



**STATE OF CONNECTICUT**  
**DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES**  
*A Healthcare Service Agency*

**NED LAMONT**  
**GOVERNOR**

**NANCY NAVARRETTA, MA, LPC, NCC**  
**COMMISSIONER**

**TO:** DMHAS-OPERATED FACILITIES, LOCAL MENTAL HEALTH AUTHORITIES, AND PRIVATE NON-PROFIT PROVIDERS

**FROM:** LIZ FEDER, LMFT, DIRECTOR, EVALUATION, QUALITY MANAGEMENT, AND IMPROVEMENT DIVISION

**SUBJECT:** CONSUMER SURVEY FOR FISCAL YEAR 2024

**DATE:** JANUARY 2024

The DMHAS Consumer Satisfaction Survey for FY 2024 is ready to begin.

Please read this memo carefully. This document and all others are available [on our website](#).

**The final deadline for survey data submission will be [June 30, 2024](#).**

Tips for a successful survey cycle:

- Begin the survey process early.
- Determine the number of surveys you plan to collect and from which program(s). **Please refer to the provider guidance document for information about sample size and survey requirements.**
- Check that relevant staff users are set up to complete data entry as soon as possible. To set up new or existing staff members with access to submit consumer satisfaction data please complete and submit the DMHAS Data Access form below and follow instructions for submission:
  - [Download the DMHAS Data Access Form here](#).
  - Please note that applications for new user accounts may take some time to process.

If you have any questions about the survey or its process, please contact Kristen Miller at [Kristen.Miller@ct.gov](mailto:Kristen.Miller@ct.gov) or myself at [Elizabeth.Feder@ct.gov](mailto:Elizabeth.Feder@ct.gov).

Thank you for your ongoing commitment to quality in the services you provide to people in recovery throughout our state.