



Consumer Satisfaction Survey 2018 Annual Report

November 2018

Connecticut Department of Mental Health and Addiction Services



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www.ct.gov/dmhas

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Note from the Director 2018

This year, DMHAS received over 23,000 surveys from 100 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.

The report, like past years, includes our annual MHSIP consumer satisfaction information, along with data and analysis from our two optional tools: the WHOQOL-BREF Quality of Life instrument and a Health Outcomes Survey which contains items from the Center for Disease Control's Behavioral Risk Factor Surveillance System (BRFSS). These instruments help to inform us about how clients feel about their health and well-being and help us to evaluate how well our system meets their needs. The optional tools help us learn more about our clients' overall health, something that is becoming increasingly important as we seek to better integrate primary health care with behavioral health.

The report shows we are meeting our client's needs. We continue to outperform the rest of the nation in most domains. While it is important to reflect on our accomplishments, we should also recognize that much can be done to improve our system. I urge all of our providers to carefully review your results, looking for areas where the quality of your care can be improved. It is important to always be mindful of the need to find ways to enhance the services we provide. The Consumer Survey results can help us to identify areas where we are not meeting our clients' expectations. The Consumer Survey combined with other information like our Provider Dashboard Quality Reports can help us focus on these areas for improvement.

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

November 2018

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:

“Michigan” - Kristen Miller 2017

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 over 15 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

For more than a decade, DMHAS has encouraged the use of the WHOQOL-BREF Quality of Life (hereafter QOL) instrument, which is a widely used, standardized quality of life tool developed by the World Health Organization. The QOL is a 26 question tool that measures consumer satisfaction with the quality of his/her life in the following domains: physical, psychological, social relationships, and environment. DMHAS received 1,800 QOL responses during Fiscal Year 2018. 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.¹ Since SFY2012, DMHAS has made the Health Outcomes survey available to all providers who wish to administer it. The survey is available in English and Spanish. The questions cover the topics of body mass index (BMI), chronic health conditions, overall health from physical and psychological

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

perspectives, and drinking habits. A total of 1,933 surveys were completed in SFY2018. Results may be found starting on page 74 of this report.

Findings

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

Survey Demographics

Statewide, a total of 23,628 surveys were returned by 100 providers within the DMHAS network of care.

- Slightly more than half (57%) of the respondents were men and 40% were women. Fewer than 3% percent of the respondents did not identify their gender.
- Just over half (58%) of the respondents were White and 18% were African-American/Black. Approximately 11% fell into the “Other” category, which rolled up several less frequent racial categories. Approximately 8% did not identify their race.
- 21% of the respondents identified themselves as Hispanic, and 21% chose not to identify whether or not they were of Latino/a origin (called Ethnicity in the survey).
- The largest number of survey respondents fell between the ages of 35-54 (approximately 41%); as the average age of a DMHAS client is about 41 years old, this is not surprising.
- A quarter (25%) of the survey sample responded to the survey within the outpatient setting; 14% from medication assisted treatment programs; 8% from case management services; 10% from residential programs; 6% from intensive outpatient programs; and 9% in employment or social rehabilitation programs. The remaining 28% 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 Substance Use programs (42%) than from people receiving services from Mental Health programs (39%). The remaining portion of surveys did not contain enough program information to categorize.
- Additionally, respondents were asked to self-report their length of stay in treatment. Thirty-eight percent reported a stay of less than a year, and 15% reported a stay of more than one, but less than two years. Eighteen percent reported more than two years but less than 5 years and about 23% reported stays of more than five years.

² 2017 CMHS Uniform Reporting System Output Tables. *CMHS Uniform Reporting System - 2017 State Mental Health Measures*. Retrieved on November 8, 2018 from <https://www.samhsa.gov/data/sites/default/files/cbhsq-reports/Connecticut-2017.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 stable over the past eight years, and in FY 2018, the percentage of clients who reported satisfaction with services in each domain changed by no more than 1% from last year.

- 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 93% 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 2018, 88% expressed satisfaction with **Access** to services. Eighty-three percent (83%) of consumers were satisfied with perceived **Outcomes**.
- The lowest degree of satisfaction was reported in the **Recovery** domain, where approximately 80% of respondents indicated satisfaction.

Demographic Characteristics and Satisfaction on MHSIP Domains

DMHAS investigated differences in MHSIP Domains for key demographics to determine if there were more satisfied clients for various subgroups. Results are summarized below.

Gender

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

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

Respondents in Mental Health Programs	
Significantly More	Women in General Satisfaction, Respect domains Men in Outcome, Recovery domains

Race

All Respondents	
Significantly More	Black respondents in Outcome domain Black and White respondents in Participation in Treatment

Respondents in Substance Use Programs	
Significantly More	White respondents in Participation in Treatment, Respect domain

Respondents in Mental Health Programs	
Significantly More	Black respondents in Outcome, Recovery domains Black and White respondents in Participation in Treatment

Ethnicity

All Respondents	
Significantly More	Respondents who identify as non-Hispanic/Latino in Participation in Treatment, Respect domain

Respondents in Substance Use Programs	
Significantly More	Respondents who identify as non-Hispanic/Latino in Quality and Appropriateness, Participation in Treatment, Respect domains

Respondents in Mental Health Programs	
Significantly More	Nothing specific to report

Age Range

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

Respondents in Substance Use Programs	
Significantly More	<p>Respondents who are 25 and older in Quality and Appropriateness, Outcome domains</p> <p>Respondents who are 35 and older in General Satisfaction domain</p>

Respondents in Mental Health Programs	
Significantly More	<p>Respondents who are 25 years and older in Access, Outcome domains</p> <p>Respondents who are 35 and older in General Satisfaction domain</p>

Level of Care

All Respondents	
Significantly More	<p>People who received employment services in Access domain</p> <p>People who received case management, employment, methadone maintenance services in Quality and Appropriateness domain</p> <p>People who receive any service except intensive outpatient in General Satisfaction, Respect domains</p> <p>People who received residential, case management, social rehabilitation, employment, methadone maintenance services in Recovery domain</p>

Respondents in Substance Use Programs	
Significantly More	Nothing specific to report

Respondents in Mental Health Programs	
Significantly More	People who received any service except intensive outpatient in Access domain People who receive residential, case management, social rehabilitation, employment, CSP/RP/ACT in Recovery

Length of Stay

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

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

Respondents in Mental Health Programs	
Significantly More	Nothing specific to report

Region

All Respondents	
Significantly More	Respondents from Regions 1, 2 & 5 in Outcome, Recovery domains

Respondents in Substance Use Programs	
Significantly More	Respondents from any Regions except 4 in Respect domain

Respondents in Mental Health Programs	
Significantly More	Respondents from Regions 1, 2 & 5 in Outcome, 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 2018 (July 1, 2017– June 30, 2018)

Purpose

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

Organization of the Report

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

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

Contact Information

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

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Methodology

Measures

The 2018³ consumer survey consists of 28 items, rated on a 5-point Likert scale. A score of “1” represents strong agreement with an item; “5” strong disagreement; and “3” is a neutral response. The responses are labeled: Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree, and Not Applicable.

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

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

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

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

Administration

DMHAS provided agencies with guidelines for survey implementation. Generally, provider staff administered the consumer survey, but in some cases, consumers, peers, or other neutral parties assisted with the data collection. Providers administered the survey to people who received either Mental Health or Substance Use treatment services between July 1, 2017 and June 30, 2018. Most of the surveys were collected between January 2018 and June 2018.

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 2017 (July 1, 2016 through September 30, 2016).⁴ The sample size calculation was based on a 95% confidence level and 7% confidence interval.⁵ The table of expected versus actual surveys

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

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

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

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

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

submitted for SFY2018 can be found in Appendix 2. DMHAS provided agencies with a guide and as-needed technical assistance for determining correct sample sizes.⁶

Data Entry

SFY2018 is the seventh 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.

SFY 18 was unique in that certain providers submitted surveys to DMHAS through Survey Monkey. This was required because Behavioral Health Home Providers were required to submit supplemental questions as a condition of their BHH eligibility. These surveys needed to be submitted through Survey Monkey because DDaP could not be quickly modified to include the new questions. Over 700 surveys were submitted through this mechanism which was a one-time occurrence. DDaP has now been modified and all providers will be directly entering survey data into DDaP for SFY19.

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 91.9% of clients in MH programs were satisfied with Access to services (Access Domain), compared to 85.5% of clients in SU programs. The statistic that indicates that more clients in the MH programs were satisfied is based on a chi-square (χ^2) test. The chi-square statistic evaluates whether the distributions of categorical variables differ from each other. In this case, it refers to whether or not the number of satisfied clients in MH programs 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

prefer that brand, but you would be far less sure that the actual Brand-A-preference % for all residents would fall between 59 and 61%.

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

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 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 fifth 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 23,628 surveys were returned by 100 providers within the DMHAS network of care; 78% of all surveys were collected at the program level, rather than at the agency level. (In SFY2017, 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. This year, however, some surveys were collected outside the DDaP application and imported in, thus the decrease in program specificity. See Table 1 for a summary of statewide demographic trends over the past five years.

Table 1: Statewide Demographic Trends, SFY 2014 - 2018

	2018		2017		2016		2015		2014	
	N	%	N	%	N	%	N	%	N	%
<i>Gender</i>										
Female	9553	40.4	10626	40.9	10811	41.2	10662	41.72	9826	41.2
Male	13547	57.3	14760	56.8	14818	56.5	14303	56.0	13370	56.1
Unknown	528	2.2	624	2.4	615	2.3	594	2.3	640	2.7
<i>Race</i>										
American Indian/Alaskan Native	409	1.7	413	1.6	425	1.6	345	1.4	233	1.0
Asian	189	0.8	202	0.8	185	0.7	197	0.8	168	0.7
Black	4332	18.3	4397	16.9	4550	17.3	4601	18.0	4245	17.8
Mixed	399	1.7	482	1.9	368	1.4	236	0.9	248	1.0
Native Hawaiian/Pacific Islander	98	0.4	81	0.3	98	0.4	90	0.4	65	0.3
Other	2647	11.2	3237	12.5	2942	11.2	2930	11.5	2824	11.9
Unknown	1902	8.1	2111	8.1	2319	8.8	2372	9.3	1769	7.4
White	13652	57.8	15087	58.0	15357	58.5	14788	57.9	14284	59.9
<i>Ethnicity</i>										
Mexican	135	0.6	164	0.6	183	0.7	179	0.7	159	0.7
Non-Hispanic	13851	58.6	15031	57.8	14887	56.7	14551	56.9	14259	59.8
Other Hispanic/Latino	1840	7.8	1869	7.2	1807	6.9	1602	6.3	1213	5.1
Puerto Rican	2939	12.4	3673	14.1	3664	14.0	3863	15.1	3435	14.4
Unknown	4863	20.6	5273	20.3	5703	21.7	5364	21.0	4770	20.0
<i>Age Range</i>										
Unknown	612	2.6	806	3.1	731	2.8	684	2.7	734	3.1
20 and Under	484	2.1	523	2.0	552	2.1	556	2.2	620	2.6
21-24	1443	6.1	1534	5.9	1714	6.5	1836	7.2	1897	8.0
25-34	5328	22.6	5715	22.0	5927	22.6	5597	21.9	5302	22.2
35-54	9770	41.4	11008	42.3	11209	42.7	11140	43.6	10569	44.3
55-64	4817	20.4	5257	20.2	4999	19.1	4681	18.3	3920	16.5
65 and older	1174	5.0	1167	4.5	1112	4.2	1065	4.2	794	3.3
<i>Service Duration</i>										
Less than 1 year	8900	37.7	9498	36.5	10217	38.9	10478	41.0	9866	41.4
1 year to 2 years	3440	14.6	4117	15.8	3692	14.1	3409	13.3	3368	14.1
2 to 5 years	4307	18.2	4843	18.6	4699	17.9	4250	16.6	3996	16.8
More than 5 years	5406	22.9	5989	23.0	6197	23.6	6054	23.7	4791	20.1
Unknown	1575	6.7	1563	6.0	1439	5.5	1368	5.4	1815	7.6
<i>Program Type</i>										
MH	9354	39.3	12489	47.6	12589	46.9	11373	43.8	10624	43.8
SA	9910	41.7	10933	41.7	11022	41.1	10529	40.6	10638	43.9
Unknown	4364	18.4	2588	9.9	2633	9.8	3657	14.1	2574	10.6

	2018		2017		2016		2015		2014	
	N	%	N	%	N	%	N	%	N	%
<i>Level Of Care</i>										
MH ACT	440	1.9	538	2.1	538	2.0	411	1.6	489	2.0
MH Case Management	1698	7.2	2263	8.6	2124	8.0	1625	6.3	1337	5.6
MH Community Support	1140	4.8	1641	6.3	1606	6.1	1003	3.9	1157	4.8
MH Crisis Services	37	0.2	21	0.1	28	0.1	26	0.1	34	0.1
MH Education Support	107	0.5	108	0.4	118	0.5	87	0.3	105	0.4
MH Employment Services	880	3.7	913	3.5	1037	3.9	934	3.6	944	3.9
MH Inpatient Services	2	0.0	1	0.0	0	0.0	2	0.0	9	0.0
MH IOP	72	0.3	98	0.4	70	0.3	65	0.3	95	0.4
MH Other	6	0.0	2	0.0	12	0.1	31	0.1	7	0.0
MH Outpatient	2979	12.6	4686	17.9	4967	18.7	4945	19.1	3982	16.6
MH Recovery Support	25	0.1	27	0.1	17	0.1	20	0.1	15	0.1
MH Residential Services	837	3.5	1102	4.2	1083	4.1	1075	4.2	1115	4.6
MH Social Rehabilitation	1222	5.2	1237	4.7	1201	4.5	1266	4.9	1436	6.0
SA Case Management	255	1.1	334	1.3	333	1.3	418	1.6	363	1.5
SA Employment Services	32	0.1	66	0.3	49	0.2	55	0.2	70	0.3
SA Forensics Community-based	71	0.3	64	0.2	60	0.2	34	0.1	36	0.2
SA Inpatient Services	59	0.3	225	0.9	132	0.5	183	0.7	126	0.5
SA IOP	1458	6.1	1192	4.6	1142	4.3	1444	5.6	1363	5.7
SA Medication Assisted Treatment	3351	14.1	4366	16.7	3649	13.8	2651	10.3	2973	12.4
SA Outpatient	2952	12.4	3235	12.4	3379	12.8	3647	14.1	3244	13.5
SA PHP	175	0.7	254	1.0	250	0.9	437	1.7	407	1.7
SA Residential Services	1580	6.7	1204	4.6	2033	7.7	1802	7.0	2092	8.7
Unknown	4364	18.4	2588	9.9	2633	9.9	3657	14.2	2574	10.7

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 SFY2018.

Table 2: Comparison of Survey Demographics to DMHAS Demographics

Gender	CS 2018	DMHAS 2018	Difference
Female	40.4	40.5	-0.1
Male	57.3	59.0	-1.7
Unknown	2.2	0.5	1.7
Race			
American Indian/Native Alaskan	1.7	0.5	1.2
Asian	0.8	0.9	-0.1
Black/African American	18.3	15.6	2.7
Native Hawaiian/Other Pacific Islander	0.4	0.2	0.2
White/Caucasian	57.8	62.7	-4.9
More Than One Race	1.7	0.7	1.0
Other	11.2	14.5	-6.5
Unknown	8.1	4.8	-4.8
Ethnicity			
Hispanic-Cuban	0.0	0.2	-0.2
Hispanic-Mexican	0.6	0.6	0.0
Hispanic-Other	7.8	8.1	-0.3
Hispanic-Puerto Rican	12.4	12.0	0.4
Non-Hispanic	58.6	70.9	-12.3
Unknown	20.6	8.2	12.4
Age			
18-24*	10.8	11.8	-1.1
25-34*	22.6	22.9	-0.3
35-54	41.4	39.6	1.8
55-64	20.4	17.4	3.0
65+	5.0	6.7	-1.7
Other/Unknown	2.6	1.6	1.0

* 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 1.7%).

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

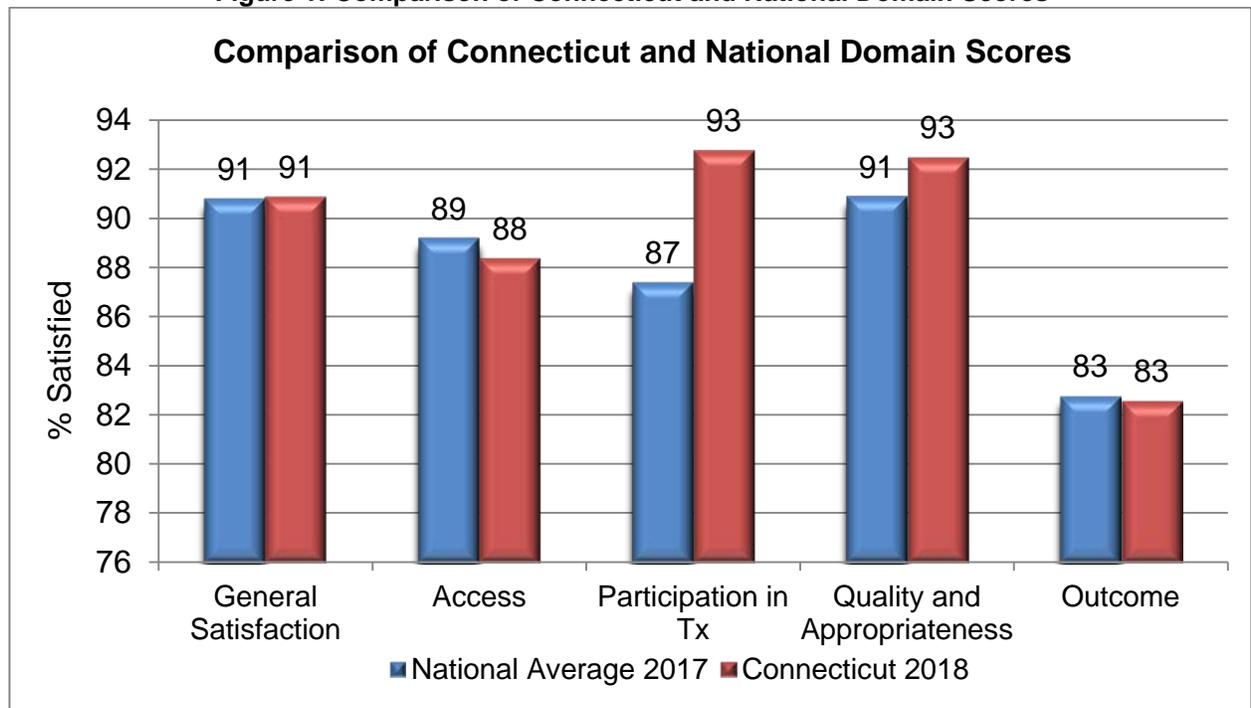
identify his or her ethnicity so the consumer survey may be closer to the DMHAS population than these data indicate.

In the age category, the younger age groups (18-24 & 25-34) and the oldest age group (65+) are slightly 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 36% of clients (433) participate in the survey in SFY18.

In conclusion, the demographics of the group of consumers who answered the survey in SFY2018 are generally representative of the larger DMHAS population of clients.

Satisfaction with Services

Figure 1: Comparison of Connecticut and National Domain Scores

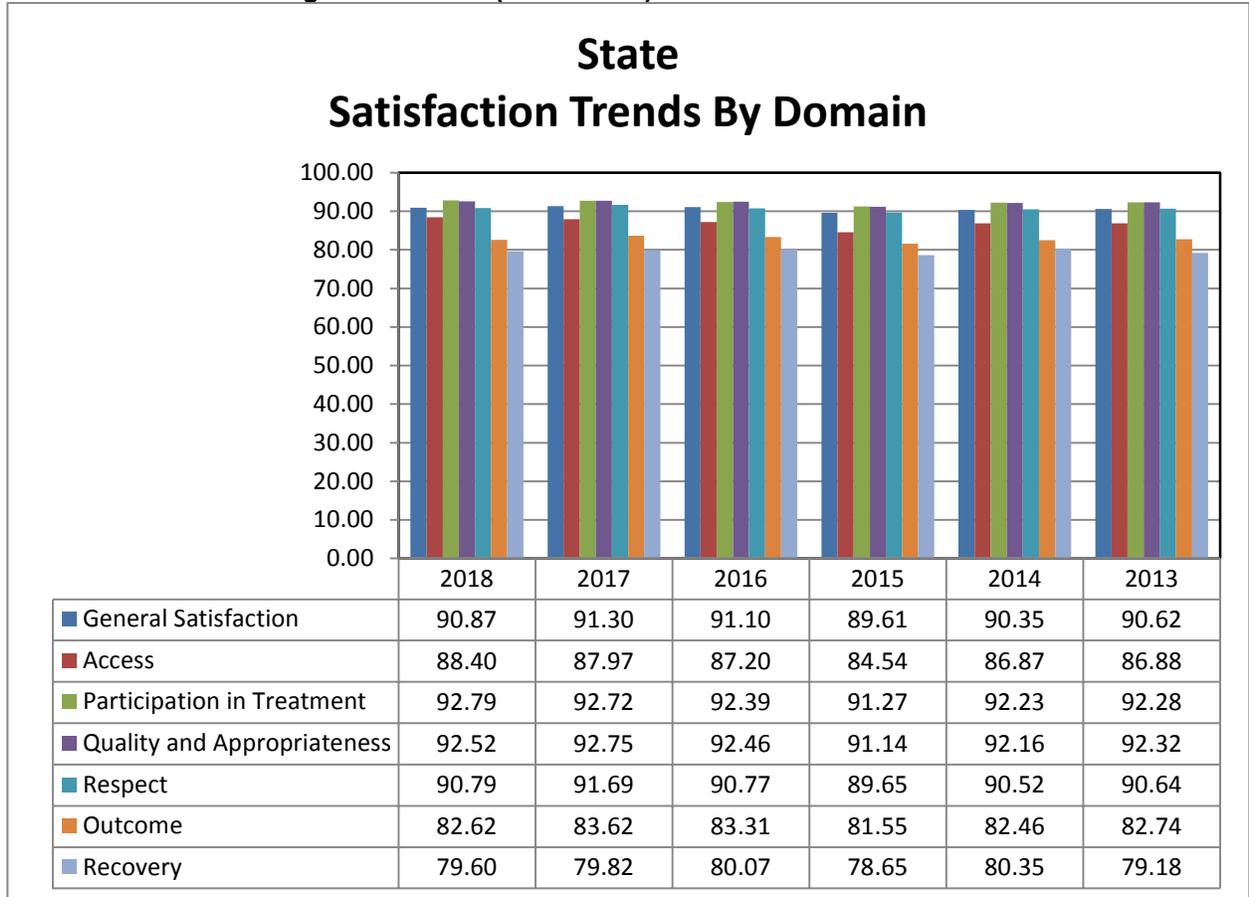


When compared to the latest MHSIP national survey results available (2017 CMHS Uniform Reporting System Output Tables), Connecticut consumers report equal or higher levels of satisfaction in all domains except Access. It is interesting to note that while Connecticut scores are usually up to 8% higher than the national average in each domain, the national scores increased from 1 to 7% from FY2016 to FY2017 (notably 2% in Access and 7% in Outcome) while Connecticut score have remained stable.

Trends over Time

Statewide Satisfaction Trends by Domain

Figure 2: Trends (2013 - 2018) 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 SFY17 to SFY18 the percentage of clients who were satisfied within a given domain varied by less than 2%. 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 2018, 93% of respondents felt they received appropriate services and were satisfied with Participation in Treatment, 91% felt that they were respected by staff and were generally satisfied with services, and 88% expressed satisfaction with access to services. About 83% of respondents were satisfied with perceived outcomes. Finally, 80% of respondents were satisfied with their progress toward recovery.

Table 3: Statewide Trends (2013-2018) by Domain

Domain	Year	Satisfied		Neutral		Dissatisfied	
		N	%	N	%	N	%
General Satisfaction							
	2018	21249	90.87	1710	7.31	426	1.82
	2017	23480	91.30	1836	7.14	402	1.56
	2016	23775	91.10	1960	7.51	364	1.39
	2015	22763	89.61	2123	8.36	517	2.04
	2014	21256	90.35	1858	7.90	413	1.76
	2013	19318	90.62	1618	7.59	381	1.79
Access							
	2018	20486	88.40	2480	10.70	208	0.90
	2017	22390	87.97	2874	11.29	189	0.74
	2016	22429	87.20	3076	11.96	217	0.84
	2015	21143	84.54	3535	14.13	331	1.32
	2014	20117	86.87	2793	12.06	248	1.07
	2013	18306	86.88	2540	12.05	225	1.07
Participation in Treatment							
	2018	21352	92.79	1245	5.41	415	1.80
	2017	23378	92.72	1419	5.63	417	1.65
	2016	23752	92.39	1500	5.83	456	1.77
	2015	22810	91.27	1639	6.56	542	2.17
	2014	21352	92.23	1353	5.84	447	1.93
	2013	19373	92.28	1213	5.78	408	1.94
Quality and Appropriateness							
	2018	21189	92.52	1529	6.68	185	0.81
	2017	23326	92.75	1643	6.53	180	0.72
	2016	23760	92.46	1764	6.86	174	0.68
	2015	22744	91.14	1963	7.87	249	1.00
	2014	21254	92.16	1622	7.03	185	0.80
	2013	19269	92.32	1431	6.86	172	0.82
Respect							
	2018	19636	90.79	1670	7.72	322	1.49
	2017	20818	91.69	1594	7.02	294	1.29
	2016	21209	90.77	1807	7.73	350	1.50
	2015	21090	89.65	1998	8.49	438	1.86
	2014	19103	90.52	1618	7.67	383	1.81
	2013	17181	90.64	1448	7.64	327	1.73
Outcome							
	2018	18426	82.62	3423	15.35	454	2.04
	2017	19510	83.62	3420	14.66	401	1.72
	2016	20042	83.31	3587	14.91	428	1.78
	2015	19847	81.55	3942	16.20	547	2.25
	2014	18446	82.46	3499	15.64	424	1.90
	2013	16869	82.74	3141	15.41	377	1.85
Recovery							
	2018	17885	79.60	3834	17.06	751	3.34
	2017	18777	79.82	4061	17.26	685	2.91
	2016	19391	80.07	4163	17.19	663	2.74
	2015	19270	78.65	4400	17.96	832	3.04
	2014	18059	80.35	3732	16.60	685	3.05
	2013	16235	79.18	3590	17.51	678	3.31

Table 4: Statewide Trends (2013-2018) by Question

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
General Satisfaction									
<i>I like the services that I received here.</i>									
2018	21754	93.1	1284	5.5	328	1.4	1.55	1	0.69
2017	23954	93.2	1438	5.6	311	1.2	1.55	1	0.68
2016	24193	92.9	1561	6.0	300	1.2	1.55	1	0.68
2015	23124	91.3	1792	7.1	423	1.7	1.59	1	0.72
2014	21665	92.2	1466	6.2	356	1.5	1.56	1	0.71
2013	19681	92.5	1279	6.0	321	1.5	1.55	1	0.70
<i>If I had other choices, I would still get services from this agency.</i>									
2018	20358	87.7	1912	8.2	934	4.0	1.69	2	0.84
2017	22464	88.1	2084	8.2	948	3.7	1.68	2	0.82
2016	22799	88.1	2169	8.4	916	3.5	1.68	2	0.82
2015	21772	86.5	2323	9.2	1088	4.3	1.73	2	0.86
2014	20422	87.5	1962	8.4	954	4.1	1.70	2	0.85
2013	18481	87.5	1804	8.5	841	4.0	1.68	2	0.84
<i>I would recommend this agency to a friend or family member.</i>									
2018	20993	90.7	1548	6.7	610	2.6	1.61	1	0.77
2017	23209	91.1	1642	6.4	617	2.4	1.60	1	0.75
2016	23535	91.0	1727	6.7	596	2.3	1.60	1	0.75
2015	22555	89.6	1904	7.6	725	2.9	1.64	1	0.79
2014	21052	90.5	1554	6.7	652	2.8	1.61	1	0.78
2013	19067	90.3	1488	7.0	569	2.7	1.60	1	0.77
Access									
<i>The location of services was convenient.</i>									
2018	20267	87.8	1918	8.3	894	3.9	1.69	2	0.83
2017	21707	85.9	2293	9.1	1268	5.0	1.74	2	0.89
2016	21606	84.6	2444	9.6	1498	5.9	1.78	2	0.92
2015	20468	82.6	2506	10.1	1798	7.3	1.83	2	0.98
2014	19633	85.4	2186	9.5	1176	5.1	1.75	2	0.89
2013	17860	85.5	1935	9.3	1104	5.3	1.74	2	0.89
<i>Staff was willing to see me as often as I felt was necessary.</i>									
2018	21134	91.0	1555	6.7	534	2.3	1.61	1	0.74
2017	23297	91.3	1704	6.7	515	2.0	1.60	1	0.73
2016	23565	91.1	1721	6.6	595	2.3	1.60	1	0.74
2015	22433	89.1	1982	7.9	766	3.0	1.66	2	0.79
2014	20974	90.0	1684	7.2	636	2.7	1.62	1	0.77
2013	19082	90.2	1506	7.1	574	2.7	1.62	1	0.77
<i>Staff returned my calls within 24 hours.</i>									
2018	18980	86.1	2272	10.3	802	3.6	1.72	2	0.83
2017	21058	86.3	2502	10.3	834	3.4	1.71	2	0.82
2016	21165	86.1	2543	10.3	880	3.6	1.71	2	0.82
2015	20165	84.5	2664	11.2	1036	4.3	1.76	2	0.86
2014	18857	85.4	2276	10.3	960	4.3	1.74	2	0.86
2013	17176	85.3	2109	10.5	859	4.3	1.73	2	0.86

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
<i>Services were available at times that were good for me.</i>									
2018	20962	90.2	1660	7.1	605	2.6	1.64	2	0.76
2017	23093	90.5	1774	7.0	641	2.5	1.64	2	0.75
2016	23337	90.2	1910	7.4	613	2.4	1.64	2	0.75
2015	22360	88.9	2077	8.3	728	2.9	1.69	2	0.78
2014	20933	89.8	1721	7.4	653	2.8	1.66	2	0.77
2013	19001	89.8	1584	7.5	584	2.8	1.65	2	0.77
Participation in Treatment									
<i>I felt comfortable asking questions about my services, treatment, or medication.</i>									
2018	21352	92.8	1245	5.4	415	1.8	1.56	1	0.70
2017	23378	92.7	1419	5.6	417	1.7	1.56	1	0.70
2016	23752	92.4	1500	5.8	456	1.8	1.57	1	0.71
2015	22810	91.3	1639	6.6	542	2.2	1.60	1	0.74
2014	21352	92.2	1353	5.8	447	1.9	1.57	1	0.72
2013	19373	92.3	1213	5.8	408	1.9	1.56	1	0.72
Quality and Appropriateness									
<i>Staff here believes that I can grow, change, and recover.</i>									
2018	21609	93.4	1235	5.3	285	1.2	1.53	1	0.67
2017	23807	93.5	1401	5.5	243	1.0	1.53	1	0.66
2016	24137	93.3	1474	5.7	248	1.0	1.52	1	0.66
2015	23230	92.4	1593	6.3	314	1.2	1.56	1	0.69
2014	21681	93.1	1343	5.8	262	1.1	1.52	1	0.68
2013	19617	92.9	1214	5.8	274	1.3	1.52	1	0.69
<i>I felt free to complain.</i>									
2018	20148	87.8	2021	8.8	789	3.4	1.70	2	0.81
2017	22243	87.9	2235	8.8	822	3.2	1.69	2	0.81
2016	22517	87.5	2375	9.2	829	3.2	1.70	2	0.80
2015	21496	86.0	2458	9.8	1041	4.2	1.75	2	0.85
2014	20091	86.8	2150	9.3	894	3.9	1.72	2	0.83
2013	18224	87.1	1927	9.2	774	3.7	1.70	2	0.82
<i>I was given information about my rights.</i>									
2018	20928	90.8	1532	6.6	589	2.6	1.63	2	0.75
2017	23156	91.3	1614	6.4	603	2.4	1.62	2	0.74
2016	23435	90.9	1733	6.7	610	2.4	1.63	2	0.74
2015	22555	89.9	1820	7.3	711	2.8	1.66	2	0.77
2014	20949	90.4	1583	6.8	631	2.7	1.64	2	0.76
2013	19103	91.0	1382	6.6	504	2.4	1.62	1	0.75
<i>Staff told me what side effects to watch out for.</i>									
2018	18094	84.9	2240	10.5	977	4.6	1.76	2	0.86
2017	19616	84.8	2476	10.7	1035	4.5	1.76	2	0.85
2016	19951	84.2	2634	11.1	1098	4.6	1.78	2	0.86
2015	19007	82.7	2735	11.9	1228	5.3	1.82	2	0.89
2014	17501	83.5	2373	11.3	1083	5.2	1.80	2	0.88
2013	15879	83.0	2291	12.0	962	5.0	1.79	2	0.88

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>									
2018	21253	92.7	1296	5.7	373	1.6	1.57	1	0.70
2017	23384	92.8	1427	5.7	382	1.5	1.56	1	0.69
2016	23745	92.5	1544	6.0	391	1.5	1.57	1	0.70
2015	22854	91.6	1616	6.5	473	1.9	1.60	1	0.73
2014	21297	92.4	1320	5.7	427	1.9	1.57	1	0.71
2013	19217	92.2	1225	5.9	395	1.9	1.57	1	0.72
<i>Staff was sensitive to my cultural/ethnic background.</i>									
2018	20224	90.3	1801	8.0	360	1.6	1.61	1	0.73
2017	22184	90.6	1921	7.8	371	1.5	1.60	1	0.72
2016	22501	90.1	2081	8.3	395	1.6	1.61	1	0.73
2015	21667	89.5	2129	8.8	419	1.7	1.64	2	0.74
2014	20008	89.7	1891	8.5	399	1.8	1.63	1	0.74
2013	18212	90.0	1683	8.3	332	1.6	1.61	1	0.73
<i>Staff helped me to obtain information I needed so that I could take charge of managing my illness.</i>									
2018	20142	90.8	1618	7.3	429	1.9	1.63	2	0.72
2017	22204	91.0	1784	7.3	411	1.7	1.62	2	0.71
2016	22519	90.9	1823	7.4	441	1.8	1.62	2	0.72
2015	21507	89.6	1967	8.2	541	2.3	1.66	2	0.75
2014	20147	90.1	1746	7.8	480	2.1	1.64	2	0.75
2013	18441	90.4	1547	7.6	419	2.1	1.62	2	0.74
Respect									
<i>My wishes are respected about the amount of family involvement I want in my treatment.</i>									
2018	19636	90.8	1670	7.7	322	1.5	1.62	2	0.71
2017	20818	91.7	1594	7.0	294	1.3	1.60	2	0.69
2016	21209	90.8	1807	7.7	350	1.5	1.62	2	0.71
2015	21090	89.6	1998	8.5	438	1.9	1.66	2	0.74
2014	19103	90.5	1618	7.7	383	1.8	1.63	2	0.73
2013	17181	90.6	1448	7.6	327	1.7	1.61	1	0.73
Outcome									
<i>As a result of services I have received from this agency, I deal more effectively with daily problems.</i>									
2018	19303	85.9	2566	11.4	613	2.7	1.78	2	0.78
2017	20378	86.8	2571	10.9	541	2.3	1.75	2	0.76
2016	20930	86.4	2686	11.1	601	2.5	1.76	2	0.77
2015	20825	85.0	3005	12.3	661	2.7	1.80	2	0.78
2014	19345	85.7	2636	11.7	581	2.6	1.78	2	0.77
2013	17602	85.7	2374	11.6	563	2.7	1.77	2	0.78
<i>As a result of services I have received from this agency, I am better able to control my life.</i>									
2018	19183	85.3	2722	12.1	573	2.5	1.78	2	0.78
2017	20219	86.1	2711	11.5	559	2.4	1.76	2	0.76
2016	20725	85.5	2926	12.1	600	2.5	1.77	2	0.77
2015	20626	84.1	3200	13.1	692	2.8	1.81	2	0.79
2014	19146	85.0	2798	12.4	592	2.6	1.79	2	0.78
2013	17449	85.0	2489	12.1	581	2.8	1.78	2	0.79

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>									
2018	18580	83.1	3026	13.5	754	3.4	1.83	2	0.81
2017	19617	83.8	3132	13.4	670	2.9	1.81	2	0.80
2016	20155	83.5	3228	13.4	751	3.1	1.82	2	0.80
2015	19945	81.6	3606	14.8	880	3.6	1.86	2	0.83
2014	18566	82.7	3105	13.8	783	3.5	1.84	2	0.82
2013	16902	82.7	2839	13.9	702	3.4	1.83	2	0.82
<i>As a result of services I have received from this agency, I am getting along better with my family.</i>									
2018	17522	80.6	3267	15.0	954	4.4	1.85	2	0.87
2017	18488	81.2	3367	14.8	901	4.0	1.83	2	0.86
2016	19000	80.8	3588	15.3	929	4.0	1.84	2	0.86
2015	18859	79.3	3832	16.1	1096	4.6	1.88	2	0.88
2014	17444	80.1	3368	15.5	957	4.4	1.86	2	0.88
2013	15896	79.9	3117	15.7	872	4.4	1.86	2	0.88
<i>As a result of services I have received from this agency, I do better in social situations.</i>									
2018	17568	79.0	3654	16.4	1016	4.6	1.90	2	0.87
2017	18597	80.0	3621	15.6	1017	4.4	1.88	2	0.86
2016	19153	80.0	3792	15.8	1007	4.2	1.89	2	0.85
2015	18930	78.3	4125	17.1	1115	4.6	1.92	2	0.87
2014	17667	79.4	3607	16.2	973	4.4	1.90	2	0.86
2013	16087	79.4	3269	16.1	910	4.5	1.90	2	0.86
<i>As a result of services I have received from this agency, I do better in school and/or work.</i>									
2018	14365	76.8	3484	18.6	857	4.6	1.92	2	0.89
2017	14943	77.0	3628	18.7	839	4.3	1.91	2	0.88
2016	15141	76.7	3782	19.2	809	4.1	1.91	2	0.88
2015	14793	75.0	3913	19.8	1012	5.1	1.95	2	0.91
2014	13982	75.7	3637	19.7	840	4.6	1.94	2	0.89
2013	12791	76.2	3256	19.4	749	4.5	1.92	2	0.89
<i>As a result of services I have received from this agency, My symptoms are not bothering me as much.</i>									
2018	16722	76.2	3568	16.3	1646	7.5	1.99	2	0.96
2017	17647	76.7	3762	16.3	1608	7.0	1.97	2	0.94
2016	18191	76.9	3868	16.4	1597	6.8	1.97	2	0.93
2015	18071	75.5	4090	17.1	1781	7.4	2.00	2	0.95
2014	16860	76.6	3524	16.0	1623	7.4	1.98	2	0.95
2013	15336	76.5	3286	16.4	1425	7.1	1.97	2	0.95
Recovery									
<i>In general, I am involved in my community.</i>									
2018	14443	70.0	3983	19.3	2210	10.7	2.10	2	1.04
2017	15320	70.6	4153	19.1	2233	10.3	2.09	2	1.02
2016	15600	69.9	4552	20.4	2178	9.8	2.09	2	1.02
2015	15766	70.0	4431	19.7	2341	10.4	2.11	2	1.03
2014	14723	71.4	3813	18.5	2084	10.1	2.08	2	1.02
2013	13435	71.1	3489	18.5	1979	10.5	2.08	2	1.03

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
<i>In general, I am able to pursue my interests.</i>									
2018	18040	80.8	3150	14.1	1141	5.1	1.90	2	0.87
2017	18956	81.2	3245	13.9	1145	4.9	1.90	2	0.86
2016	19447	80.9	3444	14.3	1153	4.8	1.90	2	0.86
2015	19347	79.5	3663	15.1	1314	5.4	1.94	2	0.88
2014	18105	80.9	3120	13.9	1144	5.1	1.91	2	0.86
2013	16331	80.3	2907	14.3	1101	5.4	1.91	2	0.88
<i>In general, I can have the life I want, despite my disease/disorder.</i>									
2018	17488	78.6	3192	14.3	1576	7.1	1.94	2	0.94
2017	18333	78.6	3416	14.6	1574	6.7	1.94	2	0.93
2016	18886	78.7	3586	15.0	1512	6.3	1.92	2	0.92
2015	18865	77.9	3675	15.2	1683	6.9	1.96	2	0.94
2014	17661	79.3	3119	14.0	1487	6.7	1.93	2	0.93
2013	15908	78.3	3013	14.8	1383	6.8	1.94	2	0.94
<i>In general, I feel like I am in control of my treatment.</i>									
2018	18723	83.6	2678	12.0	985	4.4	1.84	2	0.84
2017	19529	83.4	2888	12.3	1012	4.3	1.84	2	0.84
2016	19972	82.8	3126	13.0	1010	4.2	1.84	2	0.84
2015	19914	81.6	3312	13.6	1177	4.8	1.88	2	0.86
2014	18371	82.7	2838	12.8	996	4.5	1.86	2	0.85
2013	16735	82.2	2636	12.9	995	4.9	1.86	2	0.87
<i>In general, I give back to my family and/or community.</i>									
2018	17462	80.5	3219	14.8	998	4.6	1.88	2	0.86
2017	18383	80.8	3457	15.2	911	4.0	1.87	2	0.85
2016	18719	80.2	3710	15.9	901	3.9	1.87	2	0.85
2015	18727	79.7	3757	16.0	1002	4.3	1.90	2	0.85
2014	17439	81.0	3220	15.0	865	4.0	1.87	2	0.85
2013	15815	80.0	3086	15.6	858	4.3	1.88	2	0.86

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.
- (Q14) Staff was sensitive to my cultural/ethnic background (race, religion, language, etc.).

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 90.3% - 93.1%, while the percentage who indicated dissatisfaction ranged from 1.4% - 1.8%.

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 70.0% - 80.8%, while the percentage who indicated dissatisfaction ranged from 4.3% - 10.7%. 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.	57	57	100.00%
Farrell Treatment Center	83	83	100.00%
John J. Driscoll United Labor Agency Inc.	43	43	100.00%
Kuhn Employment Opportunities Inc.	41	41	100.00%
Liberty Community Services	81	81	100.00%
Pathways Inc.	55	55	100.00%
United Community and Family Services	61	61	100.00%
Yale University-Behavioral Health	116	116	100.00%
New Milford Hospital	130	129	99.23%
Advanced Behavioral Health	106	105	99.06%
CommuniCare Inc	102	101	99.02%
LifeBridge Community Services (formerly FSW Inc)	64	63	98.44%
Laurel House	297	292	98.32%
New Reach, Inc.	50	49	98.00%
Catholic Charities- Waterbury	92	90	97.83%
St. Vincent DePaul Place Middletown Inc.	40	39	97.50%
Catholic Charities of Fairfield County Inc.	210	204	97.14%
APT Foundation Inc	2023	1964	97.08%
St. Vincent DePaul Mission of Waterbury Inc.	33	32	96.97%
Keystone House Inc.	98	95	96.94%
Prime Time House Inc.	60	58	96.67%
Goodwill Industries of Southern New England	58	56	96.55%
Bridge House	113	109	96.46%
My Sisters' Place	26	25	96.15%
Kennedy Center Inc.	124	119	95.97%
Columbus House	145	139	95.86%
InterCommunity Inc.	288	275	95.49%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Recovery Network of Programs	219	209	95.43%
Connecticut Mental Health Center	622	592	95.18%
Hartford Behavioral Health	144	137	95.14%
Wellmore	552	522	94.57%
Marrakech Day Services	108	102	94.44%
Reliance Health, Inc.	144	136	94.44%
Fellowship Inc.	322	304	94.41%
St. Mary's Hospital Corporation	196	185	94.39%
Center for Human Development	301	284	94.35%
Sound Community Services Inc.	385	363	94.29%
Operation Hope of Fairfield Inc.	49	46	93.88%
Chrysalis Center Inc.	260	244	93.85%
Western Connecticut Mental Health Network	592	555	93.75%
Backus Hospital	76	71	93.42%
McCall Foundation Inc	105	98	93.33%
Connection Inc	398	370	92.96%
Inspirica Inc. (formerly St Luke's LifeWorks)	85	79	92.94%
Connecticut Counseling Centers Inc.	449	416	92.65%
Chemical Abuse Services Agency (CASA)	540	498	92.22%
Family and Childrens Agency Inc	51	47	92.16%
United Services Inc.	636	585	91.98%
Continuum of Care	211	194	91.94%
Mental Health Connecticut	424	388	91.51%
Waterbury Hospital Health Center	117	107	91.45%
Connecticut Renaissance Inc.	367	335	91.28%
Hartford Hospital	56	51	91.07%
Capitol Region Mental Health Center	257	233	90.66%
Mercy Housing and Shelter Corporation	136	123	90.44%
Community Health Resources Inc.	1634	1473	90.15%
Bridges Healthcare, Inc.	330	297	90.00%
Charlotte Hungerford Hospital	199	179	89.95%
Ability Beyond	128	115	89.84%
Southeastern Mental Health Authority	353	317	89.80%
Leeway Inc.	29	26	89.66%
Natchaug Hospital	191	171	89.53%
Community Mental Health Affiliates	536	479	89.37%
Gilead Community Services Inc.	148	132	89.19%
Norwalk Hospital	203	180	88.67%
BH Care	509	451	88.61%
Hartford Dispensary	625	549	87.84%
Perception Programs Inc	155	136	87.74%
River Valley Services	293	257	87.71%
Connecticut Valley Hospital	48	42	87.50%
Supportive Environmental Living Facility Inc-SELF	48	42	87.50%
Yale-New Haven Hospital	96	84	87.50%
Hall Brooke Foundation Inc.	38	33	86.84%
InterCommunity Recovery Centers, Inc. (ADRC)	300	260	86.67%
Liberation Programs	186	161	86.56%
Central CT Coast YMCA	71	61	85.92%
Rushford Center	652	560	85.89%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Cornell Scott-Hill Health Corporation	413	354	85.71%
Guardian Ad Litem	102	87	85.29%
Southwest Connecticut Mental Health System	170	145	85.29%
ImmaCare	46	39	84.78%
Wheeler Clinic	226	189	83.63%
Midwestern CT Council on Alcoholism (MCCA)	1687	1402	83.11%
Goodwill of Western and Northern CT Inc.	56	46	82.14%
Catholic Charities - Institute for the Hispanic Fa	138	113	81.88%
SCADD	340	268	78.82%
Community Renewal Team (CRT)	279	217	77.78%
Central Naugatuck Valley (CNV) Help Inc.	341	242	70.97%
Community Health Center Inc.	22	22	-
Danbury Hospital	5	5	-
Day Kimball Hospital	2	2	-
Family Centered Services of CT (CCCC)	10	10	-
Hands on Hartford	21	21	-
Martin House	9	9	-
My People Clinical Services LLC	9	8	-
New London Homeless Hospitality Center	9	9	-
Stafford Family Services	23	22	-
Thames Valley Council for Comm Action Inc	12	12	-
Windham Regional Community Council	10	9	-
YWCA of Hartford	16	13	-

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 Hrtfd Rehab Center Inc.	57	57	100.00%
LifeBridge Community Services (formerly FSW Inc)	64	64	100.00%
New Milford Hospital	130	130	100.00%
Pathways Inc.	55	55	100.00%
Advanced Behavioral Health	106	105	99.06%
Farrell Treatment Center	80	79	98.75%
United Community and Family Services	61	60	98.36%
Prime Time House Inc.	59	58	98.31%
Yale University-Behavioral Health	116	114	98.28%
Catholic Charities of Fairfield County Inc.	208	204	98.08%
CommuniCare Inc	101	99	98.02%
New Reach, Inc.	50	49	98.00%
Operation Hope of Fairfield Inc.	49	48	97.96%
Liberty Community Services	82	80	97.56%
St. Vincent DePaul Mission of Waterbury Inc.	33	32	96.97%
Keystone House Inc.	98	95	96.94%
Kennedy Center Inc.	124	120	96.77%
My Sisters' Place	26	25	96.15%
St. Mary's Hospital Corporation	196	188	95.92%
John J. Driscoll United Labor Agency Inc.	43	41	95.35%
Backus Hospital	76	72	94.74%
Hall Brooke Foundation Inc.	38	36	94.74%
Kuhn Employment Opportunities Inc.	38	36	94.74%
Marrakech Day Services	108	102	94.44%
InterCommunity Inc.	287	271	94.43%
Chrysalis Center Inc.	261	246	94.25%
Wellmore	546	514	94.14%
Bridge House	113	106	93.81%
Laurel House	295	276	93.56%
Catholic Charities- Waterbury	92	86	93.48%
McCall Foundation Inc	104	97	93.27%
Gilead Community Services Inc.	147	137	93.20%
Continuum of Care	205	191	93.17%
Ability Beyond	131	122	93.13%
Goodwill Industries of Southern New England	58	54	93.10%
Fellowship Inc.	317	294	92.74%
United Services Inc.	630	584	92.70%
Recovery Network of Programs	216	200	92.59%
St. Vincent DePaul Place Middletown Inc.	39	36	92.31%
Western Connecticut Mental Health Network	585	538	91.97%
Columbus House	145	133	91.72%
Supportive Environmental Living Facility Inc-SELF	47	43	91.49%
Sound Community Services Inc.	381	348	91.34%
ImmaCare	46	42	91.30%
APT Foundation Inc	2015	1839	91.27%
Center for Human Development	300	273	91.00%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Natchaug Hospital	186	169	90.86%
Inspirica Inc. (formerly St Luke's LifeWorks)	85	77	90.59%
Connection Inc	397	358	90.18%
Chemical Abuse Services Agency (CASA)	531	478	90.02%
Charlotte Hungerford Hospital	198	178	89.90%
Capitol Region Mental Health Center	256	230	89.84%
Mental Health Connecticut	420	377	89.76%
Southeastern Mental Health Authority	350	314	89.71%
Leeway Inc.	29	26	89.66%
Hartford Behavioral Health	144	129	89.58%
Connecticut Mental Health Center	621	555	89.37%
Bridges Healthcare, Inc.	329	294	89.36%
BH Care	506	452	89.33%
Guardian Ad Litem	102	91	89.22%
Community Health Resources Inc.	1608	1426	88.68%
Family and Childrens Agency Inc	51	45	88.24%
Mercy Housing and Shelter Corporation	136	120	88.24%
Norwalk Hospital	202	178	88.12%
Connecticut Counseling Centers Inc.	448	394	87.95%
Reliance Health, Inc.	144	126	87.50%
Southwest Connecticut Mental Health System	173	151	87.28%
Connecticut Renaissance Inc.	364	315	86.54%
Yale-New Haven Hospital	95	81	85.26%
River Valley Services	290	247	85.17%
Waterbury Hospital Health Center	115	97	84.35%
Perception Programs Inc	151	126	83.44%
Community Mental Health Affiliates	532	442	83.08%
Rushford Center	644	534	82.92%
Hartford Dispensary	624	514	82.37%
Goodwill of Western and Northern CT Inc.	56	46	82.14%
InterCommunity Recovery Centers, Inc. (ADRC)	292	239	81.85%
Liberation Programs	186	152	81.72%
Central CT Coast YMCA	71	58	81.69%
Midwestern CT Council on Alcoholism (MCCA)	1661	1347	81.10%
Wheeler Clinic	224	181	80.80%
Community Renewal Team (CRT)	276	222	80.43%
Hartford Hospital	55	43	78.18%
SCADD	336	254	75.60%
Connecticut Valley Hospital	45	34	75.56%
Cornell Scott-Hill Health Corporation	412	306	74.27%
Catholic Charities - Institute for the Hispanic Fa	133	98	73.68%
Central Naugatuck Valley (CNV) Help Inc.	327	238	72.78%
Community Health Center Inc.	22	22	-
Danbury Hospital	5	4	-
Day Kimball Hospital	2	1	-
Family Centered Services of CT (CCCC)	10	10	-
Hands on Hartford	21	21	-
Martin House	9	9	-
My People Clinical Services LLC	9	8	-
New London Homeless Hospitality Center	9	9	-

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Stafford Family Services	22	21	-
Thames Valley Council for Comm Action Inc	12	11	-
Windham Regional Community Council	10	9	-
YWCA of Hartford	16	13	-

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 Hrtfd Rehab Center Inc.	57	57	100.00%
John J. Driscoll United Labor Agency Inc.	37	37	100.00%
Pathways Inc.	54	54	100.00%
United Community and Family Services	61	61	100.00%
Yale University-Behavioral Health	114	114	100.00%
New Milford Hospital	130	128	98.46%
LifeBridge Community Services (formerly FSW Inc)	64	63	98.44%
Goodwill Industries of Southern New England	54	53	98.15%
McCall Foundation Inc	103	101	98.06%
Marrakech Day Services	102	100	98.04%
Family and Childrens Agency Inc	49	48	97.96%
Operation Hope of Fairfield Inc.	47	46	97.87%
Hall Brooke Foundation Inc.	38	37	97.37%
St. Vincent DePaul Place Middletown Inc.	38	37	97.37%
APT Foundation Inc	2008	1954	97.31%
Wellmore	549	534	97.27%
Kuhn Employment Opportunities Inc.	36	35	97.22%
Advanced Behavioral Health	102	99	97.06%
CommuniCare Inc	100	97	97.00%
St. Vincent DePaul Mission of Waterbury Inc.	33	32	96.97%
St. Mary's Hospital Corporation	197	191	96.95%
Recovery Network of Programs	219	212	96.80%
Catholic Charities- Waterbury	91	88	96.70%
Kennedy Center Inc.	111	107	96.40%
Liberty Community Services	82	79	96.34%
Reliance Health, Inc.	135	130	96.30%
My Sisters' Place	26	25	96.15%
Connection Inc	395	378	95.70%
Columbus House	139	133	95.68%
Connecticut Renaissance Inc.	367	351	95.64%
Chrysalis Center Inc.	248	237	95.56%
Perception Programs Inc	155	148	95.48%
Laurel House	280	267	95.36%
New Reach, Inc.	42	40	95.24%
Farrell Treatment Center	83	79	95.18%
Western Connecticut Mental Health Network	578	549	94.98%
Sound Community Services Inc.	381	361	94.75%
Prime Time House Inc.	56	53	94.64%
Ability Beyond	128	121	94.53%
Connecticut Mental Health Center	620	585	94.35%
Hartford Hospital	52	49	94.23%
Natchaug Hospital	189	178	94.18%
Connecticut Counseling Centers Inc.	446	420	94.17%
InterCommunity Inc.	288	271	94.10%
Norwalk Hospital	202	190	94.06%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Charlotte Hungerford Hospital	199	187	93.97%
Waterbury Hospital Health Center	116	109	93.97%
Center for Human Development	297	278	93.60%
Backus Hospital	76	71	93.42%
Hartford Dispensary	620	579	93.39%
United Services Inc.	620	577	93.06%
Southeastern Mental Health Authority	351	326	92.88%
Keystone House Inc.	97	90	92.78%
Mental Health Connecticut	406	376	92.61%
Capitol Region Mental Health Center	257	238	92.61%
Continuum of Care	211	195	92.42%
Community Health Resources Inc.	1617	1491	92.21%
Chemical Abuse Services Agency (CASA)	524	483	92.18%
Catholic Charities - Institute for the Hispanic Fa	126	116	92.06%
Inspirica Inc. (formerly St Luke's LifeWorks)	85	78	91.76%
Supportive Environmental Living Facility Inc-SELF	48	44	91.67%
BH Care	505	462	91.49%
Bridge House	113	103	91.15%
Hartford Behavioral Health	144	131	90.97%
Liberation Programs	185	168	90.81%
Bridges Healthcare, Inc.	326	296	90.80%
River Valley Services	290	263	90.69%
Mercy Housing and Shelter Corporation	128	116	90.63%
Catholic Charities of Fairfield County Inc.	198	179	90.40%
Guardian Ad Litem	102	92	90.20%
Southwest Connecticut Mental Health System	172	155	90.12%
InterCommunity Recovery Centers, Inc. (ADRC)	299	269	89.97%
Midwestern CT Council on Alcoholism (MCCA)	1667	1487	89.20%
SCADD	341	303	88.86%
Community Mental Health Affiliates	539	477	88.50%
Gilead Community Services Inc.	147	130	88.44%
Wheeler Clinic	224	198	88.39%
Fellowship Inc.	257	227	88.33%
Cornell Scott-Hill Health Corporation	413	364	88.14%
Connecticut Valley Hospital	48	42	87.50%
Rushford Center	646	561	86.84%
Community Renewal Team (CRT)	280	243	86.79%
Yale-New Haven Hospital	97	84	86.60%
Leeway Inc.	28	24	85.71%
ImmaCare	46	39	84.78%
Central CT Coast YMCA	71	60	84.51%
Goodwill of Western and Northern CT Inc.	56	47	83.93%
Central Naugatuck Valley (CNV) Help Inc.	342	282	82.46%
Community Health Center Inc.	22	22	-
Danbury Hospital	4	4	-
Day Kimball Hospital	2	2	-
Family Centered Services of CT (CCCC)	10	10	-
Hands on Hartford	21	21	-
Martin House	7	6	-
My People Clinical Services LLC	9	6	-

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
New London Homeless Hospitality Center	9	9	-
Stafford Family Services	22	22	-
Thames Valley Council for Comm Action Inc	12	11	-
Windham Regional Community Council	10	9	-
YWCA of Hartford	16	13	-

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 Hrtfd Rehab Center Inc.	57	57	100.00%
Farrell Treatment Center	83	83	100.00%
Operation Hope of Fairfield Inc.	47	47	100.00%
Yale University-Behavioral Health	116	116	100.00%
Kennedy Center Inc.	117	116	99.15%
Advanced Behavioral Health	105	104	99.05%
Liberty Community Services	81	80	98.77%
New Milford Hospital	126	124	98.41%
United Community and Family Services	60	59	98.33%
Pathways Inc.	55	54	98.18%
McCall Foundation Inc	104	102	98.08%
CommuniCare Inc	102	100	98.04%
Catholic Charities- Waterbury	92	90	97.83%
New Reach, Inc.	46	45	97.83%
Wellmore	547	534	97.62%
APT Foundation Inc	2005	1952	97.36%
St. Vincent DePaul Place Middletown Inc.	37	36	97.30%
Kuhn Employment Opportunities Inc.	36	35	97.22%
John J. Driscoll United Labor Agency Inc.	35	34	97.14%
St. Vincent DePaul Mission of Waterbury Inc.	33	32	96.97%
LifeBridge Community Services (formerly FSW Inc)	64	62	96.88%
Chrysalis Center Inc.	252	244	96.83%
St. Mary's Hospital Corporation	197	190	96.45%
Recovery Network of Programs	217	209	96.31%
Connection Inc	390	375	96.15%
My Sisters' Place	26	25	96.15%
Marrakech Day Services	102	98	96.08%
Laurel House	273	262	95.97%
Connecticut Valley Hospital	48	46	95.83%
Supportive Environmental Living Facility Inc-SELF	47	45	95.74%
Bridge House	112	107	95.54%
Connecticut Renaissance Inc.	367	350	95.37%
Catholic Charities of Fairfield County Inc.	197	187	94.92%
Goodwill Industries of Southern New England	58	55	94.83%
Waterbury Hospital Health Center	116	110	94.83%
Perception Programs Inc	153	145	94.77%
Hall Brooke Foundation Inc.	38	36	94.74%
Prime Time House Inc.	57	54	94.74%
United Services Inc.	616	583	94.64%
Backus Hospital	74	70	94.59%
InterCommunity Inc.	286	270	94.41%
Columbus House	142	134	94.37%
Center for Human Development	296	279	94.26%
Norwalk Hospital	198	186	93.94%
Family and Childrens Agency Inc	49	46	93.88%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Charlotte Hungerford Hospital	194	182	93.81%
Reliance Health, Inc.	143	134	93.71%
Keystone House Inc.	95	89	93.68%
Western Connecticut Mental Health Network	582	544	93.47%
Sound Community Services Inc.	382	357	93.46%
Hartford Behavioral Health	143	133	93.01%
Community Health Resources Inc.	1573	1459	92.75%
Continuum of Care	206	191	92.72%
Hartford Dispensary	625	579	92.64%
Hartford Hospital	53	49	92.45%
Connecticut Mental Health Center	619	570	92.08%
Natchaug Hospital	188	173	92.02%
Southeastern Mental Health Authority	348	320	91.95%
Gilead Community Services Inc.	145	133	91.72%
Mercy Housing and Shelter Corporation	131	120	91.60%
Chemical Abuse Services Agency (CASA)	533	487	91.37%
Connecticut Counseling Centers Inc.	447	408	91.28%
Ability Beyond	126	115	91.27%
Central CT Coast YMCA	67	61	91.04%
Guardian Ad Litem	100	91	91.00%
Capitol Region Mental Health Center	255	231	90.59%
BH Care	499	452	90.58%
Inspirica Inc. (formerly St Luke's LifeWorks)	83	75	90.36%
Mental Health Connecticut	409	369	90.22%
Bridges Healthcare, Inc.	326	294	90.18%
Liberation Programs	186	167	89.78%
Leeway Inc.	29	26	89.66%
Community Mental Health Affiliates	528	473	89.58%
Fellowship Inc.	258	230	89.15%
ImmaCare	46	41	89.13%
Midwestern CT Council on Alcoholism (MCCA)	1659	1475	88.91%
Southwest Connecticut Mental Health System	172	152	88.37%
Wheeler Clinic	221	195	88.24%
Rushford Center	636	561	88.21%
SCADD	336	293	87.20%
Cornell Scott-Hill Health Corporation	411	356	86.62%
InterCommunity Recovery Centers, Inc. (ADRC)	294	254	86.39%
River Valley Services	285	246	86.32%
Community Renewal Team (CRT)	276	233	84.42%
Yale-New Haven Hospital	95	80	84.21%
Catholic Charities - Institute for the Hispanic Fa	133	111	83.46%
Goodwill of Western and Northern CT Inc.	56	46	82.14%
Central Naugatuck Valley (CNV) Help Inc.	341	278	81.52%
Community Health Center Inc.	22	21	-
Danbury Hospital	5	4	-
Day Kimball Hospital	2	2	-
Family Centered Services of CT (CCCC)	10	10	-
Hands on Hartford	21	21	-
Martin House	9	9	-
My People Clinical Services LLC	9	7	-

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
New London Homeless Hospitality Center	9	9	-
Stafford Family Services	21	21	-
Thames Valley Council for Comm Action Inc	12	12	-
Windham Regional Community Council	9	8	-
YWCA of Hartford	16	13	-

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>
Catholic Charities- Waterbury	89	89	100.00%
Easter Seals of Greater Hrtfd Rehab Center Inc.	57	57	100.00%
Kennedy Center Inc.	110	110	100.00%
United Community and Family Services	55	55	100.00%
Yale University-Behavioral Health	114	113	99.12%
New Milford Hospital	120	118	98.33%
Recovery Network of Programs	215	211	98.14%
New Reach, Inc.	40	39	97.50%
St. Vincent DePaul Place Middletown Inc.	36	35	97.22%
St. Vincent DePaul Mission of Waterbury Inc.	33	32	96.97%
Keystone House Inc.	92	89	96.74%
Farrell Treatment Center	82	79	96.34%
Prime Time House Inc.	53	51	96.23%
John J. Driscoll United Labor Agency Inc.	25	24	96.00%
My Sisters' Place	25	24	96.00%
CommuniCare Inc	98	94	95.92%
Connecticut Renaissance Inc.	351	336	95.73%
St. Mary's Hospital Corporation	192	183	95.31%
Charlotte Hungerford Hospital	185	176	95.14%
Inspirica Inc. (formerly St Luke's LifeWorks)	82	78	95.12%
Laurel House	263	250	95.06%
Liberty Community Services	60	57	95.00%
Wellmore	537	509	94.79%
APT Foundation Inc	1980	1876	94.75%
Continuum of Care	190	180	94.74%
Operation Hope of Fairfield Inc.	38	36	94.74%
Columbus House	132	125	94.70%
Connection Inc	375	354	94.40%
InterCommunity Inc.	273	257	94.14%
Pathways Inc.	51	48	94.12%
Advanced Behavioral Health	101	95	94.06%
Chrysalis Center Inc.	251	236	94.02%
Ability Beyond	113	106	93.81%
Supportive Environmental Living Facility Inc-SELF	47	44	93.62%
Reliance Health, Inc.	137	128	93.43%
Family and Childrens Agency Inc	45	42	93.33%
Guardian Ad Litem	101	94	93.07%
Backus Hospital	72	67	93.06%
Bridge House	111	103	92.79%
Connecticut Mental Health Center	505	467	92.48%
Marrakech Day Services	91	84	92.31%
Western Connecticut Mental Health Network	558	515	92.29%
Connecticut Counseling Centers Inc.	426	393	92.25%
McCall Foundation Inc	101	93	92.08%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
United Services Inc.	563	517	91.83%
Hall Brooke Foundation Inc.	36	33	91.67%
Kuhn Employment Opportunities Inc.	36	33	91.67%
Waterbury Hospital Health Center	107	98	91.59%
Hartford Dispensary	598	547	91.47%
Wheeler Clinic	210	192	91.43%
Center for Human Development	290	265	91.38%
Community Health Resources Inc.	1501	1371	91.34%
Hartford Hospital	46	42	91.30%
ImmaCare	46	42	91.30%
Bridges Healthcare, Inc.	286	261	91.26%
Mental Health Connecticut	395	360	91.14%
Hartford Behavioral Health	132	120	90.91%
Chemical Abuse Services Agency (CASA)	438	398	90.87%
Fellowship Inc.	273	248	90.84%
Southeastern Mental Health Authority	327	292	89.30%
Gilead Community Services Inc.	148	132	89.19%
Sound Community Services Inc.	358	319	89.11%
Mercy Housing and Shelter Corporation	117	104	88.89%
BH Care	469	416	88.70%
Goodwill Industries of Southern New England	52	46	88.46%
Connecticut Valley Hospital	43	38	88.37%
Southwest Connecticut Mental Health System	161	142	88.20%
Catholic Charities of Fairfield County Inc.	185	163	88.11%
Liberation Programs	175	154	88.00%
Central CT Coast YMCA	58	51	87.93%
Natchaug Hospital	173	152	87.86%
Capitol Region Mental Health Center	247	217	87.85%
Community Mental Health Affiliates	493	432	87.63%
Perception Programs Inc	147	128	87.07%
LifeBridge Community Services (formerly FSW Inc)	61	53	86.89%
Norwalk Hospital	191	165	86.39%
Rushford Center	605	522	86.28%
Midwestern CT Council on Alcoholism (MCCA)	1539	1324	86.03%
Cornell Scott-Hill Health Corporation	406	349	85.96%
SCADD	328	281	85.67%
River Valley Services	278	237	85.25%
InterCommunity Recovery Centers, Inc. (ADRC)	280	235	83.93%
Leeway Inc.	27	22	81.48%
Central Naugatuck Valley (CNV) Help Inc.	336	272	80.95%
Catholic Charities - Institute for the Hispanic Fa	127	102	80.31%
Community Renewal Team (CRT)	256	191	74.61%
Yale-New Haven Hospital	90	66	73.33%
Community Health Center Inc.	22	20	-
Danbury Hospital	4	4	-
Family Centered Services of CT (CCCC)	5	5	-
Hands on Hartford	21	21	-
Martin House	7	7	-
My People Clinical Services LLC	9	7	-
New London Homeless Hospitality Center	9	9	-

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Stafford Family Services	22	22	-
Thames Valley Council for Comm Action Inc	3	3	-
Windham Regional Community Council	7	6	-
YWCA of Hartford	15	10	-

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>
Easter Seals of Greater Hrtfd Rehab Center Inc.	57	57	100.00%
St. Vincent DePaul Mission of Waterbury Inc.	33	32	96.97%
Liberty Community Services	61	59	96.72%
Yale University-Behavioral Health	115	110	95.65%
Recovery Network of Programs	216	206	95.37%
Farrell Treatment Center	82	78	95.12%
Hall Brooke Foundation Inc.	38	36	94.74%
Connecticut Renaissance Inc.	367	340	92.64%
Pathways Inc.	54	50	92.59%
Wellmore	542	500	92.25%
My Sisters' Place	25	23	92.00%
APT Foundation Inc	2003	1837	91.71%
Kuhn Employment Opportunities Inc.	36	33	91.67%
Keystone House Inc.	94	86	91.49%
New Reach, Inc.	47	43	91.49%
Continuum of Care	184	168	91.30%
Goodwill Industries of Southern New England	55	50	90.91%
Catholic Charities of Fairfield County Inc.	201	182	90.55%
Operation Hope of Fairfield Inc.	42	38	90.48%
Advanced Behavioral Health	104	94	90.38%
St. Mary's Hospital Corporation	195	175	89.74%
Connecticut Valley Hospital	47	42	89.36%
John J. Driscoll United Labor Agency Inc.	37	33	89.19%
Kennedy Center Inc.	120	107	89.17%
United Community and Family Services	60	53	88.33%
Marrakech Day Services	94	83	88.30%
Connecticut Counseling Centers Inc.	438	384	87.67%
Chemical Abuse Services Agency (CASA)	472	413	87.50%
CommuniCare Inc	100	87	87.00%
Hartford Dispensary	617	536	86.87%
Reliance Health, Inc.	137	119	86.86%
Perception Programs Inc	151	131	86.75%
Guardian Ad Litem	98	85	86.73%
Liberation Programs	184	159	86.41%
Ability Beyond	119	102	85.71%
Columbus House	140	120	85.71%
Catholic Charities- Waterbury	90	77	85.56%
New Milford Hospital	124	106	85.48%
Supportive Environmental Living Facility Inc-SELF	48	41	85.42%
Bridge House	113	96	84.96%
Southwest Connecticut Mental Health System	164	139	84.76%
St. Vincent DePaul Place Middletown Inc.	38	32	84.21%
Chrysalis Center Inc.	253	213	84.19%
Fellowship Inc.	305	256	83.93%
Prime Time House Inc.	56	47	83.93%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Inspirica Inc. (formerly St Luke's LifeWorks)	85	71	83.53%
Center for Human Development	287	239	83.28%
Laurel House	269	224	83.27%
Sound Community Services Inc.	365	303	83.01%
Connection Inc	382	317	82.98%
Mercy Housing and Shelter Corporation	129	107	82.95%
LifeBridge Community Services (formerly FSW Inc)	63	52	82.54%
McCall Foundation Inc	102	84	82.35%
Western Connecticut Mental Health Network	572	470	82.17%
Leeway Inc.	28	23	82.14%
Waterbury Hospital Health Center	106	87	82.08%
Capitol Region Mental Health Center	251	206	82.07%
Backus Hospital	72	59	81.94%
Connecticut Mental Health Center	596	488	81.88%
River Valley Services	279	228	81.72%
Mental Health Connecticut	407	332	81.57%
Gilead Community Services Inc.	146	119	81.51%
Midwestern CT Council on Alcoholism (MCCA)	1593	1291	81.04%
InterCommunity Inc.	279	224	80.29%
InterCommunity Recovery Centers, Inc. (ADRC)	293	235	80.20%
Southeastern Mental Health Authority	336	269	80.06%
Norwalk Hospital	194	155	79.90%
Cornell Scott-Hill Health Corporation	407	320	78.62%
BH Care	490	382	77.96%
SCADD	335	260	77.61%
Community Renewal Team (CRT)	267	207	77.53%
Bridges Healthcare, Inc.	293	227	77.47%
United Services Inc.	579	448	77.37%
Family and Childrens Agency Inc	46	35	76.09%
Central CT Coast YMCA	58	44	75.86%
Community Health Resources Inc.	1527	1150	75.31%
ImmaCare	44	33	75.00%
Charlotte Hungerford Hospital	194	145	74.74%
Rushford Center	631	462	73.22%
Hartford Hospital	52	38	73.08%
Catholic Charities - Institute for the Hispanic Fa	130	94	72.31%
Central Naugatuck Valley (CNV) Help Inc.	337	241	71.51%
Community Mental Health Affiliates	512	362	70.70%
Wheeler Clinic	217	151	69.59%
Yale-New Haven Hospital	92	61	66.30%
Natchaug Hospital	174	115	66.09%
Hartford Behavioral Health	134	86	64.18%
Community Health Center Inc.	22	18	-
Danbury Hospital	5	3	-
Family Centered Services of CT (CCCC)	10	10	-
Hands on Hartford	20	18	-
Martin House	9	7	-
My People Clinical Services LLC	9	7	-
New London Homeless Hospitality Center	8	8	-
Stafford Family Services	22	18	-

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Thames Valley Council for Comm Action Inc	3	3	-
Windham Regional Community Council	8	5	-
YWCA of Hartford	15	9	-

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>
Connecticut Valley Hospital	45	44	97.78%
John J. Driscoll United Labor Agency Inc.	38	36	94.74%
Keystone House Inc.	94	89	94.68%
Recovery Network of Programs	218	202	92.66%
Connecticut Renaissance Inc.	361	333	92.24%
Wellmore	541	499	92.24%
Liberty Community Services	62	57	91.94%
Continuum of Care	193	177	91.71%
Farrell Treatment Center	83	76	91.57%
St. Vincent DePaul Mission of Waterbury Inc.	33	30	90.91%
Yale University-Behavioral Health	115	104	90.43%
Advanced Behavioral Health	106	95	89.62%
Chemical Abuse Services Agency (CASA)	472	423	89.62%
Hall Brooke Foundation Inc.	38	34	89.47%
Easter Seals of Greater Hrtfd Rehab Center Inc.	54	48	88.89%
Columbus House	140	124	88.57%
Marrakech Day Services	104	92	88.46%
Goodwill Industries of Southern New England	59	52	88.14%
Kennedy Center Inc.	123	108	87.80%
Prime Time House Inc.	56	49	87.50%
Catholic Charities of Fairfield County Inc.	205	179	87.32%
New Reach, Inc.	47	41	87.23%
Kuhn Employment Opportunities Inc.	37	32	86.49%
APT Foundation Inc	2003	1728	86.27%
New Milford Hospital	127	109	85.83%
Connecticut Counseling Centers Inc.	441	376	85.26%
St. Vincent DePaul Place Middletown Inc.	40	34	85.00%
Perception Programs Inc	152	129	84.87%
Ability Beyond	124	105	84.68%
Fellowship Inc.	313	265	84.66%
My Sisters' Place	26	22	84.62%
Laurel House	289	243	84.08%
Bridge House	113	95	84.07%
Pathways Inc.	55	46	83.64%
Liberation Programs	186	155	83.33%
Gilead Community Services Inc.	147	122	82.99%
Leeway Inc.	29	24	82.76%
Midwestern CT Council on Alcoholism (MCCA)	1610	1332	82.73%
Sound Community Services Inc.	365	301	82.47%
Connection Inc	384	315	82.03%
Reliance Health, Inc.	136	111	81.62%
Hartford Dispensary	619	505	81.58%
Center for Human Development	288	234	81.25%
Supportive Environmental Living Facility Inc-SELF	48	39	81.25%
Chrysalis Center Inc.	253	205	81.03%
Mercy Housing and Shelter Corporation	131	106	80.92%
St. Mary's Hospital Corporation	195	157	80.51%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
LifeBridge Community Services (formerly FSW Inc)	63	50	79.37%
Western Connecticut Mental Health Network	573	454	79.23%
Mental Health Connecticut	411	323	78.59%
InterCommunity Recovery Centers, Inc. (ADRC)	291	228	78.35%
Connecticut Mental Health Center	606	474	78.22%
Catholic Charities- Waterbury	90	70	77.78%
McCall Foundation Inc	102	79	77.45%
SCADD	340	261	76.76%
Southwest Connecticut Mental Health System	162	124	76.54%
Central Naugatuck Valley (CNV) Help Inc.	341	260	76.25%
Guardian Ad Litem	101	77	76.24%
Backus Hospital	74	56	75.68%
Capitol Region Mental Health Center	252	190	75.40%
Operation Hope of Fairfield Inc.	40	30	75.00%
CommuniCare Inc	99	74	74.75%
InterCommunity Inc.	278	207	74.46%
BH Care	493	367	74.44%
Cornell Scott-Hill Health Corporation	404	300	74.26%
Family and Childrens Agency Inc	46	34	73.91%
Rushford Center	629	463	73.61%
Southeastern Mental Health Authority	341	251	73.61%
Central CT Coast YMCA	60	44	73.33%
Community Renewal Team (CRT)	266	194	72.93%
River Valley Services	280	204	72.86%
Inspirica Inc. (formerly St Luke's LifeWorks)	84	61	72.62%
Community Health Resources Inc.	1538	1109	72.11%
Catholic Charities - Institute for the Hispanic Fa	136	98	72.06%
Community Mental Health Affiliates	519	370	71.29%
ImmaCare	45	32	71.11%
United Services Inc.	590	417	70.68%
Waterbury Hospital Health Center	105	74	70.48%
United Community and Family Services	59	41	69.49%
Norwalk Hospital	193	134	69.43%
Wheeler Clinic	222	153	68.92%
Charlotte Hungerford Hospital	198	133	67.17%
Bridges Healthcare, Inc.	290	193	66.55%
Hartford Behavioral Health	128	82	64.06%
Natchaug Hospital	181	101	55.80%
Hartford Hospital	52	29	55.77%
Yale-New Haven Hospital	94	48	51.06%
Community Health Center Inc.	22	18	-
Danbury Hospital	5	1	-
Family Centered Services of CT (CCCC)	10	9	-
Hands on Hartford	21	20	-
Martin House	9	6	-
My People Clinical Services LLC	9	8	-
New London Homeless Hospitality Center	9	8	-
Stafford Family Services	21	19	-
Thames Valley Council for Comm Action Inc	3	2	-
Windham Regional Community Council	9	6	-

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
YWCA of Hartford	16	10	-

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

Consumer Survey Differences between Groups⁷

Consumer Satisfaction across Program Type

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
SU Programs	85.5	92.2	84.4	89.2	92.7	90.1	82.5
MH Programs	91.9	93.2	82.2	93.0	93.2	91.9	78.2
Significance	*	*	*	*	ns	*	*

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

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

BOLD values identify the higher value when a difference is significant

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

Consumer Satisfaction across Gender

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Men	87.9	92.2	84.3	90.0	92.5	90.0	81.2
Women	89.1	93.1	80.4	92.2	93.4	92.1	77.3
Significance	*	*	*	*	*	*	*
SU Programs							
Men	85.2	91.8	85.4	88.5	92.3	89.3	83.3
Women	86.0	93.0	82.8	90.7	93.5	91.8	81.2
Significance	ns	*	*	*	*	*	*
MH Programs							
Men	91.9	93.1	84.0	92.5	93.2	91.2	79.7
Women	91.8	93.5	80.2	93.7	93.6	92.9	76.4
Significance	ns	ns	*	*	ns	*	*

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

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

BOLD values identify the higher value when a difference is significant

Across All Programs:

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

In SU Programs:

- More women were satisfied 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 MH Programs:

- More women reported satisfaction with services in the General Satisfaction and Respect domains.

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

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

Consumer Satisfaction across Race

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
White	88.5	92.9	82.3	90.9	93.3	91.4	78.8
Black	88.8	92.5	84.5	91.2	93.1	90.6	82.3
Other	87.7	91.6	82.3	90.9	91.3	89.6	80.2
Significance	ns	*	*	ns	*	*	*
SU Programs							
White	85.9	93.0	84.7	90.0	93.5	91.4	82.2
Black	83.9	90.9	84.5	87.1	91.4	88.0	83.8
Other	86.8	91.8	84.3	89.8	91.7	89.2	83.3
Significance	ns	*	ns	*	*	*	ns
MH Programs							
White	92.5	93.6	81.9	93.0	93.6	92.0	77.2
Black	91.6	93.2	84.4	93.7	93.9	92.1	81.4
Other	89.9	92.1	80.9	92.3	91.8	90.9	78.0
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 Appropriateness and Respect domains, more consumers who identified themselves in the White category were satisfied than those who identified themselves in the Other category.
- In the Outcome domain, more consumers who identified themselves in the Black categories were satisfied than those who identified themselves in the White or Other categories.
- 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 category.

In SU Programs:

- In the Appropriateness and General Satisfaction domains, more consumers who identified themselves in the White categories were satisfied than those who identified themselves in the Black category.
- 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 Access domain, there were more satisfied clients in the White category than in the Other category.
- 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.
- 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	88.8	93.1	83.6	91.9	92.1	90.7	80.4
Non Hispanic	88.8	93.1	82.8	91.2	93.6	91.9	79.8
Significance	ns	ns	ns	ns	*	*	ns
SU Programs							
Hispanic	86.5	91.8	85.6	90.0	91.5	89.5	84.0
Non Hispanic	86.0	93.2	84.7	89.9	93.6	91.5	82.6
Significance	ns	*	ns	ns	*	*	ns
MH Programs							
Hispanic	91.6	94.5	82.7	93.8	93.2	92.4	78.1
Non Hispanic	92.5	93.6	82.7	93.3	93.9	92.7	78.4
Significance	ns	ns	ns	ns	ns	ns	ns

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

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

BOLD values identify the higher value when a difference is significant

Across All Programs:

- Regarding Participation in Treatment and Respect, more consumers who identified themselves as non-Hispanic were satisfied with services than those who identified themselves as Hispanic.

In SU Programs:

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

In MH Programs:

- There were no differences in satisfaction across consumers from different ethnic backgrounds.

Consumer Satisfaction across Age Groups

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
24 & Under	83.1	89.9	78.1	85.0	89.6	89.3	77.2
25-34	86.5	92.2	84.0	88.8	92.4	91.4	81.3
35-54	89.0	92.9	82.2	92.0	93.3	90.9	78.9
55 & Older	90.7	93.1	83.6	92.9	93.6	90.6	79.9
Significance	*	*	*	*	*	ns	*
SU Programs							
24 & Under	79.7	88.8	79.4	82.1	87.8	87.7	81.0
25-34	84.6	91.8	85.2	87.7	92.3	91.1	83.3
35-54	86.2	92.6	84.4	90.6	93.4	89.8	81.7
55 & Older	88.7	94.0	86.1	92.4	94.5	90.6	84.5
Significance	*	*	*	*	*	*	ns
MH Programs							
24 & Under	87.4	90.8	76.6	88.7	91.5	91.5	74.4
25-34	91.2	93.7	84.1	91.6	93.0	92.5	79.6
35-54	92.6	93.7	81.4	93.8	93.9	92.6	77.3
55 & Older	92.3	93.0	83.5	93.8	93.3	90.8	79.2
Significance	*	*	*	*	ns	ns	*

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

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

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

Across All Programs:

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

In SU Programs:

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

In MH Programs:

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

Consumer Satisfaction across Levels of Care

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Outpatient	87.8	91.8	79.1	89.5	92.2	90.1	75.3
Residential	85.5	90.8	85.6	88.5	91.2	90.0	83.9
Case Management	92.9	95.1	85.0	93.8	93.7	93.2	83.0
Social Rehab	92.9	91.7	85.4	95.8	90.5	89.8	85.2
Employment	95.3	95.3	87.7	95.6	95.6	93.8	86.3
Med Assist Tx	88.9	95.0	89.5	93.9	95.6	93.7	84.9
CSP/RP/ACT	92.7	93.7	81.2	93.3	94.5	92.2	77.6
IOP	80.8	90.4	77.8	84.5	80.4	86.0	76.3
Significance	*	*	*	*	*	*	*
SU Programs							
Outpatient	85.2	90.2	80.8	86.5	91.1	88.4	80.5
Residential	82.7	91.0	85.5	88.4	91.3	89.3	85.4
Case Management	96.4	98.0	92.4	97.2	96.0	93.9	90.5
Employment	100.0	96.8	90.3	100.0	100.0	96.9	81.3
Med Assist Tx	88.9	95.0	89.5	93.9	95.6	93.7	84.9
IOP	80.9	90.5	78.0	84.3	90.7	86.2	77.1
Significance	*	*	*	*	*	*	*
MH Programs							
Outpatient	90.3	92.9	78.2	91.8	93.3	91.6	71.6
Residential	91.0	90.8	86.3	89.2	91.2	91.8	80.9
Case Management	92.4	94.7	84.0	93.3	93.5	93.1	81.9
Social Rehab	93.1	91.8	85.6	95.8	90.6	89.8	85.3
Employment	95.1	95.2	87.7	95.4	95.6	93.8	86.6
CSP/RP/ACT	93.0	93.8	81.7	93.6	94.5	92.4	78.1
IOP	78.9	88.6	73.5	88.9	84.5	82.4	59.4
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 case management, social rehabilitation, employment, or CSP/RP/ACT services were satisfied than clients who received 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 domain, more clients who received case management, employment, or methadone maintenance 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 services.
- In the General Satisfaction and Respect domains, *fewer* clients who received intensive outpatient services were satisfied than clients who received any other type of service.
- With respect to Participation in Treatment, more clients who received methadone maintenance, employment, or CSP/RP/ACT services were satisfied than clients who received all other types of services except case management.
- 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 domain, more clients who received case management services were satisfied than clients who received all other types of services except employment services.
- In the Appropriateness, Outcome, and General Satisfaction domains, more clients who received case management or methadone maintenance services were satisfied than clients who received outpatient, residential, or intensive residential services.
- Regarding Participation in Treatment, more clients who received methadone maintenance services were satisfied than clients who received outpatient, residential or intensive outpatient services.
- With regard to Respect, more clients who received methadone maintenance or residential services were satisfied than clients who received intensive outpatient services.
- In 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, *fewer* clients who received intensive outpatient services were satisfied than clients who received all other types of services.
- In the Appropriateness domain, more clients who received case management or vocational rehabilitation services were satisfied than clients who received residential services.
- In the Outcome domain, more clients who received employment services were satisfied than those who received outpatient, CSP/RP/ACT, or intensive outpatient services.
- In the General Satisfaction domain, more clients who received employment or social rehabilitation services were satisfied than clients who received outpatient or residential services.
- With respect to Participation in Treatment more clients who received employment or CSP/RP/ACT services were satisfied than clients who received residential, social rehabilitation, or intensive outpatient services.
- With regard to Respect, more clients who received employment or case management services were satisfied than clients who received intensive outpatient services.
- In the Recovery domain, more clients who received vocational services were satisfied with those services than clients who received outpatient, residential, CSP/RP/ACT, or

intensive outpatient services. Additionally, fewer clients who received outpatient or intensive outpatient services were satisfied than clients who received all other services.

Consumer Satisfaction by Length of Service

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
< 1 Year	85.8	91.8	81.8	88.3	91.9	89.4	80.9
1-2 Years	89.9	93.4	82.8	92.3	93.8	92.2	78.9
2-5 Years	90.3	93.7	84.7	93.5	94.0	92.9	78.8
> 5 Years	90.7	92.9	83.1	92.8	93.0	91.3	79.1
Significance	*	*	*	*	*	*	*
SU Programs							
< 1 Year	84.2	91.6	83.4	87.5	92.0	89.0	83.2
1-2 Years	87.3	93.8	86.9	92.1	94.8	93.4	82.7
2-5 Years	88.3	94.0	88.3	93.5	95.0	92.4	81.3
> 5 Years	89.0	93.4	56.1	91.8	92.9	92.2	83.0
Significance	*	*	*	*	*	*	ns
MH Programs							
< 1 Year	91.3	93.2	78.8	91.8	92.6	90.8	76.1
1-2 Years	92.5	93.7	80.9	93.2	93.7	92.2	77.4
2-5 Years	91.9	93.6	84.1	93.6	93.8	93.2	78.3
> 5 Years	92.1	92.9	83.7	93.8	93.1	91.5	79.5
Significance	ns	ns	*	*	ns	*	ns

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

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

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

Across All Programs:

- In the Access and General Satisfaction domains, more consumers who had been receiving services for one year or more were satisfied than those who were receiving services for less than a year.
- In the Appropriateness and Participation in Treatment domains, 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 the Outcome and Recovery domains, more consumers who had been receiving services for two to five years were satisfied than those who were receiving services for less than a year.
- In terms of Respect, more clients who received services for two or more years were satisfied compared to clients who had been receiving services for less than one year.

In SU Programs:

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

- In the Outcome domain, more clients who had been receiving services for more than two years were satisfied than those who received services for less than one year.
- In the General Satisfaction domain, more clients who had been receiving services for five or more years were satisfied than those who received services for less than one year.
- In the Respect domain, more consumers who had been receiving services for two to five years were satisfied than those who were receiving services for less than a year.

Consumer Satisfaction across Regions

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Region 1 (South Western)	91.5	93.1	86.6	92.8	93.2	92.1	83.4
Region 2 (South Central)	88.5	92.6	84.3	92.0	93.1	91.0	81.5
Region 3 (South Eastern)	89.8	93.9	81.0	91.5	94.2	90.8	76.4
Region 4 (North Central)	87.0	91.2	78.1	89.1	91.5	89.3	73.7
Region 5 (Western)	88.4	92.9	84.3	90.1	93.0	91.6	82.8
Significance	*	*	*	*	*	*	*
SU Programs							
Region 1 (South Western)	89.2	92.6	91.1	92.0	93.4	92.4	89.1
Region 2 (South Central)	86.4	93.2	85.6	91.3	93.7	91.2	83.2
Region 3 (South Eastern)	87.5	94.4	82.7	90.4	95.5	91.0	78.7
Region 4 (North Central)	82.2	89.0	79.8	85.6	90.2	86.6	75.8
Region 5 (Western)	84.5	91.7	84.2	86.9	91.5	89.8	85.4
Significance	*	*	*	*	*	*	*
MH Programs							
Region 1 (South Western)	92.6	93.7	84.3	93.5	92.9	91.9	81.1
Region 2 (South Central)	91.2	92.0	83.6	93.5	92.5	91.2	80.3
Region 3 (South Eastern)	92.6	93.8	81.2	92.3	93.0	91.2	76.2
Region 4 (North Central)	91.0	93.0	77.1	91.7	92.8	91.5	72.5
Region 5 (Western)	92.9	94.4	84.3	93.7	94.9	93.7	79.9
Significance	ns	*	*	ns	*	*	*

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

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

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

Across All Programs:

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

In SU Programs:

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

In MH Programs:

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

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
- Women
- Respondents aged 55 years or older
- Respondents receiving employment services
- Respondents receiving services for 1 or more years

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

- 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 Access domain:

- Men
- Respondents aged 25 years or older
- Respondents receiving any services other than Intensive Outpatient services

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:

- Respondents who were receiving treatment for Mental Health disorders
- Women
- Respondents aged 25 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
- Respondents of non-Hispanic/Latino origin
- Respondents aged 25 years and older

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:

- None to report

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 aged 35 years and older
- Respondents receiving services other than Intensive Outpatient
- Respondents receiving services for 1 or more years

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

- Women
- Respondents 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:

- Women
- Respondents aged 35 years and older

Outcome

Eighty-four percent (83%) of respondents reported satisfaction on the Outcome domain. *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Respondents receiving treatment for Substance Use disorders
- Men
- Respondents in the African-American (Black) racial category
- Respondents aged 25 years and older
- Respondents from Planning Regions 1 (South Western), 2 (South Central), or Region 5 (Western)

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

- Men
- Respondents aged 25 years and older

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 aged 25 years and older

- Respondents receiving employment or social rehabilitation services
- Respondents from Planning Regions 1 (South Western), 2 (South Central), or Region 5 (Western)

Recovery

Eighty percent (80%) of respondents reported satisfaction in the Recovery domain. *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Respondents receiving treatment for Substance Use disorders
- Men
- Respondents receiving residential, case management, social rehabilitation, employment, or methadone maintenance services
- Respondents from Planning Regions 1 (South Western), 2 (South Central), or Region 5 (Western)

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

- Men

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 receiving residential, case management, social rehabilitation, employment, or CSP/RP/ACT services

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
- Respondents aged 25 years and older

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 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

Respect

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

- Respondents who were receiving treatment for Mental Health disorders
- Women
- Respondents of non-Hispanic/Latino origin
- Respondents receiving services other than Intensive Outpatient

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 of non-Hispanic/Latino origin
- Respondents who have been receiving services for more 1 or more years
- Respondents from any Planning Region except 4 (North Central)

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

- Women

Quality of Life Results

During Fiscal Year 2018, DMHAS suggested that providers voluntarily administer the WHOQOL-BREF Quality of Life (QOL) instrument, which is a widely used, standardized quality of life tool developed by the World Health Organization.

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

This year, DMHAS received 1,800 individual responses to the Quality of Life instrument (defined as the number of clients who answered at least one question). The consumers who responded to the QOL survey are a subset of those who responded to the Consumer Survey.

Group Differences

Quality of Life across Program Type

	Physical Health	Psychological	Social	Environment	General QOL
All Programs	64.7	66.4	62.8	64.1	68.8
SU Programs	67.1	68.6	66.0	62.7	69.3
MH Programs	62.5	64.4	59.7	65.5	68.1
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, and Social, domains when compared to clients in MH programs.
- Clients in MH programs reported better QOL in the Environment domain when compared to clients in SU programs.

Quality of Life across Gender

	Physical Health	Psychological	Social	Environment	General QOL
Men	66.5	69.0	64.0	64.6	69.9
Women	60.9	61.0	60.3	63.5	67.0
Significance	*	*	ns	ns	*
SU Programs					
Men	68.8	71.1	67.5	63.1	69.9
Women	60.7	59.5	60.9	61.8	68.4
Significance	*	*	*	ns	ns
MH Programs					
Men	63.6	66.4	59.6	66.5	69.9
Women	61.0	61.7	60.1	64.3	65.9
Significance	ns	*	ns	ns	*

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

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

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

Across All Programs:

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

In SU Programs:

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

In MH Programs:

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

Quality of Life across Race

	Physical Health	Psychological	Social	Environment	General QOL
White	64.4	64.5	60.8	65.9	68.0
Black	66.0	68.9	63.4	63.9	70.0
Other	64.2	66.6	63.9	61.9	68.5
Significance	ns	*	ns	*	ns
SU Programs					
White	67.7	66.3	63.6	63.4	67.8
Black	67.8	71.1	66.0	62.7	69.6
Other	67.0	69.0	67.0	62.2	70.6
Significance	ns	ns	ns	ns	ns
MH Programs					
White	62.5	63.5	59.2	67.2	68.2
Black	64.9	67.6	61.9	64.7	70.4
Other	57.5	60.7	55.3	61.1	62.6
Significance	*	*	ns	*	*

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

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

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

Across All Programs:

- In the Psychological domain, consumers who identified themselves in the Black racial category reported better QOL than those who identified themselves in the White racial category.
- In the Environment domain, consumers who identified themselves in the White racial category reported better QOL than those who identified themselves in the Other (neither Black nor White) racial category.

In SU Programs:

- There were no significant differences in reported QOL across racial categories

In MH Programs:

- In the Physical Health, and General QOL domains, consumers who identified themselves in the Black racial category reported better QOL than those who identified themselves in the Other racial category.
- 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 the White racial categories.
- In the Environmental domain, consumers who identified themselves in the White 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	63.3	66.6	63.7	61.4	68.2
Non Hispanic	65.2	65.8	61.5	68.9	68.8
Significance	ns	ns	ns	*	ns
SU Programs					
Hispanic	65.2	68.4	66.2	61.1	69.5
Non Hispanic	69.6	68.8	65.7	65.5	69.6
Significance	*	ns	ns	*	ns
MH Programs					
Hispanic	58.5	61.7	57.5	62.2	64.3
Non Hispanic	63.2	64.4	59.5	66.0	68.3
Significance	*	ns	ns	ns	ns

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

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

BOLD values identify the higher value when a difference is significant

Across All Programs:

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

In SU 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 MH Programs:

- In the Physical Health domain, 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	68.6	66.0	68.0	67.0	70.1
25-34	69.8	69.6	67.9	66.5	71.7
35-54	64.1	66.6	62.5	62.7	68.5
55 & Older	61.5	64.3	58.8	64.9	66.9
Significance	*	*	*	*	*
SU Programs					
24 & Under	69.8	69.1	69.4	67.8	73.3
25-34	70.3	70.7	70.1	65.6	71.9
35-54	66.5	68.4	64.9	61.5	68.5
55 & Older	61.0	65.0	60.0	58.1	64.9
Significance	*	ns	*	*	ns
MH Programs					
24 & Under	65.5	57.7	64.2	64.8	62.0
25-34	68.8	67.4	63.5	68.1	71.4
35-54	61.3	64.5	59.7	63.9	68.5
55 & Older	61.6	64.1	58.5	66.6	67.5
Significance	*	ns	ns	ns	ns

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

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

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

Across All Programs:

- In the Physical Health and Social domains, clients who were 25-34 years old reported better QOL than did clients who were 35 years old or older. Also, clients who were 24 years old or younger reported better QOL than did clients who were 55 years or older.
- In the Psychological and General QOL domains, clients who were 25 - 34 years old reported better QOL than did clients who were 35-54 years old.
- In the Environment domain, clients who were 25-34 years old reported better QOL than did clients who were 35 years old or older.

In SU Programs:

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

In MH Programs:

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

Quality of Life across Levels of Care

	Physical Health	Psychological	Social	Environment	General QOL
Outpatient	66.2	67.6	66.6	64.0	69.9
Residential	66.0	66.6	62.6	63.4	67.9
Case Management	60.6	64.1	60.4	63.6	67.0
Social Rehab	67.1	68.5	64.5	71.6	74.8
Employment	67.4	66.2	61.8	64.9	68.7
ACT/CSP/RP	65.0	66.9	55.9	67.0	65.5
IOP	63.1	67.0	66.6	58.5	68.0
Significance	*	ns	*	*	*
SU Programs					
Outpatient	67.1	68.3	67.1	64.2	70.4
Residential	68.6	69.5	66.2	63.2	68.7
Case Management	82.5	84.9	73.4	65.5	75.7
Employment	67.6	64.2	59.6	66.4	66.2
IOP	63.1	67.0	66.6	58.5	68.0
Significance	*	*	ns	ns	ns
MH Programs					
Outpatient	55.8	59.7	52.4	61.2	63.5
Residential	61.3	61.3	55.8	63.9	66.5
Case Management	59.3	62.9	59.7	63.5	66.5
Social Rehab	67.1	68.5	64.5	71.6	74.8
Employment	67.4	66.8	62.5	64.4	69.5
ACT/CSP/RP	65.0	66.9	55.9	67.0	65.5
Significance	*	*	ns	*	*

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

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

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

NOTE: 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 outpatient, residential, vocational (employment) or social rehabilitation services reported better QOL than clients who received case management.
- In the Social domain, clients who received outpatient services reported better QOL than clients who received ACT/CSP/RP or case management services.
- In the Environment domain, clients who received social rehabilitation services reported better QOL than clients who received all other types of services except ACT/CSP/RP services.
- In the General QOL domain, clients who received social rehabilitation services reported better QOL than clients who received residential, case management, or ACT/CSP/RP services.

In SU Programs:

- In the Physical Health and Psychological domains, clients who case management services reported better QOL than clients who received all other types of services.

In MH Programs:

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

Quality of Life by Length of Service

	Physical Health	Psychological	Social	Environment	General QOL
< 1 Year	67.5	68.9	65.7	62.6	69.1
1-2 Years	63.0	63.8	58.8	64.7	68.1
2-5 Years	61.4	63.1	59.8	63.4	66.6
> 5 Years	62.7	66.0	60.8	69.5	70.7
Significance	*	*	*	*	ns
SU Programs					
< 1 Year	69.0	70.9	67.9	63.0	70.2
1-2 Years	63.7	62.8	59.2	63.7	68.1
2-5 Years	58.2	59.5	59.1	61.6	66.0
> 5 Years	51.7	54.4	51.7	62.6	68.3
Significance	*	*	*	ns	ns
MH Programs					
< 1 Year	61.8	61.2	57.0	60.9	64.7
1-2 Years	62.6	64.3	58.6	65.2	68.1
2-5 Years	62.0	63.7	59.9	63.8	66.9
> 5 Years	63.6	66.9	61.5	70.0	71.2
Significance	ns	ns	ns	*	*

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

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

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

Across All Programs:

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

In SU Programs:

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

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

In MH Programs:

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

Quality of Life across Regions

	Physical Health	Psychological	Social	Environment	General QOL
Region 1 (South Western)	65.3	67.3	62.8	64.6	68.9
Region 2 (South Central)	62.8	63.4	58.9	62.9	68.4
Region 3 (South Eastern)	60.7	65.7	58.3	88.5	72.7
Region 4 (North Central)	65.7	67.8	65.7	63.8	69.4
Region 5 (Western)	61.1	61.2	58.2	63.7	66.1
Significance	ns	*	*	*	ns
SU Programs					
Region 1 (South Western)	66.2	67.7	65.4	61.3	68.0
Region 2 (South Central)	63.7	64.1	55.6	61.8	68.6
Region 3 (South Eastern)	--	--	--	--	--
Region 4 (North Central)	68.5	70.2	68.6	64.0	70.9
Region 5 (Western)	--	--	--	--	--
Significance	ns	ns	*	ns	ns
MH Programs					
Region 1 (South Western)	64.6	67.0	60.8	67.2	69.5
Region 2 (South Central)	62.4	63.2	60.2	63.4	68.2
Region 3 (South Eastern)	60.7	65.7	58.3	88.5	72.7
Region 4 (North Central)	57.9	61.1	56.9	63.2	65.7
Region 5 (Western)	61.1	61.2	58.2	63.7	66.1
Significance	ns	*	ns	*	ns

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

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

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

Across All Programs:

(NOTE: There were less than 10 surveys (from ~1400 surveys) from Region 3 in this part of the analysis)

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

- In the Environment domain, clients from Region 3 reported better QOL than did clients from all other Regions.

In SU Programs:

(NOTE: There were no surveys from Region 3 or 5 for this part of the analysis)

- In the Social domain, clients from Regions 1 & 4 reported better QOL than clients from Region 2.

In MH Programs:

- In the Psychological domain, clients from Region 1 reported better QOL than clients from Region 4.
- In the Environment domain, clients from Region 3 reported better QOL than clients from all other Regions.

Quality of Life Summary by Domains

General Quality of Life

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

- Men

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:

- Men

Physical Health

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

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

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

- Men
- Respondents in the non-Hispanic ethnic category

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

- Respondents in the non-Hispanic ethnic category

Psychological

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

- Respondents who were receiving treatment from Substance Use programs
- Men

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

- Men
- Respondents receiving case management services
- Respondents receiving services for less than one year

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

Social

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

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

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

- Men
- Respondents from Planning Regions 1 (South Western) or 4 (North Central)

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

- No significant categories to report

Environment

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

- Respondents who were receiving treatment from Mental Health programs
- Respondents in the non-Hispanic ethnic category
- Respondents receiving services for more than five years

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
- Respondents from Planning Regions 3 (South Eastern)

Health Outcomes Survey Results

As part of the SFY2018 Consumer Satisfaction survey process, DMHAS providers had the option to administer an eight question Health Outcomes survey. The questions in this survey were taken from the Behavioral Risk Factor Surveillance System (BRFSS). The BRFSS is the world's largest, on-going telephone health survey system, tracking health conditions and risk behaviors in all fifty states.⁸ The survey was available in English and Spanish. The questions addressed the topics of body mass index (BMI), cardiovascular/respiratory/diabetes disease, overall health from physical and psychological perspectives, and smoking and drinking habits. A total of 1,933 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.

Approximately 2,000 surveys were submitted by the following DMHAS providers:

Table 12: Providers Participating in Health Outcomes Survey for 2018

Provider	Number of Surveys	Percent
APT Foundation Inc	40	2.1
Capitol Region Mental Health Center	178	9.2
Central CT Coast YMCA	18	0.9
Chemical Abuse Services Agency (CASA)	453	23.4
Chrysalis Center Inc.	114	5.9
Community Health Center Inc.	8	0.4
Community Renewal Team (CRT)	270	14.0
Connection Inc	256	13.2
Continuum of Care	3	0.2
Day Kimball Hospital	2	0.1
Family and Childrens Agency Inc	38	2.0
Family Centered Services of CT (CCCC)	1	0.1
Goodwill Industries of Southern New England	49	2.5
Inspirica Inc. (formerly St Luke's LifeWorks)	85	4.4
Keystone House Inc.	1	0.1
Liberty Community Services	64	3.3
Martin House	9	0.5
Mental Health Connecticut	94	4.9
Pathways Inc.	53	2.7
Stafford Family Services	22	1.1
Yale University-Behavioral Health	62	3.2
Yale-New Haven Hospital	97	5.0
YWCA of Hartford	16	0.8
Total	1933	100.0

Fifty-three percent of the responses came from clients in Mental Health programs and 45% came from clients in Substance Use programs. Thirty-eight of the responses (2%) were submitted at the provider level and thus were not attributed to a specific program type.

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

Demographic Information

- 718 females (37%) and 1189 males (62%) responded to the survey. The remaining 26 respondents (1%) did not identify their gender.
- Forty-seven percent of the respondents fell into the 35-54 years of age group. Twenty-two percent of the respondents were aged 55-64. Nineteen percent of respondents were in the 25-34 years of age group. Five percent were over 65 years while 5.6 % were under the age of 25.
- About 40% of the respondents were white, while 28% were black. 9% did not identify their race.
- Over half (52%) of the respondents were non-Hispanic. 22% were Hispanic-Puerto Rican and 17% did not identify their ethnicity.
- These data are also reported in Table 13 on page 78.

Health Outcomes

- The average client height was 64.5 inches (± 6.0) with a range of 49-83 inches. Women reported an average height of 62.5 inches (± 5.0 , range = 49-78) and men reported an average of 65.8 inches (± 6.3 , range= 50-83).
- The average client weight was calculated to be 189.6 pounds (± 48.2) with a range of 60-511 pounds. Women reported an average weight of 179.7 pounds (± 49.1 , range = 76-400) and men reported an average of 195.4 pounds (± 46.6 , range= 60-511).
- Body Mass Index (BMI) could be calculated for 66.5% (1,286) of the respondents. The average BMI for clients was calculated as 32.2 (± 8.7) with a range of 12.1-100.1. Women had an average BMI of 32.4 (± 8.8 , range = 15.9-72.3) and men had an average of 32.1 (± 8.6 , range= 12.9-100.1).
- 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 above *all* fall into the Obese category.
 - 21% of respondents fell into the Underweight (2%) or Normal BMI categories
 - 25% of respondents fell into the Overweight BMI category
 - 55% of respondents fell into the Obese BMI category
 - These percentages are very similar to those reported in over the past four years, although there was a 7% increase in clients in the Obese category from last year.
- These data are also reported in Table 14 on page 79.

Figure 3: Body Mass Index for 1,286 DMHAS Clients

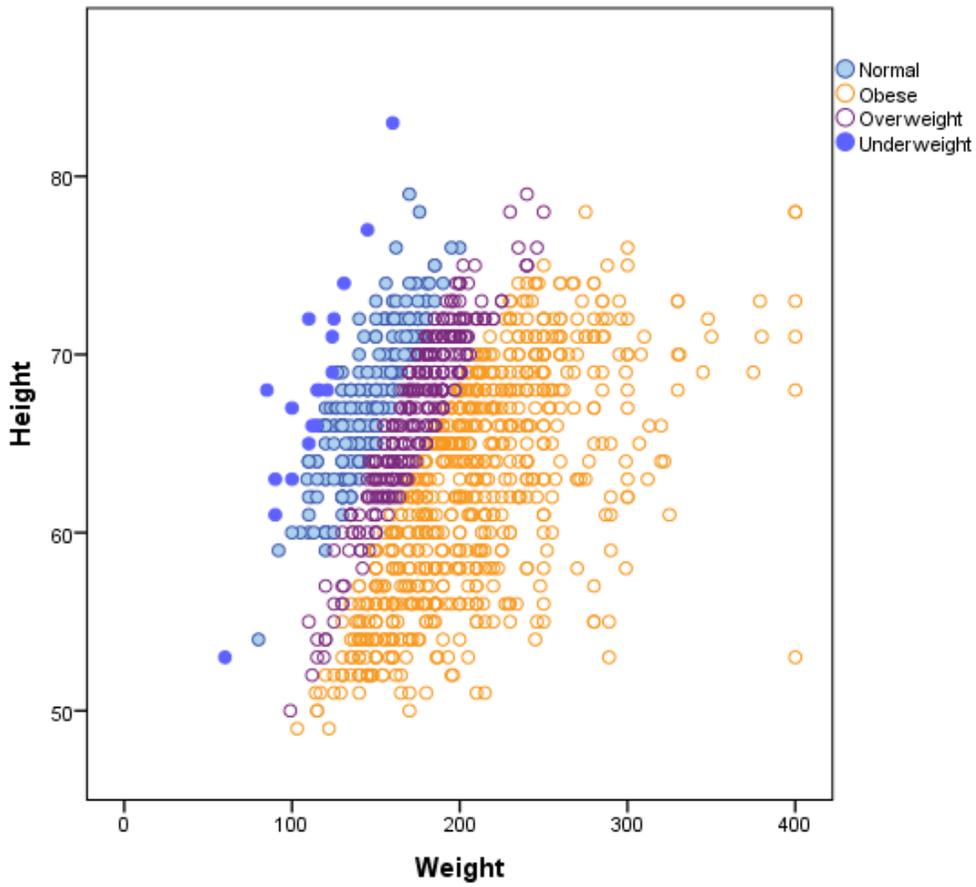
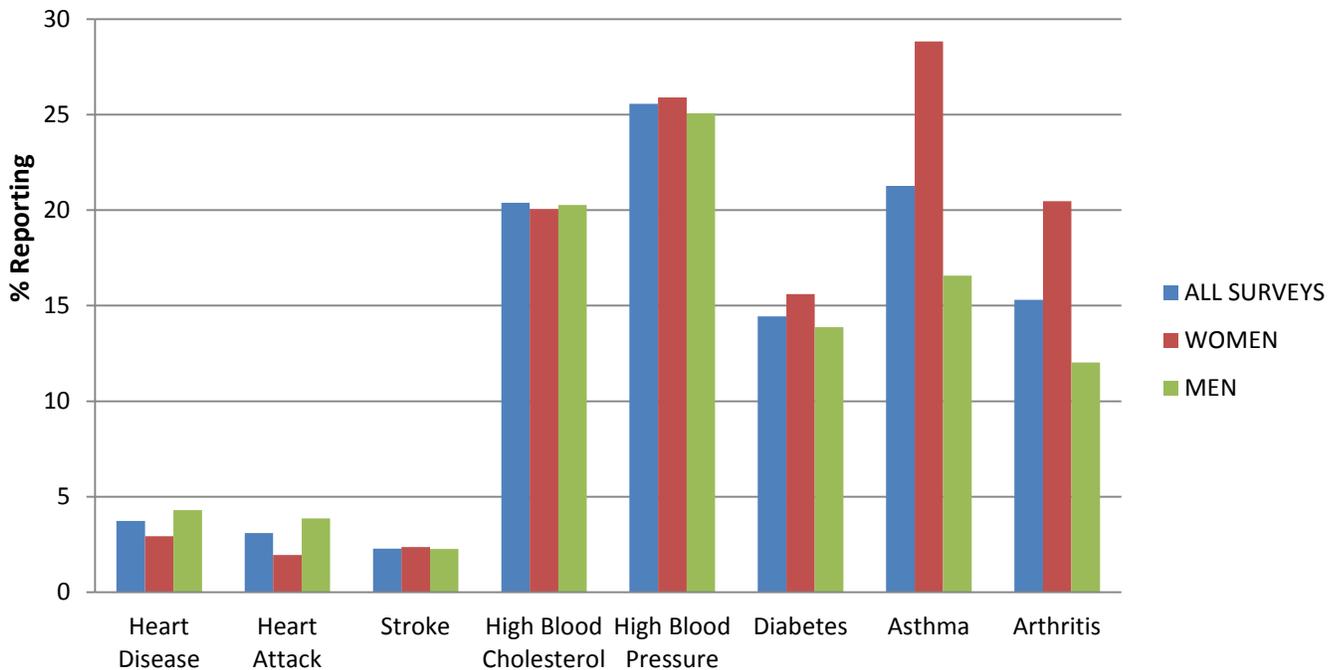


Figure 4: Reported Medical Conditions

Reported Medical Conditions - 2018



- High blood pressure was reported by about 26% of the clients surveyed.
- High cholesterol was reported by 20% of the clients surveyed. Asthma was reported by 21% of clients.
- 29% of the women surveyed also reported being told that they had asthma and 21% reported arthritis. 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 (42%) of the clients surveyed did not report having been told that they had any of the above medical conditions.
 - 31% of clients reported having one of the diagnoses
 - 14% of clients reported having two of the diagnoses
 - 8% of clients reported having three of the diagnoses
 - 3% of clients reported having four of the diagnoses
 - 2% of clients reported having five or more of the diagnoses
- Slightly more than a third (39%) of the clients surveyed indicated that they do not smoke, while 58% of the clients indicated that they did smoke. Smoking status was unknown for 3%
 - 73% of smokers report smoking every day
 - 27% of smokers report smoking some days
- Non-smokers reported significantly higher frequency of high blood pressure and diabetes compared to smokers. Smokers reported significantly higher frequency of asthma compared to non-smokers.
- In terms of general health, 31% of clients reported their general health to be 'Excellent' or 'Very Good'; 37% reported their general health as 'Good'; and 30% reported their general health as 'Fair' or 'Poor'. Approximately 2% of clients did not answer this question.
- When asked about physical health and injuries, 45% 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 6 days (± 10 days) in the last month in which their physical health was not good
 - Of the clients who reported having physically unhealthy days
 - 45% of clients reported 1-7 physically unhealthy days
 - 17% reported 8-14 physically unhealthy days
 - 17% reported 15-21 physically unhealthy days
 - 20% reported 22-30 physically unhealthy days, including 17% 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.
 - 77% of clients reported that they consumed zero drinks
 - Of the clients who reported one or more drinks
 - 44% of clients reported that when they drink they have 1-2 drinks
 - 25% of clients reported consuming 3-4 drinks on days that they do drink
 - 21% of clients report consuming 5-10 drinks
 - 10% of clients report drinking more than 10 drinks per day on days that they do drink

Mental Health

- When asked about mental health, including stress, depression, and problems with emotions, 38% of the answers seem to indicate indicated that the client had zero days in the last 30 days in which their mental health was not good.
 - On average, clients reported 8 days (± 10 days) in the last month in which their mental health was not good
 - Of the clients who reported having mentally unhealthy days
 - 38% of clients reported 1-7 mentally unhealthy days
 - 18% reported 8-14 mentally unhealthy days
 - 21% reported 15-21 mentally unhealthy days
 - 24% reported 22-30 mentally unhealthy days, including 18% 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. 51% 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 (± 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
 - 41% of clients reported 1-7 days in which activities were impacted
 - 20% reported 8-14 days in which activities were impacted
 - 19% reported 15-21 days in which activities were impacted
 - 21% reported 22-30 days in which activities were impacted, including 16% who indicated that every day in the last 30 days was impacted by mental and/or physical health problems.

Table 13: Demographic Information for Respondents to Health Outcomes Survey

Gender	ALL Surveys		Women		Men		Non-Smokers		Smokers	
	N	%	N	%	N	%	N	%	N	%
Female	718	37.1	718	100.0	--		296	39.5	399	35.8
Male	1189	61.5	--		1189	100.0	448	59.8	699	62.6
Unknown	26	1.3	--		--		5	0.7	18	1.6
Total	1933	100.0	718	100.0	1189	100.0	749	100.0	1116	100.0
Age										
20 and under	39	2.0	19	2.6	20	1.7	25	3.3	14	1.3
21-24	70	3.6	27	3.8	43	3.6	33	4.4	35	3.1
25-34	369	19.1	138	19.2	231	19.4	112	15.0	247	22.1
35-54	902	46.7	329	45.8	564	47.4	325	43.4	552	49.5
55-64	428	22.1	168	23.4	257	21.6	182	24.3	224	20.1
65 and older	103	5.3	33	4.6	69	5.8	67	8.9	31	2.8
Unknown	22	1.1	4	0.6	5	0.4	5	0.7	13	1.2
Total	1933	100.0	718	100.0	1189	100.0	749	100.0	1116	100.0
Race										
American Indian/ Alaskan Native	28	1.4	7	1.0	21	1.8	12	1.6	15	1.3
Asian	24	1.2	12	1.7	12	1.0	19	2.5	4	0.4
Black	537	27.8	204	28.4	330	27.8	197	26.3	315	28.2
Mixed	19	1.0	7	1.0	12	1.0	8	1.1	11	1.0
Native Hawaiian/ Pacific Islander	7	0.4	5	0.7	2	0.2	4	0.5	2	0.2
Other	371	19.2	86	12.0	282	23.7	109	14.6	249	22.3
Unknown	178	9.2	48	6.7	117	9.8	52	6.9	121	10.8
White	769	39.8	349	48.6	413	34.7	348	46.5	399	35.8
Total	1933	100.0	718	100.0	1189	100.0	749	100.0	1116	100.0
Ethnicity										
Mexican	20	1.0	6	0.8	14	1.2	9	1.2	10	0.9
Non-Hispanic	995	51.5	438	61.0	550	46.3	448	59.8	516	46.2
Other Hispanic/Latino	165	8.5	49	6.8	113	9.5	60	8.0	98	8.8
Puerto Rican	428	22.1	106	14.8	320	26.9	106	14.2	309	27.7
Unknown	325	16.8	119	16.6	192	16.1	126	16.8	183	16.4
Total	1933	100.0	718	100.0	1189	100.0	749	100.0	1116	100.0
Program Type										
MH	1020	52.8	435	60.6	568	47.8	468	62.5	503	45.1
SA	825	42.7	258	35.9	609	51.2	269	35.9	589	52.8
Unknown	38	2.0	25	3.5	12	1.0	12	1.6	24	2.2
Total	1933	100.0	718	100.0	1189	100.0	749	100.0	1116	100.0

Table 14: Health Outcomes Summary Data

Medical Condition	ALL Surveys		Women		Men		Non-Smokers		Smokers	
	N	%	N	%	N	%	N	%	N	%
Angina	72	3.7	21	2.9	51	4.3	33	4.4	38	3.4
Heart Attack	60	3.1	14	1.9	46	3.9	24	3.2	35	3.1
Stroke	44	2.3	17	2.4	27	2.3	20	2.7	24	2.2
High Cholesterol	394	20.4	144	20.1	241	20.3	169	22.6	222	19.9
High Blood Pressure	494	25.6	186	25.9	298	25.1	224	29.9	266	23.8
Diabetes	279	14.4	112	15.6	165	13.9	130	17.4	148	13.3
Asthma	411	21.3	207	28.8	197	16.6	144	19.2	264	23.7
Arthritis	296	15.3	147	20.5	143	12.0	116	15.5	177	15.9
Smoking										
Every day	217	11.2	293	40.8	506	42.6	0	0.0	814	72.9
Some days	383	19.8	105	14.6	192	16.1	0	0.0	302	27.1
Not at all	706	36.5	296	41.2	448	37.7	749	100.0	0	0.0
Unknown	70	3.6	24	3.3	43	3.6	0	0.0	0	0.0
Total	1933	100.0	718	100.0	1189	100.0	749	100.0	1116	100.0
General Health										
Excellent/Very Good/Good	1306	69.2	446	63.7	849	73.1	536	71.6	745	67.2
Fair/Poor	580	30.8	254	36.3	313	26.9	212	28.3	364	32.8
Total	1886	100.0	700	100.0	1162	100.0	749	100.0	1109	100.0
BMI Category										
Underweight	19	1.5	9	1.8	9	1.2	8	1.5	11	1.6
Normal	248	19.3	98	19.3	146	19.2	103	19.4	130	18.5
Overweight	315	24.5	118	23.3	194	25.5	128	24.1	177	25.2
Obese	704	54.7	282	55.6	412	54.1	292	55.0	383	54.6
Total	1286	100.0	507	100.0	761	100.0	531	100.0	701	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)	1341	49	83	64.5	6.0	538	49	78	62.5	5.0	785	50	83	65.8	6.3
Weight (lbs)	1608	60	511	189.6	48.2	577	76	400	179.7	49.1	1010	60	511	195.4	46.6
BMI Score	1286	12.9	100.1	32.2	8.7	507	15.9	72.3	32.4	8.8	761	12.9	100.1	32.1	8.6
Physically unhealthy days	1812	0	30	6.4	9.6	668	0	30	7.3	9.6	1120	0	30	5.8	9.5
Mentally unhealthy days	1814	0	30	8.2	10.3	671	0	30	9.9	10.7	1119	0	30	7.1	10.0
Activity limitation days	1811	0	30	5.7	9.2	670	0	30	6.7	9.5	1117	0	30	5.1	8.9
Drinks per Sitting	1779	0	55	1.1	3.6	657	0	30	0.7	2.2	1099	0	55	1.4	4.1

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)	556	49	79	64.7	5.8	725	50	83	64.3	6.1
Weight (lbs)	632	60	400	190.9	47.4	919	76	511	189.1	48.7
BMI Score	531	15.0	61.4	32.0	8.4	701	12.9	100.1	32.4	9.0
Physically unhealthy days	722	0	30	5.7	9.0	1060	0	30	6.8	9.9
Mentally unhealthy days	727	0	30	7.5	9.7	1057	0	30	8.7	10.7
Activity limitation days	724	0	30	4.9	8.4	1057	0	30	6.3	9.6
Drinks per Sitting	710	0	25	0.6	2.3	1038	0	55	1.4	4.2

Note for Tables 15 & 16: Starting last 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. Starting last 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 pre-FY2017 years.

Appendix 1.1: DMHAS Consumer Survey Cover Letter to Providers FY 2018



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 2018
DATE: SEPTEMBER, 2017

The DMHAS Consumer Satisfaction Survey for FY 2018 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, 2018.

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, FY17 (July 1, 2016 – September 30, 2017). 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 2018 will be posted on the DMHAS website at <http://www.ct.gov/dmhas>, with a link under “Featured Links”, or by direct link to <http://www.ct.gov/dmhas/consumersurvey>.

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

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



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

DANNEL P. MALLOY
GOVERNOR

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

September, 2017

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 2018

Agency/Facility	Program	Date Completed	<input type="checkbox"/> BHH Client
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For each box, put an X in the circle that applies to you.		
<p>Gender</p> <ul style="list-style-type: none"> <input type="radio"/> Male <input type="radio"/> Female 	<p>Age</p> <ul style="list-style-type: none"> <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 	<p>Primary reason for receiving services</p> <ul style="list-style-type: none"> <input type="radio"/> Emotional/Mental Health <input type="radio"/> Alcohol or Drugs <input type="radio"/> Both Emotional/Mental Health and Alcohol or Drugs
<p>Race</p> <ul style="list-style-type: none"> <input type="radio"/> American Indian/Native Alaskan <input type="radio"/> Asian <input type="radio"/> Black/African American <input type="radio"/> Native Hawaiian/Other Pacific Islander <input type="radio"/> White/Caucasian <input type="radio"/> Unknown <input type="radio"/> Other: 	<p>Ethnicity</p> <ul style="list-style-type: none"> <input type="radio"/> Hispanic-Other <input type="radio"/> Non-Hispanic <input type="radio"/> Hispanic-Puerto Rican <input type="radio"/> Hispanic-Mexican <input type="radio"/> Hispanic-Cuban <input type="radio"/> Unknown 	<p>Length of Service</p> <ul style="list-style-type: none"> <input type="radio"/> Less than 1 year <input type="radio"/> 12 months to 2 years <input type="radio"/> 2 years to 5 years <input type="radio"/> More than 5 years

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

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

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

Appendix 1.4: DMHAS Quality of Life Instrument FY 2018

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

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

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

<i>(Please circle the number)</i>				
Very poor	Poor	Neither poor nor good	Good	Very Good
1	2	3	4	5

1. How would you rate your quality of life?

<i>(Please circle the number)</i>				
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5

2. How satisfied are you with your health?

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

<i>(Please circle the number)</i>				
Not at all	A little	A moderate amount	Very much	An extreme amount
1	2	3	4	5

3. To what extent do you feel that physical pain prevents you from doing what you need to do?

4. How much do you need any medical treatment to function in your daily life?

5. How much do you enjoy life?

6. To what extent do you feel your life to be meaningful?

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

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

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

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

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

<i>(Please circle the number)</i>					
Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	
16. How satisfied are you with your sleep?	1	2	3	4	5
17. How satisfied are you with your ability to perform your daily living activities?	1	2	3	4	5
18. How satisfied are you with your	1	2	3	4	5

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

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

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

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

Yes	No
-----	----

Thank you for your help

Appendix 2: Survey Sample Size and Number of Surveys Submitted by Provider, FY 2018

ProviderName	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
APT Foundation Inc	3706	186	2039	1095%
Midwestern CT Council on Alcoholism (MCCA)	1743	176	1796	1019%
Community Health Resources Inc.	6281	190	1643	864%
Central CT Coast YMCA	10	10	71	743%
Wellmore	196	98	615	626%
Leeway Inc.	5	5	29	592%
Connecticut Renaissance Inc.	137	81	388	480%
Chemical Abuse Services Agency (CASA)	462	138	580	421%
Rushford Center	1198	169	660	392%
Cornell Scott-Hill Health Corporation	300	119	433	365%
United Services Inc.	1888	178	639	360%
Community Mental Health Affiliates	977	163	545	334%
Hartford Dispensary	5136	189	626	332%
Community Renewal Team (CRT)	157	87	285	326%
Natchaug Hospital	86	60	191	318%
Mental Health Connecticut	618	149	454	305%
Center for Human Development	225	105	304	290%
BH Care	2184	180	512	285%
SCADD	335	124	342	276%
Central Naugatuck Valley (CNV) Help Inc.	351	126	343	272%
Laurel House	267	113	297	262%
InterCommunity Recovery Centers, Inc. (ADRC)	280	116	300	260%
Connecticut Counseling Centers Inc.	1806	177	451	255%
Connection Inc	843	159	405	254%
Inspirica Inc. (formerly St Luke's LifeWorks)	41	34	86	253%
ImmaCare	21	19	47	247%
Sound Community Services Inc.	1142	167	396	237%
Fellowship Inc.	470	139	323	233%
Mercy Housing and Shelter Corporation	85	60	136	229%
Bridges Healthcare, Inc.	1045	165	333	202%
St. Vincent DePaul Place Middletown Inc.	26	23	41	178%
Continuum of Care	311	120	214	178%
Pathways Inc.	65	49	85	173%
Catholic Charities of Fairfield County Inc.	335	124	210	170%
Chrysalis Center Inc.	804	158	263	167%
Gilead Community Services Inc.	285	116	189	162%
InterCommunity Inc.	2772	183	288	157%
My Sisters' Place	19	17	26	149%
Kennedy Center Inc.	148	85	125	148%
John J. Driscoll United Labor Agency Inc.	35	30	43	144%
Liberty Community Services	82	58	82	141%
Columbus House	243	109	145	133%
Perception Programs Inc	301	119	158	133%
Catholic Charities - Institute for the Hispanic Fa	242	109	140	129%
Wheeler Clinic	1793	177	228	129%
Ability Beyond	216	103	132	128%
Farrell Treatment Center	113	72	92	128%

ProviderName	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
Easter Seals of Greater Hrtfd Rehab Center Inc.	60	46	57	124%
Recovery Network of Programs	2062	179	219	122%
Norwalk Hospital	1248	170	207	122%
Supportive Environmental Living Facility Inc-SELF	49	39	48	122%
St. Mary's Hospital Corporation	1086	166	198	119%
Keystone House Inc.	144	83	99	119%
Martin House	8	8	9	117%
Charlotte Hungerford Hospital	1416	172	200	116%
McCall Foundation Inc	170	91	105	115%
Marrakech Day Services	187	96	109	114%
Liberation Programs	1087	166	186	112%
Goodwill of Western and Northern CT Inc.	67	50	56	112%
Bridge House	210	102	113	111%
St. Vincent DePaul Mission of Waterbury Inc.	35	30	33	111%
Hands on Hartford	21	19	21	110%
Reliance Health, Inc.	396	131	144	110%
Catholic Charities- Waterbury	150	85	92	108%
Yale University-Behavioral Health	244	109	116	106%
Operation Hope of Fairfield Inc.	60	46	49	106%
Hartford Behavioral Health	461	138	145	105%
Yale-New Haven Hospital	175	93	97	105%
New Milford Hospital	356	127	130	103%
LifeBridge Community Services (formerly FSW Inc)	92	63	64	102%
Guardian Ad Litem	229	106	102	96%
CommuniCare Inc	238	108	102	95%
Goodwill Industries of Southern New England	105	69	61	89%
Thames Valley Council for Comm Action Inc	15	14	12	86%
Hartford Hospital	243	109	89	82%
Windham Regional Community Council	13	12	10	82%
New Reach, Inc.	94	64	50	78%
My People Clinical Services LLC	13	12	9	73%
Advanced Behavioral Health	578	147	107	73%
Backus Hospital	352	126	76	60%
Kuhn Employment Opportunities Inc.	110	71	42	59%
Stafford Family Services	55	43	23	53%
Prime Time House Inc.	268	113	60	53%
Family Centered Services of CT (CCCC)	21	19	10	52%
Family and Childrens Agency Inc	381	130	51	39%
New London Homeless Hospitality Center	36	31	9	29%
Day Kimball Hospital	76	55	2	4%
Danbury Hospital	501	141	5	4%
ACCESS Agency	4	4	0	0%
Alliance For Living	7	7	0	0%
Applied Behavioral Rehab Research Institute Inc	5	5	0	0%
Artreach Inc.	45	37	0	0%
Community Health Services Inc.	31	27	0	0%
Council of Churches_ Greater Bridgeport	9	9	0	0%
Dept of Veterans Affairs	7	7	0	0%

ProviderName	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
FOCUS Center for Autism Inc	6	6	0	0%
Friendship Service Center	10	10	0	0%
Hispanic Health Council	49	39	0	0%
Human Resource Development Agency	213	102	0	0%
Khmer Health Advocates	36	31	0	0%
Middlesex Hospital Mental Health Clinic	38	32	0	0%
Middlesex Hospital Mental Health Clinic	9	9	0	0%
My People Clinical Services LLC	13	12	0	0%
New Directions Inc of North Central Conn.	351	126	0	0%
New Directions Inc of North Central Conn.	342	125	0	0%
Optimus Health Care-Bennett Behavioral Health	806	158	0	0%
Positive DirectionsThe Center for Prev and Recov	1	1	0	0%
Shift LLC	7	7	0	0%
Thames River Community Services	10	10	0	0%
Thames River Community Services	9	9	0	0%
Vinfen Corporation of CT, Inc	4	4	0	0%
Vinfen Corporation of CT, Inc	4	4	0	0%
Windham Regional Community Council	8	8	0	0%
Youth Challenge of CT Inc	21	19	0	0%
Youth Challenge of CT Inc	17	16	0	0%
Community Health Center Inc.	0	0	22	--
Hall Brooke Foundation Inc.	0	0	38	--
United Community and Family Services	0	0	61	--
Waterbury Hospital Health Center	0	0	117	--
YWCA of Hartford	0	0	16	--