



Consumer Satisfaction Survey 2016 Annual Report

November 2016

Connecticut Department of Mental Health and Addiction Services



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Note from the Director 2016

This year DMHAS received over 26,000 surveys from 109 providers within our behavioral health system. We exceeded last year's record-setting participation. I want to thank our consumers and providers for their very active participation. I recognize the amount of work that goes into this each year.

This year's report includes our annual MHSIP consumer satisfaction information, along with data and analysis from our 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). These instruments in combination give us very important information about how our system is doing. It also helps us to measure how they feel about their health and overall well-being. The national emphasis on the integration of behavioral health with primary health care underscores the importance of our optional tools.

DMHAS continues to outperform much of the nation as we compare our results to those across the country. We are proud of our accomplishments but recognize that there is much to improve within our system. Our efforts are likely to become more difficult as Connecticut faces projected shortfalls in the coming years. The recent national election may foster additional changes in systems like Medicaid, having direct impact on those we serve.

It becomes increasingly important to pay attention to the voices of those we serve, continually seeking to find ways to improve the quality of our system. I have stressed in the past the importance of reviewing your agency specific results to see which areas could be improved upon. While our overall performance is strong, I have found that responses to individual questions within the report can highlight areas where we are not meeting our consumer's expectations. Our survey results along with other information like our Provider Quality Dashboard Reports can inform us about specific areas for improvement.

Thanks again to our providers and their staff who make this a success each year. We truly appreciate our consumer's voice as we continue our efforts to improve the system.

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

December 2016

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:

“Reflections” © Kristen Miller 2015

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 2016 is the ninth 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 1,873 QOL responses during Fiscal Year 2016. Results can be found on page 64 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 3,354 surveys were completed in SFY2016. 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 26,238 surveys were returned by 109 providers within the DMHAS network of care.

- Slightly more than half (57%) of the respondents were men and 41% were women. Fewer than 3% percent of the respondents did not identify their gender.
- Just over half (59%) of the respondents were White and 17% were African-American/Black. Approximately 11% 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 22% 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 43%); as the average age of a DMHAS client is 38 years old, this is not surprising.
- Approximately one third (31%) of the survey sample responded to the survey within the outpatient setting; 14% from medication assisted treatment programs; 12% from residential programs; 5% from intensive outpatient programs; 9% from case management services; and 9% in employment or social rehabilitation programs. The remaining 20% 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 (47%) than from people receiving services from Substance Use programs (41%). The remaining portion of surveys did not contain enough program information to categorize.
- Additionally, this was the seventh year in which respondents were asked to self-report their length of stay in treatment. Thirty-nine percent reported a stay of less than a year, and 14% reported a stay of more than one, but less than two years. Eighteen percent reported more than two years but less than 5 years and about 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 2016, 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 92% of consumers responded positively in the **Participation in Treatment** and **Quality and Appropriateness** domains. Additionally, 91% of consumers indicated a positive response in the **General Satisfaction** domain.
- Approximately 91% agreed with the statement, “My wishes are respected about the amount of family involvement I want in my treatment.” (This question comprises the **Respect** Domain.)
- In FY 2016, 87% expressed satisfaction with **Access** to services. Eighty-three percent (83%) of consumers were satisfied with perceived **Outcomes**.
- The lowest degree of satisfaction was reported in the **Recovery** domain, where approximately 80% 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 Quality and Appropriateness, General Satisfaction, Respect, Participation in Treatment domains Men in Outcome, Recovery domains

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

Respondents in Mental Health Programs	
Significantly More	Men in Access, Outcome, Recovery domains

Race

All Respondents	
Significantly More	Black and Other respondents in Recovery

Respondents in Substance Use Programs	
Significantly More	Nothing to report

Respondents in Mental Health Programs	
Significantly More	Black and Other respondents in Recovery

Ethnicity

All Respondents	
Significantly More	Respondents who identify as Hispanic/Latino in Access, Quality and Appropriateness, General Satisfaction, Recovery domains

Respondents in Substance Use Programs	
Significantly More	Respondents who identify as Hispanic/Latino in Access, Quality and Appropriateness, General Satisfaction, Respect, Recovery domains

Respondents in Mental Health Programs	
Significantly Better	Non-Hispanic/Latino respondents in Access domain

Age Range

All Respondents	
Significantly More	<p>Respondents who are 35 and older in Access</p> <p>Respondents who are 25 and older in General Satisfaction domains</p>

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

Respondents in Mental Health Programs	
Significantly More	<p>Respondents who are 25 years and older in Participation in Treatment</p> <p>Respondents who are 35 and older in Access</p>

Level of Care

All Respondents	
Significantly More	<p>People who received employment services in Access domain</p> <p>People who received methadone maintenance services in Outcome domain</p> <p>People who received methadone maintenance, employment, case management services in Quality and Appropriateness domain</p> <p>People who received case management, social rehabilitation, employment, methadone maintenance services in General Satisfaction domain</p>

Respondents in Substance Use Programs	
Significantly More	Nothing specific to report

Respondents in Mental Health Programs	
Significantly More	<p>People who received employment services in Access domain</p> <p>Respondents who received case management, employment services in Quality and Appropriateness domain</p> <p>Respondents who received social rehabilitation, employment services in Outcome domain</p> <p>Respondents who received case management, social rehabilitation, employment services in General Satisfaction</p>

Length of Stay

All Respondents	
Significantly More	People receiving services for one or more years in General Satisfaction, Respect 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	People receiving services for less than one year in Access domain

Region

All Respondents	
Significantly More	Respondents from Region 1 in Access, Quality and Appropriateness domains
	Respondents from any Region except 3 in Outcome domain
	Respondents from Regions 1 & 5 in Recovery domain

Respondents in Substance Use Programs	
Significantly Better	Respondents from any Regions except 2 in Access, Recovery domains

Respondents in Mental Health Programs	
Significantly Better	Respondents from any Region except 4 in Access domain
	Respondents from Regions 1, 2 & 5 in Outcome, Participation in Treatment, Recovery domains

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 2016 (July 1, 2015– June 30, 2016)

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 2016³ 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, two years to five 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, 2015 and June 30, 2016. Most of the surveys were collected between January 2016 and June 2016.

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 2015 (July 1, 2014 through September 30, 2014).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 SFY2016 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

SFY2016 is the fifth 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 89% of clients in MH programs were satisfied with Access to services (Access Domain), compared to 85.1% 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 third 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 26,238 surveys were returned by 109 providers within the DMHAS network of care; 90% of all surveys were collected at the program level, rather than at the agency level. (In SFY2015, 84% 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 2011 - 2016

	2016		2015		2014		2013		2012		2011	
	N	%	N	%	N	%	N	%	N	%	N	%
<i>Gender</i>												
Female	10811	41.2	10662	41.7	9826	41.2	9018	41.9	9600	42.6	10378	41.5
Male	14818	56.5	14303	56.0	13370	56.1	11957	55.6	12315	54.6	13373	53.5
Unknown	615	2.3	594	2.3	640	2.7	542	2.5	625	2.8	1250	5.0
<i>Race</i>												
American Indian/Alaskan Native	425	1.6	345	1.4	233	1.0	175	0.8	209	0.9	223	0.9
Asian	185	0.7	197	0.8	168	0.7	172	0.8	139	0.6	174	0.7
Black	4550	17.3	4601	18.0	4245	17.8	3892	18.1	3926	17.4	4392	17.6
Mixed	368	1.4	236	0.9	248	1.0	180	0.8	155	0.7	861	3.4
Native Hawaiian/Pacific Islander	98	0.4	90	0.4	65	0.3	75	0.4	58	0.3	66	0.3
Other	2942	11.2	2930	11.5	2824	11.9	2703	12.6	2534	11.2	2239	9.0
Unknown	2319	8.8	2372	9.3	1769	7.4	1593	7.4	1647	7.3	2461	9.8
White	15357	58.5	14788	57.9	14284	59.9	12727	59.2	13872	61.5	14585	58.3
<i>Ethnicity</i>												
Mexican	183	0.7	179	0.7	159	0.7	132	0.6	141	0.6	173	0.7
Non-Hispanic	14887	56.7	14551	56.9	14259	59.8	12989	60.4	13583	60.3	13574	54.3
Other Hispanic/Latino	1807	6.9	1602	6.3	1213	5.1	916	4.3	987	4.4	1017	4.1
Puerto Rican	3664	14.0	3863	15.1	3435	14.4	3351	15.6	3293	14.6	3704	14.8
Unknown	5703	21.7	5364	21.0	4770	20.0	4129	19.2	4536	20.1	6533	26.1
<i>Age Range</i>												
Unknown	731	2.8	684	2.7	734	3.1	647	3.0	764	3.4	1399	5.6
20 and Under	552	2.1	556	2.2	620	2.6	643	3.0	675	3.0	780	3.1
21-24	1714	6.5	1836	7.2	1897	8.0	1591	7.4	1619	7.2	1755	7.0
25-34	5927	22.6	5597	21.9	5302	22.2	4681	21.8	4702	20.9	5008	20.0
35-54	11209	42.7	11140	43.6	10569	44.3	9709	45.1	10630	47.2	11776	47.1
55-64	4999	19.1	4681	18.3	3920	16.5	3583	16.7	3478	15.4	3628	14.5
65 and older	1112	4.2	1065	4.2	794	3.3	663	3.1	672	3.0	655	2.6
<i>Service Duration</i>												
Less than 1 year	10217	38.9	10478	41.0	9866	41.4	8707	40.5	9008	40.0	9877	39.5
12 month to 2 years	3692	14.1	3409	13.3	3368	14.1	3070	14.3	3206	14.2	3609	14.4
Between 2 and 5 years	4699	17.9	4250	16.6	3996	16.8	3882	18.0	3889	17.3	3972	15.9
More than 5 years	6197	23.6	6054	23.7	4791	20.1	4572	21.3	4980	22.1	4907	19.6
Unknown	1439	5.5	1368	5.4	1815	7.6	1286	6.0	1457	6.5	2636	10.5
<i>Program Type</i>												
MH	12632	47.1	11419	44.0	10664	44.0	10288	46.6	11404	48.5	12392	49.6
SA	10979	40.9	10483	40.4	10598	43.7	8324	37.7	9050	38.5	9015	36.1
Unknown	2633	9.8	3657	14.1	2574	10.6	2905	13.2	2086	8.9	3594	14.4

	2016		2015		2014		2013		2012		2011	
	N	%	N	%	N	%	N	%	N	%	N	%
<i>Level Of Care</i>												
MH ACT	375	1.4	261	1.0	349	1.5	217	1.0	206	0.9	165	0.7
MH Case Management	2111	8.0	1635	6.3	1371	5.7	1198	5.5	1527	6.6	1597	6.4
MH Community Support	1611	6.1	986	3.8	1107	4.6	1003	4.6	1166	5.0	880	3.5
MH Crisis Services	28	0.1	26	0.1	34	0.1	26	0.1	45	0.2	116	0.5
MH Education Support	118	0.5	87	0.3	105	0.4	110	0.5	83	0.4	68	0.3
MH Employment Services	1037	3.9	934	3.6	944	3.9	1046	4.8	1079	4.7	1189	4.8
MH Forensics Community-based	37	0.1	23	0.1	65	0.3	73	0.3	53	0.2	16	0.1
MH Intake	1	0.0	0	0.0	3	0.0	1	0.0	0	0.0	1	0.0
MH IOP	70	0.3	65	0.3	95	0.4	141	0.7	355	1.5	166	0.7
MH Other	55	0.2	77	0.3	47	0.2	18	0.1	15	0.1	16	0.1
MH Outpatient	4959	18.7	4928	19.1	3943	16.4	3804	17.5	4473	19.3	5179	20.7
MH Recovery Support	17	0.1	20	0.1	15	0.1	14	0.1	13	0.1	31	0.1
MH Residential Services	1197	4.5	1202	4.7	1251	5.2	1298	6.0	1216	5.3	1258	5.0
MH Social Rehabilitation	1264	4.8	1315	5.1	1489	6.2	1410	6.5	1606	6.9	1707	6.8
SA Case Management	277	1.1	360	1.4	311	1.3	170	0.8	183	0.8	0	0.0
SA Employment Services	49	0.2	55	0.2	70	0.3	57	0.3	43	0.2	59	0.2
SA Forensics Community-based	60	0.2	34	0.1	36	0.2	2	0.0	0	0.0	1	0.0
SA Inpatient Services	132	0.5	183	0.7	126	0.5	115	0.5	119	0.5	156	0.6
SA IOP	1142	4.3	1444	5.6	1363	5.7	854	3.9	1082	4.7	676	2.7
SA Medication Assisted Treatment	3649	13.8	2651	10.3	2973	12.4	2806	12.9	2544	11.0	3236	12.9
SA Outpatient	3379	12.8	3647	14.1	3244	13.5	2743	12.6	3116	13.4	2365	9.5
SA PHP	250	0.9	437	1.7	407	1.7	225	1.0	270	1.2	502	2.0
SA Residential Services	2046	7.7	1814	7.0	2104	8.8	1440	6.6	1864	8.0	2020	8.1
Unknown	2633	9.9	3657	14.2	2574	10.7	2905	13.4	2086	9.0	3594	14.4

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 SFY2016.

Table 2: Comparison of Survey Demographics to DMHAS Demographics

Gender	CS 2016	DMHAS 2016	Difference
Female	41.2	40.7	0.5
Male	56.5	58.8	-2.3
Unknown	2.3	0.5	1.8
Race			
American Indian/Native Alaskan	1.6	0.5	1.1
Asian	0.7	0.9	-0.2
Black/African American	17.3	15.6	1.7
Native Hawaiian/Other Pacific Islander	0.4	0.2	0.2
White/Caucasian	58.5	64.0	-5.5
More Than One Race	1.4	1.0	0.4
Other	11.2	14.0	-2.8
Unknown	8.8	3.8	5.0
Ethnicity			
Hispanic-Cuban	0.0	0.2	-0.2
Hispanic-Mexican	0.7	0.6	0.1
Hispanic-Other	6.9	7.9	-1.0
Hispanic-Puerto Rican	14.0	11.7	2.3
Non-Hispanic	56.7	72.9	-16.2
Unknown	21.7	6.7	15.0
Age			
18-24*	8.6	13.6	-5.0
25-34*	22.6	22.9	-0.3
35-54	42.7	40.0	2.7
55-64	19.0	16.3	2.7
65+	4.2	5.8	-1.6
Other/Unknown	2.8	1.4	1.4

* 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 2.3%).

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 SFY2016.

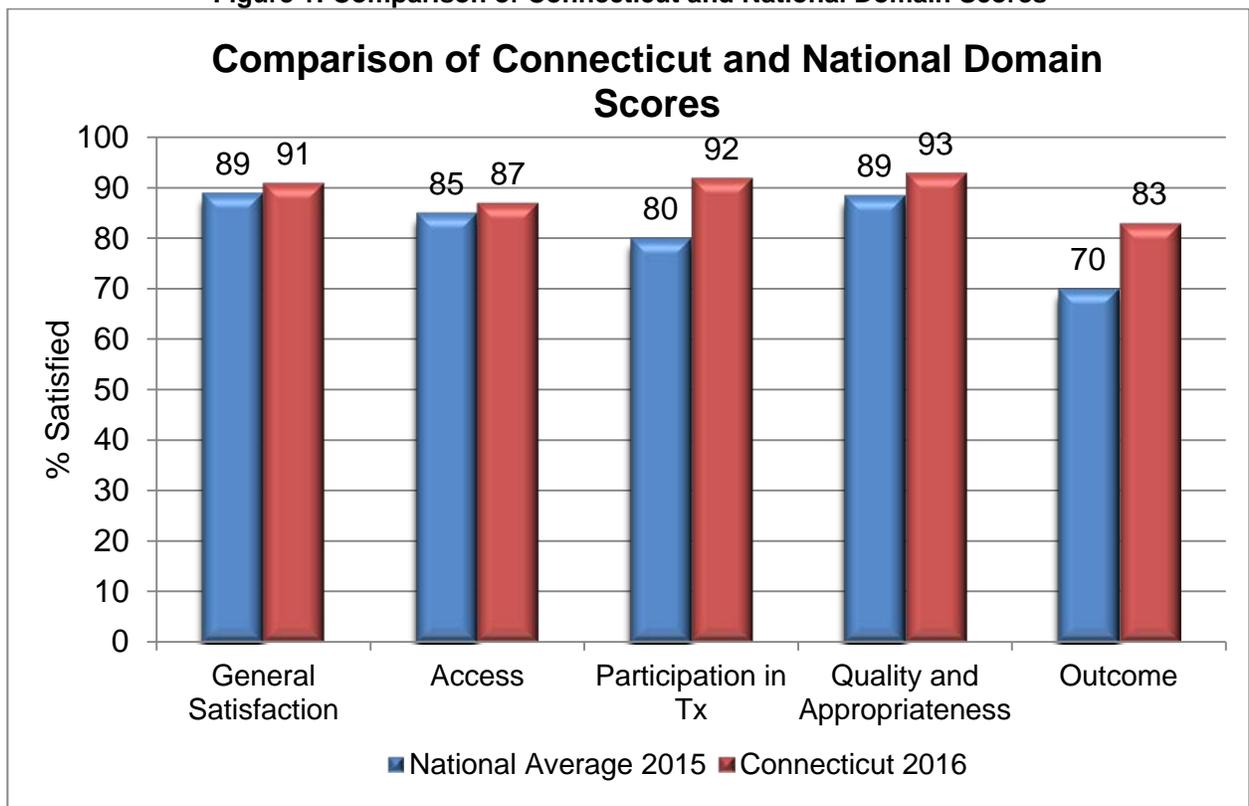
With regard to ethnicity, at first glance, the consumer survey appears to sample a smaller proportion of non-Hispanic consumers; however, 21% of the survey respondents declined to identify his or her ethnicity so the consumer survey may be closer to the DMHAS population than these data indicate.

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 groups (35-64) is slightly oversampled this year. Increased effort is being made to encourage consumer satisfaction survey participation within the Young Adult Services programs, which saw 38% of clients (461) participate in the survey in SFY16.

In conclusion, the demographics of the group of consumers who answered the survey in SFY2016 are generally representative of the larger DMHAS population of clients.

Satisfaction with Services

Figure 1: Comparison of Connecticut and National Domain Scores

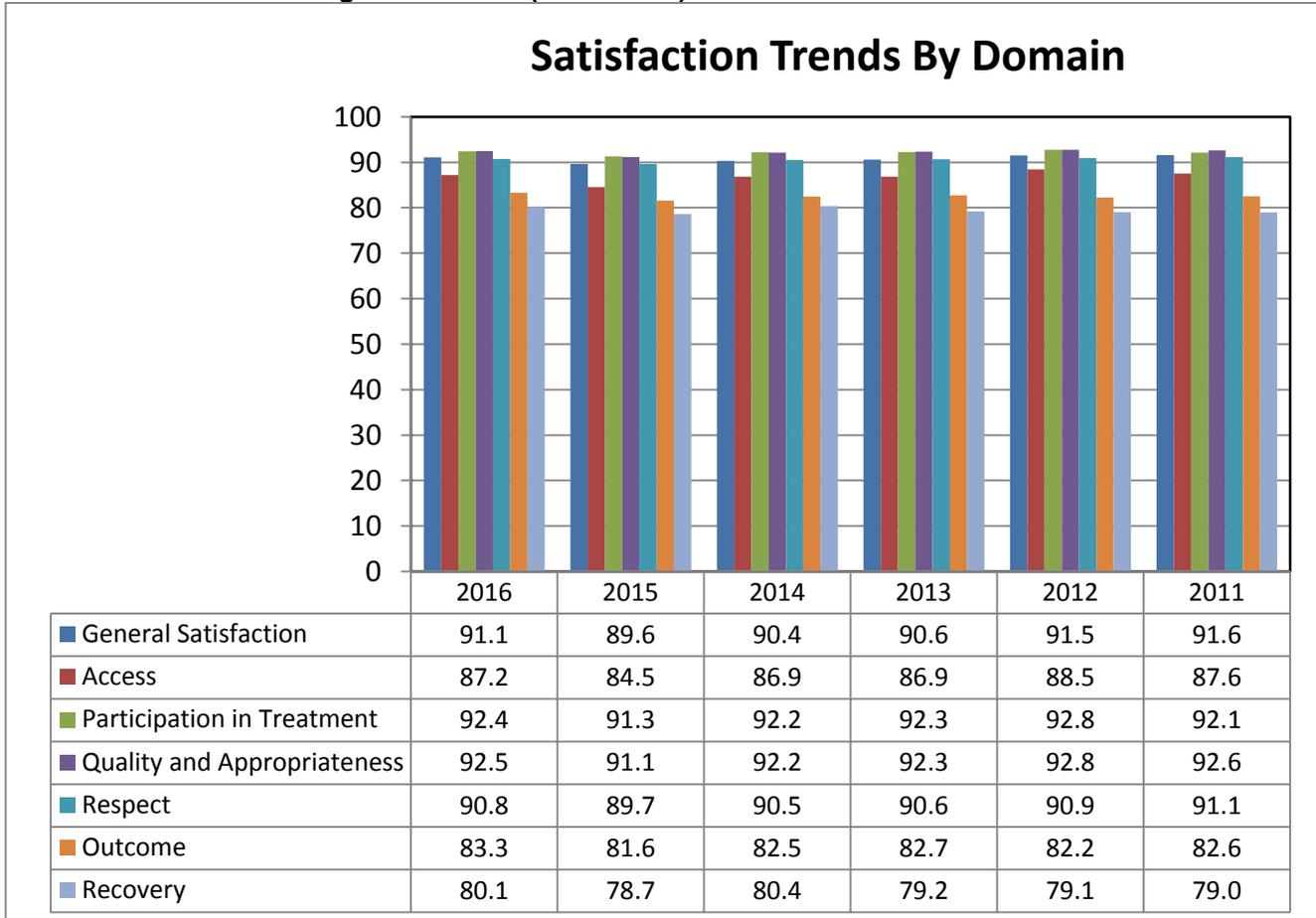


When compared to the latest MHSIP national survey results available (2015 CMHS Uniform Reporting System Output Tables), Connecticut consumers report higher levels of satisfaction in all domains. Connecticut scores were 2%-13% higher than the national average in each domain.

Trends over Time

Statewide Satisfaction Trends by Domain

Figure 2: Trends (2011 - 2016) 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 SFY15 to SFY16 the percentage of clients who were satisfied within a given domain increased by 1.2% to 2.7%. 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 2016, 93% of respondents felt they received appropriate services, 92% were satisfied with Participation in Treatment, 91% felt that they were respected by staff, 91% were generally satisfied, and 87% expressed satisfaction with access to services. About 83% of respondents were satisfied with perceived outcomes. Finally, 80% of respondents were satisfied with their progress toward recovery.

Table 3: Statewide Trends (2011-2016) by Domain

Domain	Year	Satisfied		Neutral		Dissatisfied	
		N	%	N	%	N	%
General Satisfaction							
	2016	23775	91.10	1960	7.51	364	1.39
	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
Access							
	2016	22429	87.20	3076	11.96	217	0.84
	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
Participation in Treatment							
	2016	23752	92.39	1500	5.83	456	1.77
	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
Quality and Appropriateness							
	2016	23760	92.46	1764	6.86	174	0.68
	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
Respect							
	2016	21209	90.77	1807	7.73	350	1.50
	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
Outcome							
	2016	20042	83.31	3587	14.91	428	1.78
	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
Recovery							
	2016	19391	80.07	4163	17.19	663	2.74
	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

Table 4: Statewide Trends (2011-2016) 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>									
2016	24193	92.9	1561	6.0	300	1.2	1.55	1	0.68
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
<i>If I had other choices, I would still get services from this agency.</i>									
2016	22799	88.1	2169	8.4	916	3.5	1.68	2	0.82
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
<i>I would recommend this agency to a friend or family member.</i>									
2016	23535	91.0	1727	6.7	596	2.3	1.60	1	0.75
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
Access									
<i>The location of services was convenient.</i>									
2016	21606	84.6	2444	9.6	1498	5.9	1.78	2	0.92
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
<i>Staff was willing to see me as often as I felt was necessary.</i>									
2016	23565	91.1	1721	6.6	595	2.3	1.60	1	0.74
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
<i>Staff returned my calls within 24 hours.</i>									
2016	21165	86.1	2543	10.3	880	3.6	1.71	2	0.82
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

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
<i>Services were available at times that were good for me.</i>									
2016	23337	90.2	1910	7.4	613	2.4	1.64	2	0.75
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
Participation in Treatment									
<i>I felt comfortable asking questions about my services, treatment, or medication.</i>									
2016	23752	92.4	1500	5.8	456	1.8	1.57	1	0.71
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
Quality and Appropriateness									
<i>Staff here believes that I can grow, change, and recover.</i>									
2016	24137	93.3	1474	5.7	248	1.0	1.52	1	0.66
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
<i>I felt free to complain.</i>									
2016	22517	87.5	2375	9.2	829	3.2	1.70	2	0.80
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
<i>I was given information about my rights.</i>									
2016	23435	90.9	1733	6.7	610	2.4	1.63	2	0.74
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
<i>Staff told me what side effects to watch out for.</i>									
2016	19951	84.2	2634	11.1	1098	4.6	1.78	2	0.86
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

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>									
2016	23745	92.5	1544	6.0	391	1.5	1.57	1	0.70
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
<i>Staff was sensitive to my cultural/ethnic background.</i>									
2016	22501	90.1	2081	8.3	395	1.6	1.61	1	0.73
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
<i>Staff helped me to obtain information I needed so that I could take charge of managing my illness.</i>									
2016	22519	90.9	1823	7.4	441	1.8	1.62	2	0.72
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
Respect									
<i>My wishes are respected about the amount of family involvement I want in my treatment.</i>									
2016	21209	90.8	1807	7.7	350	1.5	1.62	2	0.71
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
Outcome									
<i>As a result of services I have received from this agency, I deal more effectively with daily problems.</i>									
2016	20930	86.4	2686	11.1	601	2.5	1.76	2	0.77
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
<i>As a result of services I have received from this agency, I am better able to control my life.</i>									
2016	20725	85.5	2926	12.1	600	2.5	1.77	2	0.77
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

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>									
2016	20155	83.5	3228	13.4	751	3.1	1.82	2	0.80
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
<i>As a result of services I have received from this agency, I am getting along better with my family.</i>									
2016	19000	80.8	3588	15.3	929	4.0	1.84	2	0.86
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
<i>As a result of services I have received from this agency, I do better in social situations.</i>									
2016	19153	80.0	3792	15.8	1007	4.2	1.89	2	0.85
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
<i>As a result of services I have received from this agency, I do better in school and/or work.</i>									
2016	15141	76.7	3782	19.2	809	4.1	1.91	2	0.88
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
<i>As a result of services I have received from this agency, My symptoms are not bothering me as much.</i>									
2016	18191	76.9	3868	16.4	1597	6.8	1.97	2	0.93
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
Recovery									
<i>In general, I am involved in my community.</i>									
2016	15600	69.9	4552	20.4	2178	9.8	2.09	2	1.02
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

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
<i>In general, I am able to pursue my interests.</i>									
2016	19447	80.9	3444	14.3	1153	4.8	1.90	2	0.86
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
<i>In general, I can have the life I want, despite my disease/disorder.</i>									
2016	18886	78.7	3586	15.0	1512	6.3	1.92	2	0.92
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
<i>In general, I feel like I am in control of my treatment.</i>									
2016	19972	82.8	3126	13.0	1010	4.2	1.84	2	0.84
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
<i>In general, I give back to my family and/or community.</i>									
2016	18719	80.2	3710	15.9	901	3.9	1.87	2	0.85
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

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.
- (Q9) I felt comfortable asking questions about my services, treatment or medication
- (Q13) Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services.
- (Q3) I would recommend this agency to a friend or family member.

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 91.0% - 93.3%, while the percentage who indicated dissatisfaction ranged from 1.0% - 2.3%.

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% - 80.9%, while the percentage who indicated dissatisfaction ranged from 4.1% - 9.8%. These questions all come from the Outcome or Recovery domains.

These highest/lowest questions have remained stable since SFY2012.

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

General Satisfaction

Table 5: General Satisfaction Domain by Provider

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Backus Hospital	59	59	100.00%
Bristol Hospital	65	65	100.00%
Community Enterprises Inc.	51	51	100.00%
John J. Driscoll United Labor Agency Inc.	29	29	100.00%
Kuhn Employment Opportunities Inc.	40	40	100.00%
Operation Hope of Fairfield Inc.	34	34	100.00%
Stafford Family Services	31	31	100.00%
Farrell Treatment Center	173	172	99.42%
Kennedy Center Inc.	145	144	99.31%
New Milford Hospital	117	116	99.15%
Catholic Charities- Waterbury	94	93	98.94%
Goodwill of Western and Northern CT Inc.	75	74	98.67%
United Community and Family Services	73	72	98.63%
Easter Seals of Greater Hrtfd Rehab Center Inc.	71	70	98.59%
Advanced Behavioral Health	140	138	98.57%
LifeBridge Community Services (formerly FSW Inc)	66	65	98.48%
Yale University-Behavioral Health	114	112	98.25%
My Sisters' Place	56	55	98.21%
McCall Foundation Inc	194	190	97.94%
Catholic Charities of Fairfield County Inc.	175	171	97.71%
CommuniCare Inc	125	122	97.60%
Liberty Community Services	77	75	97.40%
Leeway Inc.	36	35	97.22%
St. Mary's Hospital Corporation	209	203	97.13%
Hartford Behavioral Health	91	88	96.70%
Recovery Network of Programs	270	261	96.67%
Laurel House	217	209	96.31%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
InterCommunity Inc.	182	175	96.15%
Chrysalis Center Inc.	346	332	95.95%
Keystone House Inc.	121	116	95.87%
Fellowship Inc.	295	282	95.59%
Norwalk Hospital	284	271	95.42%
Continuum of Care	333	317	95.20%
Marrakech Day Services	120	114	95.00%
New Reach, Inc.	40	38	95.00%
Danbury Hospital	132	125	94.70%
Chemical Abuse Services Agency (CASA)	488	462	94.67%
Mercy Housing and Shelter Corporation	157	148	94.27%
Center for Human Development	209	197	94.26%
Hartford Dispensary	1825	1719	94.19%
Easter Seal Goodwill Ind. Rehab. Center Inc.	50	47	94.00%
YWCA of Hartford	32	30	93.75%
Connecticut Counseling Centers Inc.	350	328	93.71%
Perception Programs Inc	141	132	93.62%
Reliance Health, Inc.	152	142	93.42%
Mental Health Connecticut	486	454	93.42%
Connecticut Mental Health Center	726	678	93.39%
Wellmore (Morris Foundation Inc)	366	341	93.17%
United Services Inc.	509	474	93.12%
Optimus Health Care-Bennett Behavioral Health	144	134	93.06%
Family and Childrens Agency Inc	129	120	93.02%
Connection Inc	422	392	92.89%
BH Care (formerly Harbor and Birmingham)	472	438	92.80%
Columbus House	138	128	92.75%
Bridge House	124	115	92.74%
APT Foundation Inc	1319	1222	92.65%
Yale-New Haven Hospital	135	125	92.59%
Pathways Inc.	94	87	92.55%
Capitol Region Mental Health Center	184	170	92.39%
Prime Time House Inc.	63	58	92.06%
Southwest Connecticut Mental Health System	193	177	91.71%
Liberation Programs	225	206	91.56%
River Valley Services	201	184	91.54%
St. Vincent DePaul Place Middletown Inc.	46	42	91.30%
Community Health Resources Inc.	1021	931	91.19%
Western Connecticut Mental Health Network	639	582	91.08%
Hall Brooke Foundation Inc.	67	61	91.04%
Sound Community Services Inc.	416	378	90.87%
Central CT Coast YMCA	98	89	90.82%
Alcohol and Drug Recovery Center ADRC	652	592	90.80%
Community Renewal Team (CRT)	64	58	90.63%
Midwestern CT Council on Alcoholism (MCCA)	784	710	90.56%
SCADD	358	324	90.50%
Inspirica Inc. (formerly St Luke's LifeWorks)	81	73	90.12%
Guardian Ad Litem	140	126	90.00%
Waterbury Hospital Health Center	98	88	89.80%
Community Mental Health Affiliates	567	509	89.77%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
ImmaCare	43	38	88.37%
St. Vincent DePaul Mission of Waterbury Inc.	60	53	88.33%
Supportive Environmental Living Facility Inc-SELF	49	43	87.76%
Connecticut Renaissance Inc.	571	501	87.74%
Gilead Community Services Inc.	214	187	87.38%
Rushford Center	1874	1632	87.09%
Charlotte Hungerford Hospital	200	173	86.50%
Ability Beyond	148	128	86.49%
Connecticut Valley Hospital	131	113	86.26%
Natchaug Hospital	151	130	86.09%
Bridges	247	212	85.83%
Catholic Charities - Institute for the Hispanic Fa	226	193	85.40%
New Directions Inc of North Central Conn.	129	110	85.27%
Southeastern Mental Health Authority	249	207	83.13%
Cornell Scott-Hill Health Corporation	442	364	82.35%
Hartford Hospital	1039	852	82.00%
Wheeler Clinic	667	528	79.16%
Crossroad Inc	114	88	77.19%
Central Naugatuck Valley (CNV) Help Inc.	318	236	74.21%
ACCESS Agency	4	4	-
Alliance For Living	1	1	-
Common Ground Community	3	3	-
Community Health Center Inc.	22	22	-
Council of Churches_Greater Bridgeport	24	23	-
Day Kimball Hospital	24	21	-
Family Centered Services of CT (CCCC)	18	18	-
FOCUS Center for Autism Inc	2	2	-
Friendship Service Center	18	18	-
Hands on Hartford	19	19	-
Martin House	8	8	-
My People Clinical Services LLC	16	10	-
New London Homeless Hospitality Center	23	23	-

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>
Community Enterprises Inc.	50	50	100.00%
Kuhn Employment Opportunities Inc.	40	40	100.00%
Leeway Inc.	36	36	100.00%
My Sisters' Place	56	56	100.00%
InterCommunity Inc.	182	181	99.45%
Catholic Charities- Waterbury	94	93	98.94%
Kennedy Center Inc.	144	142	98.61%
Easter Seals of Greater Hrtfd Rehab Center Inc.	71	70	98.59%
LifeBridge Community Services (formerly FSW Inc)	66	65	98.48%
Marrakech Day Services	120	118	98.33%
Yale University-Behavioral Health	113	111	98.23%
Liberty Community Services	77	75	97.40%
United Community and Family Services	73	71	97.26%
Operation Hope of Fairfield Inc.	34	33	97.06%
Bristol Hospital	63	61	96.83%
Prime Time House Inc.	63	61	96.83%
Stafford Family Services	31	30	96.77%
New Milford Hospital	116	112	96.55%
John J. Driscoll United Labor Agency Inc.	28	27	96.43%
Advanced Behavioral Health	139	134	96.40%
Easter Seal Goodwill Ind. Rehab. Center Inc.	50	48	96.00%
Keystone House Inc.	121	116	95.87%
St. Vincent DePaul Place Middletown Inc.	46	44	95.65%
Hartford Behavioral Health	89	85	95.51%
Laurel House	218	208	95.41%
Catholic Charities of Fairfield County Inc.	173	165	95.38%
Family and Childrens Agency Inc	128	122	95.31%
Bridge House	124	118	95.16%
Farrell Treatment Center	164	156	95.12%
Chrysalis Center Inc.	345	328	95.07%
Continuum of Care	332	313	94.28%
Perception Programs Inc	139	131	94.24%
Chemical Abuse Services Agency (CASA)	485	457	94.23%
Fellowship Inc.	291	274	94.16%
Norwalk Hospital	285	268	94.04%
YWCA of Hartford	33	31	93.94%
Supportive Environmental Living Facility Inc-SELF	49	46	93.88%
Goodwill of Western and Northern CT Inc.	75	70	93.33%
Connecticut Counseling Centers Inc.	350	326	93.14%
Connection Inc	419	390	93.08%
McCall Foundation Inc	186	173	93.01%
CommuniCare Inc	125	116	92.80%
Pathways Inc.	95	88	92.63%
Hall Brooke Foundation Inc.	67	62	92.54%
New Reach, Inc.	40	37	92.50%
Connecticut Mental Health Center	723	668	92.39%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
St. Mary's Hospital Corporation	207	191	92.27%
United Services Inc.	506	464	91.70%
Danbury Hospital	132	121	91.67%
St. Vincent DePaul Mission of Waterbury Inc.	60	55	91.67%
Optimus Health Care-Bennett Behavioral Health	143	131	91.61%
Backus Hospital	58	53	91.38%
Mercy Housing and Shelter Corporation	155	141	90.97%
Central CT Coast YMCA	98	89	90.82%
Recovery Network of Programs	268	243	90.67%
Center for Human Development	201	182	90.55%
New Directions Inc of North Central Conn.	125	113	90.40%
Capitol Region Mental Health Center	184	166	90.22%
Inspirica Inc. (formerly St Luke's LifeWorks)	81	73	90.12%
Guardian Ad Litem	139	125	89.93%
Mental Health Connecticut	485	436	89.90%
Yale-New Haven Hospital	131	117	89.31%
Alcohol and Drug Recovery Center ADRC	643	574	89.27%
Community Renewal Team (CRT)	64	57	89.06%
Columbus House	137	122	89.05%
Natchaug Hospital	146	130	89.04%
Western Connecticut Mental Health Network	637	567	89.01%
Hartford Dispensary	1821	1613	88.58%
Wellmore (Morris Foundation Inc)	355	314	88.45%
ImmaCare	43	38	88.37%
Charlotte Hungerford Hospital	196	172	87.76%
BH Care (formerly Harbor and Birmingham)	468	409	87.39%
Sound Community Services Inc.	414	361	87.20%
Ability Beyond	147	128	87.07%
River Valley Services	201	175	87.06%
Southwest Connecticut Mental Health System	191	166	86.91%
Community Mental Health Affiliates	562	488	86.83%
Liberation Programs	221	190	85.97%
Southeastern Mental Health Authority	243	208	85.60%
Reliance Health, Inc.	151	129	85.43%
Connecticut Renaissance Inc.	516	440	85.27%
Community Health Resources Inc.	1009	860	85.23%
Gilead Community Services Inc.	207	175	84.54%
Midwestern CT Council on Alcoholism (MCCA)	766	643	83.94%
Central Naugatuck Valley (CNV) Help Inc.	293	245	83.62%
SCADD	351	292	83.19%
APT Foundation Inc	1306	1080	82.70%
Rushford Center	1840	1514	82.28%
Catholic Charities - Institute for the Hispanic Fa	220	181	82.27%
Waterbury Hospital Health Center	96	77	80.21%
Connecticut Valley Hospital	121	92	76.03%
Cornell Scott-Hill Health Corporation	439	333	75.85%
Wheeler Clinic	625	470	75.20%
Bridges	241	179	74.27%
Crossroad Inc	113	74	65.49%
Hartford Hospital	1037	654	63.07%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
ACCESS Agency	4	4	-
Alliance For Living	1	1	-
Common Ground Community	3	3	-
Community Health Center Inc.	22	21	-
Council of Churches_Greater Bridgeport	24	23	-
Day Kimball Hospital	24	21	-
Family Centered Services of CT (CCCC)	18	18	-
FOCUS Center for Autism Inc	2	1	-
Friendship Service Center	18	18	-
Hands on Hartford	19	19	-
Martin House	8	8	-
My People Clinical Services LLC	15	14	-
New London Homeless Hospitality Center	23	22	-

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>
Leeway Inc.	36	36	100.00%
My Sisters' Place	48	48	100.00%
Stafford Family Services	29	29	100.00%
Perception Programs Inc	141	139	98.58%
Advanced Behavioral Health	140	138	98.57%
Bristol Hospital	64	63	98.44%
New Milford Hospital	117	115	98.29%
Norwalk Hospital	286	281	98.25%
Yale University-Behavioral Health	114	112	98.25%
Recovery Network of Programs	271	265	97.79%
Farrell Treatment Center	172	168	97.67%
Marrakech Day Services	118	115	97.46%
United Community and Family Services	73	71	97.26%
InterCommunity Inc.	181	176	97.24%
Kennedy Center Inc.	139	135	97.12%
LifeBridge Community Services (formerly FSW Inc)	66	64	96.97%
McCall Foundation Inc	193	187	96.89%
Catholic Charities- Waterbury	94	91	96.81%
Hartford Dispensary	1821	1758	96.54%
Wellmore (Morris Foundation Inc)	364	349	95.88%
CommuniCare Inc	121	116	95.87%
Pathways Inc.	95	91	95.79%
Connecticut Counseling Centers Inc.	350	335	95.71%
Danbury Hospital	132	126	95.45%
Continuum of Care	326	311	95.40%
St. Vincent DePaul Place Middletown Inc.	43	41	95.35%
Connecticut Renaissance Inc.	562	535	95.20%
Prime Time House Inc.	61	58	95.08%
Capitol Region Mental Health Center	182	173	95.05%
APT Foundation Inc	1311	1244	94.89%
Chrysalis Center Inc.	312	296	94.87%
Kuhn Employment Opportunities Inc.	39	37	94.87%
New Reach, Inc.	39	37	94.87%
Connection Inc	418	396	94.74%
St. Mary's Hospital Corporation	209	198	94.74%
Hartford Behavioral Health	89	84	94.38%
Catholic Charities of Fairfield County Inc.	160	151	94.38%
Family and Childrens Agency Inc	124	117	94.35%
Bridge House	123	116	94.31%
Alcohol and Drug Recovery Center ADRC	652	614	94.17%
Chemical Abuse Services Agency (CASA)	480	452	94.17%
Mental Health Connecticut	480	452	94.17%
Easter Seals of Greater Hrtfd Rehab Center Inc.	68	64	94.12%
Connecticut Mental Health Center	728	685	94.09%
Waterbury Hospital Health Center	98	92	93.88%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Optimus Health Care-Bennett Behavioral Health	143	134	93.71%
New Directions Inc of North Central Conn.	127	119	93.70%
Community Renewal Team (CRT)	63	59	93.65%
Western Connecticut Mental Health Network	627	587	93.62%
Operation Hope of Fairfield Inc.	31	29	93.55%
Keystone House Inc.	121	113	93.39%
Mercy Housing and Shelter Corporation	151	141	93.38%
Backus Hospital	60	56	93.33%
Liberty Community Services	74	69	93.24%
Connecticut Valley Hospital	131	122	93.13%
Community Health Resources Inc.	1013	943	93.09%
Community Enterprises Inc.	43	40	93.02%
Liberation Programs	214	198	92.52%
Midwestern CT Council on Alcoholism (MCCA)	769	710	92.33%
United Services Inc.	497	458	92.15%
BH Care (formerly Harbor and Birmingham)	470	432	91.91%
River Valley Services	197	181	91.88%
SCADD	355	326	91.83%
Center for Human Development	201	184	91.54%
Supportive Environmental Living Facility Inc-SELF	47	43	91.49%
Reliance Health, Inc.	150	137	91.33%
Community Mental Health Affiliates	563	512	90.94%
Inspirica Inc. (formerly St Luke's LifeWorks)	77	70	90.91%
Laurel House	206	187	90.78%
Hall Brooke Foundation Inc.	65	59	90.77%
ImmaCare	42	38	90.48%
Yale-New Haven Hospital	135	122	90.37%
Fellowship Inc.	238	215	90.34%
Natchaug Hospital	150	135	90.00%
St. Vincent DePaul Mission of Waterbury Inc.	60	54	90.00%
Central CT Coast YMCA	97	87	89.69%
Easter Seal Goodwill Ind. Rehab. Center Inc.	48	43	89.58%
Catholic Charities - Institute for the Hispanic Fa	220	197	89.55%
Charlotte Hungerford Hospital	200	179	89.50%
Ability Beyond	142	127	89.44%
Goodwill of Western and Northern CT Inc.	66	59	89.39%
Guardian Ad Litem	139	124	89.21%
Sound Community Services Inc.	412	367	89.08%
Southeastern Mental Health Authority	245	218	88.98%
YWCA of Hartford	27	24	88.89%
Southwest Connecticut Mental Health System	194	172	88.66%
Rushford Center	1857	1645	88.58%
Columbus House	135	118	87.41%
Bridges	263	228	86.69%
Gilead Community Services Inc.	209	181	86.60%
Central Naugatuck Valley (CNV) Help Inc.	317	274	86.44%
Cornell Scott-Hill Health Corporation	440	376	85.45%
Wheeler Clinic	657	560	85.24%
Crossroad Inc	114	96	84.21%
Hartford Hospital	1037	852	82.16%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
ACCESS Agency	4	4	-
Alliance For Living	1	1	-
Common Ground Community	3	3	-
Community Health Center Inc.	22	22	-
Council of Churches_Greater Bridgeport	24	23	-
Day Kimball Hospital	24	21	-
Family Centered Services of CT (CCCC)	18	18	-
FOCUS Center for Autism Inc	1	1	-
Friendship Service Center	16	16	-
Hands on Hartford	19	19	-
John J. Driscoll United Labor Agency Inc.	24	23	-
Martin House	6	5	-
My People Clinical Services LLC	15	12	-
New London Homeless Hospitality Center	23	23	-

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>
Bristol Hospital	62	62	100.00%
Community Enterprises Inc.	38	38	100.00%
Kennedy Center Inc.	135	135	100.00%
Leeway Inc.	36	36	100.00%
My Sisters' Place	56	56	100.00%
Perception Programs Inc	140	139	99.29%
Catholic Charities- Waterbury	94	93	98.94%
InterCommunity Inc.	182	180	98.90%
Recovery Network of Programs	271	268	98.89%
Goodwill of Western and Northern CT Inc.	75	74	98.67%
Advanced Behavioral Health	139	137	98.56%
United Community and Family Services	69	68	98.55%
New Milford Hospital	114	112	98.25%
Yale University-Behavioral Health	112	110	98.21%
McCall Foundation Inc	189	185	97.88%
Pathways Inc.	93	91	97.85%
Hartford Behavioral Health	87	85	97.70%
Farrell Treatment Center	173	169	97.69%
Danbury Hospital	129	126	97.67%
Norwalk Hospital	281	274	97.51%
Marrakech Day Services	119	116	97.48%
New Reach, Inc.	37	36	97.30%
Easter Seals of Greater Hrtfd Rehab Center Inc.	71	69	97.18%
Chrysalis Center Inc.	336	326	97.02%
LifeBridge Community Services (formerly FSW Inc)	66	64	96.97%
CommuniCare Inc	124	120	96.77%
Operation Hope of Fairfield Inc.	30	29	96.67%
Stafford Family Services	30	29	96.67%
YWCA of Hartford	30	29	96.67%
Bridge House	118	114	96.61%
Chemical Abuse Services Agency (CASA)	481	463	96.26%
Hartford Dispensary	1822	1753	96.21%
Connecticut Counseling Centers Inc.	350	336	96.00%
Continuum of Care	331	317	95.77%
Keystone House Inc.	118	113	95.76%
St. Vincent DePaul Place Middletown Inc.	44	42	95.45%
Prime Time House Inc.	63	60	95.24%
St. Mary's Hospital Corporation	210	200	95.24%
APT Foundation Inc	1313	1249	95.13%
Mental Health Connecticut	485	461	95.05%
United Services Inc.	492	467	94.92%
Central CT Coast YMCA	97	92	94.85%
Liberty Community Services	76	72	94.74%
Wellmore (Morris Foundation Inc)	364	344	94.51%
Family and Childrens Agency Inc	126	119	94.44%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Catholic Charities of Fairfield County Inc.	170	160	94.12%
Connection Inc	417	392	94.00%
Connecticut Mental Health Center	715	672	93.99%
Reliance Health, Inc.	146	137	93.84%
Liberation Programs	225	211	93.78%
BH Care (formerly Harbor and Birmingham)	463	434	93.74%
Connecticut Renaissance Inc.	569	533	93.67%
New Directions Inc of North Central Conn.	126	118	93.65%
Community Renewal Team (CRT)	61	57	93.44%
Charlotte Hungerford Hospital	196	183	93.37%
Natchaug Hospital	147	137	93.20%
ImmaCare	42	39	92.86%
Center for Human Development	202	187	92.57%
Western Connecticut Mental Health Network	632	585	92.56%
Hall Brooke Foundation Inc.	67	62	92.54%
Alcohol and Drug Recovery Center ADRC	642	594	92.52%
Kuhn Employment Opportunities Inc.	39	36	92.31%
Inspirica Inc. (formerly St Luke's LifeWorks)	77	71	92.21%
Catholic Charities - Institute for the Hispanic Fa	213	196	92.02%
Community Health Resources Inc.	1008	927	91.96%
Midwestern CT Council on Alcoholism (MCCA)	768	706	91.93%
Fellowship Inc.	277	254	91.70%
Capitol Region Mental Health Center	180	165	91.67%
Easter Seal Goodwill Ind. Rehab. Center Inc.	48	44	91.67%
St. Vincent DePaul Mission of Waterbury Inc.	60	55	91.67%
Optimus Health Care-Bennett Behavioral Health	141	129	91.49%
River Valley Services	199	181	90.95%
Laurel House	210	191	90.95%
Backus Hospital	55	50	90.91%
Mercy Housing and Shelter Corporation	151	137	90.73%
Connecticut Valley Hospital	132	119	90.15%
SCADD	354	319	90.11%
Supportive Environmental Living Facility Inc-SELF	49	44	89.80%
Waterbury Hospital Health Center	98	88	89.80%
Columbus House	136	122	89.71%
Southwest Connecticut Mental Health System	190	170	89.47%
Yale-New Haven Hospital	133	119	89.47%
Ability Beyond	140	125	89.29%
Sound Community Services Inc.	414	369	89.13%
Rushford Center	1840	1632	88.70%
Guardian Ad Litem	142	125	88.03%
Southeastern Mental Health Authority	244	213	87.30%
Community Mental Health Affiliates	558	487	87.28%
Central Naugatuck Valley (CNV) Help Inc.	316	272	86.08%
Wheeler Clinic	643	553	86.00%
Bridges	255	217	85.10%
Gilead Community Services Inc.	208	177	85.10%
Cornell Scott-Hill Health Corporation	439	367	83.60%
Hartford Hospital	1037	855	82.45%
Crossroad Inc	116	91	78.45%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
ACCESS Agency	4	4	-
Alliance For Living	1	1	-
Common Ground Community	3	3	-
Community Health Center Inc.	22	22	-
Council of Churches_Greater Bridgeport	24	24	-
Day Kimball Hospital	23	22	-
Family Centered Services of CT (CCCC)	18	18	-
FOCUS Center for Autism Inc	2	2	-
Friendship Service Center	17	17	-
Hands on Hartford	19	19	-
John J. Driscoll United Labor Agency Inc.	21	20	-
Martin House	8	8	-
My People Clinical Services LLC	15	12	-
New London Homeless Hospitality Center	23	23	-

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>
Community Enterprises Inc.	45	45	100.00%
InterCommunity Inc.	181	181	100.00%
Leeway Inc.	33	33	100.00%
My Sisters' Place	49	49	100.00%
Yale University-Behavioral Health	107	107	100.00%
Recovery Network of Programs	267	263	98.50%
United Community and Family Services	65	64	98.46%
Bristol Hospital	63	62	98.41%
Kennedy Center Inc.	127	124	97.64%
Farrell Treatment Center	165	161	97.58%
Catholic Charities of Fairfield County Inc.	154	150	97.40%
Marrakech Day Services	114	111	97.37%
New Reach, Inc.	35	34	97.14%
Advanced Behavioral Health	129	125	96.90%
CommuniCare Inc	121	117	96.69%
Inspirica Inc. (formerly St Luke's LifeWorks)	56	54	96.43%
Stafford Family Services	28	27	96.43%
New Milford Hospital	111	107	96.40%
Hartford Behavioral Health	80	77	96.25%
Continuum of Care	313	300	95.85%
Easter Seals of Greater Hrtfd Rehab Center Inc.	69	66	95.65%
Reliance Health, Inc.	129	123	95.35%
Family and Childrens Agency Inc	121	115	95.04%
Hartford Dispensary	1736	1648	94.93%
Perception Programs Inc	136	129	94.85%
Bridge House	114	108	94.74%
Keystone House Inc.	113	107	94.69%
Kuhn Employment Opportunities Inc.	36	34	94.44%
Liberation Programs	214	202	94.39%
Chemical Abuse Services Agency (CASA)	444	419	94.37%
Goodwill of Western and Northern CT Inc.	70	66	94.29%
Norwalk Hospital	272	256	94.12%
Chrysalis Center Inc.	322	303	94.10%
Central CT Coast YMCA	84	79	94.05%
Western Connecticut Mental Health Network	614	576	93.81%
Connecticut Counseling Centers Inc.	338	317	93.79%
McCall Foundation Inc	177	166	93.79%
Fellowship Inc.	266	249	93.61%
Center for Human Development	187	175	93.58%
Danbury Hospital	123	115	93.50%
Mental Health Connecticut	466	435	93.35%
Catholic Charities- Waterbury	90	84	93.33%
Liberty Community Services	75	70	93.33%
Prime Time House Inc.	60	56	93.33%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Connecticut Renaissance Inc.	544	504	92.65%
Charlotte Hungerford Hospital	175	162	92.57%
APT Foundation Inc	1270	1174	92.44%
Ability Beyond	115	106	92.17%
Optimus Health Care-Bennett Behavioral Health	125	115	92.00%
LifeBridge Community Services (formerly FSW Inc)	62	57	91.94%
BH Care (formerly Harbor and Birmingham)	442	406	91.86%
United Services Inc.	462	424	91.77%
Catholic Charities - Institute for the Hispanic Fa	192	176	91.67%
Community Renewal Team (CRT)	60	55	91.67%
Supportive Environmental Living Facility Inc-SELF	48	44	91.67%
Wellmore (Morris Foundation Inc)	355	325	91.55%
Connecticut Mental Health Center	673	616	91.53%
Laurel House	210	192	91.43%
Connection Inc	398	363	91.21%
Yale-New Haven Hospital	125	114	91.20%
St. Vincent DePaul Place Middletown Inc.	45	41	91.11%
River Valley Services	187	170	90.91%
St. Mary's Hospital Corporation	203	184	90.64%
Waterbury Hospital Health Center	94	85	90.43%
Community Health Resources Inc.	942	850	90.23%
Mercy Housing and Shelter Corporation	139	125	89.93%
Natchaug Hospital	139	124	89.21%
Alcohol and Drug Recovery Center ADRC	565	504	89.20%
Capitol Region Mental Health Center	175	156	89.14%
Easter Seal Goodwill Ind. Rehab. Center Inc.	46	41	89.13%
Midwestern CT Council on Alcoholism (MCCA)	711	632	88.89%
YWCA of Hartford	27	24	88.89%
Southeastern Mental Health Authority	233	207	88.84%
Community Mental Health Affiliates	524	465	88.74%
Hall Brooke Foundation Inc.	62	55	88.71%
Pathways Inc.	88	78	88.64%
Guardian Ad Litem	139	123	88.49%
St. Vincent DePaul Mission of Waterbury Inc.	60	53	88.33%
Southwest Connecticut Mental Health System	171	151	88.30%
Columbus House	126	111	88.10%
Connecticut Valley Hospital	123	108	87.80%
ImmaCare	40	35	87.50%
Sound Community Services Inc.	378	329	87.04%
SCADD	331	286	86.40%
Backus Hospital	52	44	84.62%
Gilead Community Services Inc.	196	165	84.18%
Rushford Center	876	731	83.45%
Bridges	235	194	82.55%
Wheeler Clinic	613	500	81.57%
Central Naugatuck Valley (CNV) Help Inc.	306	249	81.37%
Crossroad Inc	111	90	81.08%
Hartford Hospital	1023	827	80.84%
Cornell Scott-Hill Health Corporation	428	340	79.44%
ACCESS Agency	4	4	-

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Common Ground Community	2	2	-
Community Health Center Inc.	21	21	-
Council of Churches_Greater Bridgeport	21	21	-
Day Kimball Hospital	23	22	-
Family Centered Services of CT (CCCC)	16	16	-
Friendship Service Center	17	16	-
Hands on Hartford	17	17	-
John J. Driscoll United Labor Agency Inc.	18	15	-
Martin House	8	7	-
My People Clinical Services LLC	14	12	-
New Directions Inc of North Central Conn.	15	14	-
New London Homeless Hospitality Center	23	23	-
Operation Hope of Fairfield Inc.	24	20	-

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.	35	34	97.14%
My Sisters' Place	53	51	96.23%
Community Enterprises Inc.	47	45	95.74%
Farrell Treatment Center	169	161	95.27%
Recovery Network of Programs	269	256	95.17%
InterCommunity Inc.	182	173	95.05%
Connecticut Counseling Centers Inc.	350	331	94.57%
Continuum of Care	310	291	93.87%
Perception Programs Inc	140	130	92.86%
Yale University-Behavioral Health	111	103	92.79%
Catholic Charities- Waterbury	90	83	92.22%
Bristol Hospital	64	59	92.19%
Hartford Dispensary	1782	1642	92.14%
Kuhn Employment Opportunities Inc.	37	34	91.89%
Liberation Programs	215	197	91.63%
Keystone House Inc.	118	108	91.53%
Prime Time House Inc.	59	54	91.53%
Catholic Charities of Fairfield County Inc.	164	150	91.46%
Fellowship Inc.	276	250	90.58%
Danbury Hospital	127	115	90.55%
Goodwill of Western and Northern CT Inc.	74	67	90.54%
Liberty Community Services	73	66	90.41%
Wellmore (Morris Foundation Inc)	362	326	90.06%
Supportive Environmental Living Facility Inc-SELF	49	44	89.80%
Chemical Abuse Services Agency (CASA)	461	412	89.37%
Pathways Inc.	94	84	89.36%
New Milford Hospital	117	104	88.89%
McCall Foundation Inc	188	167	88.83%
Crossroad Inc	116	103	88.79%
Easter Seals of Greater Hrtfd Rehab Center Inc.	71	63	88.73%
APT Foundation Inc	1289	1141	88.52%
Kennedy Center Inc.	129	114	88.37%
Laurel House	210	185	88.10%
Connecticut Renaissance Inc.	568	500	88.03%
United Community and Family Services	66	58	87.88%
Norwalk Hospital	281	246	87.54%
Marrakech Day Services	117	102	87.18%
Stafford Family Services	29	25	86.21%
Midwestern CT Council on Alcoholism (MCCA)	728	621	85.30%
Catholic Charities - Institute for the Hispanic Fa	201	171	85.07%
St. Mary's Hospital Corporation	207	176	85.02%
Inspirica Inc. (formerly St Luke's LifeWorks)	60	51	85.00%
Alcohol and Drug Recovery Center ADRC	606	515	84.98%
ImmaCare	39	33	84.62%
CommuniCare Inc	122	103	84.43%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Mental Health Connecticut	472	397	84.11%
Southwest Connecticut Mental Health System	188	158	84.04%
Optimus Health Care-Bennett Behavioral Health	125	105	84.00%
Bridge House	124	104	83.87%
Ability Beyond	141	118	83.69%
Community Renewal Team (CRT)	61	51	83.61%
Advanced Behavioral Health	139	116	83.45%
Hall Brooke Foundation Inc.	66	55	83.33%
New Reach, Inc.	36	30	83.33%
St. Vincent DePaul Place Middletown Inc.	42	35	83.33%
Easter Seal Goodwill Ind. Rehab. Center Inc.	47	39	82.98%
Western Connecticut Mental Health Network	628	521	82.96%
YWCA of Hartford	29	24	82.76%
Central CT Coast YMCA	85	70	82.35%
Hartford Behavioral Health	79	65	82.28%
Capitol Region Mental Health Center	172	141	81.98%
Family and Childrens Agency Inc	122	100	81.97%
Reliance Health, Inc.	143	117	81.82%
Connecticut Mental Health Center	706	577	81.73%
Connection Inc	404	330	81.68%
Columbus House	131	107	81.68%
St. Vincent DePaul Mission of Waterbury Inc.	60	49	81.67%
Chrysalis Center Inc.	330	268	81.21%
Yale-New Haven Hospital	132	107	81.06%
SCADD	334	267	79.94%
River Valley Services	189	151	79.89%
Guardian Ad Litem	139	111	79.86%
Center for Human Development	194	154	79.38%
Sound Community Services Inc.	390	308	78.97%
Connecticut Valley Hospital	125	98	78.40%
Mercy Housing and Shelter Corporation	145	113	77.93%
Gilead Community Services Inc.	205	159	77.56%
LifeBridge Community Services (formerly FSW Inc)	65	50	76.92%
Waterbury Hospital Health Center	95	73	76.84%
Hartford Hospital	1033	789	76.38%
Wheeler Clinic	640	487	76.09%
Community Health Resources Inc.	956	723	75.63%
Natchaug Hospital	143	108	75.52%
Rushford Center	899	673	74.86%
Community Mental Health Affiliates	536	401	74.81%
Central Naugatuck Valley (CNV) Help Inc.	312	233	74.68%
BH Care (formerly Harbor and Birmingham)	462	345	74.68%
Backus Hospital	57	42	73.68%
United Services Inc.	476	348	73.11%
Southeastern Mental Health Authority	234	171	73.08%
Cornell Scott-Hill Health Corporation	436	317	72.71%
Charlotte Hungerford Hospital	190	137	72.11%
Bridges	254	147	57.87%
ACCESS Agency	4	3	-
Common Ground Community	2	2	-

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Community Health Center Inc.	22	18	-
Council of Churches_Greater Bridgeport	23	21	-
Day Kimball Hospital	22	18	-
Family Centered Services of CT (CCCC)	17	17	-
FOCUS Center for Autism Inc	1	1	-
Friendship Service Center	18	17	-
Hands on Hartford	19	18	-
John J. Driscoll United Labor Agency Inc.	21	20	-
Martin House	8	7	-
My People Clinical Services LLC	13	12	-
New Directions Inc of North Central Conn.	16	15	-
New London Homeless Hospitality Center	22	20	-
Operation Hope of Fairfield Inc.	23	20	-

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

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Community Enterprises Inc.	48	47	97.92%
InterCommunity Inc.	181	177	97.79%
Leeway Inc.	36	35	97.22%
Goodwill of Western and Northern CT Inc.	74	70	94.59%
My Sisters' Place	51	48	94.12%
McCall Foundation Inc	187	174	93.05%
Easter Seals of Greater Hrtfd Rehab Center Inc.	71	66	92.96%
Connecticut Counseling Centers Inc.	348	323	92.82%
Farrell Treatment Center	167	155	92.81%
Supportive Environmental Living Facility Inc-SELF	49	45	91.84%
Prime Time House Inc.	61	56	91.80%
Recovery Network of Programs	268	246	91.79%
Catholic Charities of Fairfield County Inc.	170	155	91.18%
Wellmore (Morris Foundation Inc)	361	328	90.86%
Perception Programs Inc	142	129	90.85%
Bristol Hospital	64	58	90.63%
Hall Brooke Foundation Inc.	64	58	90.63%
Yale University-Behavioral Health	113	102	90.27%
Chemical Abuse Services Agency (CASA)	460	414	90.00%
Marrakech Day Services	118	106	89.83%
Keystone House Inc.	117	105	89.74%
Hartford Dispensary	1778	1583	89.03%
Laurel House	212	188	88.68%
Operation Hope of Fairfield Inc.	26	23	88.46%
Advanced Behavioral Health	138	122	88.41%
John J. Driscoll United Labor Agency Inc.	25	22	88.00%
Continuum of Care	314	276	87.90%
Kennedy Center Inc.	139	122	87.77%
YWCA of Hartford	32	28	87.50%
Liberation Programs	215	188	87.44%
United Community and Family Services	68	59	86.76%
Fellowship Inc.	285	246	86.32%
Pathways Inc.	94	81	86.17%
Central CT Coast YMCA	86	74	86.05%
Connecticut Renaissance Inc.	558	479	85.84%
Liberty Community Services	74	63	85.14%
Kuhn Employment Opportunities Inc.	40	34	85.00%
Catholic Charities- Waterbury	92	78	84.78%
St. Vincent DePaul Mission of Waterbury Inc.	59	50	84.75%
Midwestern CT Council on Alcoholism (MCCA)	742	626	84.37%
Community Renewal Team (CRT)	63	53	84.13%
Alcohol and Drug Recovery Center ADRC	609	511	83.91%
Catholic Charities - Institute for the Hispanic Fa	207	173	83.57%
CommuniCare Inc	121	101	83.47%
Bridge House	124	103	83.06%
LifeBridge Community Services (formerly FSW Inc)	64	53	82.81%
Crossroad Inc	115	95	82.61%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
St. Vincent DePaul Place Middletown Inc.	46	38	82.61%
Norwalk Hospital	279	230	82.44%
Connecticut Valley Hospital	124	102	82.26%
Mental Health Connecticut	480	393	81.88%
Columbus House	136	111	81.62%
New Milford Hospital	116	94	81.03%
APT Foundation Inc	1285	1041	81.01%
Western Connecticut Mental Health Network	630	509	80.79%
SCADD	338	273	80.77%
Family and Childrens Agency Inc	124	100	80.65%
ImmaCare	41	33	80.49%
Capitol Region Mental Health Center	177	142	80.23%
Sound Community Services Inc.	388	307	79.12%
Mercy Housing and Shelter Corporation	148	117	79.05%
Connecticut Mental Health Center	699	552	78.97%
Inspirica Inc. (formerly St Luke's LifeWorks)	61	48	78.69%
Center for Human Development	198	155	78.28%
Central Naugatuck Valley (CNV) Help Inc.	313	245	78.27%
Connection Inc	407	318	78.13%
Easter Seal Goodwill Ind. Rehab. Center Inc.	50	39	78.00%
Guardian Ad Litem	140	109	77.86%
Yale-New Haven Hospital	133	103	77.44%
Ability Beyond	144	111	77.08%
Chrysalis Center Inc.	342	263	76.90%
Gilead Community Services Inc.	205	156	76.10%
Reliance Health, Inc.	148	112	75.68%
St. Mary's Hospital Corporation	203	153	75.37%
Wheeler Clinic	650	489	75.23%
Stafford Family Services	28	21	75.00%
Southwest Connecticut Mental Health System	187	140	74.87%
Optimus Health Care-Bennett Behavioral Health	127	95	74.80%
River Valley Services	192	143	74.48%
Community Health Resources Inc.	973	721	74.10%
Natchaug Hospital	145	107	73.79%
BH Care (formerly Harbor and Birmingham)	456	335	73.46%
Community Mental Health Affiliates	549	398	72.50%
Danbury Hospital	127	92	72.44%
Rushford Center	899	651	72.41%
New Reach, Inc.	36	26	72.22%
Hartford Behavioral Health	79	57	72.15%
Waterbury Hospital Health Center	93	65	69.89%
Southeastern Mental Health Authority	238	164	68.91%
Cornell Scott-Hill Health Corporation	433	296	68.36%
United Services Inc.	486	328	67.49%
Bridges	265	173	65.28%
Charlotte Hungerford Hospital	189	122	64.55%
Backus Hospital	58	37	63.79%
Hartford Hospital	1034	597	57.74%
ACCESS Agency	4	3	-
Common Ground Community	3	2	-

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Community Health Center Inc.	21	14	-
Council of Churches_Greater Bridgeport	22	20	-
Day Kimball Hospital	24	17	-
Family Centered Services of CT (CCCC)	17	17	-
FOCUS Center for Autism Inc	1	1	-
Friendship Service Center	17	12	-
Hands on Hartford	18	16	-
Martin House	8	6	-
My People Clinical Services LLC	14	11	-
New Directions Inc of North Central Conn.	16	14	-
New London Homeless Hospitality Center	23	19	-

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	85.1	92.4	85.4	89.6	92.8	90.2	83.4
MH Programs	89.0	92.4	81.8	92.1	92.1	91.1	77.3
Significance	*	ns	*	*	ns	*	*

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

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

BOLD values identify the higher value when a difference is significant

- More clients in MH programs reported satisfaction in the Access, 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	87.1	92.1	84.6	90.6	92.1	90.0	81.8
Women	87.5	93.1	81.6	91.9	92.9	91.9	77.8
Significance	ns	*	*	*	*	*	*
SU Programs							
Men	84.4	91.7	85.8	88.9	92.0	89.1	84.1
Women	86.5	93.8	84.5	90.9	94.3	92.4	81.8
Significance	*	*	ns	*	*	*	*
MH Programs							
Men	90.1	92.3	83.4	92.1	92.1	90.8	78.8
Women	88.0	92.6	80.3	92.3	92.2	91.4	75.7
Significance	*	ns	*	ns	ns	ns	*

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

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

BOLD values identify the higher value when a difference is significant

Across All Programs:

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

In SU Programs:

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

In MH Programs:

- More men reported satisfaction in the Access, Outcome, and Recovery domains.

Consumer Satisfaction across Race

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.

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
White	87.0	92.8	82.8	91.3	92.6	90.9	79.1
Black	88.3	92.4	84.7	90.8	92.4	90.4	82.3
Other	88.4	92.3	84.2	91.3	92.6	91.2	82.9
Significance	ns	ns	*	ns	ns	ns	*
SU Programs							
White	84.6	92.7	84.9	89.9	93.1	90.6	82.4
Black	85.9	92.2	84.8	88.8	92.1	88.2	83.9
Other	86.1	91.5	86.7	88.7	92.3	90.1	85.0
Significance	ns	ns	ns	ns	ns	*	*
MH Programs							
White	89.3	92.7	81.2	92.4	92.0	91.2	76.2
Black	89.6	92.5	84.6	91.7	92.5	91.1	81.1
Other	90.9	92.9	81.8	93.3	92.8	92.0	80.5
Significance	ns	ns	*	ns	ns	ns	*

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

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

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

Across All Programs:

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

In SU Programs:

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

In MH Programs:

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

Consumer Satisfaction across Ethnicity

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Hispanic	89.0	94.2	85.7	92.7	93.4	92.3	82.2
Non Hispanic	87.9	93.1	83.1	91.6	93.0	91.4	80.4
Significance	*	*	*	*	ns	ns	*
SU Programs							
Hispanic	87.8	94.1	88.6	91.2	93.2	91.8	86.4
Non Hispanic	84.2	92.3	84.4	89.5	92.3	90.0	82.1
Significance	*	*	*	*	ns	*	*
MH Programs							
Hispanic	89.6	94.0	82.9	93.8	93.4	92.4	78.3
Non Hispanic	91.2	93.8	82.4	93.2	93.3	92.6	78.9
Significance	*	ns	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, Appropriateness, Outcome, General Satisfaction, and Recovery), more consumers who identified themselves as Hispanic were satisfied with services than those who identified themselves as non-Hispanic.

In SU Programs:

- In each of the significant domains (Access, Appropriateness, Outcome, General Satisfaction, Respect, and Recovery), more consumers who identified themselves as Hispanic were satisfied with services than those who identified themselves as non-Hispanic.

In MH Programs:

- In the Access domain, more non-Hispanic consumers were satisfied with services than Hispanic consumers.

Consumer Satisfaction across Age Groups

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
24 & Under	82.2	90.9	81.3	86.5	89.5	89.8	80.7
25-34	84.8	92.0	84.1	89.6	92.0	91.0	81.7
35-54	88.2	92.8	83.1	91.7	92.9	90.4	79.7
55 & Older	89.9	93.5	84.2	93.7	93.3	91.7	79.1
Significance	*	*	*	*	*	ns	*
SU Programs							
24 & Under	80.5	92.2	83.1	85.8	90.8	89.7	83.5
25-34	83.7	92.2	85.7	88.6	92.3	90.8	83.9
35-54	86.7	92.7	85.0	90.2	93.4	89.7	83.3
55 & Older	87.3	93.1	87.1	93.0	93.8	90.3	82.3
Significance	*	ns	ns	*	*	ns	ns
MH Programs							
24 & Under	83.8	88.9	78.8	86.1	87.1	89.7	76.8
25-34	87.0	91.8	82.0	91.4	91.6	91.3	78.0
35-54	89.4	92.7	81.5	92.6	92.6	90.6	76.7
55 & Older	91.2	93.6	83.6	93.9	93.4	92.0	77.9
Significance	*	*	*	*	*	ns	ns

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

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

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

Across All Programs:

- In the Access domain, more clients who were 35 years old or older were satisfied with services than consumers in the 34 years and younger age categories. Additionally, more 55 and older clients were satisfied compared to younger clients.
- In Appropriateness participation in treatment, more clients in the 55 and older group were satisfied than were clients in 34 years and younger group.
- In the Outcome domain, more clients in the 25-43 or 55 and older were satisfied compared to clients in the 24 years and younger group.
- In the General Satisfaction domain, more consumers in each older age group were satisfied with services than consumers in any younger age categories.
- In terms of Participation in Treatment, more clients who were 55 and older were satisfied compared to clients who were 34 years or younger.
- In the Recovery domain, more clients who were 25-34 years old were satisfied with services than clients who were 35 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.
- In the General Satisfaction domain, more 55 years and older clients were satisfied with services compared to clients who were younger than 55 years. Additionally, more clients who were 35-54 years old were satisfied than clients who were 24 years old or younger.
- In terms of Participation in Treatment, more clients who were 35 years or older were satisfied compared to clients who were 24 years or younger.

In MH Programs:

- In the Access domain, more 55 years and older clients were satisfied with services compared to clients who were younger than 55 years. Additionally, more clients who were 35- 54 years or older were satisfied than those who were 34 years or younger.
- In the Appropriateness domain, more consumers who were 35 years old or older were satisfied with services than consumers in the 24 years and younger age categories.
- In the Outcome domain, more clients in the 55 years and older category were satisfied compared to clients in the 24 years and younger group.
- In the General Satisfaction domain, more clients in the 55 years and older age group were satisfied compared to clients in the 34 years and younger age groups.
- For Participation in Treatment, more consumers who were 25 years old or older were satisfied with services than consumers in the 24 years and younger age category.

Consumer Satisfaction across Levels of Care

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Outpatient	84.3	91.1	80.4	89.3	90.9	89.1	74.8
Residential	86.0	90.1	83.4	88.0	92.1	88.4	82.0
Case Management	93.8	95.9	84.9	95.1	94.7	93.5	82.7
Social Rehab	91.2	91.5	87.8	94.4	91.1	91.2	85.1
Employment	96.5	96.2	88.8	96.9	94.2	94.3	86.8
Med Assist Tx	87.7	96.1	91.5	94.2	96.0	94.5	87.0
CSP/RP/ACT	89.3	91.8	78.2	90.9	92.0	90.7	77.2
IOP	83.3	89.8	78.3	85.3	89.4	86.9	78.2
Significance	*	*	*	*	*	*	*
SU Programs							
Outpatient	84.2	90.1	82.7	86.9	90.1	87.8	81.9
Residential	83.6	90.7	84.6	88.3	93.0	88.1	83.0
Case Management	92.5	97.4	83.7	96.7	97.8	93.6	85.3
Employment	95.8	97.7	92.9	98.0	95.6	91.9	90.9
Med Assist Tx	87.7	96.1	91.5	94.2	96.0	94.5	87.0
IOP	83.3	90.0	78.4	85.2	89.3	86.7	78.4
	*	*	*	*	*	*	*
MH Programs							
Outpatient	84.5	91.7	79.0	90.9	91.4	89.9	70.5
Residential	90.0	88.9	81.2	87.4	90.5	88.9	80.2
Case Management	93.9	95.7	85.0	94.9	94.3	93.5	82.3
Social Rehab	91.2	91.5	87.8	94.4	91.1	91.2	85.1
Employment	96.5	96.1	88.6	96.9	94.1	94.4	86.6
CSP/RP/ACT	89.3	91.8	78.2	90.9	92.0	90.7	77.2
IOP	84.4	86.4	75.8	87.9	89.4	90.3	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 domain, more clients who received employment services were satisfied than clients who received all other types of services listed.
- In the Appropriateness domain, more clients who received case management, methadone maintenance, 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.
- In the General Satisfaction domain, more clients who received case management, methadone maintenance, social and employment services were satisfied than clients who received other types of services.
- With respect to Participation in Treatment, more clients who received methadone maintenance and case management services were satisfied than clients who received all other types of services except employment services.
- With regard to Respect, more clients who received methadone maintenance services were satisfied than clients who received all other types of services except case management and employment services.

- In the Recovery domain, more clients who received methadone maintenance services were satisfied than clients who received all other services except social and employment services.

In SU Programs:

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

In MH Programs:

- In the Access domain, more clients who received vocational rehabilitation (employment) services were satisfied than clients who received all other types of services except case management 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.
- In the Outcome domain, more clients who received social rehabilitation or employment services were satisfied than those who received all other types of services.
- In the General Satisfaction domain, more clients who received employment, social or case management services were more satisfied than clients who received all other types of 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 vocational rehabilitation and CSP/RP/ACT services.
- With regard to Respect, more clients who received employment services were satisfied than clients who received all other types of services except social and case management services.
- In the Recovery domain, more clients who received social or vocational rehabilitation services were satisfied with those services than clients who received all other services except case management services.

Consumer Satisfaction by Length of Service

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
< 1 Year	86.9	92.5	82.9	89.7	92.6	89.8	81.4
1-2 Years	87.5	93.1	84.3	92.4	92.6	92.3	79.6
2-5 Years	88.7	93.3	84.4	92.5	93.2	91.7	80.3
> 5 Years	86.8	92.0	83.3	92.1	92.0	91.2	78.5
Significance	*	ns	ns	*	ns	*	*
SU Programs							
< 1 Year	85.0	92.0	84.1	88.3	92.5	88.8	82.9
1-2 Years	84.8	94.1	87.7	92.7	93.6	92.2	83.2
2-5 Years	86.6	93.1	88.7	92.4	94.3	93.6	85.7
> 5 Years	86.3	93.3	88.5	91.6	93.8	93.2	85.4
Significance	ns	*	*	*	ns	*	ns
MH Programs							
< 1 Year	92.0	94.1	79.7	92.7	92.6	92.3	77.9
1-2 Years	89.4	92.6	82.4	92.1	92.1	92.5	77.2
2-5 Years	89.3	93.0	82.5	92.3	92.6	90.3	77.8
> 5 Years	87.0	91.4	82.6	92.1	91.8	90.6	76.8
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 had been receiving services for 2 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.
- In terms of 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 the Recovery domain, more clients who received services for 1 year or less were satisfied compared to clients who had been receiving services for five years or more.

In SU Programs:

- In the Outcome, General Satisfaction, and Respect domains, 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 the Appropriateness domain, more clients who had been receiving services for 1-2 years were satisfied than those who received services for one or less years.

In MH Programs:

- In the Access domain, more clients who had been receiving services for less than 5 years were satisfied than those who received services for 5 or more years. Additionally, more clients who had been receiving services for less than 1 year were satisfied than those who received services for more than a year.
- In the Appropriateness domain, more clients who had been receiving services for one year or less were satisfied than those who received services for 5 or more years.
- In the Outcome domain, consumers who had been receiving services for five or more years were satisfied than those who were receiving services for less than a year.

Consumer Satisfaction across Regions

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Region 1 (South Western)	92.2	94.4	85.3	93.0	93.2	92.2	84.1
Region 2 (South Central)	86.9	92.1	83.6	91.1	92.1	90.4	79.9
Region 3 (South Eastern)	89.4	92.3	79.7	90.6	91.9	90.7	77.2
Region 4 (North Central)	84.0	91.5	82.6	89.9	91.7	89.6	77.8
Region 5 (Western)	89.0	93.3	85.4	91.6	93.6	91.8	82.9
Significance	*	*	*	*	*	*	*
SU Programs							
Region 1 (South Western)	88.6	92.8	85.9	90.0	92.3	91.3	84.9
Region 2 (South Central)	91.3	90.5	82.7	88.5	91.1	88.7	78.4
Region 3 (South Eastern)	89.4	93.3	85.4	90.1	93.9	92.3	84.9
Region 4 (North Central)	86.6	93.7	87.3	90.6	93.7	91.2	85.1
Region 5 (Western)	86.2	92.9	86.7	89.9	93.7	89.9	86.8
Significance	*	*	*	*	*	*	*
MH Programs							
Region 1 (South Western)	93.6	95.1	85.1	94.3	93.6	92.7	83.7
Region 2 (South Central)	92.4	93.6	84.6	93.7	93.2	92.2	81.4
Region 3 (South Eastern)	89.4	91.6	76.4	90.9	90.7	89.7	72.6
Region 4 (North Central)	81.2	89.2	77.7	89.0	89.6	87.9	70.3
Region 5 (Western)	91.1	93.7	84.3	93.0	93.6	93.4	79.8
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 Region 1 were satisfied than clients in all other Regions.
- Appropriateness: More clients in Regions 1 & 5 were satisfied than clients in Region 4.
- Outcome: More clients in Regions 1, 2, 4 & 5 were satisfied than clients in Region 3.
- General Satisfaction: More clients in Region 1 were satisfied than clients in Regions 3 & 4.
- Participation in Treatment: More clients in Region 5 were satisfied than clients in Regions 2 & 4.
- Respect: More clients in Regions 1 & 5 were satisfied than clients in Region 4.
- Recovery: More clients in Regions 1 & 5 were satisfied than clients Regions 2, 3 & 4.

In SU Programs:

- Access and Recovery: Fewer clients from Region 2 were satisfied than clients from each other Region.
- Appropriateness, Outcome and Participation in Treatment: More clients in Regions 4 & 5 were satisfied than clients in Region 2.
- General Satisfaction: More clients in Region 4 were satisfied than clients from Region 2.
- Respect: More clients from Regions 3 & 4 were satisfied than clients from Region 2.

In MH Programs:

- Access: Fewer clients in Region 4 were satisfied than clients from all other Regions.
- Appropriateness: More clients from Region 1 were satisfied than clients from Regions 3 & 4.

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

Summary by Domains

Access

Eighty-seven percent (87%) 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
- Respondents of Hispanic/Latino origin
- Respondents aged 55 years or older
- Respondents receiving employment services
- Respondents from Planning Region 1 (South Western)

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 aged 55 years or older
- Respondents receiving less than five years of services
- Respondents from any Planning Region except Region 4 (North Central)

Quality and Appropriateness

Ninety-three percent (93%) of respondents reported satisfaction on the Quality and Appropriateness domain. *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Women
- Respondents of Hispanic/Latino origin
- Respondents receiving methadone maintenance, case management, or 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 of Hispanic/Latino origin

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:

- Respondents receiving case management or employment services

General Satisfaction

Ninety-one percent (91%) 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 of Hispanic/Latino origin
- Respondents aged 55 years and older
- Respondents receiving employment, case management, social rehabilitation or methadone maintenance services
- Respondents receiving services for 1 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 1 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 receiving employment, case management, or social rehabilitation services

Outcome

Eighty-three percent (83%) 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 of Hispanic/Latino origin
- Respondents in methadone maintenance programs
- Respondents from any Planning Region except Region 3 (South Eastern)

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 of Hispanic/Latino origin

- 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 receiving employment or social rehabilitation services
- Respondents from Planning Regions 1 (South Western), 4 (North Central) or 5 (Western)

Recovery

Eighty percent (80%) 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) or Other racial categories
- Respondents of Hispanic/Latino origin
- Respondents from Planning Regions 1 (South Western) & 5 (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:

- Men
- Respondents of Hispanic/Latino origin
- 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 Recovery domain:

- Men
- Respondents in the African-American (Black) or Other racial categories
- Respondents from Planning Regions 1 (South Western), 2 (South Central) or 5 (Western)

Participation in Treatment

Ninety-two percent (92%) 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

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:

- Respondents aged 25 years or older
- Respondents from Planning Regions 1 (South Western), 2 (South Central) or 5 (Western)

Respect

Ninety-one percent (91%) of respondents agreed with the statement, “My wishes are respected about the amount of family involvement I want in my treatment.” *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Respondents receiving treatment for Mental Health disorders
- Women
- 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 of Hispanic/Latino origin
- Respondents who have been receiving services for more 1 or more years

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

- None to report

Quality of Life Results

During Fiscal Year 2016, 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 1,939 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	65.0	65.3	63.2	66.1	68.5
SU Programs	71.9	70.2	68.2	67.5	72.9
MH Programs	62.3	63.3	61.1	65.6	66.6
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, SFY2014 and SFY2015.

Quality of Life across Gender

	Physical Health	Psychological	Social	Environment	General QOL
Men	66.9	66.8	63.9	66.8	69.5
Women	61.6	62.5	61.9	64.8	66.7
Significance	*	*	ns	ns	*
SU Programs					
Men	74.5	72.4	70.4	68.2	73.8
Women	65.1	64.5	62.2	65.7	70.4
Significance	*	*	*	ns	ns
MH Programs					
Men	63.3	64.1	60.5	66.2	67.1
Women	60.7	62.0	61.8	64.6	65.8
Significance	ns	ns	ns	ns	ns

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

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

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

Across All Programs:

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

In SU Programs:

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

In MH Programs:

- There were no significant differences in QOL as reported by men and women.

Quality of Life across Race

	Physical Health	Psychological	Social	Environment	General QOL
White	64.7	63.8	61.6	66.3	67.8
Black	64.9	67.0	64.0	65.3	69.5
Other	68.0	69.8	69.7	67.8	70.8
Significance	ns	*	*	ns	ns
SU Programs					
White	72.1	69.3	67.5	67.8	72.9
Black	69.8	69.5	67.5	66.0	72.5
Other	74.9	75.9	71.5	69.0	73.8
Significance	ns	ns	ns	ns	ns
MH Programs					
White	61.5	61.4	58.6	65.7	65.4
Black	63.6	66.4	62.9	65.2	68.7
Other	64.8	66.9	68.8	67.3	69.2
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(s) when a difference is significant

Across All Programs:

- In the Social domain, consumers who identified themselves in the Other (non-Black and non-White) racial category reported better QOL than those who identified themselves in either the Black or White category.

In SU Programs:

- No differences in QOL across racial categories.

In MH Programs:

- In the Psychological and Social domains, consumers who identified themselves in the Black or Other categories 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	64.1	66.3	64.9	65.4	69.3
Non Hispanic	64.7	64.3	61.8	65.7	67.5
Significance	ns	ns	ns	ns	ns
SU Programs					
Hispanic	71.7	72.1	68.2	66.5	73.3
Non Hispanic	70.8	68.5	67.1	67.4	72.0
Significance	ns	ns	ns	ns	ns
MH Programs					
Hispanic	59.9	63.0	62.7	64.8	66.1
Non Hispanic	62.5	62.8	59.8	65.1	65.8
Significance	ns	ns	ns	ns	ns

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

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

BOLD values identify the higher value when a difference is significant

Across All Programs:

- No differences in QOL across Ethnicity.

In SU Programs:

- No differences in QOL across Ethnicity.

In MH Programs:

- No differences in QOL across Ethnicity.

Quality of Life across Age Groups

	Physical Health	Psychological	Social	Environment	General QOL
24 & Under	69.2	67.5	65.8	66.1	69.8
25-34	70.5	67.6	68.4	68.4	71.6
35-54	64.0	64.1	62.4	65.0	68.0
55 & Older	61.4	64.6	60.3	66.0	66.5
Significance	*	ns	*	ns	*
SU Programs					
24 & Under	73.9	75.0	68.7	69.6	79.7
25-34	74.1	72.0	72.3	69.7	74.6
35-54	69.6	68.2	66.1	65.2	70.3
55 & Older	70.4	67.1	61.7	65.6	71.1
Significance	ns	ns	*	ns	*
MH Programs					
24 & Under	65.0	60.9	63.1	63.1	62.3
25-34	66.8	63.1	63.9	67.1	68.4
35-54	61.8	62.6	60.8	65.0	66.9
55 & Older	60.6	64.4	60.2	66.1	66.0
Significance	*	ns	ns	ns	ns

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

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

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

Across All Programs:

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

In SU Programs:

- In the Social domain, clients who were 25 - 34 years old reported better QOL than did clients who were 35 years old or older.
- In the General QOL domain, clients who were 24 years or younger reported better QOL than clients who were 35 - 54 years old.

In MH Programs:

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

Quality of Life across Levels of Care

	Physical Health	Psychological	Social	Environment	General QOL
Outpatient	59.7	61.1	57.5	63.8	65.9
Residential	70.1	68.0	66.5	68.0	70.9
Case Management	61.7	66.5	62.6	66.1	66.5
Social Rehab	66.7	67.3	64.1	68.1	73.1
Employment	69.1	65.3	63.9	65.1	70.8
ACT/CSP/RP	59.7	56.9	60.0	62.3	62.0
IOP	62.5	61.8	62.2	63.6	68.2
Significance	*	*	*	*	*
SU Programs					
Outpatient	65.2	66.6	63.9	65.6	70.6
Residential	74.7	71.7	70.2	69.7	73.4
Case Management	72.1	72.0	64.3	59.5	75.0
Employment	76.9	77.8	72.3	65.1	79.2
IOP	62.5	61.8	62.2	63.6	68.2
Significance	*	*	ns	*	ns
MH Programs					
Outpatient	56.0	57.5	52.8	62.5	62.9
Residential	63.0	62.3	60.1	65.4	66.6
Case Management	61.0	66.1	62.5	66.6	65.9
Social Rehab	66.7	67.3	64.1	68.1	73.1
Employment	67.3	62.6	62.0	65.0	69.0
ACT/CSP/RP	59.7	56.9	60.0	62.3	62.0
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(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 outpatient, case management, intensive outpatient, or ACT/CSP/RP. Clients who received social rehabilitation or employment services reported better QOL than clients who received case management, outpatient services or ACT/CSP/RP services.
- In the Psychological domain, clients who received residential, case management, social rehabilitation, or employment services reported better QOL than clients who received ACT/CSP/RP services. Clients who received residential, social rehabilitation, or case management services, reported better QOL than clients who received outpatient services.
- In the Social domain, clients who received residential, social rehabilitation, employment, or case management services, reported better QOL than clients who received outpatient services.
- In the Environment domain, clients who received residential or social rehabilitation services reported better QOL than clients who received ACT/CSP/RP services.

- In the General QOL domain, clients who received residential or social rehabilitation services reported better QOL than clients who received outpatient, case management, or ACT/CSP/RP services.

In SU Programs:

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

Quality of Life by Length of Service

	Physical Health	Psychological	Social	Environment	General QOL
< 1 Year	68.9	67.7	65.5	66.2	70.0
1-2 Years	60.9	60.5	58.6	62.6	64.9
2-5 Years	62.4	63.4	62.4	66.1	67.9
> 5 Years	62.9	64.7	61.5	66.9	67.9
Significance	*	*	*	ns	*
SU Programs					
< 1 Year	73.2	71.2	69.1	67.9	73.3
1-2 Years	60.2	59.2	62.8	61.8	68.6
2-5 Years	56.9	64.4	55.3	67.6	72.3
> 5 Years	61.6	64.8	56.1	63.3	67.9
Significance	*	*	*	ns	ns
MH Programs					
< 1 Year	61.4	61.5	58.7	63.2	63.8
1-2 Years	60.9	60.7	58.0	62.7	64.2
2-5 Years	62.6	63.4	62.7	66.1	67.7
> 5 Years	62.9	64.7	61.7	67.1	67.9
Significance	ns	ns	ns	*	ns

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

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

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

Across All Programs:

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

In 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 domain, clients who had been receiving services for less than one year reported better QOL than those clients who had been receiving services for one to two years.

In MH Programs:

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

Quality of Life across Regions

	Physical Health	Psychological	Social	Environment	General QOL
Region 1 (South Western)	65.8	66.9	64.5	67.8	70.8
Region 2 (South Central)	62.2	59.5	58.5	63.0	65.4
Region 3 (South Eastern)	61.2	59.8	61.0	64.8	62.8
Region 4 (North Central)	66.0	67.7	65.8	66.7	69.5
Region 5 (Western)	65.5	64.0	59.5	64.8	68.7
Significance	*	*	*	ns	*
SU Programs					
Region 1 (South Western)	62.8	64.9	63.4	62.5	68.2
Region 2 (South Central)	68.9	68.6	61.0	66.5	73.0
Region 3 (South Eastern)	--	--	--	--	--
Region 4 (North Central)	74.1	72.3	72.2	69.5	74.7
Region 5 (Western)	75.8	70.6	64.7	67.6	75.1
Significance	*	*	*	*	*
MH Programs					
Region 1 (South Western)	66.8	67.6	65.0	69.7	72.1
Region 2 (South Central)	60.7	58.2	58.1	62.3	63.4
Region 3 (South Eastern)	61.2	59.8	61.0	64.8	62.8
Region 4 (North Central)	61.0	64.9	61.5	65.0	66.4
Region 5 (Western)	60.6	60.6	56.8	63.4	65.3
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, and General QOL domains, clients from Regions 1, 4 & 5 reported better QOL than clients from Region 3.
- In the Social domain, clients from Region 4 reported better QOL than did clients from Regions 2, 3 & 5.

In SU Programs:

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

In MH Programs:

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

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

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

- Men

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

- Respondents from Planning Region 1 (South Western)

Physical Health

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

- Respondents who were receiving treatment from Substance Use programs
- Men
- Respondents age 34 years or younger
- Respondents receiving services for less than one year

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

- Men
- 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:

- Respondents from Planning Region 1 (South Western)

Psychological

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

- Respondents who were receiving treatment from Substance Use programs
- Men
- Respondents receiving services for less than one year

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

- Men

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

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

Social

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

- Respondents who were receiving treatment from Substance Use programs
- Respondents in the African-American (Black) or Other racial categories

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

- Men

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

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

Environment

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

- No significant categories to report

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 from Planning Region 1 (South Western)

Health Outcomes Survey Results

As part of the SFY2016 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 3,354 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 2016

Provider	Frequency	Percent
Ability Beyond	1	0.0
Alliance For Living	1	0.0
Capitol Region Mental Health Center	181	5.4
Chemical Abuse Services Agency (CASA)	72	2.1
Chrysalis Center Inc.	329	9.8
Community Health Center Inc.	13	0.4
Community Renewal Team (CRT)	66	2.0
Connecticut Mental Health Center	685	20.4
Connection Inc	282	8.4
Continuum of Care	126	3.8
Council of Churches_Greater Bridgeport	11	0.3
Easter Seal Goodwill Ind. Rehab. Center Inc.	49	1.5
Family and Childrens Agency Inc	66	2.0
Family Centered Services of CT (CCCC)	7	0.2
FOCUS Center for Autism Inc	2	0.1
ImmaCare	43	1.3
Inspirica Inc. (formerly St Luke's LifeWorks)	80	2.4
Liberty Community Services	30	0.9
Martin House	8	0.2
Mental Health Connecticut	83	2.5
Operation Hope of Fairfield Inc.	6	0.2
Pathways Inc.	91	2.7
Southeastern Mental Health Authority	205	6.1
Stafford Family Services	28	0.8
Wheeler Clinic	642	19.1
Yale University-Behavioral Health	90	2.7
Yale-New Haven Hospital	129	3.8

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

Provider	Frequency	Percent
YWCA of Hartford	28	0.8
Total	3,354	100.0

Sixty-nine percent of the responses came from clients in Mental Health programs and 30% came from clients in Substance Use programs. Thirty-three of the responses (1%) were submitted at the provider level and thus were not attributed to a specific program type.

Demographic Information

- 1,405 females (42%) and 1856 males (55%) responded to the survey. The remaining 93 respondents (3%) did not identify their gender.
- Forty-one percent of the respondents fell into the 35-54 years of age group. Twenty-two percent of the respondents were aged 55-64. Five percent were over 65 years while 9.0 % were under the age of 25.
- Almost half of the respondents (46%) were white, while 29% were black. 9% did not identify their race.
- Over half (55%) of the respondents were non-Hispanic. 16% were Hispanic-Puerto Rican and 21% did not identify their ethnicity.
- These data are also reported in Table 13 on page 79.

Health Outcomes

- The average client height was 66.8 inches (± 4.5) with a range of 38-86 inches. Women reported an average height of 64.0 inches (± 3.5 , range = 38-84) and men reported an average of 68.9 inches (± 3.9 , range= 47-86).
- The average client weight was calculated to be 190.5 pounds (± 50.4) with a range of 64-605 pounds. Women reported an average weight of 180.5 pounds (± 50.8 , range = 64-461) and men reported an average of 197.7 pounds (± 49.1 , range= 71-605).
- Body Mass Index (BMI) could be calculated for 76.5% (2,566) of the respondents. The average BMI for clients was calculated as 30.1 (± 8.0) with a range of 15.3-107.1. Women had an average BMI of 31.1 (± 9.0 , range = 15.3-107.1) and men had an average of 29.4 (± 7.2 , range= 15.5-105.0).
- 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.
 - 26% of respondents fell into the Underweight (1%) or Normal BMI categories
 - 32% of respondents fell into the Overweight BMI category
 - 42% of respondents fell into the Obese BMI category
 - These percentages are very similar to those reported in SFY13, SFY14 & SF15
- These data are also reported in Table 14 on page 80.

Figure 3: Body Mass Index for 2566 DMHAS Clients

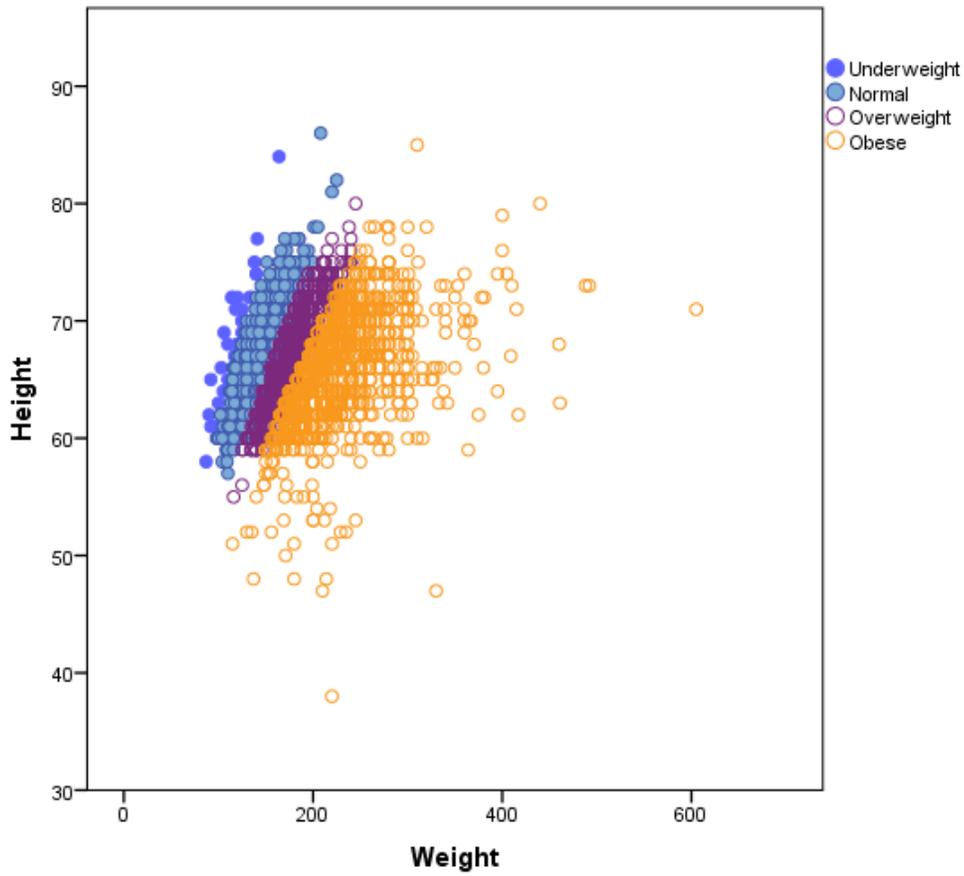
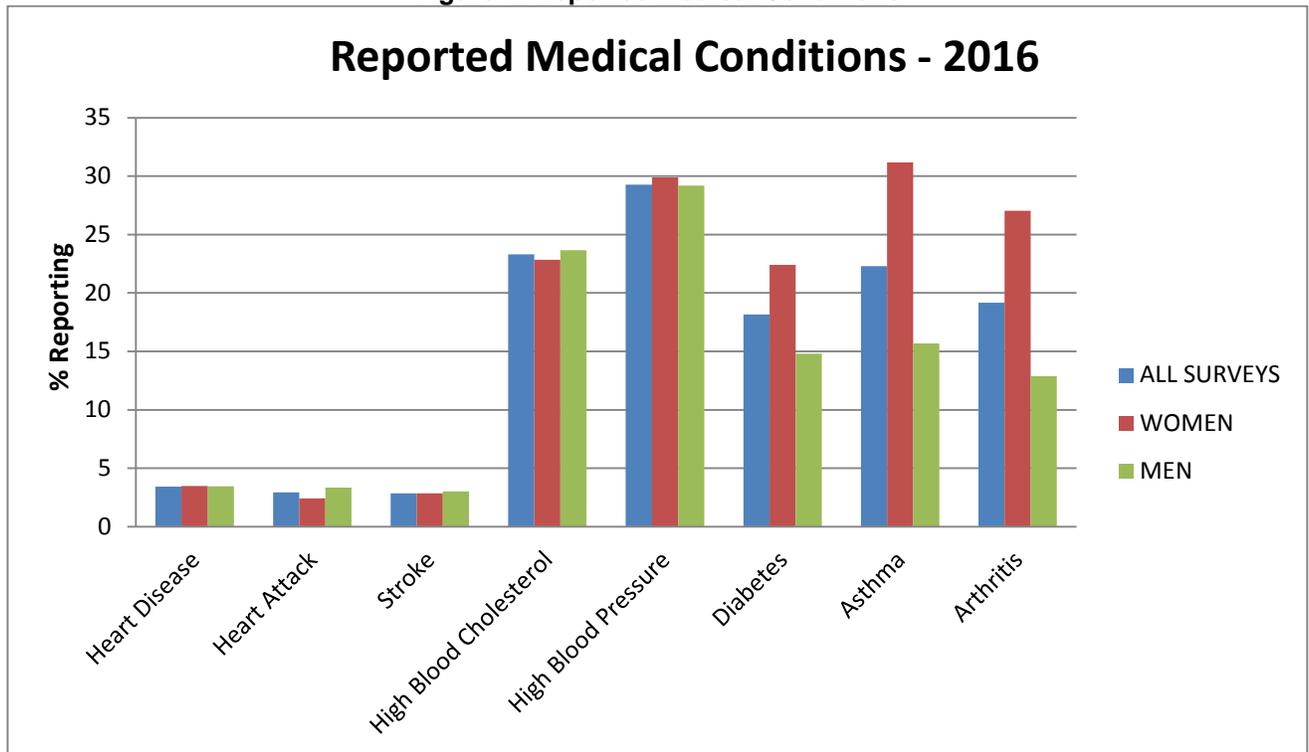


Figure 4: Reported Medical Conditions



- High blood pressure was reported by about 29% of the clients surveyed.
- High cholesterol was reported by 23% 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 15% 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.
 - 29% of clients reported having one of the diagnoses
 - 16% of clients reported having two of the diagnoses
 - 8% of clients reported having three of the diagnoses
 - 4% of clients reported having four of the diagnoses
 - 4% of clients reported having five or more of the diagnoses
- Slightly less than half (41%) of the clients surveyed indicated that they do not smoke, while 56% of the clients indicated that they did smoke.
 - 70% of smokers report smoking every day
 - 25% of smokers report smoking some days
- Non-smokers reported significantly higher frequency of high cholesterol, high blood pressure, diabetes, and arthritis compared to smokers.
- In terms of general health, 32% 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'. Approximately 2% of clients did not answer this question.
- 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 since SFY14), we are only reporting results for clients who reported 1-30 days.
 - On average, Clients reported 12 days (± 10 days) in the last month in which their physical health was not good
 - 50% of clients reported 1-7 physically unhealthy days
 - 15% reported 8-14 physically unhealthy days
 - 16% reported 15-21 physically unhealthy days
 - 20% reported 22-30 physically unhealthy days, including 16% 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. For the same reason noted above, we are only reporting results for clients who reported one or more drinks.
 - 52% of clients reported that when they drink they have 1-2 drinks
 - 24% 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, over 40% of the answers seem to indicate 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 since SFY14), we are only reporting results for clients who reported 1-30 days.
 - On average, clients reported 13 days (± 9 days) in the last month in which their mental health was not good
 - 43% of clients reported 1-7 mentally unhealthy days
 - 17% reported 8-14 mentally unhealthy days
 - 19% reported 15-21 mentally unhealthy days
 - 21% reported 22-30 mentally unhealthy days, including 16% who indicated that every day in the last 30 days was a mentally unhealthy day

- Clients were asked about the impact of poor mental and/or physical health on performing usual activities. For the same reason stated above, we are only reporting results for clients who reported 1-30 days.
 - On average, clients reported that 12 days (± 10 days) in the last month were impacted by mental and/or physical health problems.
 - 47% of clients reported 1-7 days in which activities were impacted
 - 18% reported 8-14 days in which activities were impacted
 - 18% reported 15-21 days in which activities were impacted
 - 18% reported 22-30 days in which activities were impacted, including 14% 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	1405	41.9	1405	100.0	--		624	45.0	781	39.7
Male	1856	55.3	--		1856	100.0	727	52.4	1129	57.4
Unknown	93	2.8	--		--		36	2.6	57	2.9
Total	3354	100.0	1405	100.0	1856	100.0	1387	100.0	1967	100.0
Age										
20 and under	77	2.3	27	109.0	49	2.6	38	2.7	39	2.0
21-24	232	6.9	88	603.0	143	7.7	101	7.3	131	6.7
25-34	669	19.9	269	19.1	395	21.3	232	16.7	437	22.2
35-54	1362	40.6	600	4207.0	745	40.1	543	39.1	819	41.6
55-64	734	21.9	320	22.8	406	21.9	336	24.2	398	20.2
65 and older	179	5.3	82	5.8	96	5.2	101	7.3	78	4.0
Unknown	101	3.0	19	1.4	22	1.2	36	2.6	65	3.3
Total	3354	100.0	1405	100.0	1856	100.0	1387	100.0	1967	100.0
Race										
American Indian/Alaskan Native	37	1.1	10	0.7	27	1.5	10	0.7	27	1.4
Asian	23	0.7	9	0.6	14	0.8	11	0.8	12	0.6
Black	979	29.2	441	31.4	530	28.6	377	27.2	602	30.6
Mixed	54	1.6	24	1.7	29	1.6	20	1.4	34	1.7
Native Hawaiian/Pacific Islander	15	0.7	5	0.4	10	0.5	6	0.4	9	0.5
Other	392	11.7	152	10.8	236	12.7	145	10.5	247	12.6
Unknown	308	9.2	94	6.7	147	7.9	144	10.4	164	8.3
White	1546	46.1	670	47.7	863	46.5	674	48.6	872	44.3
Total	3354	100.0	1405	100.0	1856	100.0	1387	100.0	1967	100.0
Ethnicity										
Mexican	33	1.0	12	0.9	20	1.1	19	1.4	14	0.7
Non-Hispanic	1827	54.5	793	56.4	1017	54.8	773	55.7	1054	53.6
Other Hispanic/Latino	245	7.3	115	8.2	127	6.8	94	6.8	151	7.7
Puerto Rican	532	15.9	201	14.3	322	17.3	208	15.0	324	16.5
Unknown	717	21.4	284	20.2	370	19.9	293	21.1	424	21.6
Total	3354	100.0	1405	100.0	1856	100.0	1387	100.0	1967	100.0
Program Type										
MH	999	29.8	328	23.3	643	34.6	325	23.4	674	34.3
SA	2322	69.2	1064	75.7	1194	64.3	1050	75.7	1272	64.7
Unknown	33	1.0	13	0.9	19	1.0	12	0.9	21	1.0
Total	3354	100.0	1405	100.0	1856	100.0	1387	100.0	1967	100.0

Table 14: Health Outcomes Summary Data

Medical Condition	ALL Surveys		Women		Men		Non-Smokers		Smokers	
	N	%	N	%	N	%	N	%	N	%
Angina	115	3.4	49	3.5	64	3.4	51	3.7	64	3.3
Heart Attack	98	2.9	34	2.4	62	3.3	37	2.7	61	3.1
Stroke	96	2.9	40	2.8	56	3.0	39	2.8	57	2.9
High Cholesterol	782	23.3	321	22.8	439	23.7	367	26.5	415	21.1
High Blood Pressure	982	29.3	420	29.9	542	29.2	442	31.9	540	27.5
Diabetes	609	18.2	315	22.4	275	14.8	292	21.1	317	16.1
Asthma	748	22.3	438	31.2	291	15.7	292	21.1	456	23.2
Arthritis	643	19.2	380	27.0	239	12.9	293	21.1	350	17.8
Smoking										
Every day	1375	41.0	533	37.9	806	43.4	0	0.0	1375	69.9
Some days	489	14.6	200	14.2	275	14.8	0	0.0	489	24.9
Not at all	1387	41.4	624	44.4	727	39.2	1387	100.0	0	0.0
Unknown	103	3.1	48	3.4	48	2.6	0	0.0	103	5.2
Total	3354	100.0	1405	100.0	1856	100.0	1387	100.0	1967	100.0
General Health										
Excellent/Very Good/Good	2312	70.1	911	65.7	1337	73.3	986	72.1	1326	68.7
Fair/Poor	987	29.9	476	34.3	487	26.7	382	27.9	605	31.3
Total	3299	100.0	1387	100.0	1824	100.0	1368	100.0	1931	100.0
BMI Category										
Underweight	31	1.2	17	1.6	14	1.0	9	0.8	22	1.5
Normal	634	24.7	257	24.4	365	25.3	219	20.5	415	27.7
Overweight	834	32.5	295	28.0	515	35.7	328	30.8	506	33.7
Obese	1067	41.6	484	46.0	548	38.0	510	47.8	557	37.1
Total	2566	100.0	1053	100.0	1442	100.0	1066	100.0	1500	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)	2677	38	86	66.8	4.5	1113	38	84	64.0	3.5	1491	47	86	68.9	3.9
Weight (lbs)	2865	64	605	190.5	50.4	1180	64	461	180.5	50.8	1609	71	605	197.7	49.1
BMI Score	2566	15.3	107.1	30.1	8.0	1053	15.3	107.1	31.1	9.0	1442	15.5	105.0	29.4	7.2
Physically unhealthy days	1652	1	30	11.9	10.1	788	1	30	12.7	10.2	820	1	30	11.2	10.0
Mentally unhealthy days	1974	1	30	12.7	9.9	960	1	30	13.1	9.8	970	1	30	12.3	10.0
Activity limitation days	1472	1	30	11.7	9.7	697	1	30	12.2	9.5	741	1	30	11.2	9.8
Drinks per Sitting	833	1	30	4.0	4.8	277	1	30	3.3	4.0	534	1	30	4.3	5.0

Table 16. Health Outcomes Summary Data by Smoking Status

	Non-Smokers					Smokers				
	N	Min	Max	Mean	Std. Dev	N	Min	Max	Mean	Std. Dev
Height (inches)	1115	47	86	66.4	4.5	1562	38	82	67.1	4.4
Weight (lbs)	1190	90	605	194.7	51.5	1675	64	528	187.5	49.5
BMI Score	1066	15.3	105.0	31.2	8.6	1500	15.46	107.1	29.3	7.6
Physically unhealthy days	673	1	30	12.1	10.3	979	1	30	11.7	10.0
Mentally unhealthy days	816	1	30	12.0	9.6	1158	1	30	13.1	10.1
Activity limitation days	589	1	30	11.7	9.8	883	1	30	11.7	9.6
Drinks per Sitting	267	1	30	3.9	4.9	566	1	30	4.0	4.7

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 again (since 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 2016



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

DANNEL P. MALLOY
GOVERNOR

**MIRIAM E. DELPHIN-
RITTMON, Ph.D.**
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 2016
DATE: SEPTEMBER, 2015

The DMHAS Consumer Satisfaction Survey for FY 2016 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, 2016.

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. Visit this page for information about obtaining user access and tokens: <http://www.ct.gov/dmhas/cwp/view.asp?a=2900&q=423042>
- Calculate your sample size using the unduplicated count for Quarter 1, FY15 (July 1, 2014 – September 30, 2014). 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 2016 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.



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

DANNEL P. MALLOY
GOVERNOR

MIRIAM E. DELPHIN-
RITTMON, Ph.D.
COMMISSIONER

September, 2015

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 2016

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 2016

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 2016

ProviderName	Consumers Treated from 7/1/14-9/30/14	Proposed Sample Size (95% CL, 7% CI)	Surveys Submitted in SFY 2016	Surveys as % of Sample Size
Ability Beyond	229	106	148	140%
ACCESS Agency	4	4	4	102%
Advanced Behavioral Health	1102	167	140	84%
Alcohol and Drug Recovery Center ADRC	1257	170	727	428%
Alliance For Living	0	0	1	--
American School for the Deaf	5	5	0	0%
Applied Behavioral Rehab Research Institute Inc	7	7	0	0%
APT Foundation Inc	3841	187	1321	708%
Artreach Inc.	64	48	0	0%
Backus Hospital	563	146	60	41%
BH Care (formerly Harbor and Birmingham)	2658	183	474	260%
Bridge House	251	110	124	112%
Bridges	1146	167	269	161%
Bristol Hospital	66	50	65	131%
Career Resources	2	2	0	0%
Catholic Charities - Institute for the Hispanic Family	254	111	228	206%
Catholic Charities of Fairfield County Inc.	275	115	175	153%
Catholic Charities- Waterbury	169	91	94	103%
Center for Human Development	198	99	209	212%
Central CT Coast YMCA	0	0	98	--
Central Naugatuck Valley (CNV) Help Inc.	110	71	320	453%
Centro Renacer of CT Inc (formerly Hogar Crea)	13	12	0	0%
Charlotte Hungerford Hospital	1111	167	216	130%
Chemical Abuse Services Agency (CASA)	532	143	490	342%
Chrysalis Center Inc.	807	158	372	236%
Columbus House	84	59	138	234%
Common Ground Community	0	0	3	--
CommuniCare Inc	283	116	126	109%
Community Enterprises Inc.	59	46	51	112%
Community Health Center Inc.	29	25	22	87%
Community Health Resources Inc.	6707	190	1023	537%
Community Health Services Inc.	318	121	0	0%
Community Mental Health Affiliates	1554	174	630	362%
Community Renewal Team (CRT)	261	112	64	57%
Connecticut Counseling Centers Inc.	1530	174	351	202%
Connecticut Renaissance Inc.	304	119	573	480%
Connection Inc	819	158	428	270%
Continuum of Care	229	106	333	315%
Cornell Scott-Hill Health Corporation	795	157	445	283%
Council of Churches_Greater Bridgeport	40	33	24	72%
Crossroad Inc	238	108	120	111%
Danbury Hospital	595	148	132	89%
Day Kimball Hospital	104	68	24	35%
Dixwell Newhallville Community MHS	182	95	0	0%
Easter Seal Goodwill Ind. Rehab. Center Inc.	76	55	50	91%

ProviderName	Consumers Treated from 7/1/14-9/30/14	Proposed Sample Size (95% CL, 7% CI)	Surveys Submitted in SFY 2016	Surveys as % of Sample Size
Easter Seals of Greater Hrtfd Rehab Center Inc.	63	48	71	148%
Fairfield Counseling Services Inc.	51	41	0	0%
Family and Childrens Agency Inc	511	142	132	93%
Family Centered Services of CT (CCCC)	33	28	18	63%
Farrell Treatment Center	211	102	175	172%
Fellowship Inc.	509	142	295	208%
FOCUS Center for Autism Inc	3	3	2	67%
Friendship Service Center	0	0	18	--
Gilead Community Services Inc.	295	118	282	239%
Goodwill of Western and Northern CT Inc.	98	66	75	114%
Guardian Ad Litem	205	100	143	142%
Hall Brooke Foundation Inc.	80	57	67	118%
Hands on Hartford	11	10	19	182%
Hartford Behavioral Health	879	160	91	57%
Hartford Dispensary	4794	188	1825	969%
Hartford Hospital	273	114	1039	909%
Hospital of St. Raphael	245	109	0	0%
Human Resource Development Agency	256	111	0	0%
ImmaCare	28	25	43	175%
Inspirica Inc. (formerly St Luke's LifeWorks)	51	41	83	204%
InterCommunity Inc.	2204	180	182	101%
John J. Driscoll United Labor Agency Inc.	35	30	29	97%
Kennedy Center Inc.	182	95	236	249%
Keystone House Inc.	147	84	121	144%
Khmer Health Advocates	33	28	0	0%
Kuhn Employment Opportunities Inc.	135	80	40	50%
Laurel House	272	114	218	191%
Leeway Inc.	6	6	37	632%
Liberation Programs	1078	166	225	136%
Liberty Community Services	22	20	77	388%
LifeBridge Community Services (formerly FSW Inc)	91	62	66	106%
Marrakech Day Services	209	101	120	118%
Martin House	10	10	8	84%
McCall Foundation Inc	293	118	194	165%
Mental Health Connecticut	747	155	489	315%
Mercy Housing and Shelter Corporation	88	61	157	258%
Middlesex Hospital Mental Health Clinic	2	2	0	0%
Midwestern CT Council on Alcoholism (MCCA)	2545	182	833	458%
My People Clinical Services LLC	13	12	16	131%
My Sisters' Place	17	16	58	369%
Natchaug Hospital	41	34	152	446%
New Directions Inc of North Central Conn.	310	120	132	110%
New London Homeless Hospitality Center	15	14	23	164%
New Milford Hospital	355	127	117	92%
New Reach, Inc.	45	37	40	109%
Norwalk Hospital	1617	175	404	231%
Operation Hope of Fairfield Inc.	59	46	34	75%

ProviderName	Consumers Treated from 7/1/14-9/30/14	Proposed Sample Size (95% CL, 7% CI)	Surveys Submitted in SFY 2016	Surveys as % of Sample Size
Optimus Health Care-Bennett Behavioral Health	730	155	144	93%
Pathways Inc.	66	50	96	194%
Perception Programs Inc	347	125	142	113%
Positive Directions The Center for Prevention and Recovery	3	3	0	0%
Prime Time House Inc.	283	116	63	54%
Recovery Network of Programs	2728	183	272	149%
Reliance Health, Inc.	499	141	152	108%
Rushford Center	1838	177	1885	1064%
SCADD	1005	164	362	221%
Shelter for the Homeless Inc.	334	124	0	0%
Shift LLC	7	7	0	0%
Sober Solutions	21	19	0	0%
Sound Community Services Inc.	1516	174	421	242%
St. Mary's Hospital Corporation	1241	169	211	125%
St. Vincent DePaul Mission of Waterbury Inc.	75	54	60	110%
St. Vincent DePaul Place Middletown Inc.	19	17	46	264%
Stafford Family Services	57	44	31	70%
Supportive Environmental Living Facility Inc-SELF	50	40	49	123%
Thames River Community Services	8	8	0	0%
Thames Valley Council for Comm Action Inc	15	14	0	0%
United Community and Family Services	0	0	73	--
United Services Inc.	2382	181	513	283%
Vinfen Corporation of CT, Inc	2	2	0	0%
Waterbury Hospital Health Center	12	11	98	863%
Wellmore (Morris Foundation Inc)	832	159	368	232%
Wheeler Clinic	2520	182	675	371%
Yale University - WAGE	52	41	0	0%
Yale University-Behavioral Health	269	114	114	100%
Yale-New Haven Hospital	0	0	135	--
Youth Challenge of CT Inc	22	20	0	0%
YWCA of Hartford	0	0	33	--