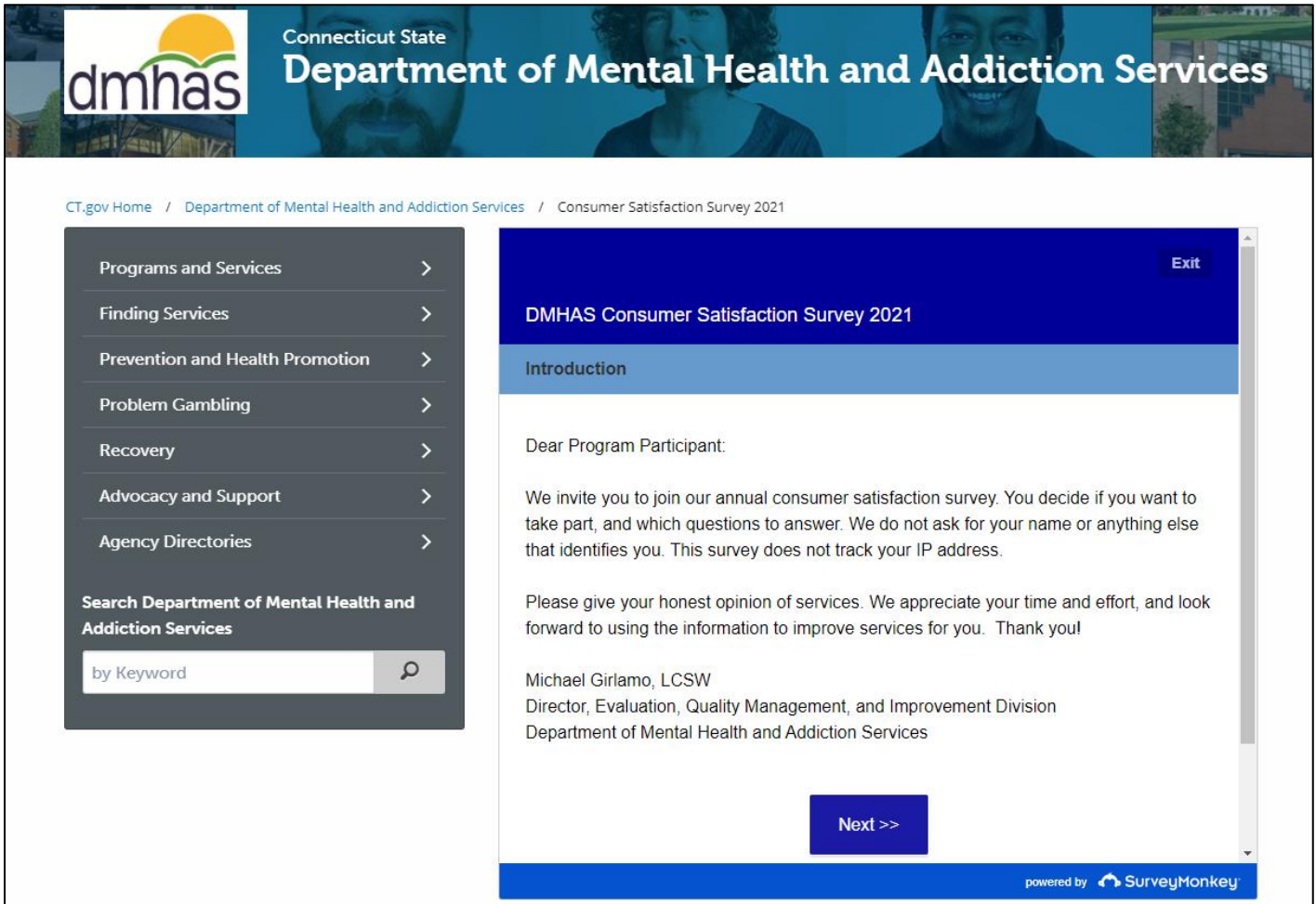


You Can Take the DMHAS Consumer Satisfaction Survey Online!

It is easy to take the survey online! Here's how.

If you are on a PC, tablet, or phone, click on this link: [DMHAS Consumer Survey - English](#)

This will bring you to a page that looks like this on a computer screen:



The screenshot shows the DMHAS Consumer Satisfaction Survey 2021 introduction page. At the top, there is a banner with the DMHAS logo and the text "Connecticut State Department of Mental Health and Addiction Services". Below the banner, there is a navigation menu on the left with the following items: Programs and Services, Finding Services, Prevention and Health Promotion, Problem Gambling, Recovery, Advocacy and Support, and Agency Directories. Below the menu is a search bar with the text "Search Department of Mental Health and Addiction Services" and a search icon. The main content area has a blue header with "DMHAS Consumer Satisfaction Survey 2021" and an "Exit" button. Below the header is a section titled "Introduction" with the following text: "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. We do not ask for your name or anything else that identifies you. This survey does not track your IP address. 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! Michael Giralmo, LCSW Director, Evaluation, Quality Management, and Improvement Division Department of Mental Health and Addiction Services". At the bottom of the main content area is a blue "Next >>" button. The footer of the page says "powered by SurveyMonkey".



You can also scan this code with your phone!
You will need to scroll down to get to the Next button.

Click the blue **Next** button to continue.



If you need to go back at any time, click the gray **Prev** button (don't use the back button on your browser.)

The next page will ask you to select the provider where you have received services. You will have to select one provider to continue. Scroll down the list if you don't see the one you are looking for.

Exit

DMHAS Consumer Satisfaction Survey 2021

Provider

* Please select the name of your service provider.

Ability Beyond
ACCESS Agency
Advanced Behavioral Health
Alliance For Living
APT Foundation Inc
Artreach Inc.
Backus Hospital
Beth El Center Inc.
BH Care
Bridge House
Bridges Healthcare Inc.
Capitol Region Mental Health Center
Catholic Charities - Inst for the Hispanic Family
Catholic Charities of Fairfield County Inc.
Catholic Charities- Waterbury
Center for Human Development
Central CT Coast YMCA
Central Naugatuck Valley (CNV) Help Inc.
Charlotte Hungerford Hospital

powered by SurveyMonkey

Click **Next** once you have selected the correct provider.

The following page will show you a list of programs that are at the service provider you selected. You can choose multiple programs if you feel that your answers would be the same about each of them.



If you are answering questions about the provider as a whole, and not about any specific program – check the first option: “No Program specified – Provider level analysis only”.

[Exit](#)

DMHAS Consumer Satisfaction Survey 2021

River Valley Services

Please select the program(s) you are answering about:

- No Program specified - Provider level analysis only
- BHH ADULT NAE
- CSP/RP Team A
- CSP/RP Team B
- CSP/RP Team Lower County
- Employment Services
- Outpatient A
- Outpatient B
- Outpatient Lower County
- RVS Transitional Residence

SAMPLE

Click **Next** once you have selected your program(s).

You will now see some demographic questions.

[Exit](#)

DMHAS Consumer Satisfaction Survey 2021

Demographics

Gender

- Male
- Female
- Transgender
- Other

Age

| | |
|------------------------------------|------------------------------------|
| <input type="radio"/> 20 and under | <input type="radio"/> 35-54 |
| <input type="radio"/> 21-24 | <input type="radio"/> 55-64 |
| <input type="radio"/> 25-34 | <input type="radio"/> 65 and older |

The survey questions will look like this:

| For each item, select the answer that matches your view. | | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Not Applicable |
| I like the services that I received here. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| If I had other choices, I would still get services from this agency. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I would recommend this agency to a friend or family member. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The location of services was convenient (parking, public transportation, distance, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Staff was willing to see me as often as I felt was necessary. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Staff returned my calls within 24 hours. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Keep clicking the blue **Next** button at the bottom as you finish answering questions on a page.

Eventually, you will see these questions. **Click “Yes” because you are a BHH* client.**

Exit

DMHAS Consumer Satisfaction Survey 2021

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

Are you a Behavioral Health Homes (BHH) client?

Yes

No

**BHH is an optional program for certain Medicaid clients who receive care management services from certain providers (BHcare, Bridges, Capitol Region Mental Health Center (CRMHC), Community Health Resources (CHR), Community Mental Health Affiliates*

(CMHA), Connecticut Mental Health Center (CMHC), InterCommunity, River Valley Services (RVS), Sound Community Services, Southeastern Mental Health Authority (SMHA), United Services, Western Connecticut Mental Health Network (WCMHN))

After clicking **Next**, you will see this screen with additional questions:

The screenshot shows a survey interface with a dark blue header containing the text "DMHAS Consumer Satisfaction Survey 2021" and an "Exit" button in the top right corner. Below the header is a light blue bar with the text "BHH". The main content area is white and titled "In general....". It contains two questions, each with a horizontal Likert scale. The scale options are: "Very Satisfied", "Satisfied", "Neutral", "Dissatisfied", "Very Dissatisfied", and "N/A". The first question is highlighted in yellow and asks: "How satisfied are you with the access to care, treatment, or services and communication (are you able to get an appointment when you need to and is program responsive when you call)?" The second question asks: "How satisfied are you with the comprehensiveness of care, treatment, or services (are you able to get most of your needs met in the program)?" Each question has a radio button under each of the six scale options.

Once you are finished with this page (scroll to get to the bottom), click the blue **Next** button to continue.

After clicking **Next**, you will see this screen:

The screenshot shows a "Thank You" screen. It has a dark blue header with "DMHAS Consumer Satisfaction Survey 2021" and an "Exit" button. Below the header is a light blue bar with the text "Thank You". The main content area is white and contains the text "Thank you! You are all done with this survey." At the bottom, there are two buttons: a grey button labeled "<< Prev" and a blue button labeled "Done >>".

You're done! You can click Exit or Done to leave the survey.

Important things to remember:

All questions after the Provider selection are optional.

You can skip any questions you do not want to answer.

You can change your answers until you exit with the **Exit** or **Done** buttons.

Use the **Prev** and **Next** buttons at the bottom of each page to go back and forth within the survey.

You can use the **Exit** button in the upper right corner to leave the survey.

Finally - we truly appreciate your time and effort. Thank you very much.