

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 Connecticut State Department of Mental Health and Addiction Services (DMHAS) website. The header includes the CT.gov logo, the text "Connecticut's Official State Website", a search bar, and a "Language + Settings" button. Below the header is a banner with the DMHAS logo and the text "Connecticut State Department of Mental Health and Addiction Services". The main content area is titled "DMHAS Consumer Satisfaction Survey 2023" and includes an "Exit" button. The survey introduction text reads: "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!"



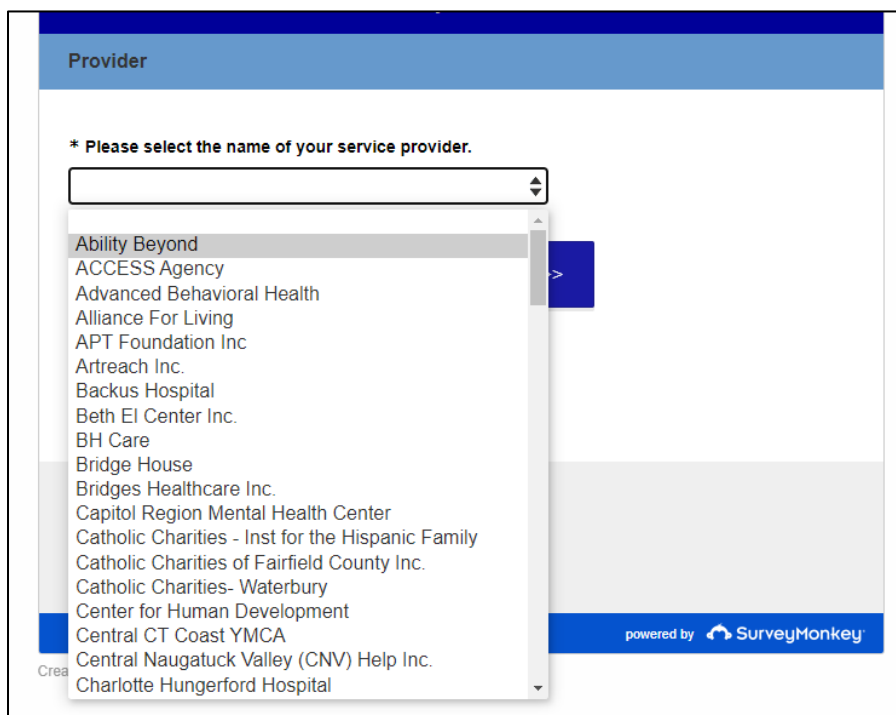
You can also scan this code with your phone!
You will need to scroll down to get to the Next button.

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.



The screenshot shows a survey form with a blue header bar labeled "Provider". Below the header, there is a text prompt: "* Please select the name of your service provider." followed by a dropdown menu. The dropdown menu is open, showing a list of service providers. The list includes: 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., and Charlotte Hungerford Hospital. To the right of the dropdown menu, there is a blue button with a white right-pointing arrow. At the bottom right of the form, there is a blue bar with the text "powered by" followed by the SurveyMonkey logo.

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 – Provider only”.

If you do not pick an option, the survey will not progress properly.

If you went ahead and things look strange – click the **Prev** button to go back.

DMHAS Consumer Satisfaction Survey 2023

Ability Beyond

Please select the program(s) you are answering about  0

- ☐ No Program - Provider Only
- ☐ Beecher House ABI/5B > 165
- ☐ Corbin YAS
- ☐ Employment Services Danbury

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

You will now see some demographic questions.

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**.

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

Are you a Behavioral Health Homes (BHH) client?

☐ Yes

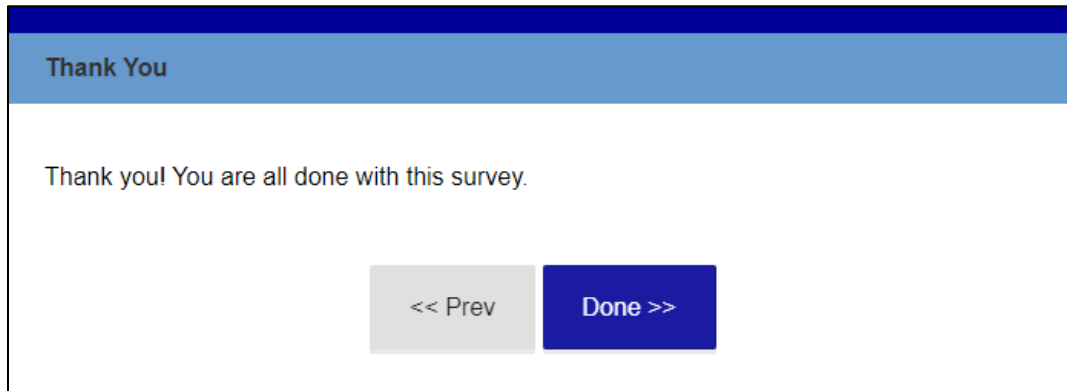
☒ No

<< Prev

Next >>

*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:

A screenshot of a survey completion screen. At the top, there is a dark blue header bar. Below it is a light blue bar with the text 'Thank You' in dark blue. The main area is white and contains the text 'Thank you! You are all done with this survey.' Below this text are two buttons: a light gray button on the left with the text '<< Prev' and a dark blue button on the right with the text '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.