



Consumer Satisfaction Survey 2015 Annual Report

October 2015

Connecticut Department of Mental Health and Addiction Services



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Note from the Director

Over 25,500 consumers responded to this year's survey, setting a new participation record for the DMHAS Consumer Satisfaction Survey process. We are thankful to everyone who helped make this year a success.

In addition to the annual MHSIP consumer satisfaction information, DMHAS also collected and analyzed data from two optional tools: the WHOQOL-BREF Quality of Life instrument, and a Health Outcomes Survey which contains items from the Center for Disease Control's Behavioral Risk Factor Surveillance System (BRFSS).

Together, these instruments provide us with important information about the way our consumers perceive our service system, their well-being, and overall health. These data are particularly important as behavioral and primary health care become increasingly more integrated in this country.

DMHAS' consumers report levels of satisfaction that exceed the U.S. national averages in all Consumer Satisfaction Survey domains. Please see page 21 of this report to view a comparison between state and national averages.

Providers should examine these results, in conjunction with information contained in our Provider Quality Dashboard Reports, to help identify specific areas for improvement. Quality improvement targets might include improving access, reducing readmissions, or improving connections to follow-up care.

We are grateful to our dedicated providers and their staff- we would not be able to do this data collection and analysis without their help. To our clients: we truly appreciate your feedback. Thank you for taking the time to share your opinion.

Jim Siemianowski
Director, Evaluation, Quality Management, and Improvement (EQMI)

October 2015

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: Kristen Miller © 2014

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 2015 is the eighth 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 2,348 QOL responses during Fiscal Year 2015. Results may be found on page 63 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 has made the Health Outcomes survey available to all providers who wish to administer it. The survey is available in English and Spanish. The questions cover the topics of body mass index (BMI), chronic health conditions, overall health from physical and psychological

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

perspectives, and drinking habits. A total of 3,382 surveys were completed in SFY2015. Results may be found starting on page 74 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 25,559 surveys were returned by 106 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.
- Just over half (57%) of the respondents were White and 18% were African-American/Black. Approximately 12% fell into the “Other” category, which rolled up several less frequent racial categories. Approximately 9% did not identify their race.
- 22% of the respondents identified themselves as Hispanic, and 21% 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 44%); as the average age of a DMHAS client is 38 years old, this is not surprising.
- One third (33%) of the survey sample responded to the survey within the outpatient setting; 10% from medication assisted treatment programs; 12% from residential programs; 6% from intensive outpatient programs; 8% from case management services; and 9% in employment or social rehabilitation programs. The remaining 22% of respondents responded to the survey from other levels of care or reported from agencies that did not include program information in the survey data.
- Slightly more surveys were collected from people receiving services from Mental Health programs (44%) than from people receiving services from Substance Use programs (40%). The remaining portion of surveys did not contain enough program information to categorize.
- Additionally, this was the sixth year in which respondents were asked to self-report their length of stay in treatment. Forty-one percent reported a stay of less than a year, and just over 13% reported a stay of more than one, but less than two years. Sixteen percent reported more than two years but less than 5 years and about 24% reported stays of more than five years.

² 2014 CMHS Uniform Reporting System Output Tables. *CMHS Uniform Reporting System - 2014 State Mental Health Measures*. Retrieved on October 15, 2015 from <<http://www.dasis.samhsa.gov/dasis2/URS/Connecticut.pdf>>.

Statewide Satisfaction by MHSIP Domains

DMHAS measures satisfaction through the MHSIP Consumer Survey domains. The percentage of consumers satisfied with services has remained relatively constant over the past eight years, and in FY 2015, the percentage of clients who reported satisfaction with services in each domain changed by no more than 2% from last year. Over the last eight years, consumers have consistently reported being most satisfied with the level of family participation in treatment, and with quality and appropriateness in care.

- Over 91% of consumers responded positively in the **Participation in Treatment** and **Quality and Appropriateness** domains. Additionally, approximately 90% of consumers indicated a positive response in the **General Satisfaction** domain.
- Approximately 90% 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 2015, 85% expressed satisfaction with **Access** to services. Eighty-two percent (82%) 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 more satisfied clients for various subgroups. Results are summarized below.

Gender

All Respondents	
Significantly More	Women in Access, Quality and Appropriateness, General Satisfaction, Respect, Participation in Treatment domains

Respondents in Substance Use Programs	
Significantly More	Women in Access, Quality and Appropriateness, General Satisfaction, Respect, Participation in Treatment domains

Respondents in Mental Health Programs	
Significantly More	Men in Access, Outcome, Recovery domains Women in Quality and Appropriateness, Participation in Treatment domains

Race

All Respondents	
Significantly More	Black respondents in Access, Recovery domains Black and White respondents in Participation in Treatment

Respondents in Substance Use Programs	
Significantly More	Nothing to report

Respondents in Mental Health Programs	
Significantly More	Nothing to report

Ethnicity

All Respondents	
Significantly More	Respondents who identify as Non-Hispanic/Latino in Access, Participation in Treatment, Respect domains

Respondents in Substance Use Programs	
Significantly More	Respondents of Hispanic/Latino origin in the Access, General Satisfaction, Recovery domains

Respondents in Mental Health Programs	
Significantly Better	Non-Hispanic/Latino respondents in Access, Respect domains

Age Range

All Respondents	
Significantly More	Respondents who are 35 and older in Access, General Satisfaction domains

Respondents in Substance Use Programs	
Significantly More	Respondents who are 35 and older in Access domain Respondents who are 55 and older in General Satisfaction domain

Respondents in Mental Health Programs	
Significantly More	Respondents who are 25 years and older in General Satisfaction domain

Level of Care

All Respondents	
Significantly More	<p>People who received employment services in Access, General Satisfaction domains</p> <p>People who received employment, case management services in Quality and Appropriateness domain</p> <p>People who received case management, social rehabilitation, employment, methadone maintenance, ACT/CSP/RP services in Participation in Treatment, Respect domains</p> <p>People who received residential, case management, social rehabilitation, employment, methadone maintenance services in Outcome, Recovery domains</p>

Respondents in Substance Use Programs	
Significantly More	Nothing to report

Respondents in Mental Health Programs	
Significantly More	<p>People who received employment services in Access domain</p> <p>Respondents who received social rehabilitation, employment services in Recovery domain</p>

Length of Stay

All Respondents	
Significantly More	People receiving services for one or more years in Access, General Satisfaction domains

Respondents in Substance Use Programs	
Significantly More	People who have received services for one or more years in General Satisfaction, Outcome, Respect domains

Respondents in Mental Health Programs	
Significantly More	<p>People receiving services for less than five years in Access domains</p> <p>People receiving services for one or more years in Outcome domain</p>

Region

All Respondents	
Significantly More	<p>Respondents from any Regions except 4 in Access domain</p> <p>Respondents from any Regions except 2 in Quality and Appropriateness domain</p> <p>Respondents from Region 1 in Outcome, Recovery domains</p>

Respondents in Substance Use Programs	
Significantly Better	<p>Respondents from any Regions except 2 in Access, Quality and Appropriateness, Participation in Treatment, Respect domains</p> <p>Respondents from Regions 1, 4 and 5 in Recovery domain</p>

Respondents in Mental Health Programs	
Significantly Better	<p>Respondents from any Region except 4 in Access, Quality and Appropriateness, Respect domains</p> <p>Respondents from Regions 1,2 and 5 in Recovery domain</p>

Survey Limitations

DMHAS encourages providers to maintain anonymity for survey respondents; however, as the survey process is large and decentralized, we cannot guarantee a uniform survey experience across the entire community.

Introduction

Consumer Satisfaction Survey SFY 2015 (July 1, 2014– June 30, 2015)

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, suggestions, or recommendations, please contact:

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Methodology

Measures

The 2015³ 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).
- Space for consumers to add optional additional comments.

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.

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, 2014 and June 30, 2015. Most of the surveys were collected between January 2015 and June 2015.

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 2014 (July 1, 2013 through September 30, 2013).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%.

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

submitted for SFY2015 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

SFY2015 is the fourth 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 reduces 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 22 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, we report that 86.6% of clients in MH programs were satisfied with Access to services (Access Domain), compared to 82.0% of clients in SU programs. The statistic that indicates that more clients in the MH programs were satisfied is based on a chi-square (χ^2) 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 significantly 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.

Quality of Life

The responses from the QOL survey are also used to calculate domain scores. However, unlike the consumer survey scores, which are nominal level data (satisfied, neutral, not

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>

satisfied), the calculation of QOL domain scores ultimately produces a scaled score (scale of 1-100). This means that they may 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.

Health Outcomes

The Health Outcomes data were analyzed for significant differences using the chi-square statistic described in the Consumer Survey section above.

Consumer Survey Results

This is the second year in which there is a slight change in the wording of the Consumer Survey results. In previous years the results have been presented in terms of which group was “more satisfied”: e.g., women were significantly more satisfied than men in the Access domain. The chi-square analysis identifies differences between the number of clients in different groups, thus the accurate interpretation is that more women than men *were in the satisfied category* in the Access domain. The presentation of the survey results in the Group Differences section follows this update from last year, to reflect this more accurate description.

Statewide, a total of 25,559 surveys were returned by 106 providers within the DMHAS network of care; 84% of all surveys were collected at the program level, rather than at the agency level. (In SFY2014, 89% 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 2010 - 2015

	2015		2014		2013		2012		2011		2010	
	N	%	N	%	N	%	N	%	N	%	N	%
<i>Gender</i>												
Female	10662	41.7	9826	41.2	9018	41.9	9600	42.6	10378	41.5	11383	41.0
Male	14303	56.0	13370	56.1	11957	55.6	12315	54.6	13373	53.5	14978	54.0
Unknown	594	2.3	640	2.7	542	2.5	625	2.8	1250	5.0	1375	5.0
<i>Race</i>												
American Indian/Alaskan Native	345	1.4	233	1.0	175	0.8	209	0.9	223	0.9	261	0.9
Asian	197	0.8	168	0.7	172	0.8	139	0.6	174	0.7	151	0.5
Black	4601	18.0	4245	17.8	3892	18.1	3926	17.4	4392	17.6	4910	17.7
Mixed	236	0.9	248	1.0	180	0.8	155	0.7	861	3.4	1024	3.7
Native Hawaiian/Pacific Islander	90	0.4	65	0.3	75	0.4	58	0.3	66	0.3	84	0.3
Other	2930	11.5	2824	11.9	2703	12.6	2534	11.2	2239	9.0	2594	9.4
Unknown	2372	9.3	1769	7.4	1593	7.4	1647	7.3	2461	9.8	2692	9.7
White	14788	57.9	14284	59.9	12727	59.2	13872	61.5	14585	58.3	16020	57.8
<i>Ethnicity</i>												
Mexican	179	0.7	159	0.7	132	0.6	141	0.6	173	0.7	176	0.6
Non-Hispanic	14551	56.9	14259	59.8	12989	60.4	13583	60.3	13574	54.3	14791	53.3
Other Hispanic/Latino	1602	6.3	1213	5.1	916	4.3	987	4.4	1017	4.1	1092	3.9
Puerto Rican	3863	15.1	3435	14.4	3351	15.6	3293	14.6	3704	14.8	4469	16.1
Unknown	5364	21.0	4770	20.0	4129	19.2	4536	20.1	6533	26.1	7208	26.0
<i>Age Range</i>												
Unknown	684	2.7	734	3.1	647	3.0	764	3.4	1399	5.6	1413	5.1
20 and Under	556	2.2	620	2.6	643	3.0	675	3.0	780	3.1	915	3.3
21-24	1836	7.2	1897	8.0	1591	7.4	1619	7.2	1755	7.0	1996	7.2
25-34	5597	21.9	5302	22.2	4681	21.8	4702	20.9	5008	20.0	5663	20.4
35-54	11140	43.6	10569	44.3	9709	45.1	10630	47.2	11776	47.1	13494	48.7
55-64	4681	18.3	3920	16.5	3583	16.7	3478	15.4	3628	14.5	3555	12.8
65 and older	1065	4.2	794	3.3	663	3.1	672	3.0	655	2.6	700	2.5
<i>Service Duration</i>												
Less than 1 year	10478	41.0	9866	41.4	8707	40.5	9008	40.0	9877	39.5	12065	43.5
1 to 2 years	3409	13.3	3368	14.1	3070	14.3	3206	14.2	3609	14.4	3762	13.6
2 to 5 years	4250	16.6	3996	16.8	3882	18.0	3889	17.3	3972	15.9	3914	14.1
More than 5 years	6054	23.7	4791	20.1	4572	21.3	4980	22.1	4907	19.6	5348	19.3
Unknown	1368	5.4	1815	7.6	1286	6.0	1457	6.5	2636	10.5	2647	9.5
<i>Program Type</i>												
MH	11419	44.0	10664	44.0	10288	46.6	11404	48.5	12392	49.6	11377	40.9
SA	10483	40.4	10598	43.7	8324	37.7	9050	38.5	9015	36.1	11412	41.0
Unknown	3657	14.1	2574	10.6	2905	13.2	2086	8.9	3594	14.4	4947	17.8

	2015		2014		2013		2012		2011		2010	
	N	%	N	%	N	%	N	%	N	%	N	%
<i>Level Of Care</i>												
MH ACT	261	1.0	349	1.5	217	1.0	206	0.9	165	0.7	191	0.7
MH Case Management	1635	6.3	1371	5.7	1198	5.5	1527	6.6	1597	6.4	2136	7.7
MH Community Support	986	3.8	1107	4.6	1003	4.6	1166	5.0	880	3.5	559	2.0
MH Crisis Services	26	0.1	34	0.1	26	0.1	45	0.2	116	0.5	24	0.1
MH Education Support	87	0.3	105	0.4	110	0.5	83	0.4	68	0.3	39	0.1
MH Employment Services	934	3.6	944	3.9	1046	4.8	1079	4.7	1189	4.8	973	3.5
MH Forensics Community-based	23	0.1	65	0.3	73	0.3	53	0.2	16	0.1	37	0.1
MH Housing Services	1	0.0	3	0.0	2	0.0	4	0.0	3	0.0	88	0.3
MH Inpatient Services	2	0.0	9	0.0	17	0.1	15	0.1	0	0.0	0	0.0
MH IOP	65	0.3	95	0.4	141	0.7	355	1.5	166	0.7	18	0.1
MH Other	77	0.3	47	0.2	18	0.1	15	0.1	16	0.1	20	0.1
MH Outpatient	4928	19.1	3943	16.4	3804	17.5	4473	19.3	5179	20.7	4317	15.5
MH Recovery Support	20	0.1	15	0.1	14	0.1	13	0.1	31	0.1	23	0.1
MH Residential Services	1202	4.7	1251	5.2	1298	6.0	1216	5.3	1258	5.0	1279	4.6
MH Social Rehabilitation	1315	5.1	1489	6.2	1410	6.5	1606	6.9	1707	6.8	1724	6.2
SA Case Management	360	1.4	311	1.3	170	0.8	183	0.8	0	0.0	170	0.6
SA Employment Services	55	0.2	70	0.3	57	0.3	43	0.2	59	0.2	73	0.3
SA Forensics Community-based	34	0.1	36	0.2	2	0.0	0	0.0	1	0.0	38	0.1
SA Inpatient Services	183	0.7	126	0.5	115	0.5	119	0.5	156	0.6	175	0.6
SA IOP	1403	5.4	1312	5.5	805	3.7	1074	4.6	676	2.7	1344	4.8
SA Medication Assisted Treatment	2651	10.3	2973	12.4	2806	12.9	2544	11.0	3236	12.9	3554	12.8
SA Other	1	0.0	9	0.0	16	0.1	13	0.1	0	0.0	35	0.1
SA Outpatient	3647	14.1	3244	13.5	2743	12.6	3116	13.4	2365	9.5	3193	11.5
SA PHP	478	1.9	458	1.9	274	1.3	278	1.2	502	2.0	360	1.3
SA Residential Services	1814	7.0	2104	8.8	1440	6.6	1864	8.0	2020	8.1	2470	8.9
Unknown	3657	14.2	2574	10.7	2905	13.4	2086	9.0	3594	14.4	4947	17.8

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 SFY2015.

Table 2: Comparison of Survey Demographics to DMHAS Demographics

Gender	CS 2015	DMHAS 2015	Difference
Female	41.7	40.9	0.8
Male	56.0	58.7	-2.7
Unknown	2.3	0.5	1.8
Race			
American Indian/Native Alaskan	1.4	0.5	0.9
Asian	0.8	0.8	0.0
Black/African American	18.0	16.1	1.9
Native Hawaiian/Other Pacific Islander	0.4	0.2	0.2
White/Caucasian	57.9	63.9	-6.0
Native American	0.0	0.0	0.0
More Than One Race	0.9	0.7	0.2
Other	11.5	14.0	-2.5
Unknown	9.3	3.8	5.5
Ethnicity			
Hispanic-Cuban	0.0	0.2	-0.2
Hispanic-Mexican	0.7	0.6	0.1
Hispanic-Other	6.3	7.5	-1.2
Hispanic-Puerto Rican	15.1	11.8	3.3
Non-Hispanic	56.9	73.1	-16.2
Unknown	21.0	6.8	14.2
Age			
18-24*	9.4	14.3	-4.9
25-34*	21.9	23.0	-1.1
35-54	43.6	40.7	2.9
55-64	18.3	15.6	2.7
65+	4.2	5.3	-1.1
Other/Unknown	2.7	1.1	1.6

* DMHAS Demographic Reports groups age into 18-25 and 26-34, which is slightly different than the age categories in the Consumer Satisfaction Survey

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 2.5%).

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 SFY2015.

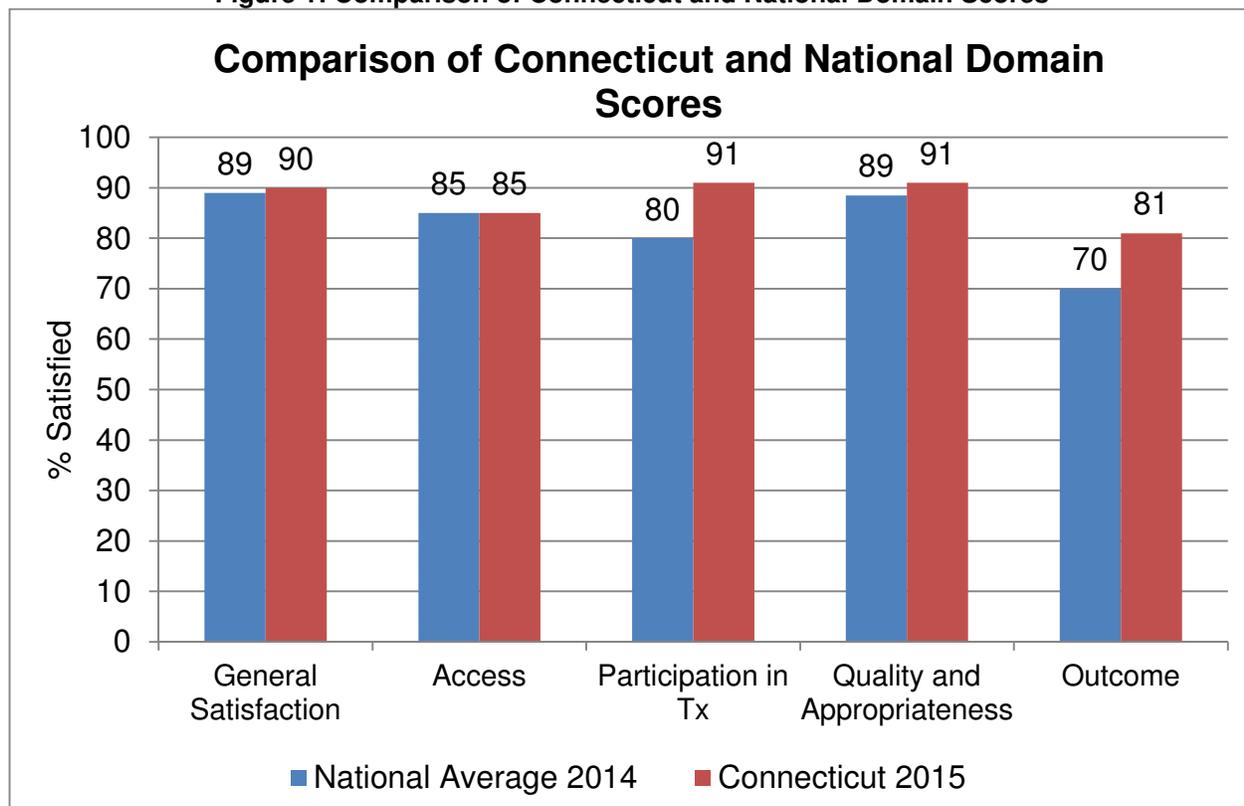
With regard to ethnicity, at first glance, the consumer survey appears to sample a smaller proportion of non-Hispanic consumers; however, 21% of the survey respondents declined to identify his or her ethnicity so the consumer survey may be closer to the DMHAS population than these data indicate.

In the age category, the younger age groups (18-24 & 25-34) and the oldest age group (65+) are under sampled, while the middle (and largest) age group (35-54) is slightly oversampled this year. Increased effort is being made to encourage consumer satisfaction survey participation within the Young Adult Services programs, which saw 35% of clients participate in the survey in SFY15.

In conclusion, the demographics of the group of consumers who answered the survey in SFY2015 are generally representative of the larger DMHAS population of clients.

Satisfaction with Services

Figure 1: Comparison of Connecticut and National Domain Scores

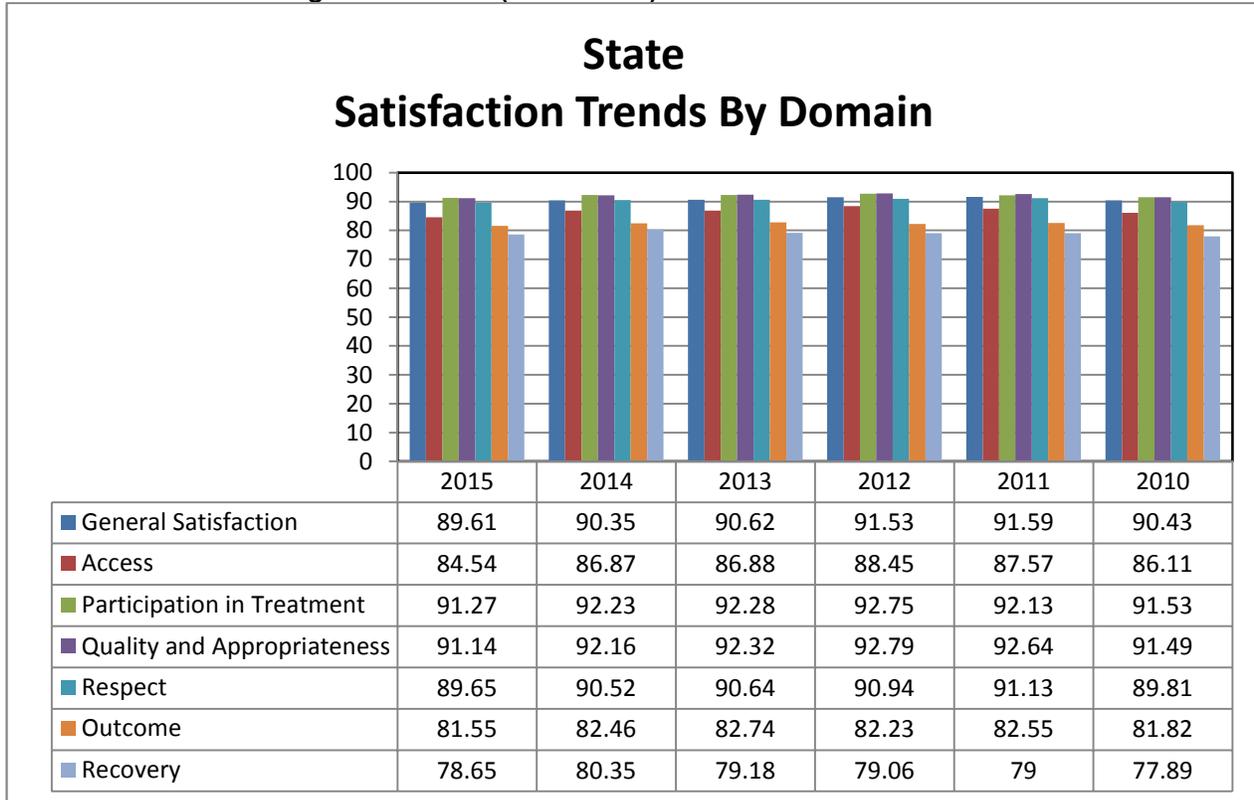


When compared to the latest MHSIP national survey results available (2014 CMHS Uniform Reporting System Output Tables), Connecticut consumers report higher levels of satisfaction in General Satisfaction, Participation in Treatment, Quality and Appropriateness, and Outcome. In the Access domain, Connecticut scored the same as the National average. Connecticut scores were 0%-11% higher than the national average in each domain.

Trends over Time

Statewide Satisfaction Trends by Domain

Figure 2: Trends (2010 - 2015) 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. From SFY14 to SFY15 the percentage of clients who were satisfied within a given domain dropped by 1% to 2%, but still exceeds the benchmark of 80% satisfied. 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 2015, 91% of respondents felt they received appropriate services, 90% felt that they were respected by staff, 90% were generally satisfied, and 85% expressed satisfaction with access to services. About 82% of respondents were satisfied with perceived outcomes. Finally, 79% of respondents were satisfied with their progress toward recovery.

Table 3: Statewide Trends (2010-2015) by Domain

Domain	Year	Satisfied		Neutral		Dissatisfied	
		N	%	N	%	N	%
General Satisfaction							
	2015	22763	89.61	2123	8.36	517	2.04
	2014	21256	90.35	1858	7.90	413	1.76
	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
Access							
	2015	21143	84.54	3535	14.13	331	1.32
	2014	20117	86.87	2793	12.06	248	1.07
	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
Participation in Treatment							
	2015	22810	91.27	1639	6.56	542	2.17
	2014	21352	92.23	1353	5.84	447	1.93
	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
Quality and Appropriateness							
	2015	22744	91.14	1963	7.87	249	1.00
	2014	21254	92.16	1622	7.03	185	0.80
	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
Respect							
	2015	21090	89.65	1998	8.49	438	1.86
	2014	19103	90.52	1618	7.67	383	1.81
	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
Outcome							
	2015	19847	81.55	3942	16.20	547	2.25
	2014	18446	82.46	3499	15.64	424	1.90
	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
Recovery							
	2015	19270	78.65	4400	17.96	832	3.40
	2014	18059	80.35	3732	16.60	685	3.05
	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

Table 4: Statewide Trends (2010-2015) 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>									
2015	23124	91.3	1792	7.1	423	1.7	1.59	1	0.72
2014	21665	92.2	1466	6.2	356	1.5	1.56	1	0.71
2013	19681	92.5	1279	6.0	321	1.5	1.55	1	0.70
2012	20788	93.1	1263	5.7	273	1.2	1.53	1	0.68
2011	22329	93.1	1332	5.6	323	1.3	1.54	1	0.69
2010	23718	92.0	1654	6.4	404	1.6	1.57	1	0.71
<i>If I had other choices, I would still get services from this agency.</i>									
2015	21772	86.5	2323	9.2	1088	4.3	1.73	2	0.86
2014	20422	87.5	1962	8.4	954	4.1	1.70	2	0.85
2013	18481	87.5	1804	8.5	841	4.0	1.68	2	0.84
2012	19564	88.2	1817	8.2	802	3.6	1.66	1	0.82
2011	21128	88.6	1863	7.8	863	3.6	1.67	2	0.82
2010	22239	86.9	2303	9.0	1041	4.1	1.71	2	0.85
<i>I would recommend this agency to a friend or family member.</i>									
2015	22555	89.6	1904	7.6	725	2.9	1.64	1	0.79
2014	21052	90.5	1554	6.7	652	2.8	1.61	1	0.78
2013	19067	90.3	1488	7.0	569	2.7	1.60	1	0.77
2012	20265	91.4	1364	6.2	534	2.4	1.57	1	0.75
2011	21764	91.5	1468	6.2	564	2.4	1.58	1	0.75
2010	23142	90.6	1688	6.6	719	2.8	1.61	1	0.77
Access									
<i>The location of services was convenient.</i>									
2015	20468	82.6	2506	10.1	1798	7.3	1.83	2	0.98
2014	19633	85.4	2186	9.5	1176	5.1	1.75	2	0.89
2013	17860	85.5	1935	9.3	1104	5.3	1.74	2	0.89
2012	18991	86.7	1934	8.8	988	4.5	1.70	2	0.85
2011	20044	85.0	2294	9.7	1247	5.3	1.75	2	0.89
2010	21355	84.4	2546	10.1	1401	5.5	1.78	2	0.90
<i>Staff was willing to see me as often as I felt was necessary.</i>									
2015	22433	89.1	1982	7.9	766	3.0	1.66	2	0.79
2014	20974	90.0	1684	7.2	636	2.7	1.62	1	0.77
2013	19082	90.2	1506	7.1	574	2.7	1.62	1	0.77
2012	20158	90.9	1481	6.7	526	2.4	1.60	1	0.74
2011	21614	90.5	1618	6.8	638	2.7	1.61	1	0.76
2010	22823	89.2	1972	7.7	788	3.1	1.65	2	0.79
<i>Staff returned my calls within 24 hours.</i>									
2015	20165	84.5	2664	11.2	1036	4.3	1.76	2	0.86
2014	18857	85.4	2276	10.3	960	4.3	1.74	2	0.86
2013	17176	85.3	2109	10.5	859	4.3	1.73	2	0.86
2012	18180	86.6	2042	9.7	768	3.7	1.70	2	0.82
2011	19546	86.2	2253	9.9	875	3.9	1.71	2	0.84
2010	20366	84.3	2658	11.0	1132	4.7	1.77	2	0.87

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
<i>Services were available at times that were good for me.</i>									
2015	22360	88.9	2077	8.3	728	2.9	1.69	2	0.78
2014	20933	89.8	1721	7.4	653	2.8	1.66	2	0.77
2013	19001	89.8	1584	7.5	584	2.8	1.65	2	0.77
2012	20131	90.9	1489	6.7	517	2.3	1.62	1	0.74
2011	21576	90.5	1640	6.9	620	2.6	1.63	2	0.75
2010	22815	89.4	2016	7.9	698	2.7	1.67	2	0.77
Participation in Treatment									
<i>I felt comfortable asking questions about my services, treatment, or medication.</i>									
2015	22810	91.3	1639	6.6	542	2.2	1.60	1	0.74
2014	21352	92.2	1353	5.8	447	1.9	1.57	1	0.72
2013	19373	92.3	1213	5.8	408	1.9	1.56	1	0.72
2012	20469	92.8	1196	5.4	403	1.8	1.55	1	0.70
2011	21846	92.1	1411	6.0	452	1.9	1.56	1	0.71
2010	23242	91.5	1595	6.3	556	2.2	1.59	1	0.74
Quality and Appropriateness									
<i>Staff here believes that I can grow, change, and recover.</i>									
2015	23230	92.4	1593	6.3	314	1.2	1.56	1	0.69
2014	21681	93.1	1343	5.8	262	1.1	1.52	1	0.68
2013	19617	92.9	1214	5.8	274	1.3	1.52	1	0.69
2012	20791	93.9	1120	5.1	228	1.0	1.50	1	0.66
2011	22310	93.8	1206	5.1	273	1.1	1.51	1	0.67
2010	23743	92.9	1496	5.9	322	1.3	1.53	1	0.68
<i>I felt free to complain.</i>									
2015	21496	86.0	2458	9.8	1041	4.2	1.75	2	0.85
2014	20091	86.8	2150	9.3	894	3.9	1.72	2	0.83
2013	18224	87.1	1927	9.2	774	3.7	1.70	2	0.82
2012	19199	87.3	2031	9.2	757	3.4	1.70	2	0.81
2011	20593	87.2	2138	9.1	885	3.7	1.71	2	0.82
2010	21802	86.0	2448	9.7	1109	4.4	1.74	2	0.85
<i>I was given information about my rights.</i>									
2015	22555	89.9	1820	7.3	711	2.8	1.66	2	0.77
2014	20949	90.4	1583	6.8	631	2.7	1.64	2	0.76
2013	19103	91.0	1382	6.6	504	2.4	1.62	1	0.75
2012	20107	91.2	1377	6.2	552	2.5	1.61	1	0.74
2011	21669	91.6	1426	6.0	558	2.4	1.61	1	0.73
2010	22947	90.4	1705	6.7	738	2.9	1.65	2	0.77
<i>Staff told me what side effects to watch out for.</i>									
2015	19007	82.7	2735	11.9	1228	5.3	1.82	2	0.89
2014	17501	83.5	2373	11.3	1083	5.2	1.80	2	0.88
2013	15879	83.0	2291	12.0	962	5.0	1.79	2	0.88
2012	16647	83.9	2191	11.0	1003	5.1	1.78	2	0.87
2011	18085	84.1	2325	10.8	1092	5.1	1.78	2	0.87
2010	19222	82.8	2733	11.8	1250	5.4	1.82	2	0.88

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
<i>Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services.</i>									
2015	22854	91.6	1616	6.5	473	1.9	1.60	1	0.73
2014	21297	92.4	1320	5.7	427	1.9	1.57	1	0.71
2013	19217	92.2	1225	5.9	395	1.9	1.57	1	0.72
2012	20241	92.7	1216	5.6	387	1.8	1.55	1	0.70
2011	21772	92.5	1328	5.6	437	1.9	1.56	1	0.71
2010	23223	91.6	1578	6.2	544	2.1	1.59	1	0.74
<i>Staff was sensitive to my cultural/ethnic background.</i>									
2015	21667	89.5	2129	8.8	419	1.7	1.64	2	0.74
2014	20008	89.7	1891	8.5	399	1.8	1.63	1	0.74
2013	18212	90.0	1683	8.3	332	1.6	1.61	1	0.73
2012	19000	90.2	1711	8.1	342	1.6	1.60	1	0.73
2011	20511	90.0	1874	8.2	415	1.8	1.62	1	0.74
2010	21713	89.0	2220	9.1	463	1.9	1.65	2	0.75
<i>Staff helped me to obtain information I needed so that I could take charge of managing my illness.</i>									
2015	21507	89.6	1967	8.2	541	2.3	1.66	2	0.75
2014	20147	90.1	1746	7.8	480	2.1	1.64	2	0.75
2013	18441	90.4	1547	7.6	419	2.1	1.62	2	0.74
2012	19503	90.8	1572	7.3	409	1.9	1.61	1	0.73
2011	20854	90.8	1680	7.3	428	1.9	1.61	1	0.73
2010	22184	89.5	2001	8.1	589	2.4	1.65	2	0.76
Respect									
<i>My wishes are respected about the amount of family involvement I want in my treatment.</i>									
2015	21090	89.6	1998	8.5	438	1.9	1.66	2	0.74
2014	19103	90.5	1618	7.7	383	1.8	1.63	2	0.73
2013	17181	90.6	1448	7.6	327	1.7	1.61	1	0.73
2012	18111	90.9	1464	7.4	342	1.7	1.60	1	0.72
2011	19436	91.1	1549	7.3	341	1.6	1.60	1	0.71
2010	20568	89.8	1824	8.0	509	2.2	1.64	2	0.75
Outcome									
<i>As a result of services I have received from this agency, I deal more effectively with daily problems.</i>									
2015	20825	85.0	3005	12.3	661	2.7	1.80	2	0.78
2014	19345	85.7	2636	11.7	581	2.6	1.78	2	0.77
2013	17602	85.7	2374	11.6	563	2.7	1.77	2	0.78
2012	18600	86.4	2360	11.0	566	2.6	1.77	2	0.77
2011	19850	86.2	2591	11.2	598	2.6	1.77	2	0.78
2010	21289	85.3	2920	11.7	748	3.0	1.79	2	0.79
<i>As a result of services I have received from this agency, I am better able to control my life.</i>									
2015	20626	84.1	3200	13.1	692	2.8	1.81	2	0.79
2014	19146	85.0	2798	12.4	592	2.6	1.79	2	0.78
2013	17449	85.0	2489	12.1	581	2.8	1.78	2	0.79
2012	18286	85.0	2679	12.4	556	2.6	1.78	2	0.78
2011	19629	85.1	2770	12.0	660	2.9	1.78	2	0.79
2010	21016	84.2	3200	12.8	752	3.0	1.81	2	0.80

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
<i>As a result of services I have received from this agency, I am better able to deal with crisis.</i>									
2015	19945	81.6	3606	14.8	880	3.6	1.86	2	0.83
2014	18566	82.7	3105	13.8	783	3.5	1.84	2	0.82
2013	16902	82.7	2839	13.9	702	3.4	1.83	2	0.82
2012	17713	82.5	3015	14.0	737	3.4	1.84	2	0.82
2011	18918	82.4	3193	13.9	835	3.6	1.84	2	0.82
2010	20352	81.9	3541	14.2	966	3.9	1.86	2	0.83
<i>As a result of services I have received from this agency, I am getting along better with my family.</i>									
2015	18859	79.3	3832	16.1	1096	4.6	1.88	2	0.88
2014	17444	80.1	3368	15.5	957	4.4	1.86	2	0.88
2013	15896	79.9	3117	15.7	872	4.4	1.86	2	0.88
2012	16598	79.7	3287	15.8	937	4.5	1.86	2	0.88
2011	17788	79.8	3465	15.5	1041	4.7	1.86	2	0.89
2010	19269	79.6	3770	15.6	1161	4.8	1.87	2	0.90
<i>As a result of services I have received from this agency, I do better in social situations.</i>									
2015	18930	78.3	4125	17.1	1115	4.6	1.92	2	0.87
2014	17667	79.4	3607	16.2	973	4.4	1.90	2	0.86
2013	16087	79.4	3269	16.1	910	4.5	1.90	2	0.86
2012	16887	79.4	3482	16.4	899	4.2	1.89	2	0.86
2011	18088	79.4	3692	16.2	1015	4.5	1.90	2	0.87
2010	19426	78.7	4090	16.6	1180	4.8	1.92	2	0.87
<i>As a result of services I have received from this agency, I do better in school and/or work.</i>									
2015	14793	75.0	3913	19.8	1012	5.1	1.95	2	0.91
2014	13982	75.7	3637	19.7	840	4.6	1.94	2	0.89
2013	12791	76.2	3256	19.4	749	4.5	1.92	2	0.89
2012	13067	75.3	3507	20.2	778	4.5	1.94	2	0.89
2011	14298	75.8	3657	19.4	917	4.9	1.94	2	0.90
2010	15228	74.4	4231	20.7	1006	4.9	1.97	2	0.91
<i>As a result of services I have received from this agency, My symptoms are not bothering me as much.</i>									
2015	18071	75.5	4090	17.1	1781	7.4	2.00	2	0.95
2014	16860	76.6	3524	16.0	1623	7.4	1.98	2	0.95
2013	15336	76.5	3286	16.4	1425	7.1	1.97	2	0.95
2012	15910	75.7	3478	16.5	1639	7.8	2.00	2	0.97
2011	17245	76.9	3551	15.8	1615	7.2	1.97	2	0.95
2010	18436	75.7	4008	16.5	1910	7.8	2.00	2	0.96
Recovery									
<i>In general, I am involved in my community.</i>									
2015	15766	70.0	4431	19.7	2341	10.4	2.11	2	1.03
2014	14723	71.4	3813	18.5	2084	10.1	2.08	2	1.02
2013	13435	71.1	3489	18.5	1979	10.5	2.08	2	1.03
2012	13938	70.7	3662	18.6	2117	10.7	2.09	2	1.03
2011	14834	70.2	4031	19.1	2271	10.7	2.10	2	1.04
2010	15981	69.9	4409	19.3	2471	10.8	2.11	2	1.04
<i>In general, I am able to pursue my interests.</i>									
2015	19347	79.5	3663	15.1	1314	5.4	1.94	2	0.88
2014	18105	80.9	3120	13.9	1144	5.1	1.91	2	0.86
2013	16331	80.3	2907	14.3	1101	5.4	1.91	2	0.88
2012	17075	79.9	3113	14.6	1191	5.6	1.92	2	0.88
2011	18283	80.0	3264	14.3	1320	5.8	1.93	2	0.88
2010	19498	79.1	3678	14.9	1486	6.0	1.95	2	0.89

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
<i>In general, I can have the life I want, despite my disease/disorder.</i>									
2015	18865	77.9	3675	15.2	1683	6.9	1.96	2	0.94
2014	17661	79.3	3119	14.0	1487	6.7	1.93	2	0.93
2013	15908	78.3	3013	14.8	1383	6.8	1.94	2	0.94
2012	16560	77.7	3153	14.8	1590	7.5	1.96	2	0.95
2011	17730	77.8	3361	14.7	1712	7.5	1.96	2	0.96
2010	19001	76.9	3752	15.2	1945	7.9	1.98	2	0.97
<i>In general, I feel like I am in control of my treatment.</i>									
2015	19914	81.6	3312	13.6	1177	4.8	1.88	2	0.86
2014	18371	82.7	2838	12.8	996	4.5	1.86	2	0.85
2013	16735	82.2	2636	12.9	995	4.9	1.86	2	0.87
2012	17540	82.1	2760	12.9	1067	5.0	1.87	2	0.86
2011	18771	81.9	3011	13.1	1131	4.9	1.87	2	0.86
2010	20087	80.8	3409	13.7	1357	5.5	1.90	2	0.88
<i>In general, I give back to my family and/or community.</i>									
2015	18727	79.7	3757	16.0	1002	4.3	1.90	2	0.85
2014	17439	81.0	3220	15.0	865	4.0	1.87	2	0.85
2013	15815	80.0	3086	15.6	858	4.3	1.88	2	0.86
2012	16535	80.1	3157	15.3	946	4.6	1.89	2	0.87
2011	17762	79.9	3467	15.6	1013	4.6	1.89	2	0.87
2010	19265	79.7	3784	15.6	1138	4.7	1.90	2	0.87

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:

- (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.
- (Q9) I felt comfortable asking questions about my services, treatment or medication
- (Q14) Staff was sensitive to my cultural/ethnic background.

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 89.4% - 92.4%, while the percentage who indicated dissatisfaction ranged from 1.3% - 2.2%.

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). *(Lowest rated)*
- (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 69.9% - 79.9%, while the percentage who indicated dissatisfaction ranged from 5.2% - 10.4%. These questions all come from the Outcome or Recovery domains.

These highest/lowest questions have remained stable since SFY2012. This year, one new question (Q14) entered the list for highest ratings.

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>
Advanced Behavioral Health	142	142	100.00%
Community Enterprises Inc.	58	58	100.00%
Dixwell Newhallville Community MHS	99	99	100.00%
Easter Seals of Greater Hartford Rehab Center Inc.	60	60	100.00%
Kuhn Employment Opportunities Inc.	44	44	100.00%
Leeway Inc.	46	46	100.00%
New Reach, Inc.	36	36	100.00%
InterCommunity Inc.	187	186	99.47%
Bristol Hospital	111	110	99.10%
Goodwill of Western and Northern CT Inc.	106	105	99.06%
Backus Hospital	68	67	98.53%
FSW Inc.	66	65	98.48%
Reliance House	130	128	98.46%
New Milford Hospital	122	120	98.36%
United Community and Family Services	55	54	98.18%
Liberty Community Services	54	53	98.15%
Waterbury Hospital Health Center	47	46	97.87%
Operation Hope of Fairfield Inc.	41	40	97.56%
Yale University - WAGE	33	32	96.97%
Center for Human Development	207	200	96.62%
Danbury Hospital	145	140	96.55%
St. Mary's Hospital Corporation	174	168	96.55%
Middlesex Hospital Mental Health Clinic	84	81	96.43%
Laurel House	212	204	96.23%
Fellowship Inc.	298	286	95.97%
Optimus Health Care-Bennett Behavioral Health	98	94	95.92%
Marrakech Day Services	116	111	95.69%
Supportive Environmental Living Facility Inc-SELF	46	44	95.65%
Pathways Inc.	91	87	95.60%
Farrell Treatment Center	199	190	95.48%
Catholic Charities- Waterbury	81	77	95.06%
Family and Children's Agency Inc	182	173	95.05%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Easter Seal Goodwill Ind. Rehab. Center Inc.	59	56	94.92%
Yale University-Behavioral Health	117	111	94.87%
Bridge House	112	106	94.64%
Kennedy Center Inc.	92	87	94.57%
Catholic Charities - Institute for the Hispanic Family	108	102	94.44%
Hall Brooke Foundation Inc.	72	68	94.44%
CommuniCare Inc	124	117	94.35%
Council of Churches Greater Bridgeport	35	33	94.29%
Immaculate Conception Inc.	34	32	94.12%
Hartford Dispensary	1678	1575	93.86%
Stafford Family Services	65	61	93.85%
St. Vincent DePaul Mission of Waterbury Inc.	64	60	93.75%
St. Vincent DePaul Place Middletown Inc.	47	44	93.62%
Chrysalis Center Inc.	465	435	93.55%
Chemical Abuse Services Agency (CASA)	353	330	93.48%
Liberation Programs	204	190	93.14%
Connecticut Mental Health Center	749	697	93.06%
Hospital of St. Raphael	99	92	92.93%
My Sisters' Place	54	50	92.59%
United Services Inc.	427	395	92.51%
Hartford Behavioral Health	160	148	92.50%
Catholic Charities of Fairfield County Inc.	172	159	92.44%
Community Mental Health Affiliates	504	465	92.26%
Ability Beyond	149	137	91.95%
Charlotte Hungerford Hospital	284	261	91.90%
APT Foundation Inc	681	625	91.78%
Recovery Network of Programs	469	430	91.68%
Inspirica Inc. (formerly St Luke's LifeWorks)	82	75	91.46%
Continuum of Care	187	171	91.44%
Mental Health Association of CT Inc.	443	405	91.42%
Keystone House Inc.	115	105	91.30%
Western Connecticut Mental Health Network	689	629	91.29%
McCall Foundation Inc	147	134	91.16%
Community Health Resources Inc.	852	771	90.49%
Southwest Connecticut Mental Health System	268	242	90.30%
Sound Community Services Inc.	233	210	90.13%
Norwalk Hospital	252	227	90.08%
Guardian Ad Litem	140	126	90.00%
Natchaug Hospital	166	149	89.76%
BH Care (formerly Harbor and Birmingham)	758	680	89.71%
Columbus House	135	121	89.63%
Connection Inc	389	345	88.69%
SCADD	306	270	88.24%
Mercy Housing and Shelter Corporation	127	112	88.19%
Perception Programs Inc	177	156	88.14%
Connecticut Renaissance Inc.	476	419	88.03%
Alcohol and Drug Recovery Center ADRC	506	445	87.94%
Shelter for the Homeless Inc.	88	77	87.50%
Connecticut Counseling Centers Inc.	447	388	86.80%
Wellmore (Morris Foundation Inc)	422	360	85.31%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Capitol Region Mental Health Center	188	160	85.11%
Midwestern CT Council on Alcoholism (MCCA)	1402	1191	84.95%
Gilead Community Services Inc.	161	136	84.47%
River Valley Services	197	166	84.26%
Rushford Center	1252	1053	84.11%
YWCA of Hartford	25	21	84.00%
Wheeler Clinic	633	527	83.25%
Community Renewal Team (CRT)	200	166	83.00%
Southeastern Mental Health Authority	141	117	82.98%
Hartford Hospital	1289	1068	82.85%
Bridges	262	217	82.82%
New Directions Inc of North Central Conn.	152	122	80.26%
Connecticut Valley Hospital	200	157	78.50%
Central CT Coast YMCA	51	40	78.43%
Cornell Scott-Hill Health Corporation	623	476	76.40%
Central Naugatuck Valley (CNV) Help Inc.	228	172	75.44%
Crossroads Inc	106	76	71.70%
Common Ground Community	5	4	-
Day Kimball Hospital	5	5	-
Family Centered Services of CT (CCCC)	12	12	-
Hands on Hartford	10	9	-
John J. Driscoll United Labor Agency Inc.	23	23	-
Martin House	8	7	-
My People Clinical Services LLC	10	9	-

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>
Dixwell Newhallville Community MHS	99	99	100.00%
Easter Seals of Greater Hartford Rehab Center Inc.	60	60	100.00%
Hall Brooke Foundation Inc.	72	72	100.00%
Leeway Inc.	46	46	100.00%
Liberty Community Services	54	54	100.00%
New Reach, Inc.	36	36	100.00%
Supportive Environmental Living Facility Inc-SELF	46	46	100.00%
New Milford Hospital	122	121	99.18%
Goodwill of Western and Northern CT Inc.	103	102	99.03%
Bristol Hospital	111	109	98.20%
My Sisters' Place	54	53	98.15%
Kuhn Employment Opportunities Inc.	44	43	97.73%
InterCommunity Inc.	186	181	97.31%
Backus Hospital	68	66	97.06%
Pathways Inc.	91	88	96.70%
Community Enterprises Inc.	58	56	96.55%
St. Mary's Hospital Corporation	174	168	96.55%
Advanced Behavioral Health	138	133	96.38%
Optimus Health Care-Bennett Behavioral Health	98	94	95.92%
Yale University-Behavioral Health	117	112	95.73%
St. Vincent DePaul Place Middletown Inc.	46	44	95.65%
Middlesex Hospital Mental Health Clinic	84	80	95.24%
Operation Hope of Fairfield Inc.	41	39	95.12%
Easter Seal Goodwill Ind. Rehab. Center Inc.	58	55	94.83%
Fellowship Inc.	295	279	94.58%
Kennedy Center Inc.	90	85	94.44%
Ability Beyond	150	141	94.00%
FSW Inc.	66	62	93.94%
Marrakech Day Services	114	107	93.86%
Catholic Charities- Waterbury	81	76	93.83%
Waterbury Hospital Health Center	47	44	93.62%
Mercy Housing and Shelter Corporation	125	117	93.60%
Council of Churches Greater Bridgeport	28	26	92.86%
CommuniCare Inc	123	114	92.68%
United Community and Family Services	54	50	92.59%
United Services Inc.	425	393	92.47%
Laurel House	211	195	92.42%
Danbury Hospital	143	132	92.31%
Norwalk Hospital	247	228	92.31%
St. Vincent DePaul Mission of Waterbury Inc.	64	59	92.19%
YWCA of Hartford	25	23	92.00%
Connecticut Mental Health Center	743	682	91.79%
Farrell Treatment Center	189	173	91.53%
Inspirica Inc. (formerly St Luke's LifeWorks)	81	74	91.36%
Bridge House	112	102	91.07%
Stafford Family Services	64	58	90.63%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Keystone House Inc.	113	102	90.27%
Center for Human Development	205	185	90.24%
Catholic Charities of Fairfield County Inc.	170	153	90.00%
Family and Children's Agency Inc	178	160	89.89%
Reliance House	128	115	89.84%
Continuum of Care	184	165	89.67%
Mental Health Association of CT Inc.	438	392	89.50%
Chrysalis Center Inc.	462	413	89.39%
Connection Inc	387	345	89.15%
Liberation Programs	202	180	89.11%
McCall Foundation Inc	145	129	88.97%
Hartford Behavioral Health	159	141	88.68%
Chemical Abuse Services Agency (CASA)	351	311	88.60%
Sound Community Services Inc.	233	206	88.41%
Catholic Charities - Institute for the Hispanic Family	108	95	87.96%
Yale University - WAGE	33	29	87.88%
Community Mental Health Affiliates	500	438	87.60%
Charlotte Hungerford Hospital	281	246	87.54%
Natchaug Hospital	160	140	87.50%
Hartford Dispensary	1675	1462	87.28%
Guardian Ad Litem	141	123	87.23%
Southwest Connecticut Mental Health System	263	228	86.69%
BH Care (formerly Harbor and Birmingham)	748	648	86.63%
Recovery Network of Programs	462	400	86.58%
Perception Programs Inc	176	152	86.36%
Central CT Coast YMCA	51	44	86.27%
Community Health Resources Inc.	841	724	86.09%
Alcohol and Drug Recovery Center ADRC	502	430	85.66%
Western Connecticut Mental Health Network	686	587	85.57%
Wellmore (Morris Foundation Inc)	407	348	85.50%
Connecticut Renaissance Inc.	414	353	85.27%
Capitol Region Mental Health Center	187	159	85.03%
Columbus House	133	113	84.96%
Hospital of St. Raphael	96	81	84.38%
SCADD	301	252	83.72%
Southeastern Mental Health Authority	139	116	83.45%
Gilead Community Services Inc.	157	130	82.80%
Immaculate Conception Inc.	34	28	82.35%
Community Renewal Team (CRT)	197	161	81.73%
Bridges	260	212	81.54%
APT Foundation Inc	664	536	80.72%
New Directions Inc of North Central Conn.	151	121	80.13%
Central Naugatuck Valley (CNV) Help Inc.	190	152	80.00%
River Valley Services	195	156	80.00%
Rushford Center	1243	977	78.60%
Midwestern CT Council on Alcoholism (MCCA)	1375	1079	78.47%
Wheeler Clinic	603	473	78.44%
Connecticut Counseling Centers Inc.	445	347	77.98%
Shelter for the Homeless Inc.	86	61	70.93%
Connecticut Valley Hospital	186	130	69.89%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Cornell Scott-Hill Health Corporation	616	390	63.31%
Crossroads Inc	105	65	61.90%
Hartford Hospital	1287	712	55.32%
John J. Driscoll United Labor Agency Inc.	23	23	-
Family Centered Services of CT (CCCC)	12	12	-
Hands on Hartford	10	10	-
My People Clinical Services LLC	10	9	-
Martin House	8	7	-
Common Ground Community	5	5	-
Day Kimball Hospital	5	5	-

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>
Dixwell Newhallville Community MHS	99	99	100.00%
Easter Seals of Greater Hartford Rehab Center Inc.	59	59	100.00%
Leeway Inc.	46	46	100.00%
New Reach, Inc.	36	36	100.00%
Operation Hope of Fairfield Inc.	40	40	100.00%
Supportive Environmental Living Facility Inc-SELF	46	46	100.00%
Advanced Behavioral Health	141	140	99.29%
McCall Foundation Inc	149	147	98.66%
Liberty Community Services	54	53	98.15%
United Community and Family Services	54	53	98.15%
Liberation Programs	197	193	97.97%
Waterbury Hospital Health Center	47	46	97.87%
Kuhn Employment Opportunities Inc.	40	39	97.50%
Bristol Hospital	109	106	97.25%
Danbury Hospital	142	138	97.18%
Hall Brooke Foundation Inc.	69	67	97.10%
Immaculate Conception Inc.	31	30	96.77%
New Milford Hospital	122	118	96.72%
St. Mary's Hospital Corporation	172	166	96.51%
Farrell Treatment Center	197	190	96.45%
InterCommunity Inc.	184	177	96.20%
Catholic Charities- Waterbury	78	75	96.15%
Optimus Health Care-Bennett Behavioral Health	97	93	95.88%
Community Enterprises Inc.	47	45	95.74%
Yale University-Behavioral Health	117	112	95.73%
Keystone House Inc.	114	109	95.61%
Backus Hospital	67	64	95.52%
Bridge House	110	105	95.45%
Catholic Charities - Institute for the Hispanic Family	101	96	95.05%
Hartford Dispensary	1675	1590	94.93%
Easter Seal Goodwill Ind. Rehab. Center Inc.	59	56	94.92%
Marrakech Day Services	115	109	94.78%
Center for Human Development	205	194	94.63%
Pathways Inc.	90	85	94.44%
Kennedy Center Inc.	88	83	94.32%
My Sisters' Place	52	49	94.23%
Connecticut Renaissance Inc.	476	448	94.12%
Council of Churches Greater Bridgeport	32	30	93.75%
Family and Children's Agency Inc	173	162	93.64%
Recovery Network of Programs	470	440	93.62%
Goodwill of Western and Northern CT Inc.	78	73	93.59%
Western Connecticut Mental Health Network	684	640	93.57%
SCADD	306	286	93.46%
CommuniCare Inc	121	113	93.39%
Chrysalis Center Inc.	423	395	93.38%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Community Health Resources Inc.	839	783	93.33%
Charlotte Hungerford Hospital	283	264	93.29%
Reliance House	129	120	93.02%
Middlesex Hospital Mental Health Clinic	84	78	92.86%
Bridges	258	239	92.64%
Mercy Housing and Shelter Corporation	122	113	92.62%
Connecticut Mental Health Center	741	686	92.58%
Fellowship Inc.	252	233	92.46%
Community Mental Health Affiliates	498	460	92.37%
FSW Inc.	64	59	92.19%
Norwalk Hospital	250	230	92.00%
Perception Programs Inc	174	160	91.95%
APT Foundation Inc	677	621	91.73%
Chemical Abuse Services Agency (CASA)	352	322	91.48%
Inspirica Inc. (formerly St Luke's LifeWorks)	82	75	91.46%
Southwest Connecticut Mental Health System	266	243	91.35%
Laurel House	195	178	91.28%
United Services Inc.	423	386	91.25%
Ability Beyond	147	134	91.16%
Alcohol and Drug Recovery Center ADRC	507	462	91.12%
Central CT Coast YMCA	45	41	91.11%
Columbus House	134	122	91.04%
Connecticut Counseling Centers Inc.	444	404	90.99%
Sound Community Services Inc.	231	210	90.91%
Connection Inc	383	348	90.86%
Continuum of Care	183	166	90.71%
Yale University - WAGE	32	29	90.63%
BH Care (formerly Harbor and Birmingham)	752	681	90.56%
Hartford Behavioral Health	158	143	90.51%
Mental Health Association of CT Inc.	431	390	90.49%
St. Vincent DePaul Place Middletown Inc.	42	38	90.48%
Midwestern CT Council on Alcoholism (MCCA)	1380	1246	90.29%
Catholic Charities of Fairfield County Inc.	148	133	89.86%
Wheeler Clinic	627	563	89.79%
New Directions Inc of North Central Conn.	152	136	89.47%
Stafford Family Services	65	58	89.23%
St. Vincent DePaul Mission of Waterbury Inc.	64	57	89.06%
Southeastern Mental Health Authority	137	122	89.05%
Community Renewal Team (CRT)	199	177	88.94%
Hospital of St. Raphael	97	86	88.66%
Natchaug Hospital	165	146	88.48%
Rushford Center	1249	1105	88.47%
Shelter for the Homeless Inc.	86	76	88.37%
Capitol Region Mental Health Center	186	164	88.17%
Wellmore (Morris Foundation Inc)	418	366	87.56%
Guardian Ad Litem	142	124	87.32%
Central Naugatuck Valley (CNV) Help Inc.	227	198	87.22%
Connecticut Valley Hospital	202	176	87.13%
River Valley Services	195	166	85.13%
Crossroads Inc	104	88	84.62%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Hartford Hospital	1288	1060	82.30%
Gilead Community Services Inc.	158	130	82.28%
Cornell Scott-Hill Health Corporation	621	489	78.74%
Common Ground Community	4	4	-
Day Kimball Hospital	5	4	-
Family Centered Services of CT (CCCC)	12	12	-
Hands on Hartford	10	10	-
John J. Driscoll United Labor Agency Inc.	18	17	-
Martin House	8	7	-
My People Clinical Services LLC	10	9	-
YWCA of Hartford	24	22	-

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>
Advanced Behavioral Health	142	142	100.00%
Backus Hospital	65	65	100.00%
Community Enterprises Inc.	47	47	100.00%
Easter Seals of Greater Hartford Rehab Center Inc.	60	60	100.00%
Hall Brooke Foundation Inc.	71	71	100.00%
Leeway Inc.	46	46	100.00%
Liberty Community Services	53	53	100.00%
New Reach, Inc.	36	36	100.00%
InterCommunity Inc.	187	186	99.47%
New Milford Hospital	119	118	99.16%
Goodwill of Western and Northern CT Inc.	105	104	99.05%
Dixwell Newhallville Community MHS	99	98	98.99%
St. Mary's Hospital Corporation	172	170	98.84%
Danbury Hospital	139	137	98.56%
United Community and Family Services	54	53	98.15%
Waterbury Hospital Health Center	47	46	97.87%
Kuhn Employment Opportunities Inc.	43	42	97.67%
Operation Hope of Fairfield Inc.	41	40	97.56%
McCall Foundation Inc	146	142	97.26%
Bristol Hospital	106	103	97.17%
Immaculate Conception Inc.	33	32	96.97%
Yale University - WAGE	33	32	96.97%
Optimus Health Care-Bennett Behavioral Health	94	91	96.81%
Pathways Inc.	90	87	96.67%
Marrakech Day Services	116	112	96.55%
Farrell Treatment Center	198	191	96.46%
Kennedy Center Inc.	84	81	96.43%
Bridge House	106	102	96.23%
Liberation Programs	202	194	96.04%
CommuniCare Inc	124	119	95.97%
Family and Children's Agency Inc	173	166	95.95%
Central CT Coast YMCA	47	45	95.74%
Supportive Environmental Living Facility Inc-SELF	46	44	95.65%
St. Vincent DePaul Place Middletown Inc.	43	41	95.35%
Middlesex Hospital Mental Health Clinic	83	79	95.18%
Catholic Charities - Institute for the Hispanic Family	103	98	95.15%
Catholic Charities- Waterbury	81	77	95.06%
Perception Programs Inc	176	167	94.89%
Recovery Network of Programs	467	443	94.86%
Hartford Dispensary	1672	1584	94.74%
Catholic Charities of Fairfield County Inc.	167	158	94.61%
Easter Seal Goodwill Ind. Rehab. Center Inc.	54	51	94.44%
Ability Beyond	140	132	94.29%
My Sisters' Place	52	49	94.23%
Center for Human Development	204	192	94.12%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Chrysalis Center Inc.	452	425	94.03%
FSW Inc.	66	62	93.94%
Connecticut Renaissance Inc.	475	446	93.89%
Stafford Family Services	63	59	93.65%
Mercy Housing and Shelter Corporation	122	114	93.44%
Western Connecticut Mental Health Network	682	637	93.40%
Charlotte Hungerford Hospital	277	258	93.14%
Yale University-Behavioral Health	115	107	93.04%
Laurel House	200	186	93.00%
Connecticut Mental Health Center	739	687	92.96%
Fellowship Inc.	283	263	92.93%
New Directions Inc of North Central Conn.	149	138	92.62%
Hartford Behavioral Health	160	148	92.50%
United Services Inc.	411	380	92.46%
Community Mental Health Affiliates	502	464	92.43%
Columbus House	132	122	92.42%
Chemical Abuse Services Agency (CASA)	352	325	92.33%
Norwalk Hospital	246	227	92.28%
Community Health Resources Inc.	833	768	92.20%
APT Foundation Inc	677	622	91.88%
Mental Health Association of CT Inc.	434	398	91.71%
Hospital of St. Raphael	96	88	91.67%
SCADD	299	274	91.64%
BH Care (formerly Harbor and Birmingham)	742	679	91.51%
Inspirica Inc. (formerly St Luke's LifeWorks)	82	75	91.46%
Connecticut Counseling Centers Inc.	443	405	91.42%
Connection Inc	379	345	91.03%
Sound Community Services Inc.	228	207	90.79%
St. Vincent DePaul Mission of Waterbury Inc.	64	58	90.63%
Reliance House	127	115	90.55%
Keystone House Inc.	114	103	90.35%
Alcohol and Drug Recovery Center ADRC	493	445	90.26%
Natchaug Hospital	162	146	90.12%
Continuum of Care	184	165	89.67%
Midwestern CT Council on Alcoholism (MCCA)	1378	1231	89.33%
Bridges	252	225	89.29%
Southwest Connecticut Mental Health System	262	233	88.93%
Wheeler Clinic	614	541	88.11%
Southeastern Mental Health Authority	141	124	87.94%
Wellmore (Morris Foundation Inc)	419	368	87.83%
Rushford Center	1238	1079	87.16%
Guardian Ad Litem	140	122	87.14%
Capitol Region Mental Health Center	186	160	86.02%
Community Renewal Team (CRT)	193	166	86.01%
Central Naugatuck Valley (CNV) Help Inc.	229	196	85.59%
Gilead Community Services Inc.	161	134	83.23%
Hartford Hospital	1289	1066	82.70%
Shelter for the Homeless Inc.	84	69	82.14%
River Valley Services	191	154	80.63%
Connecticut Valley Hospital	200	160	80.00%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Cornell Scott-Hill Health Corporation	612	464	75.82%
Crossroads Inc	105	79	75.24%
Common Ground Community	5	5	-
Council of Churches Greater Bridgeport	22	20	-
Day Kimball Hospital	5	5	-
Family Centered Services of CT (CCCC)	12	12	-
Hands on Hartford	10	10	-
John J. Driscoll United Labor Agency Inc.	19	18	-
Martin House	8	7	-
My People Clinical Services LLC	10	9	-
YWCA of Hartford	22	20	-

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>
Backus Hospital	62	62	100.00%
Dixwell Newhallville Community MHS	98	98	100.00%
Hall Brooke Foundation Inc.	62	62	100.00%
Leeway Inc.	41	41	100.00%
Danbury Hospital	132	130	98.48%
FSW Inc.	63	62	98.41%
Easter Seals of Greater Hartford Rehab Center Inc.	58	57	98.28%
InterCommunity Inc.	185	181	97.84%
Advanced Behavioral Health	132	129	97.73%
Supportive Environmental Living Facility Inc-SELF	44	43	97.73%
Catholic Charities- Waterbury	77	75	97.40%
Family and Children’s Agency Inc	155	150	96.77%
Kennedy Center Inc.	85	82	96.47%
Bristol Hospital	106	102	96.23%
Liberty Community Services	51	49	96.08%
Optimus Health Care-Bennett Behavioral Health	75	72	96.00%
United Community and Family Services	50	48	96.00%
New Milford Hospital	117	112	95.73%
Community Enterprises Inc.	46	44	95.65%
CommuniCare Inc	113	108	95.58%
Waterbury Hospital Health Center	45	43	95.56%
Yale University-Behavioral Health	108	103	95.37%
Farrell Treatment Center	192	183	95.31%
St. Mary’s Hospital Corporation	170	162	95.29%
Kuhn Employment Opportunities Inc.	39	37	94.87%
Operation Hope of Fairfield Inc.	38	36	94.74%
Hartford Dispensary	1624	1536	94.58%
Center for Human Development	200	189	94.50%
Goodwill of Western and Northern CT Inc.	88	83	94.32%
United Services Inc.	379	357	94.20%
New Reach, Inc.	34	32	94.12%
Bridge House	100	94	94.00%
Pathways Inc.	83	78	93.98%
Fellowship Inc.	277	260	93.86%
Recovery Network of Programs	439	412	93.85%
Catholic Charities of Fairfield County Inc.	146	137	93.84%
Continuum of Care	178	167	93.82%
McCall Foundation Inc	128	120	93.75%
Connecticut Renaissance Inc.	455	426	93.63%
Inspirica Inc. (formerly St Luke’s LifeWorks)	77	72	93.51%
Western Connecticut Mental Health Network	642	599	93.30%
Liberation Programs	189	176	93.12%
St. Vincent DePaul Place Middletown Inc.	41	38	92.68%
Charlotte Hungerford Hospital	259	240	92.66%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Marrakech Day Services	107	99	92.52%
Norwalk Hospital	231	213	92.21%
Connecticut Mental Health Center	692	638	92.20%
Catholic Charities - Institute for the Hispanic Family	102	94	92.16%
APT Foundation Inc	632	582	92.09%
BH Care (formerly Harbor and Birmingham)	706	650	92.07%
My Sisters' Place	49	45	91.84%
Chrysalis Center Inc.	432	396	91.67%
Keystone House Inc.	108	99	91.67%
Stafford Family Services	60	55	91.67%
Natchaug Hospital	143	131	91.61%
Reliance House	116	106	91.38%
Easter Seal Goodwill Ind. Rehab. Center Inc.	56	51	91.07%
Community Health Resources Inc.	795	724	91.07%
Central CT Coast YMCA	44	40	90.91%
Yale University - WAGE	33	30	90.91%
Community Mental Health Affiliates	455	413	90.77%
Mercy Housing and Shelter Corporation	118	107	90.68%
Connection Inc	361	327	90.58%
Columbus House	124	112	90.32%
St. Vincent DePaul Mission of Waterbury Inc.	61	55	90.16%
Hartford Behavioral Health	149	134	89.93%
Alcohol and Drug Recovery Center ADRC	403	362	89.83%
Connecticut Counseling Centers Inc.	432	386	89.35%
Laurel House	187	167	89.30%
Chemical Abuse Services Agency (CASA)	316	282	89.24%
Bridges	223	198	88.79%
Sound Community Services Inc.	206	182	88.35%
Southwest Connecticut Mental Health System	240	212	88.33%
Mental Health Association of CT Inc.	411	363	88.32%
Capitol Region Mental Health Center	179	158	88.27%
Guardian Ad Litem	136	120	88.24%
Hospital of St. Raphael	85	75	88.24%
Community Renewal Team (CRT)	169	149	88.17%
Middlesex Hospital Mental Health Clinic	72	63	87.50%
Perception Programs Inc	168	147	87.50%
Central Naugatuck Valley (CNV) Help Inc.	220	192	87.27%
Ability Beyond	129	112	86.82%
Wellmore (Morris Foundation Inc)	407	351	86.24%
SCADD	283	243	85.87%
Southeastern Mental Health Authority	131	112	85.50%
Midwestern CT Council on Alcoholism (MCCA)	1301	1108	85.17%
Gilead Community Services Inc.	155	131	84.52%
New Directions Inc of North Central Conn.	135	114	84.44%
Rushford Center	1197	1003	83.79%
Crossroads Inc	104	87	83.65%
Wheeler Clinic	578	471	81.49%
Shelter for the Homeless Inc.	74	60	81.08%
Hartford Hospital	1252	1012	80.83%
River Valley Services	183	147	80.33%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Connecticut Valley Hospital	192	153	79.69%
Cornell Scott-Hill Health Corporation	589	440	74.70%
Common Ground Community	5	5	-
Council of Churches Greater Bridgeport	22	20	-
Day Kimball Hospital	4	4	-
Family Centered Services of CT (CCCC)	12	12	-
Hands on Hartford	10	10	-
Immaculate Conception Inc.	8	6	-
John J. Driscoll United Labor Agency Inc.	15	14	-
Martin House	8	6	-
My People Clinical Services LLC	8	7	-
YWCA of Hartford	20	18	-

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>
Leeway Inc.	43	43	100.00%
InterCommunity Inc.	187	182	97.33%
Dixwell Newhallville Community MHS	99	95	95.96%
Hall Brooke Foundation Inc.	66	63	95.45%
Kuhn Employment Opportunities Inc.	43	41	95.35%
Liberty Community Services	51	48	94.12%
Advanced Behavioral Health	140	131	93.57%
Hartford Dispensary	1647	1510	91.68%
Easter Seals of Greater Hartford Rehab Center Inc.	60	55	91.67%
Waterbury Hospital Health Center	47	43	91.49%
New Reach, Inc.	34	31	91.18%
Inspirica Inc. (formerly St Luke's LifeWorks)	78	71	91.03%
My Sisters' Place	55	50	90.91%
New Milford Hospital	121	110	90.91%
Farrell Treatment Center	197	179	90.86%
St. Mary's Hospital Corporation	174	158	90.80%
Liberation Programs	195	177	90.77%
Connecticut Renaissance Inc.	470	426	90.64%
Connecticut Counseling Centers Inc.	438	396	90.41%
Crossroads Inc	102	92	90.20%
Bristol Hospital	110	99	90.00%
Goodwill of Western and Northern CT Inc.	96	86	89.58%
Operation Hope of Fairfield Inc.	38	34	89.47%
Marrakech Day Services	112	100	89.29%
Kennedy Center Inc.	83	74	89.16%
Supportive Environmental Living Facility Inc-SELF	46	41	89.13%
Fellowship Inc.	285	254	89.12%
Family and Children's Agency Inc	152	135	88.82%
Recovery Network of Programs	456	401	87.94%
APT Foundation Inc	658	577	87.69%
Pathways Inc.	88	77	87.50%
Catholic Charities - Institute for the Hispanic Family	102	89	87.25%
Yale University-Behavioral Health	115	100	86.96%
McCall Foundation Inc	137	119	86.86%
Easter Seal Goodwill Ind. Rehab. Center Inc.	53	46	86.79%
Danbury Hospital	135	117	86.67%
Backus Hospital	67	58	86.57%
Keystone House Inc.	111	96	86.49%
New Directions Inc of North Central Conn.	146	126	86.30%
Community Enterprises Inc.	51	44	86.27%
Alcohol and Drug Recovery Center ADRC	474	408	86.08%
Bridge House	112	96	85.71%
Laurel House	193	165	85.49%
Catholic Charities of Fairfield County Inc.	161	137	85.09%
Optimus Health Care-Bennett Behavioral Health	80	68	85.00%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Chemical Abuse Services Agency (CASA)	339	288	84.96%
Continuum of Care	178	151	84.83%
FSW Inc.	63	53	84.13%
St. Vincent DePaul Place Middletown Inc.	44	37	84.09%
CommuniCare Inc	119	100	84.03%
Mercy Housing and Shelter Corporation	116	97	83.62%
St. Vincent DePaul Mission of Waterbury Inc.	61	51	83.61%
Shelter for the Homeless Inc.	78	65	83.33%
Connecticut Mental Health Center	710	591	83.24%
Connection Inc	368	302	82.07%
Reliance House	120	98	81.67%
Guardian Ad Litem	140	114	81.43%
Western Connecticut Mental Health Network	662	539	81.42%
Perception Programs Inc	172	140	81.40%
Wellmore (Morris Foundation Inc)	411	333	81.02%
Mental Health Association of CT Inc.	418	338	80.86%
Community Mental Health Affiliates	468	377	80.56%
Southwest Connecticut Mental Health System	241	194	80.50%
SCADD	294	236	80.27%
Midwestern CT Council on Alcoholism (MCCA)	1341	1073	80.01%
Center for Human Development	203	162	79.80%
Gilead Community Services Inc.	155	123	79.35%
Yale University - WAGE	33	26	78.79%
Norwalk Hospital	243	191	78.60%
Community Health Resources Inc.	817	642	78.58%
Columbus House	128	100	78.13%
Community Renewal Team (CRT)	191	149	78.01%
Ability Beyond	130	101	77.69%
Capitol Region Mental Health Center	179	139	77.65%
Wheeler Clinic	602	467	77.57%
United Community and Family Services	53	41	77.36%
Central CT Coast YMCA	47	36	76.60%
Connecticut Valley Hospital	196	150	76.53%
Chrysalis Center Inc.	449	343	76.39%
Sound Community Services Inc.	211	160	75.83%
Central Naugatuck Valley (CNV) Help Inc.	220	166	75.45%
Catholic Charities- Waterbury	81	61	75.31%
Southeastern Mental Health Authority	133	100	75.19%
Hartford Hospital	1281	958	74.79%
Cornell Scott-Hill Health Corporation	610	452	74.10%
Council of Churches Greater Bridgeport	27	20	74.07%
River Valley Services	193	142	73.58%
United Services Inc.	405	297	73.33%
Rushford Center	1230	888	72.20%
BH Care (formerly Harbor and Birmingham)	726	519	71.49%
Bridges	237	169	71.31%
Hartford Behavioral Health	152	108	71.05%
Charlotte Hungerford Hospital	274	185	67.52%
Natchaug Hospital	152	102	67.11%
Hospital of St. Raphael	94	63	67.02%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Middlesex Hospital Mental Health Clinic	75	49	65.33%
Stafford Family Services	65	38	58.46%
Common Ground Community	5	5	-
Day Kimball Hospital	3	3	-
Family Centered Services of CT (CCCC)	12	12	-
Hands on Hartford	9	9	-
Immaculate Conception Inc.	8	4	-
John J. Driscoll United Labor Agency Inc.	18	16	-
Martin House	8	5	-
My People Clinical Services LLC	8	7	-
YWCA of Hartford	22	14	-

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
Leeway Inc.	43	43	100.00%
Hall Brooke Foundation Inc.	70	68	97.14%
InterCommunity Inc.	187	179	95.72%
Operation Hope of Fairfield Inc.	41	39	95.12%
Dixwell Newhallville Community MHS	99	94	94.95%
Marrakech Day Services	115	108	93.91%
Community Enterprises Inc.	57	53	92.98%
Goodwill of Western and Northern CT Inc.	105	97	92.38%
Easter Seals of Greater Hartford Rehab Center Inc.	60	55	91.67%
My Sisters' Place	55	50	90.91%
Yale University - WAGE	32	29	90.63%
Crossroads Inc	104	94	90.38%
McCall Foundation Inc	141	127	90.07%
Hartford Dispensary	1635	1468	89.79%
Liberation Programs	194	174	89.69%
New Directions Inc of North Central Conn.	145	130	89.66%
Recovery Network of Programs	458	405	88.43%
Farrell Treatment Center	195	172	88.21%
Kuhn Employment Opportunities Inc.	42	37	88.10%
Catholic Charities of Fairfield County Inc.	166	146	87.95%
Kennedy Center Inc.	90	79	87.78%
Bridge House	112	98	87.50%
Family and Children's Agency Inc	147	128	87.07%
Connecticut Renaissance Inc.	463	403	87.04%
Supportive Environmental Living Facility Inc-SELF	46	40	86.96%
Fellowship Inc.	289	251	86.85%
Connecticut Counseling Centers Inc.	437	379	86.73%
New Reach, Inc.	35	30	85.71%
Bristol Hospital	111	95	85.59%
Advanced Behavioral Health	141	120	85.11%
Liberty Community Services	52	44	84.62%
Alcohol and Drug Recovery Center ADRC	480	403	83.96%
Easter Seal Goodwill Ind. Rehab. Center Inc.	56	47	83.93%
Inspirica Inc. (formerly St Luke's LifeWorks)	80	67	83.75%
Catholic Charities - Institute for the Hispanic Family	103	86	83.50%
St. Mary's Hospital Corporation	172	143	83.14%
Waterbury Hospital Health Center	47	39	82.98%
FSW Inc.	64	53	82.81%
Continuum of Care	184	152	82.61%
New Milford Hospital	120	99	82.50%
Optimus Health Care-Bennett Behavioral Health	80	66	82.50%
Pathways Inc.	91	75	82.42%
Midwestern CT Council on Alcoholism (MCCA)	1352	1111	82.17%
APT Foundation Inc	660	541	81.97%
CommuniCare Inc	121	99	81.82%
Laurel House	193	157	81.35%
Chemical Abuse Services Agency (CASA)	340	276	81.18%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Perception Programs Inc	173	140	80.92%
Danbury Hospital	136	110	80.88%
St. Vincent DePaul Mission of Waterbury Inc.	62	50	80.65%
Columbus House	132	106	80.30%
Connecticut Mental Health Center	715	574	80.28%
Ability Beyond	146	117	80.14%
Southwest Connecticut Mental Health System	239	191	79.92%
Center for Human Development	203	162	79.80%
Wellmore (Morris Foundation Inc)	408	325	79.66%
Mental Health Association of CT Inc.	427	340	79.63%
Western Connecticut Mental Health Network	671	531	79.14%
Central Naugatuck Valley (CNV) Help Inc.	225	178	79.11%
SCADD	295	233	78.98%
Gilead Community Services Inc.	156	123	78.85%
St. Vincent DePaul Place Middletown Inc.	46	36	78.26%
Mercy Housing and Shelter Corporation	122	95	77.87%
Connection Inc	375	292	77.87%
Keystone House Inc.	112	87	77.68%
Guardian Ad Litem	140	108	77.14%
Southeastern Mental Health Authority	135	104	77.04%
Connecticut Valley Hospital	199	153	76.88%
Reliance House	128	98	76.56%
Norwalk Hospital	245	187	76.33%
Shelter for the Homeless Inc.	81	61	75.31%
Chrysalis Center Inc.	460	344	74.78%
Wheeler Clinic	615	459	74.63%
Community Mental Health Affiliates	470	349	74.26%
Council of Churches Greater Bridgeport	27	20	74.07%
Community Health Resources Inc.	820	606	73.90%
Yale University-Behavioral Health	114	84	73.68%
United Community and Family Services	53	39	73.58%
Backus Hospital	68	50	73.53%
Sound Community Services Inc.	210	151	71.90%
Community Renewal Team (CRT)	192	138	71.88%
Catholic Charities- Waterbury	80	57	71.25%
Hospital of St. Raphael	91	64	70.33%
Cornell Scott-Hill Health Corporation	608	424	69.74%
Rushford Center	1226	844	68.84%
Hartford Behavioral Health	144	99	68.75%
Hartford Hospital	1277	877	68.68%
Capitol Region Mental Health Center	180	123	68.33%
Central CT Coast YMCA	47	32	68.09%
River Valley Services	195	132	67.69%
BH Care (formerly Harbor and Birmingham)	730	488	66.85%
Natchaug Hospital	157	103	65.61%
United Services Inc.	403	257	63.77%
Bridges	242	154	63.64%
Stafford Family Services	63	38	60.32%
Charlotte Hungerford Hospital	277	166	59.93%
Middlesex Hospital Mental Health Clinic	74	43	58.11%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
YWCA of Hartford	24	21	-
John J. Driscoll United Labor Agency Inc.	19	18	-
Family Centered Services of CT (CCCC)	12	10	-
Hands on Hartford	10	9	-
Immaculate Conception Inc.	9	5	-
My People Clinical Services LLC	8	7	-
Martin House	7	4	-
Common Ground Community	5	3	-
Day Kimball Hospital	4	2	-

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	82.0	90.2	82.7	87.3	90.7	88.3	80.7
MH Programs	86.6	91.8	80.5	91.4	91.4	90.7	76.7
Significance	*	*	*	*	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

- More clients in MH programs reported satisfaction in the Access, Appropriateness, General Satisfaction, and Respect domains.
- More clients in SU programs reported satisfaction in the Outcome and Recovery domains.

Consumer Satisfaction across Gender

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Men	83.9	90.2	82.4	88.5	90.4	88.5	79.3
Women	85.5	92.3	80.1	91.0	92.4	91.3	77.6
Significance	*	*	*	*	*	*	*
SU Programs							
Men	80.5	89.3	82.9	86.0	90.1	86.9	80.9
Women	85.0	92.0	82.2	89.8	92.1	91.0	80.4
Significance	*	*	ns	*	*	*	ns
MH Programs							
Men	87.6	91.3	81.9	91.4	90.5	90.2	77.1
Women	85.5	92.4	79.2	91.5	92.3	91.2	76.2
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:

- More women reported satisfaction with services in the Access, Appropriateness, General Satisfaction, Participation in treatment, and Respect domains.
- More men reported satisfaction with services in the Outcome domain.

In SU Programs:

- More women were satisfied with services in the Access, Appropriateness, General Satisfaction, Participation in treatment, and Respect domains.

In MH Programs:

- More men reported satisfaction in the Access and Outcome domains.
- More women were satisfied with services in the Appropriateness and Participation in treatment domains.

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.

Consumer Satisfaction across Race

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
White	84.7	91.3	80.7	89.5	91.6	90.0	77.0
Black	87.5	91.9	83.8	90.2	92.0	89.9	82.5
Other	85.0	90.7	82.1	89.6	90.3	89.0	80.0
Significance	*	ns	*	ns	*	ns	*
SU Programs							
White	81.9	90.8	82.3	87.6	91.4	89.0	80.1
Black	83.9	89.4	84.1	86.5	90.2	86.8	82.8
Other	81.4	89.5	82.1	87.1	89.4	87.2	80.9
Significance	ns	ns	ns	ns	*	ns	*
MH Programs							
White	87.5	91.7	79.5	91.6	91.2	90.9	73.7
Black	89.4	93.0	83.0	92.2	93.2	91.5	82.0
Other	88.1	92.2	82.0	91.9	91.2	90.6	79.0
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 domain, more consumers who identified themselves the Black category were satisfied than those who identified themselves in the White or Other categories.
- In the Outcome domain, more consumers who identified themselves in the Black category were satisfied than those who identified themselves in the White category.
- For Participation in Treatment, more clients who identified themselves as White or Black were satisfied compared to those who identified themselves into the Other category.
- In the Recovery domain, there were more satisfied clients in the Black category than in either the Other or White categories. There were more satisfied clients in the Other category as compared to the White category.

In SU Programs:

- For Participation in Treatment, more consumers in the White racial category were satisfied with services than those in the Other category.
- In the Recovery domain, more consumers in the Black racial category were satisfied with services than those in the White category.

In MH Programs:

- In the Outcome and Recovery domains, more consumers who identified themselves in the Black racial category were 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	83.8	91.9	82.2	90.7	91.2	89.7	79.8
Non-Hispanic	86.0	91.7	81.7	89.8	92.2	90.7	78.5
Significance	*	ns	ns	ns	*	*	ns
SU Programs							
Hispanic	84.2	91.2	84.4	89.6	90.7	88.8	81.8
Non-Hispanic	81.8	90.6	82.9	87.1	91.5	88.9	80.7
Significance	*	ns	ns	*	ns	ns	*
MH Programs							
Hispanic	83.0	92.6	80.6	91.7	91.6	90.4	78.1
Non-Hispanic	90.3	92.7	81.2	92.5	92.7	92.4	77.0
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 when a difference is significant

Across All Programs:

- In each of the significant domains (Access, Participation in Treatment, and Respect), more consumers who identified themselves as non-Hispanic were satisfied with services than those who identified themselves as Hispanic.
- Previous reports (SFY10-14) all reported significance in terms of more Hispanics were satisfied with services; this year's pattern is different from the previous five years.

In SU Programs:

- In the Access, General Satisfaction, and Recovery domains, more Hispanic consumers were satisfied with services than non-Hispanic consumers.

In MH Programs:

- In Access and Respect domains, more non-Hispanic consumers were satisfied with services than Hispanic consumers.
- This also represents a flip; in past years Hispanic consumers were generally reported to have significantly higher satisfaction ratings compared to non-Hispanic consumers.

Consumer Satisfaction across Age Groups

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
24 & Under	80.9	90.4	80.4	85.1	89.8	88.4	80.6
25-34	82.4	90.9	82.0	87.4	90.9	89.4	79.4
35-54	85.5	91.5	81.1	90.6	91.7	89.9	78.1
55 & Older	86.8	91.1	81.8	91.6	91.6	90.1	77.4
Significance	*	ns	ns	*	ns	ns	*
SU Programs							
24 & Under	78.0	89.8	81.0	83.6	90.1	87.6	80.0
25-34	80.3	89.6	82.5	86.2	90.6	88.2	81.0
35-54	83.2	90.7	83.0	88.0	91.2	88.5	80.8
55 & Older	86.4	90.3	83.2	90.9	91.3	88.6	78.9
Significance	*	ns	ns	*	ns	ns	ns
MH Programs							
24 & Under	83.4	90.7	78.5	85.4	89.7	88.9	78.4
25-34	86.5	92.9	81.3	90.5	91.1	91.7	76.2
35-54	87.2	92.0	79.8	92.6	91.6	90.8	76.1
55 & Older	86.5	91.4	81.6	91.7	91.6	90.5	77.1
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 Access and General Satisfaction domains, more consumers who were 35 years old or older were satisfied with services than consumers in the 34 years and younger age categories.
- In the Recovery domain, more clients who were 24 years old or younger were satisfied with services than clients who were 55 years old or older.

In SU Programs:

- In the Access domain, more consumers who were 35 years old or older were satisfied with services than consumers in the 34 years and younger age categories. Additionally, more 55 years and older clients were satisfied with services compared to clients who were younger than 55 years.
- In the General Satisfaction domain, more clients who were 35 years old or older were satisfied than clients who were 24 years old or younger. Additionally, more 55 years and older clients were satisfied with services compared to clients who were younger than 55 years.

In MH Programs:

- In the Access domain, more clients who were 35- 54 years or older were satisfied than those who were 24 years or younger.
- In the General Satisfaction domain, more clients in the 35-54 year age group were satisfied compared to clients in the 25-34 year age group. Additionally, fewer clients in the 24 year and younger group were satisfied with services than in all older age groups.

Consumer Satisfaction across Levels of Care

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Outpatient	81.4	90.2	78.6	87.6	90.2	87.8	74.4
Residential	86.5	90.6	82.8	88.3	90.8	90.8	81.1
Case Management	92.6	95.3	84.0	93.9	94.1	93.2	81.4
Social Rehab	88.8	91.5	85.7	93.6	91.2	91.6	85.1
Employment	96.0	96.2	86.3	97.1	95.0	92.7	85.7
Med Assist Tx	84.0	92.9	89.7	91.7	93.3	92.8	86.5
CSP/RP/ACT	86.2	91.3	78.2	90.6	90.6	90.5	75.0
IOP	77.8	87.6	77.8	85.2	88.6	85.4	76.1
Significance	*	*	*	*	*	*	*
SU Programs							
Outpatient	81.3	89.4	79.4	84.3	89.7	85.3	77.8
Residential	84.1	91.0	84.8	88.2	91.2	91.5	83.9
Case Management	95.1	98.6	89.7	97.2	98.0	94.5	85.7
Employment	95.8	92.1	79.1	96.4	93.8	91.4	81.8
Med Assist Tx	84.0	92.9	89.7	91.7	93.3	92.8	86.5
IOP	77.7	87.4	77.7	84.8	88.4	85.0	76.2
	*	*	*	*	*	*	*
MH Programs							
Outpatient	81.5	90.7	77.9	90.0	90.6	89.7	71.9
Residential	90.0	90.1	79.6	88.3	90.1	89.6	76.7
Case Management	92.0	94.6	82.7	93.1	93.2	92.9	80.4
Social Rehab	88.8	91.5	85.7	93.6	91.2	91.6	85.1
Employment	96.0	96.3	86.7	97.2	95.1	92.7	85.8
CSP/RP/ACT	86.2	91.3	78.2	90.6	90.6	90.5	75.0
IOP	81.3	92.1	79.4	93.7	93.7	93.5	74.2
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 and General Satisfaction domains, more clients who received employment services were satisfied than clients who received all other types of services listed. Additionally, in the Access domain, fewer clients who received intensive outpatient were satisfied with services than clients in all other levels of care.
- In the Appropriateness domain, more clients who received case management and employment services were satisfied than clients who received all other types of services.
- In the Outcome domain, more clients who received medication assisted treatment (methadone maintenance) services were satisfied than clients who received all other types of services listed except employment services.
- With respect to Participation in Treatment, more clients who received employment services were satisfied than clients who received all other types of services except methadone maintenance and case management services.
- With regard to Respect, fewer clients who received outpatient or intensive outpatient services were satisfied than clients who received all other types of service.

- In the Recovery domain, more clients who received methadone maintenance services were satisfied than clients who received outpatient, residential, case management, CSP/RP/ACT or intensive outpatient services.

In SU Programs:

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

In MH Programs:

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

Consumer Satisfaction by Length of Service

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
< 1 Year	83.4	90.6	80.4	87.6	90.7	88.3	79.0
1-2 Years	87.6	92.4	81.6	91.3	92.3	91.0	78.9
2-5 Years	87.5	92.2	82.5	91.1	92.4	91.7	77.9
> 5 Years	83.1	90.7	82.2	91.2	90.9	89.8	77.8
Significance	*	*	*	*	*	*	ns
SU Programs							
< 1 Year	81.2	89.8	81.6	86.2	90.1	87.2	80.4
1-2 Years	83.7	90.8	84.0	89.4	92.4	90.5	81.4
2-5 Years	83.1	91.3	85.5	89.4	91.8	90.4	80.8
> 5 Years	84.3	91.9	85.7	90.8	92.5	91.0	81.9
Significance	ns	ns	*	*	ns	*	ns
MH Programs							
< 1 Year	90.1	92.5	76.7	91.5	91.7	91.1	74.6
1-2 Years	89.9	93.7	80.6	92.8	92.7	91.6	77.6
2-5 Years	88.7	92.1	81.2	91.3	92.4	91.8	76.9
> 5 Years	82.0	90.5	82.0	91.2	90.2	89.4	77.3
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(s) when a difference is significant

Across All Programs:

- Access: More consumers who had been receiving services for 1 to 5 years were satisfied than those who were receiving services for less than a year and those who had been receiving services for more than 5 years.
- Appropriateness and Participation in Treatment: More clients who had been receiving services for 1 - 5 years were satisfied than those who had been receiving services for less than one year. Additionally, specific to the Appropriateness domain, more clients who received services for 1-2 years were satisfied compared to those who received services for less than one year or more than five years.
- Outcome: More clients who received services for 2 or more years were satisfied compared to clients who had been receiving services for less than one year.
- General Satisfaction and Respect: More clients who received services for 1 or more years were satisfied compared to clients who had been receiving services for less than one year.

In SU Programs:

- Outcome, General Satisfaction, and Respect: More consumers who had been receiving services for one year or more were satisfied than those who were receiving services for less than a year.

In MH Programs:

- Access: More clients who had been receiving services for less than 5 years were satisfied than those who received services for 5 or more years.
- Appropriateness: More clients who had been receiving services for 2 years or less were satisfied than those who received services for 5 or more years.
- Outcome: More consumers who had been receiving services for one year or more were satisfied than those who were receiving services for less than a year.

- Participation in Treatment: More clients who had been receiving services for 1-5 years were satisfied with those services than those who had been receiving services for 5 or more years.
- Respect: More clients who had been receiving services for 2-5 years were satisfied with those services than those who had been receiving services for 5 or more years.

Consumer Satisfaction across Regions

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Region 1 (S Western)	89.0	93.0	85.6	92.2	91.9	91.7	83.8
Region 2 (S Central)	83.9	89.1	80.2	88.2	89.7	87.7	76.9
Region 3 (S Eastern)	87.8	91.9	77.4	89.8	91.0	90.7	73.8
Region 4 (N Central)	81.6	91.0	82.2	89.6	91.1	89.2	78.4
Region 5 (Western)	85.7	92.3	82.3	89.6	92.4	91.0	80.7
Significance	*	*	*	*	*	*	*
SU Programs							
Region 1 (S Western)	84.7	91.7	88.7	90.5	90.4	91.2	86.6
Region 2 (S Central)	77.1	86.2	77.5	84.2	87.7	83.7	73.7
Region 3 (S Eastern)	85.3	92.2	77.9	88.6	91.3	90.4	77.5
Region 4 (N Central)	86.0	92.8	87.1	90.6	93.2	90.9	84.8
Region 5 (Western)	80.8	90.6	83.4	85.8	91.1	88.7	83.4
Significance	*	*	*	*	*	*	*
MH Programs							
Region 1 (S Western)	91.3	93.8	83.9	93.1	92.7	91.9	82.2
Region 2 (S Central)	90.8	92.1	82.9	92.1	91.8	91.6	80.1
Region 3 (S Eastern)	90.3	91.7	76.9	91.0	90.7	91.0	70.0
Region 4 (N Central)	77.4	89.3	77.5	88.7	89.1	87.5	72.3
Region 5 (Western)	90.1	94.0	81.3	93.4	93.6	93.3	78.1
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:

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

In SU Programs:

- Access, Appropriateness, Participation in Treatment, and Respect: Fewer clients from Region 2 were satisfied than clients from each other Region.

- Outcome and Recovery: Fewer clients from Regions 2 & 3 were satisfied than clients from each other Region.
- General Satisfaction: More clients in Region 1 were satisfied than clients from Regions 2 & 5.

In MH Programs:

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

Summary by Domains

Access

Eighty-five percent (85%) of respondents reported satisfaction on the Access domain. *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Respondents who were receiving treatment for Mental Health disorders
- Women
- Respondents in the African-American (Black) racial category
- Respondents of Non-Hispanic/Latino origin
- Respondents aged 35 years or older
- Respondents receiving employment services
- Respondents from any Planning Region except Region 4 (North Central)

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

- Women
- Respondents of Hispanic/Latino origin
- Respondents aged 35 years or older
- Respondents from any Planning Region except Region 2 (South Central)

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

- Men
- Respondents of Non-Hispanic/Latino origin
- Respondents receiving less than five years of services
- Respondents from any Planning Region except Region 4 (North Central)

Quality and Appropriateness

Ninety-one percent (91%) of respondents reported satisfaction on the Quality and Appropriateness domain. *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Respondents who were receiving treatment for Mental Health disorders
- Women
- Respondents receiving employment services

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

- Women
- Respondents from any Planning Region except Region 2 (South Central)

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

- Women
- Respondents aged 25 - 34 years
- Respondents from any Planning Region except Region 4 (North Central)

General Satisfaction

Ninety percent (90%) of respondents reported satisfaction on the General Satisfaction domain. *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Respondents receiving treatment from Mental Health programs
- Women
- Respondents aged 35 years and older
- Respondents receiving employment services
- Respondents receiving services for 2 or more years

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

- Women
- Respondents of Hispanic/Latino origin
- Respondents aged 55 years and older
- Respondents receiving services for 2 or more years

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

- Respondents aged 25 years and older

Outcome

Eighty-two percent (82%) of respondents reported satisfaction on the Outcome domain. *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Respondents receiving treatment for Substance Use disorders
- Men
- Respondents in employment, residential, case management, social rehabilitation or methadone maintenance programs
- Respondents from Planning Region 1 (South Western)

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

- Respondents who have been receiving services for more 1 or more years
- Respondents from Planning Regions 1 (South Western) & 4 (North Central)

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

- Men
- Respondents who have been receiving services for more 1 or more years

Recovery

Seventy-nine percent (79%) of respondents reported satisfaction in the Recovery domain. *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Respondents receiving treatment for Substance Use disorders
- Men
- Respondents in the African-American (Black) racial category
- Respondents in employment, residential, case management, or methadone maintenance programs
- Respondents from Planning Region 1 (South Western)

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

- Respondents of Hispanic/Latino origin
- Respondents from Planning Regions 1 (South Western), 4 (North Central) or 5 (Western)

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

- Respondents in the African-American (Black) racial category
- Respondents in social rehabilitation or employment programs
- Respondents from Planning Regions 1 (South Western), 2 (South Central) or 5 (Western)

Participation in Treatment

Ninety-one percent (91%) of respondents agreed with the statement, “I felt comfortable asking questions about my services, treatment or medication.” *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Women
- Respondents in the African-American (Black) or Caucasian (White) racial categories
- Respondents of Non-Hispanic/Latino origin
- Respondents in employment, case management, Social rehabilitation, ACT/CSP/RP, or methadone maintenance programs

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

- Women
- Respondents from any Planning Region except Region 2 (South Central)

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

- Women

Respect

Ninety percent (90%) of respondents agreed with the statement, “My wishes are respected about the amount of family involvement I want in my treatment.” *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Respondents receiving treatment for Mental Health disorders
- Women
- Respondents of Non-Hispanic/Latino origin
- Respondents in employment, case management, or social rehabilitation programs
- Respondents who have been receiving services for more 1 or more years

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

- Women
- Respondents who have been receiving services for more 1 or more years
- Respondents from any Planning Region except Region 2 (South Central)

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

- Respondents of Non-Hispanic/Latino origin
- Respondents from any Planning Region except Region 4 (North Central)

Quality of Life Results

During Fiscal Year 2015, 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 2,348 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	62.4	62.8	60.4	63.2	65.2
SU Programs	68.7	68.1	63.2	64.1	68.8
MH Programs	59.8	60.7	59.2	62.9	63.9
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, General QOL domains when compared to clients in MH programs.
- This is the same pattern of results that have been observed in FY2010, SFY2011, FY2013 and SFY2014.

Quality of Life across Gender

	Physical Health	Psychological	Social	Environment	General QOL
Men	65.1	65.0	60.2	63.6	66.8
Women	58.5	59.7	60.5	62.5	63.1
Significance	*	*	ns	ns	*
SU Programs					
Men	71.4	70.7	64.1	64.0	70.3
Women	62.5	62.5	61.2	63.9	65.7
Significance	*	*	ns	ns	*
MH Programs					
Men	61.9	62.1	58.1	63.5	65.1
Women	57.4	58.9	60.3	62.2	62.4
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, and General QOL domains, men reported better QOL than did women.

In SU Programs:

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

In MH Programs:

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

Quality of Life across Race

	Physical Health	Psychological	Social	Environment	General QOL
White	61.9	60.7	59.2	63.5	63.7
Black	63.6	66.6	62.2	64.4	67.9
Other	63.8	66.4	63.1	61.5	68.3
Significance	ns	*	ns	ns	*
SU Programs					
White	69.8	66.8	62.3	64.2	67.7
Black	65.5	70.1	64.5	65.5	69.6
Other	69.1	70.3	65.4	61.9	71.5
Significance	ns	ns	ns	ns	ns
MH Programs					
White	58.4	58.0	57.7	63.3	62.0
Black	63.1	65.5	61.5	64.1	67.4
Other	61.0	64.4	61.9	61.4	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 Psychological 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 SU Programs:

- No differences in QOL across Racial categories.

In MH Programs:

- In the Psychological and General QOL domains, consumers who identified themselves in the Black or Other categories reported better QOL than those who identified themselves in the White category.
- In the Physical Health 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	59.6	63.2	60.6	60.7	64.4
Non-Hispanic	62.9	62.1	60.2	64.4	64.9
Significance	*	ns	ns	*	ns
SU Programs					
Hispanic	67.1	69.3	66.2	63.6	71.6
Non-Hispanic	68.5	66.3	61.5	63.3	66.8
Significance	ns	ns	ns	ns	ns
MH Programs					
Hispanic	56.4	60.7	58.2	59.4	61.7
Non-Hispanic	60.9	60.6	59.7	64.8	64.2
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 when a difference is significant

Across All Programs:

- Non-Hispanic clients reported better QOL in the Physical Health and Environment domains compared to Hispanic clients.

In SU Programs:

- No differences in QOL across Ethnicity.

In MH Programs:

- Non-Hispanic clients reported better QOL in the Physical Health and Environment domains compared to Hispanic clients.

Quality of Life across Age Groups

	Physical Health	Psychological	Social	Environment	General QOL
24 & Under	72.1	67.4	66.6	65.4	71.6
25-34	68.5	67.0	64.1	65.2	69.3
35-54	59.5	60.6	58.3	61.1	63.7
55 & Older	60.1	62.1	58.9	64.7	63.4
Significance	*	*	*	*	*
SU Programs					
24 & Under	73.7	70.7	67.3	63.9	73.8
25-34	72.4	69.7	64.3	64.1	70.7
35-54	66.6	67.4	62.4	63.5	67.7
55 & Older	59.6	60.5	56.8	62.9	61.4
Significance	*	*	ns	ns	*
MH Programs					
24 & Under	70.6	64.7	66.0	66.6	69.8
25-34	64.5	64.3	64.0	66.2	67.9
35-54	57.1	58.1	56.8	60.2	62.4
55 & Older	60.2	62.3	59.2	65.0	63.6
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 who were 34 years or younger reported better QOL than did clients who were 35 years old or older.
- In the Environment domain, clients who were 34 years or younger or 55 years or older reported better QOL than did clients in 35-57 year age category.

In SU Programs:

- In the Physical Health and Psychological, domains, clients who were 34 years or younger reported better QOL than did clients who were 55 years old or older.
- In the General QOL domain, clients who were 34 years or younger reported better QOL than clients who were 55 years 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 34 years or younger reported better QOL than clients who were 35 -54 years old.
- In the Psychological and Environment domains, clients who were 25-34 years or 55 years or older reported better QOL than clients who were 35 -54 years old.
- In the General QOL domain, clients who were 25-34 years old reported better QOL than clients who were 35-54 years old.

Quality of Life across Levels of Care

	Physical Health	Psychological	Social	Environment	General QOL
Outpatient	57.6	57.6	56.9	59.5	60.7
Residential	68.0	67.0	62.5	65.0	68.1
Case Management	61.3	66.0	63.9	67.0	66.3
Social Rehab	63.5	63.1	60.6	65.6	67.4
Employment	65.3	65.0	61.8	63.1	68.6
ACT/CSP/RP	56.5	56.3	55.9	59.3	60.1
IOP	60.3	60.5	57.0	60.6	63.0
Significance	*	*	*	*	*
SU Programs					
Outpatient	62.5	64.5	59.1	62.5	64.6
Residential	73.6	71.4	66.4	66.5	71.9
Employment	65.3	66.1	61.5	55.1	68.2
IOP	60.3	60.5	57.0	60.6	63.0
Significance	*	*	*	*	*
MH Programs					
Outpatient	54.3	52.8	55.3	57.5	58.2
Residential	59.4	60.4	56.3	62.6	62.7
Case Management	61.3	66.0	63.9	67.0	66.3
Social Rehab	63.5	63.1	60.6	65.6	67.4
Employment	65.3	64.8	61.9	64.8	68.6
ACT/CSP/RP	56.5	56.3	55.9	59.3	60.1
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: There were only 2 respondents in the Methadone Maintenance category, thus it was removed from the analysis. In MH Programs there were only respondents in IOP, thus the IOP category was removed from the MH analysis.

Across All Programs:

- In the Physical Health domain, clients who received residential services reported better QOL than clients who received all other types of services except employment services. Clients who received employment services, case management, residential, or social rehabilitation reported better QOL than clients who received outpatient or ACT/CSP/RP services.
- In the Psychological and General QOL domains, clients who received employment, case management, residential, or social rehabilitation services reported better QOL than clients who received outpatient or ACT/CSP/RP services.
- In the Social domain, clients who received employment, case management, or residential services, reported better QOL than clients who received outpatient or ACT/CSP/RP services.
- In the Environment domain, clients who received case management, social rehabilitation or residential services, reported better QOL than clients who received outpatient or ACT/CSP/RP services.

In SU Programs:

- In the Physical Health domain, clients who received residential services reported better QOL than clients who received all other types of services.

- In the Psychological, Social, and General QOL domains, clients who received residential services reported better QOL than clients who received outpatient or intensive outpatient services.
- In the Environmental domain, clients who received outpatient or residential services reported better QOL than clients who received employment services.

In MH Programs:

- In the Physical Health domain, clients who received employment services, case management, residential, or social rehabilitation reported better QOL than clients who received outpatient services.
- In the Psychological domain, clients who received residential, case management, social rehabilitation, or employment services reported better QOL than clients who received outpatient or ACT/CSP/RP services.
- In the Social domain, clients who received case management services reported better QOL than clients who received outpatient, residential, or ACT/CSP/RP services.
- In the Environment and General QOL domain, clients who received case management social rehabilitation or employment services reported better QOL than clients who received outpatient or ACT/CSP/RP services.

Quality of Life by Length of Service

	Physical Health	Psychological	Social	Environment	General QOL
< 1 Year	65.3	64.1	60.0	61.6	65.0
1-2 Years	62.8	64.2	61.2	65.2	67.1
2-5 Years	58.4	60.7	60.2	63.7	64.6
> 5 Years	61.3	62.4	60.3	64.6	65.2
Significance	*	ns	ns	*	ns
SU Programs					
< 1 Year	71.1	69.5	64.0	64.2	69.7
1-2 Years	63.8	65.2	62.9	62.9	64.7
2-5 Years	49.8	55.8	58.1	60.4	63.5
> 5 Years	49.3	58.8	50.8	62.5	61.3
Significance	*	*	ns	ns	ns
MH Programs					
< 1 Year	56.8	56.3	53.8	58.0	58.9
1-2 Years	62.6	64.0	60.8	65.6	67.5
2-5 Years	59.2	61.1	60.4	64.1	64.7
> 5 Years	61.7	62.6	60.7	64.7	65.4
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 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 or more years.

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

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

In MH Programs:

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

Quality of Life across Regions

	Physical Health	Psychological	Social	Environment	General QOL
Region 1 (South Western)	63.4	64.4	60.7	66.8	66.4
Region 2 (South Central)	69.9	68.2	67.2	70.0	71.4
Region 3 (South Eastern)	55.6	54.8	55.9	59.9	59.8
Region 4 (North Central)	62.7	64.6	60.8	61.8	65.4
Region 5 (Western)	71.5	69.3	64.1	67.3	72.6
Significance	*	*	*	*	*
SU Programs					
Region 1 (South Western)	58.0	62.5	62.0	61.4	66.3
Region 2 (South Central)	71.6	67.2	65.0	66.3	70.2
Region 3 (South Eastern)	57.6	58.3	61.7	55.6	55.7
Region 4 (North Central)	69.5	69.3	62.9	63.8	68.4
Region 5 (Western)	76.0	70.6	65.1	67.9	73.2
Significance	*	*	ns	ns	ns
MH Programs					
Region 1 (South Western)	65.1	65.0	60.3	68.5	66.4
Region 2 (South Central)	69.2	68.6	68.1	71.4	71.8
Region 3 (South Eastern)	55.6	54.7	55.8	60.0	59.9
Region 4 (North Central)	58.3	61.5	59.4	60.6	63.5
Region 5 (Western)	65.0	67.3	62.6	66.5	71.7
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, 2 & 5 reported better QOL than did clients from Regions 3 & 4.

In SU Programs:

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

In MH Programs:

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

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
- Men
- Respondents in the African-American (Black) or Other racial categories
- Respondents age 34 years or younger
- Respondents from any Planning Region except Region 3 (South Eastern)

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

- Men
- Respondents in the African-American (Black) or Other racial categories

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

- Respondents in the African-American (Black) or Other racial categories
- Respondents from any Planning Region except Region 3 (South Eastern)

Physical Health

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

- Respondents who were receiving treatment from Substance Use programs
- Men
- Respondents of Non-Hispanic/Latino origin
- Respondents age 34 years or younger
- Respondents from any Planning Region except Region 3 (South Eastern)

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

- Men
- Respondents age 54 years or younger
- Respondents receiving residential services
- Respondents receiving services for less than one year

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

- Men
- Respondents of Non-Hispanic/Latino origin

- Respondents from Planning Regions 1 (South Western), 2 (South Central) or 5 (Western)

Psychological

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

- Respondents who were receiving treatment from Substance Use programs
- Men
- Respondents in the African-American (Black) or Other racial categories
- Respondents age 34 years or younger
- Respondents from any Planning Region except Region 3 (South Eastern)

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

- Men
- Respondents age 54 years or younger

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

- Men
- Respondents in the African-American (Black) or Other racial categories
- Respondents receiving any service other than outpatient
- Respondents receiving services for one or more years
- Respondents from any Planning Region except Region 3 (South Eastern)

Social

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

- Respondents who were receiving treatment from Substance Use programs
- Respondents age 34 years or younger
- Respondents from any Planning Region except Region 3 (South Eastern)

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

- No significant categories to report

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

- Respondents receiving services for one or more years

Environment

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

- Respondents of Non-Hispanic/Latino origin

- Respondents from Planning Regions 1 (South Western), 2 (South Central) or 5 (Western)

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

- No significant categories to report

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

- Respondents of Non-Hispanic/Latino origin
- Respondents receiving services for one or more years

Health Outcomes Survey Results

As part of the SFY2015 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 3,382 surveys were completed (i.e., had at least one question answered). Some 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 or weight less than 50 pounds or more than 650 pounds) 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 2015

Provider	Number of Surveys	Percent
Capitol Region Mental Health Center	167	4.9
Chemical Abuse Services Agency (CASA)	1	.0
Chrysalis Center Inc.	442	13.1
Common Ground Community	5	.1
Community Renewal Team (CRT)	116	3.4
Connecticut Mental Health Center	726	21.5
Connection Inc	164	4.8
Council of Churches Greater Bridgeport	20	.6
Day Kimball Hospital	5	.1
Dixwell Newhallville Community MHS	99	2.9
Easter Seal Goodwill Ind. Rehab. Center Inc.	58	1.7
Family and Children's Agency Inc	20	.6
Hartford Hospital	2	.1
Hospital of St. Raphael	92	2.7
Immaculate Conception Inc.	33	1.0
Inspirica Inc. (formerly St Luke's LifeWorks)	81	2.4
Martin House	8	.2
Pathways Inc.	88	2.6
Southeast Mental Health Authority	126	3.7
Stafford Family Services	52	1.5
United Services	391	11.6
Wheeler Clinic	568	16.8
Yale University-Behavioral Health	100	3.0
YWCA of Hartford	18	.5
Total	3382	100.0

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

Seventy-three percent of the responses came from clients in Mental Health programs and 26% came from clients in Substance Use programs. Fifty of the responses (1%) were submitted at the provider level and thus were not attributed to a specific program type.

Demographic Information

- 1463 females (43.3%) and 1814 males (53.6%) responded to the survey. The remaining 105 respondents (3.1%) did not identify their gender.
- Almost half of the respondents (42.6%) fell into the 35-54 years of age group. Over 20% (21.2%) of the respondents were aged 55-64. 9.0 % were under the age of 25.
- Almost half of the respondents (46.5%) were white, while 27.4% were black. 12.2% did not identify their race.
- Over half (55.7%) of the respondents were non-Hispanic. 16.3% were Hispanic-Puerto Rican and 21% did not identify their ethnicity.

Health Outcomes

- The average client height was 66.6 inches (± 4.5) with a range of 46-88 inches. Women reported an average height of 63.8 inches (± 3.3 , range = 47-80) and men reported an average of 68.8 inches (± 3.8 , range= 46-88).
- The average client weight was calculated to be 191 pounds (± 48.5) with a range of 64-525 pounds. Women reported an average weight of 181.4 pounds (± 47.3 , range = 64-390) and men reported an average of 197.6 pounds (± 46.8 , range= 85-485).
- Body Mass Index (BMI) could be calculated for 78.5% (2655) of the respondents. The average BMI for clients was calculated as 30.3 (± 7.4) with a range of 12.94-73.57. Women had an average BMI of 31.5 (± 8.3 , range = 13.53-73.57) and men had an average of 29.4 (± 6.8 , range= 12.94-64.55).
- 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.
 - 24.3% of respondents fell into the Underweight or Normal BMI categories
 - 31.6% of respondents fell into the Overweight BMI category
 - 44.1% of respondents fell into the Obese BMI category
 - These percentages are very similar to those reported in SFY13 & SFY14

Figure 3: Body Mass Index for 2655 DMHAS Clients

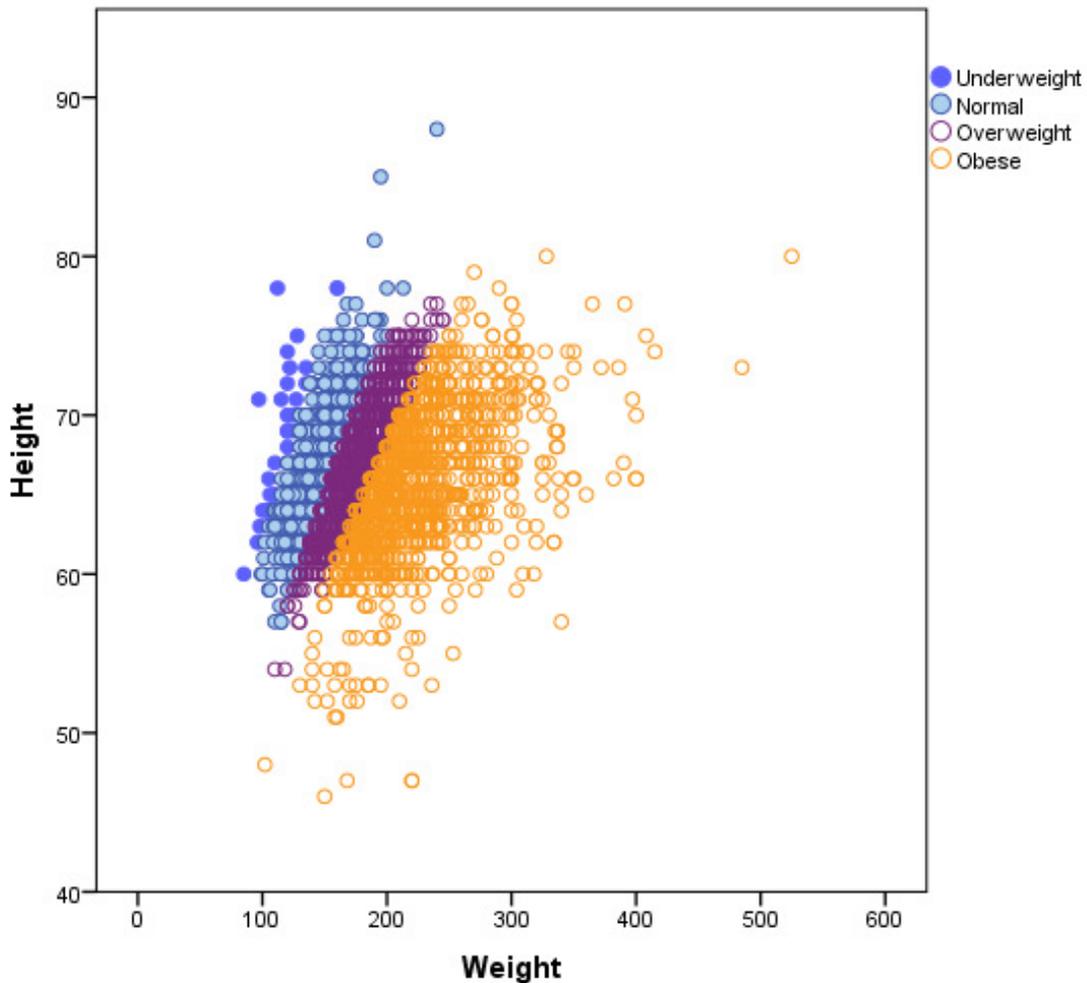
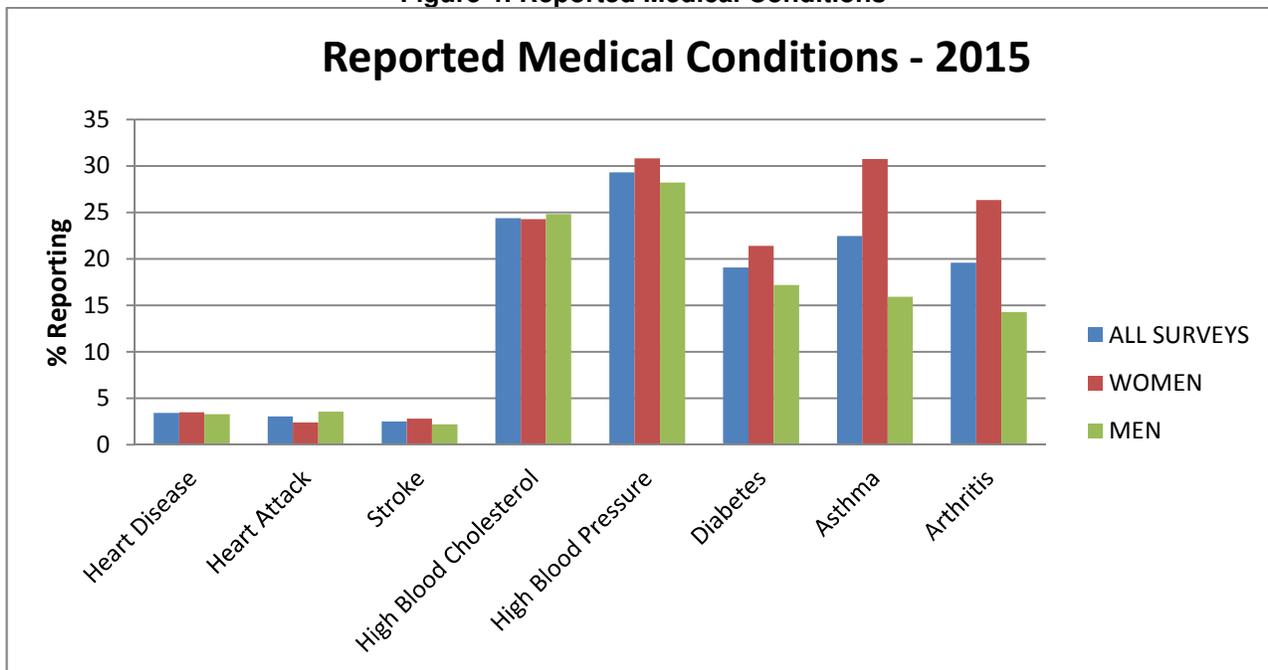


Figure 4: Reported Medical Conditions



- High blood pressure was reported by about 29% of the clients surveyed.
- High cholesterol was reported by 24% of the clients surveyed.
- More than 25% of the women surveyed also reported being told that they had arthritis and more than 30% reported asthma. Significantly more women than men reported having these two conditions.
- Over 20% of women reported having diabetes. This was significantly more than the 17% of men who reported it.
- Angina/heart disease, heart attack, and stroke were each reported by few than 4% of the clients surveyed.
- Over a third (39%) of the clients surveyed did not report having been told that they had any of the above medical conditions.
 - 28% 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
- Just under half (45%) of the clients surveyed indicated that they do not smoke, while 51% of the clients indicated that they did smoke.
 - 69% of smokers report smoking every day
 - 25% of smokers report smoking some days
- Non-smokers reported significantly higher frequency of high cholesterol and diabetes compared to smokers.
- In terms of general health, 31% of clients reported their general health to be 'Excellent' or 'Very Good'; 37% reported their general health as 'Good'; and 29% reported their general health as 'Fair' or 'Poor'.
- When asked about physical health and injuries, 50% of the answers seem to indicate indicated that the client had zero days in the last 30 days in which their physical health was not good. What has been realized is that clients who do not answer this question had a zero entered in this data field. Thus, we cannot determine how many clients reported zero bad days and how many clients simply did not answer the question. For this year (as in SFY14), we are only reporting results for clients who reported 1-30 days.
 - On average, Clients reported 13 days (± 10 days) in the last month in which their physical health was not good
 - 47% of clients reported 1-7 physically unhealthy days
 - 16% reported 8-14 physically unhealthy days
 - 14% reported 15-21 physically unhealthy days
 - 23% reported 22-30 physically unhealthy days, including 18% 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. What has been realized is that clients who do not answer this question had a zero entered in this data field. Thus, we cannot determine how many clients reported zero drinks and how many clients simply did not answer the question. For this year (as in SFY14), we are only reporting results for clients who reported one or more drinks.
 - 54% of clients reported that when they drink they have 1-2 drinks
 - 22% of clients reported consuming 3-4 drinks on days that they do drink
 - 17% of clients report consuming 5-10 drinks
 - 7% of clients report drinking more than 10 drinks per day on days that they do drink

Mental Health

- When asked about mental health, including stress, depression, and problems with emotions, 38% of the answers seem to indicate indicated that the client had zero days in the last 30 days in which their mental health was not good. What has been realized is that clients who do not answer this question had a zero entered in this data field. Thus, we cannot determine how many clients reported zero bad days and how many clients simply did not answer the question. For this year (as in SFY14), we are only reporting results for clients who reported 1-30 days.
 - On average, clients reported 14 days (± 10 days) in the last month in which their mental health was not good
 - 42% of clients reported 1-7 mentally unhealthy days
 - 14% reported 8-14 mentally unhealthy days
 - 20% reported 15-21 mentally unhealthy days
 - 24% reported 22-30 mentally unhealthy days, including 19% 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, 52% of the answers seem to indicate indicated that the client had zero days in the last 30 days in which their mental or physical health limited activities. What has been realized is that clients who do not answer this question had a zero entered in this data field. Thus, we cannot determine how many clients reported zero bad days and how many clients simply did not answer the question. For this year (as in SFY14), we are only reporting results for clients who reported 1-30 days.
 - On average, clients reported that 13 days (± 10 days) in the last month were impacted by mental and/or physical health problems.
 - 45% of clients reported 1-7 days in which activities were impacted
 - 15% reported 8-14 days in which activities were impacted
 - 18% reported 15-21 days in which activities were impacted
 - 22% reported 22-30 days in which activities were impacted, including 16% 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

Gender	ALL Surveys		Women		Men		Non-Smokers		Smokers	
	N	%	N	%	N	%	N	%	N	%
Female	1463	43.3	1463	100.0	0	0.0	733	48.4	730	39.1
Male	1814	53.6	0	0.0	1814	100.0	734	48.5	1080	57.8
Unknown	105	3.1	0	0.0	0	0.0	46	3.0	59	3.2
Total	3382	100.0	1463	100.0	1814	100.0	1513	100.0	1869	100.0
Age										
20 and under	92	2.7	48	3.3	43	2.4	39	2.6	53	2.8
21-24	212	6.3	74	5.1	136	7.5	91	6.0	121	6.5
25-34	620	18.3	251	17.2	368	20.3	243	16.1	377	20.2
35-54	1442	42.6	627	42.9	803	44.3	624	41.2	818	43.8
55-64	718	21.2	339	23.2	369	20.3	351	23.2	367	19.6
65 and older	164	4.8	93	6.4	66	3.6	106	7.0	58	3.1
Unknown	134	4.0	31	2.1	29	1.6	59	3.9	75	4.0
Total	3382	100.0	1463	100.0	1814	100.0	1513	100.0	1869	100.0
Race										
American Indian/Alaskan Native	53	1.6	19	1.3	34	1.9	17	1.1	36	1.9
Asian	23	.7	10	.7	13	.7	10	.7	13	.7
Black	915	27.1	408	27.9	496	27.3	342	22.6	573	30.7
Mixed	36	1.1	21	1.4	15	.8	14	.9	22	1.2
Native Hawaiian/Pacific Islander	21	.6	10	.7	10	.6	7	.5	14	.7
Other	349	10.3	133	9.1	211	11.6	156	10.3	193	10.3
Unknown	413	12.2	164	11.2	173	9.5	208	13.7	205	11.0
White	1572	46.5	698	47.7	862	47.5	759	50.2	813	43.5
Total	3382	100.0	1463	100.0	1814	100.0	1513	100.0	1869	100.0
Ethnicity										
Mexican	35	1.0	21	1.4	14	.8	22	1.5	13	.7
Non-Hispanic	1885	55.7	843	57.6	1026	56.6	862	57.0	1023	54.7
Other Hispanic/Latino	201	5.9	95	6.5	104	5.7	89	5.9	112	6.0
Puerto Rican	551	16.3	236	16.1	307	16.9	251	16.6	300	16.1
Unknown	710	21.0	268	18.3	363	20.0	289	19.1	421	22.5
Total	3382	100.0	1463	100.0	1814	100.0	1513	100.0	1869	100.0
Program Type										
MH	866	26.0	293	20.4	557	31.0	309	20.7	557	30.3
SA	2466	74.0	1143	79.6	1237	69.0	1183	79.3	1283	69.7
Unknown	50	1.5	27	1.8	20	1.1	21	1.4	29	1.6
Total	3382	100.0	1463	100.0	1814	100.0	1513	100.0	1869	100.0

Table 14: Health Outcomes Summary Data

Medical Condition	ALL Surveys		Women		Men		Non-Smokers		Smokers	
	N	%	N	%	N	%	N	%	N	%
Angina	116	3.4	51	3.5	60	3.3	47	3.1	69	3.7
Heart Attack	103	3.0	35	2.4	65	3.6	34	2.2	69	3.7
Stroke	85	2.5	41	2.8	40	2.2	36	2.4	49	2.6
High Cholesterol	825	24.4	355	24.3	450	24.8	406	26.8	419	22.4
High Blood Pressure	991	29.3	451	30.8	512	28.2	467	30.9	524	28.0
Diabetes	645	19.1	313	21.4	312	17.2	329	21.7	316	16.9
Asthma	760	22.5	450	30.8	289	15.9	329	21.7	431	23.1
Arthritis	662	19.6	385	26.3	259	14.3	311	20.6	351	18.8
Smoking										
Every day	1287	38.1	484	33.1	765	42.2	0	0.0	1287	68.9
Some days	466	13.8	196	13.4	256	14.1	0	0.0	466	24.9
Not at all	1513	44.7	733	50.1	734	40.5	1513	100.0	0	0.0
Unknown	116	3.4	50	3.4	59	3.3	0	0.0	116	6.2
Total	3382	100.0	1463	100.0	1814	100.0	1513	100.0	1869	100.0
General Health										
Excellent/Very Good/Good	2303	70.1	927	65.6	1305	73.5	1086	73.9	1217	67.1
Fair/Poor	981	29.9	486	34.4	470	26.5	384	26.1	597	32.9
Total	3284	100.0	1413	100.0	1775	100.0	1470	100.0	1814	100.0
BMI Category										
Underweight	32	1.2	14	1.2	18	1.2	13	1.1	19	1.3
Normal	613	23.1	230	20.3	368	25.4	223	18.7	390	26.7
Overweight	840	31.6	332	29.3	480	33.1	386	32.3	454	31.1
Obese	1170	44.1	558	49.2	582	40.2	573	47.9	597	40.9
Total	2655	100.0	1134	100.0	1448	100.0	1195	100.0	1460	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)	2787	46	88	66.6	4.5	1202	47	80	63.8	3.6	1506	46	88	68.8	3.8
Weight (lbs.)	2798	64	525	191.0	48.5	1192	64	390	181.4	47.3	1530	85	485	197.6	46.8
BMI Score	2655	12.9	73.6	30.3	7.5	1134	13.5	73.6	31.5	8.3	1448	12.9	64.6	29.4	6.8
Physically unhealthy days	1705	1	30	12.6	10.4	820	1	30	12.8	10.2	835	1	30	12.4	10.6
Mentally unhealthy days	2094	1	30	13.6	10.3	1004	1	30	14.2	10.3	1031	1	30	12.9	10.2
Activity limitation days	1626	1	30	12.6	10.1	782	1	30	12.5	9.7	802	1	30	12.6	10.4
Drinks per Sitting	744	1	100	4.2	6.4	256	1	30	3.3	4.8	468	1	100	4.8	7.2

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)	1267	47	81	66.4	4.3	1520	46	88	66.8	4.6
Weight (lbs.)	1242	96	450	194.7	49.0	1556	64	525	188.1	47.9
BMI Score	1195	13.5	70.0	31.0	7.6	1460	12.9	73.6	29.7	7.5
Physically unhealthy days	730	1	30	11.9	10.3	975	1	30	13.1	10.5
Mentally unhealthy days	910	1	30	12.7	10.0	1184	1	30	14.3	10.4
Activity limitation days	687	1	30	12.0	9.8	939	1	30	13.1	10.3
Drinks per Sitting	233	1	40	3.3	4.8	511	1	100	4.6	7.0

Note for Tables 15 & 16: During the analysis, it was determined that for several variables (physically unhealthy days, mentally unhealthy days, activity limitation days, and drinks per sitting) the data contained zeros whenever the question was not answered by the client. Thus, we cannot determine how many clients reported zero bad days/drinks and how many clients simply did not answer the question. For this year (as in SFY 14), we are only reporting results for clients who reported 1-30 days or one or more drinks. Therefore, comparison to SFY13 or earlier results will reveal artificially large differences.

Appendix 1.1: DMHAS Consumer Survey Cover Letter to Providers FY 2015



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 2015
DATE: SEPTEMBER, 2014

The DMHAS Consumer Satisfaction Survey for FY 2015 is ready to begin.

Please read the enclosures carefully, and distribute them to the people in your organization responsible for the Consumer Satisfaction Survey process. You can also find these documents on our website at this address:

<http://www.ct.gov/dmhas/consumersurvey>

The final deadline for survey data submission will be June 30, 2015.

Here are some suggestions from our staff for a successful survey cycle:

- Begin the survey process early. Try not to wait until the end of the year to do this.
- Check that relevant staff users are set up to perform data entry as soon as possible. Applications for new user accounts may take up to two weeks to process. Are your VPN tokens still functional? Visit this page for information about obtaining user access and tokens: <http://www.ct.gov/dmhas/cwp/view.asp?a=2900&q=423042>
- As a general rule, if a person has access to DDaP or the DMHAS Data Warehouse, s/he will already have access to the Consumer Satisfaction Survey.
- Calculate your sample size using the unduplicated count for Quarter 1, FY14 (July 1, 2013 – September 30, 2013). Visit this document for more information about sample size: <http://www.ct.gov/dmhas/lib/dmhas/consumersurvey/CSInstructions.pdf> and read page 2.

As in past years, all materials related to the Consumer Satisfaction Survey for FY 2015 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>.

If you have any questions about the survey or its process, please contact Karin Haberlin, EQMI Program Manager, at Karin.Haberlin@ct.gov or (860) 418-6842 and she will assist you.

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 Satisfaction 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 2015



DANNEL P. MALLOY
GOVERNOR

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



PATRICIA A. REHMER, MSN
COMMISSIONER

September, 2014

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!

A handwritten signature in cursive script that reads "Jim Siemianowski".

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 2015

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 2015

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. How would you rate your quality of life?	1	2	3	4	5

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

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
3. To what extent do you feel that physical pain prevents you from doing what you need to do?	1	2	3	4	5
4. How much do you need any medical treatment to function in your daily life?	1	2	3	4	5
5. How much do you enjoy life?	1	2	3	4	5

<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 2014

Provider Name	Consumers Treated from 7/1/13-9/30/13	Proposed Sample Size (95% CL, 7% CI)	Surveys Submitted in SFY 2015	Surveys as % of Sample Size
Ability Beyond	241	108	152	140%
ACCESS Agency	4	4	0	0%
Advanced Behavioral Health	1035	165	142	86%
Alcohol and Drug Recovery Center ADRC	1295	170	510	299%
Applied Behavioral Rehab Research Institute Inc	8	8	0	0%
APT Foundation Inc	3588	186	685	368%
Artreach Inc.	76	55	0	0%
Backus Hospital	620	149	68	46%
Believe in Me Empowerment Corporation	17	16	0	0%
Bethsaida Community Inc.	5	5	0	0%
BH Care (formerly Harbor and Birmingham)	2587	182	759	416%
Bridge House	265	113	112	99%
Bridges	1098	166	264	159%
Bristol Hospital	54	43	111	261%
Catholic Charities - Institute for the Hispanic Family	173	92	108	117%
Catholic Charities of Fairfield County Inc.	278	115	172	149%
Catholic Charities- Waterbury	208	101	81	80%
Center for Human Development	210	102	207	204%
Central CT Coast YMCA	0	0	51	-
Central Naugatuck Valley (CNV) Help Inc.	102	67	319	474%
Centro Renacer of CT Inc (formerly Hogar Crea)	13	12	0	0%
Charlotte Hungerford Hospital	973	163	284	174%
Chemical Abuse Services Agency (CASA)	511	142	354	250%
Chrysalis Center Inc.	730	155	545	352%
Columbus House	96	65	137	212%
Common Ground Community	0	0	5	-
CommuniCare Inc	204	100	124	124%
Community Enterprises Inc.	71	52	58	111%
Community Health Center Inc.	28	25	0	0%
Community Health Resources Inc.	6077	190	855	450%
Community Health Services Inc.	331	123	0	0%
Community Mental Health Affiliates	1639	175	507	289%
Community Of Hope, Inc.	5	5	0	0%
Community Renewal Team (CRT)	225	105	200	190%
Connecticut Counseling Centers Inc.	1423	172	450	261%
Connecticut Renaissance Inc.	261	112	478	426%
Connection Inc	801	158	392	249%
Continuum of Care	225	105	192	183%
Coram Deo	26	23	0	0%
Cornell Scott-Hill Health Corporation	904	161	625	388%
Council of Churches Greater Bridgeport	38	32	35	109%
Crossroads Inc	225	105	106	101%
Danbury Hospital	581	147	145	99%
Day Kimball Hospital	405	132	5	4%
Dixwell Newhallville Community MHS	196	98	99	101%

Provider Name	Consumers Treated from 7/1/13-9/30/13	Proposed Sample Size (95% CL, 7% CI)	Surveys Submitted in SFY 2015	Surveys as % of Sample Size
Easter Seal Goodwill Ind. Rehab. Center Inc.	78	56	59	105%
Easter Seals of Greater Hartford Rehab Center Inc.	64	48	60	124%
ER Properties LLC	9	9	0	0%
Evergreen Family Oriented Tree Inc.	70	52	0	0%
Fairfield Counseling Services Inc.	62	47	0	0%
Family and Children's Agency Inc	602	148	184	124%
Family Centered Services of CT (CCCC)	26	23	12	52%
Farrell Treatment Center	189	96	199	206%
Fellowship Inc.	476	139	298	214%
FOCUS Center for Autism Inc	3	3	0	0%
FSW Inc.	98	66	66	101%
Gilead Community Services Inc.	286	117	221	190%
Goodwill of Western and Northern CT Inc.	118	74	106	143%
Guardian Ad Litem	132	79	142	179%
Hall Brooke Foundation Inc.	87	60	72	119%
Hands on Hartford	11	10	10	96%
Hartford Behavioral Health	1182	168	161	96%
Hartford Dispensary	4437	188	1683	896%
Hartford Hospital	240	108	1291	1194%
Hospital of St. Raphael	187	96	99	103%
Human Resource Development Agency	212	102	0	0%
Immaculate Conception Inc.	31	27	34	126%
Inspirica Inc. (formerly St Luke's LifeWorks)	47	38	82	215%
InterCommunity Inc.	1783	177	187	106%
John J. Driscoll United Labor Agency Inc.	63	48	23	48%
Kennedy Center Inc.	207	101	98	97%
Keystone House Inc.	157	87	116	133%
Kuhn Employment Opportunities Inc.	135	80	45	56%
Laurel House	295	118	213	181%
Leeway Inc.	5	5	46	939%
Liberation Programs	1001	164	204	124%
Liberty Community Services	18	17	54	326%
Marrakech Day Services	212	102	119	117%
Martin House	10	10	8	84%
McCall Foundation Inc	286	117	149	128%
Mental Health Association of CT Inc.	766	156	444	284%
Mercy Housing and Shelter Corporation	50	40	128	320%
Middlesex Hospital Mental Health Clinic	185	95	84	88%
Midwestern CT Council on Alcoholism (MCCA)	1823	177	1423	804%
Miracle House Inc.	3	3	0	0%
My People Clinical Services LLC	12	11	10	88%
My Sisters' Place	35	30	55	184%
Natchaug Hospital	38	32	305	954%
New Directions Inc of North Central Conn.	297	118	153	129%
New London Homeless Hospitality Center	5	5	0	0%
New Milford Hospital	376	129	122	95%
New Reach, Inc.	29	25	36	142%

Provider Name	Consumers Treated from 7/1/13-9/30/13	Proposed Sample Size (95% CL, 7% CI)	Surveys Submitted in SFY 2015	Surveys as % of Sample Size
Norwalk Hospital	1645	175	253	144%
Operation Hope of Fairfield Inc.	29	25	41	162%
Optimus Health Care-Bennett Behavioral Health	719	154	100	65%
Pathways Inc.	69	51	91	178%
Perception Programs Inc	241	108	177	163%
Positive Directions The Center for Prev and Recov	9	9	0	0%
Prime Time House Inc.	264	113	0	0%
Recovery Network of Programs	2481	182	472	260%
Reliance House	530	143	130	91%
Rushford Center	1926	178	1260	708%
SCADD	1021	165	307	187%
Shelter for the Homeless Inc.	0	0	89	-
Shift LLC	47	38	0	0%
Sober Solutions	166	90	0	0%
Sound Community Services Inc.	1270	170	236	139%
St. Mary's Hospital Corporation	1198	169	174	103%
St. Vincent DePaul Mission of Waterbury Inc.	74	54	65	121%
St. Vincent DePaul Place Middletown Inc.	19	17	47	270%
Stafford Family Services	69	51	65	127%
Stepping Stone House	63	48	0	0%
Supportive Environmental Living Facility Inc-SELF	50	40	46	115%
Thames River Community Services	10	10	0	0%
Thames Valley Council for Comm Action Inc	15	14	0	0%
The Safe House	37	31	0	0%
United Community and Family Services	0	0	55	-
United Services Inc.	2529	182	434	239%
Waterbury Hospital Health Center	969	163	47	29%
Wellmore (Morris Foundation Inc)	724	154	426	276%
Wheeler Clinic	2218	180	639	355%
Yale University - WAGE	59	46	33	72%
Yale University-Behavioral Health	280	116	117	101%
Youth Challenge of CT Inc	23	21	0	0%
YWCA of Hartford	0	0	25	-