

## CONSUMER SURVEY - FAQ

**Question:** Will the Consumer Survey be 'turned off' at the end of June and then 'turned back on'?

**Answer:** No - we don't need to do that any more; the application will keep going.

**Question:** What if I have to enter surveys for a previous year?

**Answer:** If entering surveys for a previous year (i.e., in July, right after the year end,) make sure that you are selecting the correct year in the Fiscal year selection drop list.

Surveys collected after July 1, 2011: Enter these into the DMHAS Consumer Survey application for the Fiscal Year 2012 year.

Surveys collected before July 1, 2011: It is up to each agency regarding the disposition of these - Some people like to keep them, but many recycle or shred them.

**Question:** Is there a way to get a total of the reports that are entered? Will there be a report?

**Answer:** We will be developing a range of reports, similar to what was offered in the past, including the option to extract one's data in a delimited file; analyses by domain; demographic data; counts by program.

**Question:** If a client refuses to answer the survey questions, do I still complete a survey?

**Answer:** Yes. You will only need to select your agency and program(s), Date, Fiscal Year and select 'Yes' for 'Client Refused to Answer Survey Questions'.

**Question:** Do all of the questions have to be answered?

**Answer:** No, only the questions that the client chooses to answer.

**Question:** Can a survey be updated or deleted?

**Answer:** Yes.

If you have additional questions, please contact Karin Haberlin: 860-418-6842 or [Karin.Haberlin@po.state.ct.us](mailto:Karin.Haberlin@po.state.ct.us)