

Comprehensive Community Services Participant Satisfaction Survey 2024 Results



Introduction

Comprehensive Community Services (CCS) is a voluntary, community-based program funded by the State of Wisconsin Department of Health Services (DHS) and operated by the Dane County Department of Human Services (DCDHS). CCS offers a flexible array of individualized, community-based psychosocial rehabilitation services to individuals with mental health and/or substance use needs.

In 2024, Dane County served nearly 3,000 participants.

Surveying Overview

The Mental Health Statistical Improvement Project (MHSIP) survey instrument measures key outcomes related to satisfaction, access, quality of services, participation in treatment, functioning and outcomes, and social connection. Items marked with (A) mean the item was only asked on the adult survey. Items marked with (Y/F) were asked only on the Youth and Family surveys. The CCS survey was distributed via Service Facilitators (SFs).

For more information about the survey tool and administration, view the Wisconsin [DHS Participant Guide](#) and the [MHSIP survey instrument](#).

Sample Overview

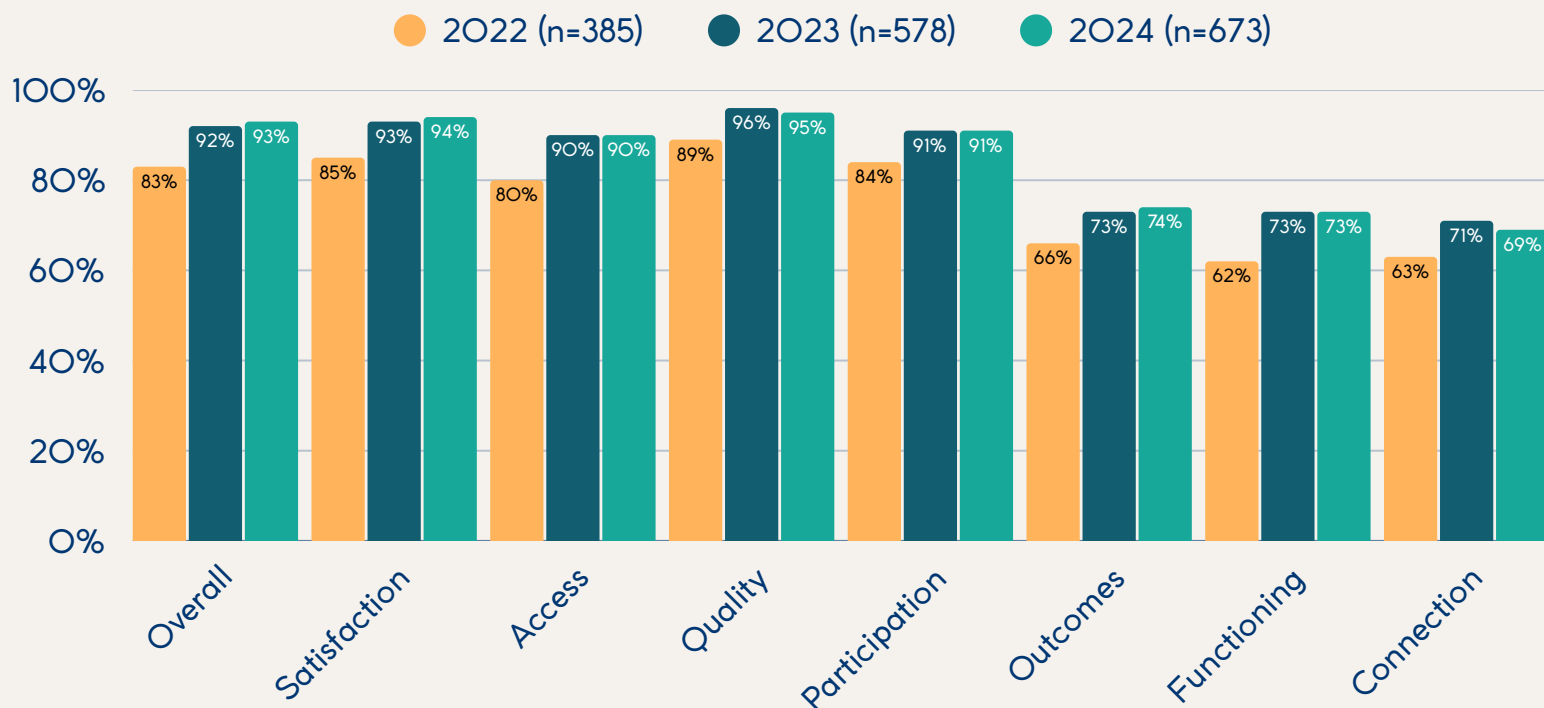
- 2,184 people surveyed¹
- 673 participants responded
- 31% response rate
- Respondent sample sufficiently represented the eligible population
- Participants who had dis-enrolled prior to survey distribution were less likely to respond

Overall Perception of Care

Domain Scores by Year, 2022-2024

- All domain scores remain about the same or slightly higher than last year (2023), after a significant increase in all domain scores from 2022.
- CCS participants reported incredibly high scores on the Satisfaction domain, indicating the vast majority of participants feel satisfied with their CCS services.
- Two of the domains with the lowest scores - Outcomes and Functioning - measure intrinsic changes to emotional and behavioral health that are often the most difficult to change and sustain.

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



Key Findings

- The survey response rate was 31% in 2024, the highest since CCS program began in Dane County in 2015. This is largely attributable to the collaborative partnership and efforts of CCS Service Facilitation agencies in delivering the surveys in-person to participants.
- Participants reported very high scores across most domains - the highest of which for Quality of providers and Satisfaction of services, indicating that participants feel well-supported and empowered by their CCS team in the treatment and recovery journey.
- There were very few significant differences in domain and item scores by variables that could impact participant experience like length of enrollment, housing status, whether or not the participant had recently dis-enrolled, and other demographics (race, age, and gender). This means that the participant experience in CCS is consistent, regardless of other factors.



94%

Overall satisfaction with services.

“

The services I have received have been professional and helpful. CCS has done a lot to try and help me and let me recover in a positive way. I think CCS is doing a great job.

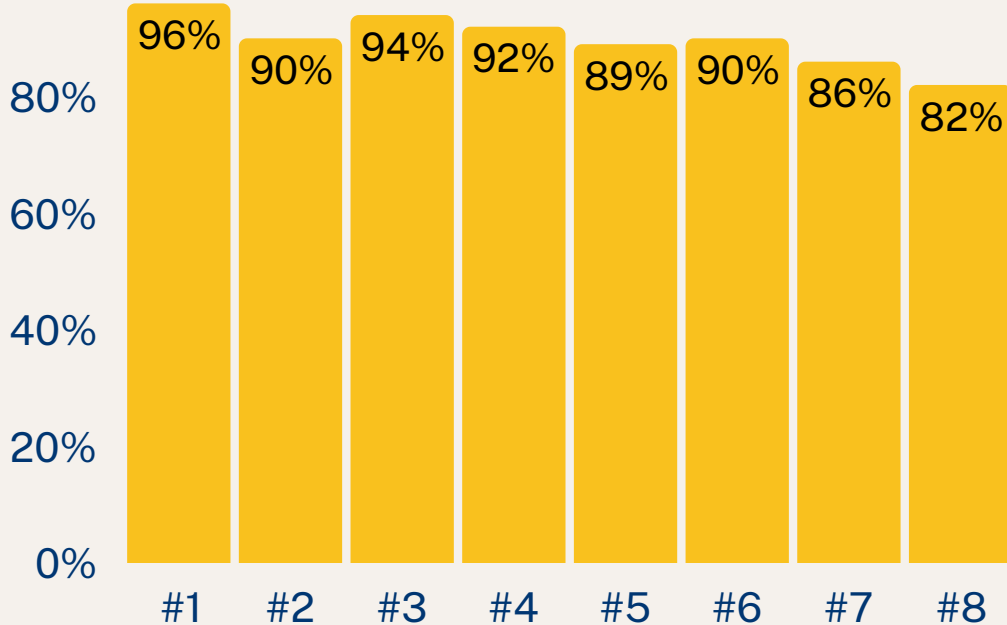
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Satisfaction

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. (A)
- #3 I would recommend this agency to a friend or family member. (A)
- #4 The people helping me stuck with me no matter what. (Y/F)
- #5 I felt I had someone to talk to when I was troubled. (Y/F)
- #6 The services I received were right for me. (Y/F)
- #7 I got the help I wanted. (Y/F)
- #8 I got as much help as I wanted. (Y/F)

100%



“

I am very grateful for the team that I have young and older, past and present. I will continue with them until I cannot. Thanks for the service.

”

Key Takeaways

- The Satisfaction domain score (94%) is consistent with the previous year (93%), a rise from 2022 (85%). Participants are exceptionally satisfied with their CCS experience.

Interested in results from prior years?

Read previous reports [here](#).



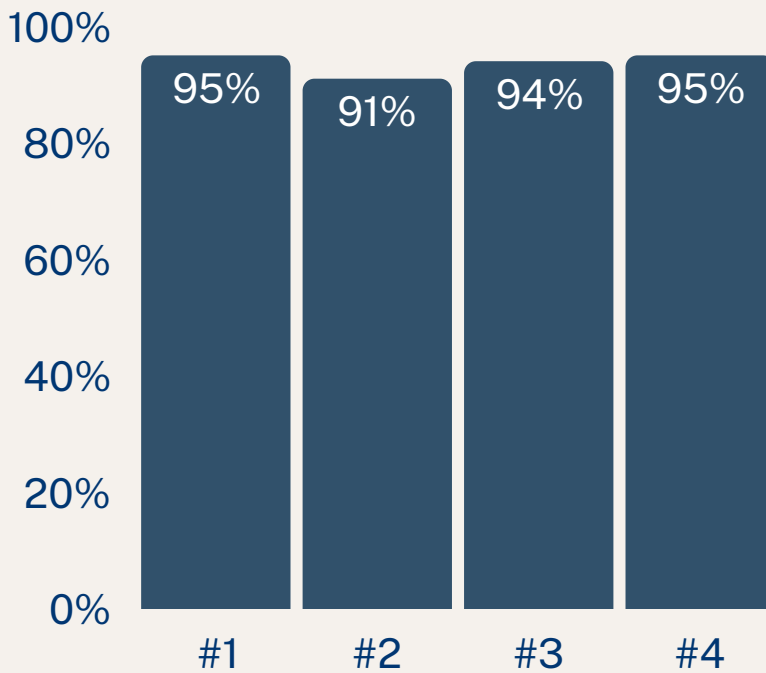
91%

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. (A)
- #2 I, not staff, decided my treatment goals.
- #3 I helped choose my services. (Y/F)
- #4 I participated in my own treatment. (Y/F)



Recovery is driven by empowered participants actively engaged in their treatment planning.²

“
I am very happy with my agencies and providers. I particularly want to single out my SF for allowing me to guide my own direction with "job development." Also want to say that my SF, while not normally a service facilitator, has been spectacular in the role and I trust her more than any other provider I've ever had.
”

Key Takeaways

- The Participation domain score was the same as the previous year (91%).
- A key component of the CCS program is that each and every participant defines their own goals and designs their unique path toward those goals. These results reinforce that CCS participants feel empowered in making informed decisions about their treatment and recovery planning and building their strengths as they see fit.



90%

Timely, convenient, and accessible services



Scheduling



Location



Transportation

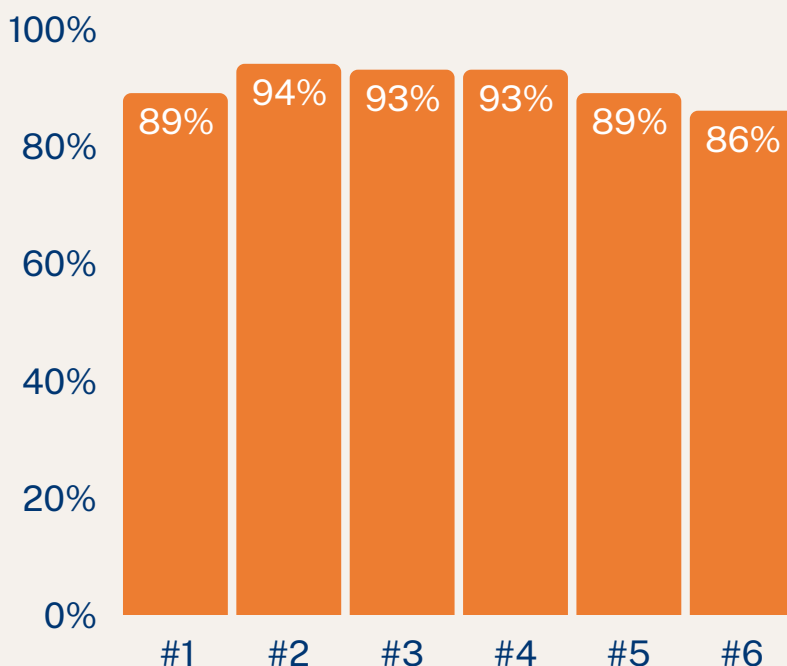


Availability

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. (A)
- #3 Staff returned my calls within 24 hours. (A)
- #4 Services were available at times that were good for me.
- #5 I was able to get all the services I thought I needed. (A)
- #6 I was able to see a psychiatrist when I wanted to. (A)



“ I feel comfortable talking with the team members. The team has been amazing and life changing with the support they have given me as I work through my long-term mental health and trauma. ”

“ I appreciate the continued support. Whether it be frequent check ins or having a support system/facilitator to help navigate resources and create/maintain goals and plans. However, I have experienced several transitions within my support team. I know changes happen but it creates less anxiety if the people I have on my team stay consistent so I don't have to reshare my story each time. ”

Key Takeaways

- The Access domain score was the same as the previous year (90%)
- Historically, participants in CCS and across the behavioral health array have struggled to access psychiatry services (Q6). The CCS Quality Improvement Plan aimed to address this challenge in recent years. After a significant increase in 2023 (84%) from previous years (~67%), participants in 2024 continued to report higher scores on the item (86%). This goal will continue to be monitored as the CCS provider network grows and more participants enroll in CCS.



74%

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. (A)
- #2 I deal more effectively with daily problems.
- #3 I am better able to deal with crisis. (A)
- #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. (A)
- #9 I am satisfied with my family life right now. (Y/F)

100%

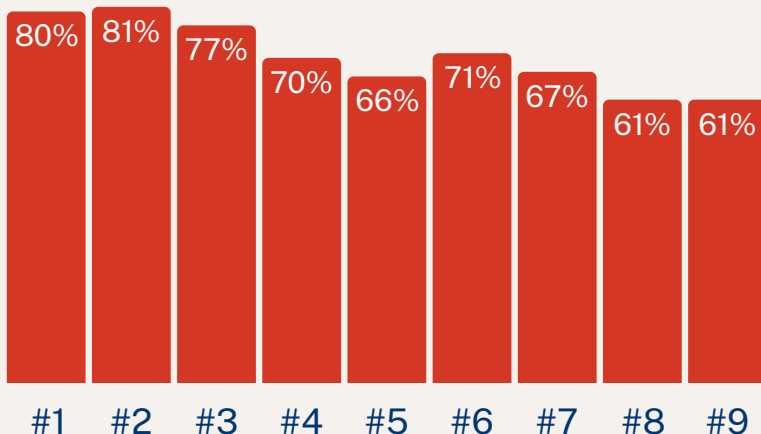
80%

60%

40%

20%

0%



“

With all the services I was offered and accepted for my child, my child is 100% better dealing with difficult situations. They still have a way to go but are in a better place than they were a year ago.”

”

Key Takeaways

- The Outcomes domain score remained consistent to prior years (73% in 2023 and 66% in 2022). Item scores were also similar to recent years, with most items seeing an increase in 2024.
- This domain has comparatively lower scores to other domains. This domain goes beyond “process” measures such as service accessibility and provider quality to assess whether a participant feels their treatment plan is improving core components of wellness and recovery.
- One of the most challenging aspects on this domain is symptom management (Q8, 61%). Controlling and reducing symptoms can lead to marked improvement on other domains, especially the Functioning and Social Connectedness domains that contribute to a well-rounded and balanced lifestyle.³



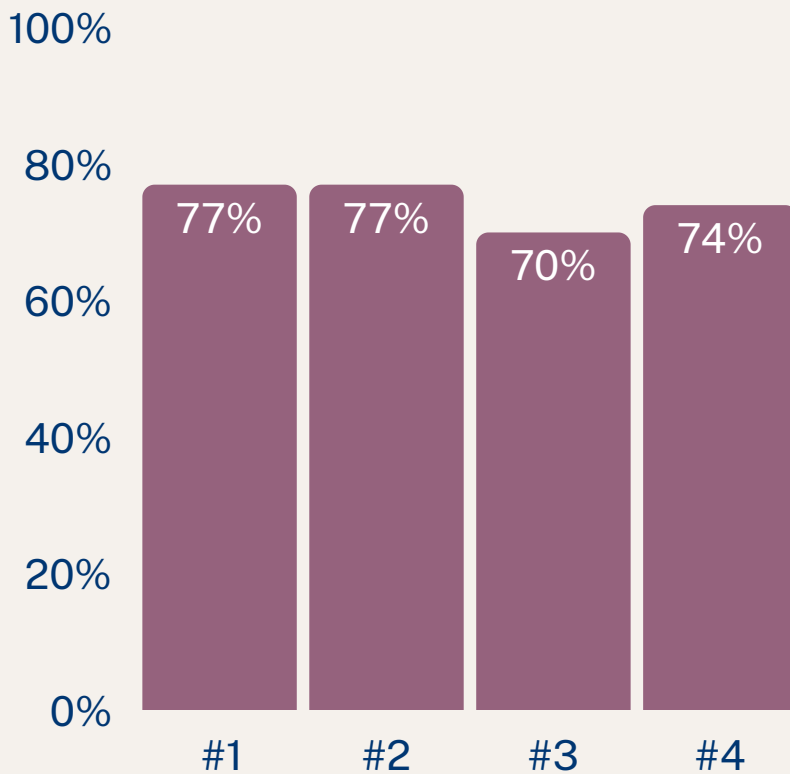
73%

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. (A)
- #2 I am better able to take care of my needs. (A)
- #3 I am better able to handle things when they go wrong. (A)
- #4 I am better able to do things that I want to do. (A)



“

All I really have to say is that I'm proud of how far I've come since starting CCS and I am very grateful to have found this service. My social workers understood me and gave me every opportunity to be great! I couldn't have grown this much without your support.

”

“

The services from my SF have made me open to be more comfortable and trusting with accepting help, accepting guidance, to really see what needs to be done in my life for the better. I look forward to this year of personal growth. It's been a long time I've been lost. It amazes me how fast I can receive help. Grateful.

”

Key Takeaways

- The Functioning domain score this year (73%) remained consistent after an increase last year (73% in 2023 and 62% in 2022). Item scores were also similar to recent years.



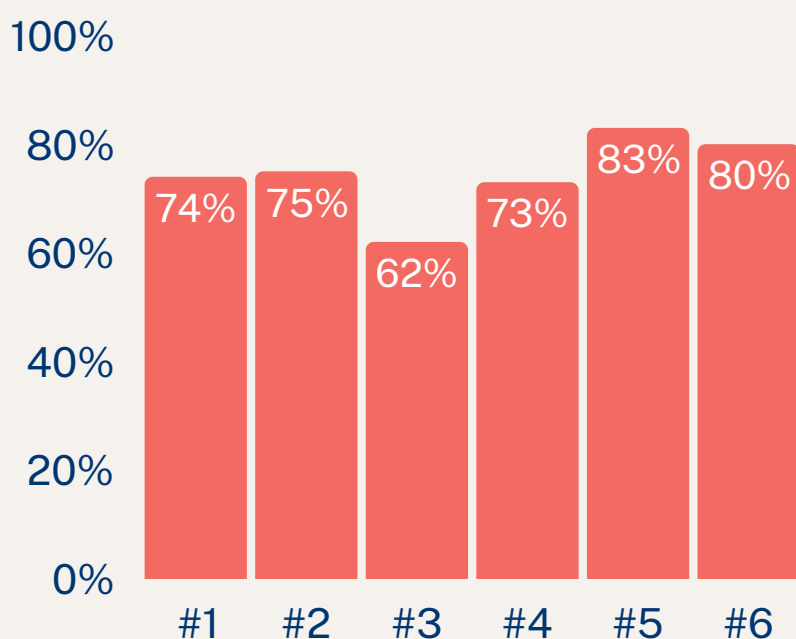
69%

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.
- #5 I know people who will listen and understand me when I need to talk.
- #6 I have people that I am comfortable talking with about my problems.



“Great support system and resources. Friends and support network is difficult...I don't really have support + am without friends in my life - that don't live close.”

“My recovery team assists me with living day to day in my situation. I would not be able to function without this support. Each person helps me with daily life.”

Key Takeaways

- The Social Connectedness domain score (69%) was consistent with previous years (71% in 2023 and 63% in 2022). This was the lowest scored domain.
- A driving principle of CCS is participant-driven treatment and recovery planning. Recovery is bolstered by both loved ones and a community that sees, respects, and values community members with different needs, experiences, and goals. While the narrative comments suggest participants feel very well-supported within the CCS network, a sense of belonging in the larger community lacks.



95%

Cultural sensitivity, acceptance, and empowering participants

“

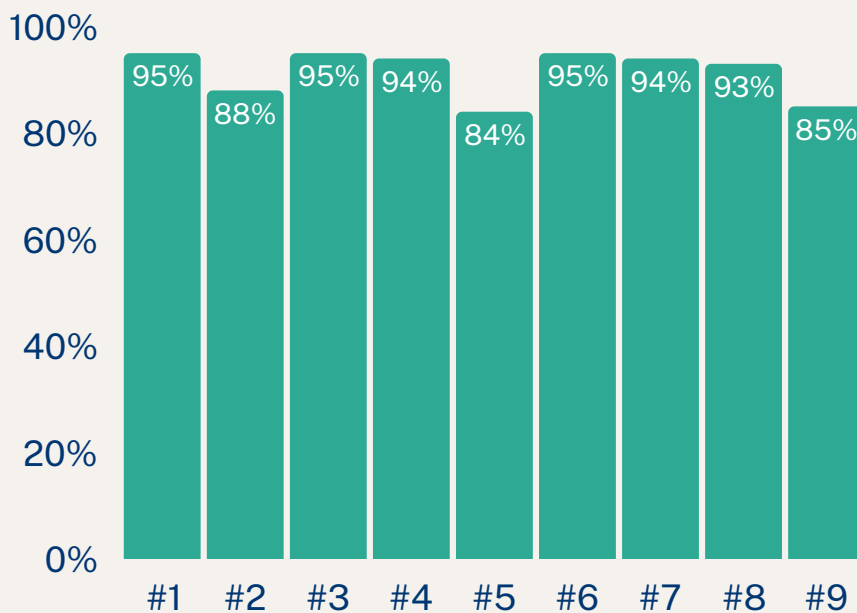
My SF listens to my needs and helps me to navigate my mental health and my symptoms

”

Quality & Culture

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. (A)
- #2 I felt free to complain. (A)
- #3 I was given information about my rights. (A)
- #4 Staff encouraged me to take responsibility for how I live my life. (A)
- #5 Staff told me what side effects to watch out for. (A)
- #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. (A)
- #9 I was encouraged to use consumer-run programs. (A)



“

My providers are all amazing humans and have helped me take my life where I need it to go. I recommend all of them. I am heard, seen, and listened to. They are the highest caliber professionals I've met in 16 years of mental healthcare.

”

The CCS Way



Providers support participants while respecting each individual's values, traditions, beliefs, and pathway to recovery.

Key Takeaways

- The Quality domain score (95%) remained consistent to last year (2023, 96%). This was the highest scored domain in 2024.
- CCS participants scored significantly higher on this domain compared to participants in other DCDHS behavioral health programs, indicating that service components that are unique to the CCS model, such as building a participant-driven Recovery Plan, are integral to participant empowerment.
- These outstanding scores illustrate how integral The CCS Way is to participant success and satisfaction with their treatment and recovery plan. Participants feel empowered to make informed decisions and build on their strengths with their team.

What Participants Say...⁴

Support From Case Managers and SFs

- “My SF has helped me (amazingly) get out of some of my worst times. I feel she genuinely cares. I think we get along well. She was part of saving me from homelessness.”
- “I love working with my CCS worker. The Best program has really help change my life in a better positive way.”
- “My SF has been a true blessing in my life and I am so grateful for her. She is a very caring, hard-working woman that makes my life better just by her being part of my life.”
- “I am very grateful for my services I am receiving. I would not be where I am today without. I finally have hope and that has been gone for many years!! My SF is awesome. We really connect and that's very important to me.”
- “Having access to my mental health providers has done wonders for me. I love how supported I feel with my providers and my service facilitator”
- “I love the service I receive from my SF. They help me and my SF makes me feel like I do have a purpose in life and that I should keep pushing to stay healthy as long as I can.”
- “Great service. My SF is absolutely wonderful, supportive, offers great suggestions. Helps me find my own inner strength.”
- “I just feel very comfortable and safe with my SF. She makes me feel wanted and accepted.”

Improvements in Daily Living and Coping

- “I need y'all to know, without your services & the team I have gotten very attached to, I would not be here today! CCS saved my life & continues to support & help me grow!! I've recently started the yoga & am very much learning many new tools & family is recognizing my life change as the yoga classes are monumental and continue to give me building blocks.”
- “My SF has truly been a saving grace to me & my life! My providers have inspired me to be the best version of myself! So enjoy being a part of this program as I am continuing to learn and grow as a person!”
- “CCS has vastly improved my life living with my mental health diagnoses. With the help CCS has given me, I feel more able to cope on a day-to-day basis. My SF knows what I need because she took the time to find out...then she hooked me up with the appropriate services I needed but was not receiving.”
- “I am so grateful for the services I'm getting; a therapist I really like and trust, a case manager who helps me with some of my challenges with organizing and managing my life, and my provider, who's helping me to deal with my overall health. Each of these is very helpful, but the combination is amazing. I felt like I was barely holding on before, but now I feel that life is starting to go the way I want it to go.”

What Participants Say...

Facilitating Confidence and Empowerment

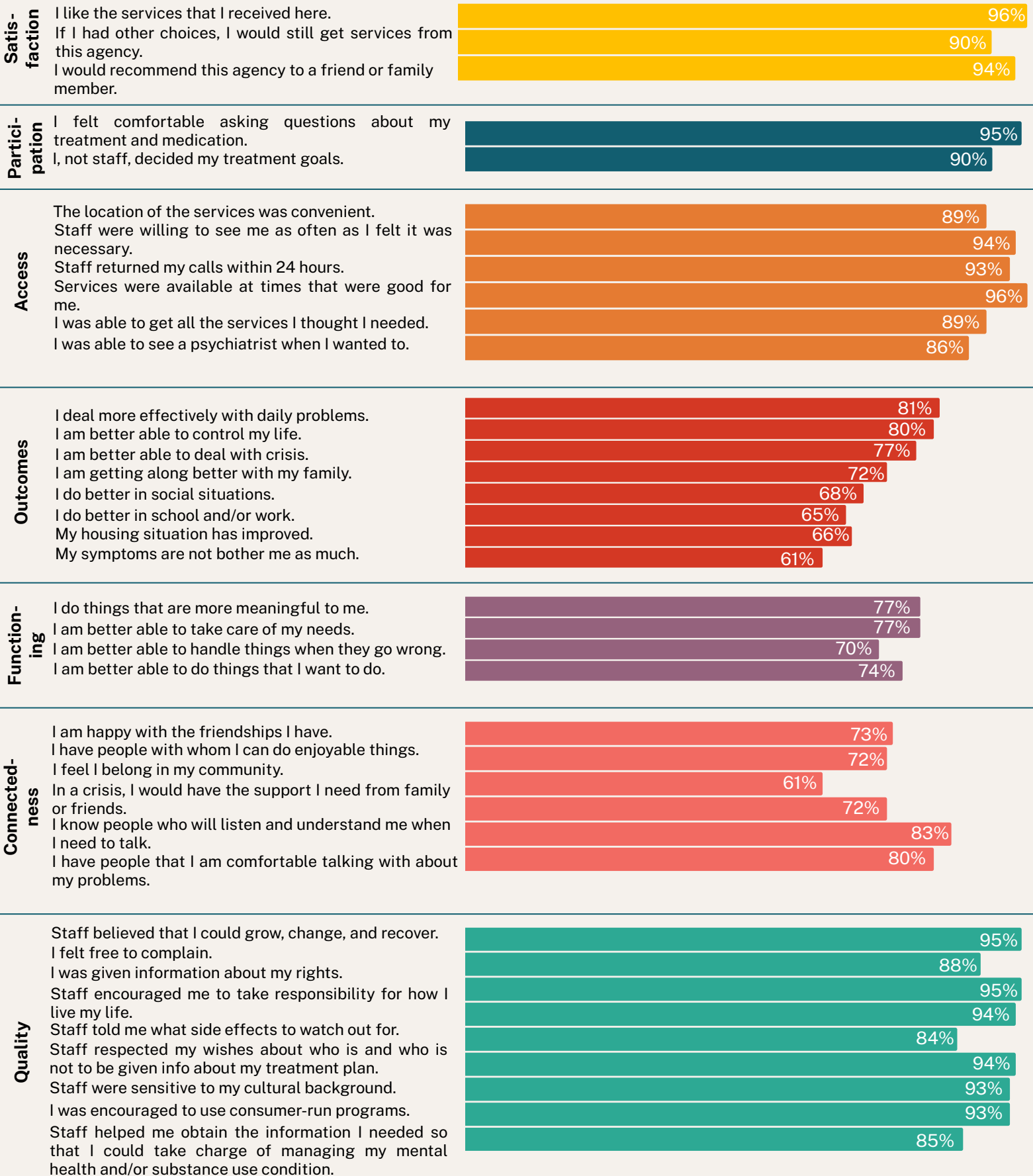
- “I am very thankful to have support from CCS and assistance from my providers. Without them, I don't know how I could have survived from all the struggles I have to deal with. I get very stress but now I feel my life has more sunshine.”
- “Although my child refused to participate in our in-home family therapy 95% of the time, we as parents learned new skills, gained helpful understanding of our child and implemented helpful strategies.”
- “All I really have to say is that I'm proud of how far I've come since starting CCS and I am very grateful to have found this service. My social workers understood me and gave me every opportunity to be great! I can't thank them enough.”
- “CCS has helped me a great deal and without it I don't think my child would be doing as good right now and I don't know what would be happening and how we would be doing. I'm so thankful for CCS.”
- “CCS really has helped me get the services and support I need that I wouldn't have been able to get without it. The program helped me become a better person to myself and others.”
- “I have never had better relationships with family and friends. I feel in control on my life. I am so happy and in control of my life. I feel hopeful about my future.”
- “The people at CCS that have helped me make a significant transformation of who I was and have become. I know that they say it's due to the work I put into the program, but without these wonderful people (which I feel are a blessing from God) who have found resources and encouraged me to keep thriving I would not be where I am today! There are not enough words for the thankfulness and gratitude towards CCS and the people who I work with. I recommend anyone I know that needs help to the CCS program.”

Disruptions in Service Impact Experience

- “I'm with a group of providers who have helped me get through a lot of problems. But unfortunately, I will not continue in this program due to the change in my insurance type. I hope to find a way to continue in this program as I really need your support and help.”
- “I appreciate the continued support. Whether it be frequent check ins or having a support system/facilitator to help navigate resources and create/maintain goals and plans. However, I have experienced several transitions within my support team. I know changes happen but it creates less anxiety if the people I have on my team stay consistent so I don't have to reshare my story each time.”
- “I think more med prescribers are needed. Sometimes the wait period is a month out. When you are having a crisis it's hard to keep safe or calm when you're worried about how you can control your feelings/actions without your medication.”
- “We have a supportive team. It can be difficult at times to find specialized providers and/or there are long waitlists.”
- “Due to high levels of turnover and burnout of/by providers, some services were very difficult to get or had to wait or go without. Technical issues would suddenly risk or stop services until further notice, causing more stress/distress on an already tumultuous issue.”

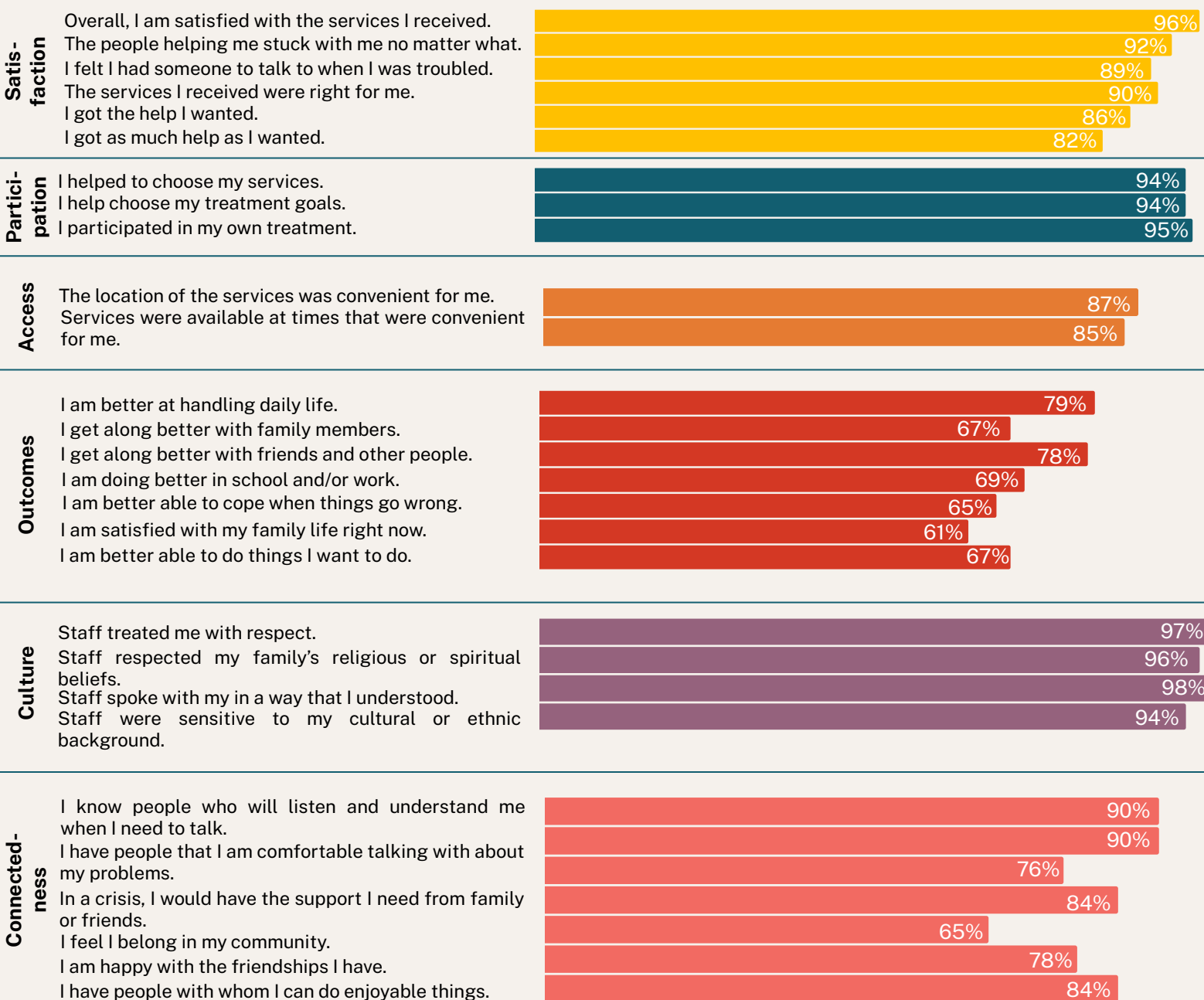
Appendix A – Adult Responses

Percent of Respondents Rating Item “Strongly Agree” or “Agree”



Appendix A – Youth & Family Responses⁵

Percent of Respondents Rating Item “Strongly Agree” or “Agree”



Footnotes

- 1 All other behavioral health (BH) participants are not included in this sample population.
- 2 Substance Use and Mental Health Services Administration (SAMHSA), Working Definition of Recovery. February 2012. Retrieved March 10, 2025.
- 3 Van Os et al., 2019. "The evidence-based group-level symptom-reduction model as the organizing principle for mental health care: time for change?" *World Psychiatry* Volume 18, Issue 1. Accessed April 8, 2025.
<https://onlinelibrary.wiley.com/doi/epdf/10.1002/wps.20609>
- 4 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.
- 5 The statements listed are from the Youth survey in first-person. The Family survey asks identical questions, but replaces "I" and "me" with "my family" and/or "my child."