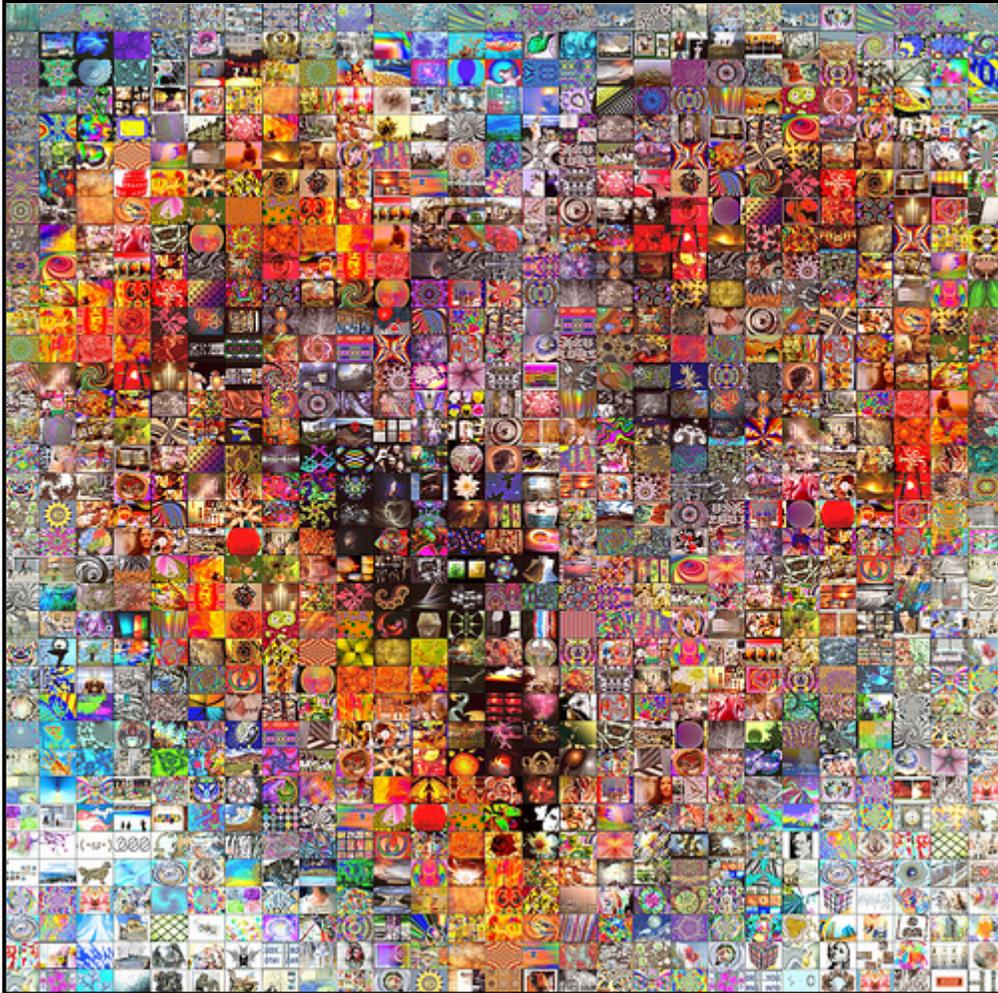


Consumer Survey 2013 Annual Report



December 2013

Connecticut Department of Mental Health and Addiction Services



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www.ct.gov/dmhas

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Note from the Director

The DMHAS Consumer Satisfaction Survey continues to be an important tool for measuring provider performance. The anonymous feedback we receive from our consumers gives us critical information about our service system and the way it is perceived by our consumers. This year we received almost 22,000 responses, which amount to about 20% of DMHAS' annual client population. This feedback gives us valuable information about the service system but is also used by providers for their own quality improvement activities. We also are able to use the information to benchmark how we compare to other states in the country. I am proud to say that Connecticut respondents reported levels of satisfaction higher than the U.S. national averages in all Consumer Satisfaction Survey domains.

I encourage you to carefully review the information contained in this report along with your own provider-specific reports. I have seen in the past how certain responses to questions are reflective of areas that can be enhanced within an agency. Agencies have developed quality improvement activities that are based on concerns identified by consumers such as front office interactions, information about medication and potential side effects, or the ease of access to given site. I have frequently stressed the importance of reviewing answers to each question because consumer dissatisfaction often gets lost in survey results that are usually quite positive.

DMHAS continues to collect data from two optional instruments: the WHOQOL-BREF quality of life tool, as well as a selection of health status questions taken from the Center for Disease Control's Behavioral Risk Factor Surveillance System (BRFSS). The number of responses to the health status questions grew this year and are likely to become more important as healthcare reform is introduced in January. The results of the health status analysis confirm that many of our consumers have serious medical conditions that must be addressed in an integrated approach to health care. DMHAS is committed to this integrated approach and we have supported a range of initiatives designed to better integrate behavioral health with physical health. You can read more about these quality of life and health status results, starting on page 61.

Our focus remains on continually improving the quality of the system. The Annual Consumer Satisfaction Survey is one of the tools we use to monitor agency performance. This is only one component of our overall performance measurement system that includes Data Quality Reviews and Provider Quality Dashboard Reports. We are excited that our Provider Quality Reports will be posted to the web for the first time in mid-December and will continue to incorporate Consumer Survey results.

As always, I thank all of our providers for their participation in our consumer process. This high level of participation helps to insure that the annual survey process is a successful. Thank you for your dedication, participation, and support.

Jim Siemianowski
Director, EQMI

December 2013

Acknowledgements

The Connecticut Department of Mental Health and Addiction Services (DMHAS) thanks everyone who completed the survey and provided their insights regarding the quality of our service system. Additionally, we would also like to recognize the work of the provider community and their continuing assistance with the implementation of this survey project.

This year, several Evaluation, Quality Management and Improvement (EQMI) staff assisted with the Survey Report. Karin Haberlin managed the survey process and liaised with providers over the course of the year. Jeffrey Johnson analyzed the data and produced numerous tables and provider level reports. Kristen Miller analyzed the quantitative data and edited most of the narrative.

Cover photo: “Big Heart of Art – 1000 Visual Mashups,” © 2009 [gthomasbower](http://gthomasbower.com), used under a Creative Commons Attribution-ShareAlike license: <http://creativecommons.org/licenses/by/2.0>

Executive Summary

Survey Process

The Connecticut Department of Mental Health and Addiction Services (DMHAS) conducts an annual survey in order to better understand people's experiences with our public state-operated and community-funded service delivery system. The 23-item version of the Consumer Survey developed as the Mental Health Statistics Improvement Program's (MHSIP) Consumer-Oriented Mental Health Report Card has now been used for eight years. The survey was offered to consumers/individuals in recovery within the context of their mental health and substance abuse treatment.

- The MHSIP consumer survey was designed to measure consumer satisfaction with services in the following domains:
- The **General Satisfaction** domain contains three items, and measures consumers' satisfaction with services received.
- The **Access** domain contains four items, and measures consumers' perception of service accessibility.
- The **Quality and Appropriateness** domain contains seven items, and measures consumers' perception of the quality and appropriateness of services.
- The **Outcome** domain contains seven items, and measures consumers' perception of treatment outcomes as a result of receiving services.
- An item on consumers' perception **of participating in treatment**.
- An item on consumer experience of **being respected by staff**.

In 2005, DMHAS added the **Recovery** domain to the MHSIP survey. The Recovery domain is composed of five questions which assess consumers' perception of "recovery oriented services." This addition provides DMHAS with valuable information regarding our success in implementing a recovery-oriented service system.

Quality of Life

Fiscal Year 2013 is the sixth year that DMHAS has encouraged the use of the WHOQOL-BREF Quality of Life (hereafter QOL) instrument, which is a widely used, standardized quality of life tool developed by the World Health Organization. The QOL is a 26 question tool that measures consumer satisfaction with the quality of his/her life in the following domains: physical, psychological, social relationships, and environment. DMHAS received 2,821 QOL responses during Fiscal Year 2013. Results may be found on page 61 of this report.

Health Outcomes

In SFY2011, DMHAS piloted a Health Outcomes survey that contained eight questions taken from the Behavioral Risk Factor Surveillance System (BRFSS). The BRFSS is the world's largest, on-going telephone health survey system, tracking health conditions and risk behaviors in all fifty states.¹ Since SFY2012, DMHAS made the Health Outcomes survey available to all providers who wished to administer it. The survey was available in English and Spanish. The questions addressed the topics of body mass index (BMI), cardiovascular/respiratory/diabetes disease, overall health from physical

¹ See <http://www.cdc.gov/brfss/> for more information on this instrument.

and psychological perspectives, and drinking habits. A total of 3,046 surveys were completed. Results may be found starting on page 72 of this report.

Findings

Most of our consumers were satisfied with the treatment services that were being provided to them through our provider network. Connecticut respondents reported levels of satisfaction higher than the U.S. national averages in all Consumer Satisfaction Survey domains.²

Survey Demographics

Statewide, a total of 21,534 surveys were returned by 108 providers within the DMHAS network of care.

- Slightly more than half (56%) of the respondents were men and 42% were women. Fewer than 3% percent of the respondents did not identify their gender.
- Most (59%) of the respondents were White and 18% were African-American/Black. Approximately 13% fell into the “Other” category, which rolled up several less frequent racial categories. Fewer than 8% did not identify their race.
- 20% of the respondents identified themselves as Hispanic, and 19% chose not to identify whether or not they were of Latino/a origin (called Ethnicity in the survey).
- The largest number of survey respondents fell between the ages of 35-54 (approximately 45%); as the average age of a DMHAS client is 38 years old, this is not surprising.
- Almost one third (30%) of the survey sample responded to the survey within the outpatient setting; 12% from medication assisted treatment programs; 13% from residential programs; 4% from intensive outpatient programs; 6% from case management services; 12% in employment or social rehabilitation programs; and 5% from ACT/CSP/RP programs. The remaining 18% of respondents responded to the survey from other levels of care or reported from agencies that did not program information in the survey data.
- More surveys were collected from people receiving services from Mental Health programs (45%) than from people receiving services from Substance Use programs (37%). The remaining portion of surveys did not contain enough program information to categorize.
- Additionally, this was the fourth year in which respondents were asked to self-report their length of stay in treatment. Forty percent reported a stay of less than a year, and just over 14% reported a stay of more than one, but less than two years. Eighteen percent reported more than two years but less than 5 years and about 21% reported stays of more than five years (percentages almost exactly the same as last year).

² 2012 CMHS Uniform Reporting System Output Tables. *CMHS Uniform Reporting System - 2011 State Mental Health Measures*. Retrieved on September 20, 2012 from <<http://www.samhsa.gov/dataoutcomes/urs/2012/Connecticut.pdf>>.

Statewide Satisfaction by MHSIP Domains

DMHAS measures satisfaction by the MHSIP Consumer Survey domains. The percentage of consumers satisfied with services has remained relatively constant over the past six years and in FY 2013, the percentage of clients who reported satisfaction with services in each domain changed by no more than 2% from last year. Compared to SFY12, the percent of clients satisfied decreased by 2% in the Access domain and decreased by 1% in the Quality and Appropriateness, General Satisfaction, and Participation in Treatment domains. The percentage of clients who reported satisfaction with services remained stable in the Respect and Recovery domains, and increased by 1% in the Outcome domain. Over the last six years, consumers have consistently reported being most satisfied with the level of family participation in treatment, and with quality and appropriateness in care.

- Over 92% of consumers responded positively in the **Participation in Treatment** and **Quality and Appropriateness** domains. Additionally, approximately 91% of consumers indicated a positive response in the **General Satisfaction** domain.
- Approximately 91% agreed with the statement, “My wishes are respected about the amount of family involvement I want in my treatment.” (This question comprises the **Respect Domain**.)
- In FY 2013, 87% expressed satisfaction with **Access** to services. Eighty-three percent (83%) of consumers were satisfied with perceived **Outcomes**.
- The lowest degree of satisfaction was reported in the **Recovery** domain, where approximately 79% of respondents indicated satisfaction.

Demographic Characteristics and Satisfaction on MHSIP Domains

DMHAS investigated differences in MHSIP Domains for key demographics to determine if there were higher degrees of satisfaction for various subgroups. Results are summarized below.

Gender

All Respondents	
Significantly Better	Women in Access, Quality and Appropriateness, General Satisfaction, Respect, Participation in Treatment domains Men in Outcome, Recovery domains

Respondents in Substance Use Programs	
Significantly Better	Women in Access, Quality and Appropriateness, General Satisfaction, Respect, Participation in Treatment domains Men in Outcome domain

Respondents in Mental Health Programs	
Significantly Better	Women in Quality and Appropriateness, General Satisfaction, Participation in Treatment, Respect domains Men in Outcome domain

Race

All Respondents	
Significantly Better	Non-White respondents in the Recovery domain

Respondents in Substance Use Programs	
Significantly Better	Any race other than Black in General Satisfaction domain

Respondents in Mental Health Programs	
Significantly Better	Nothing to report

Ethnicity

All Respondents	
Significantly Better	Respondents who identify as Hispanic/Latino in Access, Outcome, General Satisfaction, Recovery domains

Respondents in Substance Use Programs	
Significantly Better	Respondents of Hispanic/Latino origin in the Access, Outcome, General Satisfaction, Respect, Recovery domains Non-Hispanic/Latino respondents in Participation in Treatment

Respondents in Mental Health Programs	
Significantly Better	Hispanic/Latino respondents in Access, Outcome, Respect, Recovery domains

Age Range

All Respondents	
Significantly Better	Respondents who are 25 and older in Quality and Appropriateness, Participation in Treatment domain Respondents who are 35 and older in Access, General Satisfaction domains Respondents who are younger than 55 in Recovery domain

Respondents in Substance Use Programs	
Significantly Better	Respondents who are 35 and older in Access, Quality and Appropriateness domains

Respondents in Mental Health Programs	
Significantly Better	Respondents who are 25 and older in Access, Quality and Appropriateness, General Satisfaction domains

Level of Care

All Respondents	
Significantly Better	People who received employment services in Access, Outcome, General Satisfaction domains

Respondents in Substance Use Programs	
Significantly Better	Nothing to report

Respondents in Mental Health Programs	
Significantly Better	Respondents who received employment services in Outcome, General Satisfaction domains

Length of Stay

All Respondents	
Significantly Better	<p>People receiving services for more than five years in Outcome domain</p> <p>People receiving services for more than one year in General Satisfaction, Respect domains</p>
Respondents in Substance Use Programs	
Significantly Better	<p>People who have received services for 1+ years, in Respect</p> <p>People who have received services for 5+ years, in the Recovery domain</p>
Respondents in Mental Health Programs	
Significantly Better	People receiving services for more than five years in Outcome domain

Region

All Respondents	
Significantly Better	<p>Respondents from Regions 3, 4 and 5 in Access domain</p> <p>Respondents from Regions 3 and 5 in Quality and Appropriateness, General Satisfaction domains</p> <p>Respondents from Regions 1 and 5 in Outcome, domain</p>
Respondents in Substance Use Programs	
Significantly Better	<p>Respondents from Regions 3, 4 and 5 in Access domain</p> <p>Respondents from Region 3 in Quality and Appropriateness, General Satisfaction domains</p> <p>Respondents from Region 5 in Recovery domain</p>
Respondents in Mental Health Programs	
Significantly Better	<p>Respondents from Region 1 in Access domain</p> <p>Respondents from Regions 1 and 5 in Outcome domain</p>

Despite DMHAS' attempt to provide anonymity to its consumers as they express their opinions regarding their satisfaction with DMHAS' services, we have been unable to provide a totally anonymous survey setting.

Introduction

Consumer Satisfaction Survey SFY 2013 (July 1, 2012 – June 30, 2013)

Purpose

The purpose of the consumer satisfaction survey is to assess consumers' satisfaction with the services being provided in Connecticut's system of care for people living with Mental Health and Substance Use disorders.

Organization of the Report

In this report, we endeavor to document the views of people served in both Mental Health (MH) and Substance Use (SU) treatment programs within DMHAS' statewide provider network.

Contained within are the customary annual survey results, which include survey demographics and statewide satisfaction by MHSIP domains, as well as additional analyses of the optional Quality of Life data and consumer comments.

Contact Information

If you have any questions, concerns, and suggestions/recommendations please contact:

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Methodology

Measures

The 2013³ consumer survey consists of 28 items, rated on a 5-point Likert scale. A score of “1” represents strong agreement with an item; “5” strong disagreement; and “3” is a neutral response. The responses are labeled: Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree, and Not Applicable.

- The Mental Health Statistics Improvement Program (MHSIP) consumer satisfaction survey measures consumer satisfaction with services in the following domains:
- The **General Satisfaction** domain consists of items 1-3, and measures consumers’ satisfaction with services received. A consumer had to complete at least 2 items for the domain score to be calculated.
- The **Access** domain consists of items 4-7, and measures consumers’ perceptions about how easily accessible services were. A consumer had to complete at least 2 items for the domain score to be calculated.
- The **Quality and Appropriateness** domain consists of items 8 and 10-15, and measures consumers’ perceptions of the quality and appropriateness of services. A consumer had to complete at least 4 items for the domain score to be calculated.
- The **Outcome** domain consists of items 17-23, and measures consumers’ perceptions about treatment outcomes as a result of receiving services. A consumer had to complete at least 4 items for the domain score to be calculated.
- One item covering consumers’ perceptions of his/her **Participation in Treatment**.
- One item covering consumers’ experiences with staff **Respect**.

In addition to the MHSIP’s 23 items, the Connecticut Department of Mental Health and Addiction Services added the following:

- A **Recovery** domain consisting of five questions (24-28) that assess consumers’ perceptions of “recovery oriented services”. A consumer had to answer at least 3 items for the domain score to be calculated.
- Demographic questions, where respondents indicate their gender, race, age, and ethnicity. Two new questions were added in FY 2007; they ask respondents to self-report their reason for receiving services (Mental Health only, Substance Use only, both Mental Health and Substance Use), and their length of time in service (less than one year, 12 months to two years, more than two years, and more than five years).

³ Similar to previous years, the survey contains 23 items from the MHSIP consumer satisfaction survey. Please refer to Appendix 1.5 for a copy of the MHSIP survey.

- Space for consumers to add optional additional comments.

Administration

DMHAS provided agencies with guidelines for survey implementation. Generally, provider staff administered the consumer survey, but in some cases, consumers, peers, or other neutral parties assisted with the data collection. Providers administered the survey to people who received either Mental Health or Substance Use treatment services between July 1, 2012 and June 30, 2013. Most of the surveys were collected between January 2013 and June 2013.

The survey was administered in the following levels of care:

- Mental Health Case Management, except Homeless Outreach
- Mental Health Outpatient (Clinical)
- Mental Health Partial Hospitalization
- Mental Health Residential, including Group Residential, Supervised Apts., Supported Apts., Supportive Housing, Transitional Residential
- Mental Health Social Rehabilitation
- Mental Health or Substance Abuse Employment Services
- Substance Use Medication Assisted Treatment (Methadone Maintenance and Buprenorphine)
- Substance Abuse Intensive Outpatient
- Substance Abuse Partial Hospitalization
- Substance Abuse Outpatient including Gambling
- Substance Abuse Residential including Intensive, Intermediate, Long-Term Treatment, Long-Term Care, Transitional Residential/Halfway House
- Substance Abuse Recovery House
- Substance Abuse Case Management

Sample Selection

DMHAS asked providers to calculate survey sample sizes according to the number of unduplicated consumers served by the provider during the first quarter of Fiscal Year 2012 (July 1, 2011 through September 30, 2011).⁴ The sample size calculation was based on a 95% confidence level and 7% confidence interval.⁵ The table of expected versus actual surveys

⁴ The unduplicated counts were obtained from the Unduplicated Clients report in the DDaP Data Warehouse.

⁵ Explanation taken from <http://williamgodden.com/tutorial.pdf> and used with permission:

The confidence **interval** is the plus-or-minus figure usually reported in newspaper or television opinion poll results. For example, if you use a confidence interval of 4 and 47% percent of your sample picks a certain answer you can be "sure" that if you had asked the question of the entire relevant population, between 43% (47-4) and 51% (47+4) would have picked that answer.

The confidence **level** tells you how sure you can be. It is expressed as a percentage and represents how often the true percentage of the population (those who would pick that certain answer if you asked everyone) would lie within the confidence interval. The 95% confidence level means you can be 95% certain; that is, in 95 out of 100 situations, you would find that the true whole-population percentage fell within the confidence interval. Most researchers use the 95% confidence level. When you put the confidence level and the confidence interval together, you can say that you are 95% sure that the true percentage of the population is between 43% and 51%.

submitted for SFY2013 can be found in Appendix 2. DMHAS provided agencies with a guide and as-needed technical assistance for determining correct sample sizes.⁶

Data Entry

SFY2013 is the second year that DMHAS used the Consumer Survey application within the DMHAS Data Performance System (DDaP) portal to allow providers to enter their survey data directly into the DDaP system. As the surveys are anonymous, they are not connected to other client data in the system; however, if the agency identifies which program the survey comes from, some program related information (program type, level of care, region, etc.) that is in DDaP can now be connected to each survey. This could reduce the data entry burden on the agency while at the same time increasing the accuracy of identifying this information for each survey.

Analysis

Consumer Survey

Demographic and other simple frequency analyses were performed in both VB.NET and SPSS v 20.0 by two staff, and compared for accuracy.

The statistical analyses use the domain score (an average of the response values for the questions that comprise that domain. The domain score is a number between 1 and 5). The domain score then gets converted to a satisfaction score: domain scores that are less than 2.5 fall into the “Satisfied” category, scores between 2.5 – 3.5 fall into the “Neutral” category, and scores greater than 3.5 fall into the “Unsatisfied” category. The value that is the focus of this report is the percentage of clients who fall into the “Satisfied” category.

For example, it is reported that 89.8% of clients in MH programs were satisfied with Access to services (Access Domain), compared to 83.4% of clients in SU programs. The statistic that indicates that more clients in the MH programs were satisfied is based on a chi-square test. The chi-square statistic evaluates whether the distributions of categorical variables differ from each other. In this case it refers to whether or not the number of satisfied clients in MH programs differ from the number of satisfied clients in SU programs.

All analyses of difference were evaluated at alpha = .05 with a correction for multiple comparisons. This means that there is, at most, 5 in 100 chances (1 in 20 chances) that a difference is identified as a significant difference when in fact it is not. SPSS was used for these analyses.

There is a trade-off between confidence interval and confidence level. For a given sample size (number of survey respondents), the wider the confidence interval, the more certain you can be that the whole population's answers would be within that range. On the other hand the narrower the confidence interval, the less sure you would be of having bracketed the “real” whole-population percentage. For example, if you asked a sample of 1000 people in a city which brand of cola they preferred, and 60% said Brand A, you can be very certain that between 40 and 80% of all the people in the city actually do prefer that brand, but you would be far less sure that the actual Brand-A-preference % for all residents would fall between 59 and 61%.

⁶ The guide may be found on the DMHAS Consumer Survey web page: <http://www.ct.gov/dmhas/consumersurvey>

Quality of Life

The responses from the QOL survey are also used to calculate domain scores. However, unlike the consumer survey scores which are ultimately nominal level data (satisfied, neutral, not satisfied), the calculation of QOL domain scores ultimately produces a scaled score (scale of 1-100). This means that they can be compared using t-tests or analysis of variance (ANOVA) to determine if the scores for different groups are significantly different. These analyses of difference were evaluated at alpha = .01, which is more conservative than the .05 level used in the Consumer Survey Analyses, but accounts for potential increases in the family wise error rate due to multiple comparisons. This means that there is a 1 in 100 chance that a difference is identified as a significant difference when in fact it is not. SPSS was used for these analyses.

Consumer Survey Results

Statewide, a total of 21,534 surveys were returned by 108 providers within the DMHAS network of care; 18,106 (85%) of all surveys were collected at the program level, rather than at the agency level. (In SFY2012 91% of the surveys were submitted with program information.) DMHAS has historically encouraged this manner of distribution, to ensure the most meaningful and useful information. See Table 1 for a summary of statewide demographic trends over the past five years.

Table 1: Statewide Demographic Trends, SFY 2009 - 2013

	2013		2012		2011		2010		2009	
	N	%	N	%	N	%	N	%	N	%
<i>Gender</i>										
Female	9024	41.9	9611	42.6	10414	41.5	11383	41.0	10453	41.5
Male	11968	55.6	12331	54.6	13436	53.5	14978	54.0	13461	53.4
Unknown	542	2.5	629	2.8	1250	5.0	1375	5.0	1284	5.1
<i>Race</i>										
American Indian/Alaskan Native	175	0.8	210	0.9	226	0.9	261	0.9	215	0.9
Asian	172	0.8	139	0.6	176	0.7	151	0.5	147	0.6
Black	3897	18.1	3942	17.5	4407	17.6	4910	17.7	4421	17.6
More than One Race	182	0.9	158	0.7	865	3.5	1024	3.7	963	3.8
Native Hawaiian/Pacific Islander	75	0.4	58	0.3	66	0.3	84	0.3	82	0.3
Other	2704	12.6	2538	11.2	2240	8.9	2594	9.4	2026	8.0
Unknown	1593	7.4	1651	7.3	2461	9.8	2692	9.7	2534	10.1
White	12736	59.1	13875	61.5	14659	58.4	16020	57.8	14810	58.8
<i>Ethnicity</i>										
Mexican	132	0.6	141	0.6	173	0.7	176	0.6	168	0.7
Non-Hispanic	13005	60.4	13596	60.2	13668	54.5	14791	53.3	13529	53.7
Other Hispanic/Latino	916	4.3	989	4.4	1022	4.1	1092	3.9	1018	4.0
Puerto Rican	3351	15.6	3296	14.6	3704	14.8	4469	16.1	3441	13.7
Unknown	4130	19.2	4549	20.2	6533	26.0	7208	26.0	7042	28.0
<i>Age Range</i>										
Unknown	647	3.0	768	3.4	1399	5.6	1413	5.1	1400	5.6
20 and Under	643	3.0	675	3.0	781	3.1	915	3.3	903	3.6
21-24	1593	7.4	1619	7.2	1759	7.0	1996	7.2	1903	7.6
25-34	4687	21.8	4708	20.9	5015	20.0	5663	20.4	4913	19.5
35-54	9716	45.1	10648	47.2	11829	47.1	13494	48.7	12425	49.3
55-64	3584	16.6	3480	15.4	3654	14.6	3555	12.8	3024	12.0
65 and older	664	3.1	673	3.0	663	2.6	700	2.5	630	2.5
<i>Service Duration</i>										
Less than 1 year	8712	40.5	9009	39.9	9896	39.4	12065	43.5	10340	41.0
12 month to 2 years	3074	14.3	3208	14.2	3622	14.4	3762	13.6	3525	14.0
2 to 5 years	3886	18.1	3897	17.3	3988	15.9	3914	14.1	3684	14.6
More than 5 years	4576	21.3	4996	22.1	4958	19.8	5348	19.3	5223	20.7
Unknown	1286	6.0	1461	6.5	2636	10.5	2647	9.5	2426	9.6
<i>Program Type</i>										
MH	9842	44.5	10969	46.6	12501	49.8	11462	41.2	11776	46.6
SA	8264	37.4	9045	38.4	9062	36.1	11646	41.9	10025	39.6
Unknown	3428	15.5	2557	10.9	3537	14.1	4628	16.6	3397	13.4

	2013		2012		2011		2010		2009	
	N	%	N	%	N	%	N	%	N	%
<i>Level Of Care</i>										
MH Assertive Community Treatment	469	2.2	491	2.1	418	1.7	356	1.3	366	1.5
MH Case Management	409	1.9	895	3.9	904	3.6	1370	4.9	1282	5.1
MH Clinical Outpatient	3527	16.3	4160	18.0	5129	20.4	4179	15.0	4023	15.9
MH Crisis Intervention	28	0.1	71	0.3	92	0.4	33	0.1	87	0.3
MH Group Home	247	1.1	221	1.0	212	0.8	201	0.7	235	0.9
MH Other	1646	7.6	1547	6.7	1547	6.2	1467	5.3	1607	6.4
MH Partial Hospital	141	0.7	355	1.5	166	0.7	18	0.1	100	0.4
MH Psychiatric Inpatient	17	0.1	15	0.1	0	0.0	0	0.0	1	0.0
MH Social Rehab	1404	6.5	1601	6.9	1791	7.1	1789	6.4	1914	7.6
MH Supervised Residential	332	1.5	383	1.7	404	1.6	379	1.4	402	1.6
MH Supportive Residential	656	3.0	596	2.6	643	2.6	753	2.7	761	3.0
MH Vocational Rehab	1052	4.9	1084	4.7	1194	4.8	979	3.5	1086	4.3
SA Case Management	155	0.7	179	0.8	0	0.0	224	0.8	212	0.8
SA Inpatient Detox	264	1.2	396	1.7	610	2.4	232	0.8	272	1.1
SA Intake/Evaluation	32	0.2	26	0.1	9	0.0	73	0.3	28	0.1
SA Intensive Residential	580	2.7	523	2.3	767	3.1	967	3.5	451	1.8
SA Intermediate/Long Term Treatment	428	2.0	725	3.1	494	2.0	1256	4.5	1004	4.0
SA Long Term Care Residential	40	0.2	35	0.2	40	0.2	22	0.1	11	0.0
SA Methadone Maintenance	2685	12.4	2443	10.6	3161	12.6	3461	12.4	3715	14.7
SA Other	238	1.1	245	1.1	169	0.7	352	1.3	178	0.7
SA Outpatient	2747	12.7	3137	13.6	2385	9.5	3179	11.4	2729	10.8
SA Outpatient Detox	115	0.5	100	0.4	62	0.3	87	0.3	106	0.4
SA Partial Hospitalization	948	4.4	1172	5.1	1183	4.7	1696	6.1	1248	4.9
SA Transitional Care/Halfway House Resident	97	0.5	123	0.5	182	0.7	97	0.4	71	0.3
Unknown	3428	15.8	2557	11.1	3537	14.09	4628	16.64	3397	13.43

Demographics of Statewide Sample

In order to evaluate whether the sample of consumers who completed a survey was representative of the overall DMHAS population, we compared the consumer survey demographic information to the DMHAS demographic data for SFY2013.

Table 2: Comparison of Survey Demographics to DMHAS Demographics

Gender	Survey SFY2013	DMHAS SFY2013	Difference
Female	41.9	40.5	1.4
Male	55.6	59.3	-3.8
Unknown	2.5	0.2	2.3
Race			
American Indian/Native Alaskan	0.8	0.5	0.3
Asian	0.8	0.8	0.0
Black/African American	18.1	15.8	2.2
Native Hawaiian/Other Pacific Islander	0.4	0.2	0.2
White/Caucasian	59.1	63.6	-4.5
More Than One Race	0.8	0.5	0.4
Other	12.6	15.6	-3.1
Unknown	7.4	3.0	4.4
Ethnicity			
Hispanic-Cuban	0.0	0.2	-0.2
Hispanic-Mexican	0.6	0.5	0.1
Hispanic-Other	4.3	8.1	-3.8
Hispanic-Puerto Rican	15.6	11.4	4.2
Non-Hispanic	60.4	72.3	-11.9
Unknown	19.2	7.5	11.7
Age			
18-24	10.4	15.7	-5.3
25-34	21.8	21.8	0.0
35-54	45.1	42.2	2.9
55-64	16.7	14.1	2.6
65+	3.1	4.7	-1.6
Other/Unknown	3.0	0.2	2.8

A positive number in the Difference column indicates the number of percentage points by which the Consumer Satisfaction Survey sample exceeds the overall DMHAS population. A negative number indicates that the overall DMHAS population is larger than the Consumer Survey sample for a particular category.

Examination of Tables 1 and 2 shows that the proportion of males and females responding to the consumer survey has remained relatively stable over the years with slightly more males than females responding. The consumer survey is still slightly under sampling males (up to 3.8%) and oversampling females (up to 1.4%).

Racial composition of the respondents to the consumer survey is fairly consistent with the overall DMHAS population. If anything, the consumer survey slightly oversampled minorities in SFY2013.

With regard to ethnicity, at first glance, the consumer survey appears to sample a smaller proportion of non-Hispanic consumers; however, 19% of the survey respondents declined to

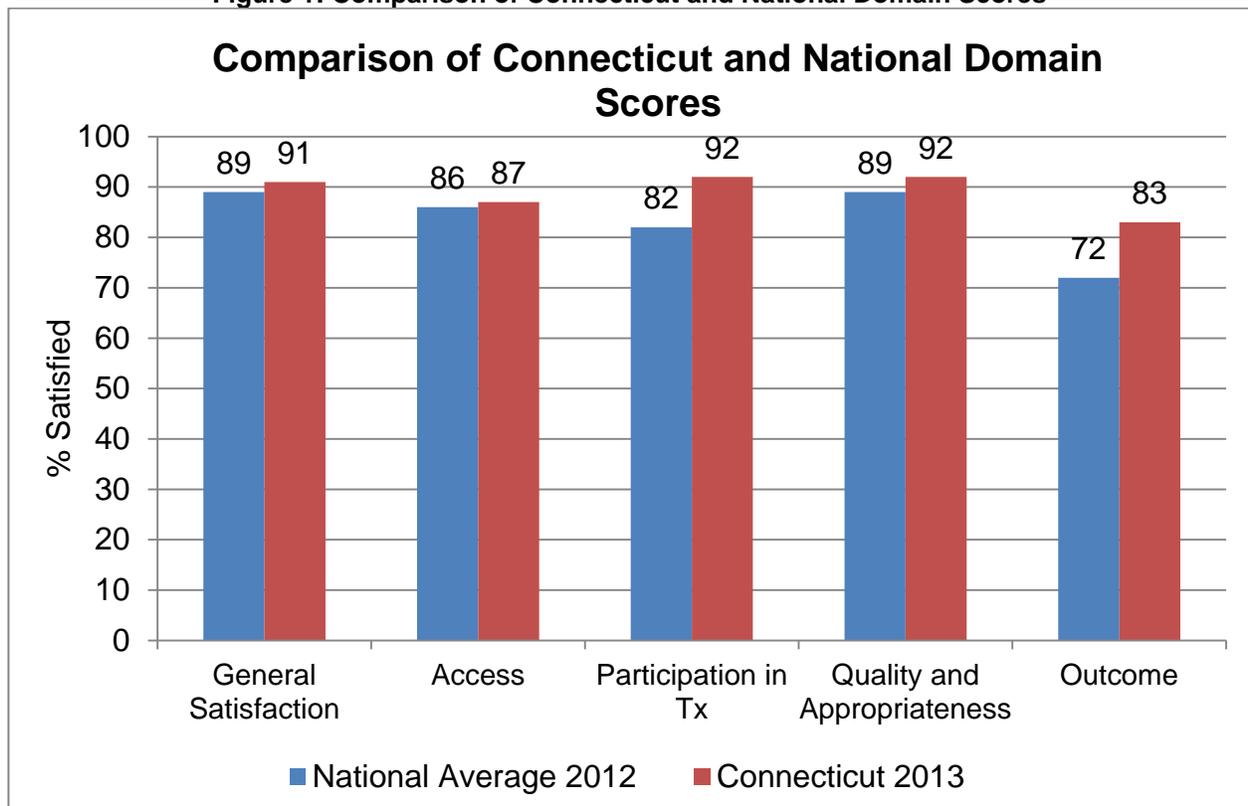
identify his or her ethnicity so the consumer survey may be closer to the DMHAS population than these data indicate.

In the age category, the youngest age group (18-24) is under sampled, while the middle (and largest) age group (35-54) is slightly oversampled. Increased effort is being made to encourage consumer satisfaction survey participation within the Young Adult Services programs. In general, the proportions of clients in each age category have remained fairly stable over the past five years; the 55-64 year old group had the biggest gain in terms of percentage of consumers submitting surveys (about 5%).

In conclusion, the demographics of the group of consumers who answered the survey in SFY2013 are generally representative of the larger DMHAS population of clients.

Satisfaction with Services

Figure 1: Comparison of Connecticut and National Domain Scores

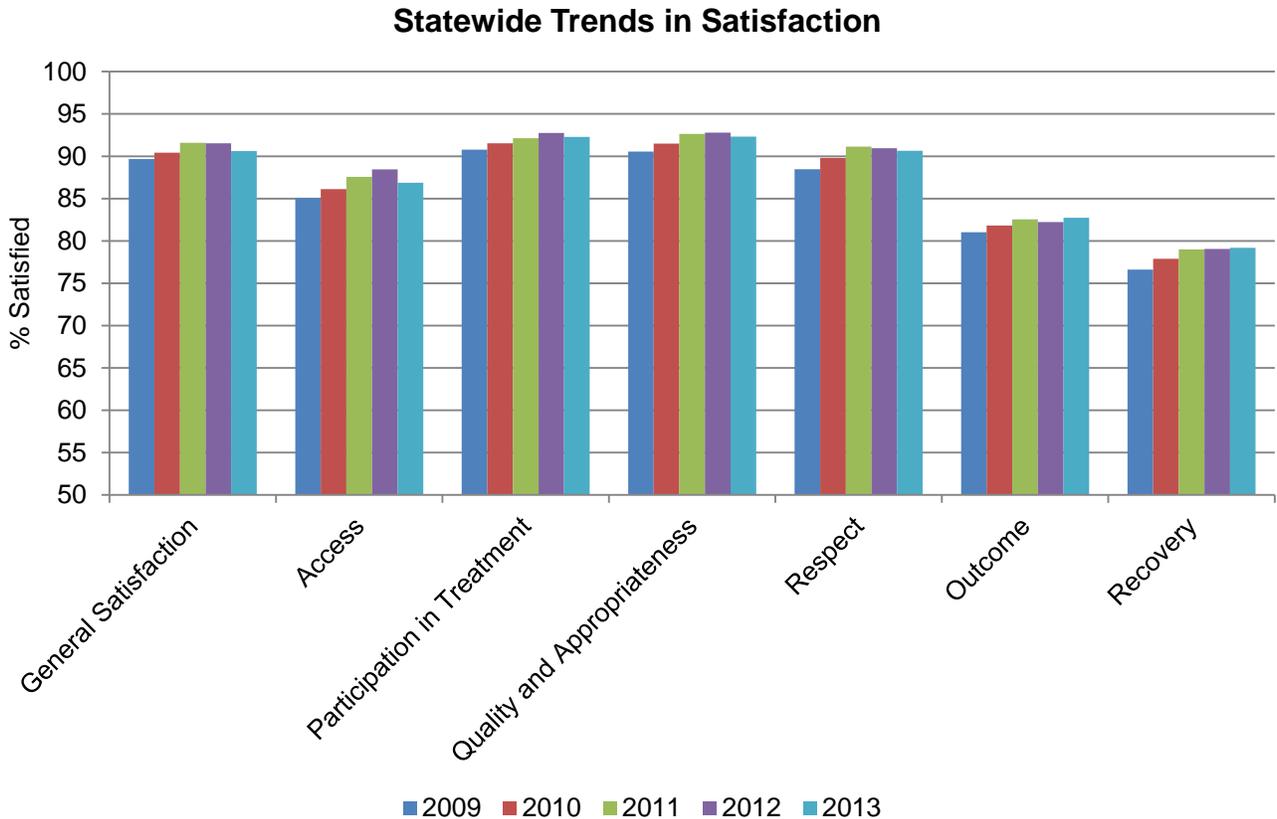


When compared to the latest MHSIP national survey results available (2012 CMHS Uniform Reporting System Output Tables), Connecticut consumers report higher levels of satisfaction in all domains: General Satisfaction, Access, Participation in Treatment, Quality and Appropriateness, and Outcome. Connecticut scores were 1%-11% higher than the national average in each domain.

Trends over Time

Statewide Satisfaction Trends by Domain

Figure 2: Trends (2009 - 2013) in Consumer Satisfaction



The percentage of consumers satisfied with services has remained relatively steady for over 5 years. Within each domain, however, the number of clients who have been satisfied with services has generally increased in small increments. During the last five years, consumers have reported being most satisfied with the level of family Participation in Treatment and with the Quality and Appropriateness domain. In FY 2012, 93% of respondents felt they received appropriate services, 92% were generally satisfied, and 89% expressed satisfaction with access to services. About 82% of respondents were satisfied with perceived outcomes. Almost 80% of respondents were satisfied with their progress toward recovery.

Table 3: Statewide Trends (2008-2013) by Domain

Domain	Year	Satisfied		Neutral		Dissatisfied	
		N	%	N	%	N	%
General Satisfaction							
	2013	19318	90.62	1618	7.59	381	1.79
	2012	20511	91.53	1566	6.99	333	1.49
	2011	22121	91.59	1660	6.87	371	1.54
	2010	23351	90.43	1998	7.74	474	1.84
	2009	21718	89.67	2009	8.29	493	2.04
	2008	20692	88.57	2144	9.18	527	2.26
Access							
	2013	18306	86.88	2540	12.05	225	1.07
	2012	19527	88.45	2366	10.72	183	0.83
	2011	20897	87.57	2706	11.34	259	1.09
	2010	21911	86.11	3226	12.68	308	1.21
	2009	20320	85.06	3260	13.65	310	1.30
	2008	19161	83.53	3379	14.73	399	1.74
Participation in Treatment							
	2013	19373	92.28	1213	5.78	408	1.94
	2012	20496	92.75	1198	5.42	404	1.83
	2011	21934	92.13	1417	5.95	456	1.92
	2010	23242	91.53	1595	6.28	556	2.19
	2009	21605	90.78	1642	6.90	553	2.32
	2008	20755	90.14	1654	7.18	617	2.68
Quality and Appropriateness							
	2013	19269	92.32	1431	6.86	172	0.82
	2012	20332	92.79	1440	6.57	140	0.64
	2011	21948	92.64	1570	6.63	174	0.73
	2010	23183	91.49	1930	7.62	227	0.90
	2009	21490	90.56	1978	8.34	262	1.10
	2008	20558	89.87	2034	8.89	282	1.23
Respect							
	2013	17181	90.64	1448	7.64	327	1.73
	2012	18137	90.94	1465	7.35	343	1.72
	2011	19522	91.13	1558	7.27	342	1.60
	2010	20568	89.81	1824	7.96	509	2.22
	2009	18829	88.47	1907	8.96	548	2.57
	2008	17763	87.84	1951	9.65	507	2.51
Outcome							
	2013	16869	82.74	3141	15.41	377	1.85
	2012	17610	82.23	3410	15.92	396	1.85
	2011	18999	82.55	3543	15.39	474	2.06
	2010	20303	81.82	3976	16.02	536	2.16
	2009	18703	81.02	3883	16.82	499	2.16
	2008	17764	79.92	3932	17.69	530	2.38
Recovery							
	2013	16235	79.18	3590	17.51	678	3.31
	2012	17029	79.06	3785	17.57	726	3.37
	2011	18269	79.00	4052	17.52	803	3.47
	2010	19435	77.89	4603	18.45	915	3.67
	2009	17798	76.61	4525	19.48	908	3.91
	2008	16864	75.47	4567	20.44	914	4.09

Table 4: Statewide Trends (2008-2013) by Question

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
General Satisfaction									
<i>I like the services that I received here.</i>									
2013	19681	92.50	1279	6.00	321	1.50	1.55	1	0.70
2012	20819	93.10	1263	5.60	273	1.20	1.53	1	0.68
2011	22419	93.10	1336	5.50	328	1.40	1.54	1	0.69
2010	23718	92.00	1654	6.40	404	1.60	1.57	1	0.71
2009	22045	91.20	1694	7.00	443	1.80	1.60	1	0.73
2008	21021	90.10	1813	7.80	496	2.10	1.63	2	0.75
<i>If I had other choices, I would still get services from this agency.</i>									
2013	18481	87.50	1804	8.50	841	4.00	1.68	2	0.84
2012	19593	88.20	1818	8.20	803	3.60	1.66	1	0.82
2011	21218	88.60	1868	7.80	867	3.60	1.67	2	0.82
2010	22239	86.90	2303	9.00	1041	4.10	1.71	2	0.85
2009	20773	86.60	2178	9.10	1039	4.30	1.73	2	0.86
2008	19583	84.80	2346	10.20	1176	5.10	1.78	2	0.89
<i>I would recommend this agency to a friend or family member.</i>									
2013	19067	90.30	1488	7.00	569	2.70	1.60	1	0.77
2012	20295	91.40	1364	6.10	535	2.40	1.57	1	0.75
2011	21851	91.40	1473	6.20	571	2.40	1.58	1	0.75
2010	23142	90.60	1688	6.60	719	2.80	1.61	1	0.77
2009	21573	90.00	1678	7.00	718	3.00	1.64	1	0.79
2008	20541	89.10	1751	7.60	763	3.30	1.66	2	0.80
Access									
<i>The location of services was convenient.</i>									
2013	17860	85.50	1935	9.30	1104	5.30	1.74	2	0.89
2012	19020	86.70	1934	8.80	989	4.50	1.70	2	0.85
2011	20128	85.00	2301	9.70	1255	5.30	1.75	2	0.89
2010	21355	84.40	2546	10.10	1401	5.50	1.78	2	0.90
2009	19832	83.50	2511	10.60	1408	5.90	1.81	2	0.92
2008	18785	82.30	2512	11.00	1532	6.70	1.85	2	0.94
<i>Staff was willing to see me as often as I felt was necessary.</i>									
2013	19082	90.20	1506	7.10	574	2.70	1.62	1	0.77
2012	20186	90.90	1483	6.70	527	2.40	1.60	1	0.74
2011	21694	90.50	1631	6.80	644	2.70	1.61	1	0.76
2010	22823	89.20	1972	7.70	788	3.10	1.65	2	0.79
2009	21242	88.40	1977	8.20	798	3.30	1.68	2	0.80
2008	20201	87.60	1988	8.60	881	3.80	1.71	2	0.82
<i>Staff returned my calls within 24 hours.</i>									
2013	17176	85.30	2109	10.50	859	4.30	1.73	2	0.86
2012	18207	86.60	2044	9.70	769	3.70	1.70	2	0.82
2011	19619	86.20	2266	10.00	885	3.90	1.71	2	0.84
2010	20366	84.30	2658	11.00	1132	4.70	1.77	2	0.87
2009	19138	84.10	2604	11.40	1003	4.40	1.78	2	0.86
2008	17896	82.50	2660	12.30	1139	5.30	1.82	2	0.89
<i>Services were available at times that were good for me.</i>									
2013	19001	89.80	1584	7.50	584	2.80	1.65	2	0.77
2012	20160	90.90	1491	6.70	517	2.30	1.62	2	0.74
2011	21662	90.50	1647	6.90	625	2.60	1.63	2	0.75
2010	22815	89.40	2016	7.90	698	2.70	1.67	2	0.77

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
<i>Services were available at times that were good for me (continued)</i>									
2009	21231	88.60	2010	8.40	715	3.00	1.69	2	0.78
2008	20195	87.40	2052	8.90	850	3.70	1.74	2	0.81
Participation in Treatment									
<i>I felt comfortable asking questions about my services, treatment, or medication.</i>									
2013	19373	92.30	1213	5.80	408	1.90	1.56	1	0.72
2012	20496	92.80	1198	5.40	404	1.80	1.55	1	0.70
2011	21934	92.10	1417	6.00	456	1.90	1.56	1	0.72
2010	23242	91.50	1595	6.30	556	2.20	1.59	1	0.74
2009	21605	90.80	1642	6.90	553	2.30	1.62	1	0.75
2008	20755	90.10	1654	7.20	617	2.70	1.65	2	0.76
Quality and Appropriateness									
<i>I felt free to complain.</i>									
2013	18224	87.10	1927	9.20	774	3.70	1.70	2	0.82
2012	19228	87.30	2031	9.20	758	3.40	1.70	2	0.81
2011	20668	87.20	2156	9.10	891	3.80	1.71	2	0.82
2010	21802	86.00	2448	9.70	1109	4.40	1.74	2	0.85
2009	20150	84.80	2523	10.60	1097	4.60	1.78	2	0.86
2008	19140	83.70	2517	11.00	1215	5.30	1.82	2	0.89
<i>Staff here believes that I can grow, change, and recover.</i>									
2013	19617	92.90	1214	5.80	274	1.30	1.52	1	0.69
2012	20820	93.90	1121	5.10	228	1.00	1.50	1	0.66
2011	22400	93.80	1213	5.10	275	1.20	1.51	1	0.67
2010	23743	92.90	1496	5.90	322	1.30	1.53	1	0.68
2009	22034	92.10	1538	6.40	344	1.40	1.56	1	0.70
2008	21098	91.50	1528	6.60	425	1.80	1.59	1	0.73
<i>I was given information about my rights.</i>									
2013	19103	91.00	1382	6.60	504	2.40	1.62	1	0.75
2012	20134	91.20	1379	6.20	553	2.50	1.61	1	0.74
2011	21749	91.60	1434	6.00	567	2.40	1.61	2	0.74
2010	22947	90.40	1705	6.70	738	2.90	1.65	2	0.77
2009	21280	89.30	1798	7.50	745	3.10	1.68	2	0.79
2008	20431	89.00	1779	7.70	752	3.30	1.71	2	0.79
<i>Staff told me what side effects to watch out for.</i>									
2013	15879	83.00	2291	12.00	962	5.00	1.79	2	0.88
2012	16671	83.90	2194	11.00	1007	5.10	1.78	2	0.87
2011	18156	84.10	2346	10.90	1098	5.10	1.78	2	0.87
2010	19222	82.80	2733	11.80	1250	5.40	1.82	2	0.88
2009	17843	81.40	2800	12.80	1278	5.80	1.86	2	0.91
2008	16973	80.40	2759	13.10	1391	6.60	1.90	2	0.92
<i>Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services.</i>									
2013	19217	92.20	1225	5.90	395	1.90	1.57	1	0.72
2012	20267	92.70	1217	5.60	389	1.80	1.55	1	0.70
2011	21858	92.50	1338	5.70	439	1.90	1.56	1	0.71
2010	23223	91.60	1578	6.20	544	2.10	1.59	1	0.74
2009	21501	90.70	1652	7.00	551	2.30	1.62	1	0.75
2008	20690	90.40	1599	7.00	606	2.60	1.64	2	0.77

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
<i>Staff was sensitive to my cultural/ethnic background.</i>									
2013	18212	90.00	1683	8.30	332	1.60	1.61	1	0.73
2012	19029	90.30	1711	8.10	342	1.60	1.60	1	0.73
2011	20595	89.90	1885	8.20	417	1.80	1.62	1	0.74
2010	21713	89.00	2220	9.10	463	1.90	1.65	2	0.75
2009	20207	88.10	2271	9.90	457	2.00	1.67	2	0.76
2008	19137	87.00	2283	10.40	564	2.60	1.71	2	0.79
<i>Staff helped me to obtain information I needed so that I could take charge of managing my illness.</i>									
2013	18441	90.40	1547	7.60	419	2.10	1.62	2	0.74
2012	19528	90.80	1576	7.30	410	1.90	1.61	1	0.73
2011	20937	90.80	1691	7.30	432	1.90	1.62	1	0.73
2010	22184	89.50	2001	8.10	589	2.40	1.65	2	0.76
2009	20626	88.70	1994	8.60	624	2.70	1.68	2	0.78
2008	19615	87.70	2088	9.30	662	3.00	1.72	2	0.79
Respect									
<i>My wishes are respected about the amount of family involvement I want in my treatment.</i>									
2013	17181	90.60	1448	7.60	327	1.70	1.61	1	0.73
2012	18137	90.90	1465	7.30	343	1.70	1.60	1	0.72
2011	19522	91.10	1558	7.30	342	1.60	1.60	1	0.71
2010	20568	89.80	1824	8.00	509	2.20	1.64	2	0.75
2009	18829	88.50	1907	9.00	548	2.60	1.68	2	0.78
2008	17763	87.80	1951	9.60	507	2.50	1.70	2	0.78
Outcome									
<i>As a result of services I have received from this agency, I deal more effectively with daily problems.</i>									
2013	17602	85.70	2374	11.60	563	2.70	1.77	2	0.78
2012	18626	86.40	2362	11.00	567	2.60	1.77	2	0.77
2011	19934	86.20	2600	11.20	603	2.60	1.77	2	0.78
2010	21289	85.30	2920	11.70	748	3.00	1.79	2	0.79
2009	19714	84.80	2875	12.40	665	2.90	1.81	2	0.79
2008	18701	83.60	2941	13.20	720	3.20	1.85	2	0.79
<i>As a result of services I have received from this agency, I am better able to control my life.</i>									
2013	17449	85.00	2489	12.10	581	2.80	1.78	2	0.79
2012	18313	85.00	2680	12.40	556	2.60	1.78	2	0.78
2011	19711	85.10	2781	12.00	664	2.90	1.78	2	0.79
2010	21016	84.20	3200	12.80	752	3.00	1.81	2	0.80
2009	19398	83.40	3130	13.50	728	3.10	1.83	2	0.80
2008	18429	82.30	3204	14.30	771	3.40	1.86	2	0.81
<i>As a result of services I have received from this agency, I am better able to deal with crisis.</i>									
2013	16902	82.70	2839	13.90	702	3.40	1.83	2	0.82
2012	17739	82.50	3017	14.00	738	3.40	1.84	2	0.82
2011	18996	82.40	3209	13.90	838	3.60	1.84	2	0.82
2010	20352	81.90	3541	14.20	966	3.90	1.86	2	0.83
2009	18741	80.90	3552	15.30	866	3.70	1.88	2	0.83
2008	17774	79.70	3597	16.10	926	4.20	1.92	2	0.84
<i>As a result of services I have received from this agency, I am getting along better with my family.</i>									
2013	15896	79.90	3117	15.70	872	4.40	1.86	2	0.88
2012	16622	79.70	3289	15.80	939	4.50	1.86	2	0.88
2011	17863	79.80	3480	15.50	1047	4.70	1.86	2	0.89
2010	19269	79.60	3770	15.60	1161	4.80	1.87	2	0.90
	Satisfied		Neutral		Dissatisfied				

Year	N	%	N	%	N	%	Mean	Median	Std. Deviation
<i>As a result of services I have received from this agency, I am getting along better with my family (continued)</i>									
2009	17660	78.60	3712	16.50	1103	4.90	1.89	2	0.90
2008	16700	77.50	3727	17.30	1118	5.20	1.93	2	0.90
<i>As a result of services I have received from this agency, I do better in social situations.</i>									
2013	16087	79.40	3269	16.10	910	4.50	1.90	2	0.86
2012	16910	79.40	3487	16.40	899	4.20	1.89	2	0.86
2011	18154	79.30	3715	16.20	1023	4.50	1.90	2	0.87
2010	19426	78.70	4090	16.60	1180	4.80	1.92	2	0.87
2009	18024	78.40	3894	16.90	1071	4.70	1.93	2	0.86
2008	17011	77.10	3921	17.80	1123	5.10	1.97	2	0.87
<i>As a result of services I have received from this agency, I do better in school and/or work.</i>									
2013	12791	76.20	3256	19.40	749	4.50	1.92	2	0.89
2012	13086	75.30	3510	20.20	779	4.50	1.94	2	0.89
2011	14351	75.70	3673	19.40	924	4.90	1.94	2	0.90
2010	15228	74.40	4231	20.70	1006	4.90	1.97	2	0.91
2009	14117	73.90	4063	21.30	930	4.90	1.98	2	0.90
2008	13442	72.90	4053	22.00	933	5.10	2.01	2	0.90
<i>As a result of services I have received from this agency, my symptoms are not bothering me as much.</i>									
2013	15336	76.50	3286	16.40	1425	7.10	1.97	2	0.95
2012	15934	75.70	3480	16.50	1642	7.80	2.00	2	0.97
2011	17313	76.90	3570	15.90	1625	7.20	1.97	2	0.95
2010	18436	75.70	4008	16.50	1910	7.80	2.00	2	0.96
2009	17070	75.00	3964	17.40	1725	7.60	2.02	2	0.95
2008	16283	74.20	3924	17.90	1740	7.90	2.05	2	0.96
Recovery									
<i>In general, I am involved in my community.</i>									
2013	13435	71.10	3489	18.50	1979	10.50	2.08	2	1.03
2012	13958	70.70	3668	18.60	2119	10.70	2.09	2	1.03
2011	14889	70.20	4049	19.10	2284	10.80	2.10	2	1.04
2010	15981	69.90	4409	19.30	2471	10.80	2.11	2	1.04
2009	14790	69.10	4263	19.90	2338	10.90	2.12	2	1.04
2008	13974	68.20	4160	20.30	2369	11.60	2.16	2	1.05
<i>In general, I am able to pursue my interests.</i>									
2013	16331	80.30	2907	14.30	1101	5.40	1.91	2	0.88
2012	17101	79.90	3113	14.50	1193	5.60	1.92	2	0.88
2011	18359	79.90	3276	14.30	1329	5.80	1.93	2	0.88
2010	19498	79.10	3678	14.90	1486	6.00	1.95	2	0.89
2009	17950	78.00	3649	15.80	1425	6.20	1.98	2	0.90
2008	16992	76.70	3672	16.60	1486	6.70	2.01	2	0.91
<i>In general, I can have the life I want, despite my disease/disorder.</i>									
2013	15908	78.30	3013	14.80	1383	6.80	1.94	2	0.94
2012	16585	77.70	3155	14.80	1592	7.50	1.96	2	0.95
2011	17805	77.80	3371	14.70	1724	7.50	1.96	2	0.96
2010	19001	76.90	3752	15.20	1945	7.90	1.98	2	0.97
2009	17438	75.70	3734	16.20	1875	8.10	2.01	2	0.97
2008	16618	74.90	3654	16.50	1910	8.60	2.03	2	0.98
<i>In general, I feel like I am in control of my treatment.</i>									
2013	16735	82.20	2636	12.90	995	4.90	1.86	2	0.87
2012	17563	82.10	2762	12.90	1070	5.00	1.87	2	0.86
2011	18850	81.90	3024	13.10	1136	4.90	1.87	2	0.86

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
<i>In general, I feel like I am in control of my treatment (continued)</i>									
2010	20087	80.80	3409	13.70	1357	5.50	1.90	2	0.88
2009	18376	79.50	3421	14.80	1329	5.70	1.93	2	0.89
2008	17492	78.60	3335	15.00	1429	6.40	1.98	2	0.91
<i>In general, I give back to my family and/or community.</i>									
2013	15815	80.00	3086	15.60	858	4.30	1.88	2	0.86
2012	16556	80.10	3160	15.30	950	4.60	1.89	2	0.87
2011	17833	79.80	3481	15.60	1023	4.60	1.89	2	0.87
2010	19265	79.70	3784	15.60	1138	4.70	1.90	2	0.87
2009	17646	78.20	3795	16.80	1124	5.00	1.93	2	0.88
2008	16567	77.00	3798	17.60	1163	5.40	1.97	2	0.89

The five questions that received the highest satisfaction ratings (i.e., had lowest average response on the 1-5 scale (1=strongly agree)) are as follows:

- (Q9) I felt comfortable asking questions about my services, treatment or medication
- (Q16) My wishes are respected about the amount of family involvement I want in my treatment.
- (Q8) Staff here believes that I can grow, change, and recover.
- (Q1) I like the services that I received here.
- (Q13) Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services.

These questions had the highest satisfaction ratings with the average ratings in the “Strongly Agree” category (#1 on the scale of 1-5). The percentage of clients who indicated satisfaction in these areas ranged from 90.6% - 92.9%, while the percentage who indicated dissatisfaction ranged from 1.3% - 1.9%.

The five questions that received the lowest satisfaction ratings (i.e., had highest average response on the 1-5 scale (5=strongly disagree)) are as follows:

- (Q24) I am involved in my community (for example, church, volunteering, sports, support groups, or work).
- (Q23) My symptoms are not bothering me as much.
- (Q26) I can have the life I want, despite my disease/disorder.
- (Q22) I do better in school and/or work.
- (Q25) I am able to pursue my interests.

Although these questions had the lowest satisfaction ratings, the average ratings still fell into the “Agree” category (#2 on the scale of 1-5). The percentage of clients who indicated satisfaction in these areas ranged from 71.1% - 80.3%, while the percentage who indicated dissatisfaction ranged from 4.5% - 10.5%. These questions all come from the Outcome or Recovery domains.

In SFY2013 the questions listed above as having the highest or lowest satisfaction ratings are the same exact questions that were reported in each group for SFY2012.

The next set of tables document how consumers tended to rate satisfaction with services from DMHAS providers within each of the various survey domains.

General Satisfaction

Table 5: General Satisfaction Domain by Provider

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Artreach Inc.	67	67	100.00%
Bristol Hospital	46	46	100.00%
Dixwell/Newhallville Community MHS	92	92	100.00%
Easter Seals of Greater Hartford Rehab Center Inc.	71	71	100.00%
Liberty Community Services	33	33	100.00%
Midwestern CT Council on Alcoholism (MCCA)	183	183	100.00%
Operation Hope of Fairfield Inc.	29	29	100.00%
Advanced Behavioral Health	135	134	99.26%
Connecticut Valley Hospital	115	114	99.13%
Goodwill of Western and Northern CT Inc.	98	97	98.98%
Catholic Charities- Waterbury	85	84	98.82%
Connecticut Renaissance Inc.	165	163	98.79%
Hall Brooke Foundation Inc.	71	70	98.59%
Backus Hospital	129	127	98.45%
Community Enterprises Inc.	60	59	98.33%
FSW Inc.	58	57	98.28%
St. Mary's Hospital Corporation	167	164	98.20%
Danbury Hospital	99	97	97.98%
New Milford Hospital	120	117	97.50%
Kuhn Employment Opportunities Inc.	36	35	97.22%
Fellowship Inc.	281	273	97.15%
Supportive Environmental Living Facility Inc.-SELF	35	34	97.14%
CommuniCare, Inc.	65	63	96.92%
Keystone House Inc.	123	119	96.75%
Kennedy Center Inc.	90	87	96.67%
Hartford Hospital	119	115	96.64%
United Community and Family Services	59	57	96.61%
Prime Time House Inc.	136	131	96.32%
Farrell Treatment Center	53	51	96.23%
Day Kimball Hospital	25	24	96.00%
Fairfield Counseling Services Inc.	25	24	96.00%
St. Vincent DePaul Place Middletown, Inc.	50	48	96.00%
Marrakech Day Services	121	116	95.87%
Catholic Charities of Fairfield County Inc.	150	143	95.33%
My Sisters' Place	41	39	95.12%
Waterbury Hospital Health Center	161	153	95.03%
Community Health Resources Inc.	298	283	94.97%
Natchaug Hospital	97	92	94.85%
McCall Foundation Inc.	134	127	94.78%
Chrysalis Center Inc.	381	360	94.49%
Stafford Family Services	54	51	94.44%
Connecticut Mental Health Center	833	786	94.36%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Mental Health Association of CT Inc.	549	518	94.35%
Hartford Behavioral Health	159	150	94.34%
Bridge House	123	116	94.31%
St. Vincent DePaul Mission of Waterbury, Inc.	68	64	94.12%
Hospital of St. Raphael	135	127	94.07%
Reliance House	134	126	94.03%
Yale University - WAGE	81	76	93.83%
Leeway, Inc.	31	29	93.55%
Sound Community Services Inc.	185	173	93.51%
Middlesex Hospital Mental Health Clinic	61	57	93.44%
Laurel House	150	140	93.33%
Yale University-Behavioral Health	105	98	93.33%
Optimus Health Care-Bennett Behavioral Health	147	137	93.20%
Pathways Inc.	101	94	93.07%
Connection Inc.	650	603	92.77%
Chemical Abuse Services Agency (CASA)	537	498	92.74%
Hartford Dispensary	1389	1288	92.73%
United Services Inc.	365	338	92.60%
Community Prevention and Addiction Services-CPAS	81	75	92.59%
Center for Human Development	174	161	92.53%
Continuum of Care	183	169	92.35%
Bridges	242	223	92.15%
Community Mental Health Affiliates	529	484	91.49%
New Haven Home Recovery	34	31	91.18%
InterCommunity, Inc.	178	162	91.01%
BH Care (formerly Harbor and Birmingham)	355	323	90.99%
Ability Beyond Disability Institute	132	120	90.91%
Shelter for the Homeless Inc.	77	70	90.91%
Family & Children's Agency Inc.	107	97	90.65%
Human Resource Development Agency	87	78	89.66%
Western Connecticut Mental Health Network	633	567	89.57%
Southwest Connecticut Mental Health System	362	324	89.50%
Charlotte Hungerford Hospital	170	152	89.41%
River Valley Services	292	261	89.38%
Southeastern Mental Health Authority	185	165	89.19%
Columbus House	137	122	89.05%
Connecticut Counseling Centers Inc.	400	356	89.00%
CTE Inc. Viewpoint Recovery Program	27	24	88.89%
Norwalk Hospital	257	228	88.72%
Perception Programs Inc.	200	177	88.50%
Immaculate Conception Inc.	52	46	88.46%
New Directions Inc. of North Central Conn.	348	304	87.36%
Mercy Housing and Shelter Corporation	150	131	87.33%
Catholic Charities-Hartford Inst Hispanic Studies	148	129	87.16%
Guardian Ad Litem	93	81	87.10%
Community Renewal Team (CRT)	151	131	86.75%
Recovery Network of Programs	1168	1004	85.96%
Capitol Region Mental Health Center	199	171	85.93%
Rushford Center	566	486	85.87%
Gilead Community Services Inc.	178	152	85.39%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Crossroad Inc.	81	69	85.19%
SCADD	360	303	84.17%
Alcohol & Drug Recovery Center-ADRC	303	255	84.16%
Inspirica, Inc. (formerly St Luke's LifeWorks)	73	60	82.19%
Central Naugatuck Valley (CNV) Help Inc.	246	202	82.11%
APT Foundation Inc.	457	374	81.84%
Wheeler Clinic	622	505	81.19%
Wellmore (Morris Foundation Inc.)	650	522	80.31%
Liberation Programs	328	260	79.27%
Cornell Scott-Hill Health Corporation	34	18	52.94%
Beth El Center, Inc.	2	1	-
Council of Churches Greater Bridgeport	18	17	-
Easter Seal Goodwill Ind. Rehab. Center Inc.	24	21	-
Family Centered Services of CT (CCCC)	13	13	-
Hands on Hartford	9	8	-
John J. Driscoll United Labor Agency Inc.	23	23	-
YWCA of Hartford	19	16	-

Providers with dashes in their 'Percent Satisfied' cells had less than 25 surveys for which the Domain was calculated

Access

Table 6: Access Domain by Provider

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Artreach Inc.	67	67	100.00%
Bristol Hospital	46	46	100.00%
Easter Seals of Greater Hartford Rehab Center Inc.	71	71	100.00%
Leeway, Inc.	31	31	100.00%
Liberty Community Services	32	32	100.00%
Midwestern CT Council on Alcoholism (MCCA)	183	183	100.00%
United Community and Family Services	57	57	100.00%
Connecticut Renaissance Inc.	164	163	99.39%
New Milford Hospital	120	119	99.17%
Backus Hospital	129	127	98.45%
FSW Inc.	59	58	98.31%
St. Vincent DePaul Place Middletown, Inc.	50	49	98.00%
Advanced Behavioral Health	134	131	97.76%
My Sisters' Place	41	40	97.56%
Hartford Hospital	113	110	97.35%
Kuhn Employment Opportunities Inc.	36	35	97.22%
Hall Brooke Foundation Inc.	71	69	97.18%
CommuniCare, Inc.	65	63	96.92%
Kennedy Center Inc.	87	84	96.55%
Operation Hope of Fairfield Inc.	28	27	96.43%
Stafford Family Services	53	51	96.23%
Farrell Treatment Center	49	47	95.92%
Goodwill of Western and Northern CT Inc.	98	94	95.92%
Dixwell/Newhallville Community MHS	92	88	95.65%
St. Mary's Hospital Corporation	166	158	95.18%
Bridge House	123	117	95.12%
Marrakech Day Services	121	115	95.04%
Fellowship Inc.	281	265	94.31%
Yale University-Behavioral Health	105	99	94.29%
Catholic Charities- Waterbury	86	81	94.19%
New Haven Home Recovery	34	32	94.12%
Ability Beyond Disability Institute	129	121	93.80%
Keystone House Inc.	121	113	93.39%
Community Enterprises Inc.	60	56	93.33%
Community Health Resources Inc.	297	276	92.93%
Connecticut Mental Health Center	830	770	92.77%
Laurel House	150	139	92.67%
Prime Time House Inc.	134	124	92.54%
St. Vincent DePaul Mission of Waterbury, Inc.	67	62	92.54%
Mental Health Association of CT Inc.	549	508	92.53%
Center for Human Development	172	159	92.44%
New Directions Inc. of North Central Conn.	346	318	91.91%
Optimus Health Care-Bennett Behavioral Health	147	135	91.84%
Middlesex Hospital Mental Health Clinic	61	56	91.80%
Yale University - WAGE	80	73	91.25%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Guardian Ad Litem	91	83	91.21%
InterCommunity, Inc.	174	157	90.23%
Pathways Inc.	100	90	90.00%
Community Prevention and Addiction Services-CPAS	79	71	89.87%
Norwalk Hospital	256	230	89.84%
Danbury Hospital	98	88	89.80%
McCall Foundation Inc.	131	117	89.31%
Chrysalis Center Inc.	379	338	89.18%
Catholic Charities of Fairfield County Inc.	147	131	89.12%
Connecticut Valley Hospital	110	98	89.09%
United Services Inc.	361	321	88.92%
Bridges	242	215	88.84%
Hartford Behavioral Health	160	142	88.75%
Hartford Dispensary	1387	1229	88.61%
Immaculate Conception Inc.	52	46	88.46%
Chemical Abuse Services Agency (CASA)	535	473	88.41%
Community Mental Health Affiliates	519	455	87.67%
Inspirica, Inc. (formerly St Luke's LifeWorks)	72	63	87.50%
Continuum of Care	183	160	87.43%
Natchaug Hospital	94	82	87.23%
Charlotte Hungerford Hospital	170	148	87.06%
Connection Inc.	644	560	86.96%
Family & Children's Agency Inc.	107	93	86.92%
Perception Programs Inc.	194	168	86.60%
Central Naugatuck Valley (CNV) Help Inc.	213	184	86.38%
Sound Community Services Inc.	182	157	86.26%
Community Renewal Team (CRT)	150	129	86.00%
Southwest Connecticut Mental Health System	358	307	85.75%
Supportive Environmental Living Facility Inc.-SELF	35	30	85.71%
Human Resource Development Agency	83	71	85.54%
Western Connecticut Mental Health Network	630	537	85.24%
Hospital of St. Raphael	134	114	85.07%
Reliance House	133	113	84.96%
BH Care (formerly Harbor and Birmingham)	349	296	84.81%
Mercy Housing and Shelter Corporation	148	125	84.46%
Connecticut Counseling Centers Inc.	400	336	84.00%
Day Kimball Hospital	25	21	84.00%
Shelter for the Homeless Inc.	76	63	82.89%
Rushford Center	558	462	82.80%
Crossroad Inc.	80	66	82.50%
Gilead Community Services Inc.	177	146	82.49%
Capitol Region Mental Health Center	192	157	81.77%
Alcohol & Drug Recovery Center-ADRC	296	239	80.74%
Recovery Network of Programs	1158	935	80.74%
River Valley Services	290	232	80.00%
Catholic Charities-Hartford Inst Hispanic Studies	148	118	79.73%
Columbus House	137	109	79.56%
Wellmore (Morris Foundation Inc.)	631	501	79.40%
Southeastern Mental Health Authority	182	144	79.12%
Waterbury Hospital Health Center	160	123	76.88%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Wheeler Clinic	618	469	75.89%
SCADD	347	263	75.79%
APT Foundation Inc.	447	315	70.47%
Liberation Programs	326	209	64.11%
Cornell Scott-Hill Health Corporation	34	16	47.06%
Beth El Center, Inc.	2	1	-
Council of Churches Greater Bridgeport	18	14	-
CTE Inc. Viewpoint Recovery Program	23	21	-
Easter Seal Goodwill Ind. Rehab. Center Inc.	24	22	-
Fairfield Counseling Services Inc.	24	24	-
Family Centered Services of CT (CCCC)	13	13	-
Hands on Hartford	9	8	-
John J. Driscoll United Labor Agency Inc.	22	22	-
YWCA of Hartford	19	17	-

Providers with dashes in their 'Percent Satisfied' cells had less than 25 surveys for which the Domain was calculated

Participation in Treatment

Table 7: “I felt comfortable asking questions about my services, treatment or medication” by Provider

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Advanced Behavioral Health	135	135	100.00%
Artreach Inc.	66	66	100.00%
Bristol Hospital	46	46	100.00%
Day Kimball Hospital	25	25	100.00%
Easter Seals of Greater Hartford Rehab Center Inc.	71	71	100.00%
Kuhn Employment Opportunities Inc.	35	35	100.00%
Liberty Community Services	33	33	100.00%
Midwestern CT Council on Alcoholism (MCCA)	183	183	100.00%
Operation Hope of Fairfield Inc.	28	28	100.00%
United Community and Family Services	59	59	100.00%
Connecticut Renaissance Inc.	164	163	99.39%
Backus Hospital	129	127	98.45%
FSW Inc.	59	58	98.31%
Farrell Treatment Center	53	52	98.11%
Dixwell/Newhallville Community MHS	92	90	97.83%
St. Mary's Hospital Corporation	167	163	97.60%
Catholic Charities- Waterbury	83	81	97.59%
Hall Brooke Foundation Inc.	71	69	97.18%
Charlotte Hungerford Hospital	169	164	97.04%
Danbury Hospital	98	95	96.94%
Goodwill of Western and Northern CT Inc.	96	93	96.88%
Natchaug Hospital	96	93	96.88%
Bridge House	122	118	96.72%
Middlesex Hospital Mental Health Clinic	58	56	96.55%
Fellowship Inc.	230	222	96.52%
Connecticut Valley Hospital	113	109	96.46%
Hartford Hospital	118	113	95.76%
Hartford Dispensary	1386	1327	95.74%
Marrakech Day Services	117	112	95.73%
St. Vincent DePaul Place Middletown, Inc.	46	44	95.65%
McCall Foundation Inc.	134	128	95.52%
New Directions Inc. of North Central Conn.	342	326	95.32%
Community Health Resources Inc.	294	280	95.24%
Kennedy Center Inc.	84	80	95.24%
Yale University-Behavioral Health	104	99	95.19%
Keystone House Inc.	123	117	95.12%
New Milford Hospital	120	114	95.00%
My Sisters' Place	39	37	94.87%
Connecticut Mental Health Center	824	781	94.78%
Chemical Abuse Services Agency (CASA)	536	508	94.78%
Yale University - WAGE	75	71	94.67%
Sound Community Services Inc.	185	175	94.59%
Norwalk Hospital	257	243	94.55%
Bridges	237	224	94.51%
Connecticut Counseling Centers Inc.	399	377	94.49%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Connection Inc.	646	610	94.43%
Chrysalis Center Inc.	374	352	94.12%
Immaculate Conception Inc.	51	48	94.12%
Perception Programs Inc.	199	187	93.97%
CommuniCare, Inc.	63	59	93.65%
Mental Health Association of CT Inc.	540	504	93.33%
Center for Human Development	169	157	92.90%
United Services Inc.	358	332	92.74%
Community Renewal Team (CRT)	151	140	92.72%
CTE Inc. Viewpoint Recovery Program	27	25	92.59%
Recovery Network of Programs	1169	1082	92.56%
Central Naugatuck Valley (CNV) Help Inc.	241	222	92.12%
Community Enterprises Inc.	50	46	92.00%
Human Resource Development Agency	86	79	91.86%
Hartford Behavioral Health	159	146	91.82%
Hospital of St. Raphael	132	121	91.67%
Catholic Charities-Hartford Inst Hispanic Studies	143	131	91.61%
Prime Time House Inc.	131	120	91.60%
Community Prevention and Addiction Services-CPAS	80	73	91.25%
Western Connecticut Mental Health Network	625	570	91.20%
St. Vincent DePaul Mission of Waterbury, Inc.	68	62	91.18%
InterCommunity, Inc.	177	161	90.96%
Continuum of Care	178	161	90.45%
Columbus House	135	122	90.37%
Guardian Ad Litem	93	84	90.32%
Stafford Family Services	51	46	90.20%
Leeway, Inc.	30	27	90.00%
Community Mental Health Affiliates	526	473	89.92%
Optimus Health Care-Bennett Behavioral Health	147	132	89.80%
Rushford Center	560	502	89.64%
APT Foundation Inc.	451	404	89.58%
Waterbury Hospital Health Center	160	143	89.38%
Southeastern Mental Health Authority	184	164	89.13%
Southwest Connecticut Mental Health System	356	317	89.04%
Inspirica, Inc. (formerly St Luke's LifeWorks)	73	65	89.04%
Supportive Environmental Living Facility Inc.-SELF	35	31	88.57%
Catholic Charities of Fairfield County Inc.	131	116	88.55%
Family & Children's Agency Inc.	104	92	88.46%
Ability Beyond Disability Institute	129	114	88.37%
SCADD	356	314	88.20%
Alcohol & Drug Recovery Center-ADRC	302	266	88.08%
Wellmore (Morris Foundation Inc.)	638	561	87.93%
Reliance House	132	116	87.88%
Crossroad Inc.	80	70	87.50%
BH Care (formerly Harbor and Birmingham)	356	311	87.36%
Laurel House	140	122	87.14%
Capitol Region Mental Health Center	193	168	87.05%
River Valley Services	290	251	86.55%
Mercy Housing and Shelter Corporation	145	125	86.21%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Wheeler Clinic	620	533	85.97%
Shelter for the Homeless Inc.	69	59	85.51%
Gilead Community Services Inc.	175	149	85.14%
Liberation Programs	325	275	84.62%
New Haven Home Recovery	32	27	84.38%
Pathways Inc.	99	81	81.82%
Cornell Scott-Hill Health Corporation	32	19	59.38%
Beth El Center, Inc.	2	1	-
Council of Churches Greater Bridgeport	17	16	-
Easter Seal Goodwill Ind. Rehab. Center Inc.	24	21	-
Fairfield Counseling Services Inc.	24	24	-
Family Centered Services of CT (CCCC)	13	12	-
Hands on Hartford	8	8	-
John J. Driscoll United Labor Agency Inc.	20	18	-
YWCA of Hartford	19	16	-

Providers with dashes in their 'Percent Satisfied' cells had less than 25 surveys for which the Domain was calculated

Quality and Appropriateness

Table 8: Quality and Appropriateness Domain by Provider

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Artreach Inc.	67	67	100.00%
Bristol Hospital	46	46	100.00%
Community Enterprises Inc.	49	49	100.00%
Connecticut Renaissance Inc.	165	165	100.00%
Dixwell/Newhallville Community MHS	92	92	100.00%
Easter Seals of Greater Hartford Rehab Center Inc.	71	71	100.00%
Leeway, Inc.	31	31	100.00%
Liberty Community Services	33	33	100.00%
Midwestern CT Council on Alcoholism (MCCA)	183	183	100.00%
New Milford Hospital	119	119	100.00%
Operation Hope of Fairfield Inc.	29	29	100.00%
United Community and Family Services	56	56	100.00%
Advanced Behavioral Health	134	133	99.25%
Marrakech Day Services	116	115	99.14%
Danbury Hospital	97	96	98.97%
St. Mary's Hospital Corporation	167	165	98.80%
Kennedy Center Inc.	82	81	98.78%
CommuniCare, Inc.	63	62	98.41%
FSW Inc.	58	57	98.28%
Farrell Treatment Center	53	52	98.11%
Stafford Family Services	47	46	97.87%
Catholic Charities- Waterbury	86	84	97.67%
Backus Hospital	127	124	97.64%
Connecticut Valley Hospital	114	111	97.37%
My Sisters' Place	38	37	97.37%
Kuhn Employment Opportunities Inc.	35	34	97.14%
Hall Brooke Foundation Inc.	69	67	97.10%
New Haven Home Recovery	33	32	96.97%
Goodwill of Western and Northern CT Inc.	96	93	96.88%
CTE Inc. Viewpoint Recovery Program	27	26	96.30%
New Directions Inc. of North Central Conn.	342	329	96.20%
Bridges	231	222	96.10%
Reliance House	127	122	96.06%
Yale University - WAGE	75	72	96.00%
Natchaug Hospital	96	92	95.83%
Hartford Hospital	119	114	95.80%
Hartford Dispensary	1386	1327	95.74%
Waterbury Hospital Health Center	160	153	95.63%
Community Health Resources Inc.	287	274	95.47%
Fellowship Inc.	261	249	95.40%
McCall Foundation Inc.	130	124	95.38%
Connecticut Mental Health Center	823	783	95.14%
Bridge House	116	110	94.83%
Mental Health Association of CT Inc.	543	514	94.66%
Connecticut Counseling Centers Inc.	401	379	94.51%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Perception Programs Inc.	200	189	94.50%
Chrysalis Center Inc.	370	349	94.32%
Keystone House Inc.	123	116	94.31%
Chemical Abuse Services Agency (CASA)	534	503	94.19%
Community Renewal Team (CRT)	147	138	93.88%
Ability Beyond Disability Institute	128	120	93.75%
St. Vincent DePaul Place Middletown, Inc.	48	45	93.75%
Center for Human Development	172	161	93.60%
Norwalk Hospital	250	234	93.60%
Community Prevention and Addiction Services-CPAS	77	72	93.51%
United Services Inc.	347	324	93.37%
Connection Inc.	633	591	93.36%
Middlesex Hospital Mental Health Clinic	60	56	93.33%
Hospital of St. Raphael	134	125	93.28%
Yale University-Behavioral Health	102	95	93.14%
Hartford Behavioral Health	156	145	92.95%
Charlotte Hungerford Hospital	167	155	92.81%
St. Vincent DePaul Mission of Waterbury, Inc.	67	62	92.54%
Prime Time House Inc.	132	122	92.42%
Western Connecticut Mental Health Network	627	579	92.34%
Immaculate Conception Inc.	51	47	92.16%
InterCommunity, Inc.	175	161	92.00%
Inspirica, Inc. (formerly St Luke's LifeWorks)	72	66	91.67%
Human Resource Development Agency	87	79	90.80%
Catholic Charities-Hartford Inst Hispanic Studies	135	122	90.37%
Central Naugatuck Valley (CNV) Help Inc.	238	215	90.34%
Family & Children's Agency Inc.	103	93	90.29%
Catholic Charities of Fairfield County Inc.	143	129	90.21%
Community Mental Health Affiliates	521	469	90.02%
Columbus House	129	116	89.92%
Southeastern Mental Health Authority	183	164	89.62%
Recovery Network of Programs	1167	1045	89.55%
Sound Community Services Inc.	181	162	89.50%
Southwest Connecticut Mental Health System	353	314	88.95%
Laurel House	142	126	88.73%
Wellmore (Morris Foundation Inc.)	619	548	88.53%
Rushford Center	557	492	88.33%
Continuum of Care	179	158	88.27%
Guardian Ad Litem	92	81	88.04%
Pathways Inc.	100	88	88.00%
Mercy Housing and Shelter Corporation	141	124	87.94%
APT Foundation Inc.	444	389	87.61%
SCADD	347	304	87.61%
Optimus Health Care-Bennett Behavioral Health	144	126	87.50%
Wheeler Clinic	614	537	87.46%
BH Care (formerly Harbor and Birmingham)	353	308	87.25%
Alcohol & Drug Recovery Center-ADRC	298	258	86.58%
Shelter for the Homeless Inc.	73	63	86.30%
Liberation Programs	328	282	85.98%
Supportive Environmental Living Facility Inc.-SELF	34	29	85.29%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Gilead Community Services Inc.	178	150	84.27%
River Valley Services	290	243	83.79%
Crossroad Inc.	80	67	83.75%
Capitol Region Mental Health Center	194	160	82.47%
Cornell Scott-Hill Health Corporation	30	19	63.33%
Beth El Center, Inc.	2	1	-
Council of Churches Greater Bridgeport	15	15	-
Day Kimball Hospital	22	22	-
Easter Seal Goodwill Ind. Rehab. Center Inc.	24	21	-
Fairfield Counseling Services Inc.	24	24	-
Family Centered Services of CT (CCCC)	13	13	-
Hands on Hartford	9	8	-
John J. Driscoll United Labor Agency Inc.	16	15	-
YWCA of Hartford	18	15	-

Providers with dashes in their 'Percent Satisfied' cells had less than 25 surveys for which the Domain was calculated

Respect

Table 9: “My wishes are respected about the amount of family involvement I want in my treatment” by Provider

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Artreach Inc.	64	64	100.00%
Bristol Hospital	43	43	100.00%
Easter Seals of Greater Hartford Rehab Center Inc.	71	71	100.00%
New Milford Hospital	109	108	99.08%
Midwestern CT Council on Alcoholism (MCCA)	179	177	98.88%
Connecticut Renaissance Inc.	164	162	98.78%
Backus Hospital	123	121	98.37%
Stafford Family Services	46	45	97.83%
Dixwell/Newhallville Community MHS	90	88	97.78%
Danbury Hospital	82	80	97.56%
Advanced Behavioral Health	115	112	97.39%
Hall Brooke Foundation Inc.	64	62	96.88%
Goodwill of Western and Northern CT Inc.	93	90	96.77%
New Haven Home Recovery	30	29	96.67%
Leeway, Inc.	29	28	96.55%
United Community and Family Services	56	54	96.43%
Keystone House Inc.	111	107	96.40%
Community Enterprises Inc.	54	52	96.30%
Operation Hope of Fairfield Inc.	27	26	96.30%
St. Mary's Hospital Corporation	158	152	96.20%
Hartford Hospital	113	108	95.58%
Bridge House	112	107	95.54%
Marrakech Day Services	112	107	95.54%
Fellowship Inc.	210	200	95.24%
CommuniCare, Inc.	59	56	94.92%
Hartford Dispensary	1308	1235	94.42%
Middlesex Hospital Mental Health Clinic	53	50	94.34%
Kennedy Center Inc.	68	64	94.12%
Yale University - WAGE	67	63	94.03%
Yale University-Behavioral Health	99	93	93.94%
Prime Time House Inc.	115	108	93.91%
Catholic Charities- Waterbury	82	77	93.90%
Mental Health Association of CT Inc.	473	444	93.87%
BH Care (formerly Harbor and Birmingham)	309	289	93.53%
Reliance House	122	114	93.44%
Chemical Abuse Services Agency (CASA)	526	488	92.78%
Bridges	207	192	92.75%
Guardian Ad Litem	81	75	92.59%
Liberation Programs	283	262	92.58%
Connecticut Mental Health Center	778	720	92.54%
Charlotte Hungerford Hospital	132	122	92.42%
CTE Inc. Viewpoint Recovery Program	26	24	92.31%
InterCommunity, Inc.	154	142	92.21%
Central Naugatuck Valley (CNV) Help Inc.	224	206	91.96%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Natchaug Hospital	87	80	91.95%
Inspirica, Inc. (formerly St Luke's LifeWorks)	62	57	91.94%
Recovery Network of Programs	1002	921	91.92%
Chrysalis Center Inc.	331	304	91.84%
Connecticut Counseling Centers Inc.	380	349	91.84%
Farrell Treatment Center	49	45	91.84%
FSW Inc.	48	44	91.67%
Hospital of St. Raphael	129	118	91.47%
Connection Inc.	578	528	91.35%
Kuhn Employment Opportunities Inc.	34	31	91.18%
Catholic Charities of Fairfield County Inc.	123	112	91.06%
St. Vincent DePaul Mission of Waterbury, Inc.	66	60	90.91%
Community Health Resources Inc.	252	229	90.87%
Liberty Community Services	32	29	90.63%
Norwalk Hospital	214	193	90.19%
Ability Beyond Disability Institute	122	110	90.16%
Western Connecticut Mental Health Network	575	518	90.09%
St. Vincent DePaul Place Middletown, Inc.	40	36	90.00%
Continuum of Care	159	143	89.94%
Connecticut Valley Hospital	109	98	89.91%
Columbus House	117	105	89.74%
United Services Inc.	309	277	89.64%
McCall Foundation Inc.	114	102	89.47%
New Directions Inc. of North Central Conn.	313	280	89.46%
Sound Community Services Inc.	151	135	89.40%
Optimus Health Care-Bennett Behavioral Health	139	124	89.21%
Southwest Connecticut Mental Health System	342	303	88.60%
Waterbury Hospital Health Center	140	124	88.57%
APT Foundation Inc.	390	345	88.46%
Catholic Charities-Hartford Inst Hispanic Studies	117	103	88.03%
Center for Human Development	155	136	87.74%
Rushford Center	497	436	87.73%
Community Mental Health Affiliates	455	399	87.69%
Shelter for the Homeless Inc.	56	49	87.50%
Immaculate Conception Inc.	47	41	87.23%
SCADD	346	300	86.71%
Community Renewal Team (CRT)	127	110	86.61%
Gilead Community Services Inc.	155	134	86.45%
Alcohol & Drug Recovery Center-ADRC	243	210	86.42%
Community Prevention and Addiction Services-CPAS	72	62	86.11%
Mercy Housing and Shelter Corporation	128	110	85.94%
Hartford Behavioral Health	148	127	85.81%
My Sisters' Place	35	30	85.71%
Perception Programs Inc.	192	164	85.42%
Southeastern Mental Health Authority	171	145	84.80%
Wellmore (Morris Foundation Inc.)	581	486	83.65%
Laurel House	128	107	83.59%
Human Resource Development Agency	73	61	83.56%
Family & Children's Agency Inc.	85	71	83.53%
Capitol Region Mental Health Center	187	155	82.89%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Wheeler Clinic	518	428	82.63%
River Valley Services	276	224	81.16%
Pathways Inc.	90	73	81.11%
Crossroad Inc.	75	60	80.00%
Supportive Environmental Living Facility Inc.-SELF	34	25	73.53%
Cornell Scott-Hill Health Corporation	28	14	50.00%
Beth El Center, Inc.	2	2	-
Council of Churches Greater Bridgeport	6	6	-
Day Kimball Hospital	19	19	-
Easter Seal Goodwill Ind. Rehab. Center Inc.	19	18	-
Fairfield Counseling Services Inc.	21	21	-
Family Centered Services of CT (CCCC)	13	13	-
Hands on Hartford	9	7	-
John J. Driscoll United Labor Agency Inc.	7	7	-
YWCA of Hartford	13	11	-

Providers with dashes in their 'Percent Satisfied' cells had less than 25 surveys for which the Domain was calculated

Outcome

Table 10: Outcome Domain by Provider

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Midwestern CT Council on Alcoholism (MCCA)	182	182	100.00%
Connecticut Renaissance Inc.	164	163	99.39%
Artreach Inc.	66	65	98.48%
Easter Seals of Greater Hartford Rehab Center Inc.	70	68	97.14%
Kuhn Employment Opportunities Inc.	34	33	97.06%
Liberty Community Services	33	32	96.97%
Leeway, Inc.	31	30	96.77%
Supportive Environmental Living Facility Inc.-SELF	33	31	93.94%
Bristol Hospital	45	42	93.33%
St. Mary's Hospital Corporation	164	153	93.29%
Advanced Behavioral Health	130	121	93.08%
Hall Brooke Foundation Inc.	69	64	92.75%
Operation Hope of Fairfield Inc.	27	25	92.59%
Kennedy Center Inc.	80	74	92.50%
Connecticut Counseling Centers Inc.	394	364	92.39%
CTE Inc. Viewpoint Recovery Program	26	24	92.31%
Dixwell/Newhallville Community MHS	91	84	92.31%
Marrakech Day Services	111	101	90.99%
Crossroad Inc.	77	70	90.91%
Hartford Dispensary	1344	1215	90.40%
Keystone House Inc.	122	109	89.34%
Community Enterprises Inc.	56	50	89.29%
Chemical Abuse Services Agency (CASA)	534	474	88.76%
Southwest Connecticut Mental Health System	340	301	88.53%
McCall Foundation Inc.	127	112	88.19%
Prime Time House Inc.	132	116	87.88%
Fellowship Inc.	263	231	87.83%
Goodwill of Western and Northern CT Inc.	98	86	87.76%
New Directions Inc. of North Central Conn.	331	290	87.61%
My Sisters' Place	39	34	87.18%
Perception Programs Inc.	198	172	86.87%
Connecticut Valley Hospital	114	99	86.84%
Inspirica, Inc. (formerly St Luke's LifeWorks)	68	59	86.76%
Backus Hospital	128	111	86.72%
Laurel House	143	124	86.71%
Central Naugatuck Valley (CNV) Help Inc.	234	202	86.32%
Immaculate Conception Inc.	51	44	86.27%
Hartford Hospital	116	100	86.21%
Catholic Charities- Waterbury	85	73	85.88%
Yale University - WAGE	77	66	85.71%
New Milford Hospital	117	100	85.47%
Continuum of Care	165	141	85.45%
New Haven Home Recovery	34	29	85.29%
Ability Beyond Disability Institute	127	108	85.04%
Mental Health Association of CT Inc.	529	449	84.88%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Farrell Treatment Center	52	44	84.62%
Connection Inc.	624	527	84.46%
Shelter for the Homeless Inc.	70	59	84.29%
Connecticut Mental Health Center	780	656	84.10%
Danbury Hospital	92	77	83.70%
River Valley Services	279	233	83.51%
Community Renewal Team (CRT)	145	121	83.45%
SCADD	343	286	83.38%
St. Vincent DePaul Mission of Waterbury, Inc.	65	54	83.08%
CommuniCare, Inc.	59	49	83.05%
Stafford Family Services	47	39	82.98%
Human Resource Development Agency	82	68	82.93%
Western Connecticut Mental Health Network	613	505	82.38%
Recovery Network of Programs	1138	937	82.34%
United Community and Family Services	56	46	82.14%
Community Mental Health Affiliates	508	417	82.09%
Pathways Inc.	93	76	81.72%
Center for Human Development	167	136	81.44%
Bridge House	121	98	80.99%
Community Prevention and Addiction Services-CPAS	73	59	80.82%
Chrysalis Center Inc.	366	294	80.33%
Guardian Ad Litem	89	71	79.78%
Southeastern Mental Health Authority	177	141	79.66%
Alcohol & Drug Recovery Center-ADRC	287	228	79.44%
St. Vincent DePaul Place Middletown, Inc.	48	38	79.17%
Optimus Health Care-Bennett Behavioral Health	147	116	78.91%
Reliance House	127	100	78.74%
Gilead Community Services Inc.	169	133	78.70%
Norwalk Hospital	246	193	78.46%
Waterbury Hospital Health Center	157	123	78.34%
Wellmore (Morris Foundation Inc.)	615	481	78.21%
Hartford Behavioral Health	151	118	78.15%
Catholic Charities of Fairfield County Inc.	141	110	78.01%
APT Foundation Inc.	432	335	77.55%
Bridges	219	169	77.17%
Middlesex Hospital Mental Health Clinic	56	43	76.79%
Liberation Programs	317	242	76.34%
Community Health Resources Inc.	290	221	76.21%
Family & Children's Agency Inc.	88	67	76.14%
Capitol Region Mental Health Center	186	140	75.27%
Wheeler Clinic	605	455	75.21%
Catholic Charities-Hartford Inst Hispanic Studies	120	90	75.00%
InterCommunity, Inc.	174	130	74.71%
FSW Inc.	59	44	74.58%
BH Care (formerly Harbor and Birmingham)	337	251	74.48%
Rushford Center	543	400	73.66%
Sound Community Services Inc.	180	132	73.33%
Charlotte Hungerford Hospital	152	111	73.03%
United Services Inc.	338	241	71.30%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Natchaug Hospital	94	67	71.28%
Mercy Housing and Shelter Corporation	141	99	70.21%
Hospital of St. Raphael	133	91	68.42%
Columbus House	130	87	66.92%
Yale University-Behavioral Health	102	65	63.73%
Cornell Scott-Hill Health Corporation	32	17	53.13%
Beth El Center, Inc.	2	1	-
Council of Churches Greater Bridgeport	9	9	-
Day Kimball Hospital	21	20	-
Easter Seal Goodwill Ind. Rehab. Center Inc.	23	18	-
Fairfield Counseling Services Inc.	24	23	-
Family Centered Services of CT (CCCC)	13	13	-
Hands on Hartford	9	8	-
John J. Driscoll United Labor Agency Inc.	17	14	-
YWCA of Hartford	15	12	-

Providers with dashes in their 'Percent Satisfied' cells had less than 25 surveys for which the Domain was calculated

Recovery

Table 11: Recovery Domain by Provider

Provider	Total Surveys	Satisfied	Percent Satisfied
Easter Seals of Greater Hartford Rehab Center Inc.	71	71	100.00%
Midwestern CT Council on Alcoholism (MCCA)	180	180	100.00%
Connecticut Renaissance Inc.	162	159	98.15%
Artreach Inc.	66	64	96.97%
Leeway, Inc.	29	28	96.55%
Operation Hope of Fairfield Inc.	28	27	96.43%
Farrell Treatment Center	52	49	94.23%
New Directions Inc. of North Central Conn.	337	314	93.18%
Hall Brooke Foundation Inc.	71	66	92.96%
Community Enterprises Inc.	58	53	91.38%
Fellowship Inc.	261	236	90.42%
My Sisters' Place	39	35	89.74%
Advanced Behavioral Health	134	120	89.55%
Connecticut Counseling Centers Inc.	389	348	89.46%
Dixwell/Newhallville Community MHS	91	81	89.01%
St. Mary's Hospital Corporation	161	143	88.82%
Crossroad Inc.	80	71	88.75%
McCall Foundation Inc.	126	111	88.10%
Liberty Community Services	33	29	87.88%
Central Naugatuck Valley (CNV) Help Inc.	238	209	87.82%
Chemical Abuse Services Agency (CASA)	529	463	87.52%
Keystone House Inc.	122	106	86.89%
Ability Beyond Disability Institute	132	114	86.36%
Marrakech Day Services	116	100	86.21%
Hartford Dispensary	1345	1156	85.95%
Goodwill of Western and Northern CT Inc.	97	83	85.57%
CTE Inc. Viewpoint Recovery Program	27	23	85.19%
New Haven Home Recovery	33	28	84.85%
Laurel House	144	122	84.72%
Kennedy Center Inc.	84	71	84.52%
Hartford Hospital	107	90	84.11%
Pathways Inc.	98	82	83.67%
St. Vincent DePaul Mission of Waterbury, Inc.	67	56	83.58%
Perception Programs Inc.	200	167	83.50%
Connecticut Valley Hospital	114	95	83.33%
Kuhn Employment Opportunities Inc.	36	30	83.33%
Stafford Family Services	48	40	83.33%
Southwest Connecticut Mental Health System	339	281	82.89%
FSW Inc.	58	48	82.76%
Community Prevention and Addiction Services-CPAS	75	62	82.67%
Bristol Hospital	46	38	82.61%
Danbury Hospital	90	74	82.22%
Prime Time House Inc.	133	109	81.95%
Continuum of Care	166	136	81.93%
Connection Inc.	633	517	81.67%
River Valley Services	279	227	81.36%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Mental Health Association of CT Inc.	536	435	81.16%
Bridge House	122	98	80.33%
Community Mental Health Affiliates	514	412	80.16%
Alcohol & Drug Recovery Center-ADRC	284	225	79.23%
Backus Hospital	129	102	79.07%
Recovery Network of Programs	1137	899	79.07%
Family & Children's Agency Inc.	90	71	78.89%
Shelter for the Homeless Inc.	70	55	78.57%
Wellmore (Morris Foundation Inc.)	622	487	78.30%
Western Connecticut Mental Health Network	615	481	78.21%
SCADD	350	273	78.00%
Center for Human Development	168	131	77.98%
Immaculate Conception Inc.	52	40	76.92%
CommuniCare, Inc.	60	46	76.67%
Catholic Charities of Fairfield County Inc.	144	110	76.39%
Fairfield Counseling Services Inc.	25	19	76.00%
Catholic Charities- Waterbury	83	63	75.90%
Yale University - WAGE	78	59	75.64%
Connecticut Mental Health Center	804	608	75.62%
Human Resource Development Agency	86	65	75.58%
Liberation Programs	318	240	75.47%
Wheeler Clinic	606	457	75.41%
Reliance House	129	97	75.19%
Guardian Ad Litem	88	66	75.00%
New Milford Hospital	115	86	74.78%
Capitol Region Mental Health Center	184	137	74.46%
Community Renewal Team (CRT)	151	112	74.17%
APT Foundation Inc.	433	320	73.90%
Columbus House	130	96	73.85%
Bridges	220	162	73.64%
Supportive Environmental Living Facility Inc.-SELF	34	25	73.53%
St. Vincent DePaul Place Middletown, Inc.	49	36	73.47%
Chrysalis Center Inc.	373	273	73.19%
Inspirica, Inc. (formerly St Luke's LifeWorks)	66	48	72.73%
Norwalk Hospital	248	180	72.58%
Southeastern Mental Health Authority	175	127	72.57%
Gilead Community Services Inc.	171	124	72.51%
Waterbury Hospital Health Center	158	113	71.52%
Catholic Charities-Hartford Inst Hispanic Studies	123	87	70.73%
Rushford Center	538	379	70.45%
Sound Community Services Inc.	177	123	69.49%
Natchaug Hospital	95	66	69.47%
Mercy Housing and Shelter Corporation	146	101	69.18%
Cornell Scott-Hill Health Corporation	32	22	68.75%
InterCommunity, Inc.	172	118	68.60%
Hospital of St. Raphael	131	89	67.94%
United Community and Family Services	58	39	67.24%
Optimus Health Care-Bennett Behavioral Health	143	96	67.13%
Community Health Resources Inc.	287	190	66.20%
BH Care (formerly Harbor and Birmingham)	338	222	65.68%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Hartford Behavioral Health	150	98	65.33%
United Services Inc.	340	221	65.00%
Charlotte Hungerford Hospital	155	100	64.52%
Yale University-Behavioral Health	104	66	63.46%
Middlesex Hospital Mental Health Clinic	58	36	62.07%
Beth El Center, Inc.	2	1	
Council of Churches Greater Bridgeport	11	9	-
Day Kimball Hospital	23	15	-
Easter Seal Goodwill Ind. Rehab. Center Inc.	23	18	-
Family Centered Services of CT (CCCC)	12	12	-
Hands on Hartford	9	8	-
John J. Driscoll United Labor Agency Inc.	19	17	-
YWCA of Hartford	16	12	-

Providers with dashes in their 'Percent Satisfied' cells had less than 25 surveys for which the Domain was calculated

Consumer Survey Differences between Groups⁷

Consumer Satisfaction across Program Type

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
SU Programs	83.4	92.1	84.0	87.6	92.5	90.5	81.8
MH Programs	89.8	93.0	82.2	93.0	92.8	91.2	77.6
Significance	*	*	*	*	ns	ns	*

Values represent % of consumers who indicated that they were satisfied with services

* identifies a significant difference at the .05 level (ns = difference is not significant)

BOLD values identify the higher value when a difference is significant

- Clients in MH programs reported greater satisfaction in the Access, Appropriateness, and General Satisfaction domains.
- Clients in SU programs reported greater satisfaction in the Outcome and Recovery domains.

Consumer Satisfaction across Gender

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Men	86.0	91.5	84.0	89.5	91.7	90.0	79.5
Women	87.8	93.5	81.1	91.7	93.3	91.7	78.2
Significance	*	*	*	*	*	*	*
SU Programs							
Men	82.8	91.4	85.0	86.8	91.9	90.0	82.0
Women	84.6	93.5	82.0	89.0	93.8	91.6	81.2
Significance	*	*	*	*	*	*	ns
MH Programs							
Men	89.5	92.2	83.4	92.5	92.2	90.6	77.6
Women	90.1	94.0	81.0	93.7	93.5	91.9	77.6
Significance	ns	*	*	*	*	*	ns

Values represent % of consumers who indicated that they were satisfied with services

* identifies a significant difference at the .05 level (ns = difference is not significant)

BOLD values identify the higher value when a difference is significant

Across All Programs:

- Women reported greater satisfaction with services in the Access, Appropriateness, General Satisfaction, Participation in treatment, and Respect domains.
- Men reported greater satisfaction with services in the Outcome and Recovery domains.
- This is the same pattern that has been reported since 2010.

In SU Programs:

- Women reported greater satisfaction in the Access, Appropriateness, General Satisfaction, Participation in treatment, and Respect domains.
- Men reported greater satisfaction with services in the Outcome domain.

In MH Programs:

⁷ All analyses were evaluated at alpha = .05. This means that there is a 5 in 100 chance (before Bonferroni correction) that a difference is identified as a significant difference when in fact it is not.

- Women reported greater satisfaction in the Appropriateness, General Satisfaction, Participation in treatment, and Respect domains.
- Men reported greater satisfaction with services in the Outcome domain.

Consumer Satisfaction across Race

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
White	86.7	92.6	82.1	90.3	92.6	90.9	77.6
Black	87.2	91.9	84.2	90.4	92.5	90.6	82.0
Other	86.6	91.8	83.5	90.6	91.4	90.0	80.8
Significance	ns	ns	*	ns	ns	ns	*
SU Programs							
White	83.8	92.9	84.0	87.7	93.4	91.5	81.2
Black	81.1	89.6	82.9	85.2	91.1	88.5	82.4
Other	84.9	91.7	84.8	88.9	91.9	89.8	83.6
Significance	*	*	ns	*	*	*	ns
MH Programs							
White	89.8	93.0	80.8	93.0	92.8	90.6	75.8
Black	90.0	93.2	85.2	93.1	93.3	92.3	81.9
Other	88.6	92.4	82.5	92.7	91.4	91.3	78.9
Significance	ns	ns	*	ns	ns	ns	*

Values represent % of consumers who indicated that they were satisfied with services

* identifies a significant difference at the .05 level (ns = difference is not significant)

BOLD values identify the higher value(s) when a difference is significant

Across All Programs:

- In the Outcome domain, consumers who identified themselves the Black category were more satisfied than those who identified themselves in the White category.
- In the Recovery domain, consumers who identified themselves the Black or Other category were more satisfied than those who identified themselves in the White category.

In SU Programs:

- With regard to Appropriateness, Participation in treatment and Respect domains, consumers in the White racial category reported greater satisfaction with services than consumers in the Black category.
- In the General Satisfaction domain, consumers in the White or Other racial categories were more satisfied with services than those in the Black category.
- In the Access domain, consumers in the Other racial category were more satisfied with services than those in the Black category.

In MH Programs:

- In the Outcome and Recovery domains, consumers who identified themselves in the Black category were more satisfied than those who identified themselves in the White category.

Consumer Satisfaction across Ethnicity

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Hispanic	87.8	93.2	85.3	91.4	92.0	91.2	81.2
Non-Hispanic	86.4	92.3	82.1	90.4	92.6	91.0	78.4
Significance	*	ns	*	*	ns	ns	*
SU Programs							
Hispanic	84.8	92.5	86.5	89.1	91.1	90.2	83.3
Non-Hispanic	82.4	92.4	82.9	87.2	93.3	91.1	81.3
Significance	*	ns	*	*	*	ns	ns
MH Programs							
Hispanic	91.2	94.3	84.7	94.0	92.9	92.9	80.0
Non-Hispanic	89.7	93.0	82.0	93.0	92.9	91.4	77.4
Significance	*	ns	*	ns	ns	*	*

Values represent % of consumers who indicated that they were satisfied with services

* identifies a significant difference at the .05 level (ns = difference is not significant)

BOLD values identify the higher value when a difference is significant

Across All Programs:

- In each of the significant domains (Access, Outcome, General Satisfaction, and Recovery), consumers who identified themselves as Hispanic were more satisfied with services than those who identified themselves as non-Hispanic.
- This is the same pattern that has been reported since 2010.

In SU Programs:

- In the Access, Outcome, General Satisfaction, and Recovery domains, consumers who identified themselves as Hispanic were more satisfied with services than those who identified themselves as non-Hispanic.
- In terms of Participation in treatment, consumers who identified themselves as non-Hispanic were more satisfied with services than those who identified themselves as Hispanic.

In MH Programs:

- In each significant domain, consumers who identified themselves as Hispanic were more satisfied with services than those who identified themselves as non-Hispanic.

Consumer Satisfaction across Age Groups

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
24 & Under	80.3	88.2	80.8	85.0	90.6	89.1	80.3
25-34	84.4	92.0	82.9	88.6	92.5	90.1	79.9
35-54	88.5	93.1	82.8	91.9	92.6	91.1	79.4
55 & Older	88.4	93.2	83.9	92.2	93.1	91.9	76.8
Significance	*	*	*	*	*	*	*
SU Programs							
24 & Under	77.5	87.5	80.7	83.3	91.6	88.6	81.3
25-34	81.0	91.6	83.0	86.4	92.4	89.7	81.3
35-54	86.8	93.5	85.4	90.1	93.1	91.9	83.0
55 & Older	83.8	94.4	86.8	87.1	94.3	91.8	80.5
Significance	*	*	*	*	ns	*	ns
MH Programs							
24 & Under	84.6	90.0	81.4	87.7	90.2	90.0	80.3
25-34	89.9	93.7	82.2	92.5	93.4	91.5	78.2
35-54	90.4	93.3	81.6	93.7	93.0	90.8	77.4
55 & Older	90.2	93.4	83.6	93.8	93.1	92.3	76.7
Significance	*	*	ns	*	ns	ns	ns

Values represent % of consumers who indicated that they were satisfied with services

* identifies a significant difference at the .05 level (ns = difference is not significant)

BOLD values identify the higher value(s) when a difference is significant

Across All Programs:

- In the Access and General Satisfaction domains, consumers who were 35 years old or older were more satisfied with services than those who were younger than 34. In the Recovery domain, the opposite was true: the younger consumers (aged 54 or younger) were more satisfied with services than the older (55+) consumers.
- In the Outcome domain, clients who were 55 years or older were more satisfied with services than clients who were 24 years old or younger. And in the Respect domain, clients who were 55 years or older were more satisfied with services than clients who were 34 years old or younger.
- Regarding the Appropriateness domain and Participation in treatment, clients who were 25 years old or older were more satisfied with services than clients who were 24 years old or younger.

In SU Programs:

- In the Access domain, consumers who identified themselves being 55 years old or older were more satisfied with services than those who identified themselves as younger than 25. Additionally, consumers who were 35 to 54 years old were more satisfied with services than consumers who were younger than 25 years old.
- In the Appropriateness domain, clients who were 35 years old or older were more satisfied than clients who were 34 years old or younger.
- In the General Satisfaction and Respect domains, clients who were 35-54 years old were more satisfied than clients who were 34 years old or younger.

In MH Programs:

- In the Access, Appropriateness, and General Satisfaction domains, clients who were 25 years or older were more satisfied than those who were 24 years or younger.

Consumer Satisfaction across Levels of Care

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Outpatient	86.9	92.8	80.3	89.6	92.5	90.3	76.4
Residential	86.3	90.6	83.7	88.8	91.9	90.3	80.8
Case Management	91.8	94.9	84.0	94.0	94.0	91.9	81.0
Social Rehab	89.8	91.0	84.5	93.5	90.6	90.5	82.2
Employment	95.0	97.1	90.1	96.9	94.5	94.8	85.7
Med Assist Tx	81.6	91.8	86.2	88.4	93.0	92.8	82.2
CSP/RP/ACT	84.9	90.8	80.3	90.9	91.4	87.9	76.4
IOP	85.1	94.1	80.8	88.8	93.8	90.4	75.8
Significance	*	*	*	*	*	*	*
SU Programs							
Outpatient	83.7	91.8	82.3	85.4	91.0	87.7	82.3
Residential	84.8	90.9	85.3	87.1	92.7	91.4	83.2
Case Management	94.7	98.8	90.4	97.7	98.8	97.9	84.7
Employment	89.1	97.9	90.2	96.4	92.3	96.2	84.8
Med Assist Tx	81.6	91.8	86.2	88.4	93.0	92.8	82.2
IOP	83.7	93.4	80.7	87.7	93.1	90.1	78.0
	*	*	*	*	*	*	ns
MH Programs							
Outpatient	89.3	93.5	78.9	92.7	93.6	92.1	72.1
Residential	87.9	90.1	81.7	90.7	91.0	88.9	78.1
Case Management	91.4	94.3	83.0	93.5	93.3	91.1	80.5
Social Rehab	89.8	91.0	84.5	93.5	90.6	90.6	82.2
Employment	95.2	97.0	90.1	97.0	94.6	94.7	85.7
CSP/RP/ACT	84.9	90.8	80.3	90.9	91.4	87.9	76.4
IOP	93.6	98.5	81.2	95.0	97.9	92.1	63.5
Significance	*	*	*	*	*	*	*

Values represent % of consumers who indicated that they were satisfied with services

* identifies a significant difference at the .05 level (ns = difference is not significant)

BOLD values identify the higher value(s) when a difference is significant

Across All Programs:

- In the Access, Appropriateness, Outcome, and General Satisfaction domains, clients who received employment services were more satisfied than clients who received all other types of services listed.
- With respect to Participation in Treatment, clients who received employment or case management services were more satisfied than clients who received Social Rehabilitation services.
- With regard to Respect, clients who received vocational rehabilitation services were more satisfied than clients who received all other types of services except case management.
- In the Recovery domain, clients who received employment services were more satisfied than clients who received all other services except for Social Rehabilitation or Medication Assisted Treatment services.

In SU Programs:

- In the Access domain, clients who received case management services were more satisfied than clients who received outpatient, residential, methadone maintenance or intensive outpatient services.
- In the Appropriateness domain, clients who received case management services were more satisfied than clients who received outpatient, residential or methadone maintenance services.
- In the General Satisfaction domain, clients who received case management services were more satisfied than clients who received all other types of services except employment services.
- With respect to Participation in Treatment clients who received case management services were more satisfied than clients who received outpatient, residential, or methadone maintenance services.
- In the Recovery domain, clients who received residential services were more satisfied than clients who received intensive outpatient services.

In MH Programs:

- In the Access domain, clients who received vocational rehabilitation services were more satisfied than clients who received all other types of services except intensive outpatient services.
- In the Appropriateness domain, clients who received vocational rehabilitation or intensive outpatient services were more satisfied than clients who received residential, social rehabilitation or ACT/CSP/RP services.
- In the Outcome domain, clients who received vocational rehabilitation were more satisfied than those who received all other types of services.
- In the General Satisfaction domain, clients who received employment services were more satisfied than clients who received all other types of services.
- With respect to Participation in Treatment clients who received outpatient or vocational rehabilitation services were more satisfied than clients who received residential or social rehabilitation services.
- In the Recovery domain, clients who received employment services were more satisfied than clients who received all other types of services except social rehabilitation services.

Consumer Satisfaction by Length of Service

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
< 1 Year	85.7	92.2	82.0	88.9	92.3	89.6	79.6
1-2 Years	87.0	92.6	82.4	91.9	92.7	92.6	77.2
2-5 Years	87.6	93.3	82.7	91.9	92.5	91.6	79.8
> 5 Years	87.8	91.8	85.3	91.0	92.6	91.3	78.7
Significance	*	ns	*	*	ns	*	*
SU Programs							
< 1 Year	84.2	92.3	83.2	87.5	92.4	89.4	82.3
1-2 Years	83.3	92.7	85.0	90.5	93.4	93.7	80.4
2-5 Years	81.9	91.9	85.7	87.5	92.7	93.0	84.3
> 5 Years	81.0	92.4	88.5	85.8	94.2	93.6	78.3
Significance	ns	ns	*	*	ns	*	*
MH Programs							
< 1 Year	90.2	93.1	79.9	92.4	92.8	90.9	75.2
1-2 Years	88.7	92.7	81.2	93.1	93.1	92.1	76.2
2-5 Years	90.0	94.2	82.1	93.6	92.7	91.2	79.2
> 5 Years	90.1	92.2	84.9	92.8	92.7	91.2	79.3
Significance	ns	*	*	ns	ns	ns	*

Values represent % of consumers who indicated that they were satisfied with services

* identifies a significant difference at the .05 level (ns = difference is not significant)

BOLD values identify the higher value(s) when a difference is significant

Across All Programs:

- Across the Access and General Satisfaction domains, consumers who had been receiving services for 2 years or more were more satisfied than those who were receiving services for less than a year.
- In the Outcome domain, those who had been receiving services for more than 5 years were more satisfied than those who had been receiving services for 5 years or less.
- In the General Satisfaction and Respect domains, clients who had been receiving services for or more years were more satisfied than those who had been receiving services for less than one year.

In SU Programs:

- In the Outcome domain, consumers who had been receiving services for more than 5 years were more satisfied than those who were receiving services for less than a year.
- In the Respect domain, clients who received services for 1 or more years were more satisfied than those who had received services for less than 1 year.
- In the Recovery domain, those who had been receiving services for less than 1 year or between 2 and 5 years or more were more satisfied than those who had been receiving services more than 5 years.
- In the General Satisfaction domain, consumers who had been receiving services for 1 to 5 years were more satisfied than consumers who had received services for over 5 years.

In MH Programs:

- In the Appropriateness domain, clients who had been receiving services for 2 to 5 years were more satisfied than those who received services for 5 or more years.

- In the Outcome domain, clients who received services for more than 5 years were more satisfied than those who had received services for less than 5 years.
- In the Recovery domain, clients who had been receiving services for 2 or more years were more satisfied with those services than those who had been receiving services for less than one year.

Consumer Satisfaction across Regions

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Region 1 (South Western)	85.4	91.7	84.3	89.3	92.4	91.7	81.1
Region 2 (South Central)	86.0	92.0	81.3	90.3	92.4	90.8	77.0
Region 3 (South Eastern)	89.2	94.8	80.1	93.6	94.7	91.4	75.2
Region 4 (North Central)	87.5	92.1	82.3	89.9	91.9	89.5	79.8
Region 5 (Western)	88.6	93.7	85.1	91.5	92.9	91.7	81.5
Significance	*	*	*	*	*	*	*
SU Programs							
Region 1 (South Western)	80.1	90.2	83.3	86.1	91.7	92.0	80.6
Region 2 (South Central)	79.8	91.8	81.7	86.6	92.5	89.4	78.8
Region 3 (South Eastern)	89.0	95.9	82.1	93.1	95.2	91.5	77.7
Region 4 (North Central)	85.5	92.5	83.8	87.7	92.1	89.5	82.6
Region 5 (Western)	86.5	91.6	87.3	86.3	91.7	90.5	86.9
Significance	*	*	*	*	*	ns	*
MH Programs							
Region 1 (South Western)	92.8	93.9	85.8	93.8	93.4	91.3	81.8
Region 2 (South Central)	88.9	92.0	81.1	92.1	92.4	91.5	76.2
Region 3 (South Eastern)	89.3	93.9	78.6	93.9	94.4	91.3	73.2
Region 4 (North Central)	89.9	91.6	80.5	92.4	91.7	89.5	76.6
Region 5 (Western)	89.6	94.7	84.2	93.9	93.4	92.2	79.1
Significance	*	*	*	ns	ns	*	*

Values represent % of consumers who indicated that they were satisfied with services

* identifies a significant difference at the .05 level (ns = difference is not significant)

BOLD values identify the higher value(s) when a difference is significant

Across All Programs:

- Access: Clients in Regions 3, 4 & 5 were more satisfied than clients in Region 1. Clients in Regions 4 & 5 were more satisfied than clients in Region 2.
- Appropriateness and General Satisfaction: Clients in Regions 3 & 5 were more satisfied than clients in Regions 1, 2 & 4.
- Outcome: Clients in Regions 1 & 5 were more satisfied than clients in Regions 2, 3 & 4.
- Participation in Treatment: Clients in Region 3 were more satisfied than clients in Regions 1, 3 & 4.
- Respect: Clients in Regions 1 & 5 were more satisfied than clients in Region 4.

- Recovery: Clients in Regions 1, 4 & 5 were more satisfied with services than those from Regions 2 & 3.

In SU Programs:

- Access: Clients from Regions 3, 4 & 5 were more satisfied than clients from Regions 1 & 2.
- Appropriateness and General Satisfaction: Clients from Region 3 were more satisfied than clients in all other Regions.
- Outcome: Clients from Region 5 were more satisfied than clients from Regions 1, 2 & 3.
- Participation in Treatment: Clients in Region 3 were more satisfied than clients in Regions 1 & 5.
- Recovery: Clients in Region 5 were more satisfied than clients from all other Regions.

In MH Programs:

- Access: Clients in Region 1 were more satisfied than clients from all other Regions.
- Appropriateness: Clients from Region 5 were more satisfied than clients from Regions 2 & 4.
- Outcome: Clients in Region 1 & 5 were more satisfied than clients in Regions 2, 3 & 4.
- Participation in Treatment: Clients from Regions 2 & 3 were more satisfied than clients from Region 4.
- Respect: Clients in Region 5 were more satisfied with services than those from Region 4.
- Recovery: Clients in Region 1 & 5 were more satisfied with services than those from Region 4.

Summary by Domains

Access

Eighty-seven percent (87%) of respondents reported satisfaction on the Access domain. The following reported *significantly* higher levels of satisfaction in this domain:

- Respondents who were receiving treatment for Mental Health disorders
- Women
- Respondents of Hispanic/Latino origin
- Respondents aged 35 years or older
- Respondents receiving vocational rehabilitation services

For respondents receiving services for *Substance Use* treatment, the following reported *significantly* higher levels of satisfaction in the Access domain:

- Women
- Respondents of Hispanic/Latino origin
- Respondents from Planning Regions 3 (South Eastern), 4 (North Central) or 5 (Western)

For respondents receiving services in *Mental Health* treatment programs, the following reported *significantly* higher levels of satisfaction in the Access domain:

- Respondents of Hispanic/Latino origin
- Respondents aged 25 years or older
- Respondents from Planning Region 1 (South Western),

Quality and Appropriateness

Ninety-two percent (92%) of respondents reported satisfaction on the Quality and Appropriateness domain. The following reported *significantly* higher levels of satisfaction in this domain:

- Respondents who were receiving treatment for Mental Health disorders
- Women
- Respondents aged 25 years or older
- Respondents receiving vocational rehabilitation services or case management
- Respondents from Planning Regions 3 (South Eastern) or 5 (Western)

For respondents receiving services in *Substance Use* treatment programs, the following reported *significantly* higher levels of satisfaction in the Quality and Appropriateness domain:

- Women
- Respondents aged 35 years or older
- Respondents from Planning Region 3 (South Eastern)

For respondents receiving services in *Mental Health* treatment programs, the following reported significantly higher levels of satisfaction in the Quality and Appropriateness domain:

- Women
- Respondents aged 25 years or older
- Respondents in receiving vocational rehabilitation services

General Satisfaction

Ninety-one percent (91%) of respondents reported satisfaction on the General Satisfaction domain. The following reported *significantly* higher levels of satisfaction in this domain:

- Respondents receiving treatment from Mental Health programs
- Women
- Respondents of Hispanic/Latino origin
- Respondents aged 35 years and older
- Respondents receiving vocational rehabilitation services
- Respondents receiving services for 1 or more years
- Respondents from Planning Regions 3 (South Eastern) or 5 (Western)

For respondents receiving services in *Substance Use* treatment programs, the following reported *significantly* higher levels of satisfaction in the General Satisfaction domain:

- Women
- Respondents in the White or Other (non-white and non-black) racial categories
- Respondents of Hispanic/Latino origin
- Respondents receiving case management services
- Respondents from Planning Region 3 (South Eastern)

For respondents receiving services in *Mental Health* treatment programs, the following reported *significantly* higher levels of satisfaction in the General Satisfaction domain:

- Women
- Respondents aged 25 years or older
- Respondents in vocational rehabilitation programs

Outcome

Eighty-three percent (83%) of respondents reported satisfaction on the Outcome domain. The following reported *significantly* higher levels of satisfaction in this domain:

- Respondents receiving treatment for Substance Use disorders
- Men
- Respondents of Hispanic/Latino origin
- Respondents in vocational rehabilitation programs
- Respondents receiving services for 5 or more years
- Respondents from Planning Regions 1 (South Western) or 5 (Western)

For respondents receiving services in *Substance Use* treatment programs, the following reported *significantly* higher levels of satisfaction in the Outcomes domain:

- Men
- Respondents of Hispanic/Latino origin

For respondents receiving services in *Mental Health* treatment programs, the following reported *significantly* higher levels of satisfaction in the Outcomes domain:

- Men
- Respondents of Hispanic/Latino origin
- Respondents receiving vocational rehabilitation services
- Respondents who have been receiving services for more 5 or more years
- Respondents from Planning Regions 1 (South Western) or 5 (Western)

Recovery

Seventy-nine percent (79%) of respondents reported satisfaction in the Recovery domain. The following reported *significantly* higher levels of satisfaction in this domain:

- Respondents receiving treatment for Substance Use disorders
- Men
- Respondents in the African-American (Black) or Other racial categories
- Respondents of Hispanic/Latino origin
- Respondents aged 55 years or older
- Respondents from Planning Regions 1 (South Western), 4 (North Central) or 5 (Western)

For respondents receiving services in *Substance Use* treatment programs, the following reported *significantly* higher levels of satisfaction in the Recovery domain:

- Respondents from Planning Region 5 (Western)

For respondents receiving services in *Mental Health* treatment programs, the following reported *significantly* higher levels of satisfaction in the Recovery domain:

- Respondents of Hispanic/Latino origin
- Respondents in social or vocational rehabilitation programs

Participation in Treatment

Ninety-two percent (92%) of respondents agreed with the statement, “I felt comfortable asking questions about my services, treatment or medication.” The following reported *significantly* higher levels of satisfaction with this item:

- Women

For respondents receiving services in *Substance Use* treatment programs, the following reported *significantly* higher levels of satisfaction with this item:

- Women
- Respondents who are not of Hispanic/Latino origin

For respondents receiving services in *Mental Health* treatment programs, the following reported *significantly* higher levels of satisfaction with this item:

- Women

Respect

Ninety-one percent (91%) of respondents agreed with the statement, “My wishes are respected about the amount of family involvement I want in my treatment.” The following reported *significantly* higher levels of satisfaction with this item:

- Women
- Respondents receiving services for 1 or more years

For respondents receiving services in *Substance Use* treatment programs, the following reported *significantly* higher levels of satisfaction with this item:

- Women
- Respondents receiving services for 1 or more years

For respondents receiving services in *Mental Health* treatment programs, the following reported *significantly* higher levels of satisfaction with this item:

- Women
- Respondents of Hispanic/Latino origin

Quality of Life Results

During Fiscal Year 2013, DMHAS suggested that providers voluntarily administer the WHOQOL-BREF Quality of Life (QOL) instrument, which is a widely used, standardized quality of life tool developed by the World Health Organization.

The QOL is a 26 question tool that measures consumer satisfaction with the quality of his or her life in the following domains: physical, psychological, social relationships, and environment. Individual questions are scored on a scale from 1-5, with 1 being the lowest score and 5 being the highest score possible. Domain scores are transformed to a scale of 1-100, with higher scores indicating more satisfaction with quality of life.

This year, DMHAS received 2,821 individual responses to the Quality of Life instrument (defined as the number of clients who answered at least one question). The consumers who responded to the QOL survey are a subset of those who responded to the Consumer Survey.

Group Differences

Quality of Life across Program Type

	Physical Health	Psychological	Social	Environment	General QOL
All Programs	64.2	64.2	62.8	64.1	68.0
SU Programs	68.5	68.6	66.7	64.4	70.9
MH Programs	61.1	61.4	59.8	64.1	65.9
Significance	*	*	*	ns	*

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

* identifies a significant difference at the .01 level (ns = difference is not significant)

BOLD values identify the higher value when a difference is significant

- Clients in SU programs reported better QOL in the Physical Health, Psychological, Social, and General QOL domains when compared to clients in MH programs.
- These are the same results that were observed in FY2010, SFY2011 and SFY2013.
- The overall domain scores are each higher than the domain scores from last year by .5 to 1.5 points

Quality of Life across Gender

	Physical Health	Psychological	Social	Environment	General QOL
Men	65.8	66.5	63.8	64.4	68.5
Women	61.9	61.4	61.6	63.7	67.4
Significance	*	*	ns	ns	ns
SU Programs					
Men	70.4	71.0	68.5	64.7	71.5
Women	65.3	64.8	63.8	63.9	69.8
Significance	*	*	*	ns	ns
MH Programs					
Men	61.8	62.9	59.7	64.2	65.7
Women	60.1	59.7	60.1	64.0	66.2
Significance	ns	*	ns	ns	ns

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

* identifies a significant difference at the .01 level (ns = difference is not significant)

BOLD values identify the higher value(s) when a difference is significant

Across All Programs:

- In the Physical Health and Psychological domains, men reported better QOL than did women.

In SU Programs:

- Men reported better QOL in the Physical Health, Psychological and Social domains.

In MH Programs:

- Men reported better QOL in the Psychological domain.

Quality of Life across Race

	Physical Health	Psychological	Social	Environment	General QOL
White	63.1	61.5	61.1	64.2	66.4
Black	65.5	68.7	64.9	64.7	70.0
Other	66.2	67.8	65.1	63.0	69.8
Significance	*	*	*	ns	*
SU Programs					
White	67.3	65.5	63.6	63.8	67.4
Black	70.0	73.3	69.4	65.9	73.9
Other	69.9	71.0	69.5	63.7	73.6
Significance	ns	*	*	ns	*
MH Programs					
White	61.0	59.5	59.5	64.2	65.6
Black	62.2	65.9	61.6	64.4	67.7
Other	60.4	63.4	59.0	61.7	64.6
Significance	ns	*	ns	ns	ns

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

* identifies a significant difference at the .01 level (ns = difference is not significant)

BOLD values identify the higher value(s) when a difference is significant

Across All Programs:

- In the Psychological, Social, and General QOL domains, consumers who identified themselves in the Black or Other (non-Black and non-White) categories reported better QOL than those who identified themselves in the White category.
- In the Physical Health domain, consumers who identified themselves in the Other category reported better QOL than those in the White category.

In SU Programs:

- In the Psychological, Social, and General QOL domains, consumers who identified themselves in the Black or Other (non-Black and non-White) categories reported better QOL than those who identified themselves in the White category.

In MH Programs:

- In the Psychological domain, consumers who identified themselves in the Black category reported better QOL than those who identified themselves in the White category.

Quality of Life across Ethnicity

	Physical Health	Psychological	Social	Environment	General QOL
Hispanic	65.5	66.2	65.6	62.9	69.8
Non-Hispanic	63.5	62.9	61.7	64.6	67.3
Significance	ns	*	*	ns	ns
SU Programs					
Hispanic	69.7	69.4	70.5	64.3	73.3
Non-Hispanic	67.5	66.9	64.3	64.0	69.6
Significance	ns	ns	*	ns	ns
MH Programs					
Hispanic	59.5	62.1	58.1	61.1	65.5
Non-Hispanic	61.7	61.4	60.5	65.1	66.2
Significance	ns	ns	ns	*	ns

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

* identifies a significant difference at the .01 level (ns = difference is not significant)

BOLD values identify the higher value when a difference is significant

Across All Programs:

- In the Psychological and Social domains, consumers who identified themselves as Hispanic reported better QOL than those who identified themselves as non-Hispanic.

In SU Programs:

- In the Social domain, consumers who identified themselves as Hispanic reported better QOL than those who identified themselves as non-Hispanic.

In MH Programs:

- In the Environment domain, consumers who identified themselves as non-Hispanic reported better QOL than those who identified themselves as Hispanic.

Quality of Life across Age Groups

	Physical Health	Psychological	Social	Environment	General QOL
24 & Under	72.6	69.0	68.2	65.4	73.1
25-34	68.4	68.5	68.1	65.5	72.1
35-54	61.8	62.2	61.1	62.8	66.5
55 & Older	59.8	61.7	56.7	64.5	64.9
Significance	*	*	*	ns	*
SU Programs					
24 & Under	73.7	71.6	69.0	65.2	74.8
25-34	70.3	71.3	69.8	65.3	73.5
35-54	67.1	67.5	65.5	63.5	69.2
55 & Older	61.4	60.8	54.7	63.2	63.2
Significance	*	*	*	ns	*
MH Programs					
24 & Under	70.1	63.8	65.4	65.1	69.8
25-34	65.1	63.7	65.5	65.8	69.6
35-54	59.1	59.7	58.3	62.7	65.1
55 & Older	59.7	62.6	57.6	65.0	64.8
Significance	*	ns	*	ns	ns

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

* identifies a significant difference at the .01 level (ns = difference is not significant)

BOLD values identify the higher value(s) when a difference is significant

Across All Programs:

- In the Physical Health, Psychological, Social, and General QOL domains, clients who were 34 years or younger reported better QOL than did clients who were 35 years old or older.

In SU Programs:

- In the Physical Health, Psychological, and Social domains, clients who were 34 years or younger reported better QOL than did clients who were 35 years old or older.
- In the General QOL domain, clients who were 34 years or younger reported better QOL than did clients who were 35 years old or older.

In MH Programs:

- In the Physical Health domain, clients who were 34 years or younger reported better QOL than did clients who were 35 years old or older.
- In the Social domain, clients who were 25-34 years old or younger reported better QOL than clients who were 35 years old or older.

Quality of Life across Levels of Care

	Physical Health	Psychological	Social	Environment	General QOL
Outpatient	66.5	65.5	64.4	63.8	68.5
Residential	63.5	64.0	60.8	64.8	68.9
Case Management	59.8	64.6	60.5	63.7	63.4
Social Rehab	63.2	62.6	61.5	66.3	68.4
Employment	69.1	68.6	63.4	68.4	70.1
ACT/CSP/RP	58.5	57.6	59.3	61.9	68.5
IOP	66.0	65.8	66.3	61.1	69.8
Significance	*	*	ns	*	*
SU Programs					
Outpatient	69.1	69.1	67.6	64.9	71.4
Residential	71.5	74.3	67.5	69.7	76.1
Case Management	64.4	62.5	58.3	70.8	65.6
Employment	74.7	67.9	66.7	61.6	71.9
IOP	66.0	65.8	66.3	61.1	69.8
Significance	ns	ns	ns	*	ns
MH Programs					
Outpatient	57.8	54.5	54.3	60.4	59.4
Residential	59.6	59.1	57.6	62.5	65.7
Case Management	59.8	64.6	60.6	63.6	63.4
Social Rehab	63.2	62.6	61.5	66.3	68.4
Employment	68.7	68.3	64.4	69.9	70.5
ACT/CSP/RP	58.5	57.6	59.3	61.9	68.5
Significance	*	*	*	*	*

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

* identifies a significant difference at the .01 level (ns = difference is not significant)

BOLD values identify the higher value(s) when a difference is significant

NOTE: The ratings in the Methadone Maintenance category are based on a maximum of 6 respondents (total of 1500-1600 respondents across all categories). This small number may influence some statistical results.

Across All Programs:

- In the Psychological domain, clients who received services other than ACT/CSP/RP reported better QOL than clients who received ACT/CSP/RP services.
- In the General QOL domain, clients who received services other than case management reported better QOL than clients who received case management services.
- In the Environment domain, clients who received vocational rehabilitation services reported better QOL than clients who received outpatient, intensive outpatient, or ACT/CSP/RP services.

In SU Programs:

- In the Environment domain, clients who received residential services reported better QOL than clients who received intensive outpatient, or vocational rehabilitation services.

In MH Programs:

- In the Physical Health domain, clients who received vocational rehabilitation services reported better QOL than clients who received other types of services
- In the Psychological domain, clients who received vocational rehabilitation services reported better QOL than clients who received other types of services except case management.
- In the Environment domain, clients who received vocational services had better QOL than clients who received other types of services except social rehabilitation services.
- In the General QOL domain, who received all types of services except case management services reported worse QOL than clients who received outpatient services.

Quality of Life by Length of Service

	Physical Health	Psychological	Social	Environment	General QOL
< 1 Year	66.6	66.5	65.3	63.2	68.9
1-2 Years	61.0	61.2	60.1	63.8	64.9
2-5 Years	63.2	62.8	60.2	65.5	68.9
> 5 Years	61.1	62.2	60.7	65.0	67.2
Significance	*	*	*	ns	ns
SU Programs					
< 1 Year	69.4	69.6	67.7	64.3	71.7
1-2 Years	62.7	64.6	61.6	63.0	66.3
2-5 Years	63.9	61.6	57.3	63.8	67.2
> 5 Years	63.1	60.1	61.2	62.6	66.2
Significance	*	*	*	ns	ns
MH Programs					
< 1 Year	59.4	58.6	58.2	60.2	61.9
1-2 Years	60.4	60.2	59.5	64.3	64.7
2-5 Years	63.3	63.5	60.7	66.1	68.8
> 5 Years	61.1	62.7	60.8	65.4	66.9
Significance	ns	*	ns	*	*

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

* identifies a significant difference at the .01 level (ns = difference is not significant)

BOLD values identify the higher value(s) when a difference is significant

Across All Programs:

- In the Physical Health, Psychological, and Social domains, clients who had been receiving services for less than one year reported better QOL than those clients who had been receiving services for one year or more.

In SU Programs:

- In the Physical Health domain, clients who had been receiving services for less than one year reported better QOL than those clients who had been receiving services for one to two years.
- In the Psychological and Social domain, clients who had been receiving services for less than one year reported better QOL than those clients who had been receiving services for two to five years.

In MH Programs:

- In the Psychological domain, clients who had been receiving services for less than one year reported better QOL than those clients who had been receiving services for two to five years.
- In the Environment domain, clients who had received services for one year or more reported better QOL than clients who received services for less than one year.
- In the General QOL domain, clients who had received services for two or more years reported better QOL than clients who received services for less than one year.

Quality of Life across Regions

	Physical Health	Psychological	Social	Environment	General QOL
Region 1 (South Western)	66.4	65.2	63.8	66.7	68.0
Region 2 (South Central)	65.3	68.9	65.5	67.8	77.4
Region 3 (South Eastern)	59.1	56.7	57.2	62.5	61.3
Region 4 (North Central)	65.1	66.4	64.2	63.3	68.6
Region 5 (Western)	66.1	65.8	63.5	66.6	67.6
Significance	*	*	*	*	*
SU Programs					
Region 1 (South Western)	70.1	69.4	66.6	64.5	70.3
Region 2 (South Central)	67.6	72.1	59.6	62.3	73.4
Region 3 (South Eastern)	63.5	59.5	59.2	64.5	63.8
Region 4 (North Central)	68.5	68.9	67.5	64.2	71.3
Region 5 (Western)	80.1	79.7	72.7	73.2	80.0
Significance	*	*	*	ns	*
MH Programs					
Region 1 (South Western)	64.6	63.2	62.4	67.8	66.7
Region 2 (South Central)	64.0	67.2	69.4	71.1	78.2
Region 3 (South Eastern)	58.1	56.1	56.8	62.1	60.7
Region 4 (North Central)	58.8	61.9	58.0	61.7	63.6
Region 5 (Western)	64.9	64.6	62.8	66.1	66.5
Significance	*	*	*	*	*

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

* identifies a significant difference at the .01 level (ns = difference is not significant)

BOLD values identify the higher value(s) when a difference is significant

Across All Programs:

- In the Physical Health, Psychological, Social, and General QOL domains, clients from Regions 1, 2, 4 & 5 reported better QOL than clients from Region 3.
- In the Environment domain, clients from Regions 1 & 5 reported better QOL than did clients from Regions 3 & 4.
- In the General QOL domain, clients from Region 2 reported better QOL than did clients from all other Regions.

In SU Programs:

- In the Physical Health domain, clients from Regions 4 & 5 reported better QOL than clients from Region 3.
- In the Psychological domain, clients from Regions 1, 2, 4 & 5 reported better QOL than clients in Region 3.
- In the Social domain, clients from Region 4 reported better QOL than clients from Region 3.

In MH Programs:

- In the Physical Health domain, clients from Regions 1 & 5 reported better QOL than clients from Regions 3 and 4.
- In the Psychological domain, clients from Regions 1, 2, 4 & 5 reported better QOL than clients in Region 3.
- In the Social domain, clients from Regions 1, 2 & 5 reported better QOL than clients in Region 3.
- In the Environment domain, clients from Regions 1, 2 & 5 reported better QOL than clients in Regions 3 & 4.
- In the General QOL domain, clients from Region 2 reported better QOL than did clients from all other Regions.

Quality of Life Summary by Domains

General Quality of Life

The following reported *significantly* better Quality of Life in this domain:

- Respondents who were receiving treatment from Substance Use programs
- Respondents in the African-American (Black) or Other racial categories
- Respondents younger than age 35
- Respondents receiving care in any Level of Care other than Case Management
- Respondents from Planning Region 2 (South Central)

For respondents receiving services for *Substance Use* disorders, the following reported *significantly* better QOL in the General QOL domain:

- Respondents in the African-American (Black) or Other racial categories
- Respondents younger than age 35

For respondents receiving services in *Mental Health* treatment programs, the following reported *significantly* better QOL in the General QOL domain:

- Respondents from Planning Region 2 (South Central)

Physical Health

The following reported *significantly* better Quality of Life in this domain:

- Respondents who were receiving treatment from Substance Use programs
- Men
- Respondents younger than age 25
- Respondents receiving services for less than one year
- Respondents from Planning Regions 1(South Western), 2 (South Central), 4 (North Central) and 5 (Western)

For respondents receiving services for *Substance Use disorders*, the following reported *significantly* better QOL in the Physical Health domain:

- Men
- Respondents younger than age 55

For respondents receiving services in *Mental Health disorders* programs, the following reported *significantly* better QOL in the Physical Health domain:

- Respondents younger than age 35
- Respondents receiving services from Employment programs

Psychological

The following reported *significantly* better Quality of Life in this domain:

- Respondents who were receiving treatment from Substance Use programs
- Men
- Respondents of Hispanic/Latino origin
- Respondents in the African-American (Black) or Other racial categories
- Respondents younger than age 35
- Respondents receiving services for less than one year
- Respondents receiving care in any Level of Care other than ACT/CSP/RP
- Respondents from Planning Regions 1(South Western), 2 (South Central), 4 (North Central) and 5 (Western)

For respondents receiving services in *Substance Use* treatment programs, the following reported *significantly* better QOL in the Psychological domain:

- Men
- Respondents in the African-American (Black) or Other racial categories
- Respondents younger than age 55
- Respondents from Planning Regions 1(South Western), 2 (South Central), 4 (North Central) and 5 (Western)

For respondents receiving services in *Mental Health* treatment programs, the following reported significantly better QOL in the Psychological domain:

- Men
- Respondents from Planning Regions 1(South Western), 2 (South Central), 4 (North Central) and 5 (Western)

Social

The following reported *significantly* better Quality of Life in this domain:

- Respondents who were receiving treatment from Substance Use programs
- Respondents of Hispanic/Latino origin
- Respondents in the African-American (Black) or Other racial categories
- Respondents younger than age 35
- Respondents receiving services for less than one year
- Respondents from Planning Regions 1(South Western), 2 (South Central), 4 (North Central) and 5 (Western)

For respondents receiving services for *Substance Use* disorders, the following reported *significantly* better QOL in the Social domain:

- Men
- Respondents of Hispanic/Latino origin
- Respondents in the African-American (Black) or Other racial categories
- Respondents younger than age 55

For respondents receiving services in *Mental Health* programs, the following reported *significantly* better QOL in the Social domain:

- No significant categories

Environment

The following reported *significantly* better Quality of Life in this domain:

- No significant categories

For respondents receiving services for *Substance Use* disorders, the following reported *significantly* better QOL in the Environment domain:

- No significant categories

For respondents receiving services in *Mental Health* treatment programs, the following reported *significantly* better QOL in the Environment domain:

- Respondents who are not of Hispanic/Latino origin
- Respondents receiving services for one year or more

Health Outcomes Survey Results

As part of the SFY2013 Consumer Satisfaction survey process, DMHAS providers had the option to administer an eight question Health Outcomes survey. The questions in this survey were taken from the Behavioral Risk Factor Surveillance System (BRFSS). The BRFSS is the world's largest, on-going telephone health survey system, tracking health conditions and risk behaviors in all fifty states.⁸ The survey was available in English and Spanish. The questions addressed the topics of body mass index (BMI), cardiovascular/respiratory/diabetes disease, overall health from physical and psychological perspectives, and smoking and drinking habits. A total of 3046 surveys were completed (i.e., had at least one question answered). Seven surveys had height or weight values that were outside of the reasonable range set by the BRFSS (e.g., height less than 36 inches or more than 95 inches) and these outlier values were converted to missing data. The tables at the end of this summary provide detailed survey counts for the information presented in this report.

Surveys were submitted by the following DMHAS providers:

Table 12: Providers Participating in Health Outcomes Survey for 2013

Provider	Number of Surveys	Percent
Beth El Center, Inc.	2	.1
Capitol Region Mental Health Center	166	5.4
Chemical Abuse Services Agency (CASA)	1	.0
Chrysalis Center Inc.	331	10.9
Connecticut Mental Health Center	797	26.2
Connection Inc.	163	5.4
Continuum of Care	5	.2
Dixwell/Newhallville Community MHS	92	3.0
Family & Children's Agency Inc.	11	.4
Hospital of St. Raphael	128	4.2
Liberation Programs	66	2.2
Mental Health Association of CT Inc.	17	.6
My Sisters' Place	9	.3
Office of Forensic Evaluation	43	1.4
Pathways Inc.	96	3.2
River Valley Services	115	3.8
Stafford Family Services	29	1.0
Supportive Environmental Living Facility Inc.-SELF	15	.5
United Community and Family Services	53	1.7
United Services Inc.	301	9.9
Yale University - WAGE	73	2.4
Yale University-Behavioral Health	93	3.1
Missing Provider Name	425	14.0
Total	3046	100.0

⁸ See <http://www.cdc.gov/brfss/> for more information on this instrument.

Seventy-four percent of the responses came from clients in Mental Health programs and 12% came from clients in Substance Use programs. 14% of the responses were submitted at the provider level and thus are not attributed to a specific program type.

Demographic Information

- The response rate was fairly even among men and women with 1549 females (50.9%) and 1407 males (46.2%) responding to the survey. The remaining 90 respondents (3.0%) did not identify their gender.
- Almost half of the respondents (46.9%) fell into the 35-54 years of age group. Over 20% (21.9%) of the respondents were aged 55-64. 8.8 % were under the age of 25.
- The majority of the respondents (54.7%) were white, while 24% were black. 9.8% did not identify their race.
- Over half (64.2%) of the respondents were non-Hispanic. 13.1% were Hispanic-Puerto Rican and 18.6% did not identify their ethnicity.

Health Outcomes

- The average client height was 66.5 inches (± 4.3) with a range of 48-83 inches. Women reported an average height of 64 inches (± 3.2 , range = 48-77) and men reported an average of 69 inches (± 3.8 , range= 48-83).
- The average client weight was calculated to be 192 pounds (± 51.3) with a range of 52-465 pounds. Women reported an average weight of 181.8 pounds (± 50.4 , range = 60-446) and men reported an average of 202.6 pounds (± 50.6 , range= 52-465).
- Body Mass Index (BMI) could be calculated for 73% (2211) of the respondents. The average BMI for clients was calculated as 30.5 (± 7.8) with a range of 11-71.2. Women had an average BMI of 31.2 (± 8.6 , range = 11-71.2) and men had an average of 29.9 (± 6.8 , range= 11.3-61.9).
- According to the Centers for Disease Control and Prevention, BMI categories for adults (ages 20 and older) are as follows: Underweight: Below 18.5, Normal: 18.5 – 24.9, Overweight: 25.0 – 29.9, Obese: 30.0 and above.
 - Thus the averages reported here all fall into the Overweight and Obese categories.
 - 23.7% of respondents fell into the Underweight or Normal BMI categories
 - 31.4% of respondents fell into the Overweight BMI category
 - 44.9% of respondents fell into the Obese BMI category

Figure 3: Body Mass Index for 2211 DMHAS Clients

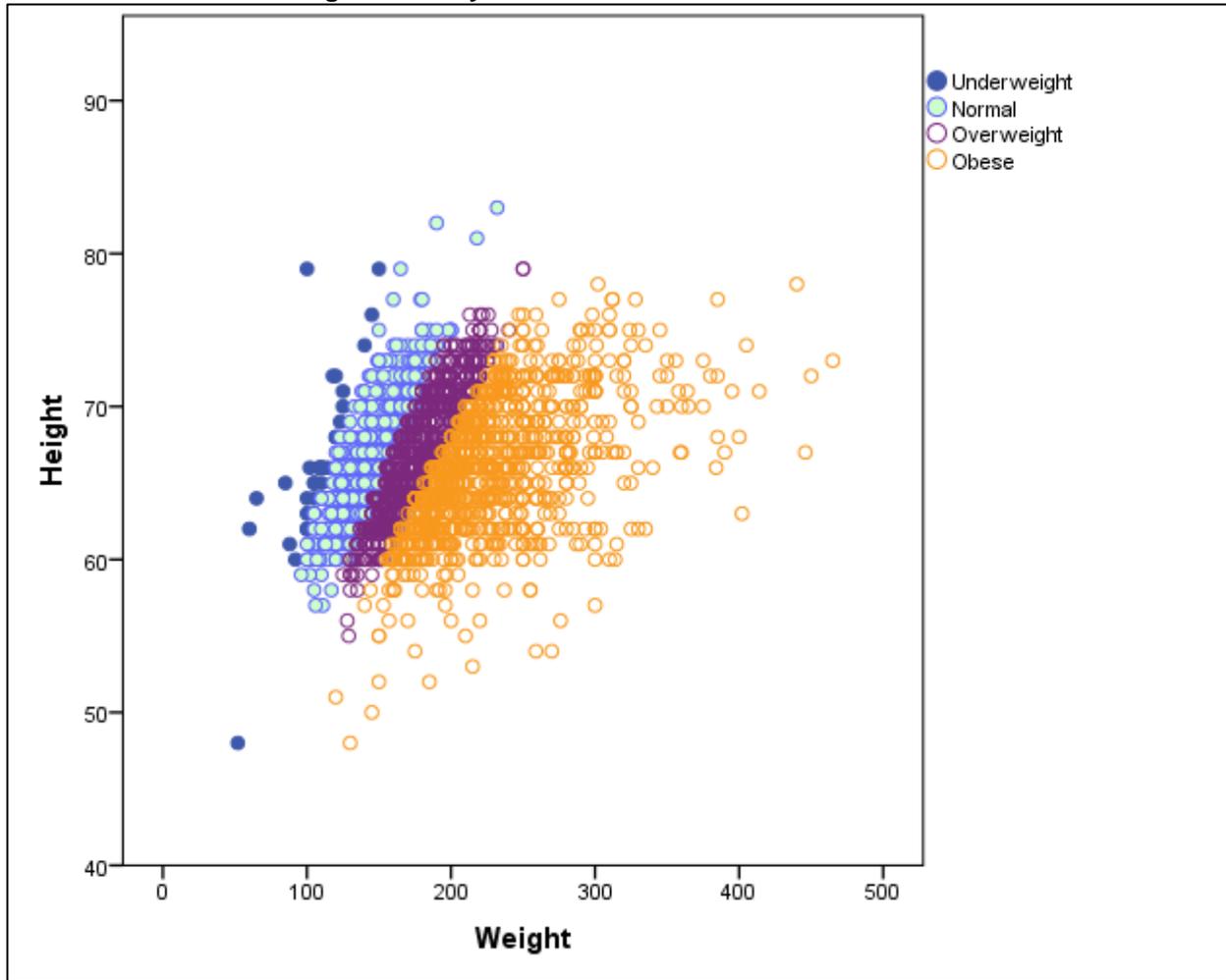
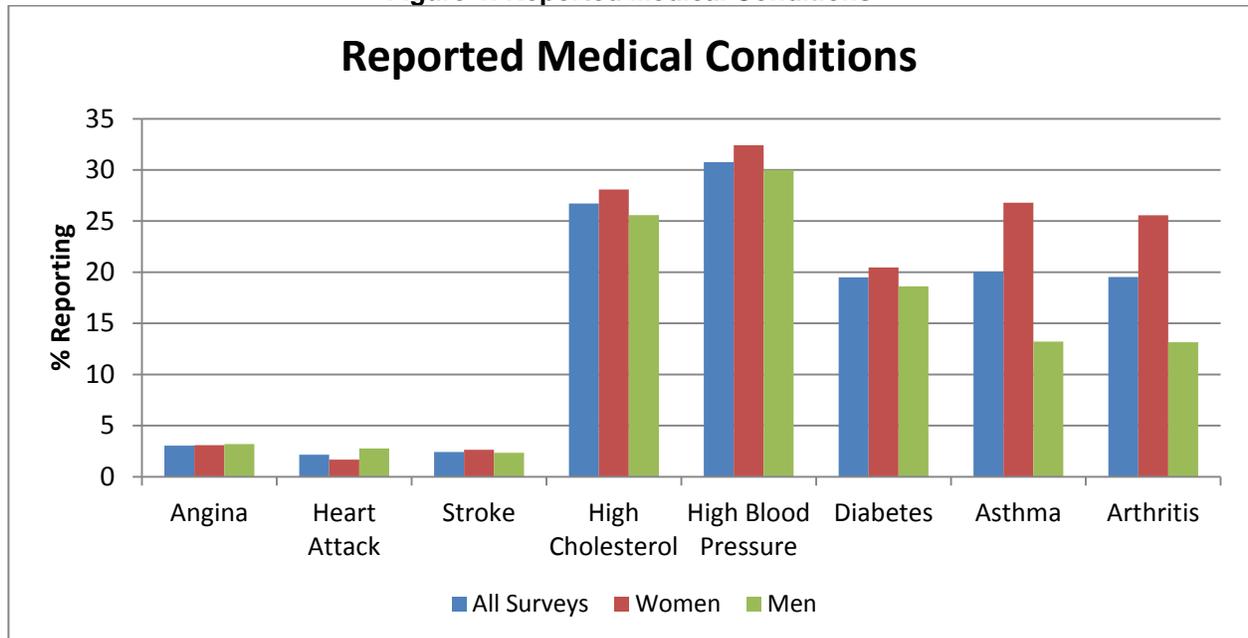


Figure 4: Reported Medical Conditions



- High blood pressure and high cholesterol were reported by more than one quarter of the clients surveyed. Both conditions were reported slightly more frequently by women.
- More than 25% of the women surveyed also reported being told that they had asthma or arthritis.
- Heart attack was the only medical condition for which men reported a diagnosis more frequently than women. Men and women equally reported a diagnosis of angina/coronary heart disease.
- Angina, heart attack, and stroke were each reported by few than 5% of the clients surveyed.
- Just over a third (36%) of the clients surveyed did not report having been told that they had any of the above medical conditions.
 - 31% of clients reported having one of the diagnoses
 - 16% of clients reported having two of the diagnoses
 - 9% of clients reported having three of the diagnoses
 - 5% of clients reported having four of the diagnoses
 - 3% of clients reported having five or more of the diagnoses
- A comparison of smokers versus non-smokers revealed that smokers generally reported an equal or lower frequency of diagnosis than non-smokers. They were slightly more likely to report a heart attack than non-smokers.
- Just under half (47%) of the clients surveyed indicated that they do not smoke, while 50% of the clients indicated that they did smoke.
 - 70% of smokers report smoking every day
 - 25% of smokers report smoking some days
- In terms of general health, 32% of clients reported their general health to be 'Excellent' or 'Very Good'; 38% reported their general health as 'Good'; and 27% reported their general health as 'Fair' or 'Poor'.
- When asked about physical health and injuries, 51% of the clients who answered the question indicated that they had zero days in the last 30 days in which their physical health was not good.

- On average, Clients reported 6 days (± 9 days) in the last month in which their physical health was not good
- 23% of clients reported 1-7 physically unhealthy days
- 7% reported 8-14 physically unhealthy days
- 9% reported 15-21 physically unhealthy days
- 10% reported 22-30 physically unhealthy days, including 8% who indicated that every day in the last 30 days was a physically unhealthy day
- Respondents answered a question about how many alcoholic drinks they have at one sitting.
 - 80% of the clients seemed to indicate that they do not drink alcohol by giving an answer of zero.
 - 11% of clients reported that when they drink they have 1-2 drinks
 - 3% of clients reported consuming 4-5 drinks on days that they do drink
 - 3% of clients report consuming 5-10 drinks
 - 0.9% of clients report drinking more than 10 drinks per day on days that they do drink
 - The maximum number of drinks reported was 40.

Mental Health

- When asked about mental health, including stress, depression, and problems with emotions, 38% of the clients who answered the question indicated that they had zero days in the last 30 days in which their mental health was not good.
 - On average, clients reported 8 days (± 10 days) in the last month in which their mental health was not good
 - 25% of clients reported 1-7 mentally unhealthy days
 - 11% reported 8-14 mentally unhealthy days
 - 12% reported 15-21 mentally unhealthy days
 - 13% reported 22-30 mentally unhealthy days, including 10% who indicated that every day in the last 30 days was a mentally unhealthy day
- When asked about the impact of poor mental and/or physical health on performing usual activities, 55% of the clients who answered the question indicated that they had zero days in the last 30 days in which their mental or physical health limited activities.
 - On average, clients reported that 6 days (± 9 days) in the last month were impacted by mental and/or physical health problems.
 - 20% of clients reported 1-7 days in which activities were impacted
 - 7% reported 8-14 days in which activities were impacted
 - 8% reported 15-21 days in which activities were impacted
 - 9% reported 22-30 days in which activities were impacted, including 7% who indicated that every day in the last 30 days was impacted by mental and/or physical health problems.

Table 13: Demographic Information for Respondents to Health Outcomes Survey

	ALL Surveys		Women		Men		Non-Smokers		Smokers	
	N	%	N	%	N	%	N	%	N	%
Gender										
Female	1549	50.9	1549	100.0	0	0.0	792	55.0	757	47.1
Male	1407	46.2	0	0.0	1407	100.0	606	42.1	801	49.9
Unknown	90	3.0	0	0.0	0	0.0	42	2.9	48	3.0
Total	3046	100.0	1549	100.0	1407	100.0	1440	100.0	1606	100.0
Age										
20 and Under	90	3.0	39	2.5	49	3.5	53	3.7	37	2.3
21-24	177	5.8	83	5.4	94	6.7	81	5.6	96	6.0
25-34	442	14.5	226	14.6	213	15.1	181	12.6	261	16.3
35-54	1428	46.9	739	47.7	682	48.5	628	43.6	800	49.8
55-64	666	21.9	365	23.6	298	21.2	351	24.4	315	19.6
65 and older	144	4.7	87	5.6	54	3.8	98	6.8	46	2.9
Unknown	99	3.3	10	0.6	17	1.2	48	3.3	51	3.2
Total	3046	100.0	1549	100.0	1407	100.0	1440	100.0	1606	100.0
Race										
Am Indian/Alaskan Native	24	0.8	15	1.0	9	0.6	9	0.6	15	0.9
Asian	21	0.7	9	0.6	12	0.9	17	1.2	4	0.2
Black	730	24.0	390	25.2	337	24.0	296	20.6	434	27.0
Mixed	22	0.7	15	1.0	6	0.4	11	0.8	11	0.7
Native Hawaiian/Pacific Islander	6	0.2	3	0.2	3	0.2	1	0.1	5	0.3
Other	279	9.2	123	7.9	154	10.9	106	7.4	173	10.8
White	1665	54.7	859	55.5	791	56.2	840	58.3	825	51.4
Unknown	299	9.8	135	8.7	95	6.8	160	11.1	139	8.7
Total	3046	100.0	1549	100.0	1407	100.0	1440	100.0	1606	100.0
Ethnicity										
Mexican	21	0.7	9	0.6	11	0.8	10	0.7	11	0.7
Non-Hispanic	1955	64.2	1034	66.8	906	64.4	957	66.5	998	62.1
Other Hispanic/Latino	105	3.4	53	3.4	51	3.6	44	3.1	61	3.8
Puerto Rican	398	13.1	210	13.6	183	13.0	175	12.2	223	13.9
Unknown	567	18.6	243	15.7	256	18.2	254	17.6	313	19.5
Total	3046	100.0	1549	100.0	1407	100.0	1440	100.0	1606	100.0

Table 14: Health Outcomes Summary Data

Medical Condition	ALL Surveys		Women		Men		Non-Smokers		Smokers	
	N	%	N	%	N	%	N	%	N	%
Angina	93	3.1	48	3.1	45	3.2	48	3.3	45	2.8
Heart Attack	66	2.2	26	1.7	39	2.8	28	1.9	38	2.4
Stroke	74	2.4	41	2.6	33	2.3	35	2.4	39	2.4
High Cholesterol	814	26.7	435	28.1	360	25.6	427	29.7	387	24.1
High Blood Pressure	937	30.8	502	32.4	422	30.0	464	32.2	473	29.5
Diabetes	594	19.5	317	20.5	262	18.6	326	22.6	268	16.7
Asthma	611	20.1	415	26.8	186	13.2	285	19.8	326	20.3
Arthritis	595	19.5	396	25.6	185	13.1	310	21.5	285	17.7
Smoking										
Every day	1119	36.7	512	33.1	577	41.0	0	0.0	1119	69.7
Some days	395	13.0	198	12.8	185	13.1	0	0.0	395	24.6
Not at all	1440	47.3	792	51.1	606	43.1	1440	100.0	0	0.0
Unknown	92	3.0	47	3.0	39	2.8	0	0.0	92	5.7
Total	3046	100.0	1549	100.0	1407	100.0	1440	100.0	1606	100.0
General Health										
Excellent/Very Good/Good	2143	72.0	1049	69.5	1028	74.3	1054	74.9	1089	69.4
Fair/Poor	834	28.0	460	30.5	355	25.7	353	25.1	481	30.6
Total	2977	100.0	1509	100.0	1383	100.0	1407	100.0	1570	100.0
BMI Category										
Underweight	32	1.4	20	1.8	11	1.0	15	1.4	17	1.5
Normal	493	22.3	254	23.1	229	21.6	200	18.5	293	25.9
Overweight	694	31.4	288	26.2	391	36.9	334	30.9	360	31.8
Obese	992	44.9	539	49.0	430	40.5	531	49.2	461	40.8
Total	2211	100.0	1101	100.0	1061	100.0	1080	100.0	1131	100.0

Table 15: Health Outcomes Summary Data by Gender

	All Surveys					Women					Men				
	N	Min	Max	Mean	Std. Dev.	N	Min	Max	Mean	Std. Dev.	N	Min	Max	Mean	Std. Dev.
Height (inches)	2333	48	83	66.5	4.3	1174	48	77	64.1	3.2	1107	48	83	69.0	3.8
Weight (lbs.)	2255	52	465	192.0	51.3	1127	60	446	181.8	50.4	1077	52	465	202.6	50.6
BMI Score	2211	11.0	71.2	30.5	7.8	1101	11.0	71.2	31.2	8.6	1061	11.3	61.9	29.9	6.8
Physically unhealthy days	3046	0	30	6.0	9.3	1549	0	30	6.8	9.7	1407	0	30	5.2	9.0
Mentally unhealthy days	3046	0	30	8.0	10.0	1549	0	30	8.8	10.1	1407	0	30	7.3	9.9
Activity limitation days	3046	0	30	5.6	9.1	1549	0	30	6.3	9.3	1407	0	30	5.0	8.9
Drinks per Sitting	3046	0	40	0.7	2.3	1549	0	25	0.5	1.6	1407	0	40	0.9	3.0

Table 16. Health Outcomes Summary Data by Smoking Status

	Non-Smokers					Smokers				
	N	Min	Max	Mean	Std. Dev.	N	Min	Max	Mean	Std. Dev.
Height (inches)	1143	48	83	66.1	4.3	1190	53	82	66.8	4.2
Weight (lbs.)	1098	52	440	194.9	51.6	1157	60	465	189.2	50.9
BMI Score	1080	11.3	64.9	31.3	7.7	1131	11.0	71.2	29.8	7.8
Physically unhealthy days	1440	0	30	5.4	9.0	1606	0	30	6.4	9.6
Mentally unhealthy days	1440	0	30	7.7	10.0	1606	0	30	8.3	10.0
Activity limitation days	1440	0	30	5.3	8.8	1606	0	30	5.9	9.4
Drinks per Sitting	1440	0	40	0.4	1.8	1606	0	38	0.9	2.7

Discussion

The results of the Consumer Satisfaction Survey reflect overall satisfaction with the DMHAS provider system. We see small changes from year-to-year with slight increases noted in the Recovery and Outcomes domains which have been the areas of our lowest scores. We exceed the national averages in each domain by anywhere from 1% to 11%. These scores could suggest there is no room for improvement, leading to a sense of complacency. That is why it becomes even more important to look at your own provider results. By carefully reviewing responses to each survey question, agencies can identify specific areas of concerns that may be masked by generally positive scores.

While overall statewide domains scores are quite high there is significant variability in domain scores when analyzed at the agency level. A quick review of agency scores by domain shows that some agencies have 100% of their respondents satisfied while other agency scores in the same domain reflect a 50% satisfaction rate. This broad range of satisfaction at the individual agency level is observed across all domains. This clearly suggests that individual agencies have areas for improvement. These differences only become apparent when we move away from system analysis to a more specific provider focus.

The number of respondents to the Consumer Satisfaction Survey and the Quality of Life Survey did not change significantly. However, there are several items related to the Health Outcomes Survey that are noteworthy. The number of overall respondents and their results were interesting. There was an increase in the number of respondents to the optional Health Outcomes Survey. Over 3,000 individuals responded to the survey, an increase of almost 2,000 from fiscal year 2012. Twenty two agencies administered the survey in FY 13 compared to fifteen in FY 12. The growth in responses may be linked to healthcare reform and the increased focus on integrating physical health with behavioral health. The use of this tool is likely to grow as healthcare reform moves forward.

The results of this survey are illuminating but not surprising. The survey confirms that many of the individuals we serve have significant medical conditions. For example, over 76% of the respondents were considered to be overweight or obese. Fifty percent (50%) reported that they were smokers. High blood pressure and high cholesterol were reported by over a quarter of the respondents. A number of women (25%) reported they had asthma or arthritis. These findings underscore the importance of integration and the need for an increased focus on physical health within our provider system.

Our surveys are only one way that DMHAS evaluates the performance of agencies that comprise our service system. Last year we reported that the Consumer Satisfaction Survey results were included in our Provider Quality Dashboard Reports. The Provider Quality Reports is another way that DMHAS measures provider performance in our system. These reports look at a range of performance measures, evaluating utilization, data quality, performance on National Outcome Measures, and DMHAS program-specific contract measures. Over the past year we have refined the reports and are now prepared to post the Provider Quality Reports to the DMHAS website. These provider and program level reports will be posted in mid-December 2013, an advancement in our ability to measure performance.

Appendices

Appendix 1.1: DMHAS Consumer Survey Memorandum FY 2013



DANNEL P. MALLOY
GOVERNOR

STATE OF CONNECTICUT
DEPARTMENT OF MENTAL HEALTH
AND ADDICTION SERVICES
A Healthcare Service Agency



PATRICIA A. REHMER, MSN
COMMISSIONER

TO: DMHAS-OPERATED FACILITIES, LOCAL MENTAL HEALTH AUTHORITIES, AND PRIVATE NON-PROFIT PROVIDERS

FROM: JIM SIEMIANOWSKI, LICSW, DIRECTOR, EVALUATION, QUALITY MANAGEMENT, AND IMPROVEMENT DIVISION

SUBJECT: CONSUMER SURVEY FOR FISCAL YEAR 2013

DATE: DECEMBER, 2012

The DMHAS Consumer Survey for FY 2013 is ready to begin.

Please read the enclosures carefully, and distribute them to the people in your organization responsible for the Consumer Survey process. You can also find these documents on our website at this address:
<http://www.ct.gov/dmhas/consumersurvey>.

As in previous years, you should calculate your sample size based upon an unduplicated client count for **3 months**, rather than for an entire fiscal year. Please use the unduplicated count for Quarter 1, FY12 (July 1, 2011 – September 30, 2011). Detailed instructions for calculating sample size may be found on our website.

The final deadline for survey data submission will be June 30, 2013. Please try to begin the survey process as early as possible, so that your agency has a representative sample, as well as to reduce stress and burden. The Consumer Survey Instructions, which may be found at the web link above, offer tips that may assist you.

Please make every effort to ensure that relevant staff are set up to perform data entry well before the survey due date. As a general rule, if a person has access to DDaP or the DMHAS Data Warehouse, s/he will have access to the Consumer Survey. If you have any questions about this, please contact Karin Haberlin, EQMI Program Manager, at Karin.Haberlin@ct.gov or (860) 418-6842 and she will assist you.

As in past years, all materials related to the Consumer Survey for FY 2013 will be posted on the DMHAS website at <http://www.ct.gov/dmhas>, with a link under "Featured Links", or by direct link to <http://www.ct.gov/dmhas/consumersurvey>.

Please note that the DMHAS Provider Process Summary Form is no longer required. Thank you for your cooperation in past years with supplying this information.

I want to thank you for your ongoing commitment to quality in the services you provide to the people in recovery throughout the state of Connecticut. The Consumer Survey provides us with crucial information, directly from the people we serve. It is an irreplaceable component of our quality improvement efforts.

Appendix 1.2: DMHAS Consumer Survey Cover Letter to Consumers FY 2013



DANNEL P. MALLOY
GOVERNOR

STATE OF CONNECTICUT
DEPARTMENT OF MENTAL HEALTH
AND ADDICTION SERVICES
A Healthcare Service Agency



PATRICIA A. REHMER, MSN
COMMISSIONER

September 1, 2012

Dear Program Participant:

We invite you to join our annual consumer satisfaction survey. **You decide if you want to take part**, and which questions to answer. The survey is anonymous. You will not be asked for your name or anything else that identifies you. Your agency will do its best to keep your answers private.

Please give your honest opinion of services. We appreciate your time and effort, and look forward to using the information to improve services for you.

Thank you!

Jim Siemianowski, LCSW
Director, Evaluation, Quality Management, and Improvement Division
Department of Mental Health and Addiction Services

Appendix 1.3: DMHAS Consumer Survey Instrument FY 2013

Agency	Program	Date Completed
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For each box, put an X in the circle that applies to you.

Gender <input type="radio"/> Male <input type="radio"/> Female	Age <input type="radio"/> 20 and under <input type="radio"/> 21-24 <input type="radio"/> 25-34 <input type="radio"/> 35-54 <input type="radio"/> 55-64 <input type="radio"/> 65 and older	Primary reason for receiving services <input type="radio"/> Emotional/Mental Health <input type="radio"/> Alcohol or Drugs <input type="radio"/> Both Emotional/Mental Health and Alcohol or Drugs
Race <input type="radio"/> White <input type="radio"/> Black/ African American <input type="radio"/> American Indian/Alaskan <input type="radio"/> Native Hawaiian/ Pacific Islander <input type="radio"/> Asian <input type="radio"/> Mixed <input type="radio"/> Other	Ethnicity <input type="radio"/> Puerto Rican <input type="radio"/> Mexican <input type="radio"/> Other Hispanic or Latino <input type="radio"/> Not Hispanic	Length of Service <input type="radio"/> Less than 1 year <input type="radio"/> 12 months to 2 years <input type="radio"/> 2 years to 5 years <input type="radio"/> More than 5 years

For each item, circle the answer that matches your view.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
1.	I like the services that I received here.	SA	A	N	D	SD	NA
2.	If I had other choices, I would still get services from this agency.	SA	A	N	D	SD	NA
3.	I would recommend this agency to a friend or family member.	SA	A	N	D	SD	NA
4.	The location of services was convenient (parking, public transportation, distance, etc.)	SA	A	N	D	SD	NA
5.	Staff was willing to see me as often as I felt was necessary.	SA	A	N	D	SD	NA
6.	Staff returned my calls within 24 hours.	SA	A	N	D	SD	NA
7.	Services were available at times that were good for me.	SA	A	N	D	SD	NA
8.	Staff here believes that I can grow, change, and recover.	SA	A	N	D	SD	NA
9.	I felt comfortable asking questions about my services, treatment or medication	SA	A	N	D	SD	NA
10.	I felt free to complain.	SA	A	N	D	SD	NA
11.	I was given information about my rights.	SA	A	N	D	SD	NA
12.	Staff told me what side effects to watch out for.	SA	A	N	D	SD	NA
13.	Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services.	SA	A	N	D	SD	NA
14.	Staff was sensitive to my cultural/ethnic background (race, religion, language, etc.)	SA	A	N	D	SD	NA
15.	Staff helped me obtain information I needed so that I could take charge of managing my illness.	SA	A	N	D	SD	NA

For each item, circle the answer that matches your view.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
16.	My wishes are respected about the amount of family involvement I want in my treatment.	SA	A	N	D	SD	NA
<i>As a result of services I have received from this agency:</i>							
17.	I deal more effectively with daily problems	SA	A	N	D	SD	NA
18.	I am better able to control my life.	SA	A	N	D	SD	NA
19.	I am better able to deal with crisis.	SA	A	N	D	SD	NA
20.	I am getting along better with my family.	SA	A	N	D	SD	NA
21.	I do better in social situations.	SA	A	N	D	SD	NA
22.	I do better in school and/or work.	SA	A	N	D	SD	NA
23.	My symptoms are not bothering me as much.	SA	A	N	D	SD	NA
In general . . .							
24.	I am involved in my community (for example, church, volunteering, sports, support groups, or work).	SA	A	N	D	SD	NA
25.	I am able to pursue my interests.	SA	A	N	D	SD	NA
26.	I can have the life I want, despite my disease/disorder.	SA	A	N	D	SD	NA
27.	I feel like I am in control of my treatment.	SA	A	N	D	SD	NA
28.	I give back to my family and/or community.	SA	A	N	D	SD	NA

Is there anything else that you would like to tell us about your services here?

Appendix 1.4: DMHAS Quality of Life Instrument FY 2013

Agency	Program	Date Completed
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For each box, put an X in the circle that applies to you.

Gender <input type="radio"/> Male <input type="radio"/> Female	Age <input type="radio"/> 20 and under <input type="radio"/> 21-24 <input type="radio"/> 25-34 <input type="radio"/> 35-54 <input type="radio"/> 55-64 <input type="radio"/> 65 and older	Primary reason for receiving services <input type="radio"/> Emotional/Mental Health <input type="radio"/> Alcohol or Drugs <input type="radio"/> Both Emotional/Mental Health and Alcohol or Drugs
Race <input type="radio"/> White <input type="radio"/> Black/ African American <input type="radio"/> American Indian/Alaskan <input type="radio"/> Native Hawaiian/ Pacific Islander <input type="radio"/> Asian <input type="radio"/> Mixed <input type="radio"/> Other	Ethnicity <input type="radio"/> Puerto Rican <input type="radio"/> Mexican <input type="radio"/> Other Hispanic or Latino <input type="radio"/> Not Hispanic	Length of Service <input type="radio"/> Less than 1 year <input type="radio"/> 12 months to 2 years <input type="radio"/> 2 years to 5 years <input type="radio"/> More than 5 years

Please read each question, assess your feelings, and circle the number on the scale that gives the best answer for you for each question.

<i>(Please circle the number)</i>				
Very poor	Poor	Neither poor nor good	Good	Very Good
1	2	3	4	5
1. How would you rate your quality of life?				

<i>(Please circle the number)</i>				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5
2. How satisfied are you with your health?				

The following questions ask about **how much** you have experienced certain things in the last two weeks.

<i>(Please circle the number)</i>				
Not at all	A little	A moderate amount	Very much	An extreme amount
1	2	3	4	5
3. To what extent do you feel that physical pain prevents you from doing what you need to do?				
4. How much do you need any medical treatment to function in your daily life?				
5. How much do you enjoy life?				

<i>(Please circle the number)</i>					
Not at all	A little	A moderate amount	Very much	An extreme amount	
6. To what extent do you feel your life to be meaningful?	1	2	3	4	5

<i>(Please circle the number)</i>					
Not at all	Slightly	A Moderate amount	Very much	Extremely	
7. How well are you able to concentrate?	1	2	3	4	5
8. How safe do you feel in your daily life?	1	2	3	4	5
9. How healthy is your physical environment?	1	2	3	4	5

The following questions ask about **how completely** you experience or were able to do certain things in the last two weeks.

<i>(Please circle the number)</i>					
Not at all	A little	Moderately	Mostly	Completely	
10. Do you have enough energy for everyday life?	1	2	3	4	5
11. Are you able to accept your bodily appearance?	1	2	3	4	5
12. Have you enough money to meet your needs?	1	2	3	4	5
13. How available to you is the information that you need in your day-to-day life?	1	2	3	4	5
14. To what extent do you have the opportunity for leisure activities?	1	2	3	4	5

<i>(Please circle the number)</i>					
Very poor	Poor	Neither poor nor well	Well	Very well	
15. How well are you able to get around?	1	2	3	4	5

The following questions ask you to say how **good** or **satisfied** you have felt about various aspects of your life over the last two weeks.

		<i>(Please circle the number)</i>				
		Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
16.	How satisfied are you with your sleep?	1	2	3	4	5
17.	How satisfied are you with your ability to perform your daily living activities?	1	2	3	4	5
18.	How satisfied are you with your capacity for work?	1	2	3	4	5
19.	How satisfied are you with your abilities?	1	2	3	4	5
20.	How satisfied are you with your personal relationships?	1	2	3	4	5
21.	How satisfied are you with your sex life?	1	2	3	4	5
22.	How satisfied are you with the support you get from your friends?	1	2	3	4	5
23.	How satisfied are you with the conditions of your living place?	1	2	3	4	5
24.	How satisfied are you with your access to health services?	1	2	3	4	5
25.	How satisfied are you with your mode of transportation?	1	2	3	4	5

The following question refers to **how often** you have felt or experienced certain things in the last two weeks.

		<i>(Please circle the number)</i>				
		Never	Seldom	Quite often	Very often	Always
26.	How often do you have negative feelings, such as blue mood, despair, anxiety, depression?	1	2	3	4	5

Did someone help you to fill out this form? *(Please circle Yes or No)*

Yes	No
-----	----

Thank you for your help

Appendix 2: Survey Sample Size and Number of Surveys Submitted by Provider, FY 2013

	<u>Consumers Treated from 7/1/11-9/30/11</u>	<u>Proposed Sample Size (95% CL, 7% CI)</u>	<u>Surveys Submitted in SFY 2013</u>	<u>Surveys as % of Sample Size</u>
Ability Beyond Disability Institute	210	102	134	131.9%
Advanced Behavioral Health	996	164	135	82.4%
Alcohol & Drug Recovery Center-ADRC	1244	169	304	179.4%
APT Foundation Inc.	2843	183	459	250.2%
Artreach Inc.	75	54	67	123.1%
Backus Hospital	629	150	129	86.2%
Beth El Center, Inc.	0	0	2	--
BH Care (formerly Harbor and Birmingham)	2512	182	357	196.3%
Bridge House	249	110	123	111.9%
Bridges	1114	167	247	148.1%
Bristol Hospital	54	43	46	108.2%
Capitol Region Mental Health Center	1263	170	199	117.2%
Catholic Charities of Fairfield County Inc.	243	109	150	137.9%
Catholic Charities- Waterbury	188	96	86	89.4%
Catholic Charities-Hartford Inst Hispanic Studies	315	121	150	123.9%
Center for Human Development	200	99	175	176.3%
Central Naugatuck Valley (CNV) Help Inc.	108	70	341	488.1%
Charlotte Hungerford Hospital	1085	166	170	102.3%
Chemical Abuse Services Agency (CASA)	475	139	539	387.9%
Chrysalis Center Inc.	676	152	383	251.8%
Columbus House	89	61	137	223.0%
CommuniCare, Inc.	132	79	74	93.5%
Community Enterprises Inc.	77	55	60	108.1%
Community Health Resources Inc.	4247	187	299	159.6%
Community Mental Health Affiliates	1486	173	533	307.6%
Community Prevention and Addiction Services-CPAS	0	0	82	--
Community Renewal Team (CRT)	293	118	153	130.0%
Connecticut Counseling Centers Inc.	1358	171	401	234.0%
Connecticut Mental Health Center	2524	182	837	460.0%
Connecticut Renaissance Inc.	312	121	166	137.6%
Connecticut Valley Hospital	0	0	116	--
Connection Inc.	692	153	653	427.0%
Continuum of Care	248	110	195	177.7%
Cornell Scott-Hill Health Corporation	1011	164	34	20.7%
Council of Churches_ Greater Bridgeport	45	37	19	51.7%
Crossroad Inc.	280	116	91	78.8%
CTE Inc. Viewpoint Recovery Program	19	17	27	155.2%
Danbury Hospital	574	146	99	67.7%
Day Kimball Hospital	226	105	25	23.8%
Dixwell/Newhallville Community MHS	168	91	92	101.4%
Easter Seal Goodwill Ind. Rehab. Center Inc.	102	67	24	35.7%
Easter Seals of Greater Hrtfd Rehab Center Inc.	78	56	72	128.6%
Fairfield Counseling Services Inc.	106	69	25	36.2%
Family & Children's Agency Inc.	362	127	108	84.8%
Family Centered Services of CT (CCCC)	32	28	13	47.1%

	<u>Consumers Treated from 7/1/11-9/30/11</u>	<u>Proposed Sample Size (95% CL, 7% CI)</u>	<u>Surveys Submitted in SFY 2013</u>	<u>Surveys as % of Sample Size</u>
Farrell Treatment Center	173	92	53	57.5%
Fellowship Inc.	437	136	284	209.6%
FSW Inc.	35	30	59	197.8%
Gilead Community Services Inc.	264	113	230	204.0%
Goodwill of Western and Northern CT Inc.	99	66	143	216.7%
Guardian Ad Litem	112	72	93	130.1%
Hall Brooke Foundation Inc.	66	50	71	143.3%
Hands on Hartford	8	8	9	116.5%
Hartford Behavioral Health	792	157	163	103.6%
Hartford Dispensary	4001	187	1390	743.7%
Hartford Hospital	195	98	121	123.5%
Hospital of St. Raphael	422	134	135	100.7%
Human Resource Development Agency	368	128	87	67.9%
Immaculate Conception Inc.	92	63	52	82.8%
Inspirica, Inc. (formerly St Luke's LifeWorks)	52	41	73	176.9%
InterCommunity, Inc.	1464	173	181	104.6%
John J. Driscoll United Labor Agency Inc.	51	41	23	56.6%
Kennedy Center Inc.	217	103	268	259.6%
Keystone House Inc.	146	84	123	146.6%
Kuhn Employment Opportunities Inc.	132	79	36	45.5%
Laurel House	309	120	150	124.8%
Leeway, Inc.	5	5	31	632.7%
Liberation Programs	1273	170	341	200.6%
Liberty Community Services	18	17	33	199.2%
Marrakech Day Services	168	91	121	133.4%
McCall Foundation Inc.	426	134	134	99.7%
Mental Health Association of CT Inc.	743	155	553	356.2%
Mercy Housing and Shelter Corporation	50	40	151	377.5%
Middlesex Hospital Mental Health Clinic	199	99	61	61.6%
Midwestern CT Council on Alcoholism (MCCA)	953	163	183	112.5%
My Sisters' Place	35	30	41	137.5%
Natchaug Hospital	83	59	186	317.9%
New Directions Inc. of North Central Conn.	283	116	349	300.8%
New Haven Home Recovery	28	25	34	138.2%
New Milford Hospital	383	130	120	92.4%
Norwalk Hospital	1485	173	259	149.5%
Operation Hope of Fairfield Inc.	17	16	41	260.9%
Optimus Health Care-Bennett Behavioral Health	672	152	147	96.8%
Pathways Inc.	78	56	101	180.4%
Perception Programs Inc.	526	143	201	140.6%
Prime Time House Inc.	240	108	138	127.6%
Recovery Network of Programs	2281	181	1178	652.4%
Reliance House	464	138	135	97.8%
River Valley Services	518	142	293	205.8%
Rushford Center	2410	181	609	335.9%
SCADD	923	162	379	234.2%
Shelter for the Homeless Inc.	249	110	77	70.1%

	<u>Consumers Treated from 7/1/11-9/30/11</u>	<u>Proposed Sample Size (95% CL, 7% CI)</u>	<u>Surveys Submitted in SFY 2013</u>	<u>Surveys as % of Sample Size</u>
Sound Community Services Inc.	1508	174	186	107.2%
Southeastern Mental Health Authority	433	135	191	141.3%
Southwest Connecticut Mental Health System	1983	178	367	205.7%
St. Mary's Hospital Corporation	1040	165	167	101.2%
St. Vincent DePaul Mission of Waterbury, Inc.	82	58	68	117.2%
St. Vincent DePaul Place Middletown, Inc.	19	17	50	287.3%
Stafford Family Services	87	60	54	89.3%
Supportive Environmental Living Facility Inc.-SELF	48	39	35	90.4%
United Community and Family Services	80	57	59	103.5%
United Services Inc.	2430	181	365	201.2%
Waterbury Hospital Health Center	1128	167	161	96.3%
Wellmore (Morris Foundation Inc.)	1608	175	655	374.7%
Western Connecticut Mental Health Network	838	159	635	399.4%
Wheeler Clinic	1201	169	632	374.8%
Yale University - WAGE	117	74	81	110.2%
Yale University-Behavioral Health	254	111	105	94.7%
YWCA of Hartford	0	0	19	--
ACCESS Agency	4	4	0	0.0%
Applied Behavioral Rehab Research Institute Inc.	8	8	0	0.0%
Bethsaida Community, Inc.	3	3	0	0.0%
Centro Renacer of CT, Inc. (formerly Hogar Crea)	19	17	0	0.0%
Community Health Center Inc.	20	18	0	0.0%
Community Health Services Inc.	285	116	0	0.0%
Coram Deo	28	25	0	0.0%
ER Properties, LLC	16	15	0	0.0%
Evergreen Family Oriented Tree, Inc.	61	47	0	0.0%
Family Intervention Center	328	123	0	0.0%
FOCUS- Center for Autism, Inc.	3	3	0	0.0%
Positive Directions-The Center for Prev & Recov.	8	8	0	0.0%
Shift LLC	35	30	0	0.0%
Sober Solutions	94	64	0	0.0%
Southwestern CT Agency on Aging	2	2	0	0.0%
Stepping Stone House	37	31	0	0.0%
Thames River Community Services	8	8	0	0.0%
Thames Valley Council for Comm Action, Inc.	15	14	0	0.0%
Thomas Morrow III	23	21	0	0.0%
Youth Challenge of CT Inc.	21	19	0	0.0%