74%

## Timely, convenient, and accessible services



Scheduling



Location



Transportation

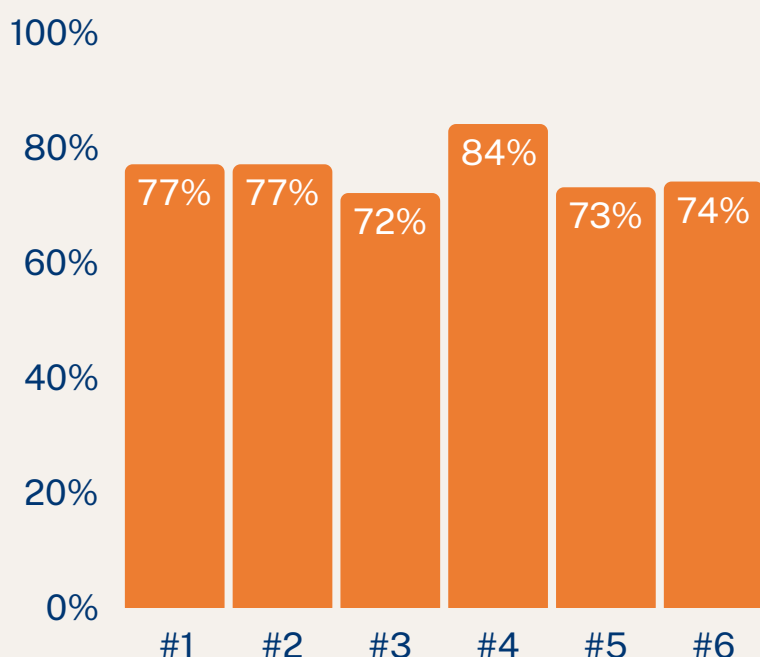


Availability

# Access

This domain measures the logistical and operational components of services.

- #1 The location of the services was convenient.
- #2 Staff were willing to see me as often as I felt was necessary.
- #3 Staff returned my calls within 24 hours.
- #4 Services were available at times that were good for me.
- #5 I was able to get all the services I thought I needed.
- #6 I was able to see a psychiatrist when I wanted to.



“ Sometimes I think I could be seen more. My providers keep being switched around. If they want to help me, why do they keep switching them around. ”

“ This is the best experience in all the years - phone calls are returned by nurses, the transfer to a new psychiatrist from my previous one was smooth. Telehealth has been a huge positive factor in care access...I would like to stress the importance of continuous care and the different staff working together. ”

## Key Takeaways

- Access scores overall remained consistent to prior years (between 73%-78% since 2022). Item scores were also similar to recent years.
- Participants using outpatient services reported the highest scores across most items, followed by case management program participants.
- Participants using urgent care services reported the lowest scores on all items. The nature of crisis and withdrawal management services are short-term and high-intensity; participants are typically referred to other service connections upon urgent care services ending, where they are more likely to be connected to a more stable support team.



70%

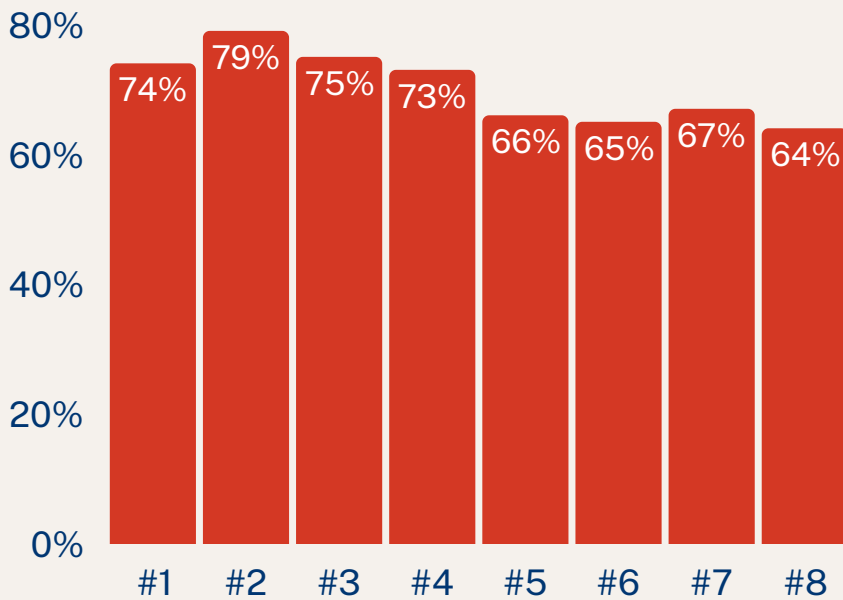
## Improvements in emotional and behavioral outcomes

Changes to intrinsic emotional and behavioral health can be the most challenging aspect of treatment to measure and sustain.

# Outcomes

This domain measures changes in emotional and behavioral outcomes targeted by intervention and treatment.

- #1 I am better able to control my life.
- #2 I deal more effectively with daily problems.
- #3 I am better able to deal with crisis.
- #4 I do better in social situations.
- #5 My housing situation has improved.
- #6 I am getting along better with my family.
- #7 I do better in school and/or work.
- #8 My symptoms are not bothering me as much.



“ I’ve been sober for a little over 4 months and my life is slowly coming back. My relationships are improving and I owe it to my counselors and therapy. ”

“ The service made me a better person. I wish this program was available a long time ago. ”

## Key Takeaways

- The Outcomes domain score remained consistent to prior years (72% in 2023 and 64% in 2022). Item scores were also similar to recent years.
- Case management participants reported significantly higher on the item “my symptoms are not bothering me as much” compared to all other service types, including CCS.<sup>9</sup> This suggests that the structure of wrap-around, assertive treatment is especially beneficial for participants who have higher acuity and/or health-related social needs.<sup>10</sup>
- Item scores for case management program participants and CCS participants were very similar on most items in this domain (except the item for symptom management), suggesting participants in these services have similar emotional and behavioral challenges.



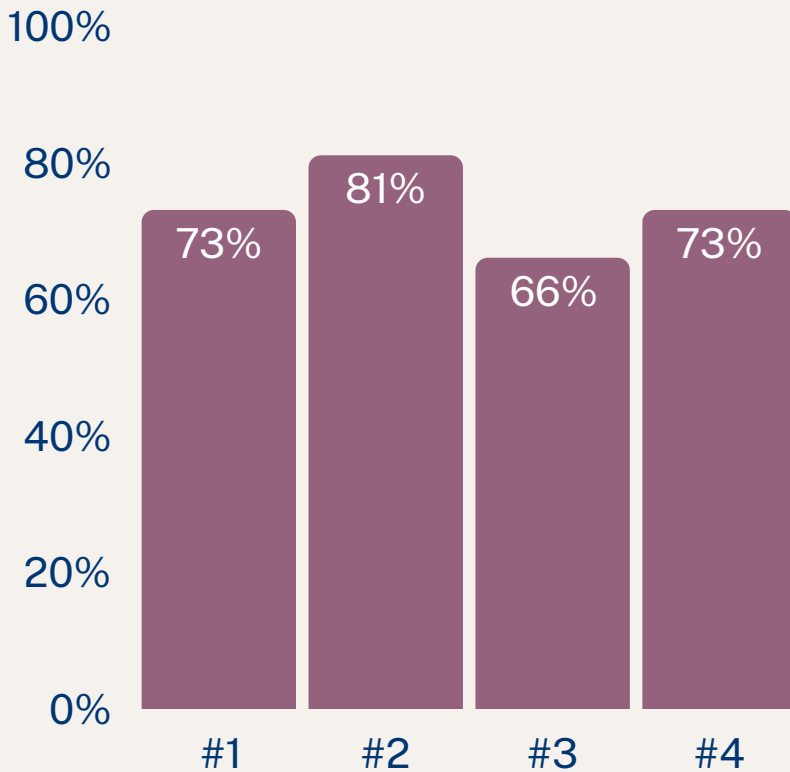
73%

Impact of treatment on day-to-day coping.

# Functioning

This domain measures the extent to which services have a positive impact on participant's coping skills and regulation, both in acute crises and daily challenges.

- #1 I do things that are more meaningful to me.
- #2 I am better able to take care of my needs.
- #3 I am better able to handle things when they go wrong.
- #4 I am better able to do things that I want to do.



“  
The services provided by my provider have been very important to my well-being and progress.  
”

“  
I think I am improving all around. I think I will get better with everything I have established with positivity.  
”

## Key Takeaways

- The Functioning domain score remained consistent after a slight increase last year (70% in 2023 and 65% in 2022). Item scores were also similar to recent years.
- Peer support program participants reported the highest scores on most items in this domain, particularly on Q2 (87%) and Q3 (90%), suggesting that participants in these programs feel very empowered to meet challenges in their life with the support of peers.



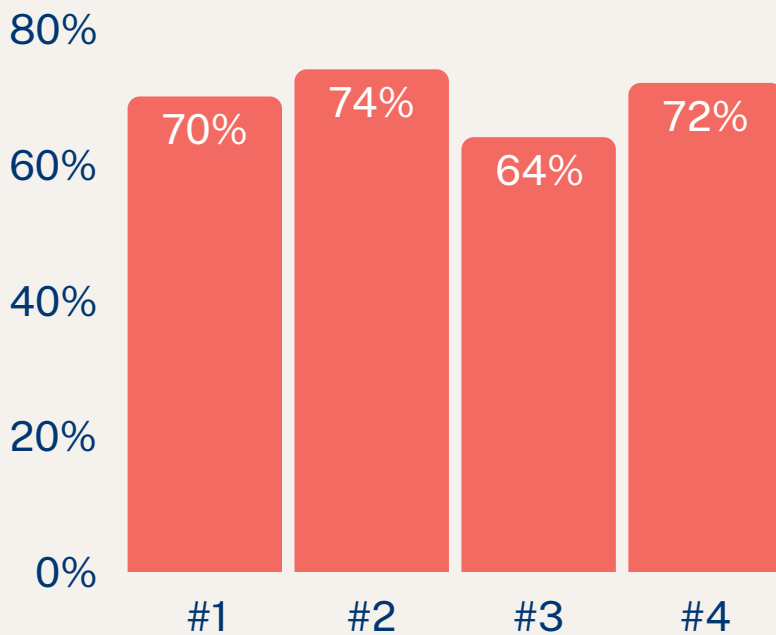
73%

Connections to social support from loved ones and community

# Connectedness

This domain measures formal and informal supports in place from loved ones and participants' communities that bolster and sustain recovery.

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



“ I am doing very well with being sober. My family is very supportive. I have an amazing recovery coach. Everyone on staff at my provider is like family. I love them so much and there is hope. My therapist is great. ”

“ I always feel better after my visit. I'm so grateful my provider has been there for me. My case manager has been so supportive. I appreciate her care very much. ”

## Key Takeaways

- The Social Connectedness domain score (73%) remained consistent to 2023 (72%), after a significant increase from 2022 (61%).
- Participants in urgent care services reported lower scores on each of these items compared to all other participants.
- Participants utilizing peer support and case management services reported the highest scores on this domain, indicating that relationships with peers and wrap-around support are integral to increasing belonging and connection.





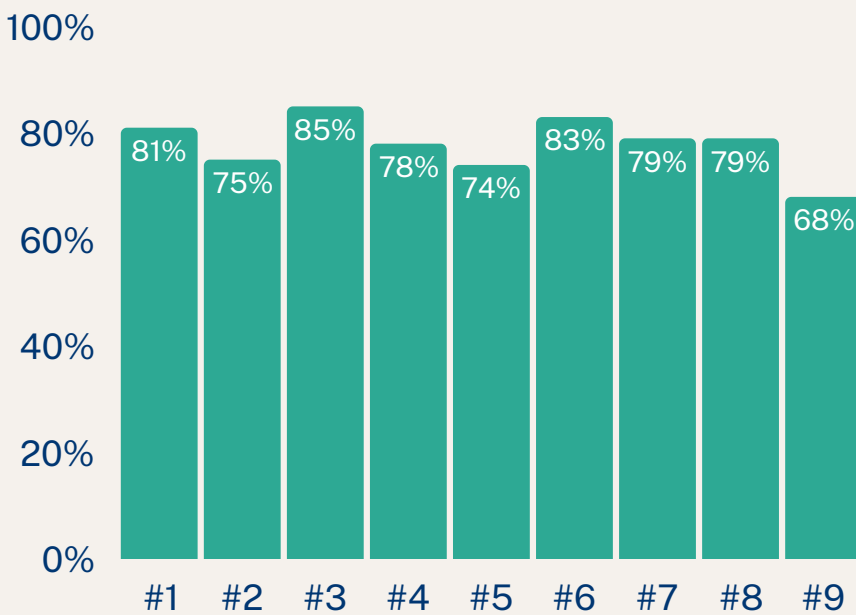
79%

Cultural sensitivity, acceptance, and empowering participants

# Quality & Appropriateness

This domain measures participant interactions with staff and providers' culture of acceptance and empowerment of participants.

- #1 Staff believed that I could grow, change, and recover.
- #2 I felt free to complain.
- #3 I was given information about my rights.
- #4 Staff encouraged me to take responsibility for how I live my life.
- #5 Staff told me what side effects to watch out for.
- #6 Staff respected my wishes about who is and who is not to be given information about my treatment.
- #7 Staff were sensitive to my cultural background.
- #8 Staff helped me obtain the info I needed so that I could take charge of managing my mental health and/or substance use condition.
- #9 I was encouraged to use consumer-run programs.



“ I always feel better after my visit. I’m so grateful my provider has been there for me. My case manager has been so supportive. I appreciate her care very much. ”

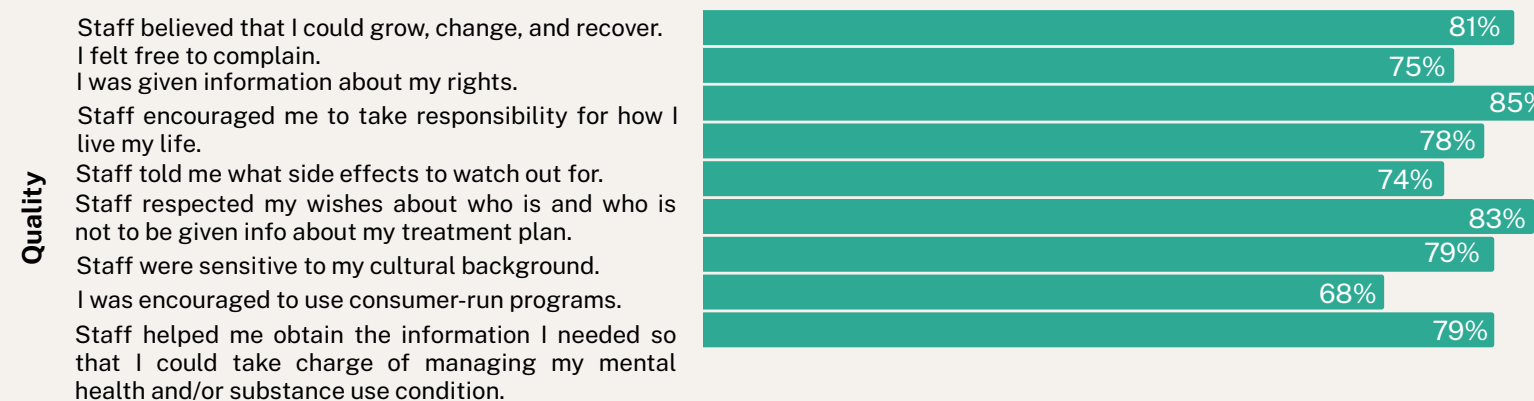
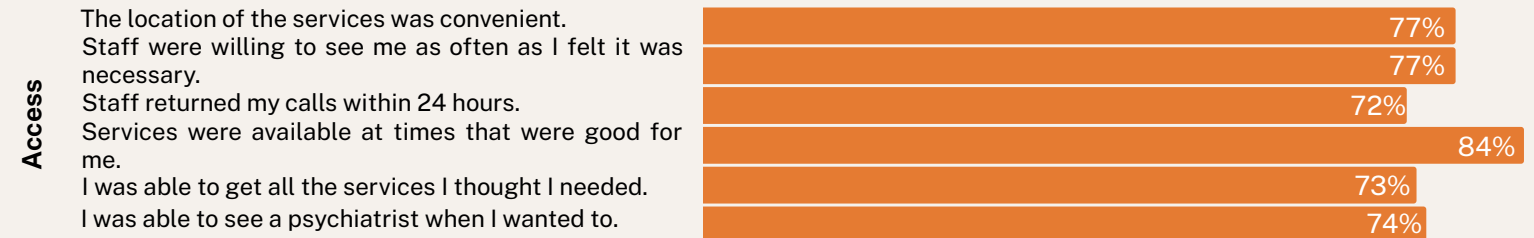
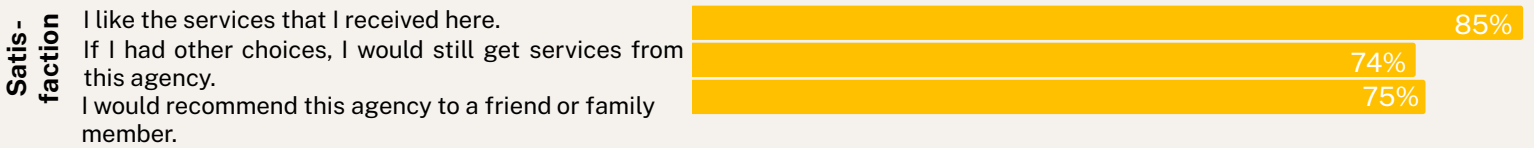
“ I get help with goals and aspirations. Staff is helpful and sympathetic and encouraging. ”

## Key Takeaways

- The Quality domain score (79%) remained consistent to prior years (80% in 2023 and 76% in 2022). Item scores were also similar to recent years.
- The majority of participants across the behavioral health array report high scores on these items, indicating many feel supported and empowered by staff, regardless of the type(s) of service they receive.
- CCS participants scored significantly higher on this domain compared to participants across all other behavioral health service types. Service components that are unique to the CCS model, such as building a participant-driven Recovery Plan, may be integral to participant empowerment.<sup>11</sup>

# Appendix A - All Responses

Percent of Respondents Rating Item "Strongly Agree" or "Agree"



# Appendix B - Service Type

Percent of Respondents Rating Item "Strongly Agree" or "Agree"

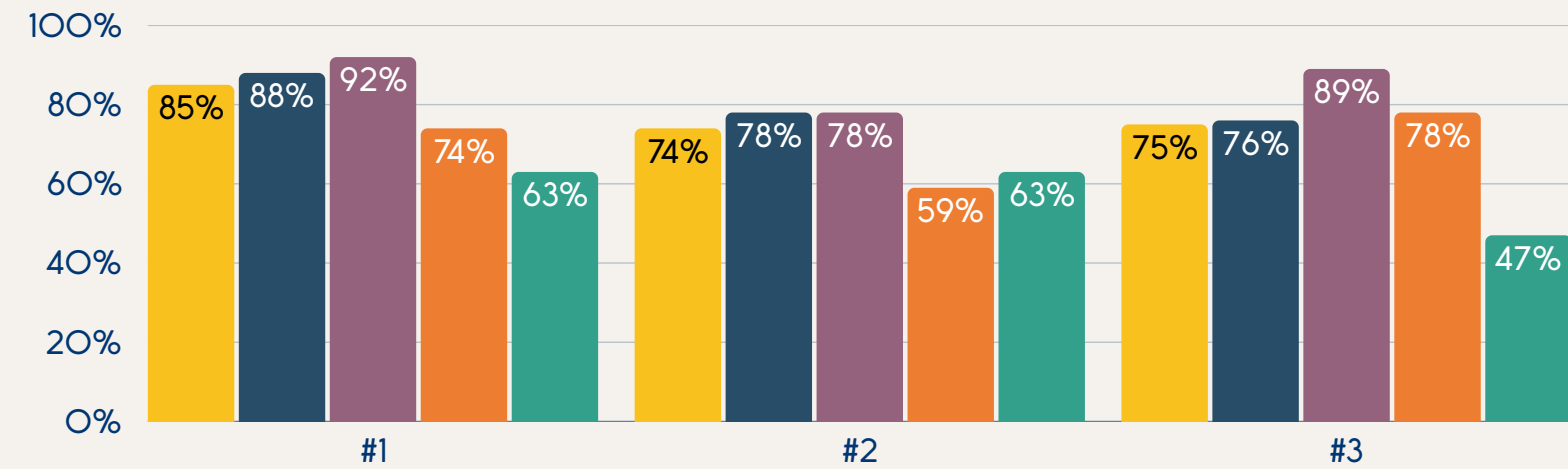
Overall BH Case Management Outpatient Peer Support Urgent Care

## Satisfaction

#1 I like the services that I received here.

#2 If I had other choices, I would still get services from this agency.

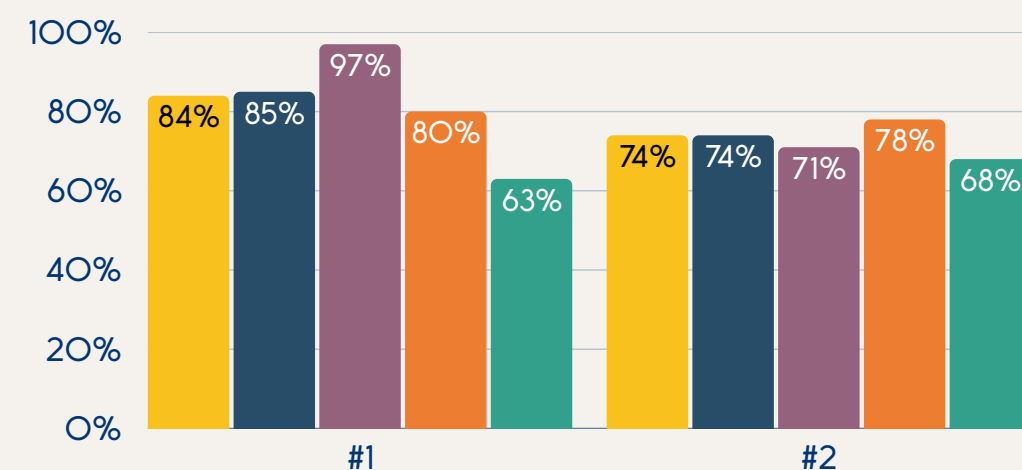
#3 I would recommend this agency to a friend or family member.



## Participation

#1 I felt comfortable asking questions about my treatment and medication.

#2 I, not staff, decided my treatment goals.



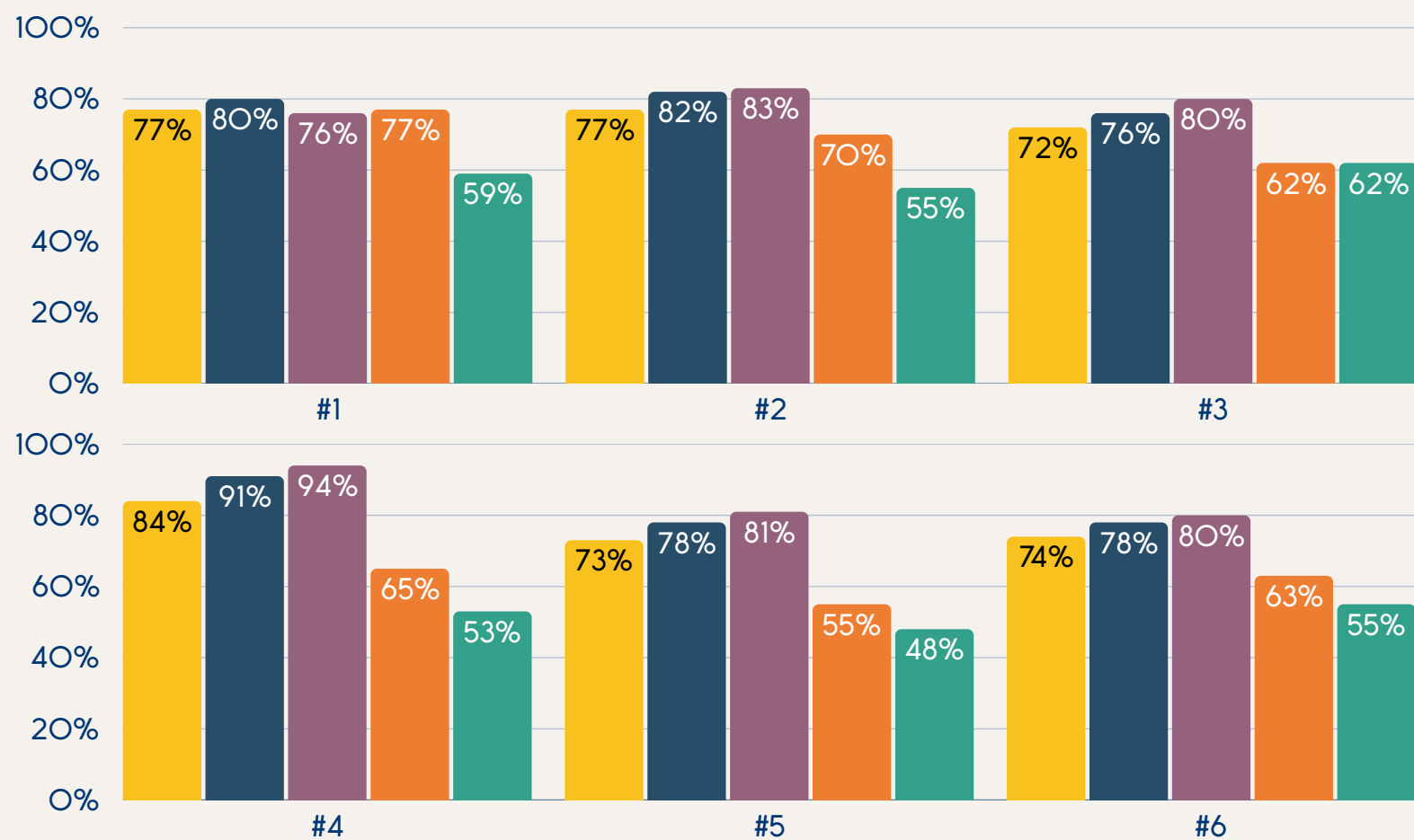
# Appendix B cont'd

Percent of Respondents Rating Item "Strongly Agree" or "Agree"

Overall BH Case Management Outpatient Peer Support Urgent Care

## Access

- #1 The location of the services was convenient.
- #2 Staff were willing to see me as often as I felt was necessary.
- #3 Staff returned my calls within 24 hours.
- #4 Services were available at times that were good for me.
- #5 I was able to get all the services I thought I needed.
- #6 I was able to see a psychiatrist when I wanted to.



# Appendix B cont'd

Percent of Respondents Rating Item "Strongly Agree" or "Agree"

Overall BH Case Management Outpatient Peer Support Urgent Care

## Outcomes

#1 I am better able to control my life.

#2 I deal more effectively with daily problems.

#3 I am better able to deal with crisis.

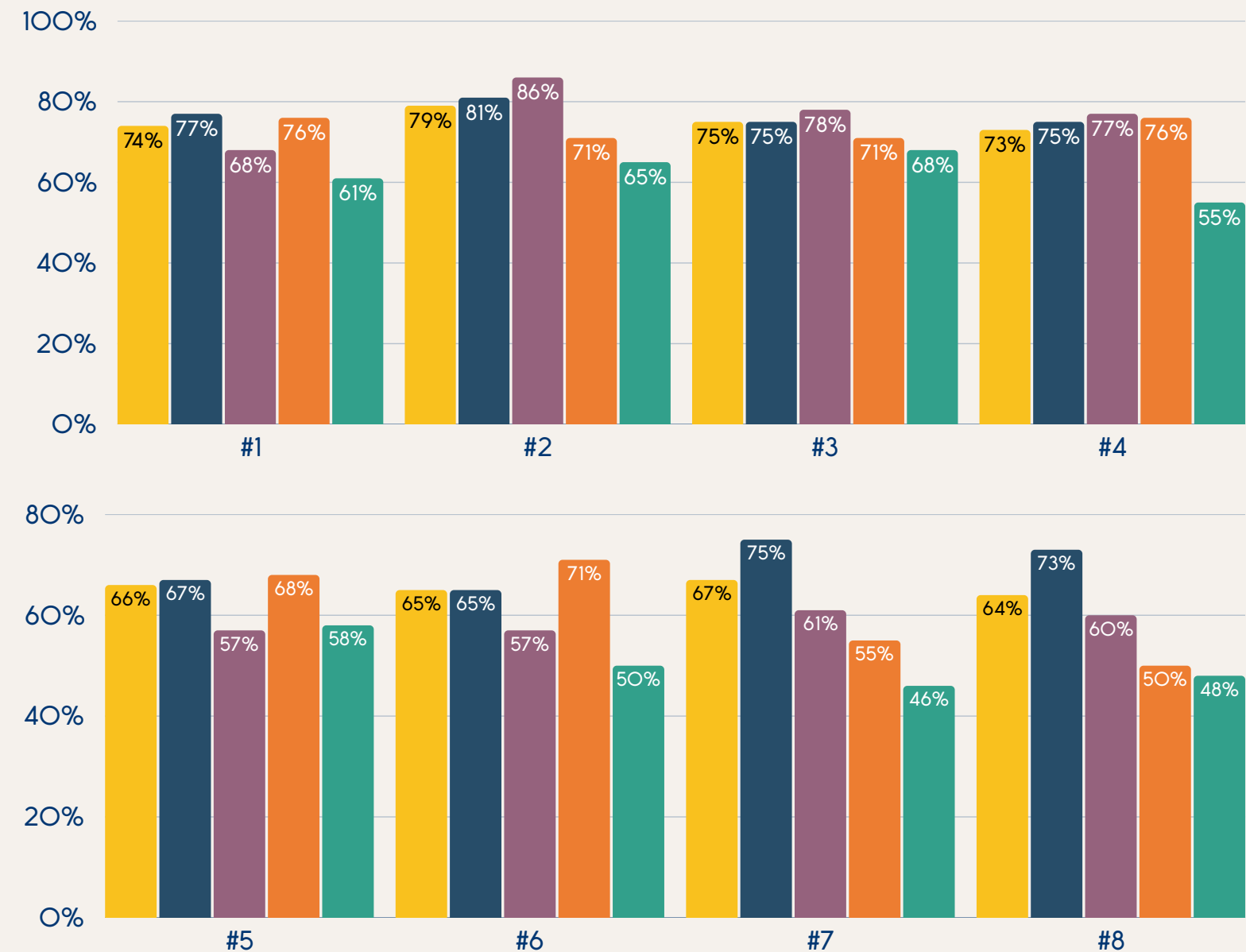
#4 I do better in social situations.

#5 My housing situation has improved.

#6 I am getting along better with my family.

#7 I do better in school and/or work.

#8 My symptoms are not bothering me as much.



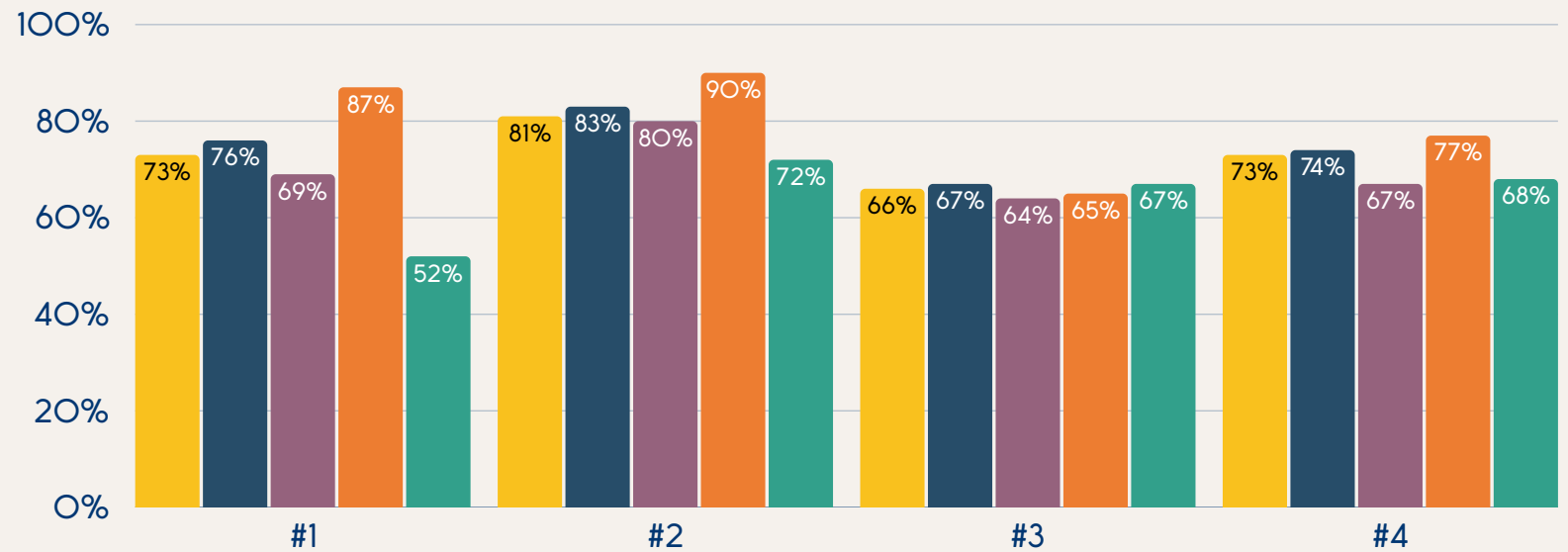
# Appendix B cont'd

Percent of Respondents Rating Item "Strongly Agree" or "Agree"

Overall BH Case Management Outpatient Peer Support Urgent Care

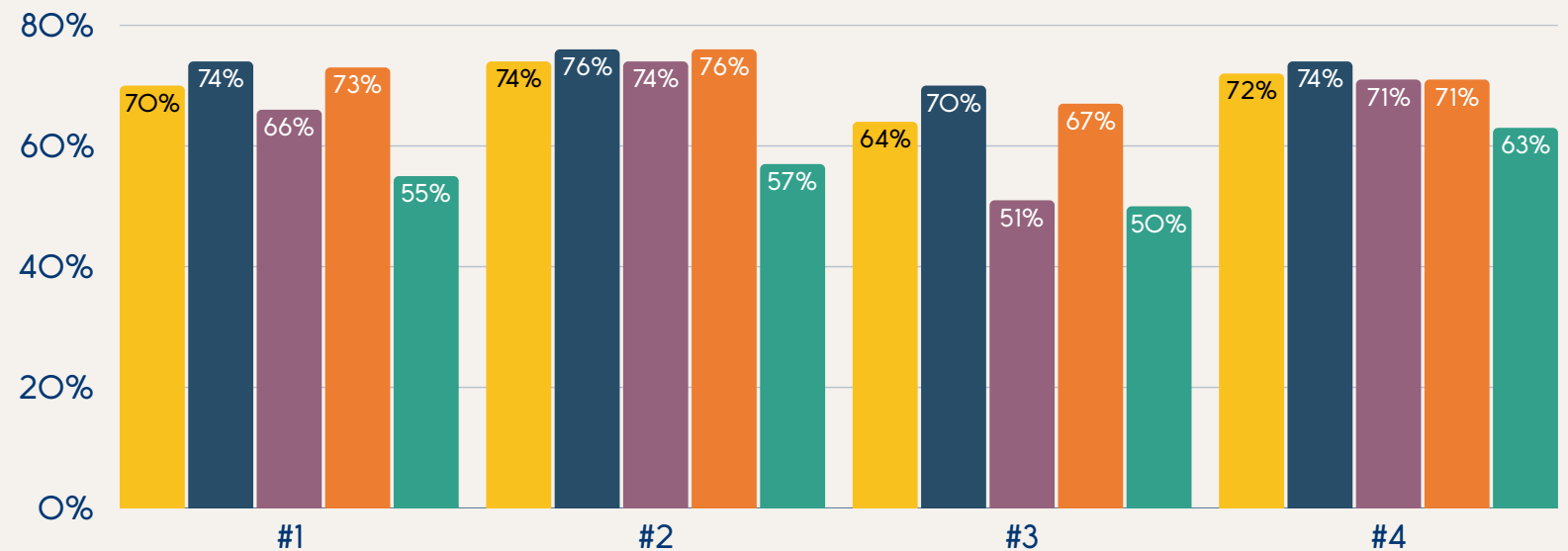
## Functioning

- #1 I do things that are more meaningful to me.
- #2 I am better able to take care of my needs.
- #3 I am better able to handle things when they go wrong.
- #4 I am better able to do things that I want to do.



## Social Connectedness

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



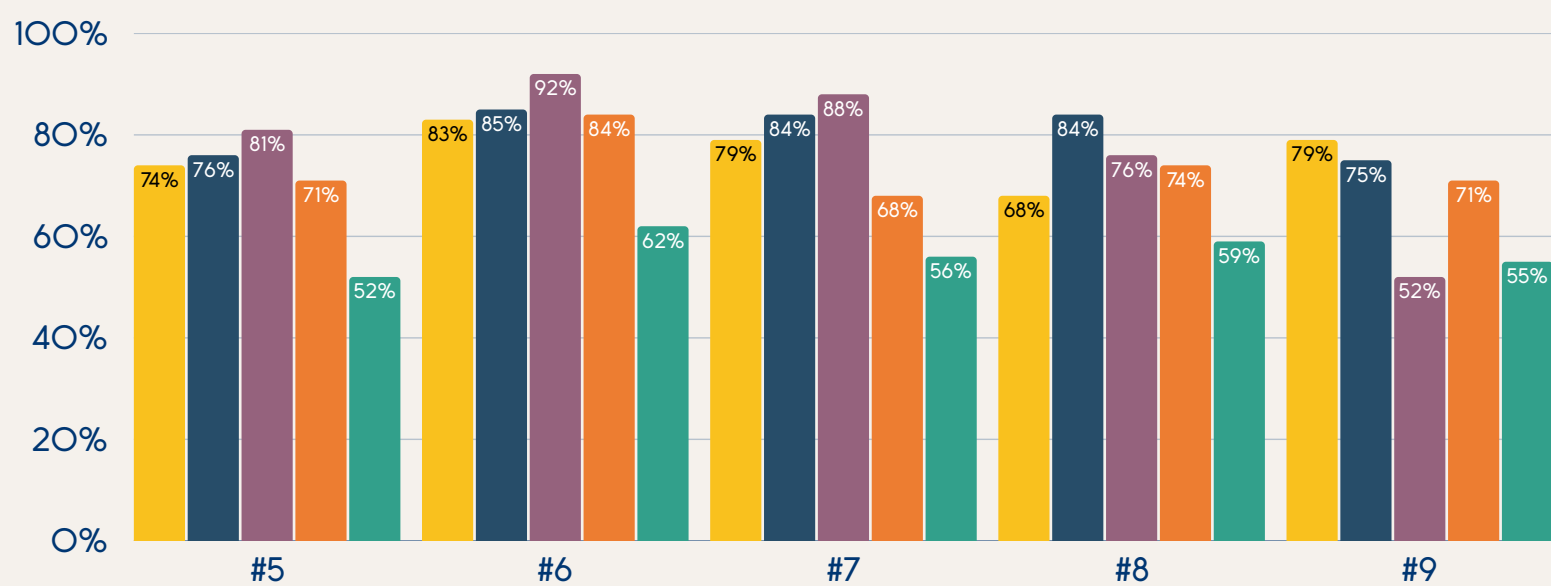
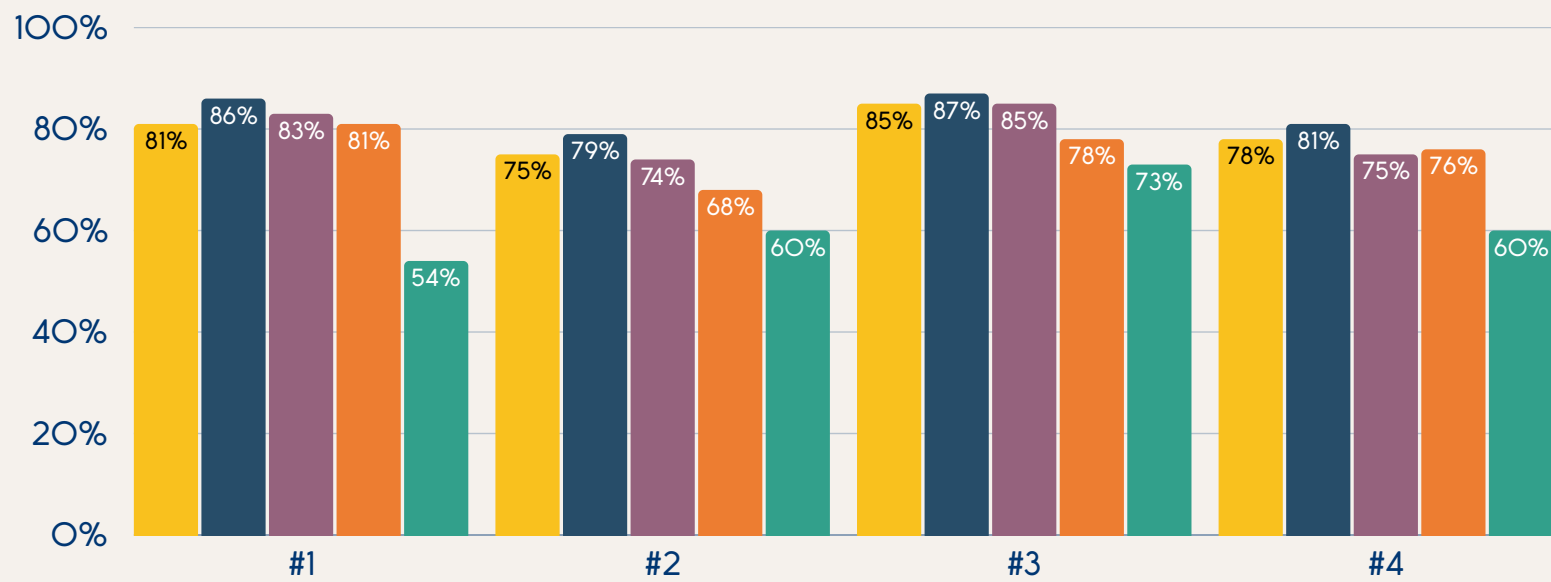
# Appendix B cont'd

Percent of Respondents Rating Item "Strongly Agree" or "Agree"

Overall BH Case Management Outpatient Peer Support Urgent Care

## Quality and Appropriateness

- #1 Staff believed that I could grow, change, and recover.
- #2 I felt free to complain.
- #3 I was given information about my rights.
- #4 Staff encouraged me to take responsibility for how I live my life.
- #5 Staff told me what side effects to watch out for.
- #6 Staff respected my wishes about who is and who is not to be given information about my treatment.
- #7 Staff were sensitive to my cultural background.
- #8 Staff helped me obtain the info I needed so that I could take charge of managing my condition.
- #9 I was encouraged to use consumer-run programs.



# Footnotes

- 1 Comprehensive Community Services (CCS) participants are not included in this sample population. For a summary of 2024 MHSIP survey results for CCS participants, visit the [CCS Resources](#) website.
- 2 Unless otherwise noted, there were no statistically significant differences on domain or item scores by race, age, or gender.
- 3 Services are grouped by four core types: case management services, peer support services, outpatient services, and urgent care services. Case management services include CSPs, TCMs, and other case management programs. Peer support services includes peer support programs in mental health and substance use programs. Outpatient services include individual and/or group therapy services. Urgent care services include all crisis-based programs and withdrawal management services.
- 4 The MHSIP survey tool is validated to survey any mental health program. However, the item questions are structured to measure long-term change in emotional and behavioral goals, which is markedly more difficult in short-term, high-intensity services like crisis intervention. A key performance indicator of a successful crisis intervention service is a connection to a longer-term program that can stabilize the participant and build a recovery plan that prevents future crises. The MHSIP tool, by design, will not be able to capture the nuances of what “success” looks like for high-intensity crisis services in the way that it can be for longer-term recovery-oriented programs.
- 5 Wording within the quotes may have been altered to protect personal information, including personally identifying information, agency and staff member names, locations, or other protected health information that could inadvertently identify the respondent.
- 6  $z = 3.35, p < 0.0001$
- 7 Case Management:  $z = 2.60, p = 0.009$   
Outpatient:  $z = 2.49, p = 0.013$
- 8 Substance Use and Mental Health Services Administration (SAMHSA), [Working Definition of Recovery](#). February 2012. Retrieved March 10, 2025.
- 9 To all other BH participants:  $z = 3.18, p = 0.001$   
To CCS participants:  $z = 2.55, p = 0.011$ .
- 10 Centers for Medicare and Medicaid Services. [Social Drivers of Health \(SDOH\) and Health-Related Social Needs \(HRSN\)](#). Published August 21, 2024. Accessed March 11, 2025.
- 11  $z = 6.16, p < 0.0001$