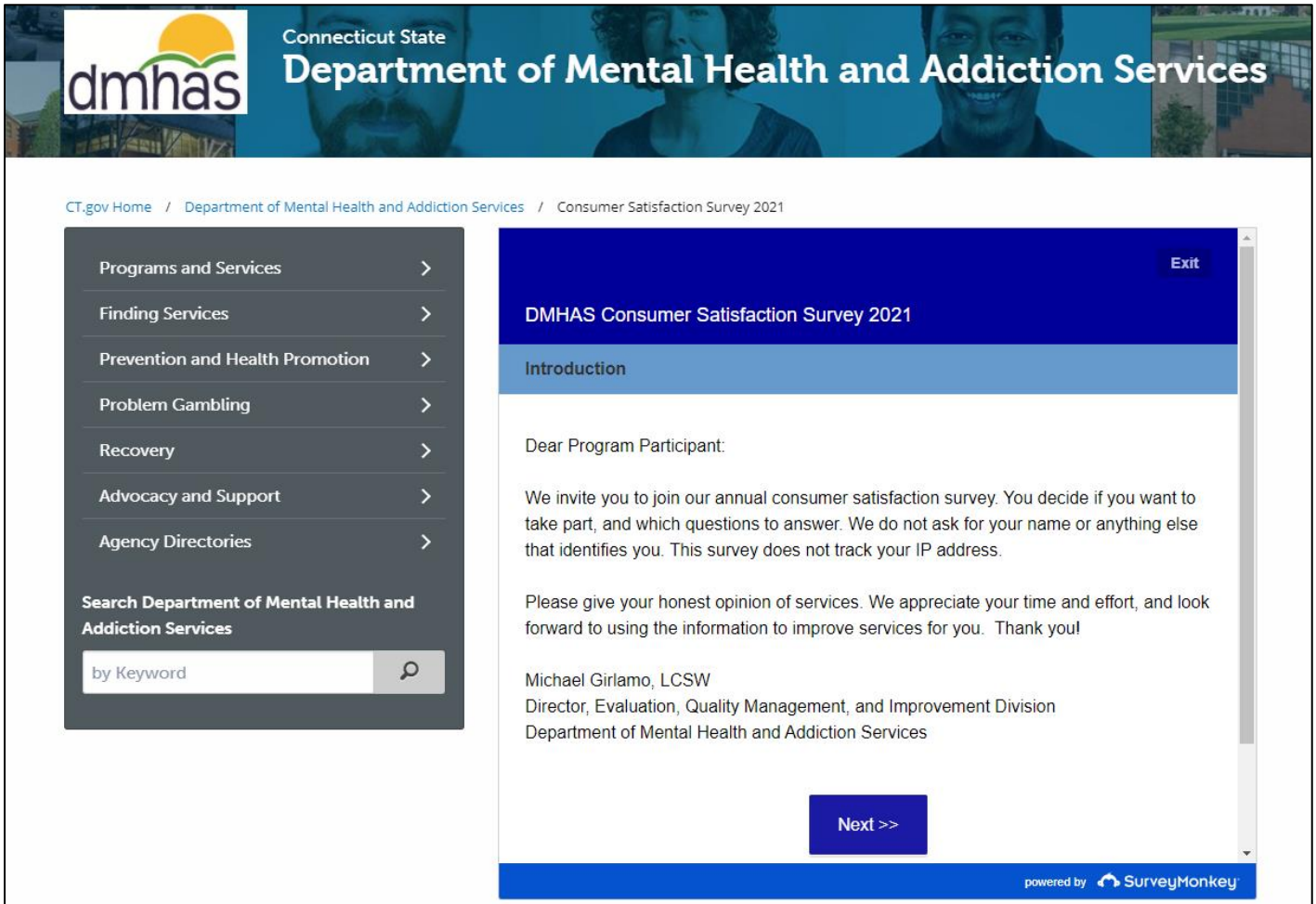


## You Can Take the DMHAS Consumer Satisfaction Survey Online!

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. If you are *not* a Behavioral Health Homes (BHH) client\*, select “No” for the last question, and click **Next**.

Exit

DMHAS Consumer Satisfaction Survey 2021

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

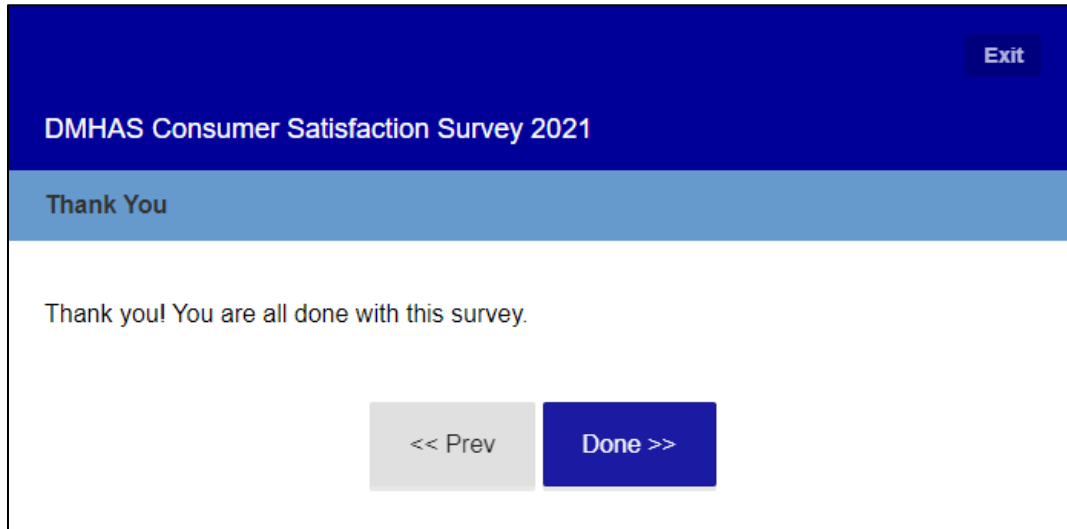
Are you a Behavioral Health Homes (BHH) client?

Yes

No

\*BHH is an optional program for certain Medicaid clients. Most people are not BHH clients. Your provider staff can tell you if you are a BHH client if you're not sure.

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



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.