

Consumer Satisfaction Survey FY04

Results - Summarized by Service Type, Region and Agency

SERVICE TYPE:	MH	SATISFACTION			ACCESS			PARTICIPATION			QUALITY			OUTCOME			Respect for client's wishes		
		A	B	C	A	B	C	A	B	C	A	B	C	A	B	C	A	B	C
REGION:	1																		
Bridge House Res, SocR	Bridgeport CSID 9	97%	99%	110	95%	100	110	88%	97%	107	97%	99%	107	88%	96%	108	94%	99%	104
Bridgeport Community Health Center-OP	Bridgeport CSID 131A	96%	100	56	92%	98%	53	98%	100	55	100	100	53	75%	100	52	100	100	52
Catholic Charities of Fairfield Cou OP	Stamford, Norwalk CSID 13C	100	100	33	100	100	33	97%	100	33	97%	100	30	85%	97%	33	96%	100	28
Catholic Charities of Fairfield Cou OP	Bridgeport CSID 13A	100	100	23	87%	100	23	100	100	22	100	100	23	86%	100	21	95%	95%	21
Central CT Coast YMCA CM	Bridgeport CSID 18	97%	100	30	97%	100	30	89%	96%	27	90%	100	30	87%	100	30	90%	100	29
Connecticut Counseling Centers Inc. PH, OP	Norwalk CSID 30C	97%	100	39	87%	100	39	97%	100	39	90%	100	39	92%	100	39	97%	100	38
Family & Children's Agency, Inc OP, SocR	Norwalk CSID 49A	83%	97%	134	77%	96%	133	82%	95%	120	80%	95%	127	75%	92%	118	76%	90%	110
Family Centers, Inc. Res	Stamford CSID 50	100	100	30	100	100	30	100	100	12	100	100	22	100	100	2	100	100	21
Family Services Woodfield, Inc. OP, CM	Bridgeport CSID 51	96%	100	47	91%	100	47	89%	94%	47	87%	100	47	83%	96%	47	91%	93%	46
Goodwill Industries of Western CT, Voc	Bridgeport CSID 56	88%	92%	26	92%	96%	26	92%	96%	24	87%	96%	23	77%	95%	22	85%	90%	20
Hall Brooke Foundation, Inc. Res, PH, OP	Norwalk/Westport CSID 57A	85%	100	26	83%	100	24	83%	96%	24	80%	100	25	77%	100	26	76%	88%	25

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Hall Neighborhood House Res	Bridgeport CSID 58	MH-PNP	93%	100	14	100	100	14	93%	100	14	93%	100	14	86%	100	14	93%	100	14
Kennedy Center, Inc. Voc	Trumbull CSID 74	MH-PNP	95%	100	64	90%	100	63	98%	100	61	98%	100	62	84%	98%	61	89%	100	57
Keystone House, Inc. Res, Voc, SocR	Norwalk CSID 75	MH-PNP	87%	100	106	94%	100	102	88%	98%	100	88%	100	102	82%	97%	104	85%	96%	99
Laurel House Res, Voc, SocR	Stamford CSID 78	MH-PNP	96%	100	129	90%	100	125	94%	98%	116	88%	100	120	89%	100	125	81%	99%	118
Mental Health Association of CT, Inc Res	Bridgeport CSID 82A	MH-PNP	88%	95%	59	85%	98%	59	84%	93%	58	86%	100	58	85%	100	59	89%	95%	56
Mental Health Association of CT, Inc Res	Stamford CSID 82B	MH-PNP	100	100	14	93%	100	14	100	100	14	92%	100	13	86%	100	14	92%	100	13
MICAH Housing Pilots Program Res	Fairfield CSID 84	MH-PNP	83%	100	6	100	100	6	83%	83%	6	100	100	6	67%	100	6	83%	83%	6
Norwalk Hospital PH, OP, CM	Norwalk CSID 95A	MH-PNP/GA	92%	99%	166	79%	100	164	91%	100	165	89%	100	160	79%	100	160	88%	99%	149
Operation Hope of Fairfield, Inc. Res	Fairfield CSID 97	MH-PNP	88%	100	8	75%	100	8	88%	88%	8	63%	88%	8	38%	100	8	63%	100	8
Pathways Inc. Res, SocR	Greenwich CSID 98	MH-PNP	87%	97%	67	91%	98%	66	86%	94%	65	86%	97%	64	73%	97%	67	73%	92%	60
Regional Network of Programs Res	Bridgeport CSID 103A	MH-PNP	88%	97%	86	83%	99%	83	89%	96%	83	88%	95%	83	83%	96%	83	88%	95%	82
Rehabilitation Center of SW CT, Inc Voc	Stamford CSID 104	MH-PNP	97%	100	29	83%	100	29	79%	100	28	86%	100	29	93%	100	29	83%	100	29

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Search for Change Inc. Voc	Norwalk CSID 110	MH-PNP	100	100	31	84%	100	31	84%	100	31	96%	100	28	72%	97%	29	88%	100	24
Shelter for the Homeless Inc. SocR	Stamford CSID 111	MH-PNP	86%	97%	93	85%	100	92	90%	98%	91	91%	100	91	70%	94%	90	80%	100	71
St Luke's Community Services Inc. Res	Stamford CSID 113	MH-PNP	92%	100	53	94%	100	52	96%	100	53	90%	100	52	90%	98%	48	91%	98%	45
Stamford Hospital PH, OP, CM	Stamford CSID 117	MH-PNP/GA	97%	100	137	93%	100	137	94%	98%	136	91%	99%	136	82%	98%	133	92%	97%	127
SWCMHS Res, OP, CM	Stamford/ Norwalk CSID 119B	MH-SO	82%	97%	226	77%	97%	228	87%	93%	227	82%	97%	225	80%	95%	221	85%	93%	217
SWCMHS Res, OP, Voc, SocR, CM	Bridgeport CSID 119A	MH-SO	91%	99%	280	89%	99%	280	89%	98%	277	95%	99%	277	82%	98%	273	88%	97%	259
<i>Region 1 (29 reporting groups)</i>			91%	99%	2122	87	99	2101	90%	97	2043	90	99	205	81%	97%	2022	87%	96%	1928

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REGION:		2																				
Alcohol Services Organization of S. Res, OP	New Haven CSID 3A	MH-PNP			89%	98%	96	92%	99%	88	96%	98%	94	95%	100	93	80%	100	89	90%	97%	89
APT Foundation Inc. Voc	New Haven CSID 5A	MH-PNP			100	100	10	100	100	10	90%	100	10	100	100	9	89%	100	9			0
Bridges Res, OP, Voc, SocR, CM	Milford/West Haven CSID 10A	MH-PNP/GA			87%	96%	173	85%	99%	171	89%	97%	171	89%	99%	170	78%	99%	168	88%	97%	167
Cath. Charities/ Cath. Family Services (Htf) OP	Meriden CSID 14G	MH-GA			93%	100	30	97%	100	29	96%	100	26	97%	100	29	89%	100	28	97%	100	29
Cath. Charities/ Cath. Family Services (Htf) OP	New Haven CSID 14E	MH-GA			95%	100	19	84%	100	19	95%	100	19	95%	100	19	72%	100	18	100	100	16
Cath. Charities/ Cath. Family Services (Htf) OP	Milford CSID 14C	MH-GA			95%	100	38	97%	100	38	100	100	38	91%	100	34	89%	97%	35	94%	100	31
Columbus House Res, CM	New Haven CSID 23	MH-PNP			63%	89%	128	61%	87%	127	65%	84%	127	64%	90%	126	59%	85%	122	67%	84%	119
Connecticut Mental Health Center OP, CM	New Haven CSID 32A	MH-SO/GA			90%	98%	458	87%	99%	454	91%	98%	453	93%	100	457	84%	97%	449	87%	98%	442
Connecticut Mental Health Center OP	West Haven CSID 32B	MH-SO/GA			88%	96%	114	88%	98%	113	89%	98%	114	87%	99%	113	70%	94%	109	89%	97%	106
Connection, Inc Res	Middletown CSID 34A	MH-PNP			88%	88%	8	100	100	7	63%	75%	8	100	100	7	86%	100	7	75%	88%	8
Continuum of Care Res, CM	New Haven CSID 35	MH-PNP			88%	96%	104	92%	100	104	90%	98%	100	86%	100	102	89%	99%	100	87%	98%	98

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Coordinating Council for Children CM	New Haven CSID 36	MH-PNP	100	100	10	100	100	10	100	100	10	100	100	10	90%	100	10	100	100	9
Dixwell/New Hallville Community OP	New Haven CSID 43	MH-PNP/GA	94%	100	89	88%	100	86	94%	99%	87	97%	100	87	75%	99%	85	95%	100	86
Easter Seal Goodwill Ind. Rehab. Cent Voc	New Haven CSID 44	MH-PNP	98%	100	48	96%	100	46	85%	96%	47	98%	100	47	81%	96%	48	88%	100	43
Fellowship Inc. Voc, SocR	New Haven CSID 53	MH-PNP	91%	97%	181	86%	98%	175	85%	92%	165	83%	96%	169	80%	97%	174	80%	94%	151
Gilead Community Services, Inc. Res, Voc, SocR, CM	Middletown CSID 55B	MH-PNP	83%	96%	125	84%	98%	122	87%	98%	120	76%	99%	119	82%	98%	119	88%	97%	116
Gilead Community Services, Inc. Res, CM	Chester/ Clinton CSID 55A	MH-PNP	81%	97%	63	76%	100	62	82%	95%	61	76%	98%	63	85%	100	60	79%	96%	56
Harbor Health Services OP	Branford-Brnf Couns. CSID 59B	MH-PNP	97%	100	70	94%	100	69	93%	100	67	94%	100	68	83%	100	66	90%	100	67
Harbor Health Services OP	East Haven CSID 59C	MH-PNP	92%	94%	50	100	100	49	92%	98%	49	98%	100	48	90%	96%	48	98%	100	48
Harbor Health Services OP	North Haven CSID 59D	MH-PNP	94%	100	18	94%	100	18	78%	100	18	89%	100	18	72%	89%	18	94%	100	18
Harbor Health Services Res, PH, OP, Voc,	Branford CSID 59A	MH-PNP/GA	90%	98%	206	85%	99%	205	91%	96%	202	89%	99%	201	69%	94%	198	87%	96%	186
Hospital of St. Raphael OP	New Haven CSID 67A	MH-PNP/GA	96%	100	70	91%	100	69	97%	100	69	93%	101	70	86%	100	70	92%	100	65
Kuhn Employment Opportunities, Inc. Voc	Middletown CSID 76	MH-PNP	98%	100	42	88%	100	41	86%	100	29	92%	100	38	79%	100	38	79%	100	34

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Liberty Community Services Res	New Haven CSID 161A	100	100	7	100	100	7	100	100	7	100	100	7	100	100	6	100	100	6
Marrakech Day Services Voc	New Haven CSID 80A	96%	100	25	96%	100	25	92%	100	25	96%	100	25	87%	100	23	95%	100	20
Middlesex Hospital Mental Health CI PH, OP	Middletown CSID 85	97%	100	107	92%	100	106	98%	100	107	92%	100	105	75%	96%	101	88%	100	97
New Haven Home Recovery Res	New Haven CSID 92	100	100	17	94%	100	17	94%	94%	17	100	100	17	88%	100	16	94%	100	17
River Valley Services OP, SocR, CM	Middletown CSID 106	89%	97%	202	85%	98%	203	89%	97%	200	82%	98%	198	80%	98%	202	80%	95%	193
Rushford Center, The Res, PH, OP, Voc,	Meriden CSID 107D	86%	99%	148	85%	100	143	88%	97%	146	82%	99%	146	77%	96%	144	85%	95%	133
Valley Mental Health Center Res, PH, OP, Voc,	Ansonia CSID 123	87%	95%	156	78%	97%	152	85%	95%	154	85%	97%	155	71%	93%	148	82%	93%	149
Yale Child Study Center OP	New Haven CSID 133	96%	100	56	80%	100	55	93%	100	54	86%	100	51	76%	98%	50	91%	94%	53
Yale University-WAGE Voc	New Haven CSID 160	100	100	19	89%	100	19	95%	95%	19	79%	100	19	90%	100	20	84%	100	19
Yale University-Yale Behavioral OP	Hamden CSID 128	91%	99%	96	96%	99%	95	96%	99%	95	91%	98%	94	70%	97%	92	83%	97%	87
Yale-New Haven Hospital PH	New Haven CSID 134	94%	100	52	96%	100	52	94%	98%	50	91%	100	44	76%	100	50	88%	100	43
<i>Region 2 (34 reporting groups)</i>		89%	97%	3035	87	99	2986	89%	97	2958	88	99	295	78%	97%	2920	86%	97%	2801

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REGION:	3																			
Artreach Inc. SocR	Norwich CSID 6	MH-PNP	98%	100	62	97%	100	60	79%	96%	52	83%	98%	52	84%	98%	62	93%	100	44
Backus Hospital OP	Norwich CSID 8A	MH-PNP/GA	92%	98%	198	82%	99%	198	91%	100	200	91%	99%	195	70%	94%	188	92%	98%	168
Community Enterprises Inc. Voc	Gales Ferry CSID 25	MH-PNP	97%	97%	33	82%	100	33	93%	100	29	85%	100	27	79%	96%	28	88%	100	24
Connection, Inc Res	Groton CSID 34C	MH-PNP	100	100	11	100	100	11	91%	100	11	100	100	11	100	100	10	100	100	9
Day Kimball Hospital OP	Putnam CSID 42	MH-PNP/GA	100	100	18	100	100	18	94%	100	17	88%	100	16	82%	100	17	85%	100	13
First Step, Inc. Res, Voc, SocR, CM	Norwich/ New London/ Groton CSID 54	MH-PNP	79%	94%	173	79%	97%	172	88%	95%	171	89%	98%	170	79%	96%	171	88%	95%	168
Integrated Behavioral Health Res, PH, OP	New London/ Norwich CSID 71A	MH-PNP/GA	93%	99%	428	90%	99%	417	93%	99%	423	93%	100	417	79%	98%	416	92%	99%	399
Natchaug Hospital PH	Mansfield Center CSID 90A	MH-GA	85%	100	13	85%	100	13	85%	100	13	85%	100	13	85%	100	13	85%	100	13
Reliance House Res, Voc, SocR, CM	Norwich/Jewett City CSID 105	MH-PNP	88%	96%	142	75%	99%	141	82%	94%	138	83%	97%	136	75%	96%	134	85%	95%	130
SMHA-SE Mental Health Authority OP, CM	Norwich CSID 112	MH-SO	85%	97%	219	79%	98%	214	91%	96%	216	85%	100	212	70%	96%	202	88%	98%	200
Thames Behavioral Affiliates, Inc. Res	Norwich/ New London CSID 120	MH-PNP	100	100	11	100	100	11	91%	100	11	82%	100	11	90%	100	10	90%	100	10
United Community and Family OP	Norwich/New London/ Colchester CSID 121A	MH-PNP/GA	100	100	15	93%	100	15	100	100	15	100	100	15	91%	100	11	90%	100	10

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United Services, Inc. Res, OP, Voc, SocR, CM	Willimantic/ Putnam/ CSID 122A	91%	98%	437	90%	100	427	88%	97%	434	87%	99%	430	71%	96%	427	86%	97%	411
VNA of Southeastern CT OP	Waterford CSID 124	75%	88%	8	71%	100	7	100	100	7	86%	100	7	57%	100	7	71%	100	7
<i>Region 3 (14 reporting groups)</i>		90%	98%	1768	86	99	1737	90%	98	1737	89	99	171	75%	97%	1696	89%	98%	1606

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		A.)	B.)	C.)	A.)	B.)	C.)	A.)	B.)	C.)	A.)	B.)	C.)	A.)	B.)	C.)	A.)	B.)	C.)
REGION:	4																		
American School for the Deaf Res, Voc	West Hartford CSID 4	100	100	15	80%	93%	15	93%	93%	15	93%	100	15	71%	93%	14	82%	91%	11
Asian Family Services OP	Hartford CSID 7	93%	98%	42	90%	98%	42	93%	93%	42	93%	98%	42	79%	98%	42	92%	97%	39
Bristol Hospital PH	Bristol CSID 11A	81%	95%	21	81%	100	21	76%	100	21	81%	100	21	60%	100	20	85%	100	20
Capitol Region Mental Health Center OP, Voc, SocR, CM	Hartford CSID 12	78%	94%	198	83%	94%	197	53%	62%	198	77%	94%	197	83%	97%	196	80%	90%	190
Cath. Charities/ Cath. Family Services (Htf) OP	New Britain CSID 14D	100	100	10	100	100	10	100	100	9	100	100	10	90%	100	10	100	100	8
Center City Churches Inc. Res	Hartford CSID 16	100	100	5	100	100	5	100	100	5	100	100	5	100	100	5	100	100	5
Center for Human Development Res	Hartford CSID 17A	88%	100	33	84%	100	32	82%	94%	33	84%	100	32	84%	100	32	90%	100	31
Chrysalis Center Inc. Res, Voc, SocR, CM	Hartford CSID 22	96%	99%	230	91%	100	226	90%	98%	224	92%	100	226	81%	97%	216	90%	97%	214
Community Health Resources, Inc. Res, PH, OP, SocR, CM	Enfield/Windsor CSID 26A	84%	94%	250	83%	96%	247	84%	94%	249	81%	97%	242	65%	92%	236	81%	97%	228
Community Health Resources, Inc. OP, Voc, SocR, CM	Manchester CSID 26B	94%	99%	252	90%	99%	246	89%	98%	244	84%	99%	244	73%	97%	237	87%	98%	220
Community Mental Health Affiliates Res, OP, Voc, SocR, CM	New Britain CSID 28A	84%	98%	191	88%	98%	188	91%	99%	189	84%	99%	180	78%	97%	184	84%	96%	179

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CW Resources Inc. Voc	New Britain CSID 40	MH-PNP	88%	100	41	95%	120	41	85%	98%	40	60%	100	10	73%	98%	41	89%	100	9
Easter Seals of Greater Hrtfd Rehab Voc	Hartford CSID 46	MH-PNP	100	100	43	91%	100	43	95%	98%	43	95%	98%	43	74%	100	43	91%	100	43
Hartford Behavioral Health OP	Hartford CSID 60A	MH-PNP/GA	99%	99%	143	95%	99%	143	94%	98%	143	93%	99%	142	68%	95%	136	92%	99%	142
Hartford Dispensary CM	Hartford CSID 61A	MH-PNP	100	100	17	94%	100	17	94%	100	17	100	100	17	75%	100	16	88%	100	17
Hartford Hospital Res, PH, OP	Hartford CSID 70A	MH-PNP/GA	100	100	16	100	100	16	100	100	16	100	100	16	100	100	16	100	100	16
Hockanum Valley Comm Council OP	Vernon CSID 151A	MH-GA	88%	95%	58	90%	100	58	91%	100	58	89%	100	54	69%	97%	59	82%	96%	51
Inter-Community Mental Health Group Res, OP, Voc, SocR, CM	East Hartford CSID 72A	MH-PNP/GA	90%	100	217	83%	100	214	84%	96%	216	81%	100	216	75%	98%	208	84%	99%	205
Mercy Housing and Shelter Corpor. Res	Hartford CSID 83	MH-PNP	76%	97%	33	88%	100	32	87%	100	30	87%	93%	30	76%	97%	29	86%	97%	29
My Sisters' Place Res, CM	Hartford CSID 89	MH-PNP	93%	93%	27	93%	96%	27	85%	88%	26	93%	93%	27	89%	96%	27	92%	92%	26
Phoenix Club SocR	West Hartford CSID 100	MH-PNP	93%	93%	14	82%	100	11	82%	91%	11	80%	100	10	73%	91%	11	70%	90%	10
Wheeler Clinic OP	Plainville CSID 127A	MH-GA	72%	94%	18	78%	94%	18	100	100	17	89%	100	18	82%	100	17	94%	94%	17
Region 4 (22 reporting groups)			89%	97%	1874	88	99	1849	85%	93	1846	86	98	179	75%	96%	1795	86%	97%	1710

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Consumer Satisfaction Survey FY04

Results - Summarized by Service Type, Region and Agency

		SATISFACTION	ACCESS	PARTICIPATION	QUALITY	OUTCOME	Respect for client's wishes												
REGION:	5																		
Ability Beyond Disability Voc	Brookfield CSID 1	MH-PNP																	
		95%	100	55	91%	100	54	86%	98%	51	91%	100	53	85%	98%	48	92%	100	52
Cath. Charities/ Cath. Family Services (Htf) OP, CM	Waterbury CSID 14H	MH-PNP/GA																	
		95%	100	146	90%	100	146	93%	100	146	97%	100	146	87%	99%	144	93%	100	141
Cath. Charities/ Cath. Family Services (Htf) OP	Torrington CSID 14F	MH-GA																	
		75%	100	4	100	100	4	100	100	4	100	100	4	100	100	4	100	100	3
Catholic Charities of Fairfield Cou OP, SocR, CM	Danbury/Bethel CSID 13B	MH-PNP/GA																	
		91%	100	11	92%	92%	12	100	100	11	91%	100	11	90%	100	10	100	100	7
Center for Human Development Res	Danbury CSID 17B	MH-PNP																	
		100	100	8	100	100	8	100	100	8	100	100	8	100	100	8	100	100	8
Center for Human Development Res	Torrington CSID 17C	MH-PNP																	
		100	100	12	100	100	12	100	100	12	100	100	11	91%	100	11	82%	100	11
Center for Human Development Res	Waterbury CSID 17D	MH-PNP																	
		94%	100	47	89%	100	47	96%	98%	47	96%	100	47	85%	100	47	85%	100	40
Central Naugatuck Valley Help Inc. Res	Torrington CSID 19A	MH-PNP																	
		78%	100	18	83%	100	18	78%	100	18	83%	100	18	76%	94%	17	83%	100	18
Central Naugatuck Valley Help Inc. Res	Waterbury CSID 19B	MH-PNP																	
		88%	100	17	76%	100	17	88%	88%	17	88%	100	17	71%	100	17	100	100	16
Charlotte Hungerford Hospital PH, OP	Torrington CSID 20	MH-PNP/GA																	
		92%	98%	129	89%	100	129	93%	98%	129	91%	99%	127	84%	98%	127	88%	98%	121
Connecticut Counseling Centers Inc. PH	Waterbury CSID 30D	MH-GA																	
		88%	96%	26	58%	96%	26	85%	96%	26	88%	96%	25	85%	100	26	92%	100	25

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Consumer Satisfaction Survey FY04

Results - Summarized by Service Type, Region and Agency

		SATISFACTION			ACCESS			PARTICIPATION			QUALITY			OUTCOME			Respect for client's wishes			
		<i>Three columns within each domain are: A.) percent with mean score <2.5(=% that agree, are satisfied); B.) % with mean score <3.5 (=% that agree or are neutral); C.) number of surveys used in the analysis of the domain.</i>																		
Danbury Hospital PH, OP	Danbury CSID 41A	MH-PNP/GA	95%	100	78	88%	100	76	89%	100	75	90%	99%	77	88%	99%	75	87%	97%	70
Easter Seal Rehab. Center of Grtr. Voc	Waterbury CSID 45	MH-PNP	100	100	42	98%	100	42	73%	97%	33	89%	100	37	93%	100	42	84%	97%	38
Education Connection Voc	Danbury CSID 47A	MH-PNP	100	100	21	100	100	21	89%	100	19	95%	100	20	100	100	20	90%	100	20
Education Connection Voc	Torrington/ Litchfield CSID 47B	MH-PNP	100	100	18	100	100	18	100	100	9	100	100	16	100	100	15	100	100	13
Human Resource Development Voc, SocR	Waterbury/ Naugatuck CSID 68	MH-PNP	98%	100	50	100	100	50	100	100	48	100	100	50	92%	100	50	96%	100	50
Interlude, Inc. Res	Danbury CSID 73	MH-PNP	89%	100	27	88%	100	26	78%	96%	27	69%	100	26	76%	92%	25	79%	100	24
Mental Health Association of CT, Inc Res	Danbury CSID 82D	MH-PNP	93%	100	43	86%	100	43	81%	93%	43	81%	100	42	80%	100	41	78%	90%	41
Mental Health Association of CT, Inc Res, Voc, SocR	Waterbury CSID 82F	MH-PNP	90%	97%	119	86%	100	116	81%	95%	113	78%	98%	117	84%	97%	116	85%	97%	109
Mental Health Association of CT, Inc Res	Torrington CSID 82E	MH-PNP	95%	100	40	98%	100	40	100	100	40	98%	100	40	90%	100	40	98%	98%	40
New Milford Hospital OP	New Milford CSID 93	MH-PNP/GA	93%	97%	60	93%	98%	60	90%	95%	60	88%	100	58	71%	93%	58	91%	98%	53
Northwest Center for Family Serv OP	Lakeville CSID 94	MH-PNP	91%	100	34	87%	100	31	94%	100	33	94%	100	32	74%	100	31	97%	100	31
Prime Time House Inc. Voc, SocR	Torrington CSID 102	MH-PNP	90%	99%	103	86%	99%	104	85%	94%	89	85%	97%	100	81%	98%	103	88%	96%	89

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Consumer Satisfaction Survey FY04

Results - Summarized by Service Type, Region and Agency

		SATISFACTION			ACCESS			PARTICIPATION			QUALITY			OUTCOME			Respect for client's wishes			
		<i>Three columns within each domain are: A.) percent with mean score <2.5(=% that agree, are satisfied); B.) % with mean score <3.5 (=% that agree or are neutral); C.) number of surveys used in the analysis of the domain.</i>																		
St. Mary's Hospital Corporation OP	Waterbury CSID 114A	MH-PNP/GA	94%	98%	203	87%	99%	200	96%	98%	198	92%	99%	201	69%	94%	181	90%	96%	186
St. Vincent DePaul Society of Water Res	Waterbury CSID 115	MH-PNP	94%	98%	48	90%	98%	48	91%	96%	47	85%	100	47	89%	98%	47	94%	98%	48
Supportive Environmental Living Fac Res	Waterbury CSID 118	MH-PNP	83%	93%	46	96%	98%	46	96%	100	45	87%	100	45	89%	100	45	86%	100	44
Waterbury Hospital Health Center PH, OP, CM	Waterbury CSID 125A	MH-PNP/GA	90%	100	118	85%	99%	113	86%	94%	114	85%	98%	115	67%	89%	114	82%	95%	109
WCMHN OP, SocR, CM	Torrington CSID 126B	MH-SO	95%	100	175	84%	99%	173	95%	99%	172	94%	100	173	80%	99%	169	93%	98%	167
WCMHN Res, OP, CM	Danbury CSID 126A	MH-SO	85%	95%	110	87%	99%	110	79%	95%	110	81%	97%	110	72%	99%	109	76%	96%	107
WCMHN OP, SocR, CM	Waterbury CSID 126C	MH-SO	88%	95%	140	85%	98%	136	90%	96%	135	86%	95%	138	85%	94%	136	86%	92%	134
<i>Region 5 (30 reporting groups)</i>			92%	98%	1948	88	99	1926	90%	97	1879	89	99	191	81%	97%	1876	88%	97%	1815

CSID = ID number assigned to each "reporting group" (RP). For the purpose of the DMHAS consumer survey, each RP was defined as a group of MH or SA services offered by an individual agencies. If the same agency provided both MH and SA services, these programs were grouped into separate Reporting Group. Similarly, if the agency provided services at geographically distant locations, these were treated as separate RGs.

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Results - Summarized by Service Type, Region and Agency

SATISFACTION	ACCESS	PARTICIPATION	QUALITY	OUTCOME	Respect for client's wishes												
<i>Three columns within each domain are: A.) percent with mean score <2.5(=% that agree, are satisfied); B.) % with mean score <3.5 (=% that agree or are neutral); C.) number of surveys used in the analysis of the domain.</i>																	
90%	98%	10747	87%	99%	10599	89%	96%	10463	88%	99%	10432	78%	97%	10309	87%	97%	9860

MH (129 reporting groups)

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Consumer Satisfaction Survey FY04

Results - Summarized by Service Type, Region and Agency

SERVICE TYPE:	SA	SATISFACTION			ACCESS			PARTICIPATION			QUALITY			OUTCOME			Respect for client's wishes		
		A	B	C	A	B	C	A	B	C	A	B	C	A	B	C	A	B	C
REGION:	1																		
APT Foundation Inc. Res	Bridgeport CSID 5D	22%	45%	60			0	41%	64%	58	26%	61%	57	39%	64%	56	21%	44%	61
Chemical Abuse Services Agency (CAS Res, PH, OP	Bridgeport CSID 21A	96%	98%	96	92%	100	95	90%	96%	91	95%	98%	96	92%	99%	93	89%	96%	94
Connecticut Counseling Centers Inc. MM	Norwalk CSID 30A	89%	99%	104	80%	96%	104	90%	97%	106	83%	99%	103	89%	95%	104	92%	98%	105
Connecticut Renaissance, Inc. OP	Norwalk/Stamford CSID 33A	89%	98%	123	79%	99%	121	92%	99%	123	94%	100	121	81%	98%	121	88%	99%	113
CTE Inc.,Viewpoint Recovery Res	Stamford CSID 39	80%	100	15	86%	100	14	100	100	15	100	100	15	86%	100	14	100	100	15
Family & Children's Agency, Inc PH, OP	Norwalk CSID 49B	89%	100	18	72%	106	18	100	100	18	94%	100	18	100	100	18	94%	100	18
Hall Brooke Foundation, Inc. PH, OP	Westport CSID 57B	57%	71%	7	71%	86%	7	57%	71%	7	57%	86%	7	57%	71%	7	71%	100	7
L.M.G. Guenster & Meridian PH, OP, MM	Bridgeport CSID 77A	79%	93%	100	80%	98%	99	89%	97%	98	84%	102	100	76%	97%	100	79%	98%	95
L.M.G. Guenster & Meridian Detox IP, Res, PH, OP,	Stamford/ Darien/ Greenwich/ CSID 77B	88%	97%	450	83%	98%	441	89%	97%	436	90%	99%	445	87%	98%	434	90%	97%	442
Regional Network of Programs Res, PH, OP, MM	Bridgeport/Monroe CSID 103B	91%	99%	614	78%	98%	602	87%	97%	598	87%	98%	608	85%	99%	606	87%	96%	598
<i>Region 1 (10 reporting groups)</i>		86%	95%	1587	80	98	1501	87%	96	1550	86	98	157	84%	97%	1553	85%	95%	1548

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Consumer Satisfaction Survey FY04

Results - Summarized by Service Type, Region and Agency

		SATISFACTION			ACCESS			PARTICIPATION			QUALITY			OUTCOME			Respect for client's wishes			
REGION:		2																		
Alcohol Services Organization of S. OP	New Haven CSID 3B	SA-PNP	100	100	13	85%	100	13	100	100	14	100	100	13	85%	100	13	83%	83%	12
APT Foundation Inc. PH, OP, MM	New Haven CSID 5B	SA-PNP/GA	88%	99%	406	82%	99%	404	88%	98%	401	86%	99%	404	88%	100	403	89%	98%	395
Bridges OP	Milford CSID 10B	SA-PNP/GA	85%	100	27	77%	96%	26	81%	100	26	88%	100	26	68%	100	25	84%	100	25
Chemical Abuse Services Agency (CAS) PH, OP, MM	New Haven CSID 21B	SA-PNP/GA	92%	97%	116	77%	98%	111	90%	97%	110	90%	98%	112	86%	96%	111	91%	97%	110
Connecticut Mental Health Center OP	New Haven CSID 32C	SA-SO/GA	91%	98%	120	87%	99%	121	92%	100	121	92%	100	121	88%	97%	118	88%	99%	104
Connection, Inc Res, OP	Middletown/ Old Saybrook CSID 34B	SA-PNP/GA	87%	98%	62	84%	98%	62	89%	93%	61	85%	97%	61	83%	97%	58	85%	97%	59
Crossroad, Inc Res	New Haven CSID 37	SA-PNP/GA	64%	81%	69	63%	88%	65	72%	91%	69	69%	92%	65	69%	91%	65	71%	89%	65
CSI Connecticut, Inc (Comm Solns) PH, OP	New Haven CSID 38A	SA-PNP/GA	79%	100	19	82%	100	17	100	100	18	83%	100	18	72%	100	18	71%	100	17
Liberty Community Services Res	New Haven CSID 161B	SA-PNP	92%	100	12	90%	100	10	100	100	11	92%	100	12	100	100	11	100	100	10
Morris Foundation, Inc OP	Ansonia CSID 88A	SA-PNP	92%	100	66	87%	100	63	94%	100	63	94%	100	65	83%	100	64	81%	98%	63
Rushford Center, The PH, OP	Glastonbury CSID 107A	SA-GA	83%	100	42	88%	100	42	93%	100	43	95%	100	43	88%	98%	42	86%	98%	42

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Consumer Satisfaction Survey FY04

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		SATISFACTION			ACCESS			PARTICIPATION			QUALITY			OUTCOME			Respect for client's wishes		
		<i>Three columns within each domain are: A.) percent with mean score <2.5(=% that agree, are satisfied); B.) % with mean score <3.5 (=% that agree or are neutral); C.) number of surveys used in the analysis of the domain.</i>																	
Rushford Center, The Detox IP, Res, PH, OP	Middletown CSID 107C	89%	98%	247	77%	99%	242	91%	99%	246	86%	99%	244	82%	98%	220	84%	96%	229
Rushford Center, The OP	Meriden CSID 107B	98%	100	48	91%	100	47	91%	96%	47	96%	100	47	85%	100	46	85%	98%	41
<i>Region 2 (13 reporting groups)</i>		88%	98%	1247	81	98	1223	89%	98	1230	87	99	123	84%	98%	1194	86%	97%	1172

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Consumer Satisfaction Survey FY04

Results - Summarized by Service Type, Region and Agency

		SATISFACTION			ACCESS			PARTICIPATION			QUALITY			OUTCOME			Respect for client's wishes		
REGION:		3																	
Community Prevention and Addiction Detox IP, Res, OP	Willimantic/ Putnam/ Danielson CSID 29A	SA-PNP/GA 92%	99%	169	87%	100	165	90%	99%	167	95%	100	169	93%	106	160	93%	98%	163
Connection, Inc Res, OP	Groton CSID 34D	SA-PNP/GA 94%	100	17	76%	100	17	88%	100	17	94%	100	17	88%	100	17	88%	94%	17
Hartford Dispensary MM	Norwich/ New London CSID 61D	SA-PNP/GA 90%	97%	424	88%	99%	425	93%	99%	422	91%	99%	423	88%	98%	419	90%	99%	406
Hartford Dispensary MM	Windham CSID 61E	SA-PNP/GA 91%	100	284	80%	99%	282	88%	99%	286	89%	99%	285	87%	99%	286	86%	99%	278
Integrated Behavioral Health OP	Norwich/New London CSID 71B	SA-GA																	
Natchaug Hospital Detox IP, PH	Mansfield CSID 90B	SA-PNP/GA 100	100	33	100	100	33	94%	100	33	100	100	33	100	100	33	100	100	33
Perception Programs, Inc Res, OP	Willimantic/ Danielson CSID 99	SA-PNP/GA 96%	100	119	87%	100	119	91%	100	119	90%	100	118	88%	100	117	90%	100	117
SCADD Res	Lebanon CSID 109A	SA-PNP/GA 84%	94%	109	72%	93%	104	87%	92%	107	85%	96%	106	78%	95%	102	79%	95%	104
SCADD Detox IP, Res, PH, OP	Norwich/ New London CSID 109B	SA-PNP/GA 89%	99%	171	83%	98%	164	86%	96%	170	88%	99%	170	79%	98%	160	86%	98%	163
United Community and Family OP	Norwich/New London/ Colchester CSID 121B	SA-PNP/GA 95%	100	59	97%	100	58	95%	100	59	98%	100	58	81%	100	52	100	100	55
Youth Challenge of CT, Inc Res	Moosup CSID 129A	SA-GA 88%	100	8	100	100	7	100	100	7	86%	100	7	100	100	8	71%	100	7
<i>Region 3 (11 reporting groups)</i>		91%	98%	1393	85	99	1374	90%	98	1387	91	99	138	87%	99%	1354	89%	99%	1343

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Consumer Satisfaction Survey FY04

Results - Summarized by Service Type, Region and Agency

		SATISFACTION			ACCESS			PARTICIPATION			QUALITY			OUTCOME			Respect for client's wishes					
		A.)	B.)	C.)	A.)	B.)	C.)	A.)	B.)	C.)	A.)	B.)	C.)	A.)	B.)	C.)	A.)	B.)	C.)			
REGION:	4																					
Alcohol & Drug Recovery Center (AD Detox IP, Res, PH, OP)	Hartford/ Glastonbury CSID 2	SA-PNP/GA			89%	98%	325	83%	99%	318	89%	97%	324	85%	98%	324	80%	98%	310	85%	97%	305
Alliance Treatment Center Detox IP, Res, PH, OP	Avon CSID 130	SA-GA			100	100	3	100	100	3	100	100	3	100	100	3	100	100	3	100	100	3
Bristol Hospital Detox IP, PH, OP	Bristol CSID 11B	SA-PNP/GA			92%	97%	109	92%	100	108	90%	98%	108	93%	100	107	77%	98%	106	88%	99%	99
Cath. Charities/ Cath. Family Services (Htf) PH, OP	Hartford CSID 14L	SA-PNP/GA			87%	99%	86	85%	99%	85	90%	97%	78	88%	96%	81	78%	97%	73	82%	94%	77
Cath. Charities/ Cath. Family Services (Htf) OP	New Britain CSID 14J	SA-GA			100	100	9	100	100	9	100	100	10	100	100	9	89%	100	9	100	100	8
Community Mental Health Affiliates OP	New Britain CSID 28B	SA-PNP/GA			92%	100	60	91%	100	58	97%	100	58	93%	100	59	76%	93%	59	86%	100	58
Community Prevention and Addiction OP	Manchester CSID 29B	SA-PNP/GA			74%	95%	62	90%	100	59	90%	100	60	85%	100	59	67%	91%	57	88%	100	58
Community Substance Abuse MM	Hartford CSID 144	SA-GA			87%	97%	150	79%	94%	149	88%	96%	148	84%	97%	149	87%	98%	147	88%	95%	146
CSI Connecticut, Inc (Comm Solns) PH, OP	Hartford CSID 38B	SA-PNP/GA			74%	97%	68	74%	100	69	83%	97%	66	77%	100	66	83%	98%	65	76%	96%	55
Farrell Treatment Center Res, PH, OP	New Britain CSID 52	SA-PNP/GA			96%	100	67	92%	98%	61	9%	10%	67	97%	100	67	87%	100	61	97%	100	67
Hartford Dispensary MM	New Britain/Bristol CSID 61C	SA-PNP/GA			85%	97%	580	75%	96%	571	86%	95%	573	83%	97%	573	85%	97%	552	84%	96%	563

CSID = ID number assigned to each "reporting group" (RP). For the purpose of the DMHAS consumer survey, each RP was defined as a group of MH or SA services offered by an individual agencies. If the same agency provided both MH and SA services, these programs were grouped into separate Reporting Group. Similarly, if the agency provided services at geographically distant locations, these were treated as separate RGs.

Consumer Satisfaction Survey FY04

Results - Summarized by Service Type, Region and Agency

		SATISFACTION			ACCESS			PARTICIPATION			QUALITY			OUTCOME			Respect for client's wishes		
<i>Three columns within each domain are: A.) percent with mean score <2.5(=% that agree, are satisfied); B.) % with mean score <3.5 (=% that agree or are neutral); C.) number of surveys used in the analysis of the domain.</i>																			
Hartford Dispensary MM	Hartford CSID 61B	82%	97%	147	75%	97%	144	85%	97%	145	81%	98%	147	84%	98%	146	84%	99%	143
Hockanum Valley Comm Council OP	Vernon CSID 151B	93%	100	29	89%	100	28	93%	100	28	89%	100	27	69%	100	26	96%	100	26
Hogar Crea, Inc Res, PH	Hartford CSID 66	93%	100	15	100	100	14	93%	93%	15	93%	93%	15	93%	100	14	93%	100	14
New Directions, Inc. of North Centr PH, OP	Enfield CSID 91	85%	100	27	85%	100	26	96%	100	26	96%	100	26	96%	100	26	96%	100	25
Salvation Army Res	Hartford CSID 108	94%	100	90	88%	100	89	94%	100	90	93%	99%	89	90%	99%	87	90%	98%	88
Stafford Human Services OP	Stafford CSID 116	94%	100	36	94%	100	36	94%	97%	36	88%	100	34	79%	91%	33	91%	97%	33
Wheeler Clinic OP	Hartford CSID 127B	87%	96%	53	96%	98%	52	91%	98%	53	84%	96%	51	86%	96%	50	87%	93%	45
Wheeler Clinic PH, OP	Plainville/New Brittain CSID 127C	91%	99%	152	84%	98%	147	94%	99%	154	91%	99%	153	79%	97%	146	81%	98%	149
Youth Challenge of CT, Inc Res	Hartford CSID 129B	90%	95%	20	78%	94%	18	83%	89%	18	79%	95%	19	95%	100	19	85%	90%	20
<i>Region 4 (20 reporting groups)</i>		85%	98%	3417	79	98	3346	86%	95	3369	84	98	338	83%	98%	3306	85%	98%	3277

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Consumer Satisfaction Survey FY04

Results - Summarized by Service Type, Region and Agency

		SATISFACTION			ACCESS			PARTICIPATION			QUALITY			OUTCOME			Respect for client's wishes					
REGION:	5																					
Cath. Charities/ Cath. Family Services (Htf) OP	Torrington	SA-GA																				
	CSID 14K	81%	100	16	94%	100	16	88%	100	16	81%	100	16	75%	100	16	69%	100	16			
Central Naugatuck Valley Help Inc. Res, OP	Waterbury	SA-PNP/GA																				
	CSID 19C	83%	94%	35	71%	94%	34	81%	94%	32	86%	97%	35	77%	89%	35	77%	89%	35			
Connecticut Counseling Centers Inc. PH, MM	Waterbury	SA-PNP/GA																				
	CSID 30B	87%	96%	183	64%	92%	183	89%	98%	183	85%	97%	182	91%	98%	183	91%	98%	179			
Connecticut Renaissance, Inc. Res, PH	Waterbury	SA-PNP/GA																				
	CSID 33B	68%	94%	66	71%	96%	48	85%	97%	65	85%	98%	66	83%	100	65	86%	97%	66			
McCall Foundation, Inc Res, PH, OP	Torrington/Winsted	SA-PNP/GA																				
	CSID 81	94%	99%	142	83%	99%	138	91%	97%	141	92%	99%	135	84%	99%	136	92%	99%	129			
Midwestern CT Council on Alcoholism Res, PH, OP	Danbury/ Bridgewater/ New	SA-PNP/GA																				
	CSID 87B	86%	100	146	81%	99%	140	92%	100	144	90%	100	145	85%	100	145	89%	99%	140			
Midwestern CT Council on Alcoholism Res	Sharon	SA-GA																				
	CSID 87A	97%	100	61	93%	100	60	92%	98%	61	89%	98%	61	90%	100	61	93%	100	61			
Morris Foundation, Inc Res, PH, OP	Waterbury	SA-PNP																				
	CSID 88B	88%	98%	121	82%	97%	117	88%	98%	113	90%	100	119	78%	98%	117	82%	99%	110			
St. Mary's Hospital Corporation PH, OP	Waterbury	SA-GA																				
	CSID 114B	100	100	16	88%	100	16	100	100	16	100	100	16	94%	100	16	93%	100	15			
<i>Region 5 (9 reporting groups)</i>		87%	98%	786	78	97	752	89%	98	771	88	99	775	85%	98%	774	88%	98%	751			

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Consumer Satisfaction Survey FY04

Results - Summarized by Service Type, Region and Agency

Satisfaction	Access	Participation	Quality	Outcome	Respect for client's wishes
<i>Three columns within each domain are: A.) percent with mean score <2.5(=% that agree, are satisfied); B.) % with mean score <3.5 (=% that agree or are neutral); C.) number of surveys used in the analysis of the domain.</i>					
87% 97% 8430	81% 98% 8196	88% 97% 8307	86% 98% 8344	84% 98% 8181	86% 97% 8091

SA (63 reporting groups)

CSID = ID number assigned to each "reporting group" (RP). For the purpose of the DMHAS consumer survey, each RP was defined as a group of MH or SA services offered by an individual agencies. If the same agency provided both MH and SA services, these programs were grouped into separate Reporting Group. Similarly, if the agency provided services at geographically distant locations, these were treated as separate RGs.

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