

# Client Perception of Care Dane County Mental Health System

January 1, 2015 – June 30, 2015



January 2016

# Introduction

---

## I. Background

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

## II. Study Purpose

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

## III. Data Collection

### Measures

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

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

In scoring the MHSIP:

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

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

The denominator is the total number of respondents.

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

*Satisfaction Domain*

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

*Access Domain*

4. The location of the services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary.
6. Staff returned my call in 24 hours.
7. Services were available at times that were good for me.
8. I was able to get all of the services I thought I needed.
9. I was able to see a psychiatrist when I wanted to.

*Quality and Appropriateness Domain*

10. Staff here believe I can grow, change, and recover.
12. I felt free to complain.
13. I was given information about my rights.
14. Staff encouraged me to take responsibility for how I live my life.
15. Staff told me what side effects to watch for.
16. Staff respected my wishes about who was and was not to be given information about my treatment.
18. Staff were sensitive to my cultural/ethnic background (race, religion, language, etc).

19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, etc.)

*Participation in Treatment Domain*

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

*Outcomes Domain*

21. I deal more effectively with daily problems.
22. I am better able to control my life.
23. I am better able to deal with crisis.
24. I am getting along better with my family.
25. I do better in social situations.
26. I do better in school and/or work.
27. My housing situation has improved.
28. My symptoms are not bothering me as much.

*Functioning Domain*

29. I do things that are more meaningful to me.
30. I am better able to take care of my needs.
31. I am better able to handle things when they go wrong.
32. I am better able to do things that I want to do.

*Social Connectedness Domain*

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

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 January 1, 2015 and June 30, 2015. This was generated on August 5, 2015 as an Excel spreadsheet.

List of clients were then sorted by the agency that provided services. The lists, along with a Frequently Asked Questions (FAQ) document on the survey, were sent August 7, 2015 to agencies asking them to update the addresses for their clients. Lists were returned from all agencies/programs by September 10, 2015. 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 1,550 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 1,549 survey forms were mailed on September 16, 2015. One survey form originally to be included was not sent due to the person having dementia.

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

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

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

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

Frances Macaulay, a Limited Term Employee (LTE) who is also fluent in Spanish, worked with Porchlight's Outreach program and Lutheran Social Services' Off the Square Club to conduct convenience surveys of their clients. This was to help address issues with non-participation in prior surveys with these groups. The surveys occurred with Porchlight – September 18 and October 2 and with Lutheran Social Services – September 22 and September 29. As requested by clients, Frances completed the survey forms for persons with limited reading ability. All participants received a \$5.00 gift card to Walmart.

#### Client Confidentiality

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

Each survey form had a 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	Completed Surveys Returned	Return Rate (Percent surveys returned divided by mailed less bad addresses)
Chrysalis, Inc.	42	1	6	14.6
Community Partnerships, Inc.	22	3	5	27.8
DCDHS	47	1	7	15.2
Dodge County Clearview Long Term Care and Rehabilitation	1	0	0	0.0
Employment Resources, Inc.	38	6	3	9.4
Goodwill Industries of South Central WI, Inc.	18	1	5	29.4
Journey Mental Health Center, Inc.	1,072	88	178	18.1
Lutheran Social Services of WI & Upper Michigan, Inc.	8	1	2	25.0
Mendota Mental Health Institute (Inpatient)	14	3	0	0.0
Meriter Hospital, Inc.	3	1	0	0.0
Opportunities, Inc.	3	0	0	0.0
Porchlight, Inc.	1	0	0	0.0
SOAR Case Management Services, Inc.	72	11	13	21.3
SSM Health Care of Wisconsin, Inc. (St Mary's Hospital)	2	0	0	0.0
State of Wisconsin – PACT Program	45	2	7	16.3
Tellurian U.C.A.N., Inc.	106	18	13	14.8
Trempeleau County Health Care	1	1	0	0.0

Agency	Surveys Mailed	Survey Envelopes Returned with Bad Addresses and Not Re-mailed a Final Time	Completed Surveys Returned	Return Rate (Percent surveys returned divided by mailed less bad addresses)
University Health Resources, Inc.	2	1	0	0.0
Winnebago Mental Health Center	19	1	2	11.1
Women in Transition, Inc.	8	0	1	12.5
YWCA of Madison, Inc.	25	8	3	17.6
Total	1,549	147	245	17.5

As seen in Table 1, the overall response rate was 17.5%. However, there was considerable variation across agencies ranging from no respondents from the three community hospitals to 29% for Goodwill Industries.

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

An additional 49 survey forms were completed through the convenience surveys that were conducted.

Agency	Surveys Completed
Hospitality House	1
Journey Mental Health Center, Inc.	3
Lutheran Social Services of Wisconsin & Upper Michigan, Inc.	25
Mendota Mental Health Institute	1
Porchlight, Inc.	18
SOAR Case Management Services, Inc.	1



## V. Findings

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

Findings are presented in the following sections of the report:

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

Briefly, the findings include:

- a. Overall, 81.6% of survey respondents reported positively regarding their general satisfaction with services.
- b. 2015 saw increases over 2014 in the percent of respondents reporting positively regarding access to services, quality and appropriateness of services, and participation in treatment. While these are headed in the desired direction, the increases are not statistically significant.
- c. There was a significant decrease in the percent of respondents between 2014 and 2015 who reported improved functioning as a result of services.
- d. While Dane County respondents reported more positively in a number of domains than did their Statewide counterparts based on surveys administered in FY 2014 and the data compiled by the Center for Mental Health Services (CMS) Uniform Reporting System (URS) for all States that administered the MHSIP, they were less positive than persons served by the publicly funded mental health system throughout the United States in FY 2014 on **every** domain.
- e. There were significant differences between the genders with males more likely than female respondents to report positively regarding their participation in treatment, improved outcomes, and improved functioning as a result of services.

## **VI. 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.

## **VII. Future Studies**

In future studies, it will be important to:

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

## **VIII. Next Steps**

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

This information will be shared with:

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

# Demographics

During the period of January 1, 2015 through June 30, 2015 2,730 unduplicated clients received 5,107 services through the publicly funded Dane County mental health system. A total of 1,549 surveys were mailed out to 1,368 unduplicated persons; 230 unduplicated individuals returned one or more surveys.

Survey respondents were representative of the population served in terms of gender<sup>1</sup> and race<sup>2</sup>.

There were statistically significant differences in terms of the age of clients served and respondents at the time of the survey.<sup>3</sup> Survey respondents were generally older, averaging 50.6 years of age compared with 47 years old on average for clients served.

**Table 2:** Demographics of Survey Respondents Compared with Clients Served January 1, 2015 through June 30, 2015 and with Surveys Mailed (All Unduplicated)

Characteristic	Clients Served		Surveys Mailed		Respondents <sup>4</sup>	
	No.	Percent	No.	Percent	No.	Percent
<b>Gender</b>						
Female	1,368	50.1	682	49.9	121	52.6
Male	1,362	49.9	686	50.1	109	47.4
Total	2,730	100.0	1,368	100.0	230	100.0
<b>Race/Ethnicity</b>						
Asian	283	10.4	123	9.0	19	8.3
Afr. Amer/Black	447	16.4	232	17.0	26	11.3
Bi-Racial	58	2.1	21	1.5	3	1.3
Hispanic/Latino	120	4.4	56	4.1	8	3.5
Native American	16	0.6	8	0.6	0	0.0
Pacific Islander	3	0.1	2	0.1	0	0.0
White	1,797	65.8	922	67.4	174	75.7
Unknown	6	0.2	4	0.3	0	0.0
Total	2,730	100.0	1,368	100.0	230	100.1 <sup>5</sup>
<b>Age at Survey</b>						
17 & Under	28	1.0	8	0.6	0	0.0
18 & 19	37	1.4	14	1.0	0	0.0
20-24	180	6.6	77	5.6	7	3.0
25-29	244	8.9	136	9.9	16	7.0
30-34	237	8.7	120	8.8	17	7.4
35-39	234	8.6	113	8.3	14	6.1
40-44	229	8.4	130	9.5	26	11.3

<sup>1</sup>  $\chi^2 = 0.529834$ ,  $df = 1$ ,  $p < .05$ .

<sup>2</sup>  $\chi^2 = 10.6215$ ,  $df = 7$ ,  $p < .05$ .

<sup>3</sup>  $\chi^2 = 30.40069$ ,  $df = 15$ ,  $p < .05$ .

<sup>4</sup> Does not include demographics for the individuals from the convenience sample.

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

**Table 2:** Demographics of Survey Respondents Compared with Clients Served January 1, 2015 through June 30, 2015 and with Surveys Mailed

Characteristic	Clients Served		Surveys Mailed		Respondents	
	No.	Percent	No.	Percent	No.	Percent
45-49	266	9.7	124	9.1	20	8.7
50-54	315	11.5	165	12.1	27	11.7
55-59	342	12.5	172	12.6	37	16.1
60-64	278	10.2	137	10.0	29	12.6
65-69	171	6.3	96	7.0	25	10.9
70-74	78	2.9	39	2.9	12	5.2
75-79	42	1.5	14	1.0	0	0.0
80-84	28	1.0	15	1.1	0	0.0
85-89	12	0.4	3	0.2	0	0.0
90-94	7	0.3	4	0.3	0	0.0
95-99	2	0.1	1	0.1	0	0.0
Total	2,730	100.0	1,368	100.1 <sup>6</sup>	230	100.0

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

# Overall Perception of Care

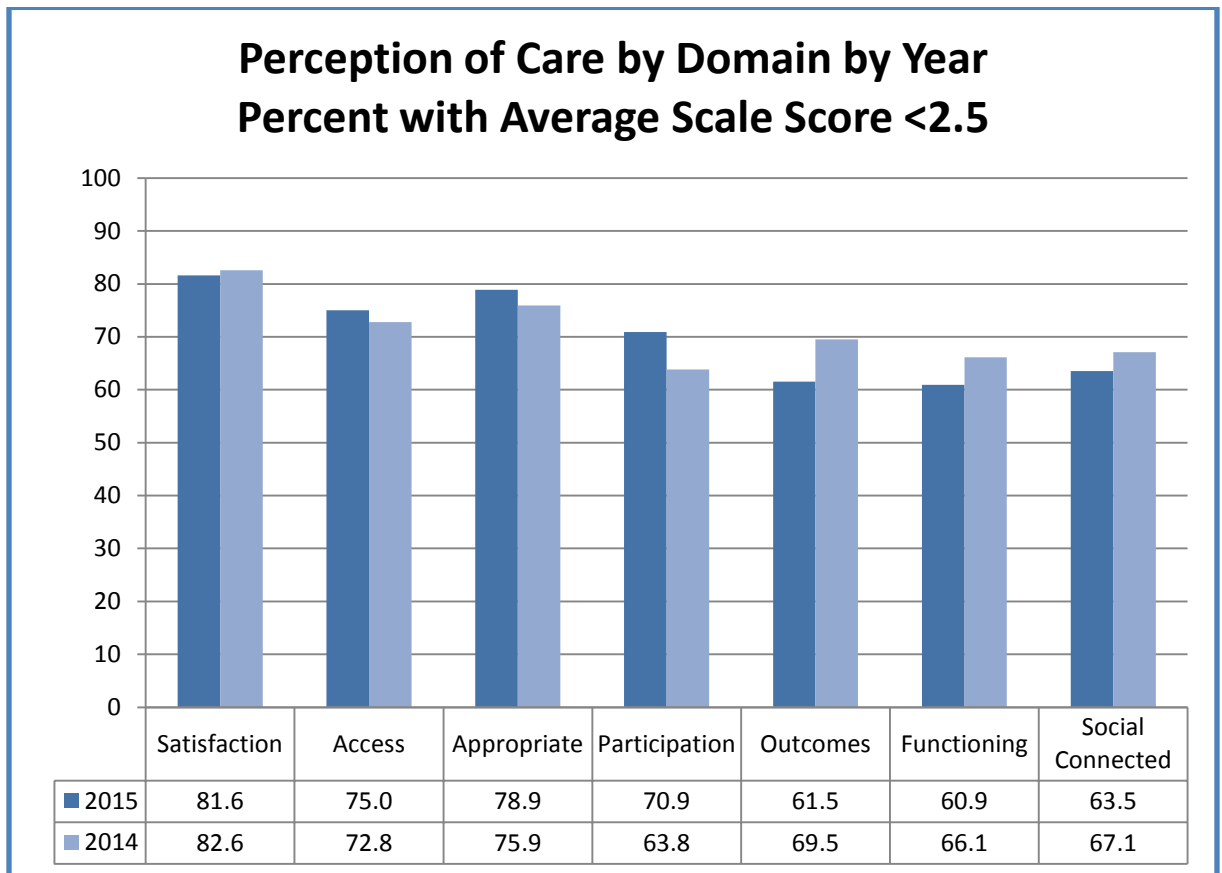
The overall perception of care examines the percent of respondents with an average score less than 2.5 (agreeing or strongly agreeing) to the statements that comprised each of the domains: general satisfaction with services, access, quality and appropriateness of services, participation in treatment,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

As seen in Graph 1, 81.6% of survey respondents reported positively regarding their general satisfaction with services. This is comparable to the results for 2014 at 82.6%.

2015 saw increases in the percent of respondents reporting positively regarding access to services, quality and appropriateness of services, and participation in treatment. While these are headed in the right direction, the differences between 2014 and 2015 are not statistically significant.

The decreases in the percent of respondents reporting improved functioning and social connectedness as a result of services from 2014 to 2015 is troubling but not statistically significant. On the other hand, the decrease in the percent of respondents indicating improved

**Graph 1:** Perception of Care by Domain by Year



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

outcomes in 2015 (61.5%) compared with 2014 (69.5%) is a significant decrease.<sup>7</sup>

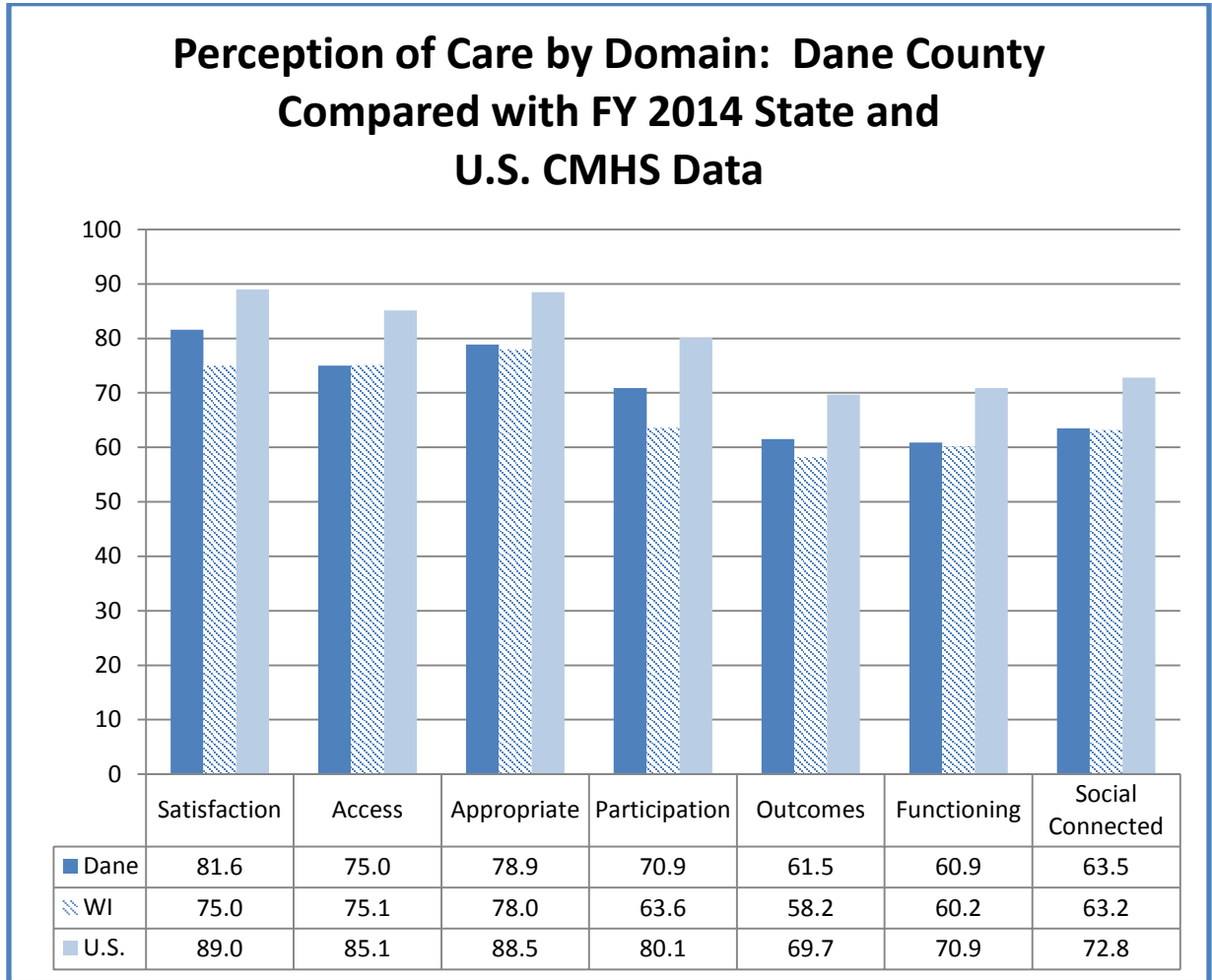
Graph 2 provides a comparison of each domain with the surveys administered in 2014 by the State of Wisconsin and the data compiled by the Center for Mental Health Services (CMS) Uniform Reporting System (URS) for all States that administered the MHSIP. The 2014 data at this time is the most recent available. Care should be taken in reviewing this information as the method of survey administration, the populations covered, and the samples selected vary considerably across states.

Dane County respondents were more likely to report positively regarding their satisfaction with services (81.6%) and participation in treatment (70.9%) compared with their FY 2014 Wisconsin counterparts (75.0% and 63.6%).

The percent of respondents reporting positively regarding access to services, quality and appropriateness of services, improved functioning and social connectedness for Dane County and Wisconsin were quite similar.

While Dane County respondents reported more positively in a number of domains than did their Statewide counterparts, they were less positive than persons served by the publicly funded mental health system throughout the United States in FY 2014 on **every** domain.

**Graph 2:** Perception of Care by Domain for Dane County compared with Fiscal Year (FY) 2014 Wisconsin and U.S. Adult Averages as Reported by the Center for Mental Health Services (CMHS) Uniform Reporting System (URS)



<sup>7</sup>  $\chi^2 = 3.941349, df = 1, p < .05.$

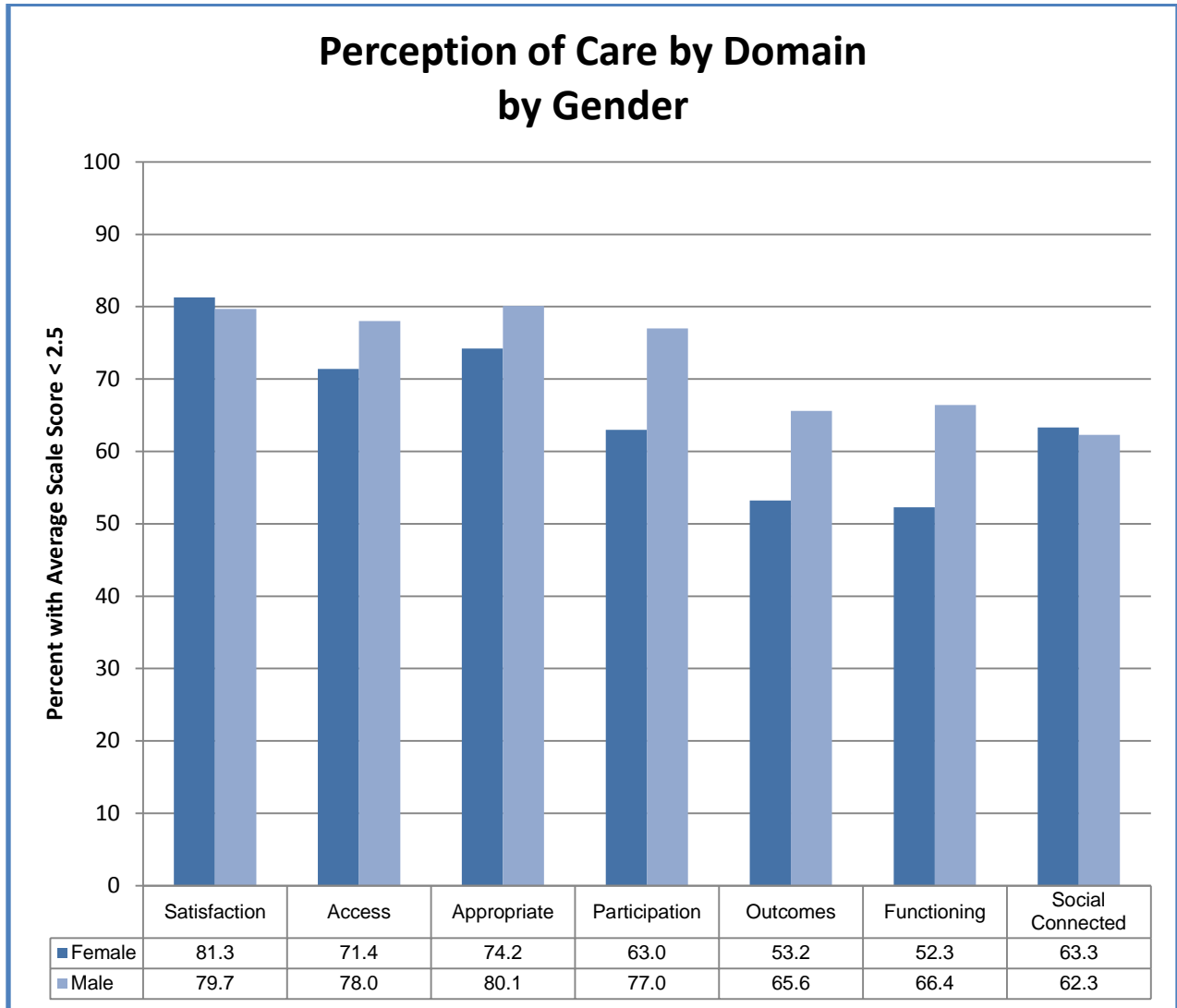
The role of gender as a factor in perception of care was examined.

Females were more likely than males to report positively regarding their general satisfaction with services and social connectedness as a direct result of the services received. These differences were not statistically significant.

Male respondents were more likely than females to report positively regarding access to services and appropriateness of services. These differences are not statistically significant.

Males were more likely than female respondents to report positively regarding their participation in treatment (77% vs. 63%)<sup>8</sup>, along with improved outcomes (65.6% vs. 53.2%)<sup>9</sup> and functioning (66.4% vs. 52.3%)<sup>10</sup> as a result of services. These differences were significant.

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



<sup>8</sup>  $\chi^2 = 5.655182, df = 1, p < .05.$

<sup>9</sup>  $\chi^2 = 4.019089, df = 1, p < .05.$

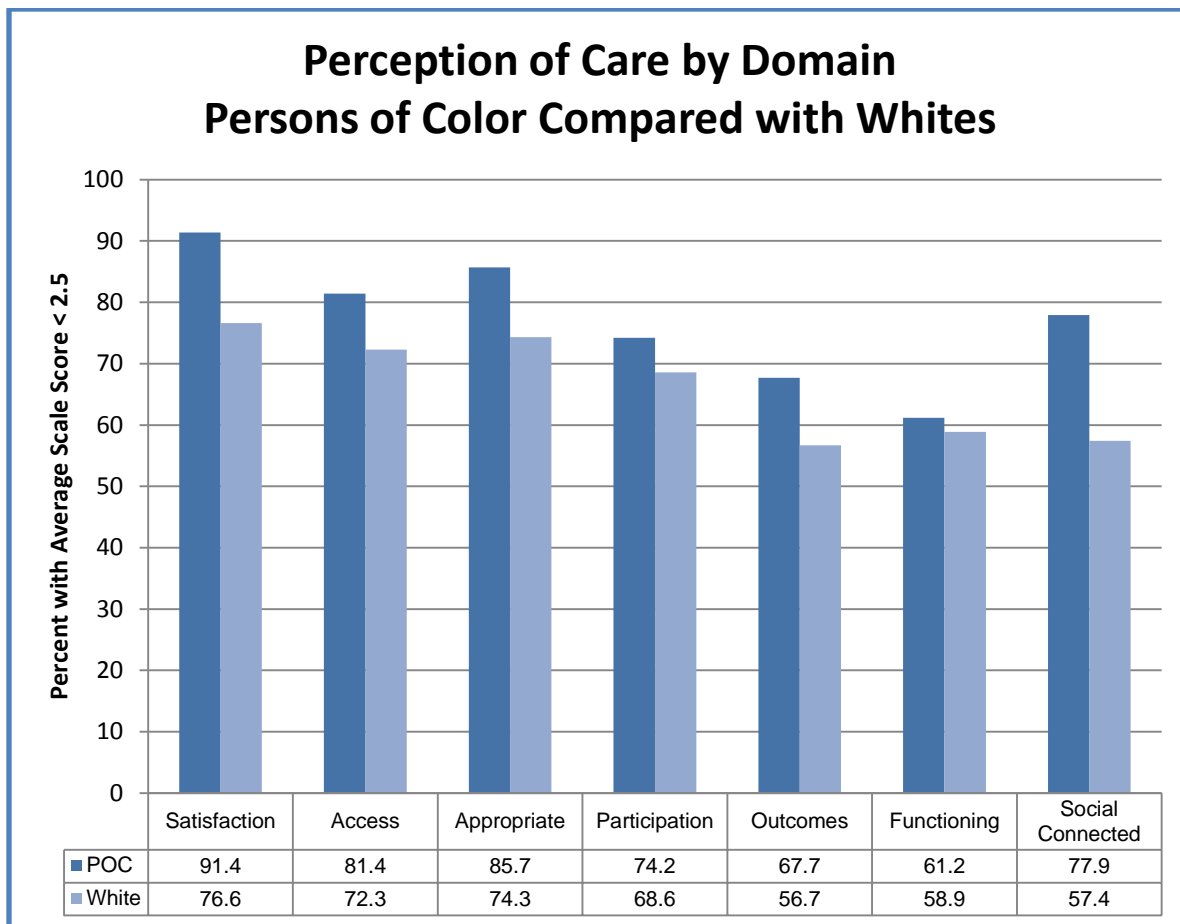
<sup>10</sup>  $\chi^2 = 5.315748, df = 1, p < .05.$

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

Persons of Color (77.9%) reported more positively than Whites (57.4%) regarding improved social connectedness as a direct result of service received.<sup>11</sup>

Respondents who were Persons of Color (91.4%) also reported more positively than their White counterparts (76.6%) regarding their general satisfaction with services.<sup>12</sup>

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



<sup>11</sup>  $\chi^2 = 9.071537, df = 1, p < .05.$

<sup>12</sup>  $\chi^2 = 7.193085, df = 1, p < .05.$



# 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, 84.7%, 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.	85.0	7.7	7.3	287
If I had other choices, I would still get services from this agency.	75.9	13.8	10.3	282
I would recommend this agency to a friend or family member.	80.0	10.2	9.8	284

## Sample of Consumer Comments:

*The best service I've ever received.*

*Overall, I'm extremely happy with the services and help I have received from Journey Mental Health Center.*

*If it wasn't for the "high" turnover and changes in management, Drs., nurses, case managers, etc., \_\_\_\_\_ would be an excellent option for us with mental illness in Madison, WI. It's been more than a year since "the bottom fell out of it" and still it's not up to par. However, by the end of the year, I'm hoping all will be resolved at \_\_\_\_\_ and we, the mentally ill community, can have total confidence and reliability of care at \_\_\_\_\_!!*

*I would recommend anyone, low income having problems to Journey. Been going there for 16 years. Best choice I ever made.*

*I appreciate Lutheran Social Services!*

# 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>13</sup> The items in this domain look at the location of the services, staff responsiveness, and the availability of services.

The majority of respondents, 78.3%, indicated that services were available at times that were good for them.

The lowest rated item in this domain was being able to see a psychiatrist when the respondent wanted to; 14.0% of respondents indicated they disagreed or strongly disagreed with the statement, “I was able to see a psychiatrist when I wanted to.”

A fair percentage (16%) of survey respondents indicated they disagreed or strongly disagreed that staff returned their telephone calls with 24 hours.

<sup>13</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.)	71.6	14.6	13.8	275
Staff were willing to see me as often as I felt it was necessary.	77.1	9.4	13.5	288
Staff returned my calls in 24 hours. <sup>14</sup>	71.5	12.6	16.0	263
Services were available at times that were good for me.	78.3	10.5	11.2	285
I was able to get all the services I thought I needed. <sup>15</sup>	75.4	12.0	12.7	284
I was able to see a psychiatrist when I wanted to.	67.8	18.2	14.0	242

### Sample of Consumer Comments:

*Not enough staff in the \_\_\_\_\_ program; too many clients for each staff; end result not enough meeting time.*

*The only thing I have a problem with is when [therapist] is not in. Please call me so I don't waste gas.*

*I love [staff person] and my support groups. However, I do not feel I see my psychiatrist as often as needed.*

*I was told not to bother them on numerous occasions. Need to understand that people need to work to survive and should make availability understanding that people work.*

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

<sup>15</sup> Percentages 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." Of the respondents, 82% agreed or strongly agreed with the statement while 8% disagreed/strongly disagreed and nearly 10% were neutral.

Respondents reported positively regarding being given information about their rights (84%) and having their wishes respected about information sharing (81%).

Respondents were less likely to report positively regarding being informed of medication side effects (68%).

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

Quality and Appropriateness Domain	Percent of Respondents			
	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	Resp. (N)
Staff here believe I can grow, change, and recover.	82.1	9.7	8.2	279
I felt free to complain.	75.1	13.0	11.9	277
I was given information about my rights.	84.3	8.9	6.8	280
Staff encouraged me to take responsibility for how I live my life.	85.2	8.3	6.5	277
Staff told me what side effects to watch for.	68.4	16.4	15.2	256
Staff respected my wishes about who was and was not to be given information about my treatment.	80.8	13.7	5.5	271
Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.) <sup>16</sup>	79.9	15.8	4.2	259
Staff helped me obtain the information I needed so that I could take charge of managing my illness.	74.0	15.3	10.7	262
I was encouraged to use consumer-run programs (support groups, drop-in centers, etc.)	70.0	19.1	10.9	267

### Sample of Consumer Comments:

*They are very helpful with my service. They respect me and help me as I grow.*

*I am very disappointed in the confidentiality. No one wants to bear their soul and have it read on the computer by someone they used to know or someone who intends to do harm.*

*Dangerous side effects are of no concern to Dr. [Psychiatrist].*

*I meet every week with the employment specialist and I like the constant steady help.*

<sup>16</sup> Percent does 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....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>17</sup> (p.3)

The Participation in Treatment Domain is constructed of two items. In 2015, 13% of survey respondents indicated they disagreed or strongly disagreed with the statement, "I feel comfortable asking questions about my treatment and medication." This contrasts to 7.6% in 2014.

An improvement, although not statistically significant, was also seen in 2015 where 78% of survey respondents indicated they, not staff, decided their treatment goals compared with 64.6% in 2014.

<sup>17</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.	72.2	14.8	13.0	270
I, not staff, decided my treatment goals.	78.1	11.5	10.4	269

### Sample of Consumer Comments:

*I feel comfortable here.*

*Always ask what I prefer before assuming and taking actions. Thank you.*

*I am uncomfortable being seen by a nurse practitioner. Would be more comfortable with a psychiatrist. She forgets to return calls when she says she will and is generally hard to get a hold of when needed.*

*I think that Dr. \_\_\_ is an excellent psychiatrist. She listens to my concerns and always responds with constructive solutions and insights. Not only that, but Dr. \_\_\_ is always a pleasure to talk with. I feel completely safe in her care.*

*Before Dr. \_\_\_ left, I was a patient of his for over 20 years. Since he left, I have been mistreated, lied to, had crisis activities done for me (2 prescribers taking me off a medication I have been on for over 20 years with no replacement therapy, no support from \_\_\_\_, no access to my physician.) Dr. \_\_\_ has not returned any phone calls. This facility is an appalling disgrace and I will be dumping it as soon as I can find another physician who accepts my insurance. From doctors, to nursing staff, to case managers, in just the last 2 years \_\_\_ has fallen flat on its face!!*

*Working [with DCDHS Case Manager] has been a pleasure. She cares, doesn't push, encourages me towards my personal goals, been a great resource, and most - she listens! (quite important)*

# General Satisfaction on Key Items

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

Respondents who rated their general satisfaction positively were more likely to agree/strongly agree that, “I felt comfortable asking questions about my treatment and medication (90%) than did respondents who rated their general satisfaction less positively (26.5%) – a 63.5 point difference.<sup>18</sup>

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

- I was able to get all the services I thought I needed;<sup>19</sup>
- Staff return my calls in 24 hours;<sup>20</sup>
- Staff here believe I can grow, change, and recover;<sup>21</sup>
- Services were available at time that were good for me,<sup>22</sup>
- I felt free to complain.<sup>23</sup>

<sup>18</sup>  $\chi^2 = 104.6355, df = 4, p < .05.$

<sup>19</sup>  $\chi^2 = 114.2369, df = 4, p < .05.$

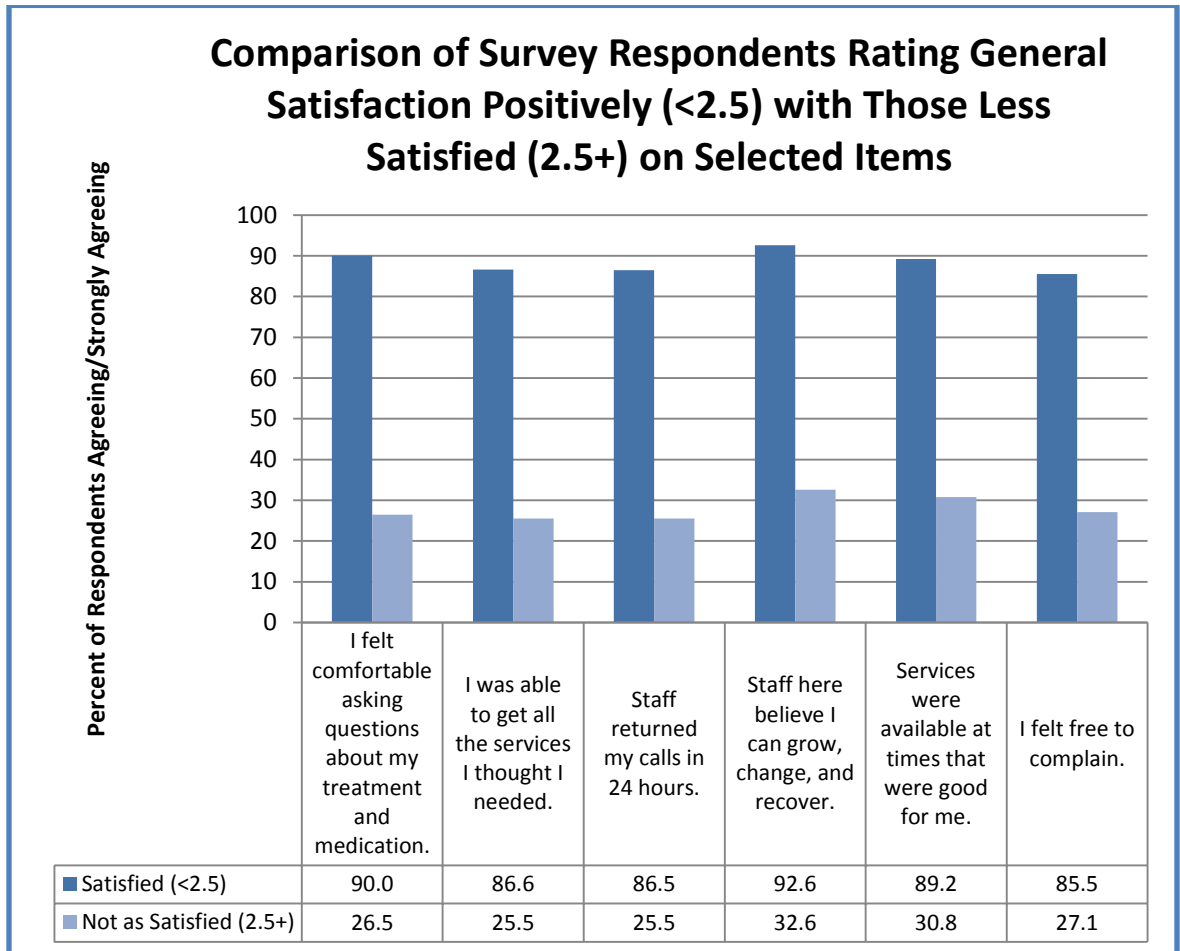
<sup>20</sup>  $\chi^2 = 68.40748, df = 4, p < .05.$

<sup>21</sup>  $\chi^2 = 122.8832, df = 4, p < .05.$

<sup>22</sup>  $\chi^2 = 92.65614, df = 4, p < .05$

<sup>23</sup>  $\chi^2 = 92.82319, df = 4, p < .05$

**Graph 5:** Comparison of General Satisfaction Domain Scores to Rating on Key Items



# 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 less than 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, 57.7% of survey respondents indicated they were doing better in school and/or work. Perhaps reflective of the Dane County housing market, 20.1% of respondents disagreed/strongly disagreed that their housing situation had improved.

Outcomes Domain	Percent of Respondents <sup>24</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.	73.5	15.8	10.8	279
I am better able to control my life.	72.2	16.7	11.0	281
I am better able to deal with crisis.	72.8	13.0	14.1	276
I am getting along better with my family.	63.6	21.5	14.9	261
I do better in social situations.	62.4	24.4	13.3	279
I do better in school and/or work.	57.7	26.1	16.2	222
My housing situation has improved.	58.3	21.6	20.1	259
My symptoms are not bothering me as much.	59.3	20.7	20.0	270

### Sample of Consumer Comments

*SOAR has given me emotional and psychological support that helped me take control of my illness. I am now in college and doing very well thanks to the help of my CMs [case managers].*

*I am doing better because of other supports not \_\_\_\_\_. Staff were rude to my advocate as well as unprofessional and I was told to go to Milwaukee or Beloit! I am a Dane County resident. My relationship and my recovery is because of outside sources and not because of my treatment at \_\_\_\_\_. I believe that \_\_\_\_\_ needs some professional help in customer relations and helping people in their journey. Thank you for your help.*

*PACT is super great! Because of PACT, I have a marriage; home paid for; a pension from a ... job; great relationship with my parents, sister and friends; I have a master's degree ...; I've traveled to Europe 2 x, Central America 2 x, around the U.S. and Wisconsin; I've paid taxes my entire life; I am a financial, physical and emotional support to my aging parents and aged mother-in-law; I am involved in local affairs; I cannot say enough for the PACT staff and what PACT has meant to me, my family and friends, my community for over 30 years. Every penny you can provide PACT comes back many times over!*

<sup>24</sup> Rows 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, 60.9% 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 (69.0%) than they did in being able to handle things when they go wrong (62.6%).

Outcomes Domain	Percent of Respondents			
	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	Resp. (N)
I do things that are more meaningful to me.	63.2	22.7	14.1	277
I am better able to take care of my needs.	69.0	18.4	12.6	277
I am better able to handle things when they go wrong. <sup>25</sup>	62.6	22.2	15.3	275
I am better able to do things I want to do.	65.7	17.7	16.6	277

### Sample of Consumer Comments

*Overall, I'm very satisfied. I can notice in the way I handle myself that \_\_\_\_\_ has improved my functioning and social awareness. I believe the hearts of the staff are in the right place though I feel staff need either added numbers or more vacation time/down time within/out the year. \_\_\_\_\_ is a stressful place.*

*Thank you for your support. I am growing, changing and recovering since I first started doing this.*

*CTA has made a huge difference in my life. Before CTA, my life just kept getting worse and after CTA my life has steadily gotten much better.*

<sup>25</sup> Row will not equal 100% due to rounding.

# 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.	71.6	18.9	9.5	275
I have people with whom I can do enjoyable things. <sup>26</sup>	70.1	16.9	12.9	278
I feel I belong in my community. <sup>27</sup>	62.8	20.9	16.2	277
In a crisis, I would have the support I need from family or friends.	72.2	12.8	15.0	274

## Sample of Consumer Comments

*I feel staff have a positive affect on me in the community.*

*I felt like I had a hard time fitting in, and I felt isolated. Although, I did enjoy the company of other roommates from time to time.*

*In a crisis, I wish I had support from family, friends and staff.*

*I am happy.*

*I felt encouraged, that I'm not alone.*

<sup>26</sup> Row total will not equal 100% due to rounding.

<sup>27</sup> Row total will not equal 100% due to rounding.



# Results by Provider by Domain

**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>	<b>81.6</b>	<b>75.0</b>	<b>78.9</b>	<b>70.9</b>	<b>61.5</b>	<b>60.9</b>	<b>63.5</b>
Journey Mental Health Center	79.3	72.3	77.2	71.5	58.2	58.5	59.5
Crisis Intervention	61.9	61.9	66.7	66.7	47.6	52.4	57.1
CSP Gateway/Fordem	78.9	78.9	63.2	72.2	63.2	72.2	52.9
Kajsaib House	91.7	91.7	91.7	100.0	66.7	44.4	100.0
MOST	81.8	72.7	63.6	44.4	30.0	27.3	36.4
Outpatient Services	73.5	61.8	76.5	62.5	47.1	55.9	41.2
Prescriber Services	90.3	67.7	80.0	70.0	59.3	56.7	54.8
Yahara House	83.3	73.7	80.0	77.8	68.8	57.9	81.3
Lutheran Social Services – Off the Square Club	96.0	83.3	95.8	76.5	78.3	70.8	83.3
Porchlight	66.7	68.8	75.0	53.8	75.0	61.1	61.1
SOAR Case Management Ser.	84.6	76.9	69.2	61.5	69.2	53.8	53.8
Tellurian U.C.A.N., Inc.	84.6	84.6	84.6	75.0	61.5	61.5	69.2

# Results by Provider by Survey Item

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

**Table 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>	287	<b>85.0</b>	<b>7.7.</b>	<b>7.3</b>	282	<b>75.9</b>	<b>13.8</b>	<b>10.3</b>
Journey Mental Health Center	176	84.7	6.8	8.5	174	73.6	16.1	10.3
Crisis Intervention	21	61.9	23.8	14.3	21	57.1	33.3	9.5
CSP Gateway/Fordem	19	89.5	5.3	5.3	19	78.9	15.8	5.3
Kajsiab House	12	91.7	8.3	0.0	11	90.9	0.0	9.1
MOST	11	81.8	0.0	18.2	11	72.7	18.2	9.1
Outpatient Services	34	79.4	5.9	14.7	34	73.5	8.8	17.6
Prescriber Services	31	90.3	3.2	6.5	31	74.2	12.9	12.9
Yahara House	18	94.4	5.6	0.0	17	76.5	17.6	5.9
Lutheran Social Services – Off the Square Club	25	92.0	4.0	4.0	25	88.0	4.0	8.0
Porchlight	18	83.3	11.1	5.6	17	70.6	11.8	17.6
SOAR Case Management Ser.	13	84.6	0.0	15.4	13	76.9	0.0	23.1
Tellurian U.C.A.N., Inc.	12	91.7	0.0	8.3	12	83.3	16.7	0.0

Agency	Domain: Satisfaction				Domain: Access			
	Q3. I would recommend this agency to a friend or family member.				Q4. The location of the services was convenient (parking, public transportation, distance, etc.)			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b>	284	<b>80.0</b>	<b>10.2</b>	<b>9.8</b>	275	<b>71.6</b>	<b>14.6</b>	<b>13.8</b>
Journey Mental Health Center	173	78.6	11.6	9.8	172	69.2	16.3	14.5
Crisis Intervention	21	61.9	23.8	14.3	21	57.1	28.6	14.3
CSP Gateway/Fordem	18	77.8	22.2	0.0	19	63.2	26.3	10.5
Kajsiab House	11	90.9	9.1	0.0	12	66.7	25.0	8.3
MOST	11	72.7	9.1	18.2	9	44.4	22.2	33.3
Outpatient Services	34	64.7	14.7	20.6	33	75.8	6.1	18.2
Prescriber Services	30	90.0	3.3	6.7	31	71.0	16.1	12.9
Yahara House	19	78.9	10.5	10.5	18	66.7	11.1	22.2
Lutheran Social Services – Off the Square Club	25	92.0	8.0	0.0	25	92.0	8.0	0.0
Porchlight	18	72.2	16.7	11.1	14	71.4	14.3	14.3
SOAR Case Management Ser.	12	83.3	0.0	16.7	10	80.0	10.0	10.0
Tellurian U.C.A.N., Inc.	13	84.6	0.0	15.4	13	84.6	0.0	15.4

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>	288	<b>77.1</b>	<b>9.4</b>	<b>13.5</b>	263	<b>71.5</b>	<b>12.6</b>	<b>16.0</b>
Journey Mental Health Center	176	73.9	10.8	15.3	161	73.3	11.2	15.5
Crisis Intervention	20	60.0	20.0	20.0	20	70.0	15.0	15.0
CSP Gateway/Fordem	19	89.5	5.3	5.3	18	83.3	11.1	5.6
Kajsiab House	12	91.7	0.0	8.3	11	72.7	18.2	9.1
MOST	11	72.7	0.0	27.3	10	80.0	10.0	10.0
Outpatient Services	34	61.8	17.6	20.6	33	63.6	12.1	24.2
Prescriber Services	31	67.7	6.5	25.8	30	60.0	13.3	26.7
Yahara House	19	73.7	21.1	5.3	14	85.7	7.1	7.1
Lutheran Social Services – Off the Square Club.	25	100.0	0.0	0.0	20	55.0	30.0	15.0
Porchlight	18	72.2	16.7	11.1	17	58.8	17.6	23.5
SOAR Case Management Ser.	13	76.9	0.0	23.1	12	58.3	8.3	33.3
Tellurian U.C.A.N., Inc.	13	76.9	0.0	23.1	13	84.6	0.0	15.4

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>	285	<b>78.3</b>	<b>10.5</b>	<b>11.2</b>	284	<b>75.4</b>	<b>12.0</b>	<b>12.7</b>
Journey Mental Health Center	176	76.1	13.1	10.8	175	73.1	13.7	13.1
Crisis Intervention	20	60.0	25.0	15.0	21	52.4	23.8	23.8
CSP Gateway/Fordem	19	94.7	5.3	0.0	19	78.9	15.8	5.3
Kajsiab House	12	91.7	8.3	0.0	12	83.3	8.3	8.3
MOST	11	72.7	9.1	18.2	11	72.7	0.0	18.2
Outpatient Services	34	58.8	23.5	17.6	34	67.6	8.8	23.5
Prescriber Services	31	71.0	6.5	22.6	30	76.7	13.3	10.0
Yahara House	19	78.9	15.8	5.3	19	73.7	21.1	5.3
Lutheran Social Services – Off the Square Club	24	91.7	4.2	4.2	25	72.0	16.0	8.0
Porchlight	17	64.7	11.8	23.5	16	75.0	0.0	25.0
SOAR Case Management Ser.	13	84.6	0.0	15.4	13	84.6	0.0	15.4
Tellurian U.C.A.N., Inc.	13	84.6	0.0	15.4	13	76.9	15.4	7.7

Agency	Domain: Access				Domain: Quality and Appropriateness			
	Q9. I was able to see a psychiatrist when I wanted to.				Q10. Staff here believe I can grow, change, and recover.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b>	242	<b>67.8</b>	<b>18.2</b>	<b>14.0</b>	279	<b>82.1</b>	<b>9.7</b>	<b>8.2</b>
Journey Mental Health Center	161	68.3	18.6	13.0	172	82.6	11.0	6.4
Crisis Intervention	21	42.9	28.6	28.6	20	70.0	10.0	20.0
CSP Gateway/Fordem	19	78.9	21.1	0.0	19	89.5	5.3	5.3
Kajsiab House	12	91.7	0.0	8.3	12	91.7	8.3	0.0
MOST	11	63.6	18.2	9.1	11	63.6	27.3	9.1
Outpatient Services	31	61.3	19.4	19.4	33	81.8	15.2	3.0
Prescriber Services	31	58.1	22.6	19.4	31	74.2	19.4	6.5
Yahara House	11	81.8	18.2	0.0	17	88.2	5.9	5.9
Lutheran Social Services – Off the Square Club	8	62.5	25.0	12.5	25	92.0	4.0	4.0
Porchlight	12	58.3	25.0	16.7	16	75.0	6.3	18.8
SOAR Case Management Ser.	13	69.2	15.4	15.4	12	66.7	8.3	25.0
Tellurian U.C.A.N., Inc.	12	50.0	33.3	16.7	13	84.6	0.0	15.4

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>	277	<b>75.1</b>	<b>13.0</b>	<b>11.9</b>	280	<b>84.3</b>	<b>8.9</b>	<b>6.8</b>	
Journey Mental Health Center	170	71.2	15.9	12.9	172	82.6	9.9	7.6	
Crisis Intervention	21	47.6	28.6	23.8	21	66.7	14.3	19.0	
CSP Gateway/Fordem	18	66.7	27.8	5.6	19	57.9	31.6	10.5	
Kajsiab House	11	100.0	0.0	0.0	12	91.7	8.3	0.0	
MOST	11	63.6	18.2	18.2	10	80.0	10.0	10.0	
Outpatient Services	34	76.5	5.9	17.6	34	88.2	2.9	8.8	
Prescriber Services	30	66.7	23.3	10.0	30	86.7	3.3	10.0	
Yahara House	17	70.6	17.6	11.8	17	88.2	11.8	0.0	
Lutheran Social Services – Off the Square Club	25	96.0	4.0	0.0	23	95.7	4.3	0.0	
Porchlight	16	68.8	12.5	18.8	17	70.6	5.9	23.5	
SOAR Case Management Ser.	13	76.9	15.4	7.7	13	84.6	7.7	7.7	
Tellurian U.C.A.N., Inc.	12	83.3	8.3	8.3	13	84.6	15.4	0.0	

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>	277	<b>85.2</b>	<b>8.3</b>	<b>6.5</b>	256	<b>68.4</b>	<b>16.4</b>	<b>15.2</b>
Journey Mental Health Center	170	85.3	8.2	6.5	164	72.0	14.6	13.4
Crisis Intervention	21	81.0	9.5	9.5	19	57.9	21.1	21.1
CSP Gateway/Fordem	19	78.9	10.5	10.5	19	57.9	26.3	15.8
Kajsiab House	12	91.7	0.0	8.3	11	81.8	9.1	9.1
MOST	10	70.0	20.0	10.0	10	70.0	0.0	30.0
Outpatient Services	34	85.3	5.9	8.8	34	70.6	17.6	11.8
Prescriber Services	29	86.2	10.3	3.4	30	76.7	6.7	16.7
Yahara House	17	88.2	5.9	5.9	15	66.7	26.7	6.7
Lutheran Social Services – Off the Square Club	24	95.8	4.2	0.0	19	73.7	21.1	5.3
Porchlight	17	88.2	5.9	5.9	15	46.7	26.7	26.7
SOAR Case Management Ser.	13	84.6	7.7	7.7	13	46.2	15.4	38.5
Tellurian U.C.A.N., Inc.	13	84.6	7.7	7.7	12	75.0	16.7	8.3



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>	271	<b>80.8</b>	<b>13.7</b>	<b>5.5</b>	259	<b>79.9</b>	<b>15.8</b>	<b>4.2</b>
Journey Mental Health Center	170	82.4	12.4	5.3	160	78.1	17.5	4.4
Crisis Intervention	21	71.4	14.3	14.3	21	61.9	28.6	9.5
CSP Gateway/Fordem	18	72.2	22.2	5.6	19	68.4	31.6	0.0
Kajsiab House	12	91.7	8.3	0.0	12	91.7	0.0	8.3
MOST	11	72.7	18.2	9.1	9	66.7	22.2	11.1
Outpatient Services	33	81.8	12.1	6.1	32	81.3	12.5	6.3
Prescriber Services	30	83.3	13.3	3.3	27	74.1	25.9	0.0
Yahara House	16	93.8	6.3	0.0	16	75.0	6.3	18.8
Lutheran Social Services – Off the Square Club	23	91.3	8.7	0.0	20	95.0	5.0	0.0
Porchlight	13	92.3	0.0	7.7	15	80.0	13.3	6.7
SOAR Case Management Ser.	13	61.5	23.1	15.4	13	84.6	0.0	15.4
Tellurian U.C.A.N., Inc.	13	76.9	23.1	0.0	13	84.6	7.7	7.7

Agency	Domain: Quality and Appropriateness				Domain: Quality and Appropriateness			
	Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.				Q20. I was encouraged to use consumer-run programs (support groups, drop-in centers, etc.)			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b>	262	<b>74.0</b>	<b>15.3</b>	<b>10.7</b>	267	<b>70.0</b>	<b>19.1</b>	<b>10.9</b>
Journey Mental Health Center	165	75.2	16.4	8.5	164	68.3	18.9	12.8
Crisis Intervention	20	55.0	20.0	25.0	20	50.0	35.0	15.0
CSP Gateway/Fordem	18	66.7	22.2	11.1	18	61.1	22.2	16.7
Kajsiab House	12	91.7	8.3	0.0	12	91.7	0.0	8.3
MOST	10	60.0	30.0	10.0	10	60.0	20.0	20.0
Outpatient Services	32	71.9	21.9	6.3	33	75.8	9.1	15.2
Prescriber Services	30	80.0	13.3	6.7	29	75.9	13.8	10.3
Yahara House	15	80.0	13.3	6.7	16	50.0	37.5	12.5
Lutheran Social Services – Off the Square Club	23	87.0	8.7	4.3	24	79.2	20.8	0.0
Porchlight	13	61.5	7.7	30.8	17	70.6	17.6	11.8
SOAR Case Management Ser.	13	61.5	23.1	15.4	12	58.3	33.3	8.3
Tellurian U.C.A.N., Inc.	12	75.0	8.3	16.7	12	83.3	8.3	8.3

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>	270	<b>72.2</b>	<b>14.8</b>	<b>13.0</b>	269	<b>78.1</b>	<b>11.5</b>	<b>10.4</b>
Journey Mental Health Center	172	79.7	11.0	9.3	170	71.8	15.9	12.4
Crisis Intervention	20	65.0	20.0	15.0	19	57.9	21.1	21.1
CSP Gateway/Fordem	19	84.2	15.8	0.0	19	73.7	15.8	10.5
Kajsiab House	12	100.0	0.0	0.0	11	81.8	18.2	0.0
MOST	10	40.0	40.0	20.0	10	60.0	20.0	20.0
Outpatient Services	33	81.8	3.0	15.2	33	75.8	18.2	6.1
Prescriber Services	31	80.6	9.7	9.7	30	66.7	13.3	20.0
Yahara House	18	83.3	5.6	11.1	19	78.9	5.3	15.8
Lutheran Social Services – Off the Square Club	19	84.2	10.5	5.3	22	86.4	9.1	4.5
Porchlight	14	57.1	21.4	21.4	14	64.3	14.3	21.4
SOAR Case Management Ser.	13	76.9	0.0	23.1	13	53.8	23.1	23.1
Tellurian U.C.A.N., Inc.	12	91.7	0.0	8.3	12	58.3	16.7	25.0

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>	279	<b>73.5</b>	<b>15.8</b>	<b>10.8</b>	281	<b>72.2</b>	<b>16.7</b>	<b>11.0</b>	
Journey Mental Health Center	171	70.8	17.5	11.7	171	71.3	15.8	12.9	
Crisis Intervention	21	57.1	23.8	19.0	21	57.1	14.3	28.6	
CSP Gateway/Fordem	19	68.4	21.1	10.5	19	73.7	21.1	5.3	
Kajsiab House	9	88.9	11.1	0.0	9	66.7	11.1	22.2	
MOST	11	63.6	18.2	18.2	11	54.5	36.4	9.1	
Outpatient Services	34	64.7	20.6	14.7	34	70.6	17.6	11.8	
Prescriber Services	30	76.7	13.3	10.0	30	76.7	10.0	13.3	
Yahara House	18	77.8	11.1	11.1	18	77.8	16.7	5.6	
Lutheran Social Services – Off the Square Club	25	84.0	12.0	4.0	24	75.0	20.8	4.2	
Porchlight	16	81.3	0.0	18.8	18	66.7	11.1	22.2	
SOAR Case Management Ser.	12	75.0	8.3	16.7	13	76.9	15.4	7.7	
Tellurian U.C.A.N., Inc.	13	69.2	15.4	15.4	13	69.2	15.4	15.4	

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>	276	<b>72.8</b>	<b>13.0</b>	<b>14.1</b>	261	<b>63.6</b>	<b>21.5</b>	<b>14.9</b>
Journey Mental Health Center	169	72.2	12.4	15.4	162	61.7	21.6	16.7
Crisis Intervention	21	61.9	14.3	23.8	20	55.0	25.0	20.0
CSP Gateway/Fordem	19	78.9	10.5	10.5	17	41.2	47.1	11.8
Kajsiab House	9	66.7	0.0	33.3	10	100.0	0.0	0.0
MOST	11	63.6	18.2	18.2	10	50.0	30.0	20.0
Outpatient Services	33	63.6	18.2	18.2	33	54.5	24.2	21.2
Prescriber Services	30	80.0	6.7	13.3	28	67.9	10.7	21.4
Yahara House	17	76.5	11.8	11.8	18	61.1	22.2	16.7
Lutheran Social Services – Off the Square Club	24	83.3	8.3	8.3	22	63.6	27.3	9.1
Porchlight	17	76.5	0.0	23.5	15	73.3	13.3	13.3
SOAR Case Management Ser.	13	69.2	15.4	15.4	12	75.0	16.7	8.3
Tellurian U.C.A.N., Inc.	13	61.5	15.4	23.1	13	69.2	7.7	23.1

Agency	Domain: Outcomes					Domain: Outcomes			
	Q25. I do better in social situations.					Q26. I do better in school and/or work.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree		N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b>	279	<b>62.4</b>	<b>24.4</b>	<b>13.3</b>	222	<b>57.7</b>	<b>26.1</b>	<b>16.2</b>	
Journey Mental Health Center	171	60.8	22.2	17.0	130	55.4	26.9	17.7	
Crisis Intervention	21	47.6	23.8	28.6	19	36.8	31.6	31.6	
CSP Gateway/Fordem	19	68.4	26.3	5.3	17	64.7	29.4	5.9	
Kajsiab House	10	60.0	40.0	0.0	7	71.4	0.0	28.6	
MOST	11	45.5	27.3	27.3	4	25.0	50.0	25.0	
Outpatient Services	34	58.8	17.6	23.5	27	44.4	29.6	25.9	
Prescriber Services	29	75.9	6.9	17.2	23	52.2	34.8	13.0	
Yahara House	18	66.7	22.2	11.1	15	73.3	13.3	13.3	
Lutheran Social Services – Off the Square Club	23	73.9	26.1	0.0	20	70.0	20.0	10.0	
Porchlight	18	77.8	16.7	5.6	12	66.7	8.3	25.0	
SOAR Case Management Ser.	13	46.2	46.2	7.7	9	44.4	44.4	11.1	
Tellurian U.C.A.N., Inc.	13	69.2	0.0	30.8	13	46.2	30.8	23.1	

Agency	Domain: Outcomes					Domain: Outcomes			
	Q27. My housing situation has improved.					Q28. My symptoms are not bothering me as much.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree		N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b>	259	<b>58.3</b>	<b>21.6</b>	<b>20.1</b>	270	<b>59.3</b>	<b>20.7</b>	<b>20.0</b>	
Journey Mental Health Center	155	51.0	25.8	23.2	165	55.8	19.4	24.8	
Crisis Intervention	21	42.9	23.8	33.3	20	50.0	20.0	30.0	
CSP Gateway/Fordem	19	73.7	26.3	0.0	19	68.4	15.8	15.8	
Kajsiab House	10	60.0	40.0	0.0	10	40.0	60.0	0.0	
MOST	8	25.0	12.5	62.5	10	50.0	20.0	30.0	
Outpatient Services	32	53.1	25.0	21.9	33	57.6	15.2	27.3	
Prescriber Services	26	34.6	26.9	38.5	27	44.4	18.5	37.0	
Yahara House	16	43.8	31.3	25.0	18	55.6	33.3	11.1	
Lutheran Social Services – Off the Square Club	23	73.9	0.0	26.1	24	66.7	25.0	8.3	
Porchlight	17	52.9	11.8	35.3	16	50.0	18.8	31.3	
SOAR Case Management Ser.	13	76.9	15.4	7.7	13	61.5	30.8	7.7	
Tellurian U.C.A.N., Inc.	11	81.8	9.1	9.1	13	76.9	7.7	15.4	

Agency	Domain: Functioning					Domain: Functioning			
	Q29. I do things that are more meaningful to me.					Q30. I am better able to take care of my needs.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree		N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b>	277	<b>63.2</b>	<b>22.7</b>	<b>14.1</b>	277	<b>69.0</b>	<b>18.4</b>	<b>12.6</b>	
Journey Mental Health Center	169	58.0	25.4	16.6	170	69.4	15.3	15.3	
Crisis Intervention	21	57.1	14.3	28.6	21	57.1	23.8	19.0	
CSP Gateway/Fordem	19	73.7	26.3	0.0	18	83.3	16.7	0.0	
Kajsiab House	8	50.0	50.0	0.0	9	66.7	11.1	22.2	
MOST	11	45.5	36.4	18.2	10	50.0	20.0	30.0	
Outpatient Services	33	63.6	18.2	18.2	34	61.8	23.5	14.7	
Prescriber Services	29	41.4	34.5	24.1	30	66.7	6.7	26.7	
Yahara House	19	52.6	26.3	21.1	19	73.7	15.8	10.5	
Lutheran Social Services – Off the Square Club	23	69.6	17.4	13.0	24	79.2	16.7	4.2	
Porchlight	18	66.7	22.2	11.1	18	61.1	22.2	16.7	
SOAR Case Management Ser.	13	76.9	15.4	7.7	13	61.5	30.8	7.7	
Tellurian U.C.A.N., Inc.	13	53.8	15.4	30.8	12	75.0	0.0	25.0	



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>	275	<b>62.6</b>	<b>22.2</b>	<b>15.3</b>	277	<b>65.7</b>	<b>17.7</b>	<b>16.6</b>
Journey Mental Health Center	168	62.5	19.0	18.5	170	62.9	17.1	20.0
Crisis Intervention	21	61.9	19.0	19.0	21	57.1	23.8	19.0
CSP Gateway/Fordem	17	70.6	17.6	11.8	18	77.8	16.7	5.6
Kajsiab House	10	30.0	70.0	0.0	9	33.3	44.4	22.2
MOST	11	54.5	18.2	27.3	11	27.3	27.3	45.5
Outpatient Services	33	54.5	15.2	30.3	33	63.6	18.2	18.2
Prescriber Services	28	67.9	7.1	25.0	30	66.7	10.0	23.3
Yahara House	19	73.7	15.8	10.5	19	57.9	21.1	21.1
Lutheran Social Services – Off the Square Club	24	66.7	33.3	0.0	24	79.2	12.5	8.3
Porchlight	18	72.2	16.7	11.1	18	55.6	16.7	27.8
SOAR Case Management Ser.	12	50.0	33.3	16.7	13	61.5	23.1	15.4
Tellurian U.C.A.N., Inc.	13	61.5	15.4	23.1	13	69.2	15.4	15.4

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>	275	<b>71.6</b>	<b>18.9</b>	<b>9.5</b>	278	<b>70.1</b>	<b>16.9</b>	<b>12.9</b>
Journey Mental Health Center	166	66.3	22.3	11.4	168	63.7	20.8	15.5
Crisis Intervention	21	61.9	14.3	23.8	21	57.1	23.8	19.0
CSP Gateway/Fordem	17	47.1	47.1	5.9	16	56.3	31.3	12.5
Kajsiab House	11	100.0	0.0	0.0	11	81.2	18.2	0.0
MOST	11	54.5	18.2	27.3	11	36.4	27.3	36.4
Outpatient Services	34	55.9	32.4	11.8	34	52.9	29.4	17.6
Prescriber Services	30	56.7	33.3	10.0	31	64.5	19.4	16.1
Yahara House	16	87.5	6.3	6.3	17	76.5	11.8	11.8
Lutheran Social Services – Off the Square Club	23	87.0	13.0	0.0	24	79.2	12.5	8.3
Porchlight	18	77.8	11.1	11.1	18	72.2	11.1	16.7
SOAR Case Management Ser.	13	76.9	15.4	7.7	13	69.2	15.4	15.4
Tellurian U.C.A.N., Inc.	13	84.6	0.0	15.4	13	76.9	7.7	15.4

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>	277	<b>62.8</b>	<b>20.9</b>	<b>16.2</b>	274	<b>72.2</b>	<b>12.8</b>	<b>15.0</b>
Journey Mental Health Center	169	57.4	23.7	18.9	167	73.7	12.0	14.4
Crisis Intervention	21	52.4	23.8	23.8	21	71.4	9.5	19.0
CSP Gateway/Fordem	17	64.7	17.6	17.6	16	75.0	18.8	6.3
Kajsiab House	11	100.0	0.0	0.0	11	100.0	0.0	0.0
MOST	11	45.5	45.5	9.1	10	70.0	0.0	30.0
Outpatient Services	34	41.2	32.4	26.5	34	55.9	26.5	17.6
Prescriber Services	30	50.0	26.7	23.3	31	77.4	12.9	9.7
Yahara House	16	68.8	18.8	12.5	15	100.0	0.0	0.0
Lutheran Social Services – Off the Square Club	24	75.0	16.7	8.3	23	69.6	17.4	13.0
Porchlight	18	61.1	11.1	27.8	17	70.6	5.9	23.5
SOAR Case Management Ser.	13	61.5	23.1	15.4	12	66.7	25.0	8.3
Tellurian U.C.A.N., Inc.	13	76.9	0.0	23.1	13	76.9	7.7	15.4



## **Appendix A: Survey Instrument**





# Consumer Survey

We need your help! Dane County Department of Human Services funds a number of agencies throughout Dane County. In order to insure that services are meeting the needs of our community, we want to know what you think about the services you received in the past six months from **Provider – Program Name**. Your answers will be kept completely confidential. How you answer the questions will not impact your services in any way. Please return your completed survey in the enclosed, postage-paid envelope no later than **October 16, 2015**. 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
----------------	-------	--------------	----------	-------------------	----------------

**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.

---



---



---

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.

