

MEMORANDUM

TO: DMHAS-funded non-profit service agencies
GA Agency Directors

FROM: Thomas A. Kirk, Jr., Ph.D. 
Commissioner

DATE: October 25, 2005

SUBJECT: DMHAS SFY 2005 "Consumer Survey"

This memo is to let you know that DMHAS/OOC has completed analyzing the data for the SFY 2005 DMHAS "Consumer Survey." We are pleased to share the statewide results with you in a new report format. This report is also available on our website <http://www.dmhas.state.ct.us/QMI/consumersurvey.htm>.

This year over 21,000 persons with psychiatric and/or substance use disorders who were receiving services during the time of the survey, took the time to respond to it and shared their opinions and thoughts with us. Please thank them on our behalf. Also, please accept my thanks to you for assuring the integrity and completion of the survey process.

This report provides you with information about how well the state and regions did in the "eyes" of persons who experience service delivery within our system. I urge you to carefully review the findings and hope they will be helpful in your oversight and planning of your agency.

As we continue in our journey to a fully recovery-oriented service system, choice must increasingly be a characteristic of that system. The person receiving services is responsible for their own recovery. As such, they will need to be better able to learn how to assess their care provider/service agency in terms of its effectiveness, the range of clinical and recovery-support services offered, and how person-centered and user-friendly the agency is. Is that not what any of us would want for ourselves or family members in need of behavioral healthcare? The survey results are likely to be one of the tools people will use in that education and decision process.

A new enhancement added to the present report format is that you can generate trend reports (SFY 2003-2005) at the agency and/or program level in DPAS.

We appreciate your distribution of this memo to people responsible for the implementation of the consumer survey project in your agency.

If you have any questions or suggestions that may help to improve the content, collection process or analysis of the survey results, please contact Minakshi Tikoo, Ph.D., Director of Quality Improvement at minakshi.tikoo@po.state.ct.us or 860-418-6824 or Eileen Fenton-Gondek at Eileen.FentonGondek@po.state.ct.us or 860-418-6809.