



# Consumer Satisfaction Survey 2017 Annual Report

September 2017

Connecticut Department of Mental Health and Addiction Services



410 Capitol Avenue  
Hartford, CT 06134  
[www.ct.gov/dmhas](http://www.ct.gov/dmhas)

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## **Note from the Director 2017**

This year, DMHAS received over 26,000 surveys from 102 providers within our behavioral health system. Thank you once again to our consumers and providers for their very active participation. I appreciate 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 (in its tenth year,) 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 clients feel about their health and overall well-being. As we continue integration of behavioral health with primary health care, our optional tools are important sources of information.

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. We face budget shortfalls and challenges posted by changes in Washington. Additional modifications to systems like Medicaid will have direct impact on those whom we serve, and we will need to focus on what is possible to maintain and improve.

In the past, I have stressed the importance of reviewing your agency specific results to note potential areas for improvement. 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 consumers' expectations. Our survey results, along with other information such as 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 consumers' voices as we continue our efforts to improve the system.

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

October 2017

## **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:**

“Upstate” © 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 2017 is the tenth year that DMHAS has encouraged the use of the WHOQOL-BREF Quality of Life (hereafter QOL) instrument, which is a widely used, standardized quality of life tool developed by the World Health Organization. The QOL is a 26 question tool that measures consumer satisfaction with the quality of his/her life in the following domains: physical, psychological, social relationships, and environment. DMHAS received 2,661 QOL responses during Fiscal Year 2017. Results can be found on page 63 of this report.

## **Health Outcomes**

In SFY2011, DMHAS piloted a Health Outcomes survey that contained eight questions taken from the Behavioral Risk Factor Surveillance System (BRFSS). The BRFSS is the world's largest, on-going telephone health survey system, tracking health conditions and risk behaviors in all fifty states.<sup>1</sup> 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

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<sup>1</sup> 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 SFY2017. 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.<sup>2</sup>

## **Survey Demographics**

Statewide, a total of 26,011 surveys were returned by 102 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 (58%) of the respondents were White and 17% were African-American/Black. Approximately 12% fell into the “Other” category, which rolled up several less frequent racial categories. Approximately 8% did not identify their race.
- 22% of the respondents identified themselves as Hispanic, and 20% 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 42%); as the average age of a DMHAS client is about 41 years old, this is not surprising.
- Approximately one third (30%) of the survey sample responded to the survey within the outpatient setting; 16% from medication assisted treatment programs; 10% from case management services; 9% from residential programs; 5% from intensive outpatient programs; 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 (48%) than from people receiving services from Substance Use programs (40%). The remaining portion of surveys did not contain enough program information to categorize.
- Additionally, this was the eighth year in which respondents were asked to self-report their length of stay in treatment. Thirty-seven percent reported a stay of less than a year, and 16% reported a stay of more than one, but less than two years. Nineteen percent reported more than two years but less than 5 years and about 23% reported stays of more than five years.

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<sup>2</sup> 2016 CMHS Uniform Reporting System Output Tables. *CMHS Uniform Reporting System - 2016 State Mental Health Measures*. Retrieved on September 27, 2017 from <https://www.samhsa.gov/data/sites/default/files/Connecticut-2016.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 2017, the percentage of clients who reported satisfaction with services in each domain changed by no more than 1% from last year, with positive change in all areas except recovery (-0.3%). 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** and **Respect** domains.
- 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 2017, 88% expressed satisfaction with **Access** to services. Eighty-three percent (84%) 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	<b>Women in Quality and Appropriateness, General Satisfaction, Respect, Participation in Treatment</b> domains <b>Men in Outcome, Recovery</b> domains

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

Respondents in Mental Health Programs	
Significantly More	<b>Men in Access, Outcome, Recovery</b> domains

### Race

All Respondents	
Significantly More	Black respondents in <b>Recovery</b> domain <b>Black and White</b> respondents in <b>Participation in Treatment</b>

Respondents in Substance Use Programs	
Significantly More	<b>White</b> respondents in <b>Participation in Treatment</b>

Respondents in Mental Health Programs	
Significantly More	Black respondents in <b>Outcome, Recovery</b> domains <b>White and Other</b> respondents in <b>General Satisfaction</b> domain <b>Black and White</b> respondents in <b>Participation in Treatment</b>

### Ethnicity

All Respondents	
Significantly More	Respondents who identify as <b>Hispanic/Latino</b> in <b>General Satisfaction</b> domain Respondents who identify as <b>non-Hispanic/Latino</b> in <b>Participation in Treatment</b>

Respondents in Substance Use Programs	
Significantly More	<p>Respondents who identify as <b>Hispanic/Latino</b> in <b>General Satisfaction</b> domain</p> <p>Respondents who identify as <b>non-Hispanic/Latino</b> in <b>Participation in Treatment</b></p>

Respondents in Mental Health Programs	
Significantly Better	<b>Non-Hispanic/Latino</b> respondents in <b>Access, Outcome, Participation in Treatment, Recovery</b> domains

### Age Range

All Respondents	
Significantly More	<p>Respondents who are <b>55 and older</b> in <b>Access</b></p> <p>Respondents who are <b>35 and older</b> in <b>Quality and Appropriateness</b> domain</p> <p>Respondents who are <b>25 and older</b> in <b>Outcome, General Satisfaction</b> domains</p>

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

Respondents in Mental Health Programs	
Significantly More	<p>Respondents who are <b>55 years and older</b> in <b>Outcome</b> domain</p> <p>Respondents who are <b>35 and older</b> in <b>Access</b> domain</p>

### Level of Care

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

Respondents in Substance Use Programs	
Significantly More	People who received <b>outpatient, residential, case management, social rehabilitation, employment, methadone maintenance, CSP/RP/ACT</b> services in <b>Access, General Satisfaction</b> domains

Respondents in Mental Health Programs	
Significantly More	People who received <b>employment services</b> in <b>Access</b> domain

### Length of Stay

All Respondents	
Significantly More	People receiving services for <b>one or more years</b> in <b>Access, Outcome, General Satisfaction</b> domains

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

Respondents in Mental Health Programs	
Significantly More	People receiving services for <b>one or more years</b> in <b>Outcome</b> domain

### Region

All Respondents	
Significantly More	Respondents from <b>Regions 1, 3, 5</b> in <b>Access</b> domain  Respondents from Region <b>1</b> in <b>General Satisfaction</b> domain

Respondents in Substance Use Programs	
Significantly Better	Respondents from <b>any Regions except 2</b> in <b>Access</b> domain

Respondents in Mental Health Programs	
Significantly Better	Respondents from <b>any Region except 4</b> in <b>Access</b> domain  Respondents from Regions <b>1, 2 &amp; 5</b> in <b>Outcome</b> , domain  Respondents from Region <b>1</b> in <b>General Satisfaction</b> domain

### 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 2017 (July 1, 2016– June 30, 2017)*

### ***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:

Jim Siemianowski  
Director, Evaluation, Quality Management and Improvement  
Connecticut Department of Mental Health and Addiction Services  
410 Capitol Avenue, 4th Floor,  
Hartford, CT 06134  
(860) 418-6810  
[james.siemianowski@ct.gov](mailto:james.siemianowski@ct.gov)

## Methodology

### Measures

The 2017<sup>3</sup> 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.

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<sup>3</sup> 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, 2016 and June 30, 2017. Most of the surveys were collected between January 2017 and June 2017.

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 2016 (July 1, 2015 through September 30, 2015).<sup>4</sup> The sample size calculation was based on a 95% confidence level and 7% confidence interval.<sup>5</sup> The table of expected versus actual surveys

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

<sup>5</sup> 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 SFY2017 can be found in Appendix 2. DMHAS provided agencies with a guide and as-needed technical assistance for determining correct sample sizes.<sup>6</sup>

## **Data Entry**

SFY2017 is the sixth 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 24 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 90.3% of clients in MH programs were satisfied with Access to services (Access Domain), compared to 85.3% of clients in SU programs. The statistic that indicates that more clients in the MH programs were satisfied is based on a chi-square ( $\chi^2$ ) 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 differs 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

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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%.

<sup>6</sup> 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 fourth 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.

Statewide, a total of 26,011 surveys were returned by 102 providers within the DMHAS network of care; 90% of all surveys were collected at the program level, rather than at the agency level. (In SFY2016, 90% 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 2013 - 2017**

	2017		2016		2015		2014		2013	
	N	%	N	%	N	%	N	%	N	%
<i>Gender</i>										
Female	10626	40.9	10811	41.2	10662	41.7	9826	41.2	9018	41.9
Male	14761	56.8	14818	56.5	14303	56.0	13370	56.1	11957	55.6
Unknown	624	2.4	615	2.3	594	2.3	640	2.7	542	2.5
<i>Race</i>										
American Indian/Alaskan Native	413	1.6	425	1.6	345	1.4	233	1.0	175	0.8
Asian	202	0.8	185	0.7	197	0.8	168	0.7	172	0.8
Black	4397	16.9	4550	17.3	4601	18.0	4245	17.8	3892	18.1
Mixed	482	1.9	368	1.4	236	0.9	248	1.0	180	0.8
Native Hawaiian/Pacific Islander	81	0.3	98	0.4	90	0.4	65	0.3	75	0.4
Other	3237	12.4	2942	11.2	2930	11.5	2824	11.9	2703	12.6
Unknown	2112	8.1	2319	8.8	2372	9.3	1769	7.4	1593	7.4
White	15087	58.0	15357	58.5	14788	57.9	14284	59.9	12727	59.2
<i>Ethnicity</i>										
Mexican	164	0.6	183	0.7	179	0.7	159	0.7	132	0.6
Non-Hispanic	15031	57.8	14887	56.7	14551	56.9	14259	59.8	12989	60.4
Other Hispanic/Latino	1869	7.2	1807	6.9	1602	6.3	1213	5.1	916	4.3
Puerto Rican	3673	14.1	3664	14.0	3863	15.1	3435	14.4	3351	15.6
Unknown	5274	20.3	5703	21.7	5364	21.0	4770	20.0	4129	19.2
<i>Age Range</i>										
Unknown	806	3.1	731	2.8	684	2.7	734	3.1	647	3.0
20 and Under	524	2.0	552	2.1	556	2.2	620	2.6	643	3.0
21-24	1534	5.9	1714	6.5	1836	7.2	1897	8.0	1591	7.4
25-34	5715	22.0	5927	22.6	5597	21.9	5302	22.2	4681	21.8
35-54	11008	42.3	11209	42.7	11140	43.6	10569	44.3	9709	45.1
55-64	5257	20.2	4999	19.1	4681	18.3	3920	16.5	3583	16.7
65 and older	1167	4.5	1112	4.2	1065	4.2	794	3.3	663	3.1
<i>Service Duration</i>										
12 month to 2 years	4117	15.8	3692	14.1	3409	13.3	3368	14.1	3070	14.3
Less than 1 year	9498	36.5	10217	38.9	10478	41.0	9866	41.4	8707	40.5
2 to 5 years	4843	18.6	4699	17.9	4250	16.6	3996	16.8	3882	18.0
More than 5 years	5989	23.0	6197	23.6	6054	23.7	4791	20.1	4572	21.3
Unknown	1564	6.0	1439	5.5	1368	5.4	1815	7.6	1286	6.0
<i>Program Type</i>										
MH	12497	47.7	12632	47.1	11419	44.0	10664	44.0	10288	46.6
SA	10570	40.3	10979	40.9	10483	40.4	10598	43.7	8324	37.7
Unknown	2944	11.2	2633	9.8	3657	14.1	2574	10.6	2905	13.2

	2017		2016		2015		2014		2013	
	N	%	N	%	N	%	N	%	N	%
<i>Level Of Care</i>										
MH ACT	373	1.4	375	1.4	261	1.0	349	1.5	217	1.0
MH Case Management	2276	8.7	2111	8.0	1635	6.3	1371	5.7	1198	5.5
MH Community Support	1616	6.2	1611	6.1	986	3.8	1107	4.6	1003	4.6
MH Crisis Services	21	0.1	28	0.1	26	0.1	34	0.1	26	0.1
MH Education Support	108	0.4	118	0.5	87	0.3	105	0.4	110	0.5
MH Employment Services	909	3.5	1037	3.9	934	3.6	944	3.9	1046	4.8
MH Forensics Community-based	10	0.0	37	0.1	23	0.1	65	0.3	73	0.3
MH Housing Services	2	0.0	0		1	0.0	3	0.0	2	0.0
MH Inpatient Services	1	0.0	0		2	0.0	9	0.0	17	0.1
MH IOP	98	0.4	70	0.3	65	0.3	95	0.4	141	0.7
MH Other	48	0.2	55	0.2	77	0.3	47	0.2	18	0.1
MH Outpatient	4674	17.9	4959	18.7	4928	19.1	3943	16.4	3804	17.5
MH Recovery Support	23	0.1	17	0.1	20	0.1	15	0.1	14	0.1
MH Residential Services	1204	4.6	1197	4.5	1202	4.7	1251	5.2	1298	6.0
MH Social Rehabilitation	1292	4.9	1264	4.8	1315	5.1	1489	6.2	1410	6.5
SA Case Management	287	1.1	277	1.1	360	1.4	311	1.3	170	0.8
SA Employment Services	66	0.3	49	0.2	55	0.2	70	0.3	57	0.3
SA Forensics Community-based	64	0.2	60	0.2	34	0.1	36	0.2	2	0.0
SA Inpatient Services	225	0.9	132	0.5	183	0.7	126	0.5	115	0.5
SA IOP	1192	4.6	1142	4.3	1444	5.6	1363	5.7	854	3.9
SA Medication Assisted Treatment	4090	15.6	3649	13.8	2651	10.3	2973	12.4	2806	12.9
SA Other	2	0.0	0		1	0.0	9	0.0	16	0.1
SA Outpatient	3228	12.3	3379	12.8	3647	14.1	3244	13.5	2743	12.6
SA PHP	254	1.0	250	0.9	437	1.7	407	1.7	225	1.0
SA Residential Services	1171	4.5	2046	7.7	1814	7.0	2104	8.8	1440	6.6
Unknown	2944	11.3	2633	9.9	3657	14.2	2574	10.7	2905	13.4

## 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 SFY2017.

**Table 2: Comparison of Survey Demographics to DMHAS Demographics**

Gender	CS 2017	DMHAS 2017	Difference
Female	40.9	40.7	0.2
Male	56.7	58.8	-2.1
Unknown	2.4	0.5	1.9
<b>Race</b>			
American Indian/Native Alaskan	1.6	0.5	1.1
Asian	0.8	0.9	-0.1
Black/African American	16.9	15.6	1.3
Native Hawaiian/Other Pacific Islander	0.3	0.2	0.1
White/Caucasian	58.0	63.7	-5.7
More Than One Race	1.9	1.0	0.9
Other	12.4	14.2	-1.8
Unknown	8.1	3.9	4.2
<b>Ethnicity</b>			
Hispanic-Cuban	0.0	0.2	-0.2
Hispanic-Mexican	0.6	0.7	-0.1
Hispanic-Other	7.2	8.0	-0.8
Hispanic-Puerto Rican	14.1	11.9	2.2
Non-Hispanic	57.8	72.4	-14.6
Unknown	20.3	6.8	13.5
<b>Age</b>			
18-24*	7.9	12.9	-5.0
25-34*	22.0	22.9	-0.9
35-54	42.3	39.5	2.8
55-64	20.2	16.9	3.3
65+	4.5	6.1	-1.6
Other/Unknown	3.1	1.6	1.5

\* 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 2.1%).

Racial composition of the respondents to the consumer survey indicates that the consumer survey slightly oversamples minorities.

With regard to ethnicity, at first glance, the consumer survey appears to sample a smaller proportion of non-Hispanic consumers; however, 20% of the survey respondents declined to

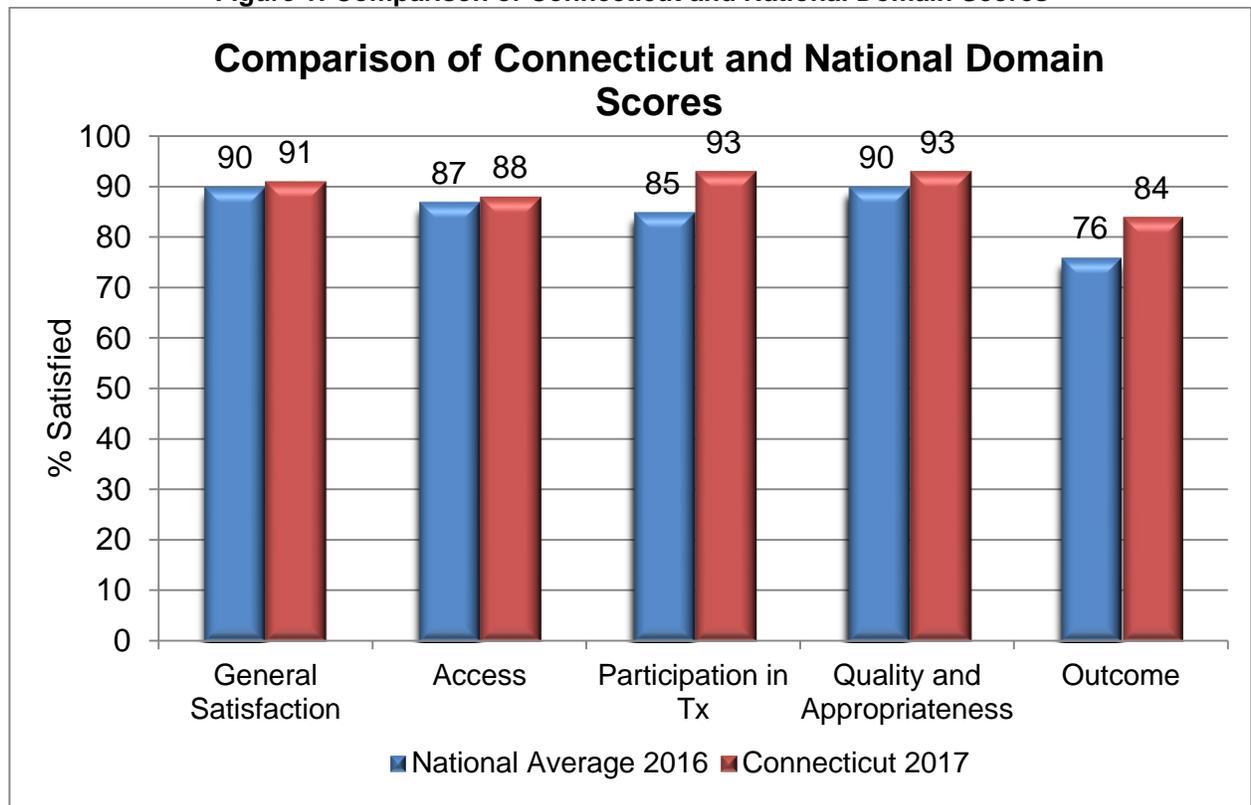
identify his or her ethnicity so the consumer survey may be closer to the DMHAS population than these data indicate.

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 40% of clients (497) participate in the survey in SFY17.

In conclusion, the demographics of the group of consumers who answered the survey in SFY2017 are generally representative of the larger DMHAS population of clients.

### Satisfaction with Services

Figure 1: Comparison of Connecticut and National Domain Scores

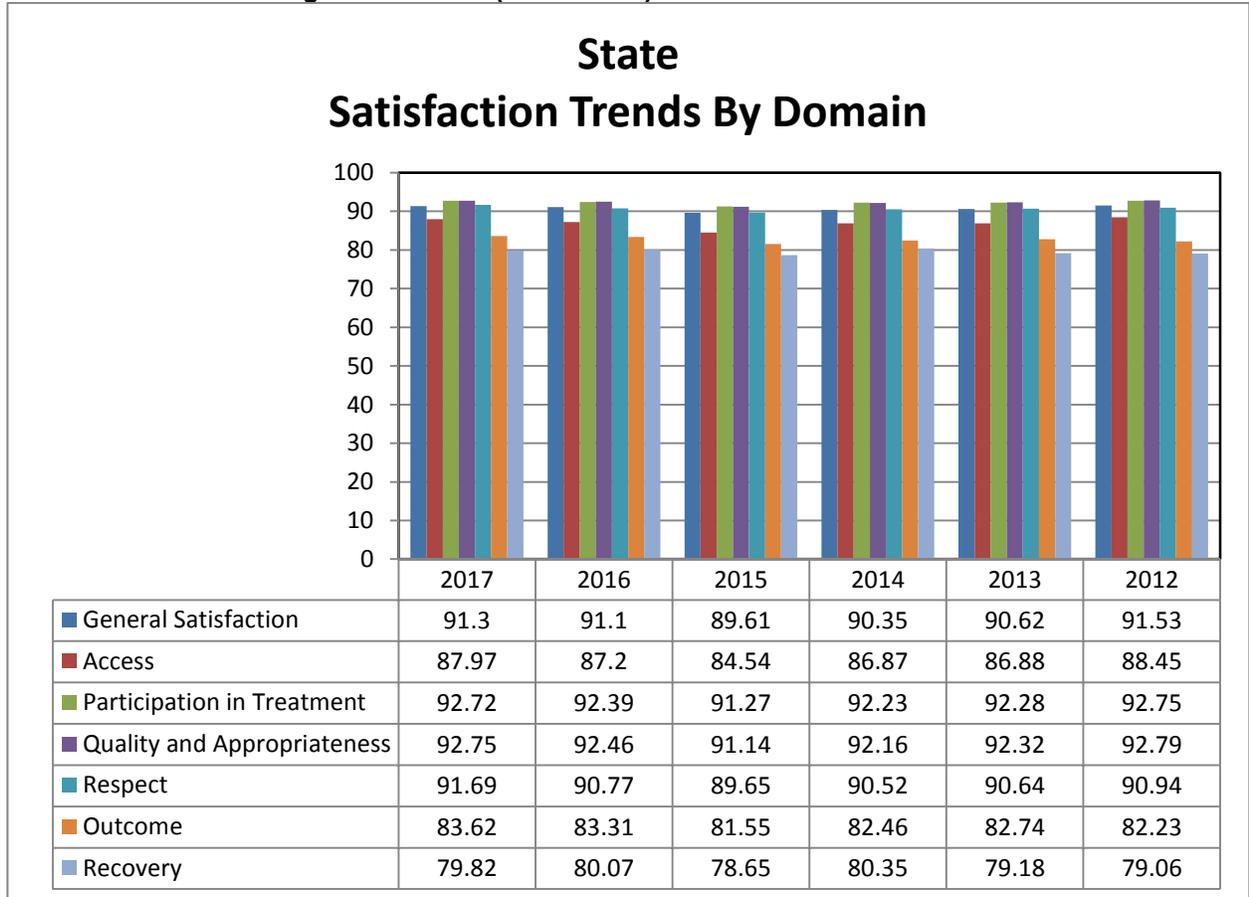


When compared to the latest MHSIP national survey results available (2016 CMHS Uniform Reporting System Output Tables), Connecticut consumers report higher levels of satisfaction in all domains. Connecticut scores were 1%-8% higher than the national average in each domain.

## Trends over Time

### Statewide Satisfaction Trends by Domain

Figure 2: Trends (2012 - 2017) in Consumer Satisfaction



The percentage of consumers satisfied with services has remained quite consistent for over 5 years. Within each domain, the number of clients who have been satisfied with services has also remained consistent across the years. From SFY16 to SFY17 the percentage of clients who were satisfied within a given domain varied by less than 1%. 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 2017, 93% of respondents felt they received appropriate services and were satisfied with Participation in Treatment, 92% felt that they were respected by staff, 91% were generally satisfied, and 88% expressed satisfaction with access to services. About 84% of respondents were satisfied with perceived outcomes. Finally, 80% of respondents were satisfied with their progress toward recovery.

**Table 3: Statewide Trends (2012-2017) by Domain**

Domain	Year	Satisfied		Neutral		Dissatisfied	
		N	%	N	%	N	%
<b>General Satisfaction</b>							
	2017	23480	91.3	1836	7.14	402	1.6
	2016	23775	91.1	1960	7.51	364	1.4
	2015	22763	89.6	2123	8.36	517	2.0
	2014	21256	90.4	1858	7.90	413	1.8
	2013	19318	90.6	1618	7.59	381	1.8
	2012	20511	91.5	1566	6.99	333	1.5
<b>Access</b>							
	2017	22390	88.0	2874	11.29	189	0.7
	2016	22429	87.2	3076	11.96	217	0.8
	2015	21143	84.5	3535	14.13	331	1.3
	2014	20117	86.9	2793	12.06	248	1.1
	2013	18306	86.9	2540	12.05	225	1.1
	2012	19527	88.5	2366	10.72	183	0.8
<b>Participation in Treatment</b>							
	2017	23378	92.7	1419	5.63	417	1.7
	2016	23752	92.4	1500	5.83	456	1.8
	2015	22810	91.3	1639	6.56	542	2.2
	2014	21352	92.2	1353	5.84	447	1.9
	2013	19373	92.3	1213	5.78	408	1.9
	2012	20496	92.8	1198	5.42	404	1.8
<b>Quality and Appropriateness</b>							
	2017	23326	92.8	1643	6.53	180	0.7
	2016	23760	92.5	1764	6.86	174	0.7
	2015	22744	91.1	1963	7.87	249	1.0
	2014	21254	92.2	1622	7.03	185	0.8
	2013	19269	92.3	1431	6.86	172	0.8
	2012	20332	92.8	1440	6.57	140	0.6
<b>Respect</b>							
	2017	20818	91.7	1594	7.02	294	1.3
	2016	21209	90.8	1807	7.73	350	1.5
	2015	21090	89.7	1998	8.49	438	1.9
	2014	19103	90.5	1618	7.67	383	1.8
	2013	17181	90.6	1448	7.64	327	1.7
	2012	18137	90.9	1465	7.35	343	1.7
<b>Outcome</b>							
	2017	19510	83.6	3420	14.66	401	1.7
	2016	20042	83.3	3587	14.91	428	1.8
	2015	19847	81.6	3942	16.20	547	2.3
	2014	18446	82.5	3499	15.64	424	1.9
	2013	16869	82.7	3141	15.41	377	1.9
	2012	17610	82.2	3410	15.92	396	1.9
<b>Recovery</b>							
	2017	18777	79.8	4061	17.26	685	2.9
	2016	19391	80.1	4163	17.19	663	2.7
	2015	19270	78.7	4400	17.96	832	3.4
	2014	18059	80.4	3732	16.60	685	3.1
	2013	16235	79.2	3590	17.51	678	3.3
	2012	17029	79.1	3785	17.57	726	3.4

**Table 4: Statewide Trends (2012-2017) by Question**

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
<b>General Satisfaction</b>									
<i>I like the services that I received here.</i>									
2017	23954	93.2	1438	5.6	311	1.2	1.6	1	0.68
2016	24193	92.9	1561	6.0	300	1.2	1.6	1	0.68
2015	23124	91.3	1792	7.1	423	1.7	1.6	1	0.72
2014	21665	92.2	1466	6.2	356	1.5	1.6	1	0.71
2013	19681	92.5	1279	6.0	321	1.5	1.6	1	0.70
2012	20788	93.1	1263	5.7	273	1.2	1.5	1	0.68
<i>If I had other choices, I would still get services from this agency.</i>									
2017	22464	88.1	2084	8.2	948	3.7	1.7	2	0.82
2016	22799	88.1	2169	8.4	916	3.5	1.7	2	0.82
2015	21772	86.5	2323	9.2	1088	4.3	1.7	2	0.86
2014	20422	87.5	1962	8.4	954	4.1	1.7	2	0.85
2013	18481	87.5	1804	8.5	841	4.0	1.7	2	0.84
2012	19564	88.2	1817	8.2	802	3.6	1.7	1	0.82
<i>I would recommend this agency to a friend or family member.</i>									
2017	23209	91.1	1642	6.4	617	2.4	1.6	1	0.75
2016	23535	91.0	1727	6.7	596	2.3	1.6	1	0.75
2015	22555	89.6	1904	7.6	725	2.9	1.6	1	0.79
2014	21052	90.5	1554	6.7	652	2.8	1.6	1	0.78
2013	19067	90.3	1488	7.0	569	2.7	1.6	1	0.77
2012	20265	91.4	1364	6.2	534	2.4	1.6	1	0.75
<b>Access</b>									
<i>The location of services was convenient.</i>									
2017	21707	85.9	2293	9.1	1268	5.0	1.7	2	0.89
2016	21606	84.6	2444	9.6	1498	5.9	1.8	2	0.92
2015	20468	82.6	2506	10.1	1798	7.3	1.8	2	0.98
2014	19633	85.4	2186	9.5	1176	5.1	1.8	2	0.89
2013	17860	85.5	1935	9.3	1104	5.3	1.7	2	0.89
2012	18991	86.7	1934	8.8	988	4.5	1.7	2	0.85
<i>Staff was willing to see me as often as I felt was necessary.</i>									
2017	23297	91.3	1704	6.7	515	2.0	1.6	1	0.73
2016	23565	91.1	1721	6.6	595	2.3	1.6	1	0.74
2015	22433	89.1	1982	7.9	766	3.0	1.7	2	0.79
2014	20974	90.0	1684	7.2	636	2.7	1.6	1	0.77
2013	19082	90.2	1506	7.1	574	2.7	1.6	1	0.77
2012	20158	90.9	1481	6.7	526	2.4	1.6	1	0.74
<i>Staff returned my calls within 24 hours.</i>									
2017	21058	86.3	2502	10.3	834	3.4	1.7	2	0.82
2016	21165	86.1	2543	10.3	880	3.6	1.7	2	0.82
2015	20165	84.5	2664	11.2	1036	4.3	1.8	2	0.86
2014	18857	85.4	2276	10.3	960	4.3	1.7	2	0.86
2013	17176	85.3	2109	10.5	859	4.3	1.7	2	0.86
2012	18180	86.6	2042	9.7	768	3.7	1.7	2	0.82

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
<i>Services were available at times that were good for me.</i>									
2017	23093	90.5	1774	7.0	641	2.5	1.6	2	0.75
2016	23337	90.2	1910	7.4	613	2.4	1.6	2	0.75
2015	22360	88.9	2077	8.3	728	2.9	1.7	2	0.78
2014	20933	89.8	1721	7.4	653	2.8	1.7	2	0.77
2013	19001	89.8	1584	7.5	584	2.8	1.7	2	0.77
2012	20131	90.9	1489	6.7	517	2.3	1.6	1	0.74
<b>Participation in Treatment</b>									
<i>I felt comfortable asking questions about my services, treatment, or medication.</i>									
2017	23378	92.7	1419	5.6	417	1.7	1.6	1	0.70
2016	23752	92.4	1500	5.8	456	1.8	1.6	1	0.71
2015	22810	91.3	1639	6.6	542	2.2	1.6	1	0.74
2014	21352	92.2	1353	5.8	447	1.9	1.6	1	0.72
2013	19373	92.3	1213	5.8	408	1.9	1.6	1	0.72
2012	20469	92.8	1196	5.4	403	1.8	1.6	1	0.70
<b>Quality and Appropriateness</b>									
<i>Staff here believes that I can grow, change, and recover.</i>									
2017	23807	93.5	1401	5.5	243	1.0	1.5	1	0.66
2016	24137	93.3	1474	5.7	248	1.0	1.5	1	0.66
2015	23230	92.4	1593	6.3	314	1.2	1.6	1	0.69
2014	21681	93.1	1343	5.8	262	1.1	1.5	1	0.68
2013	19617	92.9	1214	5.8	274	1.3	1.5	1	0.69
2012	20791	93.9	1120	5.1	228	1.0	1.5	1	0.66
<i>I felt free to complain.</i>									
2017	22243	87.9	2235	8.8	822	3.2	1.7	2	0.81
2016	22517	87.5	2375	9.2	829	3.2	1.7	2	0.80
2015	21496	86.0	2458	9.8	1041	4.2	1.8	2	0.85
2014	20091	86.8	2150	9.3	894	3.9	1.7	2	0.83
2013	18224	87.1	1927	9.2	774	3.7	1.7	2	0.82
2012	19199	87.3	2031	9.2	757	3.4	1.7	2	0.81
<i>I was given information about my rights.</i>									
2017	23156	91.3	1614	6.4	603	2.4	1.6	2	0.74
2016	23435	90.9	1733	6.7	610	2.4	1.6	2	0.74
2015	22555	89.9	1820	7.3	711	2.8	1.7	2	0.77
2014	20949	90.4	1583	6.8	631	2.7	1.6	2	0.76
2013	19103	91.0	1382	6.6	504	2.4	1.6	1	0.75
2012	20107	91.2	1377	6.2	552	2.5	1.6	1	0.74
<i>Staff told me what side effects to watch out for.</i>									
2017	19616	84.8	2476	10.7	1035	4.5	1.8	2	0.85
2016	19951	84.2	2634	11.1	1098	4.6	1.8	2	0.86
2015	19007	82.7	2735	11.9	1228	5.3	1.8	2	0.89
2014	17501	83.5	2373	11.3	1083	5.2	1.8	2	0.88
2013	15879	83.0	2291	12.0	962	5.0	1.8	2	0.88
2012	16647	83.9	2191	11.0	1003	5.1	1.8	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>									
2017	23384	92.8	1427	5.7	382	1.5	1.6	1	0.69
2016	23745	92.5	1544	6.0	391	1.5	1.6	1	0.70
2015	22854	91.6	1616	6.5	473	1.9	1.6	1	0.73
2014	21297	92.4	1320	5.7	427	1.9	1.6	1	0.71
2013	19217	92.2	1225	5.9	395	1.9	1.6	1	0.72
2012	20241	92.7	1216	5.6	387	1.8	1.6	1	0.70
<i>Staff was sensitive to my cultural/ethnic background.</i>									
2017	22184	90.6	1921	7.8	371	1.5	1.6	1	0.72
2016	22501	90.1	2081	8.3	395	1.6	1.6	1	0.73
2015	21667	89.5	2129	8.8	419	1.7	1.6	2	0.74
2014	20008	89.7	1891	8.5	399	1.8	1.6	1	0.74
2013	18212	90.0	1683	8.3	332	1.6	1.6	1	0.73
2012	19000	90.2	1711	8.1	342	1.6	1.6	1	0.73
<i>Staff helped me to obtain information I needed so that I could take charge of managing my illness.</i>									
2017	22204	91.0	1784	7.3	411	1.7	1.6	2	0.71
2016	22519	90.9	1823	7.4	441	1.8	1.6	2	0.72
2015	21507	89.6	1967	8.2	541	2.3	1.7	2	0.75
2014	20147	90.1	1746	7.8	480	2.1	1.6	2	0.75
2013	18441	90.4	1547	7.6	419	2.1	1.6	2	0.74
2012	19503	90.8	1572	7.3	409	1.9	1.6	1	0.73
<b>Respect</b>									
<i>My wishes are respected about the amount of family involvement I want in my treatment.</i>									
2017	20818	91.7	1594	7.0	294	1.3	1.6	2	0.69
2016	21209	90.8	1807	7.7	350	1.5	1.6	2	0.71
2015	21090	89.6	1998	8.5	438	1.9	1.7	2	0.74
2014	19103	90.5	1618	7.7	383	1.8	1.6	2	0.73
2013	17181	90.6	1448	7.6	327	1.7	1.6	1	0.73
2012	18111	90.9	1464	7.4	342	1.7	1.6	1	0.72
<b>Outcome</b>									
<i>As a result of services I have received from this agency, I deal more effectively with daily problems.</i>									
2017	20378	86.8	2571	10.9	541	2.3	1.8	2	0.76
2016	20930	86.4	2686	11.1	601	2.5	1.8	2	0.77
2015	20825	85.0	3005	12.3	661	2.7	1.8	2	0.78
2014	19345	85.7	2636	11.7	581	2.6	1.8	2	0.77
2013	17602	85.7	2374	11.6	563	2.7	1.8	2	0.78
2012	18600	86.4	2360	11.0	566	2.6	1.8	2	0.77
<i>As a result of services I have received from this agency, I am better able to control my life.</i>									
2017	20219	86.1	2711	11.5	559	2.4	1.8	2	0.76
2016	20725	85.5	2926	12.1	600	2.5	1.8	2	0.77
2015	20626	84.1	3200	13.1	692	2.8	1.8	2	0.79
2014	19146	85.0	2798	12.4	592	2.6	1.8	2	0.78
2013	17449	85.0	2489	12.1	581	2.8	1.8	2	0.79
2012	18286	85.0	2679	12.4	556	2.6	1.8	2	0.78

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>									
2017	19617	83.8	3132	13.4	670	2.9	1.8	2	0.80
2016	20155	83.5	3228	13.4	751	3.1	1.8	2	0.80
2015	19945	81.6	3606	14.8	880	3.6	1.9	2	0.83
2014	18566	82.7	3105	13.8	783	3.5	1.8	2	0.82
2013	16902	82.7	2839	13.9	702	3.4	1.8	2	0.82
2012	17713	82.5	3015	14.0	737	3.4	1.8	2	0.82
<i>As a result of services I have received from this agency, I am getting along better with my family.</i>									
2017	18488	81.2	3367	14.8	901	4.0	1.8	2	0.86
2016	19000	80.8	3588	15.3	929	4.0	1.8	2	0.86
2015	18859	79.3	3832	16.1	1096	4.6	1.9	2	0.88
2014	17444	80.1	3368	15.5	957	4.4	1.9	2	0.88
2013	15896	79.9	3117	15.7	872	4.4	1.9	2	0.88
2012	16598	79.7	3287	15.8	937	4.5	1.9	2	0.88
<i>As a result of services I have received from this agency, I do better in social situations.</i>									
2017	18597	80.0	3621	15.6	1017	4.4	1.9	2	0.86
2016	19153	80.0	3792	15.8	1007	4.2	1.9	2	0.85
2015	18930	78.3	4125	17.1	1115	4.6	1.9	2	0.87
2014	17667	79.4	3607	16.2	973	4.4	1.9	2	0.86
2013	16087	79.4	3269	16.1	910	4.5	1.9	2	0.86
2012	16887	79.4	3482	16.4	899	4.2	1.9	2	0.86
<i>As a result of services I have received from this agency, I do better in school and/or work.</i>									
2017	14943	77.0	3628	18.7	839	4.3	1.9	2	0.88
2016	15141	76.7	3782	19.2	809	4.1	1.9	2	0.88
2015	14793	75.0	3913	19.8	1012	5.1	2.0	2	0.91
2014	13982	75.7	3637	19.7	840	4.6	1.9	2	0.89
2013	12791	76.2	3256	19.4	749	4.5	1.9	2	0.89
2012	13067	75.3	3507	20.2	778	4.5	1.9	2	0.89
<i>As a result of services I have received from this agency, My symptoms are not bothering me as much.</i>									
2017	17647	76.7	3762	16.3	1608	7.0	2.0	2	0.94
2016	18191	76.9	3868	16.4	1597	6.8	2.0	2	0.93
2015	18071	75.5	4090	17.1	1781	7.4	2.0	2	0.95
2014	16860	76.6	3524	16.0	1623	7.4	2.0	2	0.95
2013	15336	76.5	3286	16.4	1425	7.1	2.0	2	0.95
2012	15910	75.7	3478	16.5	1639	7.8	2.0	2	0.97
<b>Recovery</b>									
<i>In general, I am involved in my community.</i>									
2017	15320	70.6	4153	19.1	2233	10.3	2.1	2	1.02
2016	15600	69.9	4552	20.4	2178	9.8	2.1	2	1.02
2015	15766	70.0	4431	19.7	2341	10.4	2.1	2	1.03
2014	14723	71.4	3813	18.5	2084	10.1	2.1	2	1.02
2013	13435	71.1	3489	18.5	1979	10.5	2.1	2	1.03
2012	13938	70.7	3662	18.6	2117	10.7	2.1	2	1.03

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
<i>In general, I am able to pursue my interests.</i>									
2017	18956	81.2	3245	13.9	1145	4.9	1.9	2	0.86
2016	19447	80.9	3444	14.3	1153	4.8	1.9	2	0.86
2015	19347	79.5	3663	15.1	1314	5.4	1.9	2	0.88
2014	18105	80.9	3120	13.9	1144	5.1	1.9	2	0.86
2013	16331	80.3	2907	14.3	1101	5.4	1.9	2	0.88
2012	17075	79.9	3113	14.6	1191	5.6	1.9	2	0.88
<i>In general, I can have the life I want, despite my disease/disorder.</i>									
2017	18333	78.6	3416	14.6	1574	6.7	1.9	2	0.93
2016	18886	78.7	3586	15.0	1512	6.3	1.9	2	0.92
2015	18865	77.9	3675	15.2	1683	6.9	2.0	2	0.94
2014	17661	79.3	3119	14.0	1487	6.7	1.9	2	0.93
2013	15908	78.3	3013	14.8	1383	6.8	1.9	2	0.94
2012	16560	77.7	3153	14.8	1590	7.5	2.0	2	0.95
<i>In general, I feel like I am in control of my treatment.</i>									
2017	19529	83.4	2888	12.3	1012	4.3	1.8	2	0.84
2016	19972	82.8	3126	13.0	1010	4.2	1.8	2	0.84
2015	19914	81.6	3312	13.6	1177	4.8	1.9	2	0.86
2014	18371	82.7	2838	12.8	996	4.5	1.9	2	0.85
2013	16735	82.2	2636	12.9	995	4.9	1.9	2	0.87
2012	17540	82.1	2760	12.9	1067	5.0	1.9	2	0.86
<i>In general, I give back to my family and/or community.</i>									
2017	18383	80.8	3457	15.2	911	4.0	1.9	2	0.85
2016	18719	80.2	3710	15.9	901	3.9	1.9	2	0.85
2015	18727	79.7	3757	16.0	1002	4.3	1.9	2	0.85
2014	17439	81.0	3220	15.0	865	4.0	1.9	2	0.85
2013	15815	80.0	3086	15.6	858	4.3	1.9	2	0.86
2012	16535	80.1	3157	15.3	946	4.6	1.9	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.
- (Q5) Staff was willing to see me as often as I felt was necessary.

These questions had the highest satisfaction ratings with the average ratings in the “Strongly Agree” to “Agree” categories (#1 and 2 on the scale of 1-5). The percentage of clients who indicated satisfaction in these areas ranged from 91.3% - 93.5%, while the percentage who indicated dissatisfaction ranged from 1.0% - 2.0%.

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 70.6% - 81.2%, while the percentage who indicated dissatisfaction ranged from 4.3% - 10.3%. 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>
Easter Seals of Greater Hartford Rehab Center Inc.	67	67	100.00%
Hall Brooke Foundation Inc.	117	117	100.00%
John J. Driscoll United Labor Agency Inc.	34	34	100.00%
Leeway Inc.	33	33	100.00%
St. Vincent DePaul Mission of Waterbury Inc.	34	34	100.00%
New Milford Hospital	130	129	99.23%
Catholic Charities- Waterbury	98	97	98.98%
Farrell Treatment Center	161	159	98.76%
Advanced Behavioral Health	146	144	98.63%
United Community and Family Services	70	69	98.57%
CommuniCare Inc.	136	134	98.53%
Yale University-Behavioral Health	114	112	98.25%
Catholic Charities of Fairfield County Inc.	209	205	98.09%
Kennedy Center Inc.	134	131	97.76%
My Sisters' Place	39	38	97.44%
Kuhn Employment Opportunities Inc.	33	32	96.97%
Fellowship Inc.	283	274	96.82%
McCall Foundation Inc.	197	190	96.45%
Marrakech Day Services	112	108	96.43%
St. Vincent DePaul Place Middletown Inc.	55	53	96.36%
InterCommunity Inc.	187	180	96.26%
New Reach, Inc.	50	48	96.00%
Hartford Behavioral Health	163	156	95.71%
Operation Hope of Fairfield Inc.	46	44	95.65%
Keystone House Inc.	111	106	95.50%
Chrysalis Center Inc.	352	336	95.45%
Liberty Community Services	84	80	95.24%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Prime Time House Inc.	62	59	95.16%
Central CT Coast YMCA	82	78	95.12%
Bridge House	102	97	95.10%
Pathways Inc.	61	58	95.08%
Laurel House	255	242	94.90%
APT Foundation Inc.	1685	1599	94.90%
Perception Programs Inc.	115	109	94.78%
Easter Seal Goodwill Ind. Rehab. Center Inc.	76	72	94.74%
Connection Inc.	426	403	94.60%
Inspirica Inc. (formerly St Luke's LifeWorks)	92	87	94.57%
St. Mary's Hospital Corporation	198	187	94.44%
Reliance Health, Inc.	140	132	94.29%
LifeBridge Community Services (formerly FSW Inc.)	67	63	94.03%
Chemical Abuse Services Agency (CASA)	545	512	93.94%
ImmaCare	49	46	93.88%
Catholic Charities - Institute for the Hispanic Fa	227	213	93.83%
BH Care (formerly Harbor and Birmingham)	484	454	93.80%
Wellmore (Morris Foundation Inc.)	523	490	93.69%
Stafford Family Services	63	59	93.65%
Family and Children's Agency Inc.	105	98	93.33%
Recovery Network of Programs	283	264	93.29%
Sound Community Services Inc.	584	543	92.98%
Continuum of Care	256	238	92.97%
Yale-New Haven Hospital	128	119	92.97%
Mercy Housing and Shelter Corporation	142	132	92.96%
Norwalk Hospital	250	232	92.80%
Community Health Resources Inc.	930	862	92.69%
Mental Health Connecticut	449	416	92.65%
Center for Human Development	320	296	92.50%
Western Connecticut Mental Health Network	565	522	92.39%
United Services Inc.	484	447	92.36%
Gilead Community Services Inc.	208	192	92.31%
Charlotte Hungerford Hospital	205	189	92.20%
Connecticut Mental Health Center	695	640	92.09%
Hartford Dispensary	2169	1994	91.93%
Columbus House	170	156	91.76%
Connecticut Renaissance Inc.	417	380	91.13%
Connecticut Counseling Centers Inc.	334	304	91.02%
Community Mental Health Affiliates	695	632	90.94%
Liberation Programs	220	200	90.91%
Alcohol and Drug Recovery Center ADRC	170	154	90.59%
Danbury Hospital	116	105	90.52%
Waterbury Hospital Health Center	156	141	90.38%
Ability Beyond	133	120	90.23%
Wheeler Clinic	660	589	89.24%
Southeastern Mental Health Authority	269	240	89.22%
Natchaug Hospital	165	147	89.09%
Capitol Region Mental Health Center	187	166	88.77%
River Valley Services	241	213	88.38%
Midwestern CT Council on Alcoholism (MCCA)	676	595	88.02%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Backus Hospital	49	43	87.76%
Bridges	294	255	86.73%
Rushford Center	2167	1861	85.88%
Community Renewal Team (CRT)	227	194	85.46%
Cornell Scott-Hill Health Corporation	446	380	85.20%
Guardian Ad Litem	177	149	84.18%
Connecticut Valley Hospital	228	185	81.14%
Hartford Hospital	421	341	81.00%
Supportive Environmental Living Facility Inc.-SELF	36	29	80.56%
SCADD	300	233	77.67%
Southwest Connecticut Mental Health System	81	62	76.54%
Central Naugatuck Valley (CNV) Help Inc.	299	195	65.22%
Alliance For Living	6	6	-
Common Ground Community	6	5	-
Community Health Center Inc.	19	19	-
Council of Churches Greater Bridgeport	7	7	-
Day Kimball Hospital	1	1	-
Family Centered Services of CT (CCCC)	15	15	-
Goodwill of Western and Northern CT Inc.	12	10	-
Hands on Hartford	21	21	-
Hispanic Health Council	24	24	-
Martin House	9	6	-
New London Homeless Hospitality Center	16	16	-
Thames Valley Council for Comm Action Inc.	10	10	-
YWCA of Hartford	18	17	-

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>
Easter Seals of Greater Hartford Rehab Center Inc.	67	67	100.00%
Kuhn Employment Opportunities Inc.	33	33	100.00%
Leeway Inc.	33	33	100.00%
New Milford Hospital	128	128	100.00%
St. Vincent DePaul Place Middletown Inc.	55	55	100.00%
Stafford Family Services	63	63	100.00%
Supportive Environmental Living Facility Inc.-SELF	39	39	100.00%
United Community and Family Services	70	70	100.00%
Yale University-Behavioral Health	114	114	100.00%
Hall Brooke Foundation Inc.	117	116	99.15%
Advanced Behavioral Health	141	139	98.58%
LifeBridge Community Services (formerly FSW Inc.)	67	66	98.51%
New Reach, Inc.	50	49	98.00%
Operation Hope of Fairfield Inc.	46	45	97.83%
John J. Driscoll United Labor Agency Inc.	34	33	97.06%
St. Vincent DePaul Mission of Waterbury Inc.	34	33	97.06%
InterCommunity Inc.	187	181	96.79%
Prime Time House Inc.	62	60	96.77%
Liberty Community Services	84	81	96.43%
Kennedy Center Inc.	136	131	96.32%
CommuniCare Inc.	135	130	96.30%
Backus Hospital	48	46	95.83%
Fellowship Inc.	282	270	95.74%
Inspirica Inc. (formerly St Luke's LifeWorks)	90	86	95.56%
Pathways Inc.	59	56	94.92%
Farrell Treatment Center	157	149	94.90%
My Sisters' Place	39	37	94.87%
Easter Seal Goodwill Ind. Rehab. Center Inc.	75	71	94.67%
Chrysalis Center Inc.	352	333	94.60%
Continuum of Care	254	240	94.49%
Connection Inc.	426	400	93.90%
Catholic Charities- Waterbury	98	92	93.88%
Catholic Charities of Fairfield County Inc.	203	190	93.60%
Center for Human Development	310	289	93.23%
Bridge House	102	95	93.14%
United Services Inc.	477	444	93.08%
Marrakech Day Services	112	104	92.86%
Sound Community Services Inc.	584	542	92.81%
Keystone House Inc.	110	102	92.73%
Waterbury Hospital Health Center	151	140	92.72%
Central CT Coast YMCA	82	76	92.68%
Wellmore (Morris Foundation Inc.)	522	482	92.34%
McCall Foundation Inc.	197	181	91.88%
ImmaCare	49	45	91.84%
Alcohol and Drug Recovery Center ADRC	169	155	91.72%
Laurel House	251	229	91.24%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
BH Care (formerly Harbor and Birmingham)	479	437	91.23%
Ability Beyond	134	122	91.04%
Western Connecticut Mental Health Network	565	512	90.62%
Mental Health Connecticut	449	406	90.42%
Yale-New Haven Hospital	124	112	90.32%
Hartford Behavioral Health	162	146	90.12%
Danbury Hospital	116	104	89.66%
Gilead Community Services Inc.	203	182	89.66%
Mercy Housing and Shelter Corporation	142	127	89.44%
Norwalk Hospital	246	220	89.43%
Family and Children's Agency Inc.	103	92	89.32%
Capitol Region Mental Health Center	187	167	89.30%
Columbus House	168	150	89.29%
Community Health Resources Inc.	922	820	88.94%
Community Mental Health Affiliates	691	613	88.71%
Connecticut Renaissance Inc.	397	352	88.66%
Natchaug Hospital	162	143	88.27%
Chemical Abuse Services Agency (CASA)	536	473	88.25%
Guardian Ad Litem	176	155	88.07%
Reliance Health, Inc.	140	123	87.86%
Perception Programs Inc.	113	99	87.61%
Recovery Network of Programs	281	246	87.54%
Liberation Programs	219	191	87.21%
Hartford Dispensary	2158	1882	87.21%
Connecticut Mental Health Center	693	602	86.87%
Charlotte Hungerford Hospital	205	178	86.83%
St. Mary's Hospital Corporation	198	171	86.36%
Southeastern Mental Health Authority	268	231	86.19%
River Valley Services	240	206	85.83%
Midwestern CT Council on Alcoholism (MCCA)	660	566	85.76%
APT Foundation Inc.	1676	1431	85.38%
Wheeler Clinic	628	536	85.35%
Connecticut Counseling Centers Inc.	334	280	83.83%
Community Renewal Team (CRT)	225	188	83.56%
Rushford Center	2136	1771	82.91%
Bridges	295	243	82.37%
Catholic Charities - Institute for the Hispanic Fa	224	182	81.25%
Southwest Connecticut Mental Health System	81	64	79.01%
Cornell Scott-Hill Health Corporation	439	338	76.99%
Connecticut Valley Hospital	217	167	76.96%
SCADD	293	213	72.70%
Central Naugatuck Valley (CNV) Help Inc.	292	211	72.26%
Hartford Hospital	422	261	61.85%
Alliance For Living	6	6	-
Common Ground Community	6	6	-
Community Health Center Inc.	20	20	-
Council of Churches Greater Bridgeport	7	6	-
Day Kimball Hospital	1	1	-
Family Centered Services of CT (CCCC)	15	15	-

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Goodwill of Western and Northern CT Inc.	7	7	-
Hands on Hartford	21	21	-
Hispanic Health Council	24	24	-
Martin House	9	8	-
New London Homeless Hospitality Center	16	16	-
Thames Valley Council for Comm Action Inc.	10	10	-
YWCA of Hartford	18	17	-

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

## Participation in Treatment

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

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Easter Seals of Greater Hartford Rehab Center Inc.	65	65	100.00%
John J. Driscoll United Labor Agency Inc.	30	30	100.00%
Leeway Inc.	33	33	100.00%
My Sisters' Place	39	39	100.00%
St. Vincent DePaul Place Middletown Inc.	48	48	100.00%
Stafford Family Services	62	62	100.00%
United Community and Family Services	70	70	100.00%
Kennedy Center Inc.	120	119	99.17%
New Milford Hospital	130	128	98.46%
Connecticut Renaissance Inc.	415	408	98.31%
Yale University-Behavioral Health	114	112	98.25%
Recovery Network of Programs	283	277	97.88%
Advanced Behavioral Health	140	137	97.86%
New Reach, Inc.	44	43	97.73%
Hall Brooke Foundation Inc.	117	114	97.44%
Supportive Environmental Living Facility Inc.-SELF	39	38	97.44%
Perception Programs Inc.	115	112	97.39%
InterCommunity Inc.	186	181	97.31%
St. Vincent DePaul Mission of Waterbury Inc.	34	33	97.06%
CommuniCare Inc.	131	127	96.95%
Wellmore (Morris Foundation Inc.)	523	506	96.75%
St. Mary's Hospital Corporation	198	191	96.46%
Liberty Community Services	84	81	96.43%
Marrakech Day Services	110	106	96.36%
Central CT Coast YMCA	81	78	96.30%
APT Foundation Inc.	1657	1591	96.02%
ImmaCare	48	46	95.83%
Inspirica Inc. (formerly St Luke's LifeWorks)	91	87	95.60%
LifeBridge Community Services (formerly FSW Inc.)	67	64	95.52%
Connection Inc.	421	402	95.49%
Sound Community Services Inc.	572	546	95.45%
McCall Foundation Inc.	196	187	95.41%
Alcohol and Drug Recovery Center ADRC	170	162	95.29%
Continuum of Care	252	240	95.24%
Norwalk Hospital	246	234	95.12%
Prime Time House Inc.	61	58	95.08%
Farrell Treatment Center	161	153	95.03%
Hartford Behavioral Health	161	153	95.03%
Catholic Charities- Waterbury	98	93	94.90%
Hartford Dispensary	2164	2053	94.87%
Mental Health Connecticut	439	416	94.76%
Easter Seal Goodwill Ind. Rehab. Center Inc.	72	68	94.44%
Reliance Health, Inc.	140	132	94.29%
Family and Children's Agency Inc.	101	95	94.06%
Columbus House	167	157	94.01%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Kuhn Employment Opportunities Inc.	32	30	93.75%
Keystone House Inc.	110	103	93.64%
Liberation Programs	219	205	93.61%
Catholic Charities of Fairfield County Inc.	195	182	93.33%
Center for Human Development	315	294	93.33%
Guardian Ad Litem	177	165	93.22%
Charlotte Hungerford Hospital	206	192	93.20%
Operation Hope of Fairfield Inc.	44	41	93.18%
United Services Inc.	478	445	93.10%
Connecticut Counseling Centers Inc.	333	310	93.09%
Wheeler Clinic	658	612	93.01%
Chrysalis Center Inc.	334	310	92.81%
Gilead Community Services Inc.	208	193	92.79%
Laurel House	242	224	92.56%
BH Care (formerly Harbor and Birmingham)	478	442	92.47%
Community Mental Health Affiliates	696	643	92.39%
Western Connecticut Mental Health Network	562	519	92.35%
Ability Beyond	129	119	92.25%
Midwestern CT Council on Alcoholism (MCCA)	657	605	92.09%
Yale-New Haven Hospital	126	116	92.06%
Backus Hospital	49	45	91.84%
Capitol Region Mental Health Center	183	168	91.80%
Pathways Inc.	61	56	91.80%
Community Health Resources Inc.	924	848	91.77%
Connecticut Mental Health Center	689	632	91.73%
Waterbury Hospital Health Center	155	142	91.61%
Chemical Abuse Services Agency (CASA)	519	475	91.52%
Natchaug Hospital	165	151	91.52%
Bridge House	102	93	91.18%
Bridges	283	257	90.81%
Southeastern Mental Health Authority	268	242	90.30%
Catholic Charities - Institute for the Hispanic Fa	222	200	90.09%
Mercy Housing and Shelter Corporation	140	126	90.00%
Danbury Hospital	115	103	89.57%
Connecticut Valley Hospital	225	201	89.33%
Rushford Center	2146	1882	87.70%
Community Renewal Team (CRT)	226	197	87.17%
Fellowship Inc.	108	94	87.04%
Southwest Connecticut Mental Health System	80	69	86.25%
SCADD	302	260	86.09%
River Valley Services	237	203	85.65%
Cornell Scott-Hill Health Corporation	443	378	85.33%
Central Naugatuck Valley (CNV) Help Inc.	298	241	80.87%
Hartford Hospital	422	336	79.62%
Alliance For Living	5	5	-
Common Ground Community	5	5	-
Community Health Center Inc.	20	20	-
Council of Churches Greater Bridgeport	7	7	-
Day Kimball Hospital	1	1	-

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Family Centered Services of CT (CCCC)	15	15	-
Goodwill of Western and Northern CT Inc.	11	10	-
Hands on Hartford	21	20	-
Hispanic Health Council	22	22	-
Martin House	9	7	-
New London Homeless Hospitality Center	14	14	-
Thames Valley Council for Comm Action Inc.	10	10	-
YWCA of Hartford	18	18	-

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**

Provider	Total Surveys	Satisfied	Percent Satisfied
Easter Seals of Greater Hartford Rehab Center Inc.	66	66	100.00%
Leeway Inc.	33	33	100.00%
My Sisters' Place	39	39	100.00%
New Milford Hospital	127	127	100.00%
St. Vincent DePaul Mission of Waterbury Inc.	34	34	100.00%
St. Vincent DePaul Place Middletown Inc.	55	55	100.00%
Stafford Family Services	59	59	100.00%
United Community and Family Services	66	66	100.00%
CommuniCare Inc.	133	132	99.25%
Kennedy Center Inc.	126	125	99.21%
Yale University-Behavioral Health	114	113	99.12%
Advanced Behavioral Health	146	144	98.63%
Recovery Network of Programs	282	277	98.23%
Ability Beyond	127	124	97.64%
Liberty Community Services	82	80	97.56%
Farrell Treatment Center	161	157	97.52%
McCall Foundation Inc.	197	192	97.46%
St. Mary's Hospital Corporation	196	191	97.45%
Hall Brooke Foundation Inc.	117	114	97.44%
Perception Programs Inc.	115	112	97.39%
InterCommunity Inc.	187	182	97.33%
Wellmore (Morris Foundation Inc.)	521	507	97.31%
Supportive Environmental Living Facility Inc.-SELF	35	34	97.14%
Catholic Charities- Waterbury	98	95	96.94%
Kuhn Employment Opportunities Inc.	32	31	96.88%
Pathways Inc.	61	59	96.72%
Connection Inc.	422	408	96.68%
Fellowship Inc.	268	259	96.64%
APT Foundation Inc.	1681	1620	96.37%
Hartford Behavioral Health	161	155	96.27%
Central CT Coast YMCA	79	76	96.20%
Chrysalis Center Inc.	340	327	96.18%
John J. Driscoll United Labor Agency Inc.	26	25	96.15%
Norwalk Hospital	239	229	95.82%
Inspirica Inc. (formerly St Luke's LifeWorks)	90	86	95.56%
LifeBridge Community Services (formerly FSW Inc.)	66	63	95.45%
Western Connecticut Mental Health Network	564	538	95.39%
Keystone House Inc.	108	103	95.37%
New Reach, Inc.	43	41	95.35%
Catholic Charities of Fairfield County Inc.	203	193	95.07%
Connecticut Renaissance Inc.	410	389	94.88%
Prime Time House Inc.	58	55	94.83%
Hartford Dispensary	2164	2052	94.82%
Center for Human Development	311	294	94.53%
Marrakech Day Services	108	102	94.44%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Easter Seal Goodwill Ind. Rehab. Center Inc.	71	67	94.37%
Yale-New Haven Hospital	124	117	94.35%
Alcohol and Drug Recovery Center ADRC	170	160	94.12%
Bridge House	102	96	94.12%
Liberation Programs	219	206	94.06%
Charlotte Hungerford Hospital	199	187	93.97%
Family and Children's Agency Inc.	98	92	93.88%
Sound Community Services Inc.	466	437	93.78%
United Services Inc.	474	444	93.67%
Waterbury Hospital Health Center	155	145	93.55%
Laurel House	227	212	93.39%
Operation Hope of Fairfield Inc.	45	42	93.33%
Mercy Housing and Shelter Corporation	134	125	93.28%
Continuum of Care	250	233	93.20%
Natchaug Hospital	160	149	93.13%
BH Care (formerly Harbor and Birmingham)	478	445	93.10%
Mental Health Connecticut	442	411	92.99%
Chemical Abuse Services Agency (CASA)	539	500	92.76%
Columbus House	163	151	92.64%
Wheeler Clinic	642	594	92.52%
Connecticut Counseling Centers Inc.	332	306	92.17%
Reliance Health, Inc.	137	126	91.97%
Community Health Resources Inc.	902	829	91.91%
Catholic Charities - Institute for the Hispanic Fa	217	199	91.71%
Backus Hospital	47	43	91.49%
Capitol Region Mental Health Center	183	167	91.26%
Community Mental Health Affiliates	690	629	91.16%
Midwestern CT Council on Alcoholism (MCCA)	665	602	90.53%
Danbury Hospital	115	104	90.43%
Connecticut Mental Health Center	686	617	89.94%
ImmaCare	49	44	89.80%
Southeastern Mental Health Authority	267	239	89.51%
Bridges	283	250	88.34%
Gilead Community Services Inc.	205	181	88.29%
Community Renewal Team (CRT)	226	199	88.05%
Guardian Ad Litem	176	154	87.50%
Southwest Connecticut Mental Health System	79	69	87.34%
Rushford Center	2116	1844	87.15%
Cornell Scott-Hill Health Corporation	442	380	85.97%
River Valley Services	224	191	85.27%
SCADD	299	254	84.95%
Connecticut Valley Hospital	226	188	83.19%
Hartford Hospital	422	343	81.28%
Central Naugatuck Valley (CNV) Help Inc.	294	235	79.93%
Alliance For Living	6	6	-
Common Ground Community	5	5	-
Community Health Center Inc.	19	19	-
Council of Churches Greater Bridgeport	7	7	-
Day Kimball Hospital	1	1	-

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Family Centered Services of CT (CCCC)	15	15	-
Goodwill of Western and Northern CT Inc.	11	11	-
Hands on Hartford	21	21	-
Hispanic Health Council	24	24	-
Martin House	9	7	-
New London Homeless Hospitality Center	15	15	-
Thames Valley Council for Comm Action Inc.	10	10	-
YWCA of Hartford	16	16	-

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>
Easter Seals of Greater Hartford Rehab Center Inc.	64	64	100.00%
Leeway Inc.	31	31	100.00%
United Community and Family Services	65	65	100.00%
InterCommunity Inc.	187	185	98.93%
Yale University-Behavioral Health	113	111	98.23%
Keystone House Inc.	107	105	98.13%
St. Vincent DePaul Place Middletown Inc.	48	47	97.92%
Advanced Behavioral Health	140	137	97.86%
Backus Hospital	45	44	97.78%
New Milford Hospital	126	123	97.62%
Farrell Treatment Center	159	155	97.48%
Ability Beyond	118	115	97.46%
Operation Hope of Fairfield Inc.	39	38	97.44%
Recovery Network of Programs	270	262	97.04%
St. Vincent DePaul Mission of Waterbury Inc.	33	32	96.97%
St. Mary's Hospital Corporation	193	187	96.89%
Kennedy Center Inc.	113	109	96.46%
Marrakech Day Services	109	105	96.33%
CommuniCare Inc.	132	127	96.21%
Fellowship Inc.	264	254	96.21%
Connection Inc.	408	392	96.08%
Liberty Community Services	75	72	96.00%
McCall Foundation Inc.	190	182	95.79%
Catholic Charities of Fairfield County Inc.	184	176	95.65%
Center for Human Development	299	286	95.65%
Connecticut Renaissance Inc.	401	383	95.51%
Yale-New Haven Hospital	116	110	94.83%
Catholic Charities- Waterbury	94	89	94.68%
Hall Brooke Foundation Inc.	112	106	94.64%
Continuum of Care	241	228	94.61%
APT Foundation Inc.	1650	1558	94.42%
Chrysalis Center Inc.	301	284	94.35%
My Sisters' Place	35	33	94.29%
Supportive Environmental Living Facility Inc.-SELF	34	32	94.12%
Hartford Dispensary	2072	1949	94.06%
Central CT Coast YMCA	66	62	93.94%
Reliance Health, Inc.	132	124	93.94%
Western Connecticut Mental Health Network	540	507	93.89%
Kuhn Employment Opportunities Inc.	31	29	93.55%
United Services Inc.	448	419	93.53%
Hartford Behavioral Health	152	142	93.42%
Wellmore (Morris Foundation Inc.)	515	481	93.40%
ImmaCare	45	42	93.33%
Stafford Family Services	60	56	93.33%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Waterbury Hospital Health Center	150	140	93.33%
Charlotte Hungerford Hospital	187	174	93.05%
Pathways Inc.	57	53	92.98%
Natchaug Hospital	156	145	92.95%
Alcohol and Drug Recovery Center ADRC	166	154	92.77%
Family and Children's Agency Inc.	94	87	92.55%
Guardian Ad Litem	173	160	92.49%
Liberation Programs	212	196	92.45%
Easter Seal Goodwill Ind. Rehab. Center Inc.	66	61	92.42%
Bridge House	102	94	92.16%
Sound Community Services Inc.	516	475	92.05%
Community Health Resources Inc.	793	728	91.80%
Southeastern Mental Health Authority	252	231	91.67%
Norwalk Hospital	224	205	91.52%
Prime Time House Inc.	57	52	91.23%
LifeBridge Community Services (formerly FSW Inc.)	66	60	90.91%
Community Mental Health Affiliates	669	608	90.88%
Laurel House	218	198	90.83%
Chemical Abuse Services Agency (CASA)	529	480	90.74%
Connecticut Counseling Centers Inc.	300	272	90.67%
Gilead Community Services Inc.	199	180	90.45%
Mental Health Connecticut	404	365	90.35%
Capitol Region Mental Health Center	176	159	90.34%
Mercy Housing and Shelter Corporation	133	120	90.23%
Danbury Hospital	99	89	89.90%
Inspirica Inc. (formerly St Luke's LifeWorks)	79	71	89.87%
Connecticut Mental Health Center	661	594	89.86%
BH Care (formerly Harbor and Birmingham)	425	381	89.65%
Wheeler Clinic	601	535	89.02%
Midwestern CT Council on Alcoholism (MCCA)	622	553	88.91%
Bridges	258	228	88.37%
Perception Programs Inc.	110	96	87.27%
Southwest Connecticut Mental Health System	76	66	86.84%
New Reach, Inc.	45	39	86.67%
Columbus House	148	128	86.49%
John J. Driscoll United Labor Agency Inc.	28	24	85.71%
Catholic Charities - Institute for the Hispanic Fa	208	178	85.58%
Rushford Center	713	607	85.13%
Cornell Scott-Hill Health Corporation	420	355	84.52%
Community Renewal Team (CRT)	214	180	84.11%
River Valley Services	219	183	83.56%
Central Naugatuck Valley (CNV) Help Inc.	282	231	81.91%
Connecticut Valley Hospital	212	173	81.60%
SCADD	289	234	80.97%
Hartford Hospital	409	313	76.53%
Common Ground Community	5	5	-
Community Health Center Inc.	18	18	-
Council of Churches Greater Bridgeport	4	4	-
Family Centered Services of CT (CCCC)	15	15	-
Hands on Hartford	19	18	-

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Hispanic Health Council	24	24	-
Martin House	9	5	-
New London Homeless Hospitality Center	14	14	-
Thames Valley Council for Comm Action Inc.	10	9	-
YWCA of Hartford	14	13	-

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.	33	33	100.00%
Easter Seals of Greater Hartford Rehab Center Inc.	64	62	96.88%
Yale University-Behavioral Health	113	109	96.46%
Advanced Behavioral Health	145	138	95.17%
Farrell Treatment Center	159	151	94.97%
United Community and Family Services	66	62	93.94%
Hall Brooke Foundation Inc.	114	107	93.86%
John J. Driscoll United Labor Agency Inc.	31	29	93.55%
Keystone House Inc.	106	99	93.40%
St. Mary's Hospital Corporation	196	183	93.37%
Recovery Network of Programs	279	259	92.83%
Connecticut Renaissance Inc.	408	378	92.65%
InterCommunity Inc.	187	173	92.51%
Wellmore (Morris Foundation Inc.)	517	478	92.46%
Hartford Dispensary	2106	1937	91.98%
Liberty Community Services	79	72	91.14%
ImmaCare	45	41	91.11%
Connecticut Counseling Centers Inc.	312	283	90.71%
Kuhn Employment Opportunities Inc.	32	29	90.63%
St. Vincent DePaul Mission of Waterbury Inc.	32	29	90.63%
Supportive Environmental Living Facility Inc.-SELF	32	29	90.63%
Continuum of Care	244	221	90.57%
Ability Beyond	126	114	90.48%
Alcohol and Drug Recovery Center ADRC	168	152	90.48%
APT Foundation Inc.	1661	1493	89.89%
Liberation Programs	213	191	89.67%
Fellowship Inc.	278	249	89.57%
Pathways Inc.	62	55	88.71%
Prime Time House Inc.	60	53	88.33%
Catholic Charities of Fairfield County Inc.	197	174	88.32%
New Milford Hospital	128	113	88.28%
Chemical Abuse Services Agency (CASA)	536	472	88.06%
Inspirica Inc. (formerly St Luke's LifeWorks)	82	72	87.80%
Perception Programs Inc.	112	98	87.50%
McCall Foundation Inc.	196	171	87.24%
New Reach, Inc.	46	40	86.96%
Kennedy Center Inc.	129	112	86.82%
CommuniCare Inc.	134	116	86.57%
Bridge House	102	88	86.27%
Laurel House	224	192	85.71%
St. Vincent DePaul Place Middletown Inc.	48	41	85.42%
Center for Human Development	308	263	85.39%
Connecticut Mental Health Center	676	574	84.91%
Operation Hope of Fairfield Inc.	39	33	84.62%
Norwalk Hospital	229	193	84.28%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Connection Inc.	413	348	84.26%
Mercy Housing and Shelter Corporation	131	110	83.97%
Catholic Charities - Institute for the Hispanic Fa	214	179	83.64%
Easter Seal Goodwill Ind. Rehab. Center Inc.	67	56	83.58%
Mental Health Connecticut	409	341	83.37%
Columbus House	162	135	83.33%
Family and Children's Agency Inc.	102	85	83.33%
Western Connecticut Mental Health Network	547	455	83.18%
Gilead Community Services Inc.	202	168	83.17%
Guardian Ad Litem	171	142	83.04%
Midwestern CT Council on Alcoholism (MCCA)	648	538	83.02%
Capitol Region Mental Health Center	181	150	82.87%
Southeastern Mental Health Authority	261	216	82.76%
Chrysalis Center Inc.	338	279	82.54%
Central CT Coast YMCA	71	58	81.69%
Sound Community Services Inc.	539	439	81.45%
Southwest Connecticut Mental Health System	75	61	81.33%
Backus Hospital	46	37	80.43%
Reliance Health, Inc.	134	107	79.85%
Waterbury Hospital Health Center	153	122	79.74%
Community Mental Health Affiliates	674	535	79.38%
Natchaug Hospital	155	122	78.71%
Marrakech Day Services	105	82	78.10%
Yale-New Haven Hospital	118	92	77.97%
River Valley Services	231	180	77.92%
Danbury Hospital	102	79	77.45%
Wheeler Clinic	638	490	76.80%
Catholic Charities- Waterbury	96	73	76.04%
Community Renewal Team (CRT)	220	167	75.91%
LifeBridge Community Services (formerly FSW Inc.)	66	50	75.76%
My Sisters' Place	37	28	75.68%
Community Health Resources Inc.	878	660	75.17%
BH Care (formerly Harbor and Birmingham)	457	343	75.05%
Stafford Family Services	60	45	75.00%
Charlotte Hungerford Hospital	193	144	74.61%
Cornell Scott-Hill Health Corporation	435	322	74.02%
Bridges	273	199	72.89%
United Services Inc.	450	325	72.22%
Rushford Center	723	520	71.92%
SCADD	291	209	71.82%
Connecticut Valley Hospital	212	151	71.23%
Central Naugatuck Valley (CNV) Help Inc.	290	206	71.03%
Hartford Behavioral Health	152	104	68.42%
Hartford Hospital	419	282	67.30%
Common Ground Community	4	2	-
Community Health Center Inc.	20	18	-
Council of Churches Greater Bridgeport	5	5	-
Family Centered Services of CT (CCCC)	15	14	-
Hands on Hartford	20	16	-
Hispanic Health Council	24	23	-

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Martin House	9	5	-
New London Homeless Hospitality Center	14	10	-
Thames Valley Council for Comm Action Inc.	10	9	-
YWCA of Hartford	17	13	-

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>
Leeway Inc.	33	33	100.00%
Easter Seals of Greater Hartford Rehab Center Inc.	67	66	98.51%
Keystone House Inc.	108	102	94.44%
Advanced Behavioral Health	143	135	94.41%
Yale University-Behavioral Health	113	105	92.92%
Liberty Community Services	80	74	92.50%
Hall Brooke Foundation Inc.	117	107	91.45%
Perception Programs Inc.	112	102	91.07%
InterCommunity Inc.	187	170	90.91%
Kuhn Employment Opportunities Inc.	32	29	90.63%
Fellowship Inc.	281	253	90.04%
Prime Time House Inc.	60	54	90.00%
Farrell Treatment Center	159	143	89.94%
Recovery Network of Programs	275	247	89.82%
Wellmore (Morris Foundation Inc.)	516	463	89.73%
Connecticut Renaissance Inc.	408	366	89.71%
Alcohol and Drug Recovery Center ADRC	170	151	88.82%
Liberation Programs	215	190	88.37%
Hartford Dispensary	2108	1857	88.09%
Ability Beyond	133	117	87.97%
St. Vincent DePaul Mission of Waterbury Inc.	33	29	87.88%
Chemical Abuse Services Agency (CASA)	530	458	86.42%
Bridge House	102	88	86.27%
Catholic Charities - Institute for the Hispanic Fa	215	184	85.58%
Mercy Housing and Shelter Corporation	136	116	85.29%
Columbus House	164	139	84.76%
My Sisters' Place	39	33	84.62%
ImmaCare	45	38	84.44%
St. Vincent DePaul Place Middletown Inc.	51	43	84.31%
Connecticut Counseling Centers Inc.	311	262	84.24%
Midwestern CT Council on Alcoholism (MCCA)	649	545	83.98%
Continuum of Care	248	208	83.87%
John J. Driscoll United Labor Agency Inc.	31	26	83.87%
Easter Seal Goodwill Ind. Rehab. Center Inc.	74	62	83.78%
New Milford Hospital	129	108	83.72%
APT Foundation Inc.	1657	1386	83.65%
Center for Human Development	311	259	83.28%
Catholic Charities of Fairfield County Inc.	203	168	82.76%
St. Mary's Hospital Corporation	196	162	82.65%
Sound Community Services Inc.	541	447	82.62%
McCall Foundation Inc.	195	160	82.05%
Chrysalis Center Inc.	345	281	81.45%
Laurel House	248	201	81.05%
Kennedy Center Inc.	131	106	80.92%
Western Connecticut Mental Health Network	549	444	80.87%
Backus Hospital	47	38	80.85%
Connection Inc.	416	336	80.77%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Mental Health Connecticut	419	338	80.67%
Operation Hope of Fairfield Inc.	40	32	80.00%
Connecticut Mental Health Center	682	544	79.77%
United Community and Family Services	68	54	79.41%
Capitol Region Mental Health Center	183	145	79.23%
Norwalk Hospital	234	185	79.06%
Central CT Coast YMCA	71	56	78.87%
LifeBridge Community Services (formerly FSW Inc.)	67	52	77.61%
Wheeler Clinic	647	502	77.59%
Community Renewal Team (CRT)	221	171	77.38%
Marrakech Day Services	109	84	77.06%
Stafford Family Services	61	47	77.05%
New Reach, Inc.	47	36	76.60%
Natchaug Hospital	162	124	76.54%
Family and Children's Agency Inc.	102	78	76.47%
Guardian Ad Litem	172	131	76.16%
Pathways Inc.	61	46	75.41%
BH Care (formerly Harbor and Birmingham)	452	337	74.56%
Southeastern Mental Health Authority	262	195	74.43%
Community Mental Health Affiliates	679	500	73.64%
Charlotte Hungerford Hospital	197	145	73.60%
Reliance Health, Inc.	132	97	73.48%
Catholic Charities- Waterbury	95	69	72.63%
Central Naugatuck Valley (CNV) Help Inc.	297	215	72.39%
River Valley Services	232	167	71.98%
Gilead Community Services Inc.	203	146	71.92%
Southwest Connecticut Mental Health System	74	53	71.62%
Community Health Resources Inc.	889	635	71.43%
Connecticut Valley Hospital	210	150	71.43%
SCADD	296	210	70.95%
CommuniCare Inc.	133	94	70.68%
Cornell Scott-Hill Health Corporation	435	307	70.57%
Rushford Center	730	515	70.55%
Inspirica Inc. (formerly St Luke's LifeWorks)	84	59	70.24%
Yale-New Haven Hospital	123	86	69.92%
Bridges	281	186	66.19%
Hartford Behavioral Health	151	96	63.58%
United Services Inc.	458	288	62.88%
Supportive Environmental Living Facility Inc.-SELF	32	19	59.38%
Danbury Hospital	105	62	59.05%
Hartford Hospital	420	238	56.67%
Waterbury Hospital Health Center	155	75	48.39%
Common Ground Community	6	5	-
Community Health Center Inc.	20	14	-
Council of Churches Greater Bridgeport	5	5	-
Family Centered Services of CT (CCCC)	14	13	-
Hands on Hartford	20	19	-
Hispanic Health Council	24	21	-
Martin House	9	5	-
New London Homeless Hospitality Center	15	11	-

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Thames Valley Council for Comm Action Inc.	10	9	-
YWCA of Hartford	16	15	-

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

# Consumer Survey Differences between Groups<sup>7</sup>

## Consumer Satisfaction across Program Type

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
SU Programs	85.3	92.4	<b>86.1</b>	90.0	92.7	91.4	<b>83.3</b>
MH Programs	<b>90.3</b>	92.9	81.7	<b>92.4</b>	92.6	92.0	76.8
Significance	*	ns	*	*	ns	ns	*

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

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

**BOLD** values identify the higher value when a difference is significant

- More clients in MH programs reported satisfaction in the Access and General Satisfaction 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	88.0	92.5	<b>85.2</b>	90.7	92.4	91.1	<b>81.1</b>
Women	87.9	<b>93.2</b>	81.4	<b>92.2</b>	<b>93.2</b>	<b>92.6</b>	78.1
Significance	ns	*	*	*	*	*	*
<b>SU Programs</b>							
Men	84.8	91.9	<b>86.9</b>	89.5	92.2	90.3	<b>83.9</b>
Women	<b>86.4</b>	<b>93.6</b>	84.5	<b>91.2</b>	<b>93.8</b>	<b>93.6</b>	82.3
Significance	*	*	*	*	*	*	*
<b>MH Programs</b>							
Men	<b>91.6</b>	93.2	<b>83.5</b>	92.4	92.6	92.1	<b>77.7</b>
Women	88.9	92.7	79.6	92.6	92.6	92.0	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 Outcome and Recovery domains.

### In MH Programs:

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

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

### Consumer Satisfaction across Race

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
White	87.7	93.0	83.6	91.5	<b>93.3</b>	92.2	79.3
Black	89.7	93.3	85.0	91.1	<b>93.3</b>	92.0	<b>82.8</b>
Other	88.5	92.8	83.6	92.2	91.6	90.8	80.2
Significance	*	ns	ns	ns	*	*	*
SU Programs							
White	84.8	92.9	86.6	89.9	<b>93.7</b>	<b>92.4</b>	83.3
Black	87.0	91.9	84.9	90.1	91.7	89.6	83.2
Other	86.1	92.9	86.3	91.3	91.8	90.5	84.6
Significance	ns	ns	ns	ns	*	*	ns
MH Programs							
White	90.7	93.3	81.4	<b>93.2</b>	<b>93.1</b>	92.7	75.6
Black	90.9	93.8	<b>84.6</b>	91.4	<b>93.8</b>	92.6	<b>82.2</b>
Other	91.1	92.5	80.4	<b>93.4</b>	91.3	91.1	75.0
Significance	ns	ns	*	*	*	ns	*

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

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

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

#### Across All Programs:

- In the Access Domain, more consumers who identified themselves in the Black category were satisfied than those who identified themselves in the White category.
- In the Respect domain, more consumers who identified themselves in the White categories were satisfied than those who identified themselves in the Other category.
- With Participation in Treatment, there were more satisfied clients in the Black and White categories than in the Other category.
- In the Recovery domain, more consumers in the Black racial category were satisfied with services than those in the White or Other categories.

#### In SU Programs:

- For Participation and Respect, more consumers in the White racial category were satisfied with services than those in the Black or Other categories.

#### In MH Programs:

- In the Outcome and Recovery domains, more consumers who identified themselves in the Black racial category were satisfied than those who identified themselves in the White or Other categories.
- In the General Satisfaction domain, there were more satisfied clients in the White or Other categories than in the Black category.
- With Participation in Treatment, there were more satisfied clients in the Black or White categories than in the Other category.

- Consumer Satisfaction across Ethnicity

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Hispanic	89.0	93.8	84.1	<b>92.8</b>	92.5	91.8	80.5
Non-Hispanic	88.5	93.5	84.3	91.8	<b>93.7</b>	92.5	80.3
Significance	ns	ns	ns	*	*	ns	ns
<b>SU Programs</b>							
Hispanic	<b>87.6</b>	93.9	87.7	<b>92.6</b>	92.6	91.2	85.2
Non-Hispanic	85.4	93.1	86.5	90.5	<b>93.9</b>	92.3	83.5
Significance	*	ns	ns	*	*	ns	ns
<b>MH Programs</b>							
Hispanic	89.6	93.5	80.5	93.0	92.0	91.8	75.2
Non-Hispanic	<b>91.6</b>	93.8	<b>82.8</b>	93.1	<b>93.7</b>	93.1	<b>77.8</b>
Significance	*	ns	*	ns	*	ns	*

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

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

**BOLD** values identify the higher value when a difference is significant

Across All Programs:

- In General Satisfaction domain, more consumers who identified themselves as Hispanic were satisfied with services than those who identified themselves as non-Hispanic.
- Regarding Participation in Treatment, more consumers who identified themselves as non-Hispanic were satisfied with services than those who identified themselves as Hispanic.

In SU Programs:

- In the Access and General Satisfaction domains, more consumers who identified themselves as Hispanic were satisfied with services than those who identified themselves as non-Hispanic.
- Regarding Participation in Treatment, more consumers who identified themselves as non-Hispanic were satisfied with services than those who identified themselves as Hispanic.

In MH Programs:

- In all of the significant domains (Access, Outcome, Participation in Treatment, and Recovery) domains, 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	83.1	91.0	79.8	85.5	91.5	90.0	79.0
25-34	84.6	91.8	<b>83.9</b>	<b>89.1</b>	91.8	91.7	80.5
35-54	89.0	<b>93.5</b>	<b>83.5</b>	<b>92.4</b>	93.2	92.1	79.5
55 & Older	<b>91.1</b>	<b>93.5</b>	<b>85.4</b>	<b>93.7</b>	93.6	91.9	80.7
Significance	*	*	*	*	*	ns	ns
SU Programs							
24 & Under	80.3	91.6	82.3	84.1	91.4	88.8	83.6
25-34	82.5	91.3	86.1	87.9	91.7	91.0	83.6
35-54	<b>86.7</b>	93.4	86.1	<b>91.6</b>	93.4	92.2	83.0
55 & Older	<b>89.1</b>	93.1	<b>89.0</b>	<b>92.8</b>	93.9	91.9	84.8
Significance	*	*	*	*	*	*	ns
MH Programs							
24 & Under	85.5	90.2	77.2	86.5	91.4	90.3	73.8
25-34	88.3	92.4	80.6	91.5	92.3	93.2	76.1
35-54	<b>91.2</b>	93.5	81.5	93.2	93.0	92.4	76.7
55 & Older	<b>91.9</b>	93.6	<b>84.0</b>	93.8	93.0	91.7	78.3
Significance	*	*	*	*	ns	ns	ns

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

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

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

#### Across All Programs:

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

#### In SU Programs:

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

In MH 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.
- In the Appropriateness domain, more clients who were 35 years or older were satisfied compared to clients who were 24 years old or younger.
- In the Outcome domain, more clients who were 55 years old or older were satisfied with services than consumers in the 54 years and younger age categories.
- 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.

**Consumer Satisfaction across Levels of Care**

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Outpatient	86.4	<b>91.7</b>	79.3	<b>90.2</b>	91.1	90.3	74.5
Residential	88.7	<b>91.6</b>	85.7	<b>89.5</b>	92.5	91.8	<b>83.0</b>
Case Management	93.9	<b>95.3</b>	85.1	<b>94.2</b>	<b>94.9</b>	94.3	<b>83.3</b>
Social Rehab	92.3	<b>93.0</b>	87.4	<b>95.6</b>	92.3	91.1	<b>85.7</b>
Employment	<b>97.1</b>	<b>97.2</b>	89.1	<b>97.1</b>	<b>96.2</b>	95.8	<b>85.3</b>
Med Assist Tx	85.7	<b>94.7</b>	90.4	<b>93.0</b>	<b>94.9</b>	93.8	<b>85.5</b>
CSP/RP/ACT	90.5	<b>92.6</b>	81.0	<b>91.4</b>	92.7	91.7	75.6
IOP	81.0	88.1	78.3	82.6	89.6	87.8	76.0
Significance	*	*	*	*	*	*	*
<b>SU Programs</b>							
Outpatient	<b>86.0</b>	91.5	81.9	<b>88.7</b>	90.9	89.6	81.3
Residential	<b>87.2</b>	92.8	88.3	<b>90.6</b>	93.5	92.2	87.0
Case Management	<b>96.6</b>	97.6	90.7	<b>97.6</b>	97.2	96.8	91.9
Employment	<b>95.5</b>	98.5	93.8	<b>98.5</b>	100.0	95.0	90.6
Med Assist Tx	<b>85.7</b>	94.7	90.4	<b>93.0</b>	94.9	93.8	85.5
IOP	80.3	87.3	78.9	81.3	89.1	87.2	76.9
Significance	*	*	*	*	*	*	*
<b>MH Programs</b>							
Outpatient	86.6	91.7	77.6	91.3	91.3	90.7	70.4
Residential	90.3	90.2	82.7	88.4	91.4	91.4	78.3
Case Management	93.5	95.0	84.3	93.7	94.6	93.9	82.0
Social Rehab	92.3	93.0	87.4	95.6	92.3	91.1	85.7
Employment	<b>97.2</b>	97.1	88.8	97.0	96.0	95.8	84.9
CSP/RP/ACT	90.5	92.6	81.0	91.4	92.7	91.7	75.6
IOP	88.3	96.9	73.2	97.9	94.9	94.4	67.3
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. Also, fewer clients who received intensive outpatient services were satisfied than clients who received any other type of service.

- In the Appropriateness and General Satisfaction domains, *fewer* clients who received intensive outpatient services were satisfied than clients who received any other type of service.
- 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 except employment or social rehabilitation services.
- With respect to Participation in Treatment, more clients who received methadone maintenance, employment, or case management services were satisfied than clients who received all other types of services.
- With regard to Respect, more clients who received case management and employment services were satisfied than clients who received all other types of services except methadone maintenance services.
- In the Recovery domain, *fewer* clients who received outpatient, intensive outpatient, or CSP/RP/ACT services were satisfied than clients who received all other services.

#### In SU Programs:

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

#### In MH Programs:

- In the Access domain, more clients who received vocational rehabilitation (employment) services were satisfied than clients who received all other types of services. Additionally, *fewer* clients who received outpatient services were satisfied than clients who received any other type of service except intensive outpatient services.
- In the Appropriateness domain, more clients who received case management or vocational rehabilitation services were satisfied than clients who received outpatient, residential, or CSP/RP/ACT services.
- In the Outcome domain, more clients who received employment services were satisfied than those who received all other types of services except social rehabilitation services.
- In the General Satisfaction domain, more clients who received employment services were satisfied than clients who received outpatient, residential, case management, or CSP/RP/ACT services.
- With respect to Participation in Treatment more clients who received employment services were satisfied than clients who received all other kinds of services except case management or intensive outpatient services.

- With regard to Respect, more clients who received employment services were satisfied than clients who received social rehabilitation, residential, outpatient or CSP/RP/ACT 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	86.6	92.2	82.5	89.2	92.1	90.8	80.7
1-2 Years	<b>88.6</b>	93.9	<b>84.8</b>	<b>93.0</b>	93.5	92.9	79.1
2-5 Years	<b>90.0</b>	94.3	<b>84.5</b>	<b>93.0</b>	93.8	93.3	79.4
> 5 Years	<b>88.2</b>	92.1	<b>84.7</b>	<b>92.4</b>	92.8	91.6	79.9
Significance	*	*	*	*	*	*	ns
SU Programs							
< 1 Year	85.3	91.8	84.7	88.6	92.3	90.4	82.9
1-2 Years	84.7	94.1	<b>89.6</b>	<b>92.5</b>	93.5	<b>92.8</b>	84.4
2-5 Years	86.6	94.0	<b>88.1</b>	<b>92.4</b>	93.9	<b>93.2</b>	83.9
> 5 Years	85.2	92.5	<b>88.2</b>	<b>91.2</b>	93.4	<b>92.9</b>	84.7
Significance	ns	ns	*	*	ns	*	ns
MH Programs							
< 1 Year	90.3	93.0	77.9	91.0	91.7	92.2	75.7
1-2 Years	90.8	93.7	<b>81.7</b>	93.2	93.6	92.9	75.7
2-5 Years	91.6	94.4	<b>82.7</b>	93.2	93.4	93.0	76.9
> 5 Years	89.1	91.7	<b>83.7</b>	92.5	92.2	91.0	78.1
Significance	*	*	*	*	ns	*	ns

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

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

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

#### Across All Programs:

- In the Access, Outcome, and General Satisfaction 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 terms of the Appropriateness domain, more clients who received services for 1 to 5 years were satisfied compared to clients who had been receiving services for less than one year or more than five years.
- In terms of Participation in treatment and Respect, more clients who received services for 1 to 5 years were satisfied compared to clients who had been receiving services for less than one year.

#### 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 MH Programs:

- In the Access and Respect domains, more clients who had been receiving services for more than two but less than five years were satisfied than those who received services for 5 or more years.

- In the Appropriateness and General Satisfaction domains, more clients who had been receiving services for one to five years were satisfied than those who received services for 5 or more years.
- In the Outcome domain, 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.

### Consumer Satisfaction across Regions

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Region 1 (South Western)	<b>92.3</b>	95.2	87.1	<b>94.9</b>	94.2	92.6	82.6
Region 2 (South Central)	86.5	91.4	83.3	90.7	91.7	91.2	79.1
Region 3 (South Eastern)	<b>89.9</b>	92.6	81.4	91.0	93.0	92.0	77.6
Region 4 (North Central)	86.8	92.9	82.8	91.6	92.6	91.2	79.6
Region 5 (Western)	<b>89.3</b>	93.6	85.2	90.5	93.6	92.7	81.0
Significance	*	*	*	*	*	*	*
SU Programs							
Region 1 (South Western)	<b>91.1</b>	95.0	91.2	94.6	93.9	92.4	88.2
Region 2 (South Central)	82.6	90.8	83.7	88.9	91.2	90.7	79.8
Region 3 (South Eastern)	<b>86.7</b>	92.4	86.0	89.6	92.0	90.8	83.3
Region 4 (North Central)	<b>87.2</b>	94.5	87.3	92.2	94.5	92.6	85.2
Region 5 (Western)	<b>85.9</b>	92.2	86.8	87.7	93.2	90.8	85.1
Significance	*	*	*	*	*	ns	*
MH Programs							
Region 1 (South Western)	<b>92.7</b>	95.3	<b>85.3</b>	<b>95.0</b>	94.4	92.7	80.1
Region 2 (South Central)	<b>90.5</b>	92.2	<b>83.0</b>	92.6	92.2	91.7	78.3
Region 3 (South Eastern)	<b>91.8</b>	92.7	78.7	91.8	93.7	92.7	74.2
Region 4 (North Central)	86.4	91.2	78.0	90.9	90.6	89.7	73.8
Region 5 (Western)	<b>92.0</b>	94.8	<b>83.9</b>	92.7	94.0	94.2	77.6
Significance	*	*	*	*	*	*	*

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

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

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

#### Across All Programs:

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

#### In SU Programs:

- Access: Fewer clients from Region 2 were satisfied than clients from each other Region.
- Appropriateness: More clients in Region 4 were satisfied than clients in Regions 2 & 5.

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

# Summary by Domains

## Access

Eighty-eight percent (88%) 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 aged 55 years or older
- Respondents receiving employment services
- Respondents receiving services for 1 or more years
- Respondents from Planning Regions 1 (South Western), 3 (South Eastern) & 5 (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 35 years or older
- 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 aged 35 years or older
- 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

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 25 years and older
- Respondents receiving employment, case management, social rehabilitation or methadone maintenance services
- Respondents receiving services for 1 or more years
- Respondents from Planning Region 1 (South Western)

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

- Women
- Respondents of Hispanic/Latino origin
- Respondents aged 35 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 in the Other or Caucasian (White) racial categories
- Respondents receiving employment, case management, or social rehabilitation services
- Respondents from Planning Region 1 (South Western)

### **Outcome**

Eighty-four percent (84%) 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 aged 25 years and older
- Respondents in methadone maintenance programs
- 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 Outcomes domain:

- Men

- Respondents aged 55 years and older
- 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 in the Outcomes domain:

- Men
- Respondents in the African-American (Black) racial category
- Respondents of non-Hispanic/Latino origin
- Respondents aged 55 years and older
- Respondents receiving employment or social rehabilitation services
- Respondents receiving services for 1 or more years
- Respondents from any Planning Region except Region 3 (South Eastern) or Region 4 (North Central)

## **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) racial category

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

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) racial category
- Respondents of non-Hispanic/Latino origin

## **Participation in Treatment**

Ninety-three percent (93%) of respondents agreed with the statement, "I felt comfortable asking questions about my services, treatment or medication." *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Women
- Respondents in the African-American (Black) or Caucasian (White) racial categories
- Respondents of non-Hispanic/Latino origin

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 non-Hispanic/Latino origin

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

- Respondents in the African-American (Black) or Caucasian (White) racial categories
- Respondents of non-Hispanic/Latino origin

## **Respect**

Ninety-two percent (92%) 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:

- 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 in the Caucasian (White) racial category
- 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 2017, DMHAS suggested that providers voluntarily administer the WHOQOL-BREF Quality of Life (QOL) instrument, which is a widely used, standardized quality of life tool developed by the World Health Organization.

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

This year, DMHAS received 2,661 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	61.6	62.9	61.5	63.6	66.5
SU Programs	<b>66.4</b>	<b>67.9</b>	<b>67.0</b>	62.5	<b>69.5</b>
MH Programs	59.5	60.7	58.8	64.0	65.2
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 every year since SFY2010 (except SFY2012).

### Quality of Life across Gender

	Physical Health	Psychological	Social	Environment	General QOL
Men	<b>64.1</b>	<b>65.5</b>	62.3	63.8	<b>67.6</b>
Women	57.7	59.0	60.1	63.0	64.8
Significance	*	*	ns	ns	*
<b>SU Programs</b>					
Men	<b>61.8</b>	<b>63.2</b>	58.5	64.8	66.4
Women	56.4	57.6	59.1	63.0	63.8
Significance	*	*	ns	ns	ns
<b>MH Programs</b>					
Men	<b>67.8</b>	<b>69.3</b>	<b>68.3</b>	62.4	69.7
Women	62.6	64.2	63.3	62.9	68.6
Significance	*	*	*	ns	ns

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

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

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

#### Across All Programs:

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

#### In SU Programs:

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

#### In MH Programs:

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

### Quality of Life across Race

	Physical Health	Psychological	Social	Environment	General QOL
White	61.3	60.8	60.1	<b>63.8</b>	65.1
Black	<b>64.9</b>	<b>68.5</b>	64.1	<b>65.4</b>	<b>70.6</b>
Other	59.7	63.1	62.3	60.8	66.0
Significance	*	*	*	*	*
<b>SU Programs</b>					
White	67.2	65.8	65.9	62.7	67.6
Black	67.8	<b>73.4</b>	69.3	65.0	73.6
Other	64.7	67.6	67.8	60.5	69.6
Significance	ns	*	ns	ns	*
<b>MH Programs</b>					
White	59.0	59.0	57.8	64.3	64.2
Black	<b>63.8</b>	<b>66.7</b>	<b>62.1</b>	65.6	<b>69.6</b>
Other	54.7	58.6	56.0	61.0	62.6
Significance	*	*	*	*	*

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

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

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

Across All Programs:

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

In SU Programs:

- In the Psychological domain, consumers who identified themselves in the Black racial category reported better QOL than those who identified themselves in either the Other or White racial categories.
- In the General QOL domain, consumers who identified themselves in the Black racial category reported better QOL than those who identified themselves in the White racial category.

In MH Programs:

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

**Quality of Life across Ethnicity**

	Physical Health	Psychological	Social	Environment	General QOL
Hispanic	59.4	61.8	62.2	60.2	66.1
Non-Hispanic	<b>62.5</b>	63.4	60.9	<b>64.9</b>	66.7
Significance	*	ns	ns	*	ns
<b>SU Programs</b>					
Hispanic	64.3	66.9	68.3	59.9	68.8
Non-Hispanic	67.4	68.6	66.0	<b>64.6</b>	69.9
Significance	ns	ns	ns	*	ns
<b>MH Programs</b>					
Hispanic	54.5	56.6	55.8	60.6	63.5
Non-Hispanic	<b>61.0</b>	<b>61.7</b>	59.1	<b>65.0</b>	65.7
Significance	*	*	ns	*	ns

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

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

**BOLD** values identify the higher value when a difference is significant

Across All Programs:

- In the Physical Health and Environmental domains, clients who identified themselves as non-Hispanic reported better QOL than those who identified as Hispanic.

In SU Programs:

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

In MH Programs:

- In the Physical Health, Psychological, and Environmental domains, clients who identified themselves as non-Hispanic reported better QOL than those who identified as Hispanic.

### Quality of Life across Age Groups

	Physical Health	Psychological	Social	Environment	General QOL
24 & Under	65.2	63.5	64.9	64.9	69.1
25-34	65.2	65.9	64.7	63.0	69.7
35-54	61.2	62.3	61.0	62.8	65.8
55 & Older	59.4	62.2	59.6	64.5	64.9
Significance	*	*	*	ns	*
<b>SU Programs</b>					
24 & Under	69.7	71.8	69.0	65.1	74.3
25-34	68.1	69.9	68.2	63.3	70.9
35-54	65.8	66.9	66.8	61.5	68.2
55 & Older	64.6	66.2	64.0	64.6	68.0
Significance	ns	ns	ns	ns	ns
<b>MH Programs</b>					
24 & Under	62.7	58.5	62.4	64.8	66.7
25-34	62.0	61.6	60.7	62.7	68.6
35-54	58.5	59.6	57.4	63.5	64.4
55 & Older	58.8	61.7	58.9	64.5	64.6
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, domain, clients who were 34 years or younger reported better QOL than did clients who were 55 years old or older.
- In the Psychological, 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:

- No significant differences in QOL across age groups to report.

In MH Programs:

- No significant differences in QOL across age groups to report.

### Quality of Life across Levels of Care

	Physical Health	Psychological	Social	Environment	General QOL
Outpatient	59.2	59.4	60.3	61.8	65.2
Residential	66.3	65.4	64.8	64.9	67.5
Case Management	60.6	65.2	61.0	64.6	67.1
Social Rehab	65.2	64.2	62.5	69.1	71.0
Employment	67.1	65.7	61.5	63.8	68.3
Methadone Maintenance	60.1	65.2	67.3	64.8	70.3
ACT/CSP/RP	54.8	55.9	55.7	60.7	59.8
IOP	60.9	64.5	57.8	56.7	65.1
Significance	*	*	*	*	*
<b>SU Programs</b>					
Outpatient	68.2	68.4	67.8	63.0	72.1
Residential	68.7	68.8	68.5	63.7	67.9
Case Management	71.3	74.6	69.7	60.2	68.2
Employment	67.8	69.0	64.2	61.3	70.0
Methadone Maintenance	60.1	65.2	67.3	64.8	70.3
IOP	60.9	64.5	57.8	56.7	65.1
Significance	*	ns	ns	ns	ns
<b>MH Programs</b>					
Outpatient	53.6	53.6	55.0	61.1	60.9
Residential	<b>62.8</b>	<b>60.7</b>	58.9	66.7	<b>67.0</b>
Case Management	<b>60.2</b>	<b>64.8</b>	60.6	64.7	<b>67.0</b>
Social Rehab	<b>65.2</b>	<b>64.2</b>	62.5	69.1	<b>71.0</b>
Employment	<b>66.8</b>	<b>64.7</b>	60.6	64.6	<b>67.8</b>
ACT/CSP/RP	54.8	55.9	55.7	60.7	59.8
Significance	*	*	*	*	*

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

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

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

*NOTE: In MH Programs there were no respondents in IOP, thus the IOP category was removed from the MH analysis.*

#### Across All Programs:

- In the Physical Health domain, clients who received vocational (employment), social rehabilitation, or residential services reported better QOL than clients who received outpatient, case management, or ACT/CSP/RP. Clients who received ACT/CSP/RP services reported worse QOL than clients who received all other types of services except methadone maintenance or intensive outpatient services.
- In the Psychological domain, clients who received residential, case management, social rehabilitation, employment, or methadone maintenance services reported better QOL than clients who received outpatient or ACT/CSP/RP services.
- In the Social domain, clients who received residential, case management, social rehabilitation, employment, or methadone maintenance services reported better QOL than clients who received ACT/CSP/RP services.
- In the Environment domain, clients who received residential case management or social rehabilitation services reported better QOL than clients who received ACT/CSP/RP or intensive outpatient services.

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

- In SU Programs:

- In the Physical Health domain, clients who received methadone maintenance services reported worse QOL than clients who received all other types of services except intensive outpatient services.

In MH Programs:

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

### Quality of Life by Length of Service

	Physical Health	Psychological	Social	Environment	General QOL
< 1 Year	<b>64.6</b>	<b>65.5</b>	64.2	62.5	66.9
1-2 Years	60.9	61.1	62.1	63.3	66.0
2-5 Years	58.7	60.6	59.7	64.2	67.7
> 5 Years	59.2	62.0	57.4	65.1	65.2
Significance	*	*	*	ns	ns
<b>SU Programs</b>					
< 1 Year	<b>68.5</b>	<b>69.7</b>	68.0	63.0	69.9
1-2 Years	59.5	63.0	65.2	61.0	69.7
2-5 Years	58.4	59.6	63.2	61.4	70.8
> 5 Years	59.4	60.0	62.4	62.0	63.7
Significance	*	*	ns	ns	ns
<b>MH Programs</b>					
< 1 Year	58.9	59.3	58.2	61.8	62.9
1-2 Years	61.2	60.6	61.3	63.9	65.2
2-5 Years	58.7	60.7	59.3	64.5	67.4
> 5 Years	59.1	62.2	57.0	65.3	65.3
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 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 more than two years.

#### In SU Programs:

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

#### In MH Programs:

- No significant differences to report.

### Quality of Life across Regions

	Physical Health	Psychological	Social	Environment	General QOL
Region 1 (South Western)	<b>64.2</b>	<b>66.1</b>	<b>63.3</b>	62.9	<b>68.0</b>
Region 2 (South Central)	<b>63.0</b>	<b>64.8</b>	<b>63.3</b>	63.7	<b>68.8</b>
Region 3 (South Eastern)	53.5	51.8	53.9	61.0	58.8
Region 4 (North Central)	<b>63.1</b>	<b>65.8</b>	<b>62.7</b>	64.7	<b>67.8</b>
Region 5 (Western)	<b>62.7</b>	<b>62.2</b>	<b>62.8</b>	66.2	<b>68.6</b>
Significance	*	*	*	*	*
SU Programs					
Region 1 (South Western)	64.4	<b>66.4</b>	<b>65.0</b>	57.5	66.8
Region 2 (South Central)	61.7	<b>65.7</b>	<b>66.0</b>	64.1	69.7
Region 3 (South Eastern)	52.0	42.6	40.6	54.8	58.3
Region 4 (North Central)	70.2	<b>71.0</b>	<b>69.5</b>	65.2	71.3
Region 5 (Western)	73.3	<b>66.3</b>	<b>69.2</b>	69.7	75.0
Significance	*	*	*	*	ns
MH Programs					
Region 1 (South Western)	<b>64.1</b>	<b>65.8</b>	62.0	66.9	<b>68.8</b>
Region 2 (South Central)	<b>63.9</b>	<b>64.1</b>	61.3	63.4	<b>68.2</b>
Region 3 (South Eastern)	53.6	52.0	54.2	61.1	58.8
Region 4 (North Central)	<b>58.5</b>	<b>62.4</b>	57.9	64.3	<b>65.6</b>
Region 5 (Western)	<b>61.3</b>	<b>61.6</b>	61.9	65.6	<b>67.6</b>
Significance	*	*	*	*	*

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

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

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

#### Across All Programs:

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

#### In SU Programs:

(NOTE: There were less than 10 surveys (from ~750 surveys) from Region 3 in this part of the analysis)

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

#### In MH Programs:

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

# Quality of Life Summary by Domains

## General Quality of Life

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

- Respondents who were receiving treatment from Substance Use programs
- Men
- Respondents in the African-American (Black) racial category
- Respondents from any planning region except Planning Region 3 (South Eastern)

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

- No significant categories to report

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

- Respondents in the African-American (Black) racial category
- Respondents who were receiving residential, case management, social rehabilitation or employment services
- Respondents from any planning region except Planning Region 3 (South Eastern)

## Physical Health

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

- Respondents who were receiving treatment from Substance Use programs
- Men
- Respondents in the African-American (Black) racial category
- Respondents in the non-Hispanic ethnic category
- Respondents receiving services for less than one year
- Respondents from any planning region except Planning Region 3 (South Eastern)

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

- Men
- Respondents in the African-American (Black) racial category
- Respondents receiving services for less than one year

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

- Men
- Respondents in the African-American (Black) racial category
- Respondents in the non-Hispanic ethnic category
- Respondents who were receiving residential, case management, social rehabilitation or employment services
- Respondents from any planning region except Planning Region 3 (South Eastern)

## Psychological

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

- Respondents who were receiving treatment from Substance Use programs
- Men
- Respondents in the African-American (Black) racial category
- Respondents receiving services for less than one year
- Respondents from any planning region except Planning Region 3 (South Eastern)

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

- Men
- Respondents in the African-American (Black) racial category
- Respondents receiving services for less than one year
- Respondents from any planning region except Planning Region 3 (South Eastern)

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

- Men
- Respondents in the African-American (Black) racial category
- Respondents in the non-Hispanic ethnic category
- Respondents who were receiving residential, case management, social rehabilitation or employment services
- Respondents from any planning region except Planning Region 3 (South Eastern)

## Social

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

- Respondents who were receiving treatment from Substance Use programs
- Respondents from any planning region except Planning Region 3 (South Eastern)

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

- Respondents from any planning region except Planning Region 3 (South Eastern)

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

- Men
- Respondents in the African-American (Black) racial category

## **Environment**

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

- Respondents in the African-American (Black) or Caucasian (White) racial categories
- Respondents in the non-Hispanic ethnic category

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

- Respondents in the non-Hispanic ethnic category

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

- Respondents in the non-Hispanic ethnic category

# Health Outcomes Survey Results

As part of the SFY2017 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.<sup>8</sup> 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 3,372 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.

Surveys were submitted by the following DMHAS providers:

**Table 12: Providers Participating in Health Outcomes Survey for 2016**

Provider	Number of Surveys	Percent
Alliance For Living	5	0.1
APT Foundation Inc.	60	1.8
Capitol Region Mental Health Center	179	5.3
Central CT Coast YMCA	82	2.4
Chemical Abuse Services Agency (CASA)	309	9.2
Chrysalis Center Inc.	326	9.7
Common Ground Community	5	0.1
Community Health Center Inc.	12	0.4
Community Renewal Team (CRT)	224	6.6
Connecticut Mental Health Center	657	19.5
Connection Inc.	271	8.0
Continuum of Care	14	0.4
Council of Churches Greater Bridgeport	7	0.2
Day Kimball Hospital	1	0.0
Easter Seal Goodwill Ind. Rehab. Center Inc.	62	1.8
Family and Children's Agency Inc.	62	1.8
Family Centered Services of CT (CCCC)	1	0.0
Goodwill of Western and Northern CT Inc.	12	0.4
Inspirica Inc. (formerly St Luke's LifeWorks)	92	2.7
Liberty Community Services	75	2.2
Martin House	9	0.3
Mental Health Connecticut	130	3.9
Pathways Inc.	59	1.7
Stafford Family Services	56	1.7
United Services Inc.	426	12.6
Yale University-Behavioral Health	94	2.8
Yale-New Haven Hospital	125	3.7
YWCA of Hartford	17	0.5
Total	3372	100.0

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

Seventy-seven percent of the responses came from clients in Mental Health programs and 22% came from clients in Substance Use programs. Forty-six of the responses (1%) were submitted at the provider level and thus were not attributed to a specific program type.

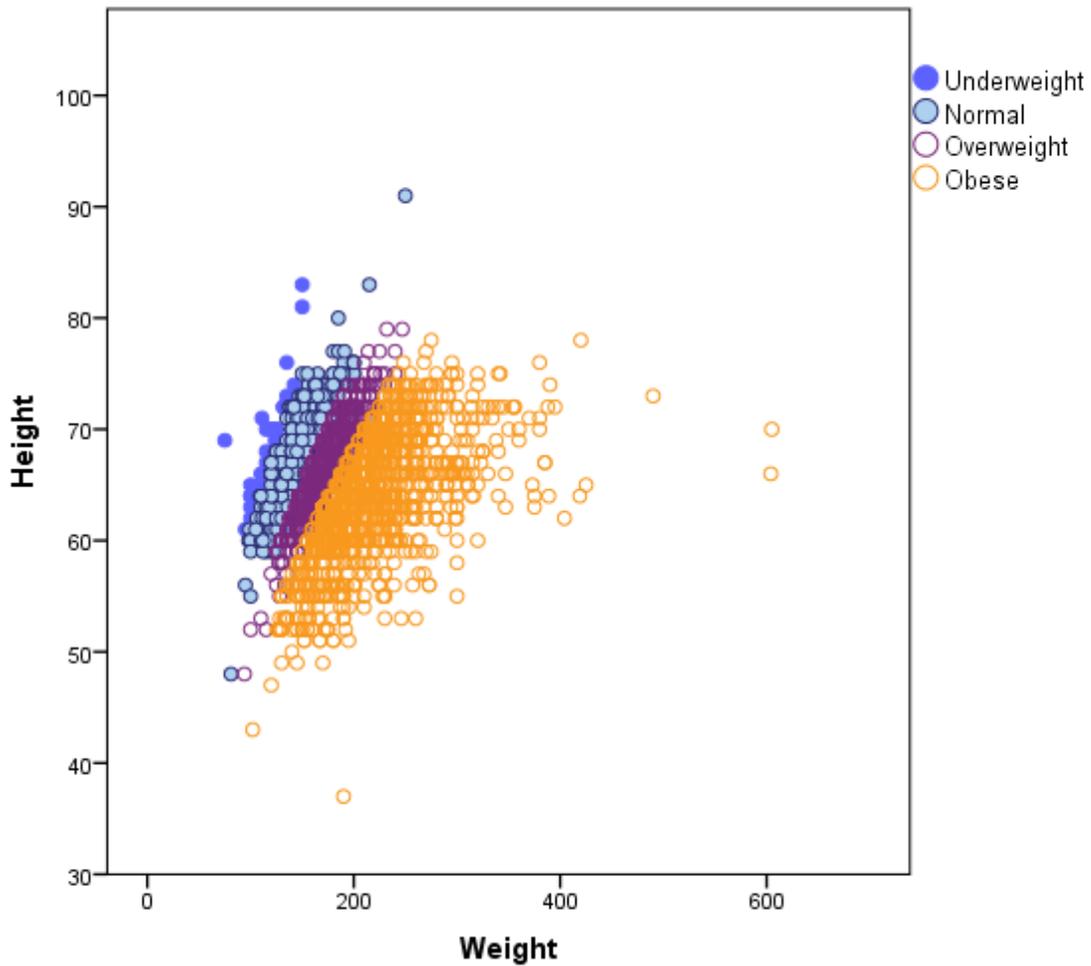
### Demographic Information

- 1,433 females (43%) and 1840 males (55%) responded to the survey. The remaining 89 respondents (2%) did not identify their gender.
- Forty-four percent of the respondents fell into the 35-54 years of age group. Twenty-three percent of the respondents were aged 55-64. Six percent were over 65 years while 6.2 % were under the age of 25.
- Almost half of the respondents (46%) were white, while 26% were black. 9% did not identify their race.
- Over half (52%) of the respondents were non-Hispanic. 20% were Hispanic-Puerto Rican and 20% did not identify their ethnicity.
- These data are also reported in Table 13 on page 79.

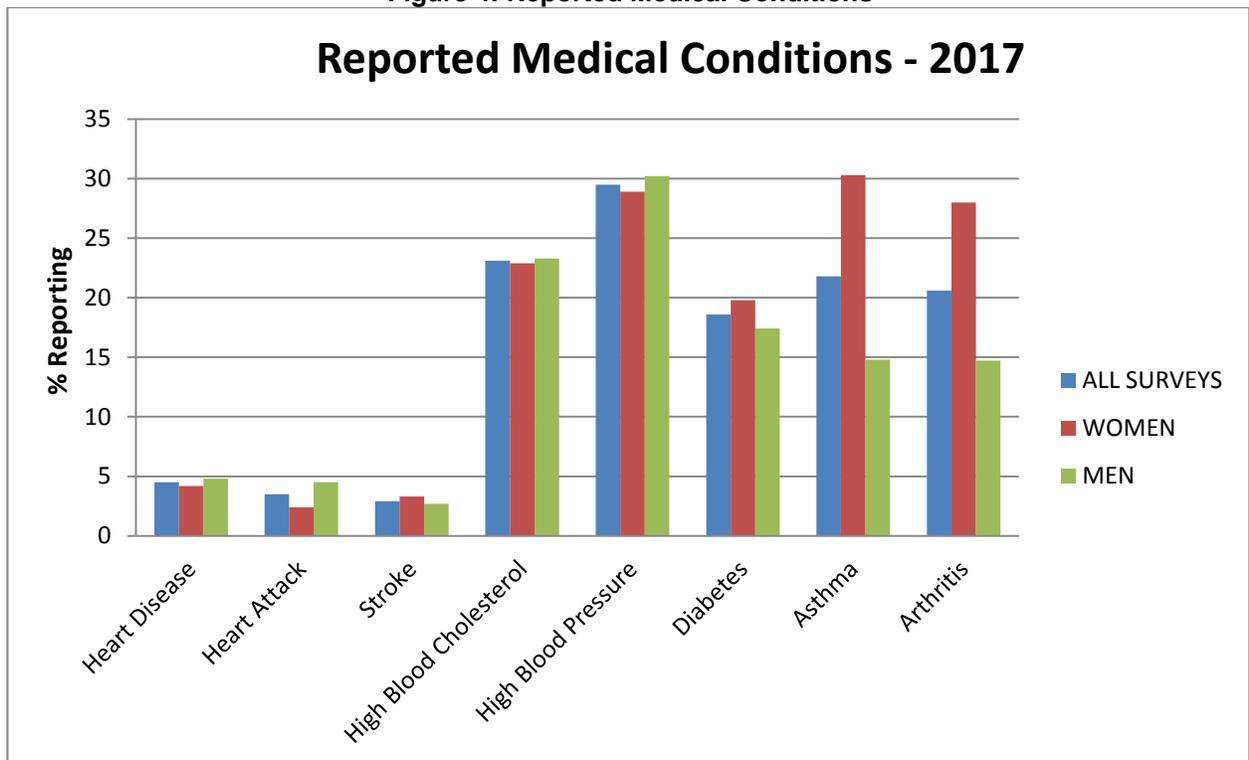
### Health Outcomes

- The average client height was 65.6 inches ( $\pm 5.1$ ) with a range of 37-91 inches. Women reported an average height of 63.5 inches ( $\pm 3.9$ , range = 43-81) and men reported an average of 67.3 inches ( $\pm 5.4$ , range= 37-91).
- The average client weight was calculated to be 188.6 pounds ( $\pm 50.1$ ) with a range of 57-605 pounds. Women reported an average weight of 193.7 pounds ( $\pm 47.8$ , range = 81-604) and men reported an average of 197.7 pounds ( $\pm 49.1$ , range= 57-605).
- Body Mass Index (BMI) could be calculated for 75.4% (2,541) of the respondents. The average BMI for clients was calculated as 31.1 ( $\pm 8.4$ ) with a range of 11.1-97.6. Women had an average BMI of 32.0 ( $\pm 9.1$ , range = 16.1-97.5) and men had an average of 30.4 ( $\pm 7.8$ , range= 11.1-97.6).
- 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 Obese category.
  - 24% of respondents fell into the Underweight (1%) or Normal BMI categories
  - 28% of respondents fell into the Overweight BMI category
  - 48% of respondents fell into the Obese BMI category
  - These percentages are very similar to those reported in over the past four years
- These data are also reported in Table 14 on page 80.

**Figure 3: Body Mass Index for 3,372 DMHAS Clients**



**Figure 4: Reported Medical Conditions**



- High blood pressure was reported by about 30% of the clients surveyed.
- High cholesterol was reported by 23% of the clients surveyed.
- 28% 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.
- Angina/heart disease, heart attack, and stroke were each reported by few than 5% of the clients surveyed.
- Over a third (38%) of the clients surveyed did not report having been told that they had any of the above medical conditions.
  - 30% of clients reported having one of the diagnoses
  - 15% of clients reported having two of the diagnoses
  - 9% of clients reported having three of the diagnoses
  - 5% of clients reported having four of the diagnoses
  - 4% of clients reported having five or more of the diagnoses
- Slightly less than half (43%) of the clients surveyed indicated that they do not smoke, while 54% of the clients indicated that they did smoke. Smoking status was unknown for 3%
  - 72% of smokers report smoking every day
  - 28% of smokers report smoking some days
- Non-smokers reported significantly higher frequency of high cholesterol and diabetes compared to smokers.
- In terms of general health, 29% of clients reported their general health to be 'Excellent' or 'Very Good'; 39% reported their general health as 'Good'; and 31% reported their general health as 'Fair' or 'Poor'. Approximately 1% of clients did not answer this question.
- When asked about physical health and injuries, 42% of the answers indicated that the client had zero days in the last 30 days in which their physical health was not good.
  - On average, Clients reported 7 days ( $\pm 10$  days) in the last month in which their physical health was not good
  - Of the clients who reported having physically unhealthy days
    - 47% of clients reported 1-7 physically unhealthy days
    - 14% reported 8-14 physically unhealthy days
    - 16% reported 15-21 physically unhealthy days
    - 23% reported 22-30 physically unhealthy days, including 18% who indicated that every day in the last 30 days was a physically unhealthy day
- Respondents answered a question about how many alcoholic drinks they have at one sitting.
  - 71% of clients reported that they consumed zero drinks
  - Of the clients who reported one or more drinks
    - 53% of clients reported that when they drink they have 1-2 drinks
    - 20% of clients reported consuming 3-4 drinks on days that they do drink
    - 19% of clients report consuming 5-10 drinks
    - 8% 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, 32% of the answers seem to indicate indicated that the client had zero days in the last 30 days in which their mental health was not good.
  - On average, clients reported 9 days ( $\pm 10$  days) in the last month in which their mental health was not good
  - Of the clients who reported having mentally unhealthy days
    - 40% of clients reported 1-7 mentally unhealthy days
    - 18% reported 8-14 mentally unhealthy days
    - 20% reported 15-21 mentally unhealthy days
    - 21% reported 22-30 mentally unhealthy days, including 17% 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. 47% of the answers seem to indicate indicated that the client had zero days in the last 30 days in which their activities were adversely affected by mental or physical health problems.
  - On average, clients reported that on 6 days ( $\pm 9$  days) in the last month their activities were impacted by mental and/or physical health problems.
  - Of the clients who reported one or days when activities were impacted
    - 45% of clients reported 1-7 days in which activities were impacted
    - 17% reported 8-14 days in which activities were impacted
    - 20% 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	1443	42.8	1433	100.0	--		710	49.1	692	37.8
Male	1840	54.6	--		1840	100.0	702	48.6	1086	59.3
Unknown	89	2.6	--		--		33	2.3	53	2.9
Total	3372	100.0	1433	100.0	1840	100.0	1445	100.0	1831	100.0
<b>Age</b>										
20 and under	52	1.5	20	1.4	31	1.7	36	2.5	16	0.9
21-24	160	4.7	66	4.6	94	5.1	71	4.9	86	4.7
25-34	585	17.3	256	17.7	322	17.5	229	15.8	347	19.0
35-54	1475	43.7	631	43.7	834	45.3	591	40.9	840	45.9
55-64	787	23.3	346	24.0	434	23.6	339	23.5	420	22.9
65 and older	217	6.4	106	7.3	110	6.0	136	9.4	73	4.0
Unknown	96	2.8	18	1.2	15	0.8	43	3.0	49	2.7
Total	3372	100.0	1443	100.0	1840	100.0	1445	100.0	1831	100.0
<b>Race</b>										
American Ind/Alaskan Native	53	1.6	16	1.1	34	1.8	17	1.2	35	1.9
Asian	49	1.5	31	2.1	17	0.9	42	2.9	6	0.3
Black	868	25.7	354	24.5	505	27.4	310	21.5	537	29.3
Mixed	50	1.5	18	1.2	32	1.7	17	1.2	33	1.8
Native Hawaiian/Pacific Is.	13	0.4	8	0.6	5	0.3	7	0.5	6	0.3
Other	486	14.4	160	11.1	322	17.5	201	13.9	268	14.6
Unknown	308	9.1	127	8.8	115	6.3	135	9.3	143	7.8
White	1545	45.8	729	50.5	810	44.0	716	49.6	803	43.9
Total	3372	100.0	1443	100.0	1840	100.0	1445	100.0	1831	100.0
<b>Ethnicity</b>										
Mexican	46	1.4	20	1.4	24	1.3	24	1.7	20	1.1
Non-Hispanic	1768	52.4	819	56.8	938	51.0	806	55.8	934	51.0
Other Hispanic/Latino	229	6.8	101	7.0	126	6.8	84	5.8	134	7.3
Puerto Rican	659	19.5	241	16.7	411	22.3	245	17.0	386	21.1
Unknown	670	19.9	262	18.2	341	18.5	286	19.8	357	19.5
Total	3372	100.0	1443	100.0	1840	100.0	1445	100.0	1831	100.0
<b>Program Type</b>										
MH	2592	76.9	1174	81.4	1344	73.0	1209	83.7	1303	71.2
SA	734	21.8	247	17.1	473	25.7	218	15.1	501	27.4
Unknown	46	1.4	22	1.5	23	1.3	18	1.2	27	1.5
Total	3372	100.0	1443	100.0	1840	100.0	1445	100.0	1831	100.0

**Table 14: Health Outcomes Summary Data**

Medical Condition	ALL Surveys		Women		Men		Non-Smokers		Smokers	
	N	%	N	%	N	%	N	%	N	%
Angina	151	4.5	60	4.2	88	4.8	73	5.1	73	4.0
Heart Attack	119	3.5	35	2.4	82	4.5	46	3.2	66	3.6
Stroke	98	2.9	47	3.3	49	2.7	42	2.9	50	2.7
High Cholesterol	780	23.1	331	22.9	429	23.3	367	25.4	391	21.4
High Blood Pressure	996	29.5	417	28.9	556	30.2	429	29.7	543	29.7
Diabetes	626	18.6	285	19.8	321	17.4	305	21.1	296	16.2
Asthma	735	21.8	437	30.3	273	14.8	305	21.1	410	22.2
Arthritis	693	20.6	404	28.0	271	14.7	286	19.8	385	21.0
<b>Smoking</b>										
Every day	1326	39.3	512	35.5	779	42.3	--	--	1326	72.4
Some days	497	14.7	177	12.3	302	16.4	--	--	505	27.6
Not at all	1445	42.9	710	49.2	702	38.2	1145	100.0	--	--
Unknown	104	3.1	44	3.0	57	3.1	--	--	--	--
Total	3372	100.0	1443	100.0	1840	100.0	1445	100.0	1831	100.0
<b>General Health</b>										
Excellent/Very Good/Good	2285	68.9	929	65.0	1296	72.0	1009	71.0	1223	67.6
Fair/Poor	1030	31.1	500	35.0	505	28.0	413	29.0	585	32.4
Total	3315	100.0	1429	100.0	1801	100.0	1422	100.0	1808	100.0
<b>BMI Category</b>										
Underweight	32	1.3	14	1.3	16	1.2	7	0.6	25	1.8
Normal	583	22.9	234	21.3	331	24.2	213	19.5	353	25.5
Overweight	698	27.5	296	26.9	385	28.1	270	24.7	408	29.5
Obese	1228	48.3	557	50.6	637	46.5	601	55.1	596	43.1
Total	2541	100.0	1101	100.0	1369	100.0	1091	100.0	1382	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)	2655	37	91	65.6	5.12	1170	43	81	63.5	3.93	1411	37	91	67.3	5.37
Weight (lbs.)	2783	57	605	188.6	50.11	1173	81	604	181.7	51.88	1537	57	605	193.7	47.75
BMI Score	2541	11.1	97.6	31.1	8.44	1101	16.1	97.5	32.0	9.06	1369	11.1	97.6	30.4	7.80
Physically unhealthy days	3145	0	30	6.89	9.92	1357	0	30	7.8	10.26	1713	0	30	6.2	9.63
Mentally unhealthy days	3165	0	30	8.65	10.16	1365	0	30	9.6	10.28	1721	0	30	7.9	9.98
Activity limitation days	3155	0	30	6.07	9.16	1365	0	30	6.6	9.31	1713	0	30	5.7	8.98
Drinks per Sitting	3068	0	35	0.97	3.22	1332	0	30	0.6	2.23	1664	0	35	1.3	3.85

**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)	1154	37	91	65.2	5.07	1432	49	83	65.9	5.18
Weight (lbs.)	1180	75	605	193.5	53.86	1529	57	490	185.0	47.12
BMI Score	1091	11.1	97.6	32.4	9.05	1382	15.3	70.7	30.2	7.91
Physically unhealthy days	1348	0	30	6.3	9.41	1712	0	30	7.4	10.31
Mentally unhealthy days	1351	0	30	7.9	9.81	1730	0	30	9.2	10.37
Activity limitation days	1348	0	30	5.7	8.80	1727	0	30	6.4	9.44
Drinks per Sitting	1323	0	35	0.6	2.76	1667	0	35	1.2	3.49

Note for Tables 15 & 16: For this year (SFY17) a bug in the data program was fixed. During SFY14-16, for certain 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 could not determine how many clients reported zero bad days/drinks and how many clients simply did not answer the question. For this year (SFY 17), we were able to remedy this issue and thus identify true 'zero' answers from unanswered questions, thus allowing true zeros to be included in the data analysis. This is likely a factor in lower mean values being reported this year compared to the previous three years.



**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 2017  
**DATE:** SEPTEMBER, 2016

The DMHAS Consumer Satisfaction Survey for FY 2017 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, 2017.

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, FY16 (July 1, 2015 – September 30, 2016). 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 2017 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](mailto: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, 2016

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 2017**

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

<b>Gender</b> <input type="radio"/> Male <input type="radio"/> Female	<b>Age</b> <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	<b>Primary reason for receiving services</b> <input type="radio"/> Emotional/Mental Health <input type="radio"/> Alcohol or Drugs <input type="radio"/> Both Emotional/Mental Health and Alcohol or Drugs
<b>Race</b> <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	<b>Ethnicity</b> <input type="radio"/> Puerto Rican <input type="radio"/> Mexican <input type="radio"/> Other Hispanic or Latino <input type="radio"/> Not Hispanic	<b>Length of Service</b> <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

<b>For each item, circle the answer that matches your view.</b>		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
16.	My wishes are respected about the amount of family involvement I	SA	A	N	D	SD	NA

For each item, <b>circle</b> the answer that matches your view.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
want in my treatment.							
<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
<b>In general . . .</b>							
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?**

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**Appendix 1.4: DMHAS Quality of Life Instrument FY 2017**

<b>Agency</b>	<b>Program</b>	<b>Date Completed</b>
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**For each box, put an X in the circle that applies to you.**

<b>Gender</b> <input type="radio"/> Male <input type="radio"/> Female	<b>Age</b> <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	<b>Primary reason for receiving services</b> <input type="radio"/> Emotional/Mental Health <input type="radio"/> Alcohol or Drugs <input type="radio"/> Both Emotional/Mental Health and Alcohol or Drugs
<b>Race</b> <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	<b>Ethnicity</b> <input type="radio"/> Puerto Rican <input type="radio"/> Mexican <input type="radio"/> Other Hispanic or Latino <input type="radio"/> Not Hispanic	<b>Length of Service</b> <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>					
	<b>Very poor</b>	<b>Poor</b>	<b>Neither poor nor good</b>	<b>Good</b>	<b>Very Good</b>
1. How would you rate your quality of life?	1	2	3	4	5

<i>(Please circle the number)</i>					
	<b>Very dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Satisfied</b>	<b>Very satisfied</b>
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>					
	<b>Not at all</b>	<b>A little</b>	<b>A moderate amount</b>	<b>Very much</b>	<b>An extreme amount</b>
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>					
<b>Not at all</b>	<b>A little</b>	<b>A moderate amount</b>	<b>Very much</b>	<b>An extreme amount</b>	
6. To what extent do you feel your life to be meaningful?	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

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

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

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

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>				
		<b>Very dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Satisfied</b>	<b>Very satisfied</b>
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>				
		<b>Never</b>	<b>Seldom</b>	<b>Quite often</b>	<b>Very often</b>	<b>Always</b>
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 2017**

Provider Name	Consumers Treated from 7/1/15-9/30/15	Proposed Sample Size (95% CL, 7% CI)	Surveys Submitted in SFY 2017	Surveys as % of Sample Size
Ability Beyond	262	112	135	120%
ACCESS Agency	4	4	0	0%
Advanced Behavioral Health	1126	167	146	87%
Alcohol and Drug Recovery Center ADRC	1167	168	170	101%
Alliance For Living	6	6	6	103%
American School for the Deaf	5	5	0	0%
Applied Behavioral Rehab Research Institute Inc.	6	6	0	0%
APT Foundation Inc.	3669	186	1687	906%
Artreach Inc.	64	48	0	0%
Backus Hospital	526	143	49	34%
BH Care (formerly Harbor and Birmingham)	2569	182	487	267%
Bridge House	241	108	102	94%
Bridges	1198	169	298	177%
Bristol Hospital	69	51	0	0%
Career Resources	15	14	0	0%
Catholic Charities - Institute for the Hispanic Fa	473	139	227	164%
Catholic Charities of Fairfield County Inc.	368	128	213	166%
Catholic Charities- Waterbury	168	91	98	108%
Center for Human Development	222	104	323	310%
Central CT Coast YMCA	20	18	82	450%
Central Naugatuck Valley (CNV) Help Inc.	148	85	302	357%
Centro Renacer of CT Inc. (formerly Hogar Crea)	3	3	0	0%
Charlotte Hungerford Hospital	1226	169	207	122%
Chemical Abuse Services Agency (CASA)	538	144	547	380%
Chrysalis Center Inc.	719	154	359	233%
Columbus House	183	95	172	181%
Common Ground Community	0	0	6	--
CommuniCare Inc.	387	130	136	104%
Community Enterprises Inc.	70	52	0	0%
Community Health Center Inc.	30	26	20	77%
Community Health Resources Inc.	6987	191	936	491%
Community Health Services Inc.	358	127	0	0%
Community Mental Health Affiliates	1260	170	703	414%
Community Renewal Team (CRT)	266	113	231	204%
Connecticut Counseling Centers Inc.	1659	175	334	190%
Connecticut Renaissance Inc.	339	124	417	335%
Connection Inc.	746	155	426	274%
Continuum of Care	213	102	257	251%
Cornell Scott-Hill Health Corporation	755	156	446	286%
Council of Churches Greater Bridgeport	64	48	7	14%
Crossroads Inc.	239	108	0	0%
Danbury Hospital	606	148	116	78%
Day Kimball Hospital	80	57	1	2%
Easter Seal Goodwill Ind. Rehab. Center Inc.	118	74	76	103%
Easter Seals of Greater Hartford Rehab Center Inc.	73	53	67	125%

Provider Name	Consumers Treated from 7/1/15-9/30/15	Proposed Sample Size (95% CL, 7% CI)	Surveys Submitted in SFY 2017	Surveys as % of Sample Size
Fairfield Counseling Services Inc.	62	47	0	0%
Family and Children's Agency Inc.	646	151	107	71%
Family Centered Services of CT (CCCC)	26	23	15	65%
Farrell Treatment Center	216	103	161	156%
Fellowship Inc.	525	143	283	198%
FOCUS Center for Autism Inc.	5	5	0	0%
Friendship Service Center	8	8	0	0%
Gilead Community Services Inc.	300	119	221	186%
Goodwill of Western and Northern CT Inc.	84	59	12	20%
Guardian Ad Litem	221	104	179	172%
Hall Brooke Foundation Inc.	80	57	117	205%
Hands on Hartford	13	12	21	171%
Hartford Behavioral Health	553	145	166	115%
Hartford Dispensary	5238	189	2170	1148%
Hartford Hospital	274	115	422	369%
Hispanic Health Council	25	22	24	108%
Hospital of St. Raphael	248	110	0	0%
Human Resource Development Agency	270	114	0	0%
ImmaCare	24	21	49	228%
Inspirica Inc. (formerly St Luke's LifeWorks)	57	44	92	208%
InterCommunity Inc.	2877	184	187	102%
John J. Driscoll United Labor Agency Inc.	39	33	34	104%
Kennedy Center Inc.	155	87	137	158%
Keystone House Inc.	150	85	111	130%
Khmer Health Advocates	35	30	0	0%
Kuhn Employment Opportunities Inc.	122	75	33	44%
Laurel House	337	124	257	207%
Leeway Inc.	5	5	33	673%
Liberation Programs	1109	167	220	132%
Liberty Community Services	73	53	84	157%
LifeBridge Community Services (formerly FSW Inc.)	100	66	67	101%
Marrakech Day Services	207	101	112	111%
Martin House	10	10	9	94%
McCall Foundation Inc.	315	121	199	164%
Mental Health Connecticut	695	153	453	296%
Mercy Housing and Shelter Corporation	109	70	142	202%
Middlesex Hospital Mental Health Clinic	9	9	0	0%
Midwestern CT Council on Alcoholism (MCCA)	2928	184	685	373%
My People Clinical Services LLC	13	12	0	0%
My Sisters' Place	19	17	40	230%
Natchaug Hospital	76	55	169	307%
New Directions Inc. of North Central Conn.	351	126	0	0%
New London Homeless Hospitality Center	28	25	16	65%
New Milford Hospital	355	127	130	103%
New Reach, Inc.	66	50	50	101%
Norwalk Hospital	1408	172	253	147%
Operation Hope of Fairfield Inc.	82	58	46	79%

Provider Name	Consumers Treated from 7/1/15-9/30/15	Proposed Sample Size (95% CL, 7% CI)	Surveys Submitted in SFY 2017	Surveys as % of Sample Size
Optimus Health Care-Bennett Behavioral Health	806	158	0	0%
Pathways Inc.	67	50	102	204%
Perception Programs Inc.	397	131	115	87%
Prime Time House Inc.	284	116	62	53%
Recovery Network of Programs	2831	183	283	154%
Reliance Health, Inc.	487	140	141	101%
Rushford Center	1962	178	2204	1236%
SCADD	938	162	303	187%
Shift LLC	7	7	0	0%
Sound Community Services Inc.	1392	172	706	411%
St. Mary's Hospital Corporation	1172	168	198	118%
St. Vincent DePaul Mission of Waterbury Inc.	75	54	34	62%
St. Vincent DePaul Place Middletown Inc.	27	24	55	231%
Stafford Family Services	56	44	63	144%
Supportive Environmental Living Facility Inc.-SELF	50	40	41	103%
Thames River Community Services	10	10	0	0%
Thames Valley Council for Comm Action Inc.	15	14	10	71%
United Community and Family Services	0	0	70	--
United Services Inc.	2135	180	488	272%
Vinfen Corporation of CT, Inc.	4	4	0	0%
Waterbury Hospital Health Center	277	115	156	136%
Wellmore (Morris Foundation Inc.)	709	154	527	343%
Wheeler Clinic	2835	183	665	363%
Windham Regional Community Council	8	8	0	0%
Yale University-Behavioral Health	278	115	114	99%
Yale-New Haven Hospital	0	0	128	--
Youth Challenge of CT Inc.	17	16	0	0%
YWCA of Hartford	0	0	18	--