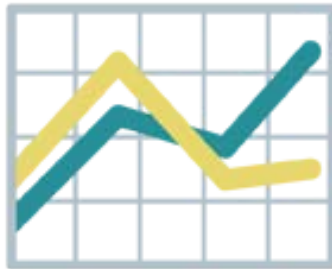


# Client Perception of Care Dane County Mental Health System

October 1, 2013 – March 31, 2014



January 2015

# 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. The Los Angeles County (CA) Hmong version of the MHSIP survey was used as a base and then redesigned so that the form had both the English and Hmong versions side-by-side. The introduction and gift card letter were translated into Hmong using Bing Translator. Dou Vang, Clinical Team Manager with Kajsiab House reviewed the initial translation of the materials. Shia Yang, Information and Assistance Specialist with the Aging and Disability

Resource Center (ADRC) of DCDHS, provided the final edits. Our gratitude is extended to both of these individuals for their assistance.

#### 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 October 1, 2013 and March 31, 2014. This was generated on May 15, 2014 as an Excel spreadsheet.

List of clients were then sorted by the agency that provided services. The lists along with a handout on frequently asked questions (FAQ) regarding the survey was sent May 20, 2014, to agencies asking them to update the addresses for their clients. Lists were returned from all agencies/programs by June 20, 2014, except Lutheran Social Services which never did return their list. As the lists were returned, the database with the clients was updated.

A table of random numbers was generated in Excel for each listed participant. These were sorted from lowest to highest. The 1,500 names associated with the lowest scores were then identified to be a part of the survey. A mail merge with Word was created for the mailing labels.

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 being excluded from this survey.

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 1,496 surveys were mailed in three waves starting on June 6, 2014. Despite not having updated addresses from Lutheran Social Services, it was decided to mail surveys to those individuals for whom addresses were recorded in the DCDHS Information System in the second wave of mailings.

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

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

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

Surveys returned with bad addresses, that had a forwarding address indicated, were re-mailed up until two weeks prior to the final survey due date.

#### 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 had a 4-6 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.

Response Rate

**Table 1:** Survey Response by Agency

Agency	Surveys Mailed	Survey Envelopes Returned with Bad Addresses and Not Re-mailed a Final Time	Surveys Returned	Return Rate (Percent surveys returned divided by mailed less bad addresses)
Adult Family Homes	2	0	1	50.0
Chrysalis, Inc.	40	0	11	27.5
Community Partnerships, Inc.	17	2	0	0.0
Employment Resources, Inc.	30	4	4	15.4
Goodwill Industries of South Central WI, Inc.	12	2	2	20.0
Journey Mental Health Center, Inc.	1,020	110	222	24.4
Lutheran Social Services of WI & Upper Michigan, Inc.	36	17	3	15.8
Mendota Mental Health Institute (Inpatient)	23	5	1	5.6
Meriter Hospital, Inc.	4	0	0	0.0
Opportunities, Inc.	3	0	1	33.0
Porchlight, Inc.	20	12	0	0.0
SOAR Case Management Services, Inc.	69	7	20	32.3
SSM Health Care of Wisconsin, Inc. (St Mary's Hospital)	2	1	0	0.0
State of Wisconsin – PACT Program	52	4	17	35.4
Tellurian U.C.A.N., Inc.	129	30	17	17.2
Trempeleau County	0	0	0	0.0
University Health Care, Inc.	3	0	0	0.0
Women in Transition, Inc.	11	0	2	18.2
YWCA of Madison, Inc.	23	4	4	21.0
<b>Total</b>	<b>1,496</b>	<b>198</b>	<b>305</b>	<b>23.5</b>

As seen in Table 1 on the previous page, the overall response rate was 23.5%. However, there was considerable variation across agencies ranging from no respondents from the three community hospitals and Community Partnerships to 50% of the two Adult Family Home clients who received a survey, responding to it.

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

#### **IV. Findings**

Data was 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
- Satisfaction
- Access
- Quality and Appropriateness
- Participation in Treatment
- Outcomes
- Functioning
- Social Connectedness

#### **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 were not included in the survey.



- Valid addresses were not provided for clients with the Off the Square Club with Lutheran Social Services which resulted in 47% of the surveys mailed returned due to bad addresses.
- The mobility of the population served by Porchlight was reflected in the 60% rate of surveys returned with bad addresses leading to their under-representation in the survey.
- Services provided by DCDHS case managers were excluded from the survey.

## **VI. Future Studies**

In future studies, it will be important to:

- Translate the survey into Khmer for clients in the Cambodian Temple Program. For those individuals who do not read Khmer, but speak it, this will help to assure that the correct translation is provided.
- Consider a different methodology or timing of survey administration for clients served by Porchlight.
- Include the services provided by DCDHS case managers in the survey.

## **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 October 1, 2013 through March 31, 2014 2,906 unduplicated clients received 5,406 services through the publicly funded Dane County mental health system. A total of 1,496 surveys were mailed out to 1,175 unduplicated persons; 273 individuals returned one or more surveys.

Respondents to the survey were statistically representative of the population served in terms of gender<sup>1</sup> and age<sup>2</sup>.

There were statistical differences in terms of race/ethnicity between the survey respondents and persons who received services within the study's time period. Respondents, as shown in Table 2, were less likely to be Persons of Color (23% versus 31%) than the clients served<sup>3</sup>.

**Table 2:** Demographics of Survey Respondents Compared with Clients Served October 1, 2013 – March 31, 2014 and with Surveys Mailed (All Unduplicated)

Characteristic	Clients Served		Surveys Mailed		Respondents	
	No.	Percent	No.	Percent	No.	Percent
<b>Gender</b>						
Female	1,389	48	560	48	139	51
Male	1,517	52	615	52	133	49
Unknown					1	<1
Total	2,906	100	1,175	100	273	100
<b>Race/Ethnicity</b>						
Asian	231	8	45	4	16	6
Afr. Amer/Black	472	16	210	18	34	12
Bi-Racial	64	2	25	2	5	2
Hispanic/Latino	110	4	46	4	6	2
Native American	20	<1	8	<1	0	0
Pacific Islander	1	<1	1	<1	1	<1
White	1,966	68	831	71	209	77
Unknown	42	1	9	<1	2	1
Total	2,906	100	1,175	100	273	100
<b>Age at Survey</b>						
17 & Under	63	2	11	1	0	0
18 & 19	45	2	13	1	0	0
20-24	193	7	87	7	6	2
25-29	250	9	105	9	16	6
30-34	253	9	107	9	27	10
35-39	223	8	85	7	13	5
40-44	244	8	107	9	35	13
45-49	261	9	113	10	33	12
50-54	376	13	171	15	43	16
55-59	352	12	151	13	35	13
60-64	282	10	106	9	31	11

<sup>1</sup>  $\chi^2 = 1.31392$ ,  $df = 1$ ,  $p < .05$ .

<sup>2</sup>  $\chi^2 = 16.1107$ ,  $df = 14$ ,  $p < .05$ .

<sup>3</sup>  $\chi^2 = 22.82$ ,  $df = 8$ ,  $p < .05$ .

Table : Demographics of Survey Respondents Compared with Clients Served October 1, 2013 – April 30, 2014 and with Surveys Mailed

Characteristic	Clients Served		Surveys Mailed		Respondents	
	No.	Percent	No.	Percent	No.	Percent
65-69	176	6	56	5	18	7
70-74	73	3	25	2	8	3
75-79	59	2	22	2	6	2
80-84	29	1	7	1	1	<1
85-89	12	<1	6	1	0	0
90-94	12	<1	2	<1	0	0
95-99	2	<1	1	<1	0	0
Unknown	1	<1	0	0	1	<1
Total	2,906	<sup>4</sup>	1,175	<sup>5</sup>	273	<sup>6</sup>

<sup>4</sup> Percent will not equal 100% due to rounding.

<sup>5</sup> Percent will not equal 100% due to rounding.

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

# Overall Perception of Care

Overall, survey respondents reported positively (82.6%) regarding their satisfaction with services.

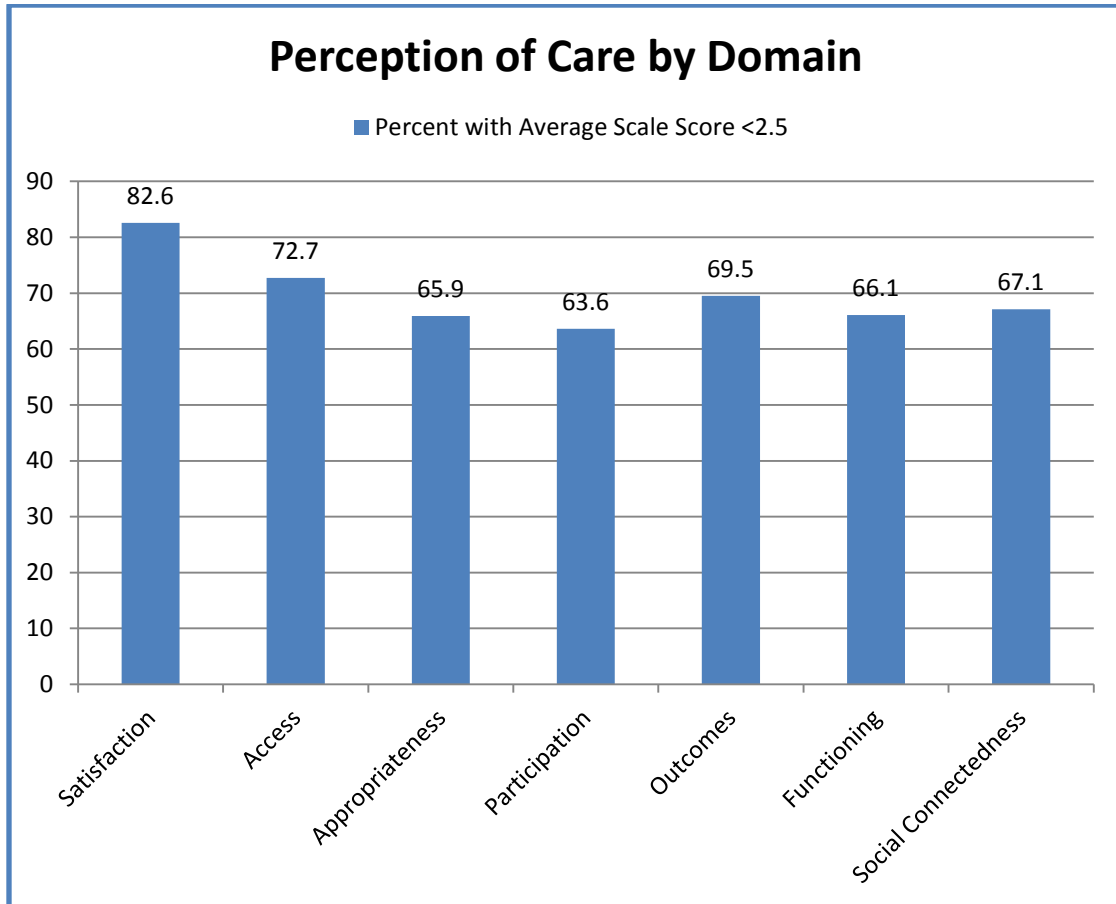
72.7% reported positively about the access to services.

Survey respondents reported improved functioning (66.1%) and social connectedness (67.1%) as a result of services.

Participation in treatment was the lowest ranked domain with 63.6% of survey respondents reporting positively.

Graph 2 on the following page provides a comparison across each domain with the surveys administered in 2012 by the State of Wisconsin and the numbers compiled by the 2012 Center for Mental Health Services (CMHS) Uniform Reporting System (URS) for all States that administered the MHSIP. The 2012 data at this time is the most recent available. Care should be taken in looking at this comparison as the method of survey administration, the populations covered, and the samples selected vary considerably across states.

**Graph 1:** Overall Perception of Care 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)

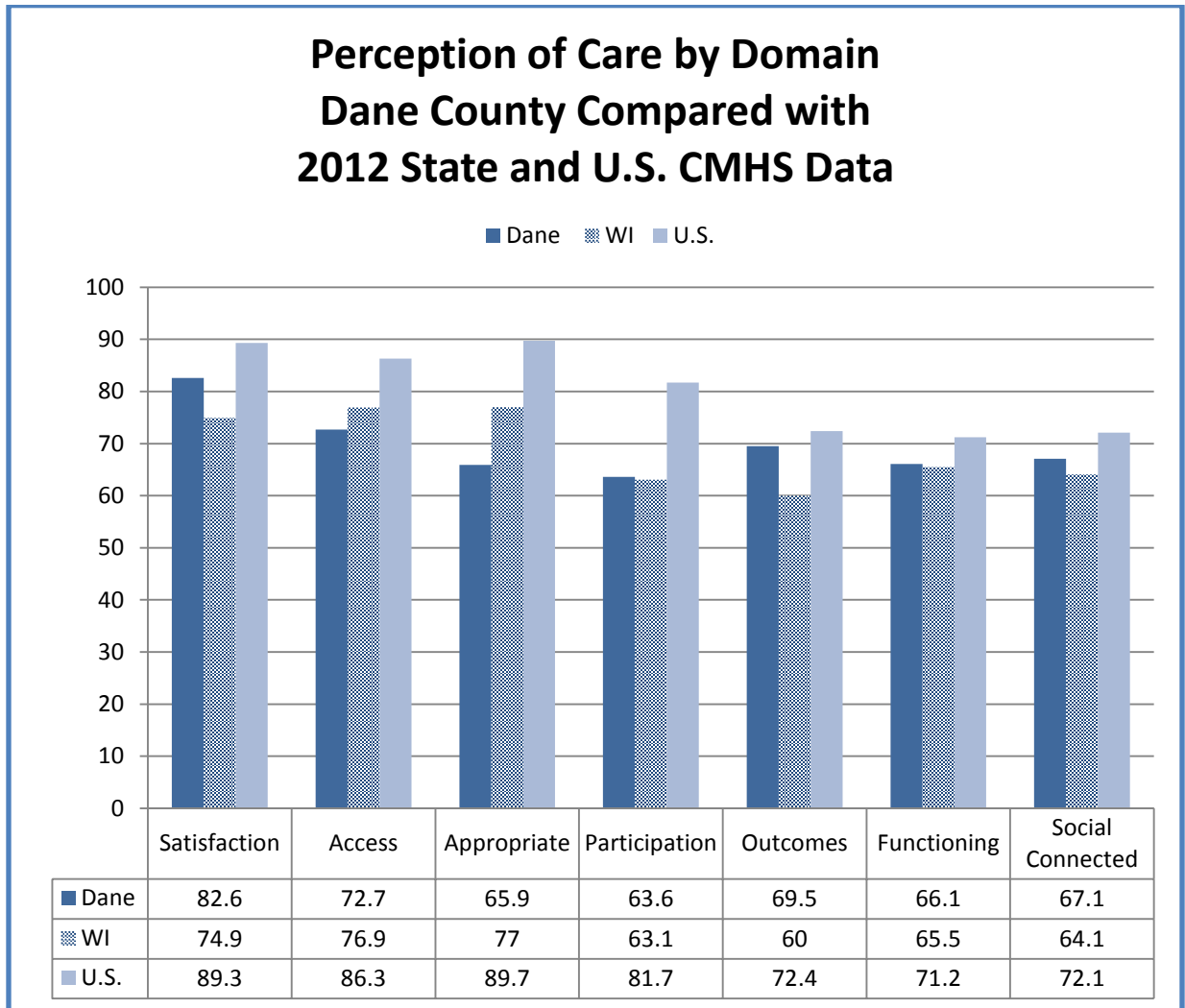
Dane County survey respondents on average reported more positively about their satisfaction with services (82.6%) than did Wisconsin residents served by the publicly funded mental health system who responded to the State MHSIP survey administered in 2012 (74.9%).

Dane County respondents were also more likely to report positively about outcomes plus improved functioning and improved social connectedness as a result of services than did their 2012 Wisconsin counterparts.

However, Wisconsin clients reported more positively regarding access to and appropriateness of services than Dane County survey respondents.

While Dane County residents 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 2012 on **every** domain.

**Graph 2:** Perception of Care by Domain for Dane County compared with 2012 Wisconsin and U.S. Adult Averages as Reported by the 2012 Center for Mental Health Services (CMHS) Uniform Reporting System (URS)



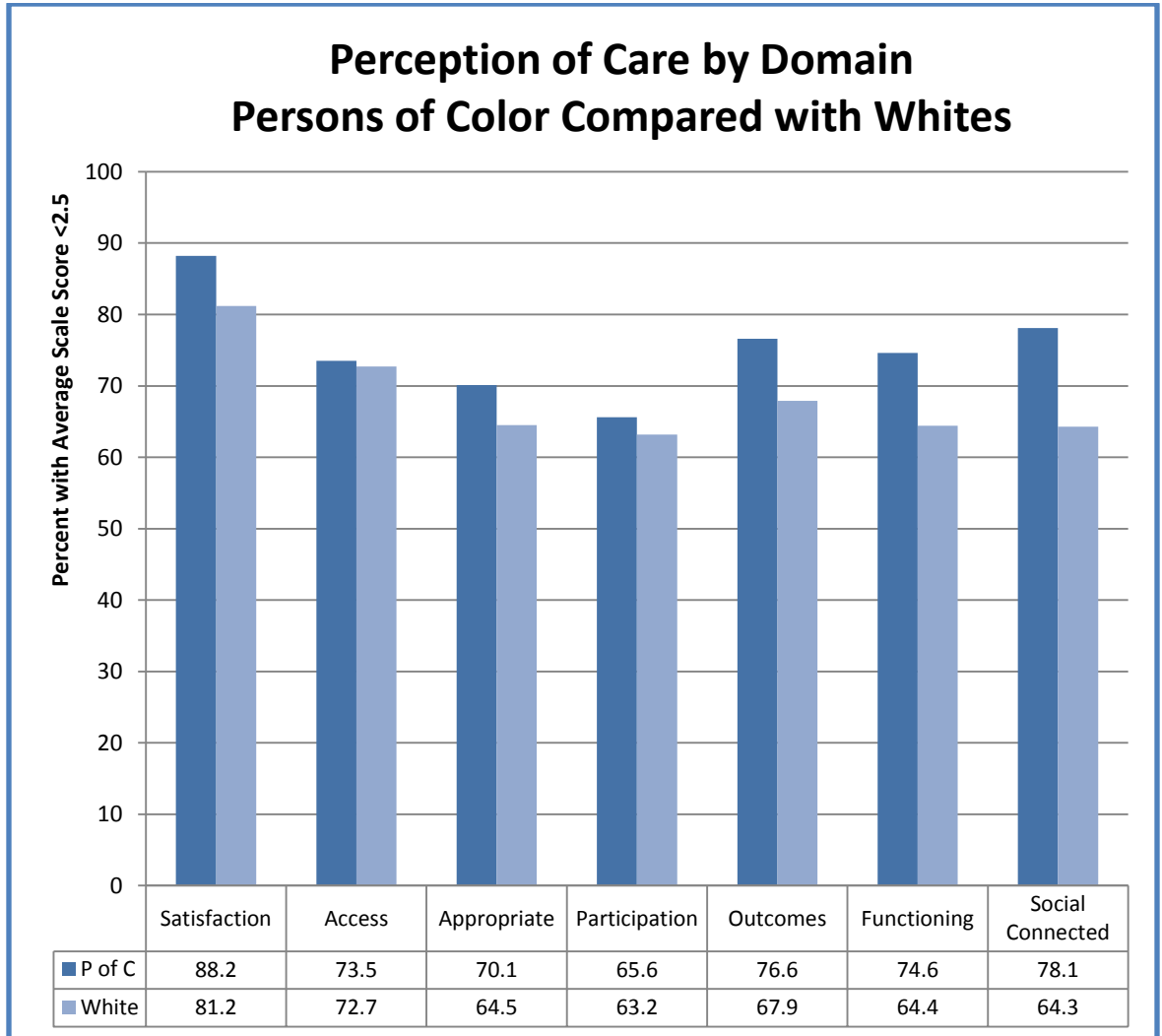
The difference was most notable on the appropriateness domain. 65.7% of Dane County survey respondents reportedly positively about the appropriateness of treatment compared with 89.7% of adults surveyed across the U.S. in 2012 – a difference of 24 percentage points.

Another major difference was in the Participation in Treatment domain. While 81.7% of respondents nationally reported positively regarding their participation in treatment, just 63.6% of Dane County survey respondents did so. This is a difference of 18 percentage points.

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. There was no statistical difference between these two populations on any domain except social connectedness.

Persons of Color reported more positively than Whites regarding improved social connectedness as a direct result of service received.<sup>7</sup>

**Graph 3:** Perception of Care by Domain by Race/Ethnicity – Persons of Color Compared with Whites



<sup>7</sup>  $\chi^2 = 4.276, df = 1, p < .05.$

# General Satisfaction with Services

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

General satisfaction with services was measured by three questions:

1. I like the services that I received here.
2. If I had other choices, I would still get services from this agency.
3. I would recommend this agency to a friend or family member.

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

The majority, 86.6%, indicated they agreed or strongly agreed with the statement, “I like the services that I received here.”

While over three quarters 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.

General Satisfaction Domain	Percent of Respondents			
	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	Resp. (N)
I like the services that I received here.	86.6	6.4	7.0	299
If I had other choices, I would still get services from this agency.	77.7	13.8	8.5	305
I would recommend this agency to a friend or family member.	80.4	11.6	8.0	301

## Sample of Consumer Comments:

*The services I receive are excellent and I encourage others to use them. They really help.*

*I wish we had more services in general. Wish there was more case manager service around.*

*I have never really had a choice other than Journey/Dane County Mental Health Center to receive services mainly due to lack of insurance or this place is the only place that accepts medical assistance for mental health services. I do not feel that the direct services I have received had affected or made my life better. I have made my life better. Journey MHC is not a great choice especially where there is truly no other choice in Madison, Wisconsin for me.*

*If it hadn't been for the help I received from Journey and their teams, I probably wouldn't still be here. They gave me my life back with lots of love and happiness, and I feel like I have lots of new very special friends. God Bless & Keep you all!*

*I am happy & would recommend Chrysalis.*

*Acewood is like a second home to me! The services that I have received were great! I recommend this place to others.*

# 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>8</sup> The items in this domain look at the location of the services, staff responsiveness, and the availability of services.

The majority of respondents, 84.5%, indicated that services were available at times that were good for them.

The two lowest rated items in this domain were the convenience of the location of services and being able to see a psychiatrist. Two-thirds of respondents felt the location of services was convenient. 15.4% of respondents indicated they disagreed or strongly disagreed with the statement, “I was able to see a psychiatrist when I wanted to.” This was also reflected in a number of the written comments which cited the waiting times or difficulty in getting an appointment with a psychiatrist.

<sup>8</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.

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.)	67.5	18.6	13.9	295
Staff were willing to see me as often as I felt it was necessary.	75.8	12.8	11.4	297
Staff returned my calls in 24 hours.	77.1	12.5	10.4	279
Services were available at times that were good for me. <sup>9</sup>	84.5	7.8	7.8	296
I was able to get all the services I thought I needed.	75.3	14.0	10.7	299
I was able to see a psychiatrist when I wanted to.	68.5	16.1	15.4	279

### Sample of Consumer Comments:

*It takes me about 45 minutes on the bus just to get to my 15 minute appointments.*

*Most of the time staff return calls within 24 hrs. but there have been times when that doesn't happen.*

*It's gotten hard to make psychiatrist appointments ... Therapy is not available as much as it is needed.*

*I had to wait 2 years to get services at all and I have a severe mental illness.*

*When I was in a crisis I was told by my nurse, I can only be seen by my psychiatrist once every 3 months.*

*No one returns my calls when I say I need help with my medication.*

<sup>9</sup> Percents will not equal 100% due to rounding.



# 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 on "staff here believe I can grow, change, and recover." 77.8% of respondents agreed or strongly agreed with the statement while 8.1% disagreed/strongly disagreed. 14.1% indicated they were neutral.

Respondents reported positively regarding being given information about their rights (81.6%) and having their wishes respected about information sharing (80.6%).

Respondents were less likely to report positively regarding being informed of medication side effects (67.5%) and feeling free to complain (68.9%).

Peer support is one of the 10 guiding principles of recovery described in SAMHSA's working definition of recovery. Yet, it was the lowest rated item in this domain with just 64.5% of respondents agreeing/strongly agreeing they were encouraged to use consumer-run programs.

Quality and Appropriateness Domain	Percent of Respondents <sup>10</sup>			
	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	Resp. (N)
Staff here believe I can grow, change, and recover.	77.8	14.1	8.1	297
I felt free to complain.	68.9	18.6	12.5	296
I was given information about my rights.	81.6	12.2	6.3	304
Staff encouraged me to take responsibility for how I live my life.	78.6	14.1	7.2	290
Staff told me what side effects to watch for.	67.5	18.8	13.7	277
Staff respected my wishes about who was and was not to be given information about my treatment.	80.6	12.4	7.1	283
Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	77.7	16.8	5.5	274
Staff helped me obtain the information I needed so that I could take charge of managing my illness.	72.7	17.7	9.6	282
I was encouraged to use consumer-run programs (support groups, drop-in centers, etc.)	64.5	22.3	13.2	273

### Sample of Consumer Comments:

*I would like to say I am very pleased with my mental health care providers. I am treated with dignity and respect. My treatment team to me is my family. I trust them with my life. And I know that they only want good things for me.*

*Dogs in the pound are treated better.*

*Most important issue has been that I am believed, my story's real and that staff respect it & still can hold me accountable with care & kindness. Biggest issue – months between seeing Psych!*

<sup>10</sup> Percents may not equal 100% due to rounding.

# 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. Individuals optimize their autonomy and independence to the greatest extent possible by leading, controlling, and exercising choice over the services and supports that assist their recovery and resilience. 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>11</sup> (p.3)

Yet, Participation in Treatment was the lowest ranked domain. Just 63.6% of survey respondents reported positively regarding their participation in treatment.

Of the two items that comprised the domain, the item, "I, not staff, decided my treatment goals," was ranked the lowest. 64.6% of respondents agreed or strongly agreed with the statement while 16.7% disagreed/strongly disagreed.

<sup>11</sup> SAMHSA. SAMKSA's Working Definition of Recovery. DHHS Publication No. PEP12-RECDEF. Rockville, MD: Substance Abuse and Mental Health Services Administration, 2012.

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>12</sup>	79.6	12.8	7.6	289
I, not staff, decided my treatment goals.	64.6	18.8	16.7	288

## Sample of Consumer Comments:

*I did not like the way I was being treated. Always bossing me around, taking over made me feel like a child.*

*I was never asked directly to state my treatment goals for myself. Only in the beginning. I don't believe I have been given a copy of my specific treatment goals.... I am not given straight forward answers when I or my (outside) psychologist ask questions about my treatment...Overall I am not treated as an individual but in general as just 1 among hundreds of clients. My psychiatrist refused to listen to my comments/concerns about my situation or my input as to what has worked best for me in the past.*

*When I was seeing a psychiatrist, I was doing better, but then they switched me to a med dispenser who was horrible! Before even asking how I was doing, she said she was going to change my medication! (& I felt & so did my social worker & personal doctor) that the medications were working fine. She messed me all up; undid the help I was getting. I am currently not seeing her (she told me she didn't want to see me either) & my wonderful Social Worker... is helping me to find a psychiatrist. It's been over 2 months & I am still waiting. I am over-emotional & cry a lot thanks to my new "cancelled" med dispenser.*

*SOAR is the best of many mental health companies I've worked with in Dane Co. The staff are intelligent and professional. They truly helped me in a time of mental duress when no one else would. They saw me as human and really worked with me, not "on" me.*

<sup>12</sup> Percentages do not equal 100% due to rounding.

# General Satisfaction on Key Items

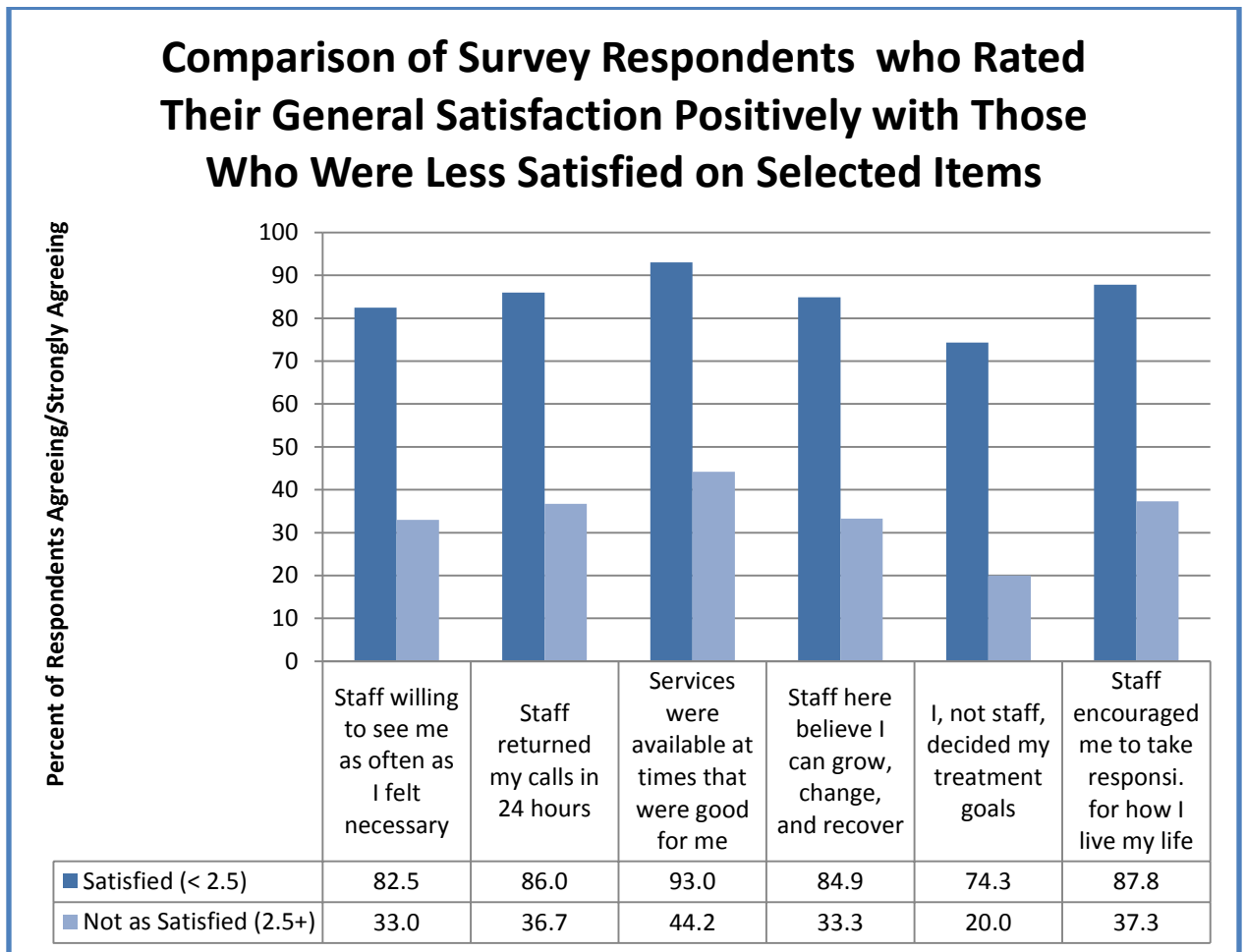
A comparison was done between respondents who perceived their general satisfaction positively (domain score of < 2.5) to those who were less satisfied (domain score of 2.5 or greater) on selected survey items.

Respondents who rated their general satisfaction positively were more likely to agree/strongly agree that, “I, not staff, decided my treatment goals” (74.3%) than did respondents who rated their general satisfaction less positively (20.0%) – a 54.3 point difference.

84.9% of survey respondents who rated their general satisfaction positively compared to 33.3% of those who were less satisfied agreed or strongly agreed with the statement, “Staff here believe I can grow, change, and recover.” This is a 51.6 point difference.

Of respondents with less positive general satisfaction domain scores, 37.3% agreed or strongly agreed with the statement, “Staff encouraged me to take responsibility for how I live my life.” This contrasts to 87.8% of those who rated their general satisfaction positively.

**Graph 4:** Comparison of General Satisfaction Domain Scores to Rating on Key Items



Respondents who rated their general satisfaction positively were more likely than those who rated their general satisfaction less positively to agree/strongly agree that:

- I, not staff, decided my treatment goals (54.3 point difference).
- Staff here believe I can grow, change, and recover (51.6 point difference).
- Staff encouraged me to take responsibility for how I live my life (50.5 point difference).
- Staff were willing to see me as often as I felt it was necessary (49.5 point difference).
- Staff returned my call in 24 hours (49.3 point difference).
- Services were available at times that were good for me (48.8 point difference).
- Staff respected my wishes about who was and was not to be given information about my treatment (47.2 point difference).
- Staff helped me to obtain the information I needed so that I could take charge of managing my illness (46.8 point difference).

# Outcomes Domain

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

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

Slightly under 75% of respondents indicated they were able to deal more effectively with daily problems, to control their life, and to deal with crisis as a result of services.

In the lowest ranked area in this domain, 59.2% of survey respondents indicated they were doing better in school and/or work. There were a number of written comments from respondents indicating they wanted assistance with obtaining jobs.

Outcomes Domain	Percent of Respondents <sup>13</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.	74.1	18.8	7.2	293
I am better able to control my life.	74.5	17.7	7.8	294
I am better able to deal with crisis.	74.3	15.3	10.4	288
I am getting along better with my family.	65.8	19.8	14.4	278
I do better in social situations.	65.3	19.8	14.9	288
I do better in school and/or work.	59.2	28.7	12.1	223
My housing situation has improved.	64.9	23.5	11.6	268
My symptoms are not bothering me as much.	65.6	20.7	13.7	285

### Sample of Consumer Comments

*I am happy about my life if I can find housing.*

*I would not be living in the community right now without PACT!!!*

*I need to be able to support myself financially.*

*My support and work person helped me gain confidence and clarity with vocational goals.*

*Made such a difference. Now I want a part time job and want them to help.*

*For the most part I am thankful for the services from PACT. I have not been hospitalized in many years because of PACT and, they are very supportive of my part-time employment.*

<sup>13</sup> Percents may not equal 100% due to rounding.

# Functioning Domain

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

Based on the domain score, 66.1% 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 (72.0%) than they did in being able to handle things when they go wrong (64.1%).

Outcomes Domain	Percent of Respondents			
	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	Resp. (N)
I do things that are more meaningful to me.	67.2	22.1	9.7	290
I am better able to take care of my needs.	72.0	16.7	11.3	293
I am better able to handle things when they go wrong.	64.1	21.7	14.1	290
I am better able to do things I want to do.	66.3	20.3	13.4	291

### Sample of Consumer Comments

*The questions were hard to answer as one day things can be ok and another not. Lack of money, food (healthy), struggling month after month gets very hard and defeating at times.*

*My life has not improved what so ever solely from the services I receive. At times making arrangements and dealing with the elaborate system of Journey Mental Health has made my life more difficult. By not providing me with the timely and professional services my needs require allowing my symptoms to go untreated and unchecked.*

*I am very happy with my services at Journey. I am doing a lot better now than I was before I came to Journey.*

# 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).

Over 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.

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.	73.4	15.7	10.9	274
I have people with whom I can do enjoyable things.	73.0	15.7	11.4	281
I feel I belong in my community.	64.5	20.8	14.07	289
In a crisis, I would have the support I need from family or friends. <sup>14</sup>	70.4	18.2	11.4	280

### Sample of Consumer Comments

*I disagree with #33-36, but it is not due to my counselor. My life is just difficult.*

*Have no one.*

*I have no family ..... No real friends except my social workers & people I have met at Church - which are all couples which leaves me out.*

<sup>14</sup> Percents will not equal 100% due to rounding.





# Results by Provider by Domain

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**Table 3:** 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>	82.6	72.7	65.9	63.6	69.5	66.1	67.1
Chrysalis, Inc.	90.9	63.6	63.6	66.7	54.5	54.6	81.8
Journey Mental Health Center	81.5	73.0	67.6	63.9	70.8	66.7	65.9
Crisis Intervention	79.2	60.9	59.1	50.0	63.6	56.5	71.4
CSP Gateway/Fordem	77.8	74.1	66.7	66.7	77.8	80.8	61.5
Kajsaib House	92.9	85.7	78.6	64.3	91.7	78.6	85.7
MOST	69.2	58.3	50.0	45.5	55.6	61.5	38.5
Outpatient Services	89.2	69.2	65.8	68.6	63.9	57.9	55.6
Prescriber Services	82.2	70.5	66.7	61.5	59.5	60.0	65.0
Yahara House	82.6	85.7	90.5	84.2	81.0	81.0	80.0
Mendota Mental Health Inst.	75.0	72.2	58.8	60.0	76.5	61.1	75.0
SOAR Case Management Ser.	85.0	80.0	70.0	75.0	68.4	73.7	73.7
Tellurian U.C.A.N., Inc.	88.2	77.7	50.0	56.3	62.5	62.5	62.5

# 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. Percents may not equal 100% due to rounding.

**Table 4:** 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>	299	<b>86.6</b>	<b>6.4</b>	<b>7.0</b>	305	<b>77.7</b>	<b>13.8</b>	<b>8.5</b>
Chrysalis, Inc.	11	100.0	0.0	0.0	11	72.7	18.2	9.1
Journey Mental Health Center	218	85.3	6.4	8.3	221	77.8	13.1	9.0
Crisis Intervention	23	73.9	13.0	13.0	24	75.0	20.8	4.2
Crisis Stabilization	10	80.0	10.0	10.0	10	80.0	20.0	0.0
CSP Gateway/Fordem	26	92.3	7.7	0.0	27	81.5	14.8	3.7
Kajisab House	14	85.7	14.3	0.0	14	92.9	7.1	0.0
MOST	13	76.9	0.0	23.1	13	69.2	7.7	23.1
Outpatient Services	38	86.8	5.3	7.9	39	74.4	12.8	12.8
Prescriber Services	45	86.7	6.7	6.7	45	73.3	11.1	15.6
Yahara House	22	86.4	4.5	9.1	22	86.4	9.1	4.5
Mendota Mental Health Inst.	16	87.5	6.3	6.3	18	88.9	5.6	5.6
SOAR Case Management Ser.	20	85.0	10.0	5.0	20	70.0	20.0	10.0
Tellurian U.C.A.N., Inc.	17	93.8	0.0	6.3	18	72.2	22.2	5.6

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>	301	<b>80.4</b>	<b>11.6</b>	<b>8.0</b>	295	<b>67.5</b>	<b>18.6</b>	<b>13.9</b>
Chrysalis, Inc.	11	81.8	18.2	0.0	10	70.0	20.0	10.0
Journey Mental Health Center	221	79.6	12.2	8.1	215	65.1	20.0	14.9
Crisis Intervention	23	69.6	26.1	4.3	22	54.5	36.4	9.1
Crisis Stabilization	10	90.0	0.0	10.0	10	80.0	20.0	0.0
CSP Gateway/Fordem	27	74.1	14.8	11.1	27	63.0	14.8	22.2
Kajisab House	14	100.0	0.0	0.0	14	85.7	14.3	0.0
MOST	13	69.2	7.7	23.1	10	50.0	40.0	10.0
Outpatient Services	39	79.5	15.4	5.1	38	63.2	23.7	13.2
Prescriber Services	45	80.0	8.9	11.1	45	55.6	20.0	24.4
Yahara House	22	90.9	4.5	4.5	22	77.3	9.1	13.6
Mendota Mental Health Inst.	18	77.8	11.1	11.1	16	81.3	6.3	12.5
SOAR Case Management Ser.	20	80.0	10.0	10.0	19	63.2	21.1	15.8
Tellurian U.C.A.N., Inc.	15	85.7	0.0	14.3	18	77.8	11.1	11.1

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>	297	<b>75.8</b>	<b>12.8</b>	<b>11.4</b>	279	<b>77.1</b>	<b>12.5</b>	<b>10.4</b>
Chrysalis, Inc.	11	72.7	27.3	0.0	9	77.8	11.1	11.1
Journey Mental Health Center	216	76.9	11.1	12.0	203	78.3	12.3	9.4
Crisis Intervention	23	69.6	17.4	13.0	23	73.9	17.4	8.7
Crisis Stabilization	9	77.8	11.1	11.1	9	88.9	0.0	11.1
CSP Gateway/Fordem	26	88.5	3.8	7.7	24	87.5	0.0	12.5
Kajisab House	13	92.3	7.7	0.0	13	69.2	23.1	7.7
MOST	13	69.2	15.4	15.4	11	63.6	27.3	9.1
Outpatient Services	39	79.5	7.7	12.8	38	81.6	13.2	5.3
Prescriber Services	44	65.9	18.2	15.9	40	70.0	17.5	12.5
Yahara House	21	81.0	9.5	9.5	22	90.9	4.5	4.5
Mendota Mental Health Inst.	17	64.7	17.6	17.6	16	75.0	12.5	12.5
SOAR Case Management Ser.	20	80.0	10.0	10.0	19	84.2	5.3	10.5
Tellurian U.C.A.N., Inc.	17	76.5	11.8	11.8	17	64.7	23.5	11.8

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>	296	<b>84.5</b>	<b>7.8</b>	<b>7.8</b>	299	<b>75.3</b>	<b>14.0</b>	<b>10.7</b>
Chrysalis, Inc.	11	81.8	0.0	18.2	10	70.0	20.0	10.0
Journey Mental Health Center	214	84.1	7.9	7.9	218	76.6	12.8	10.6
Crisis Intervention	24	79.2	8.3	12.5	24	66.7	8.3	25.0
Crisis Stabilization	9	88.9	11.1	0.0	10	90.0	0.0	10.0
CSP Gateway/Fordem	27	85.2	11.1	3.7	27	77.8	18.5	3.7
Kajisab House	14	92.9	7.1	0.0	14	85.7	14.3	0.0
MOST	12	75.0	8.3	16.7	12	50.0	16.7	33.3
Outpatient Services	39	84.6	10.3	5.1	39	76.9	20.5	2.6
Prescriber Services	44	84.1	6.8	9.1	42	71.4	16.7	11.9
Yahara House	20	90.0	0.0	10.0	22	86.4	4.5	9.1
Mendota Mental Health Inst.	17	82.4	11.8	5.9	18	72.2	11.1	16.7
SOAR Case Management Ser.	20	80.0	10.0	10.0	20	75.0	15.0	10.0
Tellurian U.C.A.N., Inc.	18	94.4	0.0	5.6	17	64.7	23.5	11.8

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>	279	<b>68.5</b>	<b>16.1</b>	<b>15.4</b>	297	<b>77.7</b>	<b>14.2</b>	<b>8.1</b>
Chrysalis, Inc.	8	62.5	12.5	25.0	11	81.8	0.0	18.2
Journey Mental Health Center	202	68.8	14.9	16.3	215	77.7	15.8	6.5
Crisis Intervention	22	63.6	18.2	18.2	22	81.8	13.6	4.5
Crisis Stabilization	9	66.7	11.1	22.2	10	90.0	0.0	10.0
CSP Gateway/Fordem	27	77.8	14.8	7.4	27	81.5	22.2	0.0
Kajisab House	13	92.3	7.7	0.0	14	78.6	14.3	0.0
MOST	10	30.0	40.0	30.0	12	50.0	25.0	25.0
Outpatient Services	38	68.4	13.2	18.4	39	71.8	23.1	5.1
Prescriber Services	43	55.8	25.6	18.6	41	80.5	14.6	4.9
Yahara House	16	87.5	0.0	12.5	22	90.9	4.5	4.5
Mendota Mental Health Inst.	17	64.7	29.4	5.9	17	58.8	17.6	23.5
SOAR Case Management Ser.	19	73.7	10.5	15.8	20	85.0	5.0	10.0
Tellurian U.C.A.N., Inc.	18	72.2	16.7	11.1	18	76.5	11.8	11.8

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>	296	<b>68.9</b>	<b>18.6</b>	<b>12.5</b>	304	<b>81.6</b>	<b>12.2</b>	<b>6.3</b>	
Chrysalis, Inc.	11	72.7	27.3	0.0	10	80.0	10.0	10.0	
Journey Mental Health Center	215	68.4	19.5	12.1	221	80.1	13.6	6.3	
Crisis Intervention	24	66.7	16.7	16.7	24	70.8	16.7	12.5	
Crisis Stabilization	8	75.0	12.5	12.5	10	90.0	0.0	10.0	
CSP Gateway/Fordem	27	66.7	29.6	3.7	27	74.1	18.5	7.4	
Kajisab House	13	76.9	15.4	7.7	14	78.6	14.3	7.1	
MOST	12	66.7	16.7	16.7	13	61.5	30.8	7.7	
Outpatient Services	38	63.2	23.7	13.2	39	84.6	12.8	2.6	
Prescriber Services	43	69.8	18.6	11.6	45	84.4	11.1	4.4	
Yahara House	22	72.7	18.2	9.1	22	90.9	4.5	4.5	
Mendota Mental Health Inst.	18	55.6	22.2	22.2	18	77.8	11.1	11.1	
SOAR Case Management Ser.	20	80.0	10.0	10.0	20	85.0	10.0	5.0	
Tellurian U.C.A.N., Inc.	17	70.6	11.8	17.6	18	94.4	0.0	5.6	

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>	290	<b>78.6</b>	<b>14.1</b>	<b>7.2</b>	277	<b>67.5</b>	<b>18.8</b>	<b>13.7</b>	
Chrysalis, Inc.	11	90.9	9.1	0.0	9	77.8	22.2	0.0	
Journey Mental Health Center	210	79.5	13.3	7.1	203	68.5	16.7	14.8	
Crisis Intervention	22	81.8	9.1	9.1	20	60.0	30.0	10.0	
Crisis Stabilization	9	88.9	11.1	0.0	9	77.8	22.2	0.0	
CSP Gateway/Fordem	26	88.5	7.7	3.8	27	63.0	25.9	11.1	
Kajisab House	14	92.9	7.1	0.0	14	92.9	7.1	0.0	
MOST	13	53.8	30.8	15.4	12	41.7	16.7	41.7	
Outpatient Services	37	78.4	18.9	2.7	36	72.2	13.9	13.9	
Prescriber Services	39	69.2	20.5	10.3	40	72.5	12.5	15.0	
Yahara House	22	86.4	4.5	9.1	19	73.7	21.1	5.3	
Mendota Mental Health Inst.	18	77.8	16.7	5.6	17	58.8	29.4	11.8	
SOAR Case Management Ser.	20	75.0	15.0	10.0	19	68.4	21.1	10.5	
Tellurian U.C.A.N., Inc.	18	66.7	16.7	16.7	16	80.0	6.7	13.3	



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>	283	<b>80.6</b>	<b>12.4</b>	<b>7.1</b>	274	<b>77.7</b>	<b>16.8</b>	<b>5.5</b>
Chrysalis, Inc.	9	100.0	0.0	0.0	11	72.7	27.3	0.0
Journey Mental Health Center	207	81.6	11.6	6.8	201	79.6	14.9	5.5
Crisis Intervention	21	76.2	14.3	9.5	22	77.3	18.2	4.5
Crisis Stabilization	9	88.9	11.1	0.0	8	75.0	12.5	12.5
CSP Gateway/Fordem	27	85.2	11.1	3.7	26	88.5	11.5	0.0
Kajisab House	14	85.7	14.3	0.0	14	100.0	0.0	0.0
MOST	12	66.7	16.7	16.7	10	60.0	10.0	30.0
Outpatient Services	36	83.3	11.1	5.6	35	80.0	14.3	5.7
Prescriber Services	40	80.0	15.0	5.0	39	79.5	17.9	2.6
Yahara House	20	95.0	0.0	5.0	19	89.5	5.3	5.3
Mendota Mental Health Inst.	16	75.0	18.8	6.3	15	73.3	13.3	13.3
SOAR Case Management Ser.	20	75.0	10.0	15.0	18	77.8	16.7	5.6
Tellurian U.C.A.N., Inc.	18	70.6	23.5	5.9	15	73.3	26.6	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>	282	<b>72.7</b>	<b>17.7</b>	<b>9.6</b>	273	<b>64.5</b>	<b>22.3</b>	<b>13.2</b>
Chrysalis, Inc.	11	72.7	27.3	0.0	11	45.5	36.4	18.2
Journey Mental Health Center	205	74.6	15.6	9.8	195	67.2	22.1	10.8
Crisis Intervention	21	76.2	19.0	4.8	22	63.6	18.2	18.2
Crisis Stabilization	9	88.9	0.0	11.1	9	77.8	22.2	0.0
CSP Gateway/Fordem	26	65.4	26.9	7.7	26	73.1	23.1	3.8
Kajisab House	14	92.9	7.1	0.0	14	92.9	7.1	0.0
MOST	11	54.5	18.2	27.3	12	33.3	50.0	16.7
Outpatient Services	36	77.8	11.1	11.1	33	69.7	15.2	15.2
Prescriber Services	40	67.5	22.5	10.0	34	55.9	26.5	17.6
Yahara House	21	90.5	4.8	4.8	20	75.0	20.0	5.0
Mendota Mental Health Inst.	16	68.8	18.8	12.5	18	55.6	22.2	22.2
SOAR Case Management Ser.	20	70.0	20.0	10.0	19	73.7	15.8	10.5
Tellurian U.C.A.N., Inc.	16	68.8	18.8	12.5	16	31.3	37.5	31.3

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>	289	<b>79.6</b>	<b>12.8</b>	<b>7.6</b>	288	<b>64.6</b>	<b>18.8</b>	<b>16.7</b>	
Chrysalis, Inc.	9	77.8	22.2	0.0	11	63.6	27.3	9.1	
Journey Mental Health Center	212	79.7	12.7	7.5	208	65.9	17.3	15.4	
Crisis Intervention	22	68.2	18.2	13.6	21	52.4	28.6	19.0	
Crisis Stabilization	9	88.9	11.1	0.0	9	55.6	22.2	22.2	
CSP Gateway/Fordem	27	88.9	7.4	3.7	27	70.4	18.5	11.1	
Kajisab House	14	85.7	14.3	0.0	14	78.6	14.3	7.1	
MOST	12	66.7	8.3	25.0	11	45.5	9.1	45.5	
Outpatient Services	37	78.4	13.5	8.1	37	73.0	18.9	8.1	
Prescriber Services	44	79.5	13.6	6.8	40	65.0	20.0	15.0	
Yahara House	19	84.2	15.8	0.0	21	76.2	9.5	14.3	
Mendota Mental Health Inst.	16	75.0	12.5	12.5	17	58.8	11.8	29.4	
SOAR Case Management Ser.	20	85.0	5.0	10.0	20	75.0	10.0	15.0	
Tellurian U.C.A.N., Inc.	18	83.3	11.1	5.6	17	52.9	23.5	23.5	

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>	293	<b>74.1</b>	<b>18.8</b>	<b>7.2</b>	294	<b>74.5</b>	<b>17.7</b>	<b>7.8</b>	
Chrysalis, Inc.	11	63.6	18.2	18.2	11	72.7	18.2	9.1	
Journey Mental Health Center	212	74.5	18.4	7.1	214	74.8	17.8	7.5	
Crisis Intervention	22	63.6	36.4	0.0	23	73.9	21.7	4.3	
Crisis Stabilization	10	80.0	10.0	10.0	10	80.0	10.0	10.0	
CSP Gateway/Fordem	27	81.5	14.8	3.7	27	70.4	22.2	7.4	
Kajisab House	14	78.6	21.4	0.0	14	92.9	7.1	0.0	
MOST	12	58.3	25.0	16.7	13	69.2	15.4	15.4	
Outpatient Services	37	67.6	24.3	8.1	37	64.9	27.0	8.1	
Prescriber Services	41	73.2	17.1	9.8	40	70.0	22.5	7.5	
Yahara House	21	81.0	9.5	9.5	22	81.8	9.1	9.1	
Mendota Mental Health Inst.	18	83.3	11.1	5.6	17	82.4	11.8	5.9	
SOAR Case Management Ser.	20	70.0	25.0	10.0	20	75.0	15.0	10.0	
Tellurian U.C.A.N., Inc.	17	76.5	17.6	5.9	16	62.5	31.3	6.3	

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>	288	<b>74.3</b>	<b>15.3</b>	<b>10.4</b>	278	<b>65.8</b>	<b>19.8</b>	<b>14.4</b>	
Chrysalis, Inc.	11	81.8	18.2	0.0	11	54.5	36.4	9.1	
Journey Mental Health Center	209	75.1	14.4	10.5	202	65.8	20.3	13.9	
Crisis Intervention	22	63.6	22.7	13.6	22	68.2	31.8	0.0	
Crisis Stabilization	10	90.0	0.0	10.0	10	70.0	10.0	20.0	
CSP Gateway/Fordem	27	81.5	11.1	7.4	26	80.8	11.5	7.7	
Kajisab House	13	84.6	15.4	0.0	14	92.9	7.1	0.0	
MOST	12	58.3	33.3	8.3	9	22.2	44.4	33.3	
Outpatient Services	38	63.2	26.3	10.5	36	55.6	19.4	25.0	
Prescriber Services	39	76.9	12.8	10.3	38	57.9	26.3	15.8	
Yahara House	20	85.0	10.0	5.0	20	75.0	15.0	10.0	
Mendota Mental Health Inst.	18	77.8	11.1	11.1	16	62.5	12.5	25.0	
SOAR Case Management Ser.	20	70.0	15.0	15.0	20	65.0	20.0	15.0	
Tellurian U.C.A.N., Inc.	16	62.5	18.8	18.8	14	71.4	14.3	14.3	

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>	288	<b>65.3</b>	<b>19.8</b>	<b>14.9</b>	223	<b>59.2</b>	<b>28.7</b>	<b>12.1</b>
Chrysalis, Inc.	11	63.6	18.2	18.2	11	54.5	27.3	18.2
Journey Mental Health Center	209	65.6	21.1	13.4	165	58.2	29.7	12.1
Crisis Intervention	23	65.2	30.4	4.3	21	66.7	33.3	0.0
Crisis Stabilization	9	77.8	0.0	22.2	9	55.6	22.2	22.2
CSP Gateway/Fordem	27	77.8	18.5	3.7	24	66.7	29.2	4.2
Kajisab House	13	84.6	7.7	7.7	7	57.1	28.6	14.3
MOST	11	63.6	27.3	9.1	5	40.0	60.0	0.0
Outpatient Services	37	45.9	27.0	27.0	29	58.6	24.1	17.2
Prescriber Services	39	51.3	28.2	20.5	31	38.7	41.9	19.4
Yahara House	22	81.8	9.1	9.1	17	64.7	23.5	11.8
Mendota Mental Health Inst.	17	58.8	17.6	23.5	12	58.3	25.0	16.7
SOAR Case Management Ser.	20	70.0	15.0	15.0	15	60.0	26.7	13.3
Tellurian U.C.A.N., Inc.	17	58.8	17.6	23.5	9	77.8	22.2	0.0

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>	268	<b>64.9</b>	<b>23.5</b>	<b>11.6</b>	285	<b>65.6</b>	<b>20.7</b>	<b>13.7</b>	
Chrysalis, Inc.	11	36.4	54.5	9.1	11	45.5	36.4	18.2	
Journey Mental Health Center	194	64.4	23.2	12.4	210	62.9	22.4	14.8	
Crisis Intervention	21	52.4	38.1	9.5	21	61.9	23.8	14.3	
Crisis Stabilization	10	70.0	20.0	10.0	9	33.3	33.3	33.3	
CSP Gateway/Fordem	25	80.0	16.0	4.0	26	69.2	19.2	11.5	
Kajisab House	13	76.9	23.1	0.0	13	76.9	15.4	7.7	
MOST	8	62.5	37.5	0.0	13	53.8	23.1	23.1	
Outpatient Services	34	67.6	20.6	11.8	38	60.5	21.1	18.4	
Prescriber Services	37	51.4	29.7	18.9	40	50.0	30.0	20.0	
Yahara House	20	65.0	15.0	20.0	22	77.3	13.6	9.1	
Mendota Mental Health Inst.	16	87.5	12.5	0.0	16	87.5	6.3	6.3	
SOAR Case Management Ser.	17	58.8	29.4	11.8	18	72.2	16.7	11.1	
Tellurian U.C.A.N., Inc.	16	75.0	12.5	12.5	16	75.0	18.8	6.3	

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>	290	<b>67.2</b>	<b>23.1</b>	<b>9.7</b>		293	<b>72.0</b>	<b>16.7</b>	<b>11.3</b>
Chrysalis, Inc.	11	81.8	18.2	0.0		11	63.6	27.3	9.1
Journey Mental Health Center	213	66.7	23.5	9.9		214	71.5	16.8	11.7
Crisis Intervention	23	52.2	34.8	13.0		23	60.9	26.1	13.0
Crisis Stabilization	10	70.0	10.0	20.0		10	80.0	10.0	10.0
CSP Gateway/Fordem	26	84.6	11.5	3.8		26	84.6	11.5	3.8
Kajisab House	14	78.6	21.4	0.0		14	78.6	14.3	7.1
MOST	13	61.5	23.1	15.4		12	66.7	25.0	8.3
Outpatient Services	38	57.9	28.9	13.2		38	65.8	18.4	15.8
Prescriber Services	40	55.0	32.5	12.5		41	61.0	22.0	17.1
Yahara House	21	85.7	4.8	9.5		22	81.8	9.1	9.1
Mendota Mental Health Inst.	17	64.7	29.4	5.9		18	77.8	5.6	16.7
SOAR Case Management Ser.	19	73.7	10.5	15.8		19	68.4	21.1	10.5
Tellurian U.C.A.N., Inc.	17	64.7	29.4	5.9		16	75.0	18.8	6.3



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>	290	<b>64.1</b>	<b>21.7</b>	<b>14.1</b>	291	<b>66.3</b>	<b>20.3</b>	<b>13.4</b>
Chrysalis, Inc.	11	63.6	18.2	18.2	11	63.6	27.3	9.1
Journey Mental Health Center	211	64.5	22.7	12.8	212	65.6	20.3	14.2
Crisis Intervention	23	52.2	30.4	17.4	22	59.1	27.3	13.6
Crisis Stabilization	9	88.9	0.0	11.1	10	70.0	0.0	30.0
CSP Gateway/Fordem	26	76.9	15.4	7.7	26	80.8	15.4	3.8
Kajisab House	12	75.0	16.7	8.3	14	78.6	7.1	14.3
MOST	13	53.8	23.1	23.1	13	61.5	15.4	23.1
Outpatient Services	38	55.3	26.3	18.4	38	57.9	28.9	13.2
Prescriber Services	42	69.0	19.0	11.9	40	60.0	20.0	20.0
Yahara House	21	61.9	23.8	14.3	21	71.4	19.0	9.5
Mendota Mental Health Inst.	18	61.1	16.7	22.2	17	64.7	23.5	11.8
SOAR Case Management Ser.	19	63.2	21.1	15.8	19	78.9	10.5	10.5
Tellurian U.C.A.N., Inc.	16	62.5	12.5	25.0	17	58.8	29.4	11.8

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>	274	<b>73.4</b>	<b>15.7</b>	<b>10.9</b>	281	<b>73.0</b>	<b>15.7</b>	<b>11.4</b>
Chrysalis, Inc.	11	72.7	27.3	0.0	11	81.8	18.2	0.0
Journey Mental Health Center	200	73.5	16.0	10.5	206	73.3	15.0	7.8
Crisis Intervention	21	61.9	33.3	4.8	21	71.4	23.8	4.8
Crisis Stabilization	9	66.7	0.0	33.3	9	55.6	22.2	22.2
CSP Gateway/Fordem	26	80.8	15.4	3.8	26	76.9	11.5	11.5
Kajisab House	14	100.0	0.0	0.0	14	92.9	7.1	0.0
MOST	12	33.3	50.0	16.7	13	69.2	23.1	7.7
Outpatient Services	36	66.7	19.4	13.9	37	70.3	16.2	13.5
Prescriber Services	38	76.3	7.9	15.8	41	68.3	14.6	17.1
Yahara House	19	78.9	10.5	10.5	20	75.0	10.0	15.0
Mendota Mental Health Inst.	16	81.3	6.3	12.5	16	75.0	12.5	12.5
SOAR Case Management Ser.	19	78.9	5.3	15.8	19	68.4	15.8	15.8
Tellurian U.C.A.N., Inc.	15	66.7	13.3	20.0	16	75.0	12.5	12.5

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>	279	<b>64.5</b>	<b>20.8</b>	<b>14.7</b>	280	<b>70.4</b>	<b>18.2</b>	<b>11.4</b>
Chrysalis, Inc.	11	90.9	9.1	0.0	11	63.6	36.4	0.0
Journey Mental Health Center	205	64.3	18.0	17.6	206	69.4	17.5	13.1
Crisis Intervention	20	65.0	20.0	15.0	22	63.6	18.2	18.2
Crisis Stabilization	9	66.7	0.0	33.3	8	100.0	0.0	0.0
CSP Gateway/Fordem	26	73.1	19.2	7.7	26	65.4	34.6	0.0
Kajisab House	14	71.4	28.6	0.0	14	92.9	7.1	0.0
MOST	13	46.2	38.5	15.4	12	41.7	25.0	33.3
Outpatient Services	36	52.8	22.2	25.0	37	64.9	16.2	18.9
Prescriber Services	42	59.5	14.3	26.2	42	73.8	11.9	14.3
Yahara House	19	78.9	5.3	15.8	19	73.7	15.8	10.5
Mendota Mental Health Inst.	16	56.3	25.0	18.8	17	76.5	5.9	17.6
SOAR Case Management Ser.	18	61.1	38.9	0.0	18	72.2	22.2	5.6
Tellurian U.C.A.N., Inc.	16	62.5	25.0	12.5	15	80.0	20.0	0.0



## **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 \_\_\_\_\_. 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 **June 28, 2014**. 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.

