



Consumer Satisfaction Survey 2019 Annual Report

October 2019

Connecticut Department of Mental Health and Addiction Services



410 Capitol Avenue
Hartford, CT 06134
www.ct.gov/dmhas

Table of Contents

Tables	iv
Figures	iv
Note from the Director 2018	v
Acknowledgements	vi
Executive Summary	vi
<i>Survey Process</i>	<i>vii</i>
<i>Quality of Life</i>	<i>vii</i>
<i>Health Outcomes</i>	<i>vii</i>
<i>Findings</i>	<i>viii</i>
<i>Survey Demographics</i>	<i>viii</i>
<i>Statewide Satisfaction by MHSIP Domains</i>	<i>ix</i>
<i>Demographic Characteristics and Satisfaction on MHSIP Domains</i>	<i>x</i>
Gender	<i>x</i>
Race	<i>x</i>
Ethnicity	<i>x</i>
Age Range	<i>xi</i>
Level of Care	<i>xi</i>
Length of Stay	<i>xii</i>
Region	<i>xii</i>
<i>Survey Limitations</i>	<i>xii</i>
Introduction	13
<i>Purpose</i>	<i>13</i>
<i>Organization of the Report</i>	<i>13</i>
<i>Contact Information</i>	<i>13</i>
Methodology	14
<i>Measures</i>	<i>14</i>
<i>Administration</i>	<i>15</i>
<i>Sample Selection</i>	<i>15</i>
<i>Data Entry</i>	<i>16</i>
<i>Analysis</i>	<i>16</i>
Consumer Survey Results	17
<i>Demographics of Statewide Sample</i>	<i>20</i>
<i>Satisfaction with Services</i>	<i>21</i>
<i>Trends over Time</i>	<i>22</i>
Statewide Satisfaction Trends by Domain	<i>22</i>
General Satisfaction	29
Access	32

Participation in Treatment..... 35

Quality and Appropriateness 38

Respect 41

Outcome 44

Recovery 47

Consumer Survey Differences between Groups 49

 Access 58

 Quality and Appropriateness 58

 General Satisfaction 59

 Outcome 59

 Recovery 60

 Participation in Treatment 60

 Respect 61

Quality of Life Results 62

Quality of Life Summary by Domains 70

 General Quality of Life..... 70

 Physical Health..... 70

 Psychological..... 70

 Social..... 71

 Environment 71

Health Outcomes Survey Results 72

Appendix 1.1: DMHAS Consumer Survey Cover Letter to Providers FY 2019 80

Appendix 1.2: DMHAS Consumer Survey Cover Letter to Consumers FY 2019 81

Appendix 1.3: DMHAS Consumer Survey Instrument FY 2019 82

Appendix 1.4: DMHAS Quality of Life Instrument FY 2019 84

Appendix 1.5: MHSIP Survey..... 87

Appendix 2: Survey Sample Size and Number of Surveys Submitted by Provider, FY 2019 90

Tables

Table 1: Statewide Demographic Trends, SFY 2015 - 2019	18
Table 2: Comparison of Survey Demographics to DMHAS Demographics.....	20
Table 3: Statewide Trends (2014-2019) by Domain	23
Table 4: Statewide Trends (2014-2019) by Question	24
Table 5: General Satisfaction Domain by Provider	29
Table 6: Access Domain by Provider	32
Table 7: "I felt comfortable asking questions about my services, treatment or medication" by Provider.....	35
Table 8: Quality and Appropriateness Domain by Provider	38
Table 9: "My wishes are respected about the amount of family involvement I want in my treatment" by Provider	41
Table 10: Outcome Domain by Provider	44
Table 11: Recovery Domain by Provider	47
Table 12: Providers Participating in Health Outcomes Survey for 2019.....	72
Table 13: Demographic Information for Respondents to Health Outcomes Survey.....	77
Table 14: Health Outcomes Summary Data	78
Table 15: Health Outcomes Summary Data by Gender	79
Table 16: Health Outcomes Summary Data by Smoking Status	79

Figures

Figure 1: Comparison of Connecticut and National Domain Scores	21
Figure 2: Trends (2014 - 2019) in Consumer Satisfaction.....	22
Figure 3: Body Mass Index for 2,109 DMHAS Clients	74
Figure 4: Reported Medical Conditions.....	74

Note from the Director 2019

This year, DMHAS received 23,000 surveys from 97 providers within our behavioral health system. Thank you once again to our consumers and providers for their very active participation. We appreciate the amount of work that goes into this each year.

This year's report includes our annual MHSIP consumer satisfaction information, along with data and analysis from our two optional tools: the WHOQOL-BREF Quality of Life instrument and a Health Outcomes Survey which contains items from the Center for Disease Control's Behavioral Risk Factor Surveillance System (BRFSS). These instruments in combination give us very important information about how our system is doing. It also helps us to measure how clients feel about their health and overall well-being. As we continue integration of behavioral health with primary health care, our optional tools are important sources of information.

DMHAS continues to outperform much of the nation as we compare our results to those across the country. We are proud of our accomplishments, but recognize there are opportunities for improvement within our system. DMHAS's Evaluation, Quality Management and Improvement (EQMI) Department has consistently stressed the importance of reviewing your agency specific results to note potential performance improvement initiatives. While our overall performance is strong, we have found that responses to individual questions within the report can highlight areas where we are not meeting our consumers' expectations. Our survey results, along with other information such as our Provider Quality Dashboard Reports, serve to illustrate specific areas for improvement.

Thanks again to our providers and their staff who make this essential initiative a success each year. We truly appreciate our consumers' voices as we continue to improve our system of care.

Michael Giralmo
Director, Evaluation, Quality Management, and Improvement (EQMI)

October 2019

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 the narrative.

Cover photo:

“Ossipee Sunset” - Kristen Miller 2019

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 1,813 QOL responses during Fiscal Year 2019. Results can be found on page 62 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 2,644 surveys were completed in SFY2019. Results may be found starting on page 72 of this report.

Findings

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

Survey Demographics

Statewide, a total of 22,451 surveys were returned by 97 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 (56%) of the respondents were White and 20% were African-American/Black. Approximately 12% fell into the “Other” category, which rolled up several less frequent racial categories. Approximately 8% did not identify their race.
- 22% of the respondents identified themselves as Hispanic, and 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.
- Almost a quarter (20%) of the survey sample responded to the survey within the outpatient setting; 10% from medication assisted treatment programs; 9% from case management services; 10% from residential programs; 9% from intensive outpatient programs; and 8% in employment or social rehabilitation programs. The remaining 34% 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.
- More surveys were collected from people receiving services from Mental Health programs (50%) than from people receiving services from Substance Use programs (40%). 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. Forty percent reported a stay of less than a year, and 13% reported a stay of more than one, but less than two years. Seventeen percent reported more than two years but less than 5 years and about 24% reported stays of more than five years.

² 2018 CMHS Uniform Reporting System Output Tables. *CMHS Uniform Reporting System - 2018 State Mental Health Measures*. Retrieved from <https://www.samhsa.gov/data/sites/default/files/cbhsq-reports/Connecticut-2018.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 nine years, and in FY 2019, the percentage of clients who reported satisfaction with services in each domain changed by no more than 1% from last year.

- 92% of consumers responded positively in the **Participation in Treatment** and **Quality and Appropriateness** domains. Additionally, 90% of consumers indicated a positive response in the **General Satisfaction** domain.
- Approximately 91% agreed with the statement, “My wishes are respected about the amount of family involvement I want in my treatment.” (This question comprises the **Respect Domain**.)
- In FY 2019, 88% expressed satisfaction with **Access** to services. Eighty-two percent (82%) of consumers were satisfied with perceived **Outcomes**.
- The lowest degree of satisfaction was reported in the **Recovery** domain, where approximately 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 Access, Quality and Appropriateness, General Satisfaction, Respect, Participation in Treatment domains Men in Outcome domain

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

Race

All Respondents	
Significantly More	Black respondents in Outcome, Recovery domain White respondents in Participation in Treatment Black and White respondents in Quality and Appropriateness

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

Ethnicity

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

Respondents in Substance Use Programs	
Significantly More	<p>Respondents who identify as non-Hispanic/Latino in Participation in Treatment, Respect domain</p> <p>Respondents who identify as Hispanic/Latino in Recovery domain</p>

Respondents in Mental Health Programs	
Significantly More	Respondents who identify as Hispanic/Latino in General Satisfaction domain

Age Range

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

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

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

Level of Care

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

Respondents in Substance Use Programs	
Significantly More	<p>People who receive any service except employment, intensive outpatient in Access, Participation in Treatment, Respect domains</p> <p>People who receive any service except intensive outpatient in Quality and Appropriateness domain</p>

Respondents in Mental Health Programs	
Significantly More	People who received any service except intensive outpatient in Outcome, Recovery domain

Length of Stay

All Respondents	
Significantly More	People receiving services for one or more years in Access, Quality and Appropriateness, General Satisfaction, Participation in Treatment, Respect domains People receiving services for more than two years in Outcome domain

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

Respondents in Mental Health Programs	
Significantly More	Nothing specific to report

Region

All Respondents	
Significantly More	Respondents from Regions 1, 2, 4 & 5 in Outcome, Recovery domains

Respondents in Substance Use Programs	
Significantly More	Respondents from any Regions except 3 in Recovery domain

Respondents in Mental Health Programs	
Significantly More	Respondents from Region 1 in Access 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, 2018– June 30, 2019)

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:

Michael Giralmo
Director, Evaluation, Quality Management and Improvement
Connecticut Department of Mental Health and Addiction Services
410 Capitol Avenue, 4th Floor,
Hartford, CT 06134
(860) 418-6919
michael.giralmo@ct.gov

Methodology

Measures

The 2019³ 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, 2018 and June 30, 2019. Most of the surveys were collected between January 2019 and June 2019.

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 2018 (July 1, 2017 through September 30, 2017).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 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 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%.

submitted for SFY2019 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

SFY2019 is the eighth year that DMHAS used the Consumer Survey application within the DMHAS Data Performance System (DDaP) portal to allow providers to enter their survey data directly into the DDaP system. As the surveys are anonymous, they are not connected to other client data in the system; however, if the agency identifies which program the survey comes from, some program related information (program type, level of care, region, etc.) that is in DDaP can now be connected to each survey. This reduces the data entry burden on the agency, while at the same time increasing the accuracy of identifying this information for each survey.

Analysis

Consumer Survey

Demographic and other simple frequency analyses were performed in both VB.NET and SPSS v 24 by two staff, and compared for accuracy.

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

For example, we report that 91.1% of clients in MH programs were satisfied with Access to services (Access Domain), compared to 83.2% 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 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

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

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

Statewide, a total of 22,451 surveys were returned by 97 providers within the DMHAS network of care; 91% of all surveys were collected at the program level, rather than at the agency level. (In SFY2017, 78% of the surveys were submitted with program information. This lower percentage was partly due to having to collect some BHH surveys outside of the DDaP application for that fiscal year only.) DMHAS has historically encouraged this manner of distribution, to ensure the most meaningful and useful information. See Table 1 for a summary of statewide demographic trends over the past five years.

Table 1: Statewide Demographic Trends, SFY 2015 - 2019

	2019		2018		2017		2016		2015	
	N	%	N	%	N	%	N	%	N	%
<i>Gender</i>										
Female	8984	40.0	9553	40.4	10626	40.9	10811	41.2	10662	41.7
Male	12945	57.6	13547	57.3	14760	56.8	14818	56.5	14303	56.0
Unknown	536	2.4	528	2.2	624	2.4	615	2.3	594	2.3
<i>Race</i>										
American Indian/Alaskan Native	379	1.7	409	1.7	413	1.6	425	1.6	345	1.4
Asian	204	0.9	189	0.8	202	0.8	185	0.7	197	0.8
Black	4501	20.0	4332	18.3	4397	16.9	4550	17.3	4601	18.0
Mixed	321	1.4	399	1.7	482	1.9	368	1.4	236	0.9
Native Hawaiian/Pacific Islander	116	0.5	98	0.4	81	0.3	98	0.4	90	0.4
Other	2732	12.2	2647	11.2	3237	12.5	2942	11.2	2930	11.5
Unknown	1711	7.6	1902	8.1	2111	8.1	2319	8.8	2372	9.3
White	12501	55.7	13652	57.8	15087	58.0	15357	58.5	14788	57.9
<i>Ethnicity</i>										
Mexican	140	0.6	135	0.6	164	0.6	183	0.7	179	0.7
Non-Hispanic	12882	57.3	13851	58.6	15031	57.8	14887	56.7	14551	56.9
Other Hispanic/Latino	1857	8.3	1840	7.8	1869	7.2	1807	6.9	1602	6.3
Puerto Rican	2903	12.9	2939	12.4	3673	14.1	3664	14.0	3863	15.1
Unknown	4683	20.9	4863	20.6	5273	20.3	5703	21.7	5364	21.0
<i>Age Range</i>										
Unknown	543	2.4	612	2.6	806	3.1	731	2.8	684	2.7
20 and Under	438	2.0	484	2.1	523	2.0	552	2.1	556	2.2
21-24	1327	5.9	1443	6.1	1534	5.9	1714	6.5	1836	7.2
25-34	5044	22.5	5328	22.6	5715	22.0	5927	22.6	5597	21.9
35-54	9178	40.9	9770	41.4	11008	42.3	11209	42.7	11140	43.6
55-64	4651	20.7	4817	20.4	5257	20.2	4999	19.1	4681	18.3
65 and older	1284	5.7	1174	5.0	1167	4.5	1112	4.2	1065	4.2
<i>Service Duration</i>										
12 month to 2 years	2925	13.0	3440	14.6	4117	15.8	3692	14.1	3409	13.3
Less than 1 year	8990	40.0	8900	37.7	9498	36.5	10217	38.9	10478	41.0
More than 2 years	3822	17.0	4307	18.2	4843	18.6	4699	17.9	4250	16.6
More than 5 years	5272	23.5	5406	22.9	5989	23.0	6197	23.6	6054	23.7
Unknown	1456	6.5	1575	6.7	1563	6.0	1439	5.5	1368	5.4
<i>Program Type</i>										
MH	11243	49.8	9354	39.3	12489	47.6	12589	46.9	11373	43.8
SA	9122	40.4	9910	41.7	10933	41.7	11022	41.1	10529	40.6
Unknown	2100	9.3	4364	18.4	2588	9.9	2633	9.8	3657	14.1

	2019		2018		2017		2016		2015	
	N	%	N	%	N	%	N	%	N	%
<i>Level Of Care</i>										
MH ACT	577	2.6	440	1.9	571	2.2	542	2.1	411	1.6
MH Case Management	1815	8.0	1698	7.2	2263	8.6	2124	8.0	1625	6.3
MH Community Support	1314	5.8	1140	4.8	1641	6.3	1606	6.1	1003	3.9
MH Crisis Services	25	0.1	37	0.2	21	0.1	28	0.1	26	0.1
MH Education Support	97	0.4	107	0.5	108	0.4	118	0.5	87	0.3
MH Employment Services	927	4.1	880	3.7	913	3.5	1037	3.9	934	3.6
MH Forensics Community-based	40	0.2	0	0.0	10	0.0	37	0.1	23	0.1
MH Intake	1	0.0	0	0.0	0	0.0	1	0.0	0	0.0
MH IOP	292	1.3	72	0.3	98	0.4	70	0.3	65	0.3
MH Other	3	0.0	6	0.0	2	0.0	12	0.1	31	0.1
MH Outpatient	4375	19.4	2979	12.6	4686	17.9	4967	18.7	4945	19.1
MH Recovery Support	39	0.2	25	0.1	27	0.1	17	0.1	20	0.1
MH Residential Services	873	3.9	837	3.5	1069	4.1	1079	4.1	1075	4.2
MH Social Rehabilitation	961	4.3	1222	5.2	1237	4.7	1201	4.5	1266	4.9
SA Case Management	256	1.1	255	1.1	334	1.3	333	1.3	418	1.6
SA Employment Services	79	0.4	32	0.1	66	0.3	49	0.2	55	0.2
SA Forensics Community-based	103	0.5	71	0.3	64	0.2	60	0.2	34	0.1
SA Inpatient Services	86	0.4	59	0.3	225	0.9	132	0.5	183	0.7
SA IOP	1729	7.7	1458	6.1	1192	4.6	1142	4.3	1444	5.6
SA Medication Assisted Treatment	2274	10.1	3351	14.1	4366	16.7	3649	13.8	2651	10.3
SA Outpatient	2948	13.1	2952	12.4	3235	12.4	3379	12.8	3647	14.1
SA PHP	149	0.7	175	0.7	254	1.0	250	0.9	437	1.7
SA Recovery Support	79	0.4	0	0.0	0	0.0	0	0.0	0	0.0
SA Residential Services	1426	6.3	1580	6.7	1204	4.6	2033	7.7	1802	7.0
Unknown	2100	9.3	4364	18.4	2588	9.9	2633	9.9	3657	14.2

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 SFY2019.

Table 2: Comparison of Survey Demographics to DMHAS Demographics

Gender	CS 2019	DMHAS 2019	Difference
Female	40.0	40.5	-0.5
Male	57.6	59.0	-1.4
Unknown	2.4	0.5	1.9
Race			
American Indian/Native Alaskan	1.7	0.5	1.2
Asian	0.9	0.9	0.0
Black/African American	20.0	15.6	4.4
Native Hawaiian/Other Pacific Islander	0.5	0.2	0.3
White/Caucasian	55.7	62.2	-6.5
More Than One Race	1.4	0.6	0.8
Other	12.2	14.4	-2.2
Unknown	7.6	5.5	2.1
Ethnicity			
Hispanic-Cuban	0.0	0.2	-0.2
Hispanic-Mexican	0.6	0.7	-0.1
Hispanic-Other	8.3	7.9	0.4
Hispanic-Puerto Rican	12.9	11.9	1.0
Non-Hispanic	57.3	70.0	-12.7
Unknown	20.9	9.4	11.5
Age			
18-24*	7.9	11.1	-3.2
25-34*	22.5	22.7	-0.2
35-54	40.9	39.7	1.2
55-64	20.7	17.8	2.9
65+	5.7	7.3	-1.6
Other/Unknown	2.4	1.3	1.1

* 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 1.4%).

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

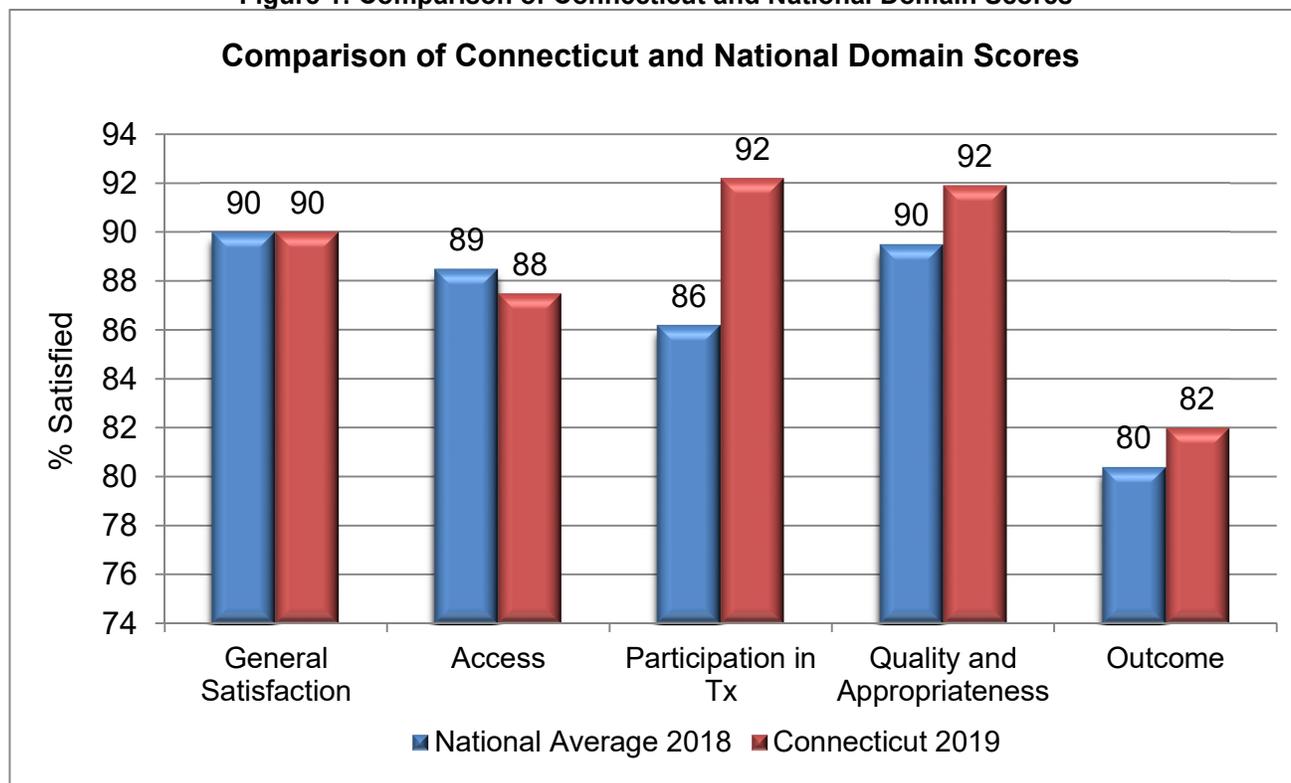
With regard to ethnicity, at first glance, the consumer survey appears to sample a smaller proportion of non-Hispanic consumers; however, 21% of the survey respondents declined to identify his or her ethnicity so the consumer survey may be closer to the DMHAS population than these data indicate.

In the age category, the youngest age group (18-24) 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 33% of YAS clients (397) participate in the survey in SFY19.

In conclusion, the demographics of the group of consumers who answered the survey in SFY2019 are generally representative of the larger DMHAS population of clients.

Satisfaction with Services

Figure 1: Comparison of Connecticut and National Domain Scores

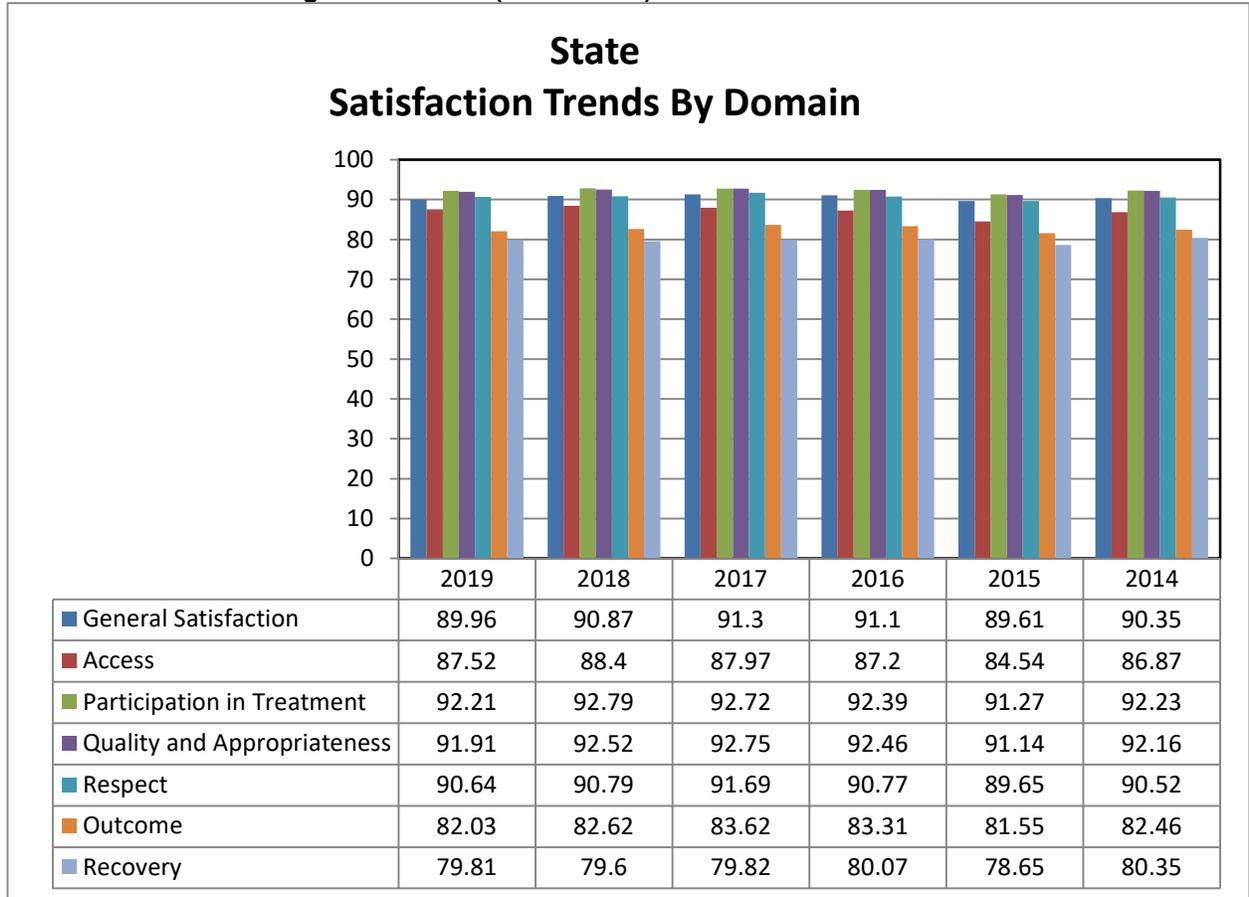


When compared to the latest MHSIP national survey results available (2018 CMHS Uniform Reporting System Output Tables), Connecticut consumers report equal or higher levels of satisfaction in all domains except Access, which is 1% lower in Connecticut (same as last year).

Trends over Time

Statewide Satisfaction Trends by Domain

Figure 2: Trends (2014 - 2019) 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 SFY18 to SFY19 the percentage of clients who were satisfied within a given domain varied by less than 1%. During the last five years, consumers have reported being most satisfied with the level of family Participation in Treatment and with the Quality and Appropriateness domain. In FY 2019, 92% of respondents felt they received appropriate services and were satisfied with Participation in Treatment; 91% felt that they were respected by staff; 90% were generally satisfied with services; and 88% expressed satisfaction with access to services. About 82% of respondents were satisfied with perceived outcomes. Finally, 80% of respondents were satisfied with their progress toward recovery.

Table 3: Statewide Trends (2014-2019) by Domain

Domain	Year	Satisfied		Neutral		Dissatisfied	
		N	%	N	%	N	%
General Satisfaction							
	2019	20062	89.96	1811	8.12	427	1.91
	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
Access							
	2019	19306	87.52	2522	11.43	232	1.05
	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
Participation in Treatment							
	2019	20248	92.21	1320	6.01	391	1.78
	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
Quality and Appropriateness							
	2019	20112	91.91	1581	7.23	189	0.86
	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
Respect							
	2019	18576	90.64	1588	7.75	331	1.62
	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
Outcome							
	2019	17377	82.03	3388	15.99	419	1.98
	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
Recovery							
	2019	16984	79.81	3649	17.15	647	3.04
	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	3.40
	2014	18059	80.35	3732	16.60	685	3.05

Table 4: Statewide Trends (2014-2019) 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>									
2019	20537	92.2	1417	6.4	332	1.5	1.56	1	0.71
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
<i>If I had other choices, I would still get services from this agency.</i>									
2019	19138	86.6	2015	9.1	942	4.3	1.71	2	0.86
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
<i>I would recommend this agency to a friend or family member.</i>									
2019	19837	89.8	1613	7.3	648	2.9	1.63	1	0.79
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
Access									
<i>The location of services was convenient.</i>									
2019	19113	87.0	1908	8.7	958	4.4	1.71	2	0.86
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
<i>Staff was willing to see me as often as I felt was necessary.</i>									
2019	20011	90.5	1609	7.3	501	2.3	1.61	1	0.75
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
<i>Staff returned my calls within 24 hours.</i>									
2019	18050	85.4	2282	10.8	797	3.8	1.73	2	0.84
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

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
Services were available at times that were good for me.									
2019	19889	89.8	1655	7.5	609	2.7	1.65	2	0.77
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
Participation in Treatment									
<i>I felt comfortable asking questions about my services, treatment, or medication.</i>									
2019	20248	92.2	1320	6.0	391	1.8	1.57	1	0.71
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
Quality and Appropriateness									
<i>Staff here believes that I can grow, change, and recover.</i>									
2019	20471	92.7	1369	6.2	244	1.1	1.54	1	0.68
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
<i>I felt free to complain.</i>									
2019	19188	87.5	2012	9.2	729	3.3	1.70	2	0.81
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
<i>I was given information about my rights.</i>									
2019	19870	90.3	1516	6.9	617	2.8	1.64	2	0.77
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
<i>Staff told me what side effects to watch out for.</i>									
2019	17027	84.2	2206	10.9	992	4.9	1.78	2	0.87
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

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>									
2019	20107	92.0	1366	6.2	388	1.8	1.58	1	0.72
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
<i>Staff was sensitive to my cultural/ethnic background.</i>									
2019	19269	90.1	1759	8.2	352	1.6	1.61	1	0.73
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
<i>Staff helped me to obtain information I needed so that I could take charge of managing my illness.</i>									
2019	18947	90.2	1641	7.8	429	2.0	1.64	2	0.74
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
Respect									
<i>My wishes are respected about the amount of family involvement I want in my treatment.</i>									
2019	18576	90.6	1588	7.7	331	1.6	1.62	2	0.72
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
Outcome									
<i>As a result of services I have received from this agency, I deal more effectively with daily problems.</i>									
2019	18143	85.1	2580	12.1	593	2.8	1.79	2	0.79
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
<i>As a result of services I have received from this agency, I am better able to control my life.</i>									
2019	18062	84.8	2671	12.5	576	2.7	1.79	2	0.79
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

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>									
2019	17523	82.5	3007	14.2	701	3.3	1.84	2	0.81
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
<i>As a result of services I have received from this agency, I am getting along better with my family.</i>									
2019	16538	80.0	3275	15.8	851	4.1	1.86	2	0.87
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
<i>As a result of services I have received from this agency, I do better in social situations.</i>									
2019	16631	78.9	3527	16.7	911	4.3	1.90	2	0.87
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
<i>As a result of services I have received from this agency, I do better in school and/or work.</i>									
2019	13416	76.0	3495	19.8	751	4.3	1.92	2	0.89
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
<i>As a result of services I have received from this agency, My symptoms are not bothering me as much.</i>									
2019	15804	75.6	3568	17.1	1538	7.4	1.99	2	0.96
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
Recovery									
<i>In general, I am involved in my community.</i>									
2019	13708	70.2	3718	19.0	2097	10.7	2.10	2	1.04
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

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
<i>In general, I am able to pursue my interests.</i>									
2019	17104	80.8	3028	14.3	1033	4.9	1.90	2	0.86
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
<i>In general, I can have the life I want, despite my disease/disorder.</i>									
2019	16628	78.9	3012	14.3	1448	6.9	1.94	2	0.94
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
<i>In general, I feel like I am in control of my treatment.</i>									
2019	17689	83.5	2581	12.2	923	4.4	1.84	2	0.85
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
<i>In general, I give back to my family and/or community.</i>									
2019	16571	80.7	3057	14.9	898	4.4	1.88	2	0.86
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

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 90.1% - 92.7%, while the percentage who indicated dissatisfaction ranged from 1.1% - 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 70.2% - 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>
CommuniCare Inc	106	106	100.00%
Easter Seals of Capital Region and Eastern Connect	62	62	100.00%
Family and Childrens Agency Inc	26	26	100.00%
Farrell Treatment Center	68	68	100.00%
Hispanic Health Council	45	45	100.00%
John J. Driscoll United Labor Agency Inc.	35	35	100.00%
My Sisters' Place	30	30	100.00%
New Reach, Inc.	53	53	100.00%
Prime Time House Inc.	60	60	100.00%
St. Vincent DePaul Place Middletown Inc.	32	32	100.00%
Stafford Family Services	37	37	100.00%
United Community and Family Services	62	62	100.00%
Yale University-Behavioral Health	110	110	100.00%
Kennedy Center Inc.	120	119	99.17%
Keystone House Inc.	78	77	98.72%
Liberty Community Services	67	66	98.51%
LifeBridge Community Services (formerly FSW Inc)	67	66	98.51%
McCall Foundation Inc	131	129	98.47%
Advanced Behavioral Health	120	118	98.33%
Goodwill of Southern New England	80	78	97.50%
Bridge House	113	110	97.35%
Laurel House	108	105	97.22%
Fellowship Inc.	323	314	97.21%
Connecticut Renaissance Inc.	284	275	96.83%
Hartford Behavioral Health	155	150	96.77%
Catholic Charities of Fairfield County Inc.	86	83	96.51%
United Services Inc.	290	278	95.86%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Community Mental Health Affiliates	983	938	95.42%
Mercy Housing and Shelter Corporation	102	97	95.10%
Sound Community Services Inc.	187	177	94.65%
Operation Hope of Fairfield Inc.	37	35	94.59%
Recovery Network of Programs	200	189	94.50%
Natchaug Hospital	215	203	94.42%
Connecticut Mental Health Center	635	599	94.33%
APT Foundation Inc	885	834	94.24%
New Milford Hospital	121	114	94.21%
Western Connecticut Mental Health Network	569	536	94.20%
Columbus House	171	161	94.15%
St. Vincent DePaul Mission of Waterbury Inc.	34	32	94.12%
Chrysalis Center Inc.	287	270	94.08%
Goodwill of Western and Northern CT Inc.	49	46	93.88%
Center for Human Development	308	289	93.83%
Capitol Region Mental Health Center	283	265	93.64%
Wellmore	542	507	93.54%
Mental Health Connecticut	366	342	93.44%
Continuum of Care	237	221	93.25%
Pathways Inc.	59	55	93.22%
Central CT Coast YMCA	56	52	92.86%
Marrakech Day Services	110	102	92.73%
Norwalk Hospital	239	221	92.47%
BH Care	787	721	91.61%
Inspirica Inc. (formerly St Luke's LifeWorks)	83	76	91.57%
Reliance Health, Inc.	142	130	91.55%
Catholic Charities- Waterbury	130	119	91.54%
Connection Inc.	580	530	91.38%
InterCommunity Inc.	281	256	91.10%
St. Mary's Hospital Corporation	111	101	90.99%
Community Health Resources Inc.	1118	1014	90.70%
Southwest Connecticut Mental Health System	346	313	90.46%
Charlotte Hungerford Hospital	193	174	90.16%
River Valley Services	314	283	90.13%
Backus Hospital	110	99	90.00%
Liberation Programs	362	325	89.78%
Gilead Community Services Inc.	146	131	89.73%
Catholic Charities - Inst for the Hispanic Family	214	192	89.72%
Bridges Healthcare, Inc.	293	261	89.08%
Perception Programs Inc	63	56	88.89%
Connecticut Counseling Centers Inc.	411	365	88.81%
Yale-New Haven Hospital	90	79	87.78%
Southeastern Mental Health Authority	278	242	87.05%
Wheeler Clinic	198	172	86.87%
Rushford Center	680	589	86.62%
Chemical Abuse Services Agency (CASA)	386	333	86.27%
Guardian Ad Litem	93	80	86.02%
ImmaCare	50	43	86.00%
Waterbury Hospital Health Center	507	435	85.80%
InterCommunity Recovery Centers, Inc. (ADRC)	237	202	85.23%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Ability Beyond	132	112	84.85%
Hartford Dispensary	639	538	84.19%
Cornell Scott-Hill Health Corporation	320	268	83.75%
Supportive Environmental Living Facility Inc-SELF	43	35	81.40%
Midwestern CT Council on Alcoholism (MCCA)	2443	1945	79.62%
Community Renewal Team (CRT)	277	220	79.42%
Connecticut Valley Hospital	87	69	79.31%
SCADD	316	246	77.85%
Central Naugatuck Valley (CNV) Help Inc.	218	165	75.69%
Council of Churches_Greater Bridgeport	54	32	59.26%
Community Health Center Inc.	24	24	-
Hands on Hartford	18	18	-
Hartford Hospital	20	20	-
Kuhn Employment Opportunities Inc.	23	21	-
Leeway Inc.	18	14	-
Positive Directions - The Center for Prevention an	3	3	-
Thames Valley Council for Comm Action Inc	12	12	-
Windham Regional Community Council	7	7	-
Youth Challenge of CT Inc	11	5	-
YWCA of Hartford	9	8	-

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 Capital Region and Eastern Connect	62	62	100.00%
Family and Childrens Agency Inc	26	26	100.00%
Hispanic Health Council	45	45	100.00%
John J. Driscoll United Labor Agency Inc.	35	35	100.00%
Liberty Community Services	67	67	100.00%
My Sisters' Place	30	30	100.00%
New Reach, Inc.	53	53	100.00%
Operation Hope of Fairfield Inc.	37	37	100.00%
St. Vincent DePaul Mission of Waterbury Inc.	34	34	100.00%
Stafford Family Services	37	37	100.00%
New Milford Hospital	121	120	99.17%
Yale University-Behavioral Health	110	109	99.09%
Farrell Treatment Center	68	67	98.53%
McCall Foundation Inc	129	127	98.45%
United Community and Family Services	62	61	98.39%
Kennedy Center Inc.	120	118	98.33%
Advanced Behavioral Health	117	115	98.29%
CommuniCare Inc	106	104	98.11%
Catholic Charities of Fairfield County Inc.	86	84	97.67%
Goodwill of Southern New England	79	77	97.47%
LifeBridge Community Services (formerly FSW Inc)	67	65	97.01%
St. Vincent DePaul Place Middletown Inc.	31	30	96.77%
Prime Time House Inc.	60	58	96.67%
Pathways Inc.	58	56	96.55%
Fellowship Inc.	321	308	95.95%
Goodwill of Western and Northern CT Inc.	49	47	95.92%
Mental Health Connecticut	366	350	95.63%
Keystone House Inc.	78	74	94.87%
Bridge House	113	107	94.69%
Central CT Coast YMCA	55	52	94.55%
Laurel House	107	101	94.39%
Connecticut Renaissance Inc.	276	260	94.20%
Recovery Network of Programs	197	185	93.91%
Norwalk Hospital	239	224	93.72%
Wellmore	527	492	93.36%
Chrysalis Center Inc.	285	266	93.33%
Continuum of Care	235	219	93.19%
Center for Human Development	304	283	93.09%
Inspirica Inc. (formerly St Luke's LifeWorks)	83	77	92.77%
Sound Community Services Inc.	183	169	92.35%
Connecticut Mental Health Center	633	584	92.26%
Mercy Housing and Shelter Corporation	102	94	92.16%
Guardian Ad Litem	89	82	92.13%
United Services Inc.	290	266	91.72%
Southwest Connecticut Mental Health System	344	313	90.99%
Catholic Charities- Waterbury	130	118	90.77%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Supportive Environmental Living Facility Inc-SELF	43	39	90.70%
Western Connecticut Mental Health Network	568	515	90.67%
Community Mental Health Affiliates	978	886	90.59%
Connection Inc.	577	520	90.12%
St. Mary's Hospital Corporation	111	100	90.09%
Marrakech Day Services	110	99	90.00%
Ability Beyond	129	115	89.15%
BH Care	783	695	88.76%
Community Health Resources Inc.	1099	974	88.63%
Capitol Region Mental Health Center	280	248	88.57%
Charlotte Hungerford Hospital	191	169	88.48%
APT Foundation Inc	884	781	88.35%
Hartford Behavioral Health	154	136	88.31%
Natchaug Hospital	213	188	88.26%
Southeastern Mental Health Authority	275	241	87.64%
River Valley Services	312	271	86.86%
Catholic Charities - Inst for the Hispanic Family	209	181	86.60%
Bridges Healthcare, Inc.	291	252	86.60%
InterCommunity Inc.	279	240	86.02%
Reliance Health, Inc.	140	120	85.71%
Rushford Center	669	570	85.20%
Columbus House	172	146	84.88%
Connecticut Valley Hospital	83	70	84.34%
Backus Hospital	108	91	84.26%
ImmaCare	50	42	84.00%
Chemical Abuse Services Agency (CASA)	384	322	83.85%
Gilead Community Services Inc.	141	118	83.69%
Waterbury Hospital Health Center	502	419	83.47%
Wheeler Clinic	189	157	83.07%
Yale-New Haven Hospital	88	73	82.95%
Community Renewal Team (CRT)	273	221	80.95%
Perception Programs Inc	62	50	80.65%
Connecticut Counseling Centers Inc.	408	329	80.64%
Hartford Dispensary	632	505	79.91%
Liberation Programs	361	285	78.95%
Midwestern CT Council on Alcoholism (MCCA)	2401	1885	78.51%
InterCommunity Recovery Centers, Inc. (ADRC)	234	183	78.21%
Central Naugatuck Valley (CNV) Help Inc.	212	161	75.94%
SCADD	303	224	73.93%
Cornell Scott-Hill Health Corporation	318	232	72.96%
Council of Churches_Greater Bridgeport	55	33	60.00%
Community Health Center Inc.	24	24	-
Hands on Hartford	18	18	-
Hartford Hospital	19	18	-
Kuhn Employment Opportunities Inc.	21	20	-
Leeway Inc.	18	15	-
Positive Directions - The Center for Prevention an	3	3	-
Thames Valley Council for Comm Action Inc	12	12	-
Windham Regional Community Council	8	8	-
Youth Challenge of CT Inc	11	5	-

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
YWCA of Hartford	9	9	-

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>
Connecticut Renaissance Inc.	284	284	100.00%
Family and Childrens Agency Inc	26	26	100.00%
Farrell Treatment Center	68	68	100.00%
Hispanic Health Council	45	45	100.00%
John J. Driscoll United Labor Agency Inc.	31	31	100.00%
Liberty Community Services	67	67	100.00%
McCall Foundation Inc	130	130	100.00%
My Sisters' Place	29	29	100.00%
New Reach, Inc.	47	47	100.00%
St. Vincent DePaul Mission of Waterbury Inc.	34	34	100.00%
St. Vincent DePaul Place Middletown Inc.	29	29	100.00%
United Community and Family Services	62	62	100.00%
Yale University-Behavioral Health	109	109	100.00%
Easter Seals of Capital Region and Eastern Connect	62	61	98.39%
Prime Time House Inc.	57	56	98.25%
Kennedy Center Inc.	110	108	98.18%
Advanced Behavioral Health	117	114	97.44%
Stafford Family Services	36	35	97.22%
CommuniCare Inc	104	101	97.12%
Recovery Network of Programs	201	194	96.52%
Catholic Charities- Waterbury	130	125	96.15%
Keystone House Inc.	77	74	96.10%
Wellmore	540	518	95.93%
New Milford Hospital	121	116	95.87%
Fellowship Inc.	235	225	95.74%
LifeBridge Community Services (formerly FSW Inc)	67	64	95.52%
APT Foundation Inc	875	835	95.43%
Goodwill of Southern New England	77	73	94.81%
Norwalk Hospital	237	224	94.51%
Community Health Resources Inc.	1104	1043	94.47%
Catholic Charities of Fairfield County Inc.	72	68	94.44%
Western Connecticut Mental Health Network	567	535	94.36%
Laurel House	105	99	94.29%
Marrakech Day Services	104	98	94.23%
Community Mental Health Affiliates	972	915	94.14%
Connecticut Mental Health Center	629	592	94.12%
United Services Inc.	287	270	94.08%
Continuum of Care	234	220	94.02%
Southwest Connecticut Mental Health System	345	324	93.91%
Goodwill of Western and Northern CT Inc.	49	46	93.88%
St. Mary's Hospital Corporation	111	104	93.69%
Backus Hospital	110	103	93.64%
Connection Inc.	578	541	93.60%
Bridge House	109	102	93.58%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Guardian Ad Litem	93	87	93.55%
Mental Health Connecticut	350	327	93.43%
Bridges Healthcare, Inc.	287	268	93.38%
Yale-New Haven Hospital	89	83	93.26%
Rushford Center	678	632	93.22%
Mercy Housing and Shelter Corporation	100	93	93.00%
InterCommunity Inc.	280	260	92.86%
Hartford Behavioral Health	153	142	92.81%
Reliance Health, Inc.	135	125	92.59%
BH Care	777	719	92.54%
Hartford Dispensary	637	589	92.46%
Chrysalis Center Inc.	276	255	92.39%
Connecticut Counseling Centers Inc.	409	377	92.18%
Center for Human Development	301	277	92.03%
Perception Programs Inc	62	57	91.94%
Operation Hope of Fairfield Inc.	36	33	91.67%
Charlotte Hungerford Hospital	191	175	91.62%
Natchaug Hospital	210	192	91.43%
Sound Community Services Inc.	184	168	91.30%
River Valley Services	310	283	91.29%
Capitol Region Mental Health Center	281	255	90.75%
Catholic Charities - Inst for the Hispanic Family	207	187	90.34%
Liberation Programs	363	327	90.08%
InterCommunity Recovery Centers, Inc. (ADRC)	237	212	89.45%
Central Naugatuck Valley (CNV) Help Inc.	216	193	89.35%
Inspirica Inc. (formerly St Luke's LifeWorks)	83	74	89.16%
Southeastern Mental Health Authority	274	244	89.05%
Central CT Coast YMCA	53	47	88.68%
Connecticut Valley Hospital	87	77	88.51%
Waterbury Hospital Health Center	504	446	88.49%
Columbus House	172	152	88.37%
SCADD	307	271	88.27%
Community Renewal Team (CRT)	276	243	88.04%
Chemical Abuse Services Agency (CASA)	384	337	87.76%
Midwestern CT Council on Alcoholism (MCCA)	2441	2139	87.63%
Ability Beyond	126	110	87.30%
Wheeler Clinic	194	167	86.08%
ImmaCare	50	43	86.00%
Pathways Inc.	59	50	84.75%
Cornell Scott-Hill Health Corporation	319	269	84.33%
Gilead Community Services Inc.	143	120	83.92%
Supportive Environmental Living Facility Inc-SELF	43	35	81.40%
Council of Churches_Greater Bridgeport	55	33	60.00%
Community Health Center Inc.	24	24	-
Hands on Hartford	18	16	-
Hartford Hospital	19	18	-
Kuhn Employment Opportunities Inc.	22	21	-
Leeway Inc.	18	16	-
Positive Directions - The Center for Prevention an	3	3	-
Thames Valley Council for Comm Action Inc	12	12	-

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Windham Regional Community Council	8	8	-
Youth Challenge of CT Inc	11	7	-
YWCA of Hartford	9	6	-
YWCA of Hartford	9	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

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Easter Seals of Capital Region and Eastern Connect	62	62	100.00%
Family and Childrens Agency Inc	26	26	100.00%
Farrell Treatment Center	68	68	100.00%
Hispanic Health Council	44	44	100.00%
John J. Driscoll United Labor Agency Inc.	25	25	100.00%
McCall Foundation Inc	128	128	100.00%
My Sisters' Place	27	27	100.00%
New Reach, Inc.	50	50	100.00%
St. Vincent DePaul Place Middletown Inc.	30	30	100.00%
Stafford Family Services	35	35	100.00%
United Community and Family Services	61	61	100.00%
Yale University-Behavioral Health	110	110	100.00%
Connecticut Renaissance Inc.	283	281	99.29%
Advanced Behavioral Health	120	119	99.17%
Kennedy Center Inc.	112	111	99.11%
Liberty Community Services	67	66	98.51%
Prime Time House Inc.	53	52	98.11%
CommuniCare Inc	104	102	98.08%
Goodwill of Western and Northern CT Inc.	49	48	97.96%
New Milford Hospital	121	118	97.52%
Recovery Network of Programs	200	195	97.50%
Operation Hope of Fairfield Inc.	36	35	97.22%
LifeBridge Community Services (formerly FSW Inc)	67	65	97.01%
Catholic Charities- Waterbury	130	126	96.92%
Catholic Charities of Fairfield County Inc.	83	80	96.39%
Center for Human Development	304	292	96.05%
Goodwill of Southern New England	76	73	96.05%
Wellmore	537	515	95.90%
Community Mental Health Affiliates	966	923	95.55%
Bridge House	112	107	95.54%
Hartford Behavioral Health	151	144	95.36%
Laurel House	102	97	95.10%
APT Foundation Inc	883	837	94.79%
Fellowship Inc.	306	290	94.77%
Natchaug Hospital	210	199	94.76%
Charlotte Hungerford Hospital	187	177	94.65%
Western Connecticut Mental Health Network	566	535	94.52%
Continuum of Care	234	221	94.44%
Mercy Housing and Shelter Corporation	102	96	94.12%
St. Vincent DePaul Mission of Waterbury Inc.	34	32	94.12%
United Services Inc.	280	263	93.93%
Connection Inc.	574	539	93.90%
Mental Health Connecticut	359	336	93.59%
Guardian Ad Litem	93	87	93.55%
Perception Programs Inc	62	58	93.55%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Sound Community Services Inc.	185	173	93.51%
Reliance Health, Inc.	137	128	93.43%
Chrysalis Center Inc.	278	259	93.17%
Connecticut Mental Health Center	629	586	93.16%
St. Mary's Hospital Corporation	111	103	92.79%
Catholic Charities - Inst for the Hispanic Family	205	190	92.68%
Marrakech Day Services	108	100	92.59%
Capitol Region Mental Health Center	278	257	92.45%
Community Health Resources Inc.	1078	996	92.39%
Bridges Healthcare, Inc.	286	263	91.96%
Hartford Dispensary	631	580	91.92%
Connecticut Counseling Centers Inc.	408	375	91.91%
Backus Hospital	108	99	91.67%
Southwest Connecticut Mental Health System	345	316	91.59%
Rushford Center	676	617	91.27%
Southeastern Mental Health Authority	274	249	90.88%
Central CT Coast YMCA	54	49	90.74%
Columbus House	172	156	90.70%
Liberation Programs	362	328	90.61%
InterCommunity Inc.	276	250	90.58%
BH Care	770	695	90.26%
Norwalk Hospital	234	211	90.17%
Wheeler Clinic	191	172	90.05%
Keystone House Inc.	78	70	89.74%
Ability Beyond	123	110	89.43%
Inspirica Inc. (formerly St Luke's LifeWorks)	83	74	89.16%
Chemical Abuse Services Agency (CASA)	384	342	89.06%
Waterbury Hospital Health Center	493	435	88.24%
Yale-New Haven Hospital	84	74	88.10%
River Valley Services	307	270	87.95%
Pathways Inc.	58	51	87.93%
Community Renewal Team (CRT)	274	239	87.23%
Midwestern CT Council on Alcoholism (MCCA)	2390	2084	87.20%
SCADD	301	262	87.04%
Supportive Environmental Living Facility Inc-SELF	43	37	86.05%
ImmaCare	50	43	86.00%
Central Naugatuck Valley (CNV) Help Inc.	214	183	85.51%
Gilead Community Services Inc.	140	117	83.57%
Connecticut Valley Hospital	86	71	82.56%
Cornell Scott-Hill Health Corporation	316	259	81.96%
InterCommunity Recovery Centers, Inc. (ADRC)	236	190	80.51%
Council of Churches_Greater Bridgeport	55	32	58.18%
Community Health Center Inc.	24	24	-
Hands on Hartford	18	18	-
Hartford Hospital	20	17	-
Kuhn Employment Opportunities Inc.	21	21	-
Leeway Inc.	17	15	-
Positive Directions - The Center for Prevention an	3	3	-
Thames Valley Council for Comm Action Inc	12	12	-
Thames Valley Council for Comm Action Inc	12	12	-

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Windham Regional Community Council	7	7	-
Windham Regional Community Council	9	8	-
Youth Challenge of CT Inc	11	7	-
YWCA of Hartford	9	8	-

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

Respect

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

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Easter Seals of Capital Region and Eastern Connect	59	59	100.00%
Farrell Treatment Center	53	53	100.00%
Hispanic Health Council	29	29	100.00%
Liberty Community Services	53	53	100.00%
McCall Foundation Inc	128	128	100.00%
New Reach, Inc.	49	49	100.00%
United Community and Family Services	60	60	100.00%
Connecticut Renaissance Inc.	273	272	99.63%
Yale University-Behavioral Health	109	108	99.08%
Goodwill of Southern New England	68	66	97.06%
Catholic Charities- Waterbury	123	119	96.75%
St. Vincent DePaul Place Middletown Inc.	29	28	96.55%
Prime Time House Inc.	57	55	96.49%
Recovery Network of Programs	195	188	96.41%
My Sisters' Place	27	26	96.30%
Catholic Charities of Fairfield County Inc.	78	75	96.15%
Kennedy Center Inc.	96	92	95.83%
Guardian Ad Litem	90	86	95.56%
New Milford Hospital	112	107	95.54%
Charlotte Hungerford Hospital	173	165	95.38%
Wellmore	527	501	95.07%
CommuniCare Inc	101	96	95.05%
Advanced Behavioral Health	117	111	94.87%
Reliance Health, Inc.	132	125	94.70%
Stafford Family Services	36	34	94.44%
Continuum of Care	230	217	94.35%
Center for Human Development	298	281	94.30%
Goodwill of Western and Northern CT Inc.	49	46	93.88%
Community Mental Health Affiliates	910	853	93.74%
Southwest Connecticut Mental Health System	334	313	93.71%
Fellowship Inc.	300	281	93.67%
Bridges Healthcare, Inc.	258	241	93.41%
Keystone House Inc.	60	56	93.33%
Western Connecticut Mental Health Network	549	512	93.26%
Connection Inc.	546	508	93.04%
APT Foundation Inc	859	797	92.78%
Hartford Behavioral Health	137	127	92.70%
Natchaug Hospital	191	177	92.67%
Bridge House	109	101	92.66%
Hartford Dispensary	527	488	92.60%
Inspirica Inc. (formerly St Luke's LifeWorks)	79	73	92.41%
Mental Health Connecticut	337	311	92.28%
Community Health Resources Inc.	1025	944	92.10%
Operation Hope of Fairfield Inc.	25	23	92.00%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Chrysalis Center Inc.	271	249	91.88%
Mercy Housing and Shelter Corporation	98	90	91.84%
Backus Hospital	97	89	91.75%
St. Mary's Hospital Corporation	108	99	91.67%
Marrakech Day Services	103	94	91.26%
St. Vincent DePaul Mission of Waterbury Inc.	34	31	91.18%
InterCommunity Inc.	270	246	91.11%
Pathways Inc.	56	51	91.07%
LifeBridge Community Services (formerly FSW Inc)	67	61	91.04%
Connecticut Mental Health Center	520	473	90.96%
Sound Community Services Inc.	182	165	90.66%
United Services Inc.	272	246	90.44%
BH Care	726	655	90.22%
Norwalk Hospital	218	196	89.91%
Connecticut Counseling Centers Inc.	382	343	89.79%
Rushford Center	653	584	89.43%
Capitol Region Mental Health Center	272	243	89.34%
Waterbury Hospital Health Center	431	385	89.33%
Ability Beyond	111	99	89.19%
Laurel House	82	73	89.02%
Columbus House	163	145	88.96%
Southeastern Mental Health Authority	244	217	88.93%
River Valley Services	291	258	88.66%
Catholic Charities - Inst for the Hispanic Family	176	156	88.64%
Liberation Programs	351	311	88.60%
Supportive Environmental Living Facility Inc-SELF	41	36	87.80%
ImmaCare	48	42	87.50%
Central Naugatuck Valley (CNV) Help Inc.	214	187	87.38%
Cornell Scott-Hill Health Corporation	316	273	86.39%
Chemical Abuse Services Agency (CASA)	341	291	85.34%
SCADD	289	246	85.12%
Connecticut Valley Hospital	83	70	84.34%
Yale-New Haven Hospital	81	68	83.95%
Midwestern CT Council on Alcoholism (MCCA)	2214	1857	83.88%
Perception Programs Inc	59	49	83.05%
Central CT Coast YMCA	53	44	83.02%
Wheeler Clinic	182	151	82.97%
Gilead Community Services Inc.	140	115	82.14%
InterCommunity Recovery Centers, Inc. (ADRC)	229	188	82.10%
Community Renewal Team (CRT)	264	210	79.55%
Community Health Center Inc.	23	22	-
Family and Childrens Agency Inc	22	21	-
Hands on Hartford	18	18	-
Hartford Hospital	20	20	-
John J. Driscoll United Labor Agency Inc.	18	18	-
Kuhn Employment Opportunities Inc.	17	15	-
Leeway Inc.	15	13	-
Positive Directions - The Center for Prevention an	3	3	-
Thames Valley Council for Comm Action Inc	3	3	-
Windham Regional Community Council	9	8	-

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Youth Challenge of CT Inc	11	8	-
YWCA of Hartford	7	7	-

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>
John J. Driscoll United Labor Agency Inc.	29	29	100.00%
St. Vincent DePaul Mission of Waterbury Inc.	34	34	100.00%
Recovery Network of Programs	199	197	98.99%
Connecticut Renaissance Inc.	276	273	98.91%
Farrell Treatment Center	54	53	98.15%
New Reach, Inc.	50	49	98.00%
Easter Seals of Capital Region and Eastern Connect	59	57	96.61%
St. Vincent DePaul Place Middletown Inc.	27	26	96.30%
Yale University-Behavioral Health	110	105	95.45%
McCall Foundation Inc	129	123	95.35%
Perception Programs Inc	63	59	93.65%
Advanced Behavioral Health	119	111	93.28%
Wellmore	537	489	91.06%
CommuniCare Inc	105	95	90.48%
Guardian Ad Litem	92	83	90.22%
Connecticut Counseling Centers Inc.	386	348	90.16%
Hispanic Health Council	29	26	89.66%
Bridge House	112	100	89.29%
My Sisters' Place	28	25	89.29%
Continuum of Care	226	200	88.50%
Connecticut Mental Health Center	617	544	88.17%
Catholic Charities- Waterbury	126	111	88.10%
Goodwill of Southern New England	66	58	87.88%
Mercy Housing and Shelter Corporation	99	87	87.88%
Hartford Dispensary	543	474	87.29%
Central CT Coast YMCA	54	47	87.04%
Keystone House Inc.	61	53	86.89%
Catholic Charities of Fairfield County Inc.	82	71	86.59%
APT Foundation Inc	877	758	86.43%
Operation Hope of Fairfield Inc.	29	25	86.21%
Goodwill of Western and Northern CT Inc.	49	42	85.71%
Chrysalis Center Inc.	270	229	84.81%
Pathways Inc.	59	50	84.75%
Catholic Charities - Inst for the Hispanic Family	188	159	84.57%
Kennedy Center Inc.	102	86	84.31%
Connection Inc.	567	478	84.30%
Prime Time House Inc.	56	47	83.93%
Western Connecticut Mental Health Network	559	469	83.90%
Fellowship Inc.	309	258	83.50%
River Valley Services	308	257	83.44%
Southwest Connecticut Mental Health System	341	284	83.28%
Ability Beyond	123	102	82.93%
Capitol Region Mental Health Center	273	225	82.42%
Norwalk Hospital	226	186	82.30%
Community Mental Health Affiliates	946	777	82.14%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Liberation Programs	358	294	82.12%
Cornell Scott-Hill Health Corporation	313	257	82.11%
Center for Human Development	304	248	81.58%
Marrakech Day Services	103	84	81.55%
Mental Health Connecticut	345	281	81.45%
Laurel House	86	70	81.40%
Community Renewal Team (CRT)	272	220	80.88%
Community Health Resources Inc.	1054	846	80.27%
ImmaCare	50	40	80.00%
Midwestern CT Council on Alcoholism (MCCA)	2320	1846	79.57%
InterCommunity Inc.	277	219	79.06%
LifeBridge Community Services (formerly FSW Inc)	66	52	78.79%
United Community and Family Services	61	48	78.69%
Supportive Environmental Living Facility Inc-SELF	42	33	78.57%
New Milford Hospital	121	95	78.51%
Southeastern Mental Health Authority	264	207	78.41%
Central Naugatuck Valley (CNV) Help Inc.	211	165	78.20%
Chemical Abuse Services Agency (CASA)	349	272	77.94%
Rushford Center	659	513	77.85%
Charlotte Hungerford Hospital	191	148	77.49%
Reliance Health, Inc.	135	104	77.04%
Columbus House	169	130	76.92%
United Services Inc.	278	213	76.62%
BH Care	758	580	76.52%
Backus Hospital	102	78	76.47%
Gilead Community Services Inc.	140	107	76.43%
Wheeler Clinic	190	145	76.32%
Liberty Community Services	53	40	75.47%
Inspirica Inc. (formerly St Luke's LifeWorks)	80	60	75.00%
SCADD	298	222	74.50%
Connecticut Valley Hospital	82	61	74.39%
Sound Community Services Inc.	186	138	74.19%
Bridges Healthcare, Inc.	266	197	74.06%
Hartford Behavioral Health	147	108	73.47%
St. Mary's Hospital Corporation	110	80	72.73%
Stafford Family Services	36	26	72.22%
Natchaug Hospital	201	145	72.14%
InterCommunity Recovery Centers, Inc. (ADRC)	231	166	71.86%
Waterbury Hospital Health Center	444	309	69.59%
Yale-New Haven Hospital	90	53	58.89%
Community Health Center Inc.	23	19	-
Family and Childrens Agency Inc	22	18	-
Hands on Hartford	18	14	-
Hartford Hospital	20	16	-
Kuhn Employment Opportunities Inc.	17	14	-
Leeway Inc.	16	13	-
Positive Directions - The Center for Prevention an	2	2	-
Thames Valley Council for Comm Action Inc	3	2	-
Windham Regional Community Council	8	5	-
Youth Challenge of CT Inc	11	7	-

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
YWCA of Hartford	8	8	-

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

Recovery

Table 11: Recovery Domain by Provider

Provider	Total Surveys	Satisfied	Percent Satisfied
John J. Driscoll United Labor Agency Inc.	32	32	100.00%
Yale University-Behavioral Health	109	106	97.25%
Connecticut Renaissance Inc.	268	260	97.01%
Easter Seals of Capital Region and Eastern Connect	62	60	96.77%
Advanced Behavioral Health	119	114	95.80%
Recovery Network of Programs	199	188	94.47%
St. Vincent DePaul Mission of Waterbury Inc.	34	32	94.12%
My Sisters' Place	29	27	93.10%
Catholic Charities- Waterbury	128	119	92.97%
Farrell Treatment Center	54	50	92.59%
Bridge House	113	104	92.04%
New Reach, Inc.	50	46	92.00%
McCall Foundation Inc	128	117	91.41%
Goodwill of Western and Northern CT Inc.	49	44	89.80%
Wellmore	535	480	89.72%
Hispanic Health Council	29	26	89.66%
Prime Time House Inc.	58	52	89.66%
St. Vincent DePaul Place Middletown Inc.	28	25	89.29%
Kennedy Center Inc.	109	96	88.07%
Guardian Ad Litem	92	81	88.04%
Fellowship Inc.	316	274	86.71%
Mercy Housing and Shelter Corporation	100	86	86.00%
Connecticut Counseling Centers Inc.	389	334	85.86%
CommuniCare Inc	105	90	85.71%
Operation Hope of Fairfield Inc.	28	24	85.71%
Perception Programs Inc	63	54	85.71%
Keystone House Inc.	61	52	85.25%
Central CT Coast YMCA	54	46	85.19%
Catholic Charities - Inst for the Hispanic Family	187	159	85.03%
Continuum of Care	231	196	84.85%
Connecticut Mental Health Center	623	518	83.15%
Ability Beyond	124	103	83.06%
Community Mental Health Affiliates	954	785	82.29%
Liberation Programs	355	292	82.25%
Hartford Dispensary	546	449	82.23%
Goodwill of Southern New England	67	55	82.09%
APT Foundation Inc	881	717	81.38%
LifeBridge Community Services (formerly FSW Inc)	64	52	81.25%
Midwestern CT Council on Alcoholism (MCCA)	2349	1907	81.18%
Southwest Connecticut Mental Health System	338	274	81.07%
Connection Inc.	571	460	80.56%
Community Renewal Team (CRT)	274	220	80.29%
Center for Human Development	303	243	80.20%
Cornell Scott-Hill Health Corporation	308	247	80.19%
SCADD	304	243	79.93%
Central Naugatuck Valley (CNV) Help Inc.	213	170	79.81%
Western Connecticut Mental Health Network	558	445	79.75%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Chemical Abuse Services Agency (CASA)	350	279	79.71%
Pathways Inc.	59	47	79.66%
Laurel House	88	70	79.55%
Columbus House	165	131	79.39%
Capitol Region Mental Health Center	271	215	79.34%
Mental Health Connecticut	348	274	78.74%
United Community and Family Services	61	48	78.69%
Chrysalis Center Inc.	276	217	78.62%
Community Health Resources Inc.	1059	830	78.38%
Sound Community Services Inc.	184	144	78.26%
Catholic Charities of Fairfield County Inc.	82	64	78.05%
Marrakech Day Services	109	85	77.98%
Norwalk Hospital	227	177	77.97%
Liberty Community Services	54	42	77.78%
Wheeler Clinic	191	148	77.49%
Rushford Center	660	508	76.97%
River Valley Services	302	232	76.82%
Supportive Environmental Living Facility Inc-SELF	42	32	76.19%
Reliance Health, Inc.	137	103	75.18%
Gilead Community Services Inc.	142	106	74.65%
ImmaCare	47	35	74.47%
Connecticut Valley Hospital	82	61	74.39%
United Services Inc.	278	202	72.66%
Hartford Behavioral Health	147	106	72.11%
InterCommunity Inc.	277	199	71.84%
BH Care	760	545	71.71%
Southeastern Mental Health Authority	268	191	71.27%
InterCommunity Recovery Centers, Inc. (ADRC)	236	167	70.76%
Inspirica Inc. (formerly St Luke's LifeWorks)	82	58	70.73%
New Milford Hospital	121	85	70.25%
St. Mary's Hospital Corporation	106	74	69.81%
Bridges Healthcare, Inc.	268	180	67.16%
Stafford Family Services	36	24	66.67%
Charlotte Hungerford Hospital	190	124	65.26%
Backus Hospital	103	67	65.05%
Waterbury Hospital Health Center	437	264	60.41%
Natchaug Hospital	206	124	60.19%
Yale-New Haven Hospital	85	50	58.82%
Community Health Center Inc.	23	14	-
Family and Childrens Agency Inc	22	18	-
Hands on Hartford	17	14	-
Hartford Hospital	19	15	-
Kuhn Employment Opportunities Inc.	22	19	-
Leeway Inc.	18	15	-
Positive Directions - The Center for Prevention an	2	2	-
Thames Valley Council for Comm Action Inc	3	2	-
Windham Regional Community Council	8	7	-
Youth Challenge of CT Inc	11	8	-
YWCA of Hartford	8	8	-

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

Consumer Survey Differences between Groups⁷

Consumer Satisfaction across Program Type

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
SU Programs	83.2	90.4	83.3	86.5	90.9	88.9	82.1
MH Programs	91.1	93.1	81.1	92.7	93.2	92.0	78.1
Significance	*	*	*	*	*	*	*

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

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

BOLD values identify the higher value when a difference is significant

- More clients in MH programs reported satisfaction in the Access, Appropriateness, General Satisfaction, Participation in Treatment, 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	86.9	91.1	83.3	89.1	91.5	89.9	80.9
Women	88.4	93.2	80.2	91.4	93.5	91.9	78.4
Significance	*	*	*	*	*	*	*
SU Programs							
Men	86.2	89.8	84.1	85.9	90.3	88.2	82.6
Women	84.3	92.0	81.8	88.1	92.6	90.5	81.5
Significance	*	*	*	*	*	*	ns
MH Programs							
Men	91.6	92.8	82.7	92.3	92.7	91.6	79.1
Women	90.5	93.8	79.3	93.3	93.9	92.7	76.9
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 Access, Appropriateness, General Satisfaction, Participation in treatment, and Respect domains.
- More men reported satisfaction with services in the Outcome domain.

In MH Programs:

- More women reported satisfaction with services in the Appropriateness and Participation in Treatment domains.

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

- 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	87.3	92.3	81.0	90.2	93.2	91.4	78.3
Black	88.5	92.5	84.1	90.0	91.8	90.4	83.1
Other	87.1	90.7	81.4	89.2	90.5	89.2	80.4
Significance	ns	*	*	ns	*	*	*
SU Programs							
White	83.2	91.6	83.3	87.8	93.0	90.6	81.5
Black	82.8	90.0	82.6	84.1	88.2	86.4	83.4
Other	83.8	88.5	83.9	85.6	88.8	87.1	82.9
Significance	ns	*	ns	*	*	*	ns
MH Programs							
White	90.8	93.1	79.6	92.4	93.5	92.2	76.2
Black	91.8	93.8	84.6	93.4	93.7	92.6	82.3
Other	90.6	92.7	78.5	93.0	91.9	90.8	77.1
Significance	ns	ns	*	ns	ns	ns	*

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

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

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

Across All Programs:

- In the Appropriateness domain, more consumers who identified themselves in the White or Black category were satisfied than those who identified themselves in the Other category.
- In the Outcome and Recovery domains, 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 White category than in the Black or Other categories.
- In the Respect domain, more consumers in the White racial category were satisfied with services than those in the Other category.

In SU Programs:

- In the Appropriateness domain, more consumers who identified themselves in the White category were satisfied than those who identified themselves in the Other category.
- In the General Satisfaction domain, more consumers who identified themselves in the White category 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 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.

Consumer Satisfaction across Ethnicity

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Hispanic	88.2	92.4	83.2	91.3	91.8	90.9	82.0
Non Hispanic	88.0	92.7	82.1	90.2	93.1	91.7	79.6
Significance	ns	ns	ns	*	*	ns	*
SU Programs							
Hispanic	84.5	90.8	84.5	87.9	90.0	88.4	84.2
Non Hispanic	83.4	91.4	83.3	87.0	92.3	90.2	82.0
Significance	ns	ns	ns	ns	*	*	*
MH Programs							
Hispanic	91.8	94.1	81.9	94.2	93.3	92.9	79.7
Non Hispanic	91.9	93.7	81.5	93.0	93.8	92.9	78.1
Significance	ns	ns	ns	*	ns	ns	ns

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

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

BOLD values identify the higher value when a difference is significant

Across All Programs:

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

In SU 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 the Recovery domain, more consumers who identified themselves as Hispanic were satisfied with services than those who identified themselves as non-Hispanic.

In MH Programs:

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

Consumer Satisfaction across Age Groups

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
24 & Under	82.0	87.6	78.8	83.4	87.0	88.7	78.4
25-34	84.5	91.0	82.7	87.6	91.4	90.5	81.0
35-54	88.3	92.6	81.4	90.7	92.9	91.0	79.5
55 & Older	90.3	93.1	83.3	92.7	93.6	90.9	79.8
Significance	*	*	*	*	*	*	ns
SU Programs							
24 & Under	77.9	84.9	79.6	79.8	84.9	86.1	81.0
25-34	81.6	90.0	83.8	85.3	90.7	89.1	82.7
35-54	84.6	90.8	83.2	87.8	92.2	89.3	81.9
55 & Older	85.7	91.1	85.1	89.3	91.9	89.1	82.6
Significance	*	*	*	*	*	ns	ns
MH Programs							
24 & Under	86.2	90.1	77.5	86.4	88.5	91.1	75.8
25-34	89.2	92.1	81.0	90.5	92.3	92.4	78.1
35-54	91.9	93.4	80.0	93.6	93.7	92.7	77.5
55 & Older	91.9	94.0	83.1	94.0	94.1	91.3	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 and General Satisfaction domains, more clients who were 55 years old or older were satisfied with services than consumers in the 54 years and younger age categories. Additionally, in the General Satisfaction domain, more clients in each older age group were satisfied than clients in any younger age group.
- In the Appropriateness 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 Outcome domain, more clients who were 55 years old or older were satisfied with services than consumers in the 24 years and younger and the 35-54 year age categories.
- In the Respect domain, more clients in the 35-54 age group were satisfied compared to clients in the 24 years and younger age group.

In SU Programs:

- In the Access and General Satisfaction domains, more clients who were 35 years old or older were satisfied with services than consumers in the 34 years and younger age categories.
- In Appropriateness and Participation in Treatment 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 Outcome domain, more clients who were 55 years old or older were satisfied with services than consumers in the 24 years and younger age category.

In MH Programs:

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

Consumer Satisfaction across Levels of Care

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Outpatient	87.4	92.0	81.0	89.5	92.7	90.2	78.3
Residential	87.3	90.6	82.5	89.2	91.9	90.7	81.9
Case Management	94.1	95.4	84.9	95.0	94.6	93.6	83.1
Social Rehab	93.5	93.4	87.4	96.8	93.2	92.3	87.2
Employment	94.3	94.6	86.4	95.5	93.9	94.4	86.2
Med Assist Tx	84.2	93.0	87.1	89.9	93.0	91.7	82.8
CSP/RP/ACT	89.6	92.2	79.7	92.4	91.4	91.4	77.0
IOP	77.9	86.5	75.6	79.5	87.0	84.8	74.4
Significance	*	*	*	*	*	*	*
SU Programs							
Outpatient	84.9	91.4	84.0	86.6	91.2	88.3	84.2
Residential	84.4	89.9	83.1	89.2	92.8	90.5	83.3
Case Management	98.4	98.8	92.2	98.0	96.8	95.9	93.9
Employment	71.1	69.3	90.9	71.1	70.7	100.0	85.7
Med Assist Tx	84.2	93.0	87.1	89.9	93.0	91.7	82.8
CSP/RP/ACT	92.4	97.5	88.3	94.9	100.0	96.1	85.7
IOP	76.7	86.0	76.9	78.8	86.3	83.8	76.4
Significance	*	*	*	*	*	*	*
MH Programs							
Outpatient	89.1	92.5	79.0	91.4	93.6	91.5	74.3
Residential	92.2	91.6	81.6	89.3	90.4	91.1	79.6
Case Management	93.5	94.9	83.8	94.6	94.3	93.3	81.5
Social Rehab	93.5	93.4	87.4	96.8	93.2	92.3	87.2
Employment	96.2	96.8	86.3	97.5	96.0	94.2	86.2
CSP/RP/ACT	89.5	92.0	79.3	92.3	91.0	91.2	76.6
IOP	85.2	89.9	68.1	83.2	90.8	90.9	61.9
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(s) when a difference is significant

Across All Programs:

- In the Access domain, more clients who received case management, social rehabilitation, or employment 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, *fewer* clients who received intensive outpatient services were satisfied than clients who received any other type of service
- In the Outcome domain, more clients who received medication assisted treatment (methadone maintenance) or social rehabilitation services were satisfied than clients who received outpatient, residential, CSP/RP/ACT, or intensive outpatient 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, *fewer* clients who received intensive outpatient services were satisfied than clients who received any other type of service.
- In the Recovery domain, *fewer* clients who received intensive outpatient services were satisfied than clients who received all other services except CSP/RP/ACT.

In SU Programs:

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

In MH Programs:

- In the Access domain, more clients who received employment services were satisfied than clients who received outpatient, residential, CSP/RP/ACT, or intensive outpatient services.
- In the Appropriateness domain, more clients who received case management services were satisfied than clients who received outpatient, residential, CSP/RP/ACT, or intensive outpatient services.
- In the Outcome domain, more clients who received social rehabilitation services were satisfied than those who received outpatient, residential, CSP/RP/ACT, or intensive outpatient services. Additionally, *fewer* clients who received intensive outpatient services were satisfied than clients who received all other services.
- In the General Satisfaction domain, more clients who received employment services were satisfied than clients who received outpatient, CSP/RP/ACT or residential services.

- With respect to Participation in Treatment more clients who received employment services were satisfied than clients who received residential, CSP/RP/ACT, or intensive outpatient services.
- In the Recovery domain, *fewer* clients who received 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	84.7	90.7	81.1	86.8	91.1	89.1	80.7
1-2 Years	89.3	93.0	82.2	92.2	93.5	92.4	77.8
2-5 Years	89.9	93.6	83.6	92.3	93.2	92.6	81.5
> 5 Years	90.0	92.6	83.0	93.0	93.5	91.6	79.1
Significance	*	*	*	*	*	*	*
SU Programs							
< 1 Year	82.2	89.6	82.0	84.8	90.2	88.0	82.1
1-2 Years	86.2	92.1	87.1	91.4	93.8	91.8	84.0
2-5 Years	86.1	94.0	87.7	90.8	93.8	92.3	84.7
> 5 Years	84.7	92.1	86.1	90.5	93.4	90.9	81.4
Significance	*	*	*	*	*	*	ns
MH Programs							
< 1 Year	91.0	93.1	78.6	91.8	93.1	91.3	76.4
1-2 Years	91.1	93.7	79.5	92.5	93.3	92.6	75.5
2-5 Years	91.3	93.3	82.4	92.9	93.0	92.9	80.8
> 5 Years	91.4	93.1	82.9	93.8	93.6	91.8	78.9
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, Appropriateness, General Satisfaction, Participation in Treatment, 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 Outcome domain, more clients who received services for 2 or more years were satisfied compared to clients who had been receiving services for less than two years.
- In the Recovery domain more clients who received services for 2 to 5 years were satisfied compared to clients who had been receiving services for one to two years or more than 5 years.

In SU Programs:

- In the Outcome, General Satisfaction, Participation in Treatment, 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 Access and Appropriateness domains, 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 MH Programs:

- In the Outcome domain, more clients who had been receiving services for 5 or more years were satisfied than those who received services for less than two years.
- 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 Recovery domain, more consumers who had been receiving services for two to five years were satisfied than those who were receiving services for one to two years.

Consumer Satisfaction across Regions

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Region 1 (South Western)	89.2	91.7	82.3	91.0	92.0	91.1	82.3
Region 2 (South Central)	86.8	91.1	82.6	89.2	91.6	89.5	80.3
Region 3 (South Eastern)	86.8	92.4	77.9	90.6	92.3	91.0	74.2
Region 4 (North Central)	88.0	92.5	82.0	90.0	92.3	90.7	79.6
Region 5 (Western)	87.5	92.4	82.6	89.3	92.8	91.5	80.6
Significance	*	ns	*	*	ns	*	*
SU Programs							
Region 1 (South Western)	81.4	90.1	84.0	86.8	89.9	89.5	84.3
Region 2 (South Central)	83.1	89.6	83.5	85.7	89.5	87.9	81.7
Region 3 (South Eastern)	83.1	90.6	79.3	88.9	92.2	91.2	75.6
Region 4 (North Central)	83.3	90.2	82.4	86.8	91.2	87.4	80.6
Region 5 (Western)	83.8	91.2	84.7	86.5	92.4	89.9	84.9
Significance	ns	ns	*	ns	*	ns	*
MH Programs							
Region 1 (South Western)	94.6	92.9	82.0	93.9	93.4	92.1	80.9
Region 2 (South Central)	89.9	92.3	81.9	92.1	93.4	90.8	79.0
Region 3 (South Eastern)	90.2	92.9	76.5	92.1	92.4	90.9	72.9
Region 4 (North Central)	91.0	94.0	81.8	93.6	93.1	92.7	79.0
Region 5 (Western)	91.1	93.6	80.5	92.1	93.2	93.1	76.2
Significance	*	ns	*	ns	ns	*	*

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

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

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

Across All Programs:

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

In SU Programs:

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

In MH Programs:

- Access: More clients in Region 1 were satisfied than clients in any other Region.
- Outcome and Recovery: More clients from Regions 1, 2 & 4 were satisfied than clients from Region 3.
- 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, case management, or social rehabilitation 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:

- Women
- Respondents aged 35 years or older
- Respondents receiving all services in all levels of care except employment and intensive outpatient

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

- Respondents aged 35 years or older
- Respondents from Planning Region 1

Quality and Appropriateness

Ninety-two percent (92%) 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 in the African-American (Black) or Caucasian (White) racial categories
- Respondents aged 25 years or older
- Respondents receiving all services in all levels of care except 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 Quality and Appropriateness domain:

- Women
- Respondents aged 25 years and older
- Respondents receiving all services in all levels of care except employment

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

- Women

General Satisfaction

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

- Respondents receiving treatment from Mental Health programs
- Women
- Respondents of Hispanic/Latino origin
- Respondents aged 55 years and older
- Respondents receiving services other than Intensive Outpatient
- Respondents receiving services for 1 or more years
- Respondents receiving all services in all levels of care except intensive outpatient

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:

- Respondents of Hispanic/Latino origin
- Respondents aged 35 years and older

Outcome

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

- Respondents receiving treatment for Substance Use disorders
- Men
- Respondents in the African-American (Black) racial category
- Respondents receiving services for 2 or more years
- Respondents from Planning Regions 1 (South Western), 2 (South Central), 4 (North 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 receiving services for 1 or more years
- Respondents receiving all services in all levels of care except intensive outpatient

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

Recovery

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

- Respondents receiving treatment for Substance Use disorders
- Men
- Respondents in the African-American (Black) racial category
- Respondents of Hispanic/Latino origin
- Respondents from Planning Regions 1 (South Western), 2 (South Central), 4 (North 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:

- Respondents of Hispanic/Latino origin
- Respondents from Planning Regions 1 (South Western), 2 (South Central), 4 (North Central) or Region 5 (Western)

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

- Men
- Respondents in the African-American (Black) racial category
- Respondents receiving all services in all levels of care except intensive outpatient

Participation in Treatment

Ninety-two percent (92%) of respondents agreed with the statement, “I felt comfortable asking questions about my services, treatment or medication.” *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Respondents who were receiving treatment for Mental Health disorders
- Women
- Respondents in the Caucasian (White) racial category
- Respondents of non-Hispanic/Latino origin
- Respondents aged 25 years and older

- Respondents receiving all services in all levels of care except 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 with this item:

- Women
- Respondents in the Caucasian (White) racial category
- Respondents of non-Hispanic/Latino origin
- Respondents aged 25 years and older
- Respondents receiving all services in all levels of care except intensive outpatient or employment
- 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 with this item:

- Women
- Respondents aged 25 years and older

Respect

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

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

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

- None to report

Quality of Life Results

During Fiscal Year 2019, 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 1,813 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	63.5	63.9	61.0	64.3	67.5
SU Programs	66.6	67.9	64.2	62.9	69.0
MH Programs	62.2	62.3	59.7	64.8	66.6
Significance	*	*	*	ns	ns

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

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

BOLD values identify the higher value 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.

Quality of Life across Gender

	Physical Health	Psychological	Social	Environment	General QOL
Men	64.8	65.6	60.2	63.6	67.8
Women	61.5	61.6	62.7	65.5	66.9
Significance	*	*	ns	ns	ns
SU Programs					
Men	66.1	67.9	63.0	60.4	68.1
Women	67.3	67.6	66.8	69.0	70.1
Significance	ns	ns	ns	*	ns
MH Programs					
Men	64.1	64.3	58.6	65.3	67.5
Women	60.0	60.1	61.5	64.6	65.4
Significance	*	*	ns	ns	ns

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

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

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

Across All Programs:

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

In SU Programs:

- Women reported better QOL in the Environment domain.

In MH Programs:

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

Quality of Life across Race

	Physical Health	Psychological	Social	Environment	General QOL
White	62.4	61.3	58.9	65.2	66.2
Black	67.2	69.6	66.0	66.0	69.9
Other	64.0	67.0	62.8	62.4	67.3
Significance	*	*	*	ns	ns
SU Programs					
White	66.7	64.6	60.0	64.1	67.6
Black	70.2	73.0	71.8	67.2	71.3
Other	66.2	69.1	64.2	60.4	67.9
Significance	ns	*	*	ns	ns
MH Programs					
White	61.5	60.6	58.6	65.5	65.7
Black	66.1	68.3	63.6	65.6	69.2
Other	61.4	64.5	61.1	64.6	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:

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

In SU Programs:

- In the Psychological and Social domains, consumers who identified themselves in the Black racial category reported better QOL than those who identified themselves in the White racial category.

In MH Programs:

- In the Physical Health and Psychological domains, consumers who identified themselves in the Black racial category reported better QOL than those who identified themselves in the White racial category.

Quality of Life across Ethnicity

	Physical Health	Psychological	Social	Environment	General QOL
Hispanic	61.6	63.4	60.8	60.4	68.2
Non Hispanic	65.2	65.0	62.1	66.4	67.4
Significance	*	ns	ns	*	ns
SU Programs					
Hispanic	64.3	67.7	63.3	60.0	69.0
Non Hispanic	69.2	68.2	63.4	64.7	68.8
Significance	ns	ns	ns	ns	ns
MH Programs					
Hispanic	58.8	58.9	57.9	60.8	67.1
Non Hispanic	64.3	64.2	61.7	66.8	67.0
Significance	*	*	ns	*	ns

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

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

BOLD values identify the higher value when a difference is significant

Across All Programs:

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

In SU Programs:

- There were no significant differences in QOL by ethnicity for any domain.

In MH Programs:

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

Quality of Life across Age Groups

	Physical Health	Psychological	Social	Environment	General QOL
24 & Under	65.3	59.2	60.7	61.9	67.0
25-34	67.7	67.2	65.3	65.4	71.3
35-54	63.5	64.3	61.3	63.9	67.4
55 & Older	60.3	62.4	58.1	64.9	64.9
Significance	*	*	*	ns	*
SU Programs					
24 & Under	65.3	65.1	62.1	62.9	67.2
25-34	69.0	70.1	68.2	64.2	71.7
35-54	66.8	68.3	63.7	63.0	69.3
55 & Older	61.3	63.9	57.9	60.6	63.4
Significance	ns	ns	ns	ns	ns
MH Programs					
24 & Under	65.3	56.4	60.0	61.4	66.7
25-34	66.8	65.1	63.3	66.1	70.9
35-54	61.8	62.1	59.9	64.4	66.2
55 & Older	60.2	62.1	58.1	65.5	65.2
Significance	*	ns	ns	ns	ns

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

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

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

Across All Programs:

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

In SU Programs:

- There were no significant differences in QOL by age group for any domain.

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	60.0	59.2	60.9	63.3	65.6
Residential	61.8	62.4	57.6	60.7	67.2
Case Management	62.1	65.4	60.3	62.8	65.8
Social Rehab	68.0	67.8	64.0	71.8	74.0
Employment	71.3	68.5	67.6	67.0	69.8
ACT/CSP/RP	60.2	61.3	57.2	64.5	62.6
IOP	66.6	70.4	65.6	64.4	73.6
Significance	*	*	*	*	*
SU Programs					
Outpatient	69.3	68.6	67.1	66.3	71.1
Residential	62.9	65.2	60.8	58.6	68.1
Case Management	68.0	72.9	63.9	60.2	74.2
Employment	73.8	67.6	61.1	71.6	64.6
IOP	66.6	70.4	65.6	64.4	73.6
Significance	ns	ns	ns	*	ns
MH Programs					
Outpatient	53.1	52.4	55.7	61.3	60.9
Residential	60.9	60.0	55.0	62.3	66.6
Case Management	61.5	64.6	60.0	63.1	65.2
Social Rehab	68.0	67.8	64.0	71.8	74.0
Employment	71.0	68.6	68.3	66.6	71.9
ACT/CSP/RP	60.2	61.3	57.2	64.5	62.6
Significance	*	*	*	*	*

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

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

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

NOTE: Consumers in MAT LOC programs did not complete the entire survey, thus the MAT category was removed from the analysis.

Across All Programs:

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

In SU Programs:

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

In MH Programs:

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

Quality of Life by Length of Service

	Physical Health	Psychological	Social	Environment	General QOL
< 1 Year	65.5	65.8	62.4	62.6	68.6
1-2 Years	64.6	63.3	59.8	63.5	67.0
2-5 Years	61.1	62.6	60.2	66.1	66.1
> 5 Years	62.6	63.7	61.6	66.6	67.6
Significance	ns	ns	ns	*	ns
SU Programs					
< 1 Year	67.2	69.1	65.6	62.2	70.0
1-2 Years	62.0	61.1	51.9	61.9	65.4
2-5 Years	62.4	63.0	63.2	68.1	66.6
> 5 Years	66.3	64.6	64.6	68.8	66.4
Significance	ns	ns	ns	ns	ns
MH Programs					
< 1 Year	62.8	60.4	57.1	63.2	65.9
1-2 Years	65.0	63.6	61.1	63.8	67.6
2-5 Years	61.0	62.5	60.0	65.9	66.0
> 5 Years	62.5	63.7	61.5	66.6	67.8
Significance	ns	ns	ns	ns	ns

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

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

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

Across All Programs:

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

In SU Programs:

- No significant differences in QOL by length of service for any domain.

In MH Programs:

- No significant differences in QOL by length of service for any domain.

Quality of Life across Regions

	Physical Health	Psychological	Social	Environment	General QOL
Region 1 (South Western)	65.4	67.6	62.6	66.7	68.8
Region 2 (South Central)	65.3	63.9	61.2	62.5	67.1
Region 3 (South Eastern)	54.7	53.9	54.5	61.3	61.8
Region 4 (North Central)	68.4	69.8	67.0	65.6	72.4
Region 5 (Western)	60.9	59.5	54.3	62.6	65.0
Significance	*	*	*	*	*
SU Programs					
Region 1 (South Western)	62.7	65.5	62.3	57.7	66.3
Region 2 (South Central)	67.8	66.6	58.5	63.9	67.9
Region 3 (South Eastern)	61.5	58.9	45.2	60.8	55.0
Region 4 (North Central)	68.5	69.8	67.3	65.4	73.4
Region 5 (Western)	--	--	--	--	68.8
Significance	ns	ns	*	*	*
MH Programs					
Region 1 (South Western)	66.2	68.2	62.6	69.3	70.0
Region 2 (South Central)	64.7	63.2	61.9	62.1	66.4
Region 3 (South Eastern)	54.4	53.7	54.9	61.4	62.0
Region 4 (North Central)	65.9	69.3	52.8	70.3	68.8
Region 5 (Western)	60.9	59.5	54.3	62.6	64.8
Significance	*	*	*	*	*

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

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

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

Across All Programs:

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

In SU Programs:

(NOTE: There were no surveys from Region 5 for any domain except 6 surveys in General QOL. Also, Region 3 only had 10 surveys)

- In the General QOL domain, clients from Region 4 reported better QOL than clients from Regions 1, 2 & 3.

In MH Programs:

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

Quality of Life Summary by Domains

General Quality of Life

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

- No significant categories to report

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:

- No significant categories to report

Physical Health

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

- Respondents who were receiving treatment from Substance Use programs
- Men
- Respondents in the non-Hispanic ethnic category
- Respondents from all Regions except Region 3 year

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

- No significant categories to report

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

- Men
- Respondents in the non-Hispanic ethnic category
- Respondents who received services in any level of care except Outpatient

Psychological

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

- Respondents who were receiving treatment from Substance Use programs

- Men
- Respondents in the Black or Other racial categories
- Respondents from all Regions except Region 3 year

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

- No significant categories to report

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

- Men
- Respondents in the non-Hispanic ethnic category
- Respondents who received services in any level of care except Outpatient

Social

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

- Respondents who were receiving treatment from Substance Use programs

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

- No significant categories to report

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

- No significant categories to report

Environment

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

- Respondents in the non-Hispanic ethnic category

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

- Women

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

- Respondents in the non-Hispanic ethnic category

Health Outcomes Survey Results

As part of the SFY2019 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 2,644 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.

This year 2,644 surveys were submitted by the following DMHAS providers:

Table 12: Providers Participating in Health Outcomes Survey for 2019

Provider	Number of Surveys	Percent
APT Foundation Inc	35	1.3
Capitol Region Mental Health Center	185	7.0
Central CT Coast YMCA	38	1.4
Chemical Abuse Services Agency (CASA)	312	11.8
Community Health Center Inc.	7	0.3
Community Renewal Team (CRT)	169	6.4
Connecticut Mental Health Center	620	23.4
Connection Inc.	377	14.3
Continuum of Care	12	0.5
Council of Churches Greater Bridgeport	5	0.2
Family and Childrens Agency Inc	11	0.4
Goodwill of Southern New England	79	3.0
Hispanic Health Council	36	1.4
Inspirica Inc. (formerly St Luke's LifeWorks)	84	3.2
Keystone House Inc.	14	0.5
Liberty Community Services	42	1.6
Mental Health Connecticut	70	2.6
Pathways Inc.	59	2.2
Stafford Family Services	32	1.2
Thames Valley Council for Comm Action Inc	12	0.5
United Services Inc.	265	10.0
Wellmore	1	0.0
Yale University-Behavioral Health	89	3.4
Yale-New Haven Hospital	90	3.4
Total	2,644	100.0

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

Sixty-nine 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.

Demographic Information

- 1155 females (44%) and 1420 males (54%) responded to the survey. The remaining 69 respondents (3%) did not identify their gender.
- Forty percent of the respondents fell into the 35-54 years of age group. Twenty-three percent of the respondents were aged 55-64. Twenty-one percent of respondents were in the 25-34 years of age group. Six percent were over 65 years while 8 % were under the age of 25.
- About 42% of the respondents were white, while 27% were black. 14% did not identify their race.
- Half (50%) of the respondents were non-Hispanic. 21% were Hispanic-Puerto Rican and 21% did not identify their ethnicity.
- These data are also reported in Table 13 on page 77.

Health Outcomes

- The average client height was 65.6 inches (± 5.5) with a range of 41-85 inches. Women reported an average height of 62.6 inches (± 4.6 , range = 41-80) and men reported an average of 68.1 inches (± 4.9 , range= 48-85).
- The average client weight was calculated to be 191.0 pounds (± 48.8) with a range of 55-545 pounds. Women reported an average weight of 179.6 pounds (± 49.7 , range = 55-428) and men reported an average of 200.2 pounds (± 46.1 , range= 59-545).
- Body Mass Index (BMI) could be calculated for 79.8% (2,109) of the respondents. The average BMI for clients was calculated as 31.5 (± 8.2) with a range of 15.1-82.0. Women had an average BMI of 32.7 (± 9.3 , range = 15.2-82.0) and men had an average of 30.7 (± 7.2 , range= 15.1-67.3).
- 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.
 - 22% of respondents fell into the Underweight (1%) or Normal BMI categories
 - 27% of respondents fell into the Overweight BMI category
 - 51% of respondents fell into the Obese BMI category
 - These percentages are very similar to those reported in over the past four years.
- These data are also reported in Table 14 on page 78.

Figure 3: Body Mass Index for 2,109 DMHAS Clients

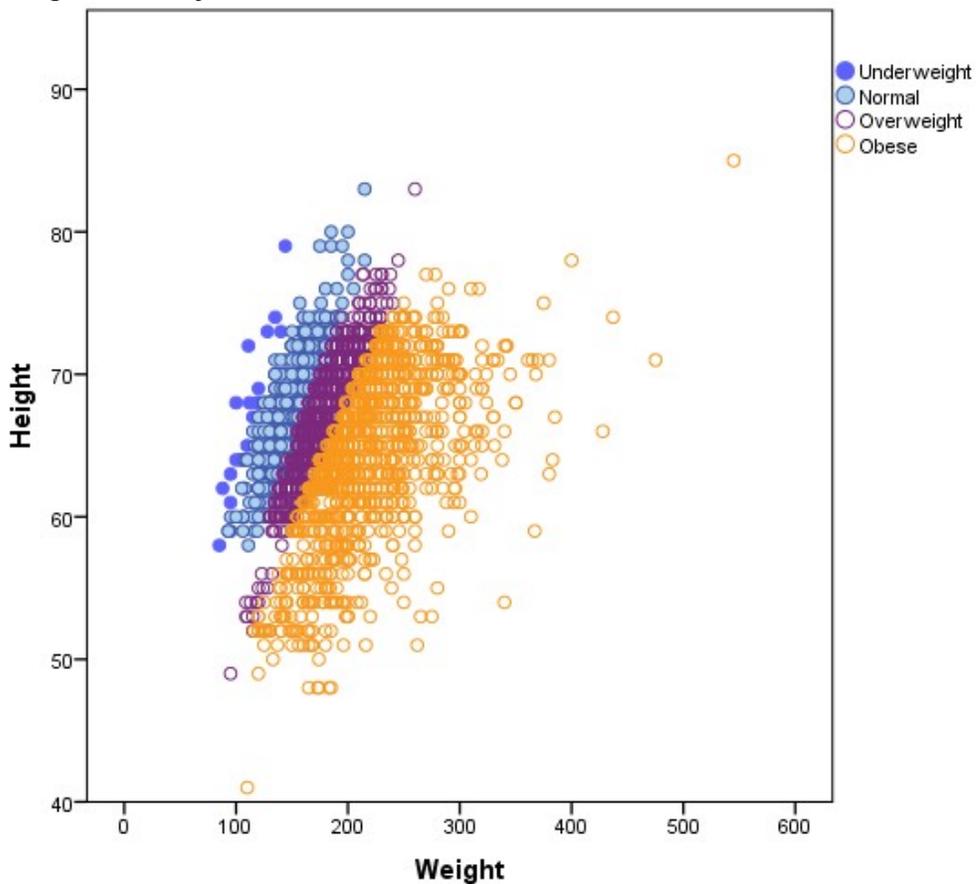
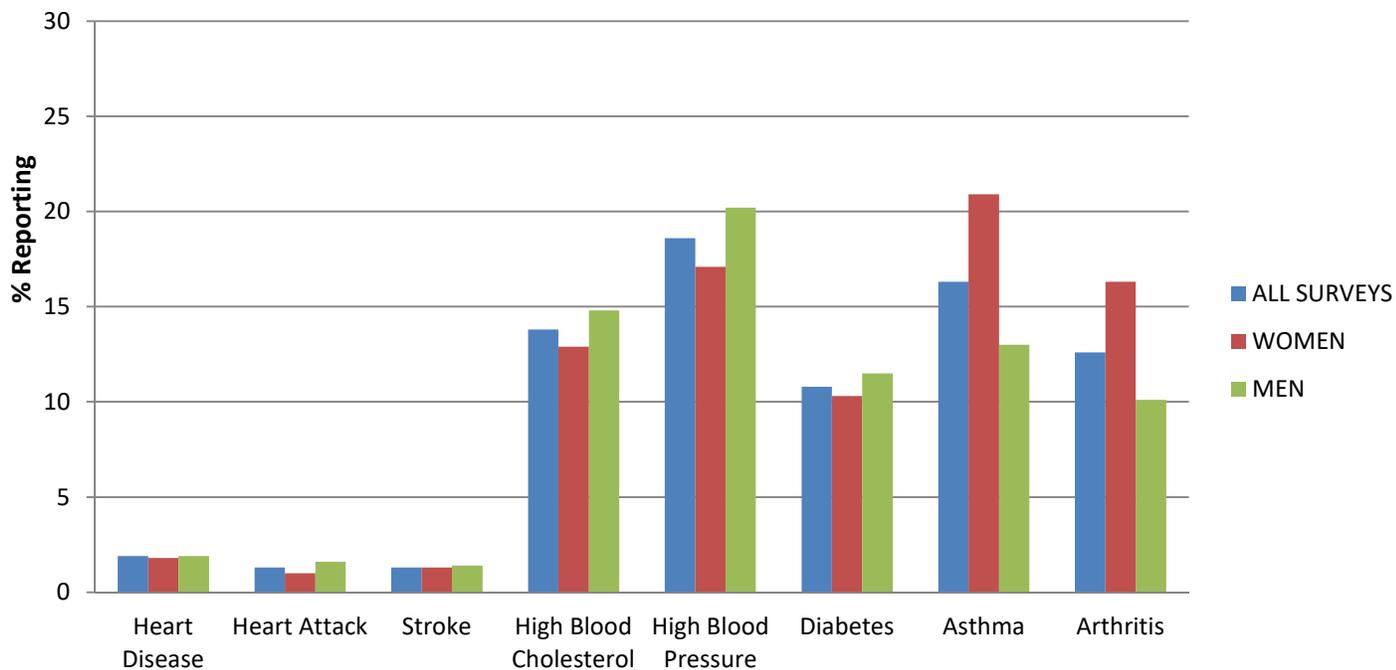


Figure 4: Reported Medical Conditions

Reported Medical Conditions - 2019



- High blood pressure was reported by about 19% of the clients surveyed.
- High cholesterol was reported by 14% of the clients surveyed. Asthma was reported by 16% of clients.
- 21% of the women surveyed reported being told that they had asthma and 16% 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 2% of the clients surveyed.
- Over half (59%) of the clients surveyed report that they had not been told that they had any of the above medical conditions.
 - 22% of clients reported having one of the diagnoses
 - 10% of clients reported having two of the diagnoses
 - 5% of clients reported having three of the diagnoses
 - 2% of clients reported having four of the diagnoses
 - 2% of clients reported having five or more of the diagnoses
- Slightly less than half (41%) of the clients surveyed indicated that they do not smoke, while 54% of the clients indicated that they did smoke. Smoking status was unknown for 5%
 - 71% of smokers report smoking every day
 - 29% of smokers report smoking some days
- Non-smokers reported significantly higher frequency of heart disease and diabetes compared to smokers. Smokers reported significantly higher frequency of asthma compared to non-smokers.
- In terms of general health, 30% of clients reported their general health to be 'Excellent' or 'Very Good'; 40% reported their general health as 'Good'; and 30% reported their general health as 'Fair' or 'Poor'. Approximately 29% of clients did not answer this question.
- When asked about physical health and injuries, 48% of the answers indicated that the client had zero days in the last 30 days in which their physical health was not good. A third of clients (33%) did not answer this question.
 - 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
 - 48% of clients reported 1-7 physically unhealthy days
 - 14% reported 8-14 physically unhealthy days
 - 16% reported 15-21 physically unhealthy days
 - 22% 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. A third (34%) of clients did not answer this question.
 - 70% of clients reported that they consumed zero drinks
 - Of the clients who reported one or more drinks
 - 47% of clients reported that when they drink they have 1-2 drinks
 - 27% of clients reported consuming 3-4 drinks on days that they do drink
 - 21% of clients report consuming 5-10 drinks
 - 5% 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, 35% 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. A third (33%) of clients did not answer this question.
 - On average, clients reported 9 days (± 10 days) in the last month in which their mental health was not good
 - Of the clients who reported having mentally unhealthy days
 - 40% of clients reported 1-7 mentally unhealthy days
 - 17% reported 8-14 mentally unhealthy days
 - 20% reported 15-21 mentally unhealthy days
 - 22% reported 22-30 mentally unhealthy days, including 17% who indicated that every day in the last 30 days was a mentally unhealthy day

- Clients were asked about the impact of poor mental and/or physical health on performing usual activities. 52% 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. A third (33%) of clients did not answer this question.
 - 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
 - 46% of clients reported 1-7 days in which activities were impacted
 - 17% reported 8-14 days in which activities were impacted
 - 19% reported 15-21 days in which activities were impacted
 - 18% reported 22-30 days in which activities were impacted, including 13% 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	1155	43.7	1155	100.0	--	--	525	48.3	557	39.0
Male	1420	53.7	--	--	1420	100.0	536	49.3	833	58.3
Unknown	69	2.6	--	--	--	--	27	2.5	39	2.7
Total	2644	100.0	--	--	--	--	1088	100.0	1429	100.0
Age										
20 and under	68	2.6	34	2.9	32	2.3	52	4.8	14	1.0
21-24	141	5.3	64	5.5	76	5.4	54	5.0	82	5.7
25-34	556	21.0	245	21.2	299	21.1	208	19.1	331	23.2
35-54	1051	39.8	443	38.4	604	42.5	384	35.3	627	43.9
55-64	595	22.5	275	23.8	315	22.2	260	23.9	289	20.2
65 and older	164	6.2	77	6.7	84	5.9	98	9.0	53	3.7
Unknown	69	2.6	17	1.5	10	0.7	32	2.9	33	2.3
Total	2644	100.0	1155	100.0	1420	100.0	1088	100.0	1429	100.0
Race										
American Indian/ Alaskan Native	27	1.0	12	1.0	15	1.1	7	0.6	20	1.4
Asian	25	0.9	12	1.0	13	0.9	17	1.6	8	0.6
Black	706	26.7	265	22.9	431	30.4	239	22.0	429	30.0
Mixed	42	1.6	22	1.9	18	1.3	19	1.7	18	1.3
Native Hawaiian/Pacific Islander	18	0.7	7	0.6	11	0.8	3	0.3	14	1.0
Other	364	13.8	124	10.7	237	16.7	120	11.0	234	16.4
Unknown	356	13.5	156	13.5	153	10.8	169	15.5	176	12.3
White	1106	41.8	557	48.2	542	38.2	514	47.2	530	37.1
Total	2644	100.0	1155	100.0	1420	100.0	1088	100.0	1429	100.0
Ethnicity										
Mexican	27	1.0	13	1.1	14	1.0	17	1.6	10	0.7
Non-Hispanic	1329	50.3	609	52.7	712	50.1	573	52.7	689	48.2
Other Hispanic/Latino	192	7.3	81	7.0	102	7.2	73	6.7	109	7.6
Puerto Rican	547	20.7	239	20.7	303	21.3	222	20.4	309	21.6
Unknown	549	20.8	213	18.4	289	20.4	203	18.7	312	21.8
Total	2644	100.0	1155	100.0	1420	100.0	1088	100.0	1429	100.0
Program Type										
MH	1824	69.0	839	72.6	934	65.8	845	77.7	862	60.3
SA	784	29.7	300	26.0	468	33.0	226	20.8	551	38.6
Unknown	36	1.4	16	1.4	18	1.3	17	1.6	16	1.1
Total	2644	100.0	1155	100.0	1420	100.0	1088	100.0	1429	100.0

Table 14: Health Outcomes Summary Data

Medical Condition	ALL Surveys		Women		Men		Non-Smokers		Smokers	
	N	%	N	%	N	%	N	%	N	%
Angina	50	1.9	21	1.8	27	1.9	28	2.6	21	1.5
Heart Attack	35	1.3	12	1.0	23	1.6	13	1.2	22	1.5
Stroke	35	1.3	15	1.3	20	1.4	11	1.0	24	1.7
High Cholesterol	365	13.8	149	12.9	210	14.8	163	15.0	200	14.0
High Blood Pressure	492	18.6	198	17.1	287	20.2	210	19.3	279	19.5
Diabetes	286	10.8	119	10.3	163	11.5	150	13.8	132	9.2
Asthma	430	16.3	241	20.9	184	13.0	161	14.8	266	18.6
Arthritis	334	12.6	188	16.3	143	10.1	152	14.0	180	12.6
Smoking										
Every day	1015	38.4	385	33.3	605	42.6	--	--	1015	71.0
Some days	415	15.6	172	14.9	226	15.9	--	--	414	29.0
Not at all	1088	41.1	525	45.5	536	37.7	1088	100.0	--	--
Unknown	129	4.9	73	6.3	53	3.7	--	--	--	--
Total	2644	100.0	1155	100.0	1420	100.0	1088	100.0	1429	100.0
General Health										
Excellent/Very Good/Good	1327	70.4	552	68.5	745	71.6	533	70.2	778	70.5
Fair/Poor	559	29.6	254	31.5	296	28.4	226	29.8	325	29.5
Total	1886	100.0	806	100.0	1041	100.0	759	100.0	1103	100.0
BMI Category										
Underweight	20	0.9	14	1.5	6	0.5	6	0.7	14	1.2
Normal	436	20.7	190	20.4	233	20.6	165	19.1	250	22.0
Overweight	572	27.1	203	21.8	355	31.4	221	25.5	321	28.3
Obese	1081	51.3	526	56.4	536	47.4	473	54.7	551	48.5
Total	2109	100.0	933	100.0	1130	100.0	865	100.0	1136	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)	2206	41	85	65.6	5.5	984	41	80	62.6	4.6	1168	48	85	68.1	4.9
Weight (lbs)	2258	55	545	191.0	48.8	971	55	428	179.6	49.7	1240	59	545	200.2	46.1
BMI Score	2109	15.1	82.0	31.5	8.2	933	15.2	82.0	32.7	9.3	1130	15.1	67.3	30.7	7.2
Physically unhealthy days	1776	0	30	6.4	9.7	750	0	30	7.0	9.7	991	0	30	5.9	9.6
Mentally unhealthy days	1779	0	30	8.5	10.2	753	0	30	9.7	10.3	991	0	30	7.7	10.1
Activity limitation days	1779	0	30	5.6	8.9	750	0	30	6.3	9.1	994	0	30	5.1	8.7
Drinks per Sitting	1740	0	34	1.2	2.9	739	0	30	1.0	2.5	968	0	34	1.4	3.2

Table 16. Health Outcomes Summary Data by Smoking Status

	Non-Smokers					Smokers				
	N	Min	Max	Mean	Std. Dev	N	Min	Max	Mean	Std. Dev
Height (inches)	913	44	80	65.5	5.4	1176	41	85	65.8	5.7
Weight (lbs)	905	88	428	194.9	51.5	1243	55	545	187.8	45.8
BMI Score	865	16.1	74.1	32.2	8.4	1136	15.1	82.0	31.0	8.0
Physically unhealthy days	701	0	30	6.6	9.9	1055	0	30	6.3	9.6
Mentally unhealthy days	705	0	30	8.6	10.3	1053	0	30	8.5	10.2
Activity limitation days	702	0	30	5.6	9.1	1056	0	30	5.7	8.8
Drinks per Sitting	694	0	34	0.7	2.4	1028	0	30	1.5	3.1

Note for Tables 15 & 16: Starting in 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 with 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.



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 2019

DATE: SEPTEMBER, 2018

The DMHAS Consumer Satisfaction Survey for FY 2019 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, 2019.

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, FY18 (July 1, 2017 – 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 2019 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, 2018

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 2019

Agency/Facility	Program	Date Completed	<input type="checkbox"/> BHH Client
-----------------	---------	----------------	-------------------------------------

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
As a result of services I have received from this agency:							
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 2019

Agency/Facility	Program	Date Completed
-----------------	---------	----------------

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Yes	No
-----	----

Thank you for your help

Appendix 1.5: MHSIP Survey

MHSIP Consumer Survey (Version 1.2, February 17, 2006)																					
Treatment Unit ID:								-					Date:			/			/		
<p>In order to provide the best possible services, we need to know what you think about the services you received during the last year, the people who provided it, and the results. There is space at the end of the survey to comment on any of your answers.</p> <p>Please indicate your agreement/ disagreement with each of the following statements by circling the number that best represents your opinion. If the question is about something you have not experienced, circle the number 9 to indicate that this item is "not applicable" to you.</p>																					
													<u>Strongly Agree</u>	<u>Agree</u>	<u>I am Neutral</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>Not Applicable</u>			
1.	I like the services that I received here.											1	2	3	4	5	9				
2.	If I had other choices, I would still get services from this agency.											1	2	3	4	5	9				
3.	I would recommend this agency to a friend or family member.											1	2	3	4	5	9				
4.	The location of services was convenient (parking, public transportation, distance, etc.).											1	2	3	4	5	9				
5.	Staff were willing to see me as often as I felt it was necessary.											1	2	3	4	5	9				
6.	Staff returned my call in 24 hours.											1	2	3	4	5	9				
7.	Services were available at times that were good for me.											1	2	3	4	5	9				
8.	I was able to get all the services I thought I needed.											1	2	3	4	5	9				
9.	I was able to see a psychiatrist when I wanted to.											1	2	3	4	5	9				
10.	Staff here believe that I can grow, change and recover.											1	2	3	4	5	9				
11.	I felt comfortable asking questions about my treatment and medication.											1	2	3	4	5	9				
12.	I felt free to complain.											1	2	3	4	5	9				
13.	I was given information about my rights.											1	2	3	4	5	9				
14.	Staff encouraged me to take responsibility for how I live my life.											1	2	3	4	5	9				
15.	Staff told me what side effects to watch out for.											1	2	3	4	5	9				
16.	Staff respected my wishes about who is and who is not to be given information about my treatment.											1	2	3	4	5	9				
17.	I, not staff, decided my treatment goals.											1	2	3	4	5	9				
18.	Staff were sensitive to my cultural background (race, religion, language, etc.)											1	2	3	4	5	9				
19.	Staff helped me obtain the information I needed so that I could take charge of managing my illness.											1	2	3	4	5	9				
20.	I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).											1	2	3	4	5	9				
21.	The Staff treat people of my race with dignity.											1	2	3	4	5	9				

22. The Staff treat people who may be gay or lesbian with dignity.	1	2	3	4	5	9
23. In a time of crisis my case manager or counselor can be easily contacted.	1	2	3	4	5	9

MHSIP Consumer Survey (Version 1.2, February 17, 2006)

In order to provide the best possible services, we need to know what you think about the services you received during the **last year**, the people who provided it, and the results. There is space at the end of the survey to comment on any of your answers.

	<u>Strongly Agree</u>	<u>Agree</u>	<u>I am Neutral</u>	<u>Disagree</u>	<u>Strongly Disagree</u>	<u>Not Applicable</u>
AS A DIRECT RESULT OF SERVICES I RECEIVED:						
24. I deal more effectively with daily problems.	1	2	3	4	5	9
25. I am better able to control my life.	1	2	3	4	5	9
26. I am better able to deal with crisis.	1	2	3	4	5	9
27. I am getting along better with my family.	1	2	3	4	5	9
28. I do better in social situations.	1	2	3	4	5	9
29. I do better in school and/or work.	1	2	3	4	5	9
30. My housing situation has improved.	1	2	3	4	5	9
31. My symptoms are not bothering me as much.	1	2	3	4	5	9
32. I do things that are more meaningful to me.	1	2	3	4	5	9
33. I am better able to take care of my needs.	1	2	3	4	5	9
34. I am better able to handle things when they go wrong.	1	2	3	4	5	9
35. I am better able to do things that I want to do.	1	2	3	4	5	9
36. I am better able to get and keep a job.	1	2	3	4	5	9
37. I receive training and education on mental health recovery at this treatment agency	1	2	3	4	5	9
38. I was offered treatment and/or resources regarding my issues of trauma or abuse.	1	2	3	4	5	9
39. I feel safe talking with staff about my experiences with trauma or abuse	1	2	3	4	5	9
<i>For questions 40-43 please answer for relationships with persons other than your mental health provider(s)</i>						
40. I am happy with the friendships I have.	1	2	3	4	5	9
41. I have people with whom I can do enjoyable things.	1	2	3	4	5	9
42. I feel I belong in my community	1	2	3	4	5	9
43. In a crisis, I would have the support I need from family or friends.	1	2	3	4	5	9

Please feel free to use this space to comment on any of your answers. Also, if there are areas which were not covered by this questionnaire which you feel should have been, please write them here.

Appendix 2: Survey Sample Size and Number of Surveys Submitted by Provider, FY 2019

ProviderName	Consumers Treated from 7/1/17-9/30/17	Proposed Sample Size (95% CL, 7% CI)	Surveys Submitted in SFY 2019	Surveys as % of Sample Size
Midwestern CT Council on Alcoholism (MCCA)	1716	176	2491	1415%
Council of Churches_Greater Bridgeport	9	9	55	636%
Community Mental Health Affiliates	1003	164	991	604%
Wellmore	173	92	544	590%
Community Health Resources Inc.	6279	190	1122	590%
Central CT Coast YMCA	10	10	56	586%
APT Foundation Inc	3689	186	887	476%
BH Care	2103	179	791	441%
Rushford Center	1188	168	686	407%
Connection Inc.	830	159	588	370%
Leeway Inc.	5	5	18	367%
Natchaug Hospital	86	60	217	362%
Connecticut Renaissance Inc.	137	81	286	354%
Hartford Dispensary	5135	189	641	339%
Community Renewal Team (CRT)	157	87	281	321%
Positive Directions - The Center for Prevention an	1	1	3	300%
Cornell Scott-Hill Health Corporation	238	108	320	297%
Center for Human Development	223	105	310	296%
Chemical Abuse Services Agency (CASA)	456	137	388	283%
ImmaCare	21	19	51	268%
SCADD	335	124	318	257%
Mental Health Connecticut	612	149	368	248%
Inspirica Inc. (formerly St Luke's LifeWorks)	41	34	84	247%
Fellowship Inc.	470	139	325	235%
Connecticut Counseling Centers Inc.	1805	177	411	232%
InterCommunity Recovery Centers, Inc. (ADRC)	235	107	237	221%
Liberation Programs	1087	166	366	220%
Continuum of Care	285	116	237	204%
Catholic Charities - Inst for the Hispanic Family	241	108	216	199%
Pathways Inc.	65	49	92	188%
Chrysalis Center Inc.	787	157	288	183%
Bridges Healthcare, Inc.	1045	165	295	179%
Columbus House	195	98	173	177%
Central Naugatuck Valley (CNV) Help Inc.	351	126	219	174%
My Sisters' Place	19	17	30	172%
United Services Inc.	1888	178	293	165%
Mercy Housing and Shelter Corporation	94	64	103	162%
Gilead Community Services Inc.	285	116	188	162%
InterCommunity Inc.	2772	183	281	153%
Catholic Charities- Waterbury	150	85	130	153%
McCall Foundation Inc	170	91	131	144%
Kennedy Center Inc.	148	85	121	143%
Norwalk Hospital	1245	169	241	142%
St. Vincent DePaul Place Middletown Inc.	26	23	32	139%
Easter Seals of Capital Region and Eastern Connect	60	46	62	134%
Sound Community Services Inc.	1124	167	217	130%
Ability Beyond	216	103	133	129%

ProviderName	Consumers Treated from 7/1/17-9/30/17	Proposed Sample Size (95% CL, 7% CI)	Surveys Submitted in SFY 2019	Surveys as % of Sample Size
New Reach, Inc.	54	43	53	125%
Goodwill of Southern New England	102	67	80	119%
John J. Driscoll United Labor Agency Inc.	35	30	35	117%
Liberty Community Services	82	58	67	115%
Marrakech Day Services	187	96	110	115%
Hispanic Health Council	49	39	45	114%
St. Vincent DePaul Mission of Waterbury Inc.	35	30	34	114%
Wheeler Clinic	1749	176	200	113%
Charlotte Hungerford Hospital	1416	172	194	113%
Hartford Behavioral Health	461	138	155	113%
Recovery Network of Programs	2019	179	201	112%
Supportive Environmental Living Facility Inc-SELF	49	39	44	112%
Bridge House	210	102	113	111%
Reliance Health, Inc.	389	131	142	109%
LifeBridge Community Services (formerly FSW Inc)	91	62	67	107%
Operation Hope of Fairfield Inc.	43	35	37	104%
Guardian Ad Litem	163	89	93	104%
Farrell Treatment Center	100	66	68	102%
Yale University-Behavioral Health	244	109	110	101%
CommuniCare Inc	238	108	107	99%
Goodwill of Western and Northern CT Inc.	67	50	49	98%
Yale-New Haven Hospital	175	93	90	97%
New Milford Hospital	356	127	121	96%
Laurel House	267	113	108	95%
Hands on Hartford	21	19	18	94%
Keystone House Inc.	144	83	78	94%
Backus Hospital	352	126	111	88%
Stafford Family Services	55	43	37	86%
Thames Valley Council for Comm Action Inc	15	14	12	86%
Advanced Behavioral Health	578	147	120	82%
Windham Regional Community Council	13	12	9	73%
Catholic Charities of Fairfield County Inc.	353	126	86	68%
St. Mary's Hospital Corporation	1080	166	111	67%
Youth Challenge of CT Inc	20	18	11	60%
Perception Programs Inc	292	118	63	54%
Prime Time House Inc.	267	113	60	53%
Kuhn Employment Opportunities Inc.	110	71	23	33%
Family and Childrens Agency Inc	380	130	26	20%
Hartford Hospital	243	109	20	18%
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%
Danbury Hospital	8	8	0	0%
Day Kimball Hospital	76	55	0	0%
Dept of Veterans Affairs	7	7	0	0%
Family Centered Services of CT (CCCC)	13	12	0	0%
FOCUS Center for Autism Inc	6	6	0	0%

ProviderName	Consumers Treated from 7/1/17-9/30/17	Proposed Sample Size (95% CL, 7% CI)	Surveys Submitted in SFY 2019	Surveys as % of Sample Size
Friendship Service Center	10	10	0	0%
Khmer Health Advocates	36	31	0	0%
Martin House	8	8	0	0%
Middlesex Hospital Mental Health Clinic	36	31	0	0%
My People Clinical Services LLC	13	12	0	0%
New Directions Inc of North Central Conn.	340	125	0	0%
New London Homeless Hospitality Center	36	31	0	0%
Thames River Community Services	9	9	0	0%
Vinfen Corporation of CT, Inc	4	4	0	0%
Community Health Center Inc.	0	0	24	--
United Community and Family Services	0	0	62	--
Waterbury Hospital Health Center	0	0	516	--
YWCA of Hartford	0	0	9	--