



Consumer Satisfaction Survey 2020 Annual Report

December 2020

Connecticut Department of Mental Health and Addiction Services



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Note from the Director 2020

In Fiscal Year 2020, despite a worldwide pandemic that caused major disruption to everyday life and healthcare operations, DMHAS received over 20,000 responses to our annual consumer satisfaction survey, representing 104 service providers.

This year's report includes our annual MHSIP consumer satisfaction information, along with data and analysis from our two optional tools: the WHOQOL-BREF Quality of Life instrument and a Health Outcomes Survey which contains items from the Center for Disease Control's Behavioral Risk Factor Surveillance System (BRFSS). These instruments in combination give us very important information about how our system is doing. It also helps us to measure how clients feel about their health and overall well-being. As we continue integration of behavioral health with primary health care, our optional tools are important sources of information.

DMHAS continues to outperform much of the nation as we compare our results to those across the country. We are proud of our accomplishments, but recognize there are opportunities for improvement within our system. DMHAS's Evaluation, Quality Management and Improvement (EQMI) Department has consistently stressed the importance of reviewing your agency specific results to note potential performance improvement initiatives. While our overall performance is strong, we have found that responses to individual questions within the report can highlight areas where we are not meeting our consumers' expectations. Our survey results, along with other information such as our Provider Quality Dashboard Reports, serve to illustrate specific areas for improvement.

Thanks again to our providers and their staff who make this essential initiative a success each year. We truly appreciate our consumers' voices as we continue to improve our system of care.

Michael Giralmo, LCSW
Director, Evaluation, Quality Management, and Improvement (EQMI)

January 2021

Acknowledgements

The Connecticut Department of Mental Health and Addiction Services (DMHAS) thanks everyone who completed the survey and provided their insights regarding the quality of our service system. Additionally, we would also like to recognize the work of the provider community and their continuing assistance with the implementation of this survey project, even during a pandemic.

This year, several Evaluation, Quality Management and Improvement (EQMI) staff assisted with the Survey Report. Karin Haberlin managed the survey process and liaised with providers over the course of the year. Jeffrey Johnson analyzed the data and produced numerous tables and provider level reports. Kristen Miller analyzed the quantitative data and edited the narrative.

Cover photo:

“Fall Hike” - Kristen Miller 2020

Executive Summary

Survey Process

The Connecticut Department of Mental Health and Addiction Services (DMHAS) conducts an annual survey in order to better understand people's experiences with our public state-operated and community-funded service delivery system. The 23-item version of the Consumer Survey developed as the Mental Health Statistics Improvement Program's (MHSIP) Consumer-Oriented Mental Health Report Card has now been used for over 20 years. The survey was offered to consumers/individuals in recovery within the context of their mental health and substance abuse treatment.

- The MHSIP consumer survey was designed to measure consumer satisfaction with services in the following domains:
- The **General Satisfaction** domain contains three items, and measures consumers' satisfaction with services received.
- The **Access** domain contains four items, and measures consumers' perception of service accessibility.
- The **Quality and Appropriateness** domain contains seven items, and measures consumers' perception of the quality and appropriateness of services.
- The **Outcome** domain contains seven items, and measures consumers' perception of treatment outcomes as a result of receiving services.
- An item on consumers' perception **of participating in treatment.**
- An item on consumer experience of **being respected by staff.**

In 2005, DMHAS added the **Recovery** domain to the MHSIP survey. The Recovery domain is composed of five questions which assess consumers' perception of "recovery oriented services." This addition provides DMHAS with valuable information regarding our success in implementing a recovery-oriented service system.

Quality of Life

For more than a decade, DMHAS has encouraged the use of the WHOQOL-BREF Quality of Life (hereafter QOL) instrument, which is a widely used, standardized quality of life tool developed by the World Health Organization. The QOL is a 26 question tool that measures consumer satisfaction with the quality of his/her life in the following domains: physical, psychological, social relationships, and environment. DMHAS received 1,052 QOL responses during Fiscal Year 2020. Results can be found on page 57 of this report.

Health Outcomes

In SFY2011, DMHAS piloted a Health Outcomes survey that contained eight questions taken from the Behavioral Risk Factor Surveillance System (BRFSS). The BRFSS is the world's largest, on-going telephone health survey system, tracking health conditions and risk behaviors in all fifty states.¹ Since SFY2012, DMHAS has made the Health Outcomes survey available to all providers who wish to administer it. The survey is available in English and Spanish. The questions cover the topics of body mass index (BMI), chronic health conditions, overall health from physical and psychological

¹ See <http://www.cdc.gov/brfss/> for more information on this instrument.

perspectives, and drinking habits. A total of 1,288 surveys were completed in SFY2020. Results may be found starting on page 67 of this report.

Findings

Most of our consumers were satisfied with the treatment services that were being provided to them through our provider network. Connecticut respondents reported levels of satisfaction higher than the U.S. national averages in all Consumer Satisfaction Survey domains.²

Survey Demographics

Statewide, a total of 20,731 surveys were returned by 86 providers within the DMHAS network of care.

- Slightly more than half (58%) of the respondents were men and 40% were women. Fewer than 3% percent of the respondents did not identify their gender.
- Over half (60%) of the respondents were White and 18% were African-American/Black. Approximately 11% fell into the “Other” category, which rolled up several less frequent racial categories. Approximately 7% did not identify their race.
- 20% of the respondents identified themselves as Hispanic, and 18% chose not to identify whether or not they were of Latino/a origin (called Ethnicity in the survey).
- The largest number of survey respondents fell between the ages of 35-54 (approximately 43%); as the average age of a DMHAS client is about 41 years old, this is not surprising.
- About a quarter (26%) of the survey sample responded to the survey from medication assisted treatment programs; 22% within the outpatient setting; 7% from case management services; 11% from residential programs; 4% from intensive outpatient programs; and 9% in employment or social rehabilitation programs. The remaining 21% of respondents responded to the survey from other levels of care or reported from agencies that did not include program information in the survey data.
- More surveys were collected from people receiving services from Substance Use programs (48%) than from people receiving services from Mental Health programs (41%). The remaining portion of surveys did not contain enough program information to categorize. In past years, MH programs typically submitted more surveys than SU programs. This change may be due to changes in operations during the COVID-19 pandemic.
- Additionally, respondents were asked to self-report their length of stay in treatment. Thirty-one percent (31%) reported a stay of less than a year, and 15% reported a stay of more than one, but less than two years. Twenty-three percent reported more than two years but less than 5 years and about 26% reported stays of more than five years.

² 2019 CMHS Uniform Reporting System Output Tables. *CMHS Uniform Reporting System – 2019 State Mental Health Measures*. Retrieved from

<https://www.samhsa.gov/data/sites/default/files/reports/rpt27935/Connecticut%202019%20URS%20Output%20Tables/Connecticut%202019%20URS%20Output%20Tables.pdf>

- Please see Table 2 for a comparison of Consumer Survey demographics vs. overall DMHAS population demographics.

Statewide Satisfaction by MHSIP Domains

DMHAS measures satisfaction through the MHSIP Consumer Survey domains. The percentage of consumers satisfied with services has remained relatively stable over the past ten years, generally increasing slightly each year. In FY 2020, the percentage of clients who reported satisfaction with services in each domain changed (all increases) by no more than 3% from last year.

- 93% of consumers responded positively in the **Participation in Treatment** and **Quality and Appropriateness** domains. Additionally, 92% of consumers indicated a positive response in the **General Satisfaction** domain.
- Approximately 93% agreed with the statement, “My wishes are respected about the amount of family involvement I want in my treatment.” (This question comprises the **Respect Domain**.)
- In FY 2020, 89% expressed satisfaction with **Access** to services. Eighty-four percent (84%) of consumers were satisfied with perceived **Outcomes**.
- The lowest degree of satisfaction was reported in the **Recovery** domain, where approximately 81% of respondents indicated satisfaction.

Demographic Characteristics and Satisfaction on MHSIP Domains

DMHAS investigated differences in MHSIP Domains for key demographics to determine if there were more satisfied clients for various subgroups. Results are summarized below.

Gender

All Respondents	
Significantly More	Women in Access, Quality and Appropriateness, General Satisfaction, Respect, Participation in Treatment domains Men in Outcome, Recovery domains

Respondents in Substance Use Programs	
Significantly More	Women in Access, Quality and Appropriateness, General Satisfaction, Respect, Participation in Treatment domains

Respondents in Mental Health Programs	
Significantly More	Women in Quality and Appropriateness domain Men in Outcome, Recovery domains

Race

All Respondents	
Significantly More	White respondents in Participation in Treatment, Respect domains

Respondents in Substance Use Programs	
Significantly More	White respondents in Quality and Appropriateness, General Satisfaction, Participation in Treatment, Respect domains

Respondents in Mental Health Programs	
Significantly More	Black respondents in Outcome, Recovery domains

Ethnicity

All Respondents	
Significantly More	Respondents who identify as non-Hispanic/Latino in Outcome, Participation in Treatment, Recovery domains

Respondents in Substance Use Programs	
Significantly More	Respondents who identify as non-Hispanic/Latino in Participation in Treatment, Respect domains

Respondents in Mental Health Programs	
Significantly More	Respondents who identify as non-Hispanic/Latino in Outcome, Recovery domains

Age Range

All Respondents	
Significantly More	<p>Respondents who are 55 and older in Access, General Satisfaction</p> <p>Respondents who are 25 and older in Quality and Appropriateness, Outcome, Participation in Treatment domains</p>

Respondents in Substance Use Programs	
Significantly More	<p>Respondents who are 25 and older in Access, Quality and Appropriateness, Outcome, Participation in Treatment domains</p> <p>Respondents who are 35 and older in General Satisfaction domain</p>

Respondents in Mental Health Programs	
Significantly More	<p>Respondents who are 25 years and older in General Satisfaction, Participation in Treatment domains</p>

Level of Care

All Respondents	
Significantly More	<p>People who receive any service except intensive outpatient in Access, General Satisfaction, Respect domains</p>

Respondents in Substance Use Programs	
Significantly More	<p>People who receive case management services in Access, General Satisfaction, Participation in Treatment, Recovery domains</p>

Respondents in Mental Health Programs	
Significantly More	<p>People who received any service except intensive outpatient in Access, Quality and Appropriateness domains</p> <p>People who receive residential, case management, social rehabilitation, employment services in Outcome, Recovery domains</p> <p>People who receive social rehabilitation, employment services in General Satisfaction domain</p>

Length of Stay

All Respondents	
Significantly More	<p>People receiving services for one or more years in Quality and Appropriateness, General Satisfaction, Respect domains</p> <p>People receiving services for more than five years in Access domain</p>

Respondents in Substance Use Programs	
Significantly More	<p>People receiving services for more than five years in Access domain</p>

Respondents in Mental Health Programs	
Significantly More	People receiving services for more than one year in Outcome domain

Region

All Respondents	
Significantly More	Respondents from Region 2 in Outcome, General Satisfaction domains

Respondents in Substance Use Programs	
Significantly More	Respondents from Region 2 in General Satisfaction domain

Respondents in Mental Health Programs	
Significantly More	Respondents from any Region except Region 3 in Outcome, Recovery domains

Survey Limitations

DMHAS encourages providers to maintain anonymity for survey respondents; however, as the survey process is large and decentralized, we cannot guarantee a uniform survey experience across the entire community.

Introduction

Consumer Satisfaction Survey SFY 2020 (July 1, 2019– June 30, 2020). Due to the impact of COVID-19 on our community, the survey deadline was extended until September 30, 2020.

Purpose

The purpose of the consumer satisfaction survey is to assess consumers' satisfaction with the services being provided in Connecticut's system of care for people living with Mental Health and Substance Use disorders.

Organization of the Report

In this report, we endeavor to document the views of people served in both Mental Health (MH) and Substance Use (SU) treatment programs within DMHAS' statewide provider network.

Contained within are the customary annual survey results, which include survey demographics and statewide satisfaction by MHSIP domains, as well as additional analyses of the optional Quality of Life data and consumer comments.

Contact Information

If you have any questions, concerns, suggestions, or recommendations, please contact:

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Methodology

Measures

The 2020³ consumer survey consists of 28 items, rated on a 5-point Likert scale. A score of “1” represents strong agreement with an item; “5” strong disagreement; and “3” is a neutral response. The responses are labeled: Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree, and Not Applicable.

- The Mental Health Statistics Improvement Program (MHSIP) consumer satisfaction survey measures consumer satisfaction with services in the following domains:
- The **General Satisfaction** domain consists of items 1-3, and measures consumers’ satisfaction with services received. A consumer had to complete at least 2 items for the domain score to be calculated.
- The **Access** domain consists of items 4-7, and measures consumers’ perceptions about how easily accessible services were. A consumer had to complete at least 2 items for the domain score to be calculated.
- The **Quality and Appropriateness** domain consists of items 8 and 10-15, and measures consumers’ perceptions of the quality and appropriateness of services. A consumer had to complete at least 4 items for the domain score to be calculated.
- The **Outcome** domain consists of items 17-23, and measures consumers’ perceptions about treatment outcomes as a result of receiving services. A consumer had to complete at least 4 items for the domain score to be calculated.
- One item covering consumers’ perceptions of his/her **Participation in Treatment**.
- One item covering consumers’ experiences with staff **Respect**.

In addition to the MHSIP’s 23 items, the Connecticut Department of Mental Health and Addiction Services added the following:

- A **Recovery** domain consisting of five questions (24-28) that assess consumers’ perceptions of “recovery oriented services”. A consumer had to answer at least 3 items for the domain score to be calculated.
- Demographic questions, where respondents indicate their gender, race, age, and ethnicity. Two new questions were added in FY 2007; they ask respondents to self-report their reason for receiving services (Mental Health only, Substance Use only, both Mental Health and Substance Use), and their length of time in service (less than one year, 12 months to two years, two years to five years, and more than five years).
- Space for consumers to add optional additional comments.

³ Similar to previous years, the survey contains 23 items from the MHSIP consumer satisfaction survey: https://www.hsri.org/files/uploads/publications/PN52_The_MHSIP_Quality_Report.pdf

Administration

DMHAS provided agencies with guidelines for survey implementation. Generally, provider staff administered the consumer survey, but in some cases, consumers, peers, or other neutral parties assisted with the data collection. Providers administered the survey to people who received either Mental Health or Substance Use treatment services between July 1, 2019 and September 30, 2020. *Note that the survey deadline was extended by three months this year due to COVID-19.*

The survey was administered in the following levels of care:

- Mental Health Case Management, except Homeless Outreach
- Mental Health Outpatient (Clinical)
- Mental Health Partial Hospitalization
- Mental Health Residential, including Group Residential, Supervised Apts., Supported Apts., Supportive Housing, Transitional Residential
- Mental Health Social Rehabilitation
- Mental Health or Substance Abuse Employment Services
- Substance Use Medication Assisted Treatment (Methadone Maintenance and Buprenorphine)
- Substance Abuse Intensive Outpatient
- Substance Abuse Partial Hospitalization
- Substance Abuse Outpatient, including Gambling
- Substance Abuse Residential including Intensive, Intermediate, Long-Term Treatment, Long-Term Care, Transitional Residential/Halfway House
- Substance Abuse Recovery House
- Substance Abuse Case Management

Sample Selection

DMHAS asked providers to calculate survey sample sizes according to the number of unduplicated consumers served by the provider during the first quarter of Fiscal Year 2019 (July 1, 2018 through September 30, 2018).⁴ The sample size calculation was based on a 95% confidence level and 7% confidence interval.⁵ The table of expected versus actual surveys

⁴ The unduplicated counts were obtained from the Unduplicated Clients report in the DDaP Data Warehouse.

⁵ The confidence **interval** is the plus-or-minus figure usually reported in newspaper or television opinion poll results. For example, if you use a confidence interval of 4 and 47% percent of your sample picks a certain answer you can be "sure" that if you had asked the question of the entire relevant population, between 43% (47-4) and 51% (47+4) would have picked that answer.

The confidence **level** tells you how sure you can be. It is expressed as a percentage and represents how often the true percentage of the population (those who would pick that certain answer if you asked everyone) would lie within the confidence interval. The 95% confidence level means you can be 95% certain; that is, in 95 out of 100 situations, you would find that the true whole-population percentage fell within the confidence interval. Most researchers use the 95% confidence level. When you put the confidence level and the confidence interval together, you can say that you are 95% sure that the true percentage of the population is between 43% and 51%.

There is a trade-off between confidence interval and confidence level. For a given sample size (number of survey respondents), the wider the confidence interval, the more certain you can be that the whole population's answers would be within that range. On the other hand, the narrower the confidence interval, the less sure you would be of having bracketed the "real" whole-population percentage. For example, if you asked a sample of 1000 people in a city which brand of cola they preferred, and

submitted for SFY2020 can be found in Appendix 2. DMHAS provided agencies with a guide and as-needed technical assistance for determining correct sample sizes. Due to the COVID-19 pandemic, attaining the correct sample size was not always possible for providers, due to program decompression to ensure social distancing; pausing operations; and suspension of in-person activities. Nevertheless, the DMHAS community was able to collect and report over 20,000 surveys, which is remarkable and appreciated.

Data Entry

SFY2020 is the ninth year that DMHAS used the Consumer Survey application within the DMHAS Data Performance System (DDaP) portal to allow providers to enter their survey data directly into the DDaP system. As the surveys are anonymous, they are not connected to other client data in the system; however, if the agency identifies which program the survey comes from, some program related information (program type, level of care, region, etc.) that is in DDaP can now be connected to each survey. This reduces the data entry burden on the agency, while at the same time increasing the accuracy of identifying this information for each survey.

Analysis

Consumer Survey

Demographic and other simple frequency analyses were performed in both VB.NET and SPSS v 24 by two staff, and compared for accuracy.

The statistical analyses use the domain score (an average of the response values for the questions that comprise that domain. The domain score is a number between 1 and 5). The domain score then gets converted to a satisfaction score: domain scores that are less than 2.5 fall into the “Satisfied” category, scores between 2.5 – 3.5 fall into the “Neutral” category, and scores greater than 3.5 fall into the “Unsatisfied” category. The value that is the focus of this report is the percentage of clients who fall into the “Satisfied” category.

For example, we report that 90.9% of clients in MH programs were satisfied with Access to services (Access Domain), compared to 86.6% of clients in SU programs. The statistic that indicates that more clients in the MH programs were satisfied is based on a chi-square (χ^2) test. The chi-square statistic evaluates whether the distributions of categorical variables differ from each other. In this case, it refers to whether or not the number of satisfied clients in MH programs differs significantly from the number of satisfied clients in SU programs.

All analyses of difference were evaluated at alpha = .05 with a correction for multiple comparisons. This means that there is, at most, 5 in 100 chances (1 in 20 chances) that a difference is identified as a significant difference when in fact it is not. SPSS was used for these analyses.

60% said Brand A, you can be very certain that between 40 and 80% of all the people in the city actually do prefer that brand, but you would be far less sure that the actual Brand-A-preference % for all residents would fall between 59 and 61%.

Quality of Life

The responses from the QOL survey are also used to calculate domain scores. However, unlike the consumer survey scores, which are nominal level data (satisfied, neutral, not satisfied), the calculation of QOL domain scores ultimately produces a scaled score (scale of 1-100). This means that they may be compared using *t*-tests or analysis of variance (ANOVA) to determine if the scores for different groups are significantly different. These analyses of difference were evaluated at alpha = .01, which is more conservative than the .05 level used in the Consumer Survey analyses, but accounts for potential increases in the family wise error rate due to multiple comparisons. This means that there is a 1 in 100 chance that a difference is identified as a significant difference when in fact it is not. SPSS was used for these analyses.

Health Outcomes

The Health Outcomes data were analyzed for significant differences using the chi-square statistic described in the Consumer Survey section above.

Consumer Survey Results

Statewide, a total of 20,731 surveys were returned by 86 providers within the DMHAS network of care; 90% of all surveys were collected at the program level, rather than at the agency level. (In SFY2019, 91% of the surveys were submitted with program information. DMHAS has historically encouraged this manner of distribution, to ensure the most meaningful and useful information. See Table 1 for a summary of statewide demographic trends over the past five years.)

Table 1: Statewide Demographic Trends, SFY 2016 - 2020

	2020		2019		2018		2017		2016	
	N	%	N	%	N	%	N	%	N	%
<i>Gender</i>										
Female	8261	39.8	9119	40.1	9553	40.4	10626	40.9	10811	41.2
Male	12020	58.0	13101	57.6	13547	57.3	14760	56.8	14818	56.5
Unknown	452	2.2	545	2.4	528	2.2	624	2.4	615	2.3
<i>Race</i>										
American Indian/Alaskan Native	353	1.7	383	1.7	409	1.7	413	1.6	425	1.6
Asian	154	0.7	205	0.9	189	0.8	202	0.8	185	0.7
Black/African American	3633	17.5	4552	20.0	4332	18.3	4397	16.9	4550	17.3
More Than One Race	224	1.1	326	1.4	399	1.7	482	1.9	368	1.4
Native Hawaiian/Pacific Islander	106	0.5	119	0.5	98	0.4	81	0.3	98	0.4
Other	2242	10.8	2752	12.1	2647	11.2	3237	12.5	2942	11.2
Unknown	1485	7.2	1724	7.6	1902	8.1	2111	8.1	2319	8.8
White/Caucasian	12536	60.5	12704	55.8	13652	57.8	15087	58.0	15357	58.5
<i>Ethnicity</i>										
Mexican	126	0.6	141	0.6	135	0.6	164	0.6	183	0.7
Non-Hispanic	13021	62.8	13081	57.5	13851	58.6	15031	57.8	14887	56.7
Other Hispanic/Latino	1523	7.4	1868	8.2	1840	7.8	1869	7.2	1807	6.9
Puerto Rican	2431	11.7	2931	12.9	2939	12.4	3673	14.1	3664	14.0
Unknown	3632	17.5	4744	20.8	4863	20.6	5273	20.3	5703	21.7
<i>Age Range</i>										
Unknown	464	2.2	555	2.4	612	2.6	806	3.1	731	2.8
20 and Under	287	1.4	460	2.0	484	2.1	523	2.0	552	2.1
21-24	942	4.5	1357	6.0	1443	6.1	1534	5.9	1714	6.5
25-34	4550	22.0	5093	22.4	5328	22.6	5715	22.0	5927	22.6
35-54	8888	42.9	9260	40.7	9770	41.4	11008	42.3	11209	42.7
55-64	4431	21.4	4743	20.8	4817	20.4	5257	20.2	4999	19.1
65 and older	1171	5.7	1297	5.7	1174	5.0	1167	4.5	1112	4.2
<i>Service Duration</i>										
Less than 1 year	6521	31.5	9080	39.9	8900	37.7	9498	36.5	10217	38.9
1 to 2 years	3039	14.7	2976	13.1	3440	14.6	4117	15.8	3692	14.1
2 to 5 years	4715	22.7	3904	17.2	4307	18.2	4843	18.6	4699	17.9
More than 5 years	5426	26.2	5332	23.4	5406	22.9	5989	23.0	6197	23.6
Unknown	1032	5.0	1473	6.5	1575	6.7	1563	6.0	1439	5.5
<i>Program Type</i>										
MH	8630	41.4	11478	50.1	9354	39.3	12489	47.6	12589	46.9
SA	10033	48.1	9151	40.0	9910	41.7	10933	41.7	11022	41.1
Unknown	2070	9.9	2136	9.3	4364	18.4	2588	9.9	2633	9.8

	2020		2019		2018		2017		2016	
	N	%	N	%	N	%	N	%	N	%
<i>Level Of Care</i>										
MH ACT	413	2.0	653	2.9	440	1.9	571	2.2	542	2.1
MH Case Management	1533	7.4	1855	8.1	1698	7.2	2263	8.6	2124	8.0
MH Community Support	1159	5.6	1382	6.0	1140	4.8	1641	6.3	1606	6.1
MH Crisis Services	59	0.3	36	0.2	37	0.2	21	0.1	28	0.1
MH Education Support	99	0.5	97	0.4	107	0.5	108	0.4	118	0.5
MH Employment Services	777	3.7	927	4.1	880	3.7	913	3.5	1037	3.9
MH Forensics Community-based	22	0.1	40	0.2	0	0.0	10	0.0	37	0.1
MH Intake	2	0.0	1	0.0	0	0.0	0	0.0	1	0.0
MH IOP	68	0.3	292	1.3	72	0.3	98	0.4	70	0.3
MH Other	11	0.1	3	0.0	6	0.0	2	0.0	12	0.1
MH Outpatient	2668	12.8	4394	19.2	2979	12.6	4686	17.9	4967	18.7
MH Recovery Support	26	0.1	39	0.2	25	0.1	27	0.1	17	0.1
MH Residential Services	942	4.5	894	3.9	837	3.5	1069	4.1	1079	4.1
MH Social Rehabilitation	956	4.6	961	4.2	1222	5.2	1237	4.7	1201	4.5
SA Case Management	198	1.0	256	1.1	255	1.1	334	1.3	333	1.3
SA Employment Services	37	0.2	79	0.4	32	0.1	66	0.3	49	0.2
SA Forensics Community-based	97	0.5	103	0.5	71	0.3	64	0.2	60	0.2
SA Inpatient Services	4	0.0	86	0.4	59	0.3	225	0.9	132	0.5
SA IOP	852	4.1	1729	7.6	1458	6.1	1192	4.6	1142	4.3
SA Medication Assisted Tx	5514	26.5	2274	9.9	3351	14.1	4366	16.7	3649	13.8
SA Outpatient	1980	9.5	2977	13.0	2952	12.4	3235	12.4	3379	12.8
SA PHP	54	0.3	149	0.7	175	0.7	254	1.0	250	0.9
SA Residential Services	1305	6.3	1426	6.2	1580	6.7	1204	4.6	2033	7.7
Unknown	2070	9.9	2136	9.3	4364	18.4	2588	9.9	2633	9.9

Demographics of Statewide Sample

In order to evaluate whether the sample of consumers who completed a survey was representative of the overall DMHAS population, we compared the consumer survey demographic information to the DMHAS demographic data for SFY2020.

Table 2: Comparison of Survey Demographics to DMHAS Demographics

Gender	CS 2020 (%)	DMHAS 2020 (%)	Difference (%)
Female	39.8	40.8	-1.0
Male	58.0	58.7	-0.7
Unknown	2.2	0.5	1.7
Race			
American Indian/Native Alaskan	1.7	0.5	1.2
Asian	0.74	1.0	-0.2
Black/African American	17.52	15.9	1.6
Native Hawaiian/Other Pacific Islander	0.5	0.3	0.2
White/Caucasian	60.5	61.5	-1.0
More Than One Race	1.1	0.6	0.5
Other	10.8	14.5	-3.7
Unknown	7.2	5.7	1.5
Ethnicity			
Hispanic-Cuban	0.0	0.2	-0.2
Hispanic-Mexican	0.6	0.6	0.0
Hispanic-Other	7.4	8.3	-0.9
Hispanic-Puerto Rican	11.7	11.6	0.1
Non-Hispanic	62.8	69.3	-6.5
Unknown	17.5	9.9	7.6
Age			
18-24*	5.9	10.2	-4.3
25-34*	22.0	22.0	0.0
35-54	42.9	40.1	2.8
55-64	21.4	18.4	3.0
65+	5.7	8.0	-2.3
Other/Unknown	2.2	1.1	1.1

* DMHAS Demographic Reports groups age into 18-25 and 26-34, which is slightly different than the age categories in the Consumer Satisfaction Survey

A **positive** number in the Difference column indicates the number of percentage points by which the Consumer Satisfaction Survey sample exceeds the overall DMHAS population. A **negative** number indicates that the overall DMHAS population is larger than the Consumer Survey sample for a particular category.

In FY20 and possibly due to data collection circumstances during the COVID-19 pandemic, it appears that 'unknown' demographic values were more prevalent than in past years. Despite this, the racial composition of the respondents to the consumer survey suggests that the consumer survey slightly oversamples minorities.

With regard to ethnicity, at first glance, the consumer survey appears to sample a smaller proportion of non-Hispanic consumers; however, 18% of the survey respondents declined to identify his or her ethnicity so the consumer survey may be closer to the DMHAS population than

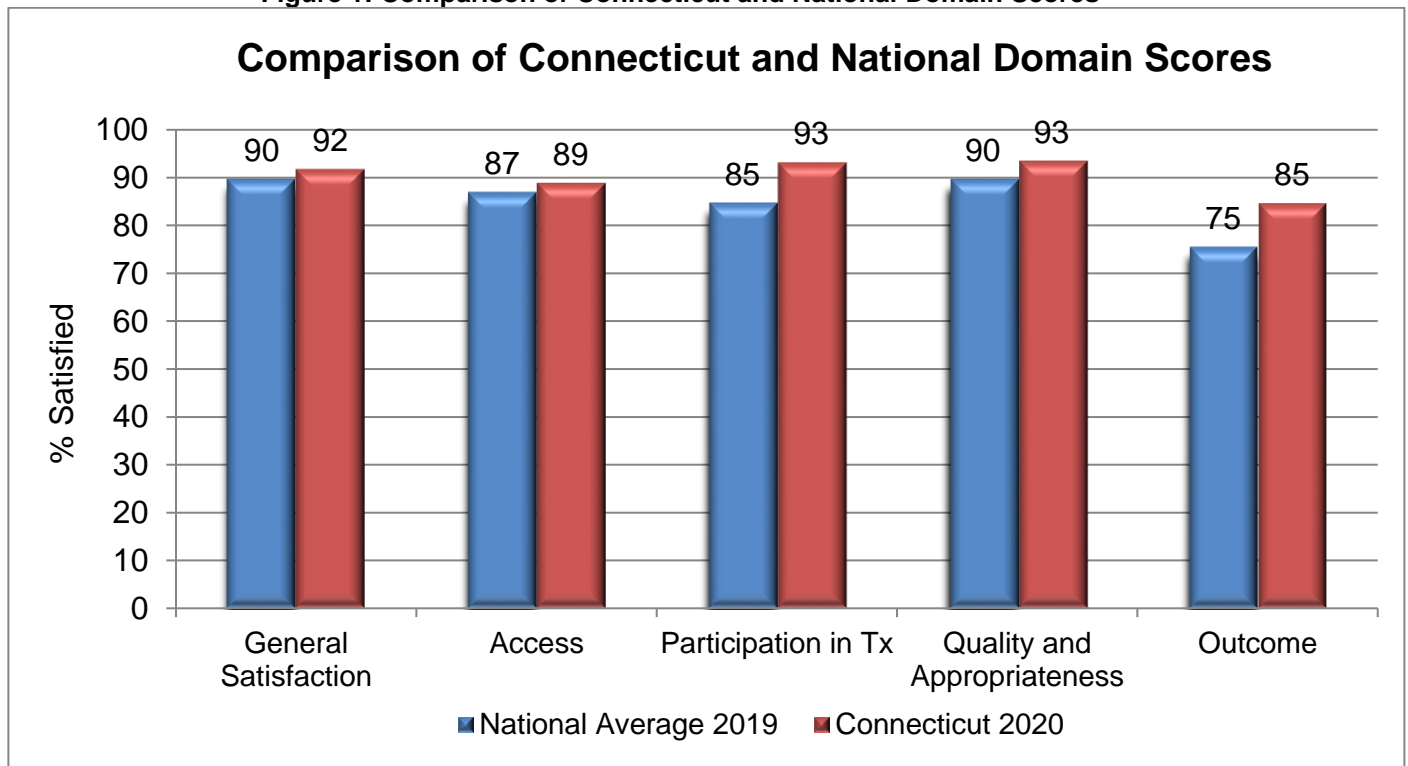
these data indicate. Again, these unknown values may be due to data collection challenges during the COVID-19 pandemic.

In the age category, the youngest age group (18-24) and the oldest age group (65+) are slightly under sampled, while the middle (and largest) age groups (35-64) are slightly oversampled this year. Increased effort is being made to encourage consumer satisfaction survey participation within the Young Adult Services programs, which saw 27% of YAS clients (314) participate in the survey in SFY20.

In conclusion, the demographics of the group of consumers who answered the survey in SFY2020 are generally representative of the larger DMHAS population of clients.

Satisfaction with Services

Figure 1: Comparison of Connecticut and National Domain Scores

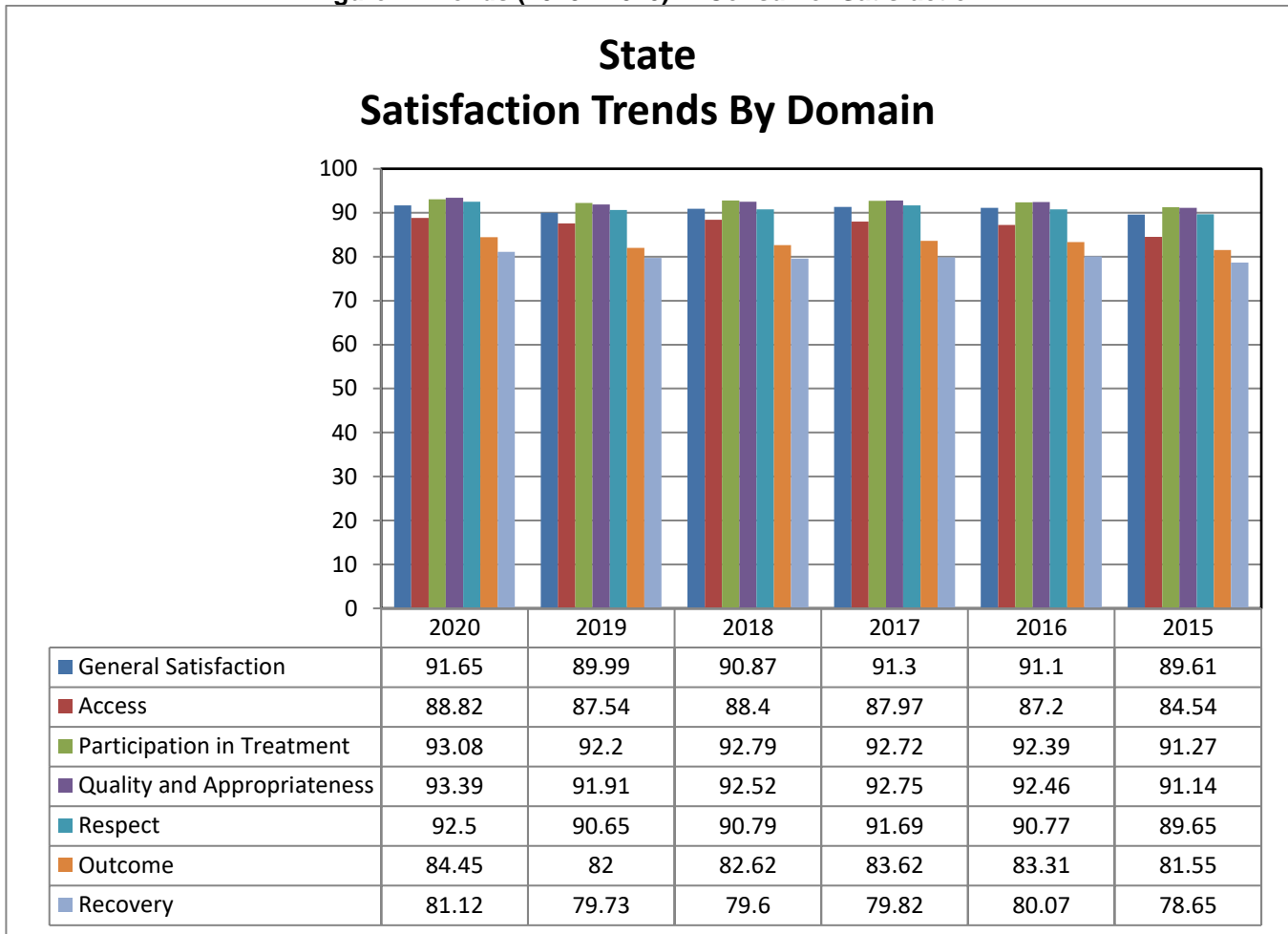


When compared to the latest MHSIP national survey results available (2019 CMHS Uniform Reporting System Output Tables), Connecticut consumers report higher levels of satisfaction in all domains, exceeding the national average by 2%-10%.

Trends over Time

Statewide Satisfaction Trends by Domain

Figure 2: Trends (2015 - 2020) in Consumer Satisfaction



The percentage of consumers satisfied with services has remained quite consistent for over 5 years. Within each domain, the number of clients who have been satisfied with services has also remained consistent across the years. From SFY19 to SFY20 the percentage of clients who were satisfied within a given domain varied by less than 2.5%; all changes in the number of satisfied clients were increases. During the last five years, consumers have reported being most satisfied with the level of family Participation in Treatment and with the Quality and Appropriateness domain. In FY 2020, 93% of respondents felt they received appropriate services, were satisfied with participation in treatment, and felt that they were respected by staff; 92% were generally satisfied with services; and 89% expressed satisfaction with access to services. About 84% of respondents were satisfied with perceived outcomes. Finally, 81% of respondents were satisfied with their progress toward recovery.

Table 3: Statewide Trends (2015-2020) by Domain

Domain	Year	Satisfied		Neutral		Dissatisfied	
		N	%	N	%	N	%
General Satisfaction							
	2020	18895	91.65	1424	6.91	298	1.45
	2019	20337	89.99	1830	8.10	433	1.92
	2018	21249	90.87	1710	7.31	426	1.82
	2017	23480	91.30	1836	7.14	402	1.56
	2016	23775	91.10	1960	7.51	364	1.39
	2015	22763	89.61	2123	8.36	517	2.04
Access							
	2020	18141	88.82	2105	10.31	179	0.88
	2019	19573	87.54	2550	11.40	236	1.06
	2018	20486	88.40	2480	10.70	208	0.90
	2017	22390	87.97	2874	11.29	189	0.74
	2016	22429	87.20	3076	11.96	217	0.84
	2015	21143	84.54	3535	14.13	331	1.32
Participation in Treatment							
	2020	18918	93.08	1065	5.24	342	1.68
	2019	20522	92.20	1340	6.02	396	1.78
	2018	21352	92.79	1245	5.41	415	1.80
	2017	23378	92.72	1419	5.63	417	1.65
	2016	23752	92.39	1500	5.83	456	1.77
	2015	22810	91.27	1639	6.56	542	2.17
Quality and Appropriateness							
	2020	18974	93.39	1205	5.93	137	0.67
	2019	20380	91.91	1603	7.23	192	0.87
	2018	21189	92.52	1529	6.68	185	0.81
	2017	23326	92.75	1643	6.53	180	0.72
	2016	23760	92.46	1764	6.86	174	0.68
	2015	22744	91.14	1963	7.87	249	1.00
Respect							
	2020	17863	92.50	1185	6.14	264	1.37
	2019	18833	90.65	1606	7.73	336	1.62
	2018	19636	90.79	1670	7.72	322	1.49
	2017	20818	91.69	1594	7.02	294	1.29
	2016	21209	90.77	1807	7.73	350	1.50
	2015	21090	89.65	1998	8.49	438	1.86
Outcome							
	2020	16738	84.45	2792	14.09	290	1.46
	2019	17608	82.00	3438	16.01	427	1.99
	2018	18426	82.62	3423	15.35	454	2.04
	2017	19510	83.62	3420	14.66	401	1.72
	2016	20042	83.31	3587	14.91	428	1.78
	2015	19847	81.55	3942	16.20	547	2.25

Domain	Year	Satisfied		Neutral		Dissatisfied	
		N	%	N	%	N	%
Recovery							
	2020	16148	81.12	3240	16.28	518	2.60
	2019	17196	79.73	3707	17.19	664	3.08
	2018	17885	79.60	3834	17.06	751	3.34
	2017	18777	79.82	4061	17.26	685	2.91
	2016	19391	80.07	4163	17.19	663	2.74
	2015	19270	78.65	4400	17.96	832	3.40

Table 4: Statewide Trends (2015-2020) by Question

*= top 5 questions with highest satisfaction; † = top 5 questions with lowest satisfaction

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
General Satisfaction									
<i>I like the services that I received here.*</i>									
2020	19248	93.4	1105	5.4	247	1.2	1.6	1	0.67
2019	20821	92.2	1426	6.3	339	1.5	1.6	1	0.71
2018	21754	93.1	1284	5.5	328	1.4	1.6	1	0.69
2017	23954	93.2	1438	5.6	311	1.2	1.6	1	0.68
2016	24193	92.9	1561	6.0	300	1.2	1.6	1	0.68
2015	23124	91.3	1792	7.1	423	1.7	1.6	1	0.72
<i>If I had other choices, I would still get services from this agency.</i>									
2020	18187	89.0	1536	7.5	719	3.5	1.7	2	0.80
2019	19398	86.6	2039	9.1	953	4.3	1.7	2	0.86
2018	20358	87.7	1912	8.2	934	4.0	1.7	2	0.84
2017	22464	88.1	2084	8.2	948	3.7	1.7	2	0.82
2016	22799	88.1	2169	8.4	916	3.5	1.7	2	0.82
2015	21772	86.5	2323	9.2	1088	4.3	1.7	2	0.86
<i>I would recommend this agency to a friend or family member.</i>									
2020	18701	91.5	1250	6.1	479	2.3	1.6	1	0.74
2019	20102	89.8	1638	7.3	655	2.9	1.6	1	0.79
2018	20993	90.7	1548	6.7	610	2.6	1.6	1	0.77
2017	23209	91.1	1642	6.4	617	2.4	1.6	1	0.75
2016	23535	91.0	1727	6.7	596	2.3	1.6	1	0.75
2015	22555	89.6	1904	7.6	725	2.9	1.6	1	0.79
Access									
<i>The location of services was convenient.</i>									
2020	17938	88.4	1642	8.1	705	3.5	1.7	2	0.80
2019	19364	87.0	1927	8.7	967	4.3	1.7	2	0.85
2018	20267	87.8	1918	8.3	894	3.9	1.7	2	0.83
2017	21707	85.9	2293	9.1	1268	5.0	1.7	2	0.89
2016	21606	84.6	2444	9.6	1498	5.9	1.8	2	0.92
2015	20468	82.6	2506	10.1	1798	7.3	1.8	2	0.98

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
<i>Staff was willing to see me as often as I felt was necessary.</i>									
2020	18770	91.6	1296	6.3	420	2.1	1.6	2	0.72
2019	20278	90.4	1632	7.3	510	2.3	1.6	1	0.75
2018	21134	91.0	1555	6.7	534	2.3	1.6	1	0.74
2017	23297	91.3	1704	6.7	515	2.0	1.6	1	0.73
2016	23565	91.1	1721	6.6	595	2.3	1.6	1	0.74
2015	22433	89.1	1982	7.9	766	3.0	1.7	2	0.79
<i>Staff returned my calls within 24 hours.</i>									
2020	17188	87.2	1869	9.5	652	3.3	1.7	2	0.80
2019	18301	85.5	2306	10.8	809	3.8	1.7	2	0.84
2018	18980	86.1	2272	10.3	802	3.6	1.7	2	0.83
2017	21058	86.3	2502	10.3	834	3.4	1.7	2	0.82
2016	21165	86.1	2543	10.3	880	3.6	1.7	2	0.82
2015	20165	84.5	2664	11.2	1036	4.3	1.8	2	0.86
<i>Services were available at times that were good for me.</i>									
2020	18533	90.5	1424	7.0	531	2.6	1.7	2	0.75
2019	20155	89.8	1681	7.5	615	2.7	1.7	2	0.77
2018	20962	90.2	1660	7.1	605	2.6	1.6	2	0.76
2017	23093	90.5	1774	7.0	641	2.5	1.6	2	0.75
2016	23337	90.2	1910	7.4	613	2.4	1.6	2	0.75
2015	22360	88.9	2077	8.3	728	2.9	1.7	2	0.78
Participation in Treatment									
<i>I felt comfortable asking questions about my services, treatment, or medication.*</i>									
2020	18918	93.1	1065	5.2	342	1.7	1.6	1	0.69
2019	20522	92.2	1340	6.0	396	1.8	1.6	1	0.71
2018	21352	92.8	1245	5.4	415	1.8	1.6	1	0.70
2017	23378	92.7	1419	5.6	417	1.7	1.6	1	0.70
2016	23752	92.4	1500	5.8	456	1.8	1.6	1	0.71
2015	22810	91.3	1639	6.6	542	2.2	1.6	1	0.74
Quality and Appropriateness									
<i>Staff here believes that I can grow, change, and recover.*</i>									
2020	19136	93.6	1071	5.2	230	1.1	1.6	1	0.66
2019	20746	92.7	1387	6.2	249	1.1	1.5	1	0.68
2018	21609	93.4	1235	5.3	285	1.2	1.5	1	0.67
2017	23807	93.5	1401	5.5	243	1.0	1.5	1	0.66
2016	24137	93.3	1474	5.7	248	1.0	1.5	1	0.66
2015	23230	92.4	1593	6.3	314	1.2	1.6	1	0.69

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
<i>I felt free to complain.</i>									
2020	18025	88.7	1678	8.3	615	3.0	1.7	2	0.78
2019	19433	87.4	2052	9.2	742	3.3	1.7	2	0.81
2018	20148	87.8	2021	8.8	789	3.4	1.7	2	0.81
2017	22243	87.9	2235	8.8	822	3.2	1.7	2	0.81
2016	22517	87.5	2375	9.2	829	3.2	1.7	2	0.80
2015	21496	86.0	2458	9.8	1041	4.2	1.8	2	0.85
<i>I was given information about my rights.</i>									
2020	18673	91.8	1242	6.1	435	2.1	1.6	2	0.72
2019	20135	90.3	1541	6.9	626	2.8	1.6	2	0.77
2018	20928	90.8	1532	6.6	589	2.6	1.6	2	0.75
2017	23156	91.3	1614	6.4	603	2.4	1.6	2	0.74
2016	23435	90.9	1733	6.7	610	2.4	1.6	2	0.74
2015	22555	89.9	1820	7.3	711	2.8	1.7	2	0.77
<i>Staff told me what side effects to watch out for.</i>									
2020	16467	87.3	1691	9.0	697	3.7	1.7	2	0.80
2019	17258	84.2	2235	10.9	1005	4.9	1.8	2	0.87
2018	18094	84.9	2240	10.5	977	4.6	1.8	2	0.86
2017	19616	84.8	2476	10.7	1035	4.5	1.8	2	0.85
2016	19951	84.2	2634	11.1	1098	4.6	1.8	2	0.86
2015	19007	82.7	2735	11.9	1228	5.3	1.8	2	0.89
<i>Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services.</i>									
2020	18899	93.3	1065	5.3	291	1.4	1.6	1	0.68
2019	20372	92.0	1385	6.3	390	1.8	1.6	1	0.72
2018	21253	92.7	1296	5.7	373	1.6	1.6	1	0.70
2017	23384	92.8	1427	5.7	382	1.5	1.6	1	0.69
2016	23745	92.5	1544	6.0	391	1.5	1.6	1	0.70
2015	22854	91.6	1616	6.5	473	1.9	1.6	1	0.73
<i>Staff was sensitive to my cultural/ethnic background.*</i>									
2020	18196	91.7	1359	6.9	279	1.4	1.6	2	0.70
2019	19523	90.1	1783	8.2	359	1.7	1.6	1	0.73
2018	20224	90.3	1801	8.0	360	1.6	1.6	1	0.73
2017	22184	90.6	1921	7.8	371	1.5	1.6	1	0.72
2016	22501	90.1	2081	8.3	395	1.6	1.6	1	0.73
2015	21667	89.5	2129	8.8	419	1.7	1.6	2	0.74

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
<i>Staff helped me to obtain information I needed so that I could take charge of managing my illness.</i>									
2020	18095	92.2	1194	6.1	331	1.7	1.6	2	0.70
2019	19209	90.2	1663	7.8	432	2.0	1.6	2	0.74
2018	20142	90.8	1618	7.3	429	1.9	1.6	2	0.72
2017	22204	91.0	1784	7.3	411	1.7	1.6	2	0.71
2016	22519	90.9	1823	7.4	441	1.8	1.6	2	0.72
2015	21507	89.6	1967	8.2	541	2.3	1.7	2	0.75
Respect									
<i>My wishes are respected about the amount of family involvement I want in my treatment.*</i>									
2020	17863	92.5	1185	6.1	264	1.4	1.6	2	0.68
2019	18833	90.7	1606	7.7	336	1.6	1.6	2	0.72
2018	19636	90.8	1670	7.7	322	1.5	1.6	2	0.71
2017	20818	91.7	1594	7.0	294	1.3	1.6	2	0.69
2016	21209	90.8	1807	7.7	350	1.5	1.6	2	0.71
2015	21090	89.6	1998	8.5	438	1.9	1.7	2	0.74
Outcome									
<i>As a result of services I have received from this agency, I deal more effectively with daily problems.</i>									
2020	17336	87.0	2143	10.8	445	2.2	1.8	2	0.75
2019	18382	85.1	2625	12.1	603	2.8	1.8	2	0.79
2018	19303	85.9	2566	11.4	613	2.7	1.8	2	0.78
2017	20378	86.8	2571	10.9	541	2.3	1.8	2	0.76
2016	20930	86.4	2686	11.1	601	2.5	1.8	2	0.77
2015	20825	85.0	3005	12.3	661	2.7	1.8	2	0.78
<i>As a result of services I have received from this agency, I am better able to control my life.</i>									
2020	17266	86.6	2214	11.1	462	2.3	1.8	2	0.75
2019	18298	84.7	2723	12.6	583	2.7	1.8	2	0.79
2018	19183	85.3	2722	12.1	573	2.5	1.8	2	0.78
2017	20219	86.1	2711	11.5	559	2.4	1.8	2	0.76
2016	20725	85.5	2926	12.1	600	2.5	1.8	2	0.77
2015	20626	84.1	3200	13.1	692	2.8	1.8	2	0.79
<i>As a result of services I have received from this agency, I am better able to deal with crisis.</i>									
2020	16764	84.4	2525	12.7	572	2.9	1.8	2	0.78
2019	17749	82.5	3062	14.2	713	3.3	1.8	2	0.82
2018	18580	83.1	3026	13.5	754	3.4	1.8	2	0.81
2017	19617	83.8	3132	13.4	670	2.9	1.8	2	0.80
2016	20155	83.5	3228	13.4	751	3.1	1.8	2	0.80
2015	19945	81.6	3606	14.8	880	3.6	1.9	2	0.83

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
<i>As a result of services I have received from this agency, I am getting along better with my family.</i>									
2020	16093	83.0	2622	13.5	681	3.5	1.8	2	0.83
2019	16735	79.9	3334	15.9	868	4.1	1.9	2	0.87
2018	17522	80.6	3267	15.0	954	4.4	1.9	2	0.87
2017	18488	81.2	3367	14.8	901	4.0	1.8	2	0.86
2016	19000	80.8	3588	15.3	929	4.0	1.8	2	0.86
2015	18859	79.3	3832	16.1	1096	4.6	1.9	2	0.88
<i>As a result of services I have received from this agency, I do better in social situations. †</i>									
2020	15965	81.0	2954	15.0	801	4.1	1.9	2	0.84
2019	16849	78.9	3582	16.8	930	4.4	1.9	2	0.87
2018	17568	79.0	3654	16.4	1016	4.6	1.9	2	0.87
2017	18597	80.0	3621	15.6	1017	4.4	1.9	2	0.86
2016	19153	80.0	3792	15.8	1007	4.2	1.9	2	0.85
2015	18930	78.3	4125	17.1	1115	4.6	1.9	2	0.87
<i>As a result of services I have received from this agency, I do better in school and/or work. †</i>									
2020	13028	80.0	2687	16.5	561	3.4	1.9	2	0.84
2019	13570	75.9	3555	19.9	759	4.2	1.9	2	0.89
2018	14365	76.8	3484	18.6	857	4.6	1.9	2	0.89
2017	14943	77.0	3628	18.7	839	4.3	1.9	2	0.88
2016	15141	76.7	3782	19.2	809	4.1	1.9	2	0.88
2015	14793	75.0	3913	19.8	1012	5.1	2.0	2	0.91
<i>As a result of services I have received from this agency, my symptoms are not bothering me as much. †</i>									
2020	15379	78.7	2943	15.1	1211	6.2	1.9	2	0.91
2019	16021	75.6	3616	17.1	1561	7.4	2.0	2	0.96
2018	16722	76.2	3568	16.3	1646	7.5	2.0	2	0.96
2017	17647	76.7	3762	16.3	1608	7.0	2.0	2	0.94
2016	18191	76.9	3868	16.4	1597	6.8	2.0	2	0.93
2015	18071	75.5	4090	17.1	1781	7.4	2.0	2	0.95
Recovery									
<i>In general, I am involved in my community. †</i>									
2020	12812	70.6	3462	19.1	1884	10.4	2.1	2	1.01
2019	13867	70.1	3775	19.1	2136	10.8	2.1	2	1.04
2018	14443	70.0	3983	19.3	2210	10.7	2.1	2	1.04
2017	15320	70.6	4153	19.1	2233	10.3	2.1	2	1.02
2016	15600	69.9	4552	20.4	2178	9.8	2.1	2	1.02
2015	15766	70.0	4431	19.7	2341	10.4	2.1	2	1.03

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
<i>In general, I am able to pursue my interests.</i>									
2020	16196	81.9	2675	13.5	903	4.6	1.9	2	0.83
2019	17321	80.8	3070	14.3	1059	4.9	1.9	2	0.86
2018	18040	80.8	3150	14.1	1141	5.1	1.9	2	0.87
2017	18956	81.2	3245	13.9	1145	4.9	1.9	2	0.86
2016	19447	80.9	3444	14.3	1153	4.8	1.9	2	0.86
2015	19347	79.5	3663	15.1	1314	5.4	1.9	2	0.88
<i>In general, I can have the life I want, despite my disease/disorder. †</i>									
2020	15861	80.4	2651	13.4	1210	6.1	1.9	2	0.89
2019	16837	78.8	3063	14.3	1474	6.9	1.9	2	0.94
2018	17488	78.6	3192	14.3	1576	7.1	1.9	2	0.94
2017	18333	78.6	3416	14.6	1574	6.7	1.9	2	0.93
2016	18886	78.7	3586	15.0	1512	6.3	1.9	2	0.92
2015	18865	77.9	3675	15.2	1683	6.9	2.0	2	0.94
<i>In general, I feel like I am in control of my treatment.</i>									
2020	16819	84.9	2218	11.2	764	3.9	1.8	2	0.81
2019	17912	83.4	2629	12.2	940	4.4	1.8	2	0.85
2018	18723	83.6	2678	12.0	985	4.4	1.8	2	0.84
2017	19529	83.4	2888	12.3	1012	4.3	1.8	2	0.84
2016	19972	82.8	3126	13.0	1010	4.2	1.8	2	0.84
2015	19914	81.6	3312	13.6	1177	4.8	1.9	2	0.86
<i>In general, I give back to my family and/or community.</i>									
2020	15880	82.3	2650	13.7	756	3.9	1.9	2	0.82
2019	16768	80.6	3114	15.0	913	4.4	1.9	2	0.86
2018	17462	80.5	3219	14.8	998	4.6	1.9	2	0.86
2017	18383	80.8	3457	15.2	911	4.0	1.9	2	0.85
2016	18719	80.2	3710	15.9	901	3.9	1.9	2	0.85
2015	18727	79.7	3757	16.0	1002	4.3	1.9	2	0.85

The next set of tables document how consumers tended to rate satisfaction with services from DMHAS providers within each of the various survey domains.

General Satisfaction

Table 5: General Satisfaction Domain

<u>Provider</u>	<u>Total N</u>	<u>Satisfied N</u>	<u>Satisfied %</u>
Easter Seals of Capital Region and Eastern CT	62	62	100.00%
Family and Children's Agency Inc	30	30	100.00%
Fellowship Inc.	283	283	100.00%
Goodwill of Southern New England	56	56	100.00%
Laurel House	133	133	100.00%
Operation Hope of Fairfield Inc.	25	25	100.00%
St. Vincent DePaul Place Middletown Inc.	30	30	100.00%
CommuniCare Inc	156	155	99.36%
Keystone House Inc.	115	114	99.13%
Yale University-Behavioral Health	115	114	99.13%
Prime Time House Inc.	65	64	98.46%
Advanced Behavioral Health	120	118	98.33%
My Sisters' Place	51	50	98.04%
Liberty Community Services	95	93	97.89%
McCall Foundation Inc	463	453	97.84%
Kuhn Employment Opportunities Inc.	41	40	97.56%
Supportive Environmental Living Facility Inc-SELF	41	40	97.56%
United Community and Family Services	39	38	97.44%
Center for Human Development	287	278	96.86%
Recovery Network of Programs	171	165	96.49%
Bridges Healthcare Inc.	196	189	96.43%
Gilead Community Services Inc.	217	209	96.31%
Hartford Behavioral Health	153	147	96.08%
Bridge House	99	95	95.96%
Sound Community Services Inc.	318	305	95.91%
Chrysalis Center Inc.	389	373	95.89%
Reliance Health Inc.	144	138	95.83%
Mercy Housing and Shelter Corporation	119	114	95.80%
LifeBridge Community Services (formerly FSW Inc)	47	45	95.74%
Central CT Coast YMCA	68	65	95.59%
Yale-New Haven Hospital	100	95	95.00%
APT Foundation Inc	3969	3764	94.83%
River Valley Services	255	241	94.51%
Kennedy Center Inc.	72	68	94.44%
ImmaCare	53	50	94.34%
New Reach, Inc.	52	49	94.23%
Mental Health Connecticut	340	320	94.12%
Marrakech Day Services	118	111	94.07%
Catholic Charities- Waterbury	117	110	94.02%
Charlotte Hungerford Hospital	200	188	94.00%
Community Mental Health Affiliates	553	519	93.85%

<u>Provider</u>	<u>Total N</u>	<u>Satisfied N</u>	<u>Satisfied %</u>
Wellmore	439	411	93.62%
St. Vincent DePaul Mission of Waterbury Inc.	31	29	93.55%
Capitol Region Mental Health Center	323	302	93.50%
Charter Oak Health Center	100	93	93.00%
Guardian Ad Litem	85	79	92.94%
Western Connecticut Mental Health Network	300	278	92.67%
Columbus House	121	112	92.56%
Connection Inc.	245	226	92.24%
Norwalk Hospital	232	213	91.81%
United Services Inc.	497	456	91.75%
Community Health Resources Inc.	985	900	91.37%
Liberation Programs	448	408	91.07%
Catholic Charities - Inst for the Hispanic Family	122	111	90.98%
Southwest Connecticut Mental Health System	66	60	90.91%
Connecticut Mental Health Center	98	89	90.82%
BH Care	597	537	89.95%
Chemical Abuse Services Agency (CASA)	450	404	89.78%
Rushford Center	368	330	89.67%
Hartford Dispensary	437	390	89.24%
St. Vincent's Medical Center	65	58	89.23%
Connecticut Renaissance Inc.	258	230	89.15%
Wheeler Clinic	344	304	88.37%
Pathways Inc.	51	45	88.24%
Connecticut Counseling Centers Inc.	591	520	87.99%
Continuum of Care	271	235	86.72%
Goodwill of Western and Northern CT Inc.	48	41	85.42%
Cornell Scott-Hill Health Corporation	219	186	84.93%
Perception Programs Inc	117	98	83.76%
Southeastern Mental Health Authority	104	87	83.65%
Backus Hospital	127	106	83.46%
InterCommunity Inc.	245	203	82.86%
Midwestern CT Council on Alcoholism (MCCA)	1517	1228	80.95%
Waterbury Hospital Health Center	48	38	79.17%
Inspirica Inc. (formerly St Luke's LifeWorks)	81	63	77.78%
Central Naugatuck Valley (CNV) Help Inc.	115	87	75.65%
SCADD	195	144	73.85%
Ability Beyond	42	29	69.05%
Community Renewal Team (CRT)	84	57	67.86%
Connecticut Valley Hospital	4	3	-
Council of Churches Greater Bridgeport	16	12	-
Friendship Service Center	18	12	-
Greenwood Counseling Referrals Inc.	2	2	-
Hands on Hartford	17	17	-
Hartford Hospital	19	17	-
John J. Driscoll United Labor Agency Inc.	22	22	-
Leeway Inc.	18	13	-
Martin House	8	8	-
Natchaug Hospital	19	17	-

<u>Provider</u>	<u>Total N</u>	<u>Satisfied N</u>	<u>Satisfied %</u>
Positive Directions	6	6	-
Thames Valley Council for Comm Action Inc	15	15	-
Windham Regional Community Council	9	9	-
YWCA of Hartford	21	19	-

Providers with dashes in their 'Satisfied %' cells had less than 25 surveys for which the Domain was calculated.

Access

Table 6: Access Domain

<u>Provider</u>	<u>Total N</u>	<u>Satisfied N</u>	<u>Satisfied %</u>
Easter Seals of Capital Region and Eastern CT	62	62	100.00%
Goodwill of Southern New England	56	56	100.00%
Keystone House Inc.	115	115	100.00%
Kuhn Employment Opportunities Inc.	41	41	100.00%
My Sisters' Place	50	50	100.00%
Operation Hope of Fairfield Inc.	25	25	100.00%
United Community and Family Services	38	38	100.00%
Yale University-Behavioral Health	115	114	99.13%
Advanced Behavioral Health	119	117	98.32%
CommuniCare Inc	156	153	98.08%
Kennedy Center Inc.	72	70	97.22%
Central CT Coast YMCA	67	65	97.01%
Liberty Community Services	95	92	96.84%
Family and Children's Agency Inc	30	29	96.67%
St. Vincent DePaul Place Middletown Inc.	30	29	96.67%
Charter Oak Health Center	100	96	96.00%
Marrakech Day Services	118	113	95.76%
Fellowship Inc.	283	271	95.76%
LifeBridge Community Services (formerly FSW Inc)	47	45	95.74%
Laurel House	133	127	95.49%
Prime Time House Inc.	65	62	95.38%
Recovery Network of Programs	167	159	95.21%
McCall Foundation Inc	459	436	94.99%
Bridge House	99	94	94.95%
Yale-New Haven Hospital	99	94	94.95%
Wellmore	429	407	94.87%
ImmaCare	53	50	94.34%
Mental Health Connecticut	339	319	94.10%
Center for Human Development	283	266	93.99%
Bridges Healthcare Inc.	195	183	93.85%
Supportive Environmental Living Facility Inc-SELF	41	38	92.68%
Columbus House	120	111	92.50%
Connection Inc.	237	219	92.41%
New Reach, Inc.	52	48	92.31%
River Valley Services	255	235	92.16%
Norwalk Hospital	229	211	92.14%
Gilead Community Services Inc.	209	192	91.87%
United Services Inc.	497	455	91.55%
Community Mental Health Affiliates	546	497	91.03%
Western Connecticut Mental Health Network	298	271	90.94%
Connecticut Renaissance Inc.	245	222	90.61%
Connecticut Mental Health Center	95	86	90.53%
Sound Community Services Inc.	316	286	90.51%
Guardian Ad Litem	83	75	90.36%
Perception Programs Inc	114	103	90.35%
Catholic Charities - Inst for the Hispanic Family	118	106	89.83%
APT Foundation Inc	3955	3551	89.79%

<u>Provider</u>	<u>Total N</u>	<u>Satisfied N</u>	<u>Satisfied %</u>
Mercy Housing and Shelter Corporation	117	105	89.74%
Continuum of Care	253	226	89.33%
Community Health Resources Inc.	973	869	89.31%
BH Care	598	532	88.96%
Charlotte Hungerford Hospital	197	175	88.83%
Pathways Inc.	51	45	88.24%
St. Vincent's Medical Center	66	58	87.88%
Hartford Behavioral Health	153	134	87.58%
Rushford Center	365	319	87.40%
Chrysalis Center Inc.	386	337	87.31%
Liberation Programs	451	390	86.47%
Catholic Charities- Waterbury	117	101	86.32%
Connecticut Counseling Centers Inc.	588	505	85.88%
Hartford Dispensary	437	375	85.81%
Goodwill of Western and Northern CT Inc.	48	41	85.42%
Waterbury Hospital Health Center	48	41	85.42%
Capitol Region Mental Health Center	323	275	85.14%
Chemical Abuse Services Agency (CASA)	446	378	84.75%
Inspirica Inc. (formerly St Luke's LifeWorks)	81	68	83.95%
St. Vincent DePaul Mission of Waterbury Inc.	30	25	83.33%
Reliance Health Inc.	144	119	82.64%
Backus Hospital	124	102	82.26%
Southeastern Mental Health Authority	105	86	81.90%
Midwestern CT Council on Alcoholism (MCCA)	1489	1201	80.66%
Wheeler Clinic	343	276	80.47%
Southwest Connecticut Mental Health System	66	53	80.30%
Cornell Scott-Hill Health Corporation	216	173	80.09%
Ability Beyond	40	30	75.00%
Central Naugatuck Valley (CNV) Help Inc.	115	85	73.91%
InterCommunity Inc.	245	176	71.84%
SCADD	186	129	69.35%
Community Renewal Team (CRT)	83	55	66.27%
Connecticut Valley Hospital	3	3	-
Council of Churches Greater Bridgeport	15	11	-
Friendship Service Center	18	16	-
Greenwood Counseling Referrals Inc.	2	2	-
Hands on Hartford	17	17	-
Hartford Hospital	19	16	-
John J. Driscoll United Labor Agency Inc.	22	22	-
Leeway Inc.	18	13	-
Martin House	8	8	-
Natchaug Hospital	18	16	-
Positive Directions	6	5	-
Thames Valley Council for Comm Action Inc	15	15	-
Windham Regional Community Council	9	9	-
YWCA of Hartford	21	20	-

Providers with dashes in their 'Satisfied %' cells had less than 25 surveys for which the Domain was calculated.

Participation in Treatment

Table 7: “I felt comfortable asking questions about my services, treatment or medication”

<u>Provider</u>	<u>Total N</u>	<u>Satisfied N</u>	<u>Satisfied %</u>
CommuniCare Inc	156	156	100.00%
Easter Seals of Capital Region and Eastern CT	61	61	100.00%
Kennedy Center Inc.	72	72	100.00%
Liberty Community Services	94	94	100.00%
LifeBridge Community Services (formerly FSW Inc)	46	46	100.00%
St. Vincent DePaul Place Middletown Inc.	27	27	100.00%
United Community and Family Services	38	38	100.00%
Yale University-Behavioral Health	112	112	100.00%
Recovery Network of Programs	170	169	99.41%
Advanced Behavioral Health	115	114	99.13%
Charter Oak Health Center	99	98	98.99%
My Sisters' Place	51	50	98.04%
Yale-New Haven Hospital	100	98	98.00%
Goodwill of Western and Northern CT Inc.	46	45	97.83%
Connecticut Renaissance Inc.	260	254	97.69%
Guardian Ad Litem	84	82	97.62%
Center for Human Development	281	274	97.51%
Kuhn Employment Opportunities Inc.	39	38	97.44%
Keystone House Inc.	113	110	97.35%
Wellmore	436	422	96.79%
St. Vincent DePaul Mission of Waterbury Inc.	30	29	96.67%
McCall Foundation Inc	460	444	96.52%
Connection Inc.	238	229	96.22%
Operation Hope of Fairfield Inc.	26	25	96.15%
Bridges Healthcare Inc.	197	189	95.94%
APT Foundation Inc	3950	3784	95.80%
Perception Programs Inc	116	111	95.69%
Laurel House	132	126	95.45%
Hartford Behavioral Health	149	142	95.30%
Gilead Community Services Inc.	211	201	95.26%
Mental Health Connecticut	339	322	94.99%
Fellowship Inc.	215	204	94.88%
Marrakech Day Services	113	107	94.69%
Community Mental Health Affiliates	550	520	94.55%
Reliance Health Inc.	143	135	94.41%
ImmaCare	53	50	94.34%
Western Connecticut Mental Health Network	298	281	94.30%
Pathways Inc.	50	47	94.00%
Sound Community Services Inc.	319	299	93.73%
River Valley Services	250	234	93.60%
Connecticut Counseling Centers Inc.	586	548	93.52%
Charlotte Hungerford Hospital	200	187	93.50%
Norwalk Hospital	228	213	93.42%
Mercy Housing and Shelter Corporation	117	109	93.16%
Hartford Dispensary	437	407	93.14%
Wheeler Clinic	339	315	92.92%
Supportive Environmental Living Facility Inc-SELF	41	38	92.68%

<u>Provider</u>	<u>Total N</u>	<u>Satisfied N</u>	<u>Satisfied %</u>
Columbus House	119	110	92.44%
United Services Inc.	493	454	92.09%
Chrysalis Center Inc.	376	345	91.76%
Connecticut Mental Health Center	95	87	91.58%
Continuum of Care	261	239	91.57%
Community Health Resources Inc.	973	890	91.47%
St. Vincent's Medical Center	65	59	90.77%
Liberation Programs	448	406	90.63%
Prime Time House Inc.	63	57	90.48%
Rushford Center	367	332	90.46%
Catholic Charities - Inst for the Hispanic Family	111	100	90.09%
BH Care	591	531	89.85%
Capitol Region Mental Health Center	320	286	89.38%
Cornell Scott-Hill Health Corporation	217	192	88.48%
Southeastern Mental Health Authority	103	91	88.35%
Midwestern CT Council on Alcoholism (MCCA)	1499	1324	88.33%
InterCommunity Inc.	246	217	88.21%
Southwest Connecticut Mental Health System	67	59	88.06%
Catholic Charities- Waterbury	117	103	88.03%
New Reach, Inc.	50	44	88.00%
Bridge House	99	87	87.88%
Inspirica Inc. (formerly St Luke's LifeWorks)	81	71	87.65%
Waterbury Hospital Health Center	48	42	87.50%
Goodwill of Southern New England	55	48	87.27%
Chemical Abuse Services Agency (CASA)	444	385	86.71%
Central CT Coast YMCA	63	54	85.71%
SCADD	191	162	84.82%
Backus Hospital	130	110	84.62%
Ability Beyond	42	34	80.95%
Central Naugatuck Valley (CNV) Help Inc.	117	94	80.34%
Community Renewal Team (CRT)	83	65	78.31%
Connecticut Valley Hospital	4	4	-
Council of Churches Greater Bridgeport	16	12	-
Family and Children's Agency Inc	14	14	-
Friendship Service Center	17	14	-
Greenwood Counseling Referrals Inc.	2	2	-
Hands on Hartford	17	16	-
Hartford Hospital	19	18	-
John J. Driscoll United Labor Agency Inc.	19	19	-
Leeway Inc.	18	14	-
Martin House	8	8	-
Natchaug Hospital	19	17	-
Positive Directions	6	5	-
Thames Valley Council for Comm Action Inc	15	15	-
Windham Regional Community Council	9	9	-
YWCA of Hartford	21	17	-

Providers with dashes in their 'Satisfied %' cells had less than 25 surveys for which the Domain was calculated.

Quality and Appropriateness

Table 8: Quality and Appropriateness Domain

Provider	Total N	Satisfied N	Satisfied %
Easter Seals of Capital Region and Eastern CT	61	61	100.00%
Kuhn Employment Opportunities Inc.	39	39	100.00%
Operation Hope of Fairfield Inc.	26	26	100.00%
Recovery Network of Programs	170	170	100.00%
St. Vincent DePaul Place Middletown Inc.	30	30	100.00%
Supportive Environmental Living Facility Inc-SELF	41	41	100.00%
Yale University-Behavioral Health	115	115	100.00%
Keystone House Inc.	111	110	99.10%
Kennedy Center Inc.	70	69	98.57%
Advanced Behavioral Health	119	117	98.32%
McCall Foundation Inc	457	449	98.25%
CommuniCare Inc	156	153	98.08%
My Sisters' Place	50	49	98.00%
Liberty Community Services	94	92	97.87%
LifeBridge Community Services (formerly FSW Inc)	46	45	97.83%
United Community and Family Services	38	37	97.37%
Marrakech Day Services	113	110	97.35%
Yale-New Haven Hospital	98	95	96.94%
APT Foundation Inc	3957	3832	96.84%
Prime Time House Inc.	63	61	96.83%
Fellowship Inc.	267	258	96.63%
Wellmore	438	423	96.58%
Connecticut Renaissance Inc.	258	249	96.51%
Center for Human Development	284	274	96.48%
Bridges Healthcare Inc.	195	188	96.41%
Goodwill of Southern New England	55	53	96.36%
Mental Health Connecticut	336	322	95.83%
Reliance Health Inc.	142	136	95.77%
Goodwill of Western and Northern CT Inc.	46	44	95.65%
Chrysalis Center Inc.	381	364	95.54%
St. Vincent's Medical Center	66	63	95.45%
Connection Inc.	239	228	95.40%
Laurel House	130	124	95.38%
Sound Community Services Inc.	314	298	94.90%
Charlotte Hungerford Hospital	191	181	94.76%
Hartford Dispensary	435	411	94.48%
ImmaCare	53	50	94.34%
Gilead Community Services Inc.	210	198	94.29%
Charter Oak Health Center	99	93	93.94%
Mercy Housing and Shelter Corporation	115	108	93.91%
Perception Programs Inc	115	108	93.91%
Liberation Programs	447	419	93.74%
Rushford Center	369	344	93.22%
Community Mental Health Affiliates	550	512	93.09%
Bridge House	99	92	92.93%
Western Connecticut Mental Health Network	297	276	92.93%
Guardian Ad Litem	84	78	92.86%

<u>Provider</u>	<u>Total N</u>	<u>Satisfied N</u>	<u>Satisfied %</u>
River Valley Services	252	234	92.86%
Community Health Resources Inc.	965	893	92.54%
Connecticut Counseling Centers Inc.	589	545	92.53%
Norwalk Hospital	222	205	92.34%
New Reach, Inc.	51	47	92.16%
BH Care	587	539	91.82%
United Services Inc.	483	442	91.51%
Columbus House	117	107	91.45%
Catholic Charities - Inst for the Hispanic Family	114	104	91.23%
Hartford Behavioral Health	153	139	90.85%
Central CT Coast YMCA	61	55	90.16%
St. Vincent DePaul Mission of Waterbury Inc.	30	27	90.00%
Capitol Region Mental Health Center	315	283	89.84%
Waterbury Hospital Health Center	48	43	89.58%
Cornell Scott-Hill Health Corporation	218	195	89.45%
Wheeler Clinic	334	297	88.92%
Continuum of Care	269	239	88.85%
Midwestern CT Council on Alcoholism (MCCA)	1484	1307	88.07%
Chemical Abuse Services Agency (CASA)	448	392	87.50%
Inspirica Inc. (formerly St Luke's LifeWorks)	78	68	87.18%
Catholic Charities- Waterbury	118	102	86.44%
Backus Hospital	125	108	86.40%
Connecticut Mental Health Center	94	81	86.17%
Ability Beyond	42	36	85.71%
Pathways Inc.	49	42	85.71%
InterCommunity Inc.	244	208	85.25%
Southwest Connecticut Mental Health System	67	57	85.07%
Southeastern Mental Health Authority	104	88	84.62%
Central Naugatuck Valley (CNV) Help Inc.	117	96	82.05%
SCADD	187	151	80.75%
Community Renewal Team (CRT)	82	65	79.27%
YWCA of Hartford	22	21	-
John J. Driscoll United Labor Agency Inc.	19	19	-
Leeway Inc.	18	14	-
Hartford Hospital	18	15	-
Natchaug Hospital	18	17	-
Hands on Hartford	17	17	-
Friendship Service Center	17	14	-
Thames Valley Council for Comm Action Inc	15	15	-
Council of Churches Greater Bridgeport	14	11	-
Family and Children's Agency Inc	13	13	-
Windham Regional Community Council	9	9	-
Martin House	8	8	-
Positive Directions	6	5	-
Connecticut Valley Hospital	4	4	-
Greenwood Counseling Referrals Inc.	2	2	-

Providers with dashes in their 'Satisfied %' cells had less than 25 surveys for which the Domain was calculated.

Respect

Table 9: “My wishes are respected about the amount of family involvement I want in my treatment”

<u>Provider</u>	<u>Total N</u>	<u>Satisfied N</u>	<u>Satisfied %</u>
Charter Oak Health Center	100	100	100.00%
Easter Seals of Capital Region and Eastern CT	54	54	100.00%
Goodwill of Southern New England	48	48	100.00%
Hartford Behavioral Health	151	151	100.00%
St. Vincent DePaul Place Middletown Inc.	27	27	100.00%
United Community and Family Services	37	37	100.00%
Waterbury Hospital Health Center	45	45	100.00%
Kennedy Center Inc.	66	65	98.48%
St. Vincent's Medical Center	64	63	98.44%
Bridges Healthcare Inc.	188	185	98.40%
Recovery Network of Programs	159	156	98.11%
CommuniCare Inc	151	148	98.01%
Laurel House	124	121	97.58%
Advanced Behavioral Health	114	111	97.37%
Liberty Community Services	72	70	97.22%
Marrakech Day Services	107	104	97.20%
Charlotte Hungerford Hospital	181	175	96.69%
Central CT Coast YMCA	59	57	96.61%
Yale University-Behavioral Health	115	111	96.52%
McCall Foundation Inc	441	424	96.15%
My Sisters' Place	48	46	95.83%
Western Connecticut Mental Health Network	284	272	95.77%
APT Foundation Inc	3874	3707	95.69%
Keystone House Inc.	106	101	95.28%
Sound Community Services Inc.	296	282	95.27%
Continuum of Care	245	233	95.10%
Center for Human Development	279	265	94.98%
Reliance Health Inc.	137	130	94.89%
Connecticut Renaissance Inc.	243	230	94.65%
Columbus House	111	105	94.59%
Kuhn Employment Opportunities Inc.	37	35	94.59%
Yale-New Haven Hospital	91	86	94.51%
Mercy Housing and Shelter Corporation	108	102	94.44%
Chrysalis Center Inc.	375	354	94.40%
Mental Health Connecticut	323	304	94.12%
ImmaCare	50	47	94.00%
Wellmore	428	402	93.93%
Connection Inc.	209	196	93.78%
Fellowship Inc.	257	241	93.77%
Community Mental Health Affiliates	526	492	93.54%
LifeBridge Community Services (formerly FSW Inc)	46	43	93.48%
Hartford Dispensary	409	382	93.40%
Connecticut Counseling Centers Inc.	569	531	93.32%
Capitol Region Mental Health Center	314	292	92.99%
Pathways Inc.	40	37	92.50%
Supportive Environmental Living Facility Inc-SELF	40	37	92.50%
Liberation Programs	436	402	92.20%

<u>Provider</u>	<u>Total N</u>	<u>Satisfied N</u>	<u>Satisfied %</u>
Bridge House	99	91	91.92%
New Reach, Inc.	49	45	91.84%
United Services Inc.	458	419	91.48%
Community Health Resources Inc.	905	825	91.16%
Norwalk Hospital	210	191	90.95%
Gilead Community Services Inc.	190	172	90.53%
Rushford Center	353	317	89.80%
Wheeler Clinic	313	281	89.78%
Connecticut Mental Health Center	78	70	89.74%
River Valley Services	246	220	89.43%
BH Care	552	493	89.31%
Cornell Scott-Hill Health Corporation	214	191	89.25%
Guardian Ad Litem	83	74	89.16%
Backus Hospital	100	89	89.00%
Southeastern Mental Health Authority	98	87	88.78%
Perception Programs Inc	105	93	88.57%
Inspirica Inc. (formerly St Luke's LifeWorks)	67	59	88.06%
Catholic Charities - Inst for the Hispanic Family	108	95	87.96%
St. Vincent DePaul Mission of Waterbury Inc.	30	26	86.67%
Southwest Connecticut Mental Health System	65	56	86.15%
Central Naugatuck Valley (CNV) Help Inc.	115	99	86.09%
Chemical Abuse Services Agency (CASA)	424	360	84.91%
Midwestern CT Council on Alcoholism (MCCA)	1378	1164	84.47%
Catholic Charities- Waterbury	116	96	82.76%
InterCommunity Inc.	235	194	82.55%
SCADD	182	149	81.87%
Ability Beyond	38	31	81.58%
Goodwill of Western and Northern CT Inc.	46	37	80.43%
Community Renewal Team (CRT)	79	60	75.95%
Connecticut Valley Hospital	4	4	-
Family and Children's Agency Inc	6	6	-
Friendship Service Center	15	13	-
Hands on Hartford	17	15	-
Hartford Hospital	17	14	-
John J. Driscoll United Labor Agency Inc.	18	18	-
Leeway Inc.	18	13	-
Martin House	8	8	-
Natchaug Hospital	19	17	-
Operation Hope of Fairfield Inc.	24	23	-
Positive Directions	6	5	-
Thames Valley Council for Comm Action Inc	13	13	-
Windham Regional Community Council	8	7	-
YWCA of Hartford	19	17	-

Providers with dashes in their 'Satisfied %' cells had less than 25 surveys for which the Domain was calculated.

Outcome

Table 10: Outcome Domain

<u>Provider</u>	<u>Total N</u>	<u>Satisfied N</u>	<u>Satisfied %</u>
Goodwill of Southern New England	44	43	97.73%
Keystone House Inc.	109	106	97.25%
Recovery Network of Programs	168	160	95.24%
New Reach, Inc.	52	49	94.23%
Connecticut Renaissance Inc.	242	228	94.21%
Advanced Behavioral Health	117	110	94.02%
Yale University-Behavioral Health	115	108	93.91%
McCall Foundation Inc	455	424	93.19%
APT Foundation Inc	3931	3613	91.91%
Wellmore	432	392	90.74%
Fellowship Inc.	277	251	90.61%
ImmaCare	53	48	90.57%
Kuhn Employment Opportunities Inc.	29	26	89.66%
Connecticut Counseling Centers Inc.	579	517	89.29%
Liberation Programs	448	400	89.29%
Gilead Community Services Inc.	199	177	88.94%
United Community and Family Services	36	32	88.89%
Chrysalis Center Inc.	372	330	88.71%
Hartford Dispensary	421	373	88.60%
Laurel House	130	115	88.46%
Catholic Charities - Inst for the Hispanic Family	111	98	88.29%
Ability Beyond	42	37	88.10%
My Sisters' Place	50	44	88.00%
Operation Hope of Fairfield Inc.	25	22	88.00%
Central CT Coast YMCA	58	51	87.93%
Liberty Community Services	74	65	87.84%
Connection Inc.	209	183	87.56%
Supportive Environmental Living Facility Inc-SELF	39	34	87.18%
Mercy Housing and Shelter Corporation	113	98	86.73%
St. Vincent DePaul Mission of Waterbury Inc.	30	26	86.67%
St. Vincent DePaul Place Middletown Inc.	30	26	86.67%
Continuum of Care	250	216	86.40%
Easter Seals of Capital Region and Eastern CT	58	50	86.21%
Marrakech Day Services	108	93	86.11%
Waterbury Hospital Health Center	48	41	85.42%
Capitol Region Mental Health Center	315	269	85.40%
Mental Health Connecticut	333	284	85.29%
Bridge House	98	83	84.69%
Cornell Scott-Hill Health Corporation	213	180	84.51%
River Valley Services	251	212	84.46%
Center for Human Development	280	236	84.29%
Kennedy Center Inc.	68	57	83.82%
St. Vincent's Medical Center	65	54	83.08%
Goodwill of Western and Northern CT Inc.	47	39	82.98%
CommuniCare Inc	156	129	82.69%
Chemical Abuse Services Agency (CASA)	433	358	82.68%
Community Health Resources Inc.	949	784	82.61%

<u>Provider</u>	<u>Total N</u>	<u>Satisfied N</u>	<u>Satisfied %</u>
Guardian Ad Litem	84	69	82.14%
Connecticut Mental Health Center	94	76	80.85%
Western Connecticut Mental Health Network	291	234	80.41%
Norwalk Hospital	214	172	80.37%
Community Mental Health Affiliates	545	438	80.37%
Inspirica Inc. (formerly St Luke's LifeWorks)	77	61	79.22%
Midwestern CT Council on Alcoholism (MCCA)	1442	1142	79.20%
Sound Community Services Inc.	310	245	79.03%
Rushford Center	362	286	79.01%
Yale-New Haven Hospital	97	76	78.35%
Pathways Inc.	50	39	78.00%
Columbus House	118	92	77.97%
Southwest Connecticut Mental Health System	65	50	76.92%
BH Care	561	425	75.76%
Central Naugatuck Valley (CNV) Help Inc.	115	87	75.65%
Wheeler Clinic	314	236	75.16%
Bridges Healthcare Inc.	188	141	75.00%
Perception Programs Inc	112	84	75.00%
Reliance Health Inc.	140	105	75.00%
Catholic Charities- Waterbury	117	87	74.36%
Southeastern Mental Health Authority	103	76	73.79%
SCADD	182	134	73.63%
United Services Inc.	472	347	73.52%
Backus Hospital	103	75	72.82%
LifeBridge Community Services (formerly FSW Inc)	47	32	68.09%
InterCommunity Inc.	238	162	68.07%
Community Renewal Team (CRT)	83	56	67.47%
Charlotte Hungerford Hospital	197	125	63.45%
Hartford Behavioral Health	152	96	63.16%
Charter Oak Health Center	100	62	62.00%
Connecticut Valley Hospital	4	4	-
Family and Children's Agency Inc	18	11	-
Friendship Service Center	15	14	-
Hands on Hartford	17	16	-
Hartford Hospital	18	16	-
John J. Driscoll United Labor Agency Inc.	19	19	-
Leeway Inc.	18	14	-
Martin House	8	8	-
Natchaug Hospital	19	13	-
Positive Directions	6	6	-
Thames Valley Council for Comm Action Inc	14	13	-
Windham Regional Community Council	9	7	-
YWCA of Hartford	20	16	-

Providers with dashes in their 'Satisfied %' cells had less than 25 surveys for which the Domain was calculated.

Recovery

Table 11: Recovery Domain by Provider

<u>Provider</u>	<u>Total N</u>	<u>Satisfied N</u>	<u>Satisfied %</u>
Easter Seals of Capital Region and Eastern CT	62	61	98.39%
ImmaCare	47	46	97.87%
Yale University-Behavioral Health	115	110	95.65%
Advanced Behavioral Health	117	110	94.02%
Kuhn Employment Opportunities Inc.	36	33	91.67%
Laurel House	132	121	91.67%
McCall Foundation Inc	458	419	91.48%
Recovery Network of Programs	164	150	91.46%
St. Vincent's Medical Center	66	60	90.91%
Chrysalis Center Inc.	377	342	90.72%
Goodwill of Southern New England	53	48	90.57%
Connecticut Renaissance Inc.	243	220	90.53%
New Reach, Inc.	51	46	90.20%
Wellmore	434	391	90.09%
Liberty Community Services	76	68	89.47%
Fellowship Inc.	278	247	88.85%
Operation Hope of Fairfield Inc.	25	22	88.00%
Keystone House Inc.	109	95	87.16%
APT Foundation Inc	3922	3398	86.64%
Hartford Dispensary	420	363	86.43%
St. Vincent DePaul Place Middletown Inc.	29	25	86.21%
Continuum of Care	250	215	86.00%
My Sisters' Place	50	43	86.00%
Liberation Programs	446	382	85.65%
Supportive Environmental Living Facility Inc-SELF	41	35	85.37%
Catholic Charities - Inst for the Hispanic Family	112	95	84.82%
Kennedy Center Inc.	72	61	84.72%
Connecticut Counseling Centers Inc.	577	488	84.58%
Mercy Housing and Shelter Corporation	116	98	84.48%
Goodwill of Western and Northern CT Inc.	48	40	83.33%
River Valley Services	252	210	83.33%
Gilead Community Services Inc.	202	168	83.17%
Chemical Abuse Services Agency (CASA)	435	361	82.99%
Marrakech Day Services	117	97	82.91%
Bridge House	99	82	82.83%
Center for Human Development	284	235	82.75%
Connection Inc.	214	174	81.31%
Midwestern CT Council on Alcoholism (MCCA)	1455	1182	81.24%
Mental Health Connecticut	324	262	80.86%
St. Vincent DePaul Mission of Waterbury Inc.	31	25	80.65%
Western Connecticut Mental Health Network	289	233	80.62%
United Community and Family Services	36	29	80.56%
Capitol Region Mental Health Center	315	253	80.32%
Central CT Coast YMCA	60	48	80.00%
Sound Community Services Inc.	313	250	79.87%
Guardian Ad Litem	84	67	79.76%
Connecticut Mental Health Center	92	73	79.35%

<u>Provider</u>	<u>Total N</u>	<u>Satisfied N</u>	<u>Satisfied %</u>
Ability Beyond	42	33	78.57%
Community Health Resources Inc.	943	737	78.15%
Central Naugatuck Valley (CNV) Help Inc.	115	89	77.39%
SCADD	186	141	75.81%
Cornell Scott-Hill Health Corporation	214	161	75.23%
Perception Programs Inc	113	85	75.22%
Community Mental Health Affiliates	544	406	74.63%
CommuniCare Inc	155	115	74.19%
Community Renewal Team (CRT)	83	61	73.49%
BH Care	569	416	73.11%
Wheeler Clinic	320	233	72.81%
Columbus House	116	84	72.41%
Charter Oak Health Center	100	72	72.00%
Norwalk Hospital	211	151	71.56%
Rushford Center	366	261	71.31%
Southwest Connecticut Mental Health System	68	48	70.59%
Inspirica Inc. (formerly St Luke's LifeWorks)	77	54	70.13%
Reliance Health Inc.	142	98	69.01%
Yale-New Haven Hospital	98	67	68.37%
LifeBridge Community Services (formerly FSW Inc)	47	32	68.09%
Bridges Healthcare Inc.	194	131	67.53%
United Services Inc.	476	319	67.02%
Catholic Charities- Waterbury	117	78	66.67%
Waterbury Hospital Health Center	48	32	66.67%
InterCommunity Inc.	235	156	66.38%
Backus Hospital	106	70	66.04%
Charlotte Hungerford Hospital	200	129	64.50%
Southeastern Mental Health Authority	102	62	60.78%
Family and Children's Agency Inc	25	13	52.00%
Pathways Inc.	50	25	50.00%
Hartford Behavioral Health	150	64	42.67%
Connecticut Valley Hospital	3	3	-
Friendship Service Center	16	14	-
Hands on Hartford	17	12	-
Hartford Hospital	19	17	-
John J. Driscoll United Labor Agency Inc.	20	19	-
Leeway Inc.	17	15	-
Martin House	8	8	-
Natchaug Hospital	19	13	-
Positive Directions	6	6	-
Thames Valley Council for Comm Action Inc	14	13	-
Windham Regional Community Council	9	6	-
YWCA of Hartford	18	18	-

Providers with dashes in their 'Satisfied %' cells had less than 25 surveys for which the Domain was calculated

Consumer Survey Differences between Groups⁶

Consumer Satisfaction across Program Type

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
SU Programs	86.6	93.2	87.3	89.9	92.9	91.8	84.2
MH Programs	90.9	93.2	81.4	93.3	93.1	93.1	77.5
Significance	*	ns	*	*	ns	*	*

Values represent % of consumers who indicated that they were satisfied with services

* identifies a significant difference at the .05 level (ns = difference is not significant)

BOLD values identify the higher value when a difference is significant

- More clients in MH programs reported satisfaction in the Access, General Satisfaction, and Respect domains.
- More clients in SU programs reported satisfaction in the Outcome and Recovery domains.

Consumer Satisfaction across Gender

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Men	88.4	92.7	85.5	90.8	92.4	91.8	81.8
Women	89.5	94.4	82.9	92.9	94.1	93.7	79.9
Significance	*	*	*	*	*	*	*
SU Programs							
Men	85.8	92.3	87.2	88.8	91.9	90.8	83.7
Women	88.2	94.9	87.6	92.0	94.9	93.8	85.0
Significance	*	*	ns	*	*	*	ns
MH Programs							
Men	91.5	92.6	83.0	93.2	92.7	92.8	78.8
Women	90.4	93.9	79.7	93.5	93.7	93.7	76.0
Significance	ns	*	*	ns	ns	ns	*

Values represent % of consumers who indicated that they were satisfied with services

* identifies a significant difference at the .05 level (ns = difference is not significant)

BOLD values identify the higher value when a difference is significant

Across All Programs:

- More women reported satisfaction with services in the Access, Appropriateness, General Satisfaction, Participation in treatment, and Respect domains.
- More men reported satisfaction with services in the Outcome and Recovery domains.

In SU Programs:

- More women were satisfied with services in the Access, Appropriateness, General Satisfaction, Participation in treatment, and Respect domains.

In MH Programs:

- More women reported satisfaction with services in the Appropriateness domain.
- More men reported satisfaction in the Outcome and Recovery domains.

⁶ All analyses were evaluated at alpha = .05. This means that there is a 5 in 100 chance (before Bonferroni correction) that a difference is identified as a significant difference when in fact it is not.

Consumer Satisfaction across Race

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
White/Caucasian	89.2	93.8	84.7	92.0	93.6	93.2	80.9
Black/African American	89.1	92.8	83.9	91.2	92.3	91.5	82.3
Other	88.2	92.8	83.6	90.8	92.3	91.4	80.5
Significance	ns	ns	ns	ns	*	*	ns
SU Programs							
White/Caucasian	87.5	94.1	88.1	90.9	94.0	93.0	84.4
Black/African American	84.1	91.0	84.5	87.8	89.9	89.1	83.9
Other	85.3	92.2	87.0	88.0	91.5	90.0	84.9
Significance	*	*	*	*	*	*	ns
MH Programs							
White/Caucasian	91.0	93.0	80.5	93.1	93.0	93.2	76.0
Black/African American	92.1	94.0	83.8	93.5	93.8	92.9	81.4
Other	91.3	92.8	80.0	93.7	93.0	92.5	75.4
Significance	ns	ns	*	ns	ns	ns	*

Values represent % of consumers who indicated that they were satisfied with services

* identifies a significant difference at the .05 level (ns = difference is not significant)

BOLD values identify the higher value(s) when a difference is significant

Across All Programs:

- In Participation in Treatment and Respect domains, there were more satisfied clients in the White category than in the Black or Other categories.

In SU Programs:

- In the Access and Outcome domains, more consumers who identified themselves in the White category were satisfied than those who identified themselves in the Black category.
- In the Appropriateness, General Satisfaction, Participation in Treatment, and Respect domains, more consumers who identified themselves in the White category were satisfied than those who identified themselves in either the Black or Other categories.

In MH Programs:

- In the Outcome and Recovery domains, more consumers who identified themselves in the Black racial category were satisfied than those who identified themselves in the White or Other categories.

Consumer Satisfaction across Ethnicity

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Hispanic	88.5	93.3	83.4	91.9	92.4	92.3	80.2
Non-Hispanic	89.5	93.8	85.0	92.1	93.8	93.2	81.7
Significance	ns	ns	*	ns	*	ns	*
SU Programs							
Hispanic	86.0	92.7	87.5	89.5	91.6	90.7	85.2
Non-Hispanic	87.4	93.8	87.7	90.7	94.0	92.7	84.5
Significance	ns	ns	ns	ns	*	*	ns
MH Programs							
Hispanic	90.7	93.8	79.8	94.5	93.4	93.7	75.5
Non-Hispanic	91.7	93.4	82.1	93.4	93.4	93.6	78.3
Significance	ns	ns	*	ns	ns	ns	*

Values represent % of consumers who indicated that they were satisfied with services

* identifies a significant difference at the .05 level (ns = difference is not significant)

BOLD values identify the higher value when a difference is significant

Across All Programs:

- In the Outcome, Participation in Treatment, and Recovery domains, more consumers who identified themselves as non-Hispanic were satisfied with services than those who identified themselves as Hispanic.

In SU Programs:

Regarding Participation in Treatment and Respect, more consumers who identified themselves as non-Hispanic were satisfied with services than those who identified themselves as Hispanic.

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In MH Programs:

- In the Outcome and Recovery domains, more consumers who identified themselves as non-Hispanic were satisfied with services than those who identified themselves as Hispanic.

Consumer Satisfaction across Age Groups

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
24 & Under	84.1	88.7	78.6	85.3	88.4	90.1	79.1
25-34	86.7	93.2	85.8	89.8	92.8	92.3	82.6
35-54	89.1	93.7	84.2	92.1	93.6	92.9	80.9
55 & Older	91.1	94.1	85.0	93.8	93.6	92.9	80.5
Significance	*	*	*	*	*	*	*
SU Programs							
24 & Under	80.2	87.4	82.0	83.4	89.1	87.8	82.5
25-34	85.4	93.1	87.5	88.6	93.1	91.9	84.0
35-54	87.1	93.3	87.4	90.5	92.8	92.2	84.0
55 & Older	89.1	94.5	88.6	91.9	94.0	91.6	85.6
Significance	*	*	*	*	*	*	ns
MH Programs							
24 & Under	87.5	89.8	75.8	86.5	88.2	92.5	77.3
25-34	89.0	92.7	82.4	92.0	92.1	93.0	79.6
35-54	91.1	93.6	80.4	93.8	94.3	93.6	76.7
55 & Older	92.1	93.6	83.2	94.6	93.4	92.9	77.4
Significance	*	*	*	*	*	ns	ns

Values represent % of consumers who indicated that they were satisfied with services

* identifies a significant difference at the .05 level (ns = difference is not significant)

BOLD values identify the higher value(s) when a difference is significant

Across All Programs:

- In the Access and General Satisfaction domains, more clients who were 55 years old or older were satisfied with services than consumers in the 54 years and younger age categories. Additionally, in the General Satisfaction domain, more clients in each older age group were satisfied than clients in any younger age group.
- In the Appropriateness, Outcome, and Participation in Treatment domains, more clients in the 25 and older age groups were satisfied than were clients in the 24 years and younger group.
- In the Respect domain, more clients who were 35 years old or older were satisfied with services than consumers in the 24 years and younger category.
- In the Recovery domain, more clients in the 25-34 age group were satisfied compared to clients in the 24 years and younger or 55 years and older age groups.

In SU Programs:

- In the Access, Appropriateness, and Participation in Treatment domains, more clients who were 25 years old or older were satisfied with services than consumers in the 24 years and younger age categories.
- In the General Satisfaction domain, more clients in the 35 years and older age groups were satisfied than were clients in the 34 years and younger group.
- In the Respect domain, more clients who were 25-54 years old were satisfied with services than consumers in the 24 years and younger age category.

In MH Programs:

- In the Access domains more clients who were 55 years old or older were satisfied with services than consumers in the 34 years and younger age category.
- In the Appropriateness domain, more clients who were 35 years old or older were satisfied compared to clients who were 24 years old or younger.
- In the Outcome domain, more clients who were 55 years old or older were satisfied with services than consumers in the 24 years and younger and the 35-54-year age categories.
- Regarding General Satisfaction and Participation in Treatment, more clients who were 25 years old or older were satisfied compared to clients who were 24 years old or younger.

Consumer Satisfaction across Levels of Care

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
Outpatient	86.5	91.7	79.1	89.9	92.1	91.5	75.2
Residential	88.3	90.8	84.6	88.3	92.5	89.2	82.8
Case Management	92.6	95.0	85.9	94.4	94.0	93.7	83.8
Social Rehab	93.9	94.6	88.8	97.0	92.9	93.2	87.4
Employment	94.1	96.1	85.0	96.5	95.3	95.3	84.9
Med Assist Tx	88.2	95.2	90.3	92.8	94.1	94.4	85.2
CSP/RP/ACT	89.8	92.7	78.9	92.1	92.3	92.4	71.9
IOP	80.8	87.3	78.3	81.3	89.2	85.9	79.4
Significance	*	*	*	*	*	*	*
SU Programs							
Outpatient	83.4	90.2	83.3	85.6	90.4	88.9	81.8
Residential	86.4	91.2	84.5	88.2	92.8	87.0	84.1
Case Management	96.3	99.0	92.1	98.5	99.5	97.3	93.1
Employment	83.3	90.9	77.3	89.2	89.2	100.0	77.3
Med Assist Tx	88.2	95.2	90.3	92.8	94.1	94.4	85.2
IOP	81.7	88.2	79.0	81.4	89.6	86.2	80.7
Significance	*	*	*	*	*	*	*
MH Programs							
Outpatient	88.7	92.7	76.1	93.1	93.3	93.3	70.4
Residential	91.0	90.4	84.7	88.4	92.1	92.3	81.1
Case Management	92.1	94.4	85.1	93.8	93.3	93.2	82.6
Social Rehab	93.9	94.6	88.8	97.0	92.9	93.2	87.4
Employment	94.6	96.3	85.2	96.9	95.6	95.1	85.2
CSP/RP/ACT	89.8	92.7	78.9	92.1	92.3	92.4	71.9
IOP	68.8	76.2	67.8	79.4	83.3	82.5	62.1
Significance	*	*	*	*	*	*	*

Values represent % of consumers who indicated that they were satisfied with services

* identifies a significant difference at the .05 level (ns = difference is not significant)

BOLD values identify the higher value(s) when a difference is significant

Across All Programs:

- In the Access and General Satisfaction domains, *fewer* clients who received intensive outpatient services were satisfied than clients who received any other type of service.
- In the Appropriateness domain, more clients who received employment or methadone maintenance were satisfied than clients who received outpatient, residential, CSP/RP/ACT, or intensive outpatient.

- In the Outcome domain, more clients who received medication assisted treatment (methadone maintenance) services were satisfied than clients who received any type of service except social rehabilitation.
- With respect to Participation in Treatment, more clients who received employment or methadone services were satisfied than clients who received outpatient or intensive outpatient services.
- With regard to Respect, *fewer* clients who received intensive outpatient services were satisfied than clients who received all other services except residential services.
- In the Recovery domain, more clients who received social rehabilitation were satisfied than clients who received out patient, residential, CSP/RP/ACT, or intensive outpatient services.

In SU Programs:

- In the Access, General Satisfaction, and Participation in Treatment, and Recovery domains, more clients who received case management services were satisfied than clients who received any other type of services.
- In the Appropriateness and Respect domains, more clients who received case management or methadone maintenance services were satisfied than clients who received outpatient, residential, or intensive outpatient services.
- In the Outcome domain, more clients who received methadone maintenance services were satisfied than clients who received outpatient, residential, or intensive residential services.

In MH Programs:

- In the Access and Appropriateness domains, *fewer* clients who received intensive outpatient services were satisfied than clients who received any other type of services.
- In the Appropriateness domain, more clients who received case management services were satisfied than clients who received outpatient, residential, CSP/RP/ACT, or intensive outpatient services.
- In the Outcome and Recovery domains, more clients who received residential, case management, social rehabilitation or employment services were satisfied than those who received outpatient, CSP/RP/ACT, or intensive outpatient services.
- In the General Satisfaction domain, more clients who received social rehabilitation or employment services were satisfied than clients who received all other types of services.
- With respect to Participation in Treatment and Respect, more clients who received outpatient, case management, or employment services were satisfied than clients who received intensive outpatient services.

Consumer Satisfaction by Length of Service

	Access	Appropriateness	Outcome	General Satisfaction	Participation in Tx	Respect	Recovery
< 1 Year	87.2	91.9	83.1	88.9	92.3	90.4	82.2
1-2 Years	88.6	94.0	84.5	91.8	93.3	93.5	80.4
2-5 Years	89.4	94.4	85.4	93.4	93.7	93.9	81.0
> 5 Years	91.0	94.4	85.5	93.8	93.8	93.8	80.5
Significance	*	*	*	*	*	*	ns
SU Programs							
< 1 Year	85.2	91.1	84.4	87.2	91.9	88.9	83.3
1-2 Years	85.7	93.8	88.4	90.7	92.7	93.5	83.7
2-5 Years	88.4	95.0	90.7	93.2	94.3	95.1	85.7
> 5 Years	89.6	96.5	90.3	92.9	94.9	94.2	85.6
Significance	*	*	*	*	*	*	ns
MH Programs							
< 1 Year	90.4	91.7	77.5	91.4	92.1	92.5	76.4
1-2 Years	91.0	94.3	82.3	92.8	93.6	94.0	78.7
2-5 Years	90.5	93.9	81.3	93.7	93.5	92.9	77.7
> 5 Years	91.7	93.1	83.2	94.2	93.2	93.3	77.5
Significance	ns	ns	*	*	ns	ns	ns

Values represent % of consumers who indicated that they were satisfied with services

* identifies a significant difference at the .05 level (ns = difference is not significant)

BOLD values identify the higher value(s) when a difference is significant

Across All Programs:

- In the Access domain, more consumers who had been receiving services for five years or more were satisfied than those who were receiving services for less than five years.
- In the Appropriateness, General Satisfaction, and Respect domains, more clients who received services for one or more years were satisfied compared to clients who had been receiving services for less than one year.
- In the Outcome and Participation in Treatment domains, more clients who received services for two or more years were satisfied compared to clients who had been receiving services for less than one year.

In SU Programs:

- In the Access domain, more clients who received services for five or more years were satisfied compared to clients who had been receiving services for less than five years.
- In the Appropriateness domain, more clients who received services for five or more years were satisfied compared to clients who had been receiving services for less than two years.
- In the Outcome and Respect domains, more consumers who had been receiving services for one year or more were satisfied than those who were receiving services for less than a year.
- In the General Satisfaction domain, more clients who received services for 2 to 5 years were satisfied compared to clients who had been receiving services for less than two years.
- With respect to Participation in Treatment, more clients who received services for two or more years were satisfied compared to clients who had been receiving services for less than one year.

In MH Programs:

- In the Appropriateness domain, more clients who had been receiving services for one to two years were satisfied than those who received services for less than one year.
- In the Outcome domain, more clients who had been receiving services for one or more years were satisfied than those who received services for less than one year.
- In the General Satisfaction domain, more consumers who had been receiving services for two or more years were satisfied than those who were receiving services for less than one year.

Summary by Domains

Access

Eighty-nine percent (89%) of respondents reported satisfaction on the Access domain. *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Respondents who were receiving treatment for Mental Health disorders
- Women
- Respondents aged 55 years or older
- Respondents receiving all types of services except intensive outpatient
- Respondents receiving services for more than 5 years

For respondents receiving services for *Substance Use* treatment, *significantly more respondents* in each of the following groups reported satisfaction in the Access domain:

- Women
- Respondents aged 25 years or older
- Respondents receiving case management services
- Respondents receiving services for more than 5 years

For respondents receiving services in *Mental Health* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction in the Access domain:

- Respondents receiving all types of services except intensive outpatient

Quality and Appropriateness

Ninety-three percent (93%) of respondents reported satisfaction on the Quality and Appropriateness domain. *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Women
- Respondents aged 25 years or older
- Respondents receiving services for 1 or more years

For respondents receiving services in *Substance Use* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction in the Quality and Appropriateness domain:

- Women
- Respondents aged 25 years and older

For respondents receiving services in *Mental Health* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction in the Quality and Appropriateness domain:

- Women
- Respondents receiving all types of services except intensive outpatient

General Satisfaction

Ninety-two percent (92%) of respondents reported satisfaction on the General Satisfaction domain. *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Respondents receiving treatment from Mental Health programs
- Women
- Respondents aged 55 years and older
- Respondents receiving services other than Intensive Outpatient
- Respondents receiving services for 1 or more years
- Respondents from Planning Region 2 (South Central)

For respondents receiving services in *Substance Use* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction in the General Satisfaction domain:

- Women
- Respondents in the White/Caucasian racial category
- Respondents aged 35 years and older
- Respondents receiving case management services
- Respondents from Planning Region 2 (South Central)

For respondents receiving services in *Mental Health* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction in the General Satisfaction domain:

- Respondents aged 25 years and older
- Respondents receiving social rehabilitation or employment services

Outcome

Eighty-five percent (85%) of respondents reported satisfaction on the Outcome domain. *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Respondents receiving treatment for Substance Use disorders
- Men
- Respondents of non-Hispanic/Latino origin
- Respondents aged 25 years and older
- Respondents from Planning Region 2 (South Central)

For respondents receiving services in *Substance Use* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction in the Outcomes domain:

- Respondents aged 25 years and older
- Respondents receiving services for 1 or more years

For respondents receiving services in *Mental Health* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction in the Outcomes domain:

- Men
- Respondents in the Black/African-American racial category
- Respondents of non-Hispanic/Latino origin
- Respondents receiving residential, case management, social rehabilitation or employment services
- Respondents from any Planning Region except Region 3 (South Eastern)

Recovery

Eighty-one percent (81%) of respondents reported satisfaction in the Recovery domain. *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Respondents receiving treatment for Substance Use disorders
- Men
- Respondents of non-Hispanic/Latino origin

For respondents receiving services in *Substance Use* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction in the Recovery domain:

- Respondents receiving case management services

For respondents receiving services in *Mental Health* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction in the Recovery domain:

- Men
- Respondents in the Black/African-American racial category
- Respondents of non-Hispanic/Latino origin
- Respondents receiving residential, case management, social rehabilitation or employment services
- Respondents from any Planning Region except Region 3 (South Eastern)

Participation in Treatment

Ninety-three percent (93%) of respondents agreed with the statement, “I felt comfortable asking questions about my services, treatment or medication.” *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Women
- Respondents in the White/Caucasian racial category
- Respondents of non-Hispanic/Latino origin
- Respondents aged 25 years and older

For respondents receiving services in *Substance Use* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction with this item:

- Women
- Respondents in the White/Caucasian racial category
- Respondents of non-Hispanic/Latino origin

- Respondents aged 25 years and older

For respondents receiving services in *Mental Health* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction with this item:

- Respondents aged 25 years and older

Respect

Ninety-three percent (93%) of respondents agreed with the statement, “My wishes are respected about the amount of family involvement I want in my treatment.” *Significantly more clients* in each of the following groups reported satisfaction in this domain:

- Respondents who were receiving treatment for Mental Health disorders
- Women
- Respondents in the White/Caucasian racial category
- Respondents receiving services for 1 or more years

For respondents receiving services in *Substance Use* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction with this item:

- Women
- Respondents in the White/Caucasian racial category
- Respondents of non-Hispanic/Latino origin
- Respondents who have been receiving services for more 1 or more years

For respondents receiving services in *Mental Health* treatment programs, *significantly more respondents* in each of the following groups reported satisfaction with this item:

- None to report

Quality of Life Results

During Fiscal Year 2020, DMHAS suggested that providers voluntarily administer the WHOQOL-BREF Quality of Life (QOL) instrument, which is a widely used, standardized quality of life tool developed by the World Health Organization.

The QOL is a 26 question tool that measures consumer satisfaction with the quality of his or her life in the following domains: physical, psychological, social relationships, and environment. Individual questions are scored on a scale from 1-5, with 1 being the lowest score and 5 being the highest score possible. Domain scores are transformed to a scale of 1-100, with higher scores indicating more satisfaction with quality of life.

This year, DMHAS received 1,052 individual responses to the Quality of Life instrument (defined as the number of clients who answered at least one question). The consumers who responded to the QOL survey are a subset of those who responded to the Consumer Survey.

Group Differences

Quality of Life across Program Type

	Physical Health	Psychological	Social	Environment	General QOL
All Programs	65.1	66.4	63.5	66.9	69.6
SU Programs	63.5	66.1	62.5	59.0	69.5
MH Programs	65.5	66.4	63.9	69.2	70.7
Significance	ns	ns	ns	*	ns

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

* identifies a significant difference at the .01 level (ns = difference is not significant)

BOLD values identify the higher value when a difference is significant

- Clients in MH programs reported better QOL in the Environment domain when compared to clients in SU programs.

Quality of Life across Gender

	Physical Health	Psychological	Social	Environment	General QOL
Men	66.1	67.5	62.6	66.0	70.4
Women	63.0	64.2	65.4	68.4	68.4
Significance	ns	ns	ns	ns	ns
SU Programs					
Men	63.8	65.8	62.2	58.0	69.8
Women	61.3	68.4	64.8	68.2	68.2
Significance	ns	ns	ns	ns	ns
MH Programs					
Men	67.2	68.4	62.7	69.6	71.3
Women	63.2	63.9	65.4	65.4	69.9
Significance	ns	*	ns	ns	ns

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

* identifies a significant difference at the .01 level (ns = difference is not significant)

BOLD values identify the higher value(s) when a difference is significant

Across All Programs:

- No significant differences to report

In SU Programs:

- No significant differences to report

In MH Programs:

- Men reported better QOL in the Psychological domain.

Quality of Life across Race

	Physical Health	Psychological	Social	Environment	General QOL
White/Caucasian	63.3	64.0	60.7	67.4	69.1
Black/African American	69.8	70.3	68.9	69.0	72.3
Other	63.1	66.8	63.7	62.6	67.3
Significance	*	*	*	*	ns
SU Programs					
White/Caucasian	58.3	60.5	51.5	55.6	72.0
Black/African American	69.4	72.5	72.1	67.0	75.5
Other	62.0	65.7	62.9	55.7	65.7
Significance	ns	ns	*	ns	ns
MH Programs					
White/Caucasian	63.8	64.4	61.8	68.7	69.3
Black/African American	69.9	69.8	68.0	69.4	73.3
Other	64.4	68.2	65.0	70.7	70.1
Significance	*	ns	ns	ns	ns

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

* identifies a significant difference at the .01 level (ns = difference is not significant)

BOLD values identify the higher value(s) when a difference is significant

Across All Programs:

- In the Physical Health domain, consumers who identified themselves in the Black racial category reported better QOL than those who identified themselves in either the White or Other (neither Black nor White) racial categories.
- In the Psychological and Social domains, consumers who identified themselves in the Black racial category reported better QOL than those who identified themselves in the White racial category.
- In the General QOL domain, consumers who identified themselves in the Black racial category reported better QOL than those who identified themselves in the Other racial category.

In SU Programs:

- In the Social domain, consumers who identified themselves in the Black racial category reported better QOL than those who identified themselves in the White racial category.

In MH Programs:

- In the Physical Health domain, consumers who identified themselves in the Black racial category reported better QOL than those who identified themselves in the White racial category.

Quality of Life across Ethnicity

	Physical Health	Psychological	Social	Environment	General QOL
Hispanic	61.9	63.8	60.7	60.3	66.8
Non-Hispanic	66.1	66.7	63.9	69.0	70.6
Significance	ns	ns	ns	*	ns
SU Programs					
Hispanic	62.2	65.0	61.7	57.2	66.9
Non-Hispanic	65.0	66.1	61.4	59.8	73.3
Significance	ns	ns	ns	ns	ns
MH Programs					
Hispanic	61.6	62.3	59.6	63.8	68.4
Non-Hispanic	66.2	66.8	64.2	70.1	70.9
Significance	ns	ns	ns	*	ns

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

* identifies a significant difference at the .01 level (ns = difference is not significant)

BOLD values identify the higher value when a difference is significant

Across All Programs:

- In the Environmental domain, clients who identified themselves as non-Hispanic reported better QOL than those who identified as Hispanic.

In SU Programs:

- There were no significant differences in QOL by ethnicity for any domain.

In MH Programs:

- In the Environment domain, clients who identified themselves as non-Hispanic reported better QOL than those who identified as Hispanic.

Quality of Life across Age Groups

	Physical Health	Psychological	Social	Environment	General QOL
24 & Under	76.9	71.2	64.1	70.9	76.5
25-34	67.3	67.8	62.7	63.7	72.5
35-54	66.7	67.1	65.8	67.7	70.0
55 & Older	61.3	64.5	61.5	67.0	67.3
Significance	*	ns	ns	ns	*
SU Programs					
24 & Under	75.0	73.8	71.9	67.9	77.3
25-34	64.8	68.4	60.8	61.6	70.5
35-54	62.4	63.9	63.9	57.2	70.6
55 & Older	61.7	66.1	59.5	57.5	63.3
Significance	ns	ns	ns	ns	ns
MH Programs					
24 & Under	77.7	70.1	60.0	72.4	76.4
25-34	68.7	67.4	63.8	64.8	74.2
35-54	68.2	68.2	66.6	71.3	71.3
55 & Older	61.2	64.3	61.8	68.4	68.5
Significance	*	ns	ns	ns	ns

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

* identifies a significant difference at the .01 level (ns = difference is not significant)

BOLD values identify the higher value(s) when a difference is significant

Across All Programs:

- In the Physical Health domain, clients who were under 55 years old reported better QOL than did clients who were 55 years old or older.
- In the General QOL domain, clients who were under 35 years old reported better QOL than did clients who were 55 years old or older.

In SU Programs:

- There were no significant differences in QOL by age group for any domain.

In MH Programs:

- In the Physical Health domain, clients who were under 55 years old reported better QOL than did clients who were 55 years old or older.

Quality of Life across Levels of Care

	Physical Health	Psychological	Social	Environment	General QOL
Outpatient	63.8	68.1	63.9	64.8	71.6
Residential	66.0	65.9	62.6	65.8	72.5
Case Management	59.9	65.1	63.4	63.9	67.8
Social Rehab	64.7	66.3	63.1	69.3	69.8
Employment	74.5	74.5	69.9	73.1	71.0
ACT/CSP/RP	60.4	57.6	61.3	65.6	68.1
IOP	62.5	63.7	64.6	55.1	57.8
Significance	*	*	ns	*	ns
SU Programs					
Outpatient	66.5	69.3	64.4	63.5	73.4
Residential	60.7	63.4	61.8	55.2	71.1
Case Management	82.0	75.0	64.6	62.5	71.4
Employment	62.4	67.0	56.4	62.9	57.5
IOP	62.5	63.7	64.6	55.1	57.8
Significance	ns	ns	ns	ns	ns
MH Programs					
Outpatient	55.0	63.4	56.3	69.2	68.9
Residential	68.7	67.3	63.0	71.2	73.5
Case Management	58.9	64.6	63.4	63.9	67.7
Social Rehab	64.7	66.3	63.1	69.3	69.8
Employment	77.1	75.8	73.2	75.1	73.6
ACT/CSP/RP	60.4	57.6	61.3	65.6	68.1
Significance	*	*	ns	*	ns

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

* identifies a significant difference at the .01 level (ns = difference is not significant)

BOLD values identify the higher value(s) when a difference is significant

NOTE: Consumers in MAT LOC programs did not complete the entire survey, thus the MAT category was removed from the analysis.

Across All Programs:

- Clients in Employment programs tended to report better QOL than clients in other programs:
 - In the Physical Health domain, clients who received vocational (employment) services reported better QOL than clients who received all other types of services.
 - In the Psychological domain, clients who received employment services reported better QOL than clients who received residential, case management, social rehabilitation, or ACT/CSP/RP services.
 - In the Environment domain, clients who received employment services reported better QOL than clients who received residential, case management, outpatient, or intensive outpatient services.

In SU Programs:

- There were no significant differences in QOL by level of care for any domain.

In MH Programs:

- Clients in Employment programs tended to report better QOL than clients in other programs:
 - In the Physical Health domain, clients who received employment services reported better QOL than clients who received all other types of services.
 - In the Psychological domain, clients who received employment services reported better QOL than clients who received any other services except outpatient services.
 - In the Environment domain, clients who received employment services reported better QOL than clients who received case management or ACT/CSP/RP services.

Additionally, clients in residential programs tended to report higher QOL:

- In the Physical Health domain, clients who received residential services reported better QOL than clients who received outpatient, case management, or ACT/CSP/RP services.
- Additionally, clients who received residential services reported better Environment QOL than clients who received case management services.

Due to the anonymous nature of the survey, it is impossible to determine which clients may be enrolled in multiple levels of care concurrently. However, it is apparent that there is some kind of association between higher QOL in Physical, Psychological, and Environmental domains for people who receive Employment services. It is impossible to determine causality, but these results warrant future investigation. Similarly, receipt of residential services may be linked to higher QOL, particularly in Physical Health and Environment.

Quality of Life by Length of Service

	Physical Health	Psychological	Social	Environment	General QOL
< 1 Year	65.7	66.9	64.1	62.1	70.9
1-2 Years	67.1	68.1	64.6	67.7	70.1
2-5 Years	65.0	65.8	62.0	67.3	68.2
> 5 Years	63.5	65.0	63.1	69.9	68.7
Significance	ns	ns	ns	*	ns
SU Programs					
< 1 Year	63.5	65.5	62.4	56.7	70.2
1-2 Years	60.7	64.6	61.5	62.3	64.1
2-5 Years	66.5	70.4	64.8	68.8	70.0
> 5 Years	--	--	--	--	--
Significance	ns	ns	ns	ns	ns
MH Programs					
< 1 Year	69.3	69.0	67.0	70.3	72.7
1-2 Years	68.5	69.0	65.4	69.0	72.4
2-5 Years	64.9	65.5	61.8	67.2	69.7
> 5 Years	63.5	65.0	63.1	69.9	69.5
Significance	ns	ns	ns	ns	ns

Values represent an average transformed score (scale 0-100) with higher values indicating better Quality of Life (QOL)

* identifies a significant difference at the .01 level (ns = difference is not significant)

BOLD values identify the higher value(s) when a difference is significant

Across All Programs:

- In the Environment domain, clients who had been receiving services for more than five years reported better QOL than those clients who had been receiving services for less than one year. This suggests a potential association between continuous care and environmental stability. More analysis is needed to see what is driving this association.

In SU Programs:

- No significant differences in QOL by length of service for any domain.

In MH Programs:

- No significant differences in QOL by length of service for any domain.

Quality of Life Summary by Domains

General Quality of Life

The following reported *significantly* better Quality of Life in this domain:

- Respondents under the age of 35 years
- Respondents from Planning Regions 2 (South Central), 3 (South Eastern) & 5 (Western)

For respondents receiving services for *Substance Use* disorders, the following reported *significantly* better QOL in the General QOL domain:

- Respondents from Planning Region 5 (Western)

For respondents receiving services in *Mental Health* treatment programs, the following reported *significantly* better QOL in the General QOL domain:

- No significant categories to report

Physical Health

The following reported *significantly* better Quality of Life in this domain:

- Men
- Respondents in the Black/African American racial category
- Respondents under the age of 55 years
- Respondents who received employment services

For respondents receiving services for *Substance Use disorders*, the following reported *significantly* better QOL in the Physical Health domain:

- No significant categories to report

For respondents receiving services in *Mental Health disorders* programs, the following reported *significantly* better QOL in the Physical Health domain:

- Respondents under the age of 55 years
- Respondents who received employment services

Psychological

The following reported *significantly* better Quality of Life in this domain:

- Men

For respondents receiving services in *Substance Use* treatment programs, the following reported *significantly* better QOL in the Psychological domain:

- No significant categories to report

For respondents receiving services in *Mental Health* treatment programs, the following reported *significantly* better QOL in the Psychological domain:

- Men

Social

The following reported *significantly* better Quality of Life in this domain:

- No significant categories to report

For respondents receiving services for *Substance Use* disorders, the following reported *significantly* better QOL in the Social domain:

- No significant categories to report

For respondents receiving services in *Mental Health* programs, the following reported *significantly* better QOL in the Social domain:

- No significant categories to report

Environment

The following reported *significantly* better Quality of Life in this domain:

- Respondents receiving Mental Health services
- Respondents in the non-Hispanic ethnic category
- Respondents from Planning Regions 2 (South Central), 3 (South Eastern) & 5 (Western)

For respondents receiving services for *Substance Use* disorders, the following reported *significantly* better QOL in the Environment domain:

- No significant categories to report

For respondents receiving services in *Mental Health* treatment programs, the following reported *significantly* better QOL in the Environment domain:

- Respondents from Planning Region 3 (South Eastern)

Health Outcomes Survey Results

As part of the SFY2020 Consumer Satisfaction survey process, DMHAS providers had the option to administer an eight question Health Outcomes survey. The questions in this survey were taken from the Behavioral Risk Factor Surveillance System (BRFSS). The BRFSS is the world's largest, on-going telephone health survey system, tracking health conditions and risk behaviors in all fifty states.⁷ The survey was available in English and Spanish. The questions addressed the topics of body mass index (BMI), cardiovascular/respiratory/diabetes disease, overall health from physical and psychological perspectives, and smoking and drinking habits. A total of 1,288 surveys were completed (i.e., had at least one question answered). Some surveys had height or weight values that were outside of the reasonable range set by the BRFSS (e.g., height less than 36 inches or more than 95 inches or weight less than 50 pounds or more than 650 pounds) and these outlier values were converted to missing data.

This year 1,288 surveys were submitted by the following DMHAS providers:

Table 12: Providers Participating in Health Outcomes Survey for 2020

Provider	Number of Surveys	Percent
APT Foundation Inc	22	1.7
Capitol Region Mental Health Center	150	11.6
Charter Oak Health Center	100	7.8
Chemical Abuse Services Agency (CASA)	63	4.9
Community Renewal Team (CRT)	78	6.1
Connecticut Mental Health Center	89	6.9
Connection Inc.	70	5.4
Continuum of Care	24	1.9
Council of Churches Greater Bridgeport	16	1.2
Family and Children's Agency Inc	5	0.4
Goodwill of Southern New England	56	4.3
Greenwood Counseling Referrals Inc.	2	0.2
Inspirica Inc. (formerly St Luke's LifeWorks)	46	3.6
Keystone House Inc.	108	8.4
Liberty Community Services	76	5.9
Martin House	8	0.6
Mental Health Connecticut	96	7.5
Midwestern CT Council on Alcoholism (MCCA)	1	0.1
Pathways Inc.	49	3.8
Prime Time House Inc.	65	5.0
Thames Valley Council for Comm Action Inc	10	0.8
Yale University-Behavioral Health	55	4.3
Yale-New Haven Hospital	99	7.7
Total	1288	100.0

Seventy-three percent of the responses came from clients in Mental Health programs and 15% came from clients in Substance Use programs. One hundred fifty-three of the responses (12%) were submitted at the provider level and thus were not attributed to a specific program type.

⁷ See <http://www.cdc.gov/brfss/> for more information on this instrument.

Demographic Information

- 560 females (44%) and 718 males (56%) responded to the survey. The remaining 10 respondents (1%) did not identify their gender.
- Forty-one percent of the respondents fell into the 35-54 years of age group. Twenty-three percent of the respondents were aged 55-64. Twenty-nine percent of respondents were in the 25-34 years of age group. Nine percent were over 65 years while 4% were under the age of 25.
- About 46% of the respondents were white, while 28% were black. Sixty-six percent did not identify their race.
- More than half (61%) of the respondents were non-Hispanic. Seventeen percent were Hispanic-Puerto Rican and 14% did not identify their ethnicity.
- These data are also reported in Table 13.

Health Outcomes

- The average client height was 66.0 inches (± 5.1) with a range of 44-84 inches. Women reported an average height of 63.7 inches (± 3.9 , range = 44-78) and men reported an average of 67.9 inches (± 5.2 , range= 48-84).
- The average client weight was calculated to be 191.6 pounds (± 48.5) with a range of 85-476 pounds. Women reported an average weight of 179.7 pounds (± 48.5 , range = 91-390) and men reported an average of 200.2 pounds (± 46.7 , range= 85-476).
- Body Mass Index (BMI) could be calculated for 72% (923) of the respondents. The average BMI for clients was calculated as 31.2 (± 8.1) with a range of 13.3-67.9. Women had an average BMI of 31.1 (± 8.3 , range = 16.1-67.9) and men had an average of 31.3 (± 7.9 , range= 13.3-66.8).
- According to the Centers for Disease Control and Prevention, BMI categories for adults (ages 20 and older) are as follows: Underweight: Below 18.5, Normal: 18.5 – 24.9, Overweight: 25.0 – 29.9, Obese: 30.0 and above.
 - Thus, the averages reported above *all* fall into the Obese category.
 - 22% of respondents fell into the Underweight (1%) or Normal (21%) BMI categories
 - 28% of respondents fell into the Overweight BMI category
 - 50% of respondents fell into the Obese BMI category
 - These percentages are very similar to those reported in over the past four years.
- These data are also reported in Table 14.

Figure 3: Body Mass Index for 923 DMHAS Clients

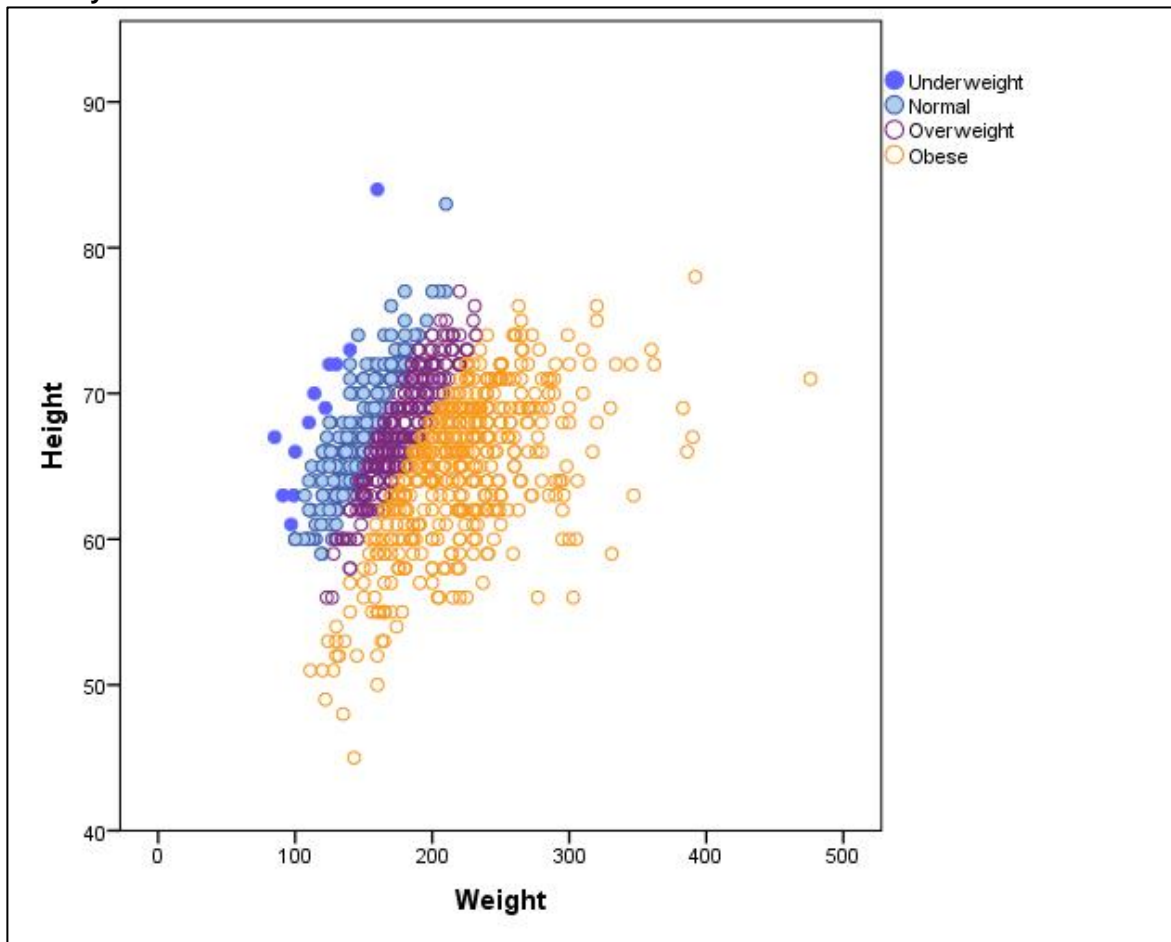
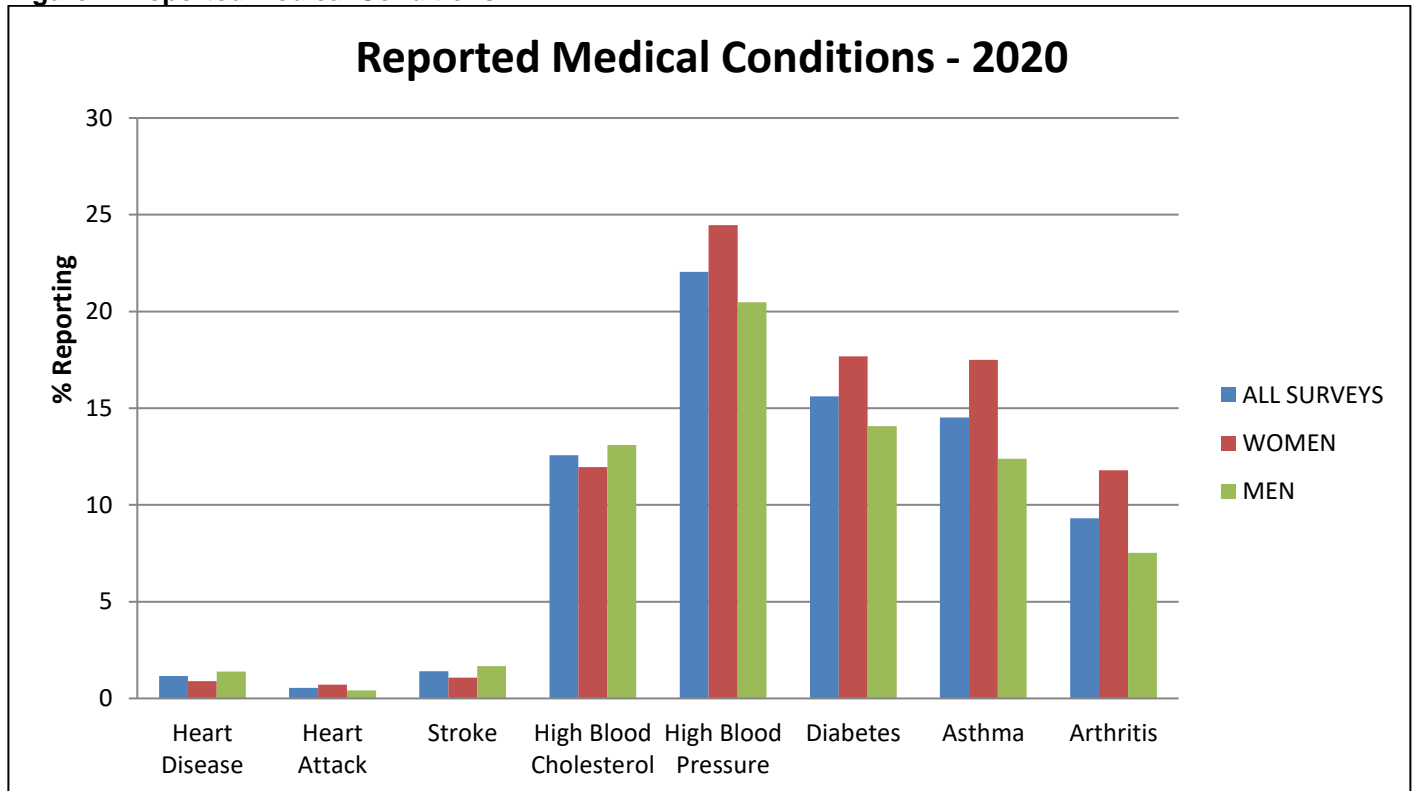


Figure 4: Reported Medical Conditions



- High blood pressure was reported by about 22% of the clients surveyed.
- Diabetes was reported by 16% of clients.
- Asthma was reported by 15% of clients.
- High cholesterol was reported by 13% of the clients surveyed. and
- 18% of the women surveyed reported being told that they had asthma and 12% reported arthritis. Significantly more women than men reported having these two conditions.
- Angina/heart disease, heart attack, and stroke were each reported by fewer than 2% of the clients surveyed.
- Over half (51%) of the clients surveyed report that they had not been told that they had any of the above medical conditions.
 - 30% of clients reported having one of the diagnoses
 - 12% of clients reported having two of the diagnoses
 - 5% of clients reported having three of the diagnoses
 - 1% of clients reported having four of the diagnoses
 - 1% of clients reported having five or more of the diagnoses
- Slightly less than half (48%) of the clients surveyed indicated that they do not smoke, while 49% of the clients indicated that they did smoke. Smoking status was unknown for 3%
 - 71% of smokers reported smoking every day
 - 29% of smokers reported smoking some days
- There were no significant differences between smokers and non-smokers in reporting frequency of any of the medical conditions in Table 14.
- In terms of general health, 22% of clients reported their general health to be 'Excellent' or 'Very Good'; 39% reported their general health as 'Good'; and 24% reported their general health as 'Fair' or 'Poor'. Approximately 15% of clients did not answer this question.
- When asked about physical health and injuries, 44% of the answers indicated that the client had zero days in the last 30 days in which their physical health was not good. A quarter of clients (24%) did not answer this question.
 - On average, clients reported 5 days (± 9 days) in the last month in which their physical health was not good
 - Of the clients who reported having physically unhealthy days
 - 49% of clients reported 1-7 physically unhealthy days
 - 13% reported 8-14 physically unhealthy days
 - 14% reported 15-21 physically unhealthy days
 - 23% reported 22-30 physically unhealthy days, including 21% who indicated that every day in the last 30 days was a physically unhealthy day
- Respondents answered a question about how many alcoholic drinks they have at one sitting. A quarter (25%) of clients did not answer this question.
 - 79% of clients reported that they consumed zero drinks
 - Of the clients who reported one or more drinks:
 - 57% of clients reported that when they drink they have 1-2 drinks
 - 25% of clients reported consuming 3-4 drinks on days that they do drink
 - 13% of clients reported consuming 5-10 drinks
 - 4% of clients reported drinking more than 10 drinks per day on days that they do drink

Mental Health

- When asked about mental health, including stress, depression, and problems with emotions, 37% of respondents reported zero days in the last 30 days in which their mental health was not good. A quarter (24%) of clients did not answer this question.
 - On average, clients reported 6 days (± 9 days) in the last month in which their mental health was not good.
 - Of the clients who reported having mentally unhealthy days:
 - 52% of clients reported 1-7 mentally unhealthy days
 - 15% reported 8-14 mentally unhealthy days
 - 17% reported 15-21 mentally unhealthy days
 - 16% reported 22-30 mentally unhealthy days, including 14% who indicated that every day in the last 30 days was a mentally unhealthy day

- Clients were asked about the impact of poor mental and/or physical health on performing usual activities. 49% of respondents reported zero days in the last 30 days in which their activities were adversely affected by mental or physical health problems. A quarter (24%) of clients did not answer this question.
 - On average, clients reported that on 4 days (± 8 days) in the last month their activities were impacted by mental and/or physical health problems.
 - Of the clients who reported one or days when activities were impacted
 - 52% of clients reported 1-7 days in which activities were impacted
 - 19% reported 8-14 days in which activities were impacted
 - 14% reported 15-21 days in which activities were impacted
 - 15% reported 22-30 days in which activities were impacted, including 13% who indicated that every day in the last 30 days was impacted by mental and/or physical health problems.

Table 13: Demographic Information for Respondents to Health Outcomes Survey

	ALL Surveys		Women		Men		Non-Smokers		Smokers	
Gender	N	%	N	%	N	%	N	%	N	%
Female	560	43.5	560	100.0	--	--	319	51.5	223	35.2
Male	718	55.7	--	--	718	100.0	298	48.1	404	63.7
Unknown	10	0.8	--	--	--	--	3	0.5	7	1.1
Total	1288	100.0	--	--	--	--	620	100.0	634	100.0
Age										
20 and under	13	1.0	5	0.9	8	1.1	6	1.0	8	1.3
21-24	41	3.2	14	2.5	27	3.8	20	3.2	21	3.3
25-34	201	15.6	68	12.1	132	18.4	97	15.6	100	15.8
35-54	528	41.0	240	42.9	288	40.1	228	36.8	288	45.4
55-64	376	29.2	176	31.4	198	27.6	191	30.8	170	26.8
65 and older	110	8.5	50	8.9	60	8.4	69	11.1	39	6.2
Unknown	19	1.5	7	1.3	5	0.7	9	1.5	8	1.3
Total	1288	100.0	560	100.0	718	100.0	620	100.0	634	100.0
Race										
American Indian/ Alaskan Native	10	0.8	7	1.3	3	0.4	5	0.8	5	0.8
Asian	23	1.8	12	2.1	11	1.5	16	2.6	6	0.9
Black	357	27.7	166	29.6	191	26.6	146	23.5	199	31.4
More Than One Race	21	1.6	6	1.1	15	2.1	13	2.1	8	1.3
Native Hawaiian/ Pacific Islander	4	0.3	1	0.2	3	0.4	0	0.0	4	0.6
Other	218	16.9	80	14.3	137	19.1	89	14.4	121	19.1
Unknown	66	5.1	25	4.5	34	4.7	31	5.0	35	5.5
White	589	45.7	263	47.0	324	45.1	320	51.6	256	40.4
Total	1288	100.0	560	100.0	718	100.0	620	100.0	634	100.0
Ethnicity										
Mexican	8	0.6	4	0.7	4	0.6	5	0.8	3	0.5
Non-Hispanic	787	61.1	356	63.6	429	59.7	405	65.3	363	57.3
Other Hispanic/Latino	99	7.7	46	8.2	53	7.4	47	7.6	47	7.4
Puerto Rican	218	16.9	77	13.8	140	19.5	78	12.6	137	21.6
Unknown	176	13.7	77	13.8	92	12.8	85	13.7	84	13.2
Total	1288	100.0	560	100.0	718	100.0	620	100.0	634	100.0
Program Type										
MH	939	72.9	440	78.6	489	68.1	468	75.5	444	70.0
SA	196	15.2	29	5.2	167	23.3	54	8.7	139	21.9
Unknown	153	11.9	91	13.8	62	8.6	98	15.8	51	8.0
Total	1288	100.0	560	100.0	718	100.0	620	100.0	634	100.0

Table 14: Health Outcomes Summary Data

Medical Condition	ALL Surveys		Women		Men		Non-Smokers		Smokers	
	N	%	N	%	N	%	N	%	N	%
Angina/Heart Disease	15	1.2	5	0.9	10	1.4	5	0.8	10	1.6
Heart Attack	7	0.5	4	0.7	3	0.4	5	0.8	2	0.3
Stroke	18	1.4	6	1.1	12	1.7	7	1.1	11	1.7
High Cholesterol	162	12.6	67	12.0	94	13.1	75	12.1	86	13.6
High Blood Pressure	284	22.0	137	24.5	147	20.5	147	23.7	135	21.3
Diabetes	201	15.6	99	17.7	101	14.1	98	15.8	98	15.5
Asthma	187	14.5	98	17.5	89	12.4	80	12.9	104	16.4
Arthritis	120	9.3	66	11.8	54	7.5	57	9.2	63	9.9
Smoking										
Every day	452	35.1	153	27.3	296	41.2	--	--	452	71.3
Some days	181	14.1	70	12.5	107	14.9	--	--	182	28.7
Not at all	620	48.1	319	57.0	298	41.5	620	100.0	--	--
Unknown	35	2.7	18	3.2	17	2.4	--	--	--	--
Total	1288	100.0	560	100.0	718	100.0	620	100.0	634	100.0
General Health										
Excellent/Very Good/Good	782	71.7	337	72.3	444	71.3	384	75.4	390	71.3
Fair/Poor	309	28.3	129	27.7	179	28.7	125	24.6	178	28.7
Total	1091	100.0	466	100.0	623	100.0	509	100.0	568	100.0
BMI Category										
Underweight	12	1.3	6	1.4	6	1.2	6	1.3	5	1.2
Normal	189	20.5	100	24.1	88	17.5	80	16.9	102	23.7
Overweight	261	28.3	102	24.6	159	31.7	127	26.9	129	29.9
Obese	461	49.9	207	49.9	249	49.6	259	54.9	195	45.2
Total	923	100.0	415	100.0	502	100.0	472	100.0	431	100.0

Table 15: Health Outcomes Summary Data by Gender

	All Surveys					Women					Men				
	N	Min	Max	Mean	Std. Dev	N	Min	Max	Mean	Std. Dev	N	Min	Max	Mean	Std. Dev
Height (inches)	969	44	84	66.0	5.06	441	44	78	63.7	3.88	520	48	84	67.9	5.16
Weight (lbs.)	1037	85	476	191.6	48.64	440	91	390	179.7	48.51	590	85	476	200.2	46.73
BMI Score	923	13.3	67.9	31.2	8.06	415	16.1	67.9	31.1	8.33	502	13.3	66.8	31.3	7.85
Physically unhealthy days	978	0	30	5.3	9.35	401	0	30	5.4	9.17	575	0	30	5.2	9.49
Mentally unhealthy days	978	0	30	5.7	8.91	401	0	30	6.2	9.27	575	0	30	5.3	8.59
Activity limitation days	974	0	30	3.7	7.51	398	0	30	3.7	7.47	574	0	30	3.7	7.55
Drinks per Sitting	962	0	30	0.7	2.40	393	0	15	0.4	1.27	567	0	30	0.9	2.93

Table 16. Health Outcomes Summary Data by Smoking Status

	Non-Smokers					Smokers				
	N	Min	Max	Mean	Std. Dev	N	Min	Max	Mean	Std. Dev
Height (inches)	495	44	84	65.4	5.07	452	48	83	66.7	4.96
Weight (lbs.)	499	85	476	194.9	49.58	515	91	392	189.2	47.58
BMI Score	472	13.3	66.8	32.1	8.26	431	16.1	67.9	30.4	7.72
Physically unhealthy days	454	0	30	4.8	9.05	508	0	30	5.7	9.56
Mentally unhealthy days	453	0	30	5.3	8.69	509	0	30	6.1	9.11
Activity limitation days	450	0	30	3.1	6.83	508	0	30	4.3	8.10
Drinks per Sitting	446	0	15	0.4	1.39	500	0	30	1.0	3.03

Appendices

Appendix 1.1: DMHAS Consumer Survey Cover Letter to Providers FY 2020



NED LAMONT
GOVERNOR

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

MIRIAM E. DELPHIN-RITTMON, Ph.D.
COMMISSIONER

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

FROM: MICHAEL GIRLAMO, LMSW, DIRECTOR, EVALUATION, QUALITY MANAGEMENT, AND IMPROVEMENT DIVISION

SUBJECT: CONSUMER SURVEY FOR FISCAL YEAR 2020

DATE: SEPTEMBER, 2019

The DMHAS Consumer Satisfaction Survey for FY 2020 is ready to begin.

Please read the enclosures carefully, and distribute them to the people in your organization responsible for the Consumer Satisfaction Survey process. You can also find these documents on our website at this address:

<http://www.ct.gov/dmhas/consumersurvey>

The final deadline for survey data submission will be June 30, 2020.

Here are some suggestions from our staff for a successful survey cycle:

- Begin the survey process early. Try not to wait until the end of the year to do this.
- Check that relevant staff users are set up to perform data entry as soon as possible. Applications for new user accounts may take up to two weeks to process. Visit this page for information about obtaining user access and tokens: <http://www.ct.gov/dmhas/cwp/view.asp?a=2900&q=423042>
- Calculate your sample size using the unduplicated count for Quarter 1, FY19 (July 1, 2018 – September 30, 2018). Visit this document for more information about sample size: <http://www.ct.gov/dmhas/lib/dmhas/consumersurvey/CSInstructions.pdf> and read page 2.

As in past years, all materials related to the Consumer Satisfaction Survey for FY 2020 will be posted on the DMHAS website at <http://www.ct.gov/dmhas>, with a link under “Featured Links”, or by direct link to <http://www.ct.gov/dmhas/consumersurvey>.

If you have any questions about the survey or its process, please contact Karin Haberlin, EQMI Program Manager, at Karin.Haberlin@ct.gov or (860) 418-6842 and she will assist you.

I want to thank you for your ongoing commitment to quality in the services you provide to the people in recovery throughout the state of Connecticut. The Consumer Satisfaction Survey provides us with crucial information, directly from the people we serve. It is an irreplaceable component of our quality improvement efforts.

Appendix 1.2: DMHAS Consumer Survey Cover Letter to Consumers FY 2020



NED LAMONT
GOVERNOR

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

MIRIAM E. DELPHIN-RITTMON, Ph.D.
COMMISSIONER

September, 2019

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. The survey is anonymous. You will not be asked for your name or anything else that identifies you. Your agency will do its best to keep your answers private.

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, LMSW
Director, Evaluation, Quality Management, and Improvement Division
Department of Mental Health and Addiction Services

(860) 418-7000
410 Capitol Avenue, P.O. Box 341431
Hartford, Connecticut 06134
<http://portal.ct.gov/dmhas>
An Equal Opportunity Employer

Appendix 1.3: DMHAS Consumer Survey Instrument FY 2020

Agency/Facility	Program	Date Completed	<input type="checkbox"/> BHH Client
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For each box, put an X in the circle that applies to you.		
Gender <input type="radio"/> Male <input type="radio"/> Female	Age <input type="radio"/> 20 and under <input type="radio"/> 21-24 <input type="radio"/> 25-34 <input type="radio"/> 35-54 <input type="radio"/> 55-64 <input type="radio"/> 65 and older	Primary reason for receiving services <input type="radio"/> Emotional/Mental Health <input type="radio"/> Alcohol or Drugs <input type="radio"/> Both Emotional/Mental Health and Alcohol or Drugs
Race <input type="radio"/> American Indian/Native Alaskan <input type="radio"/> Asian <input type="radio"/> Black/African American <input type="radio"/> Native Hawaiian/Other Pacific Islander <input type="radio"/> White/Caucasian <input type="radio"/> Unknown <input type="radio"/> Other:	Ethnicity <input type="radio"/> Hispanic-Other <input type="radio"/> Non-Hispanic <input type="radio"/> Hispanic-Puerto Rican <input type="radio"/> Hispanic-Mexican <input type="radio"/> Hispanic-Cuban <input type="radio"/> Unknown	Length of Service <input type="radio"/> Less than 1 year <input type="radio"/> 12 months to 2 years <input type="radio"/> 2 years to 5 years <input type="radio"/> More than 5 years

For each item, circle the answer that matches your view.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
1.	I like the services that I received here.	SA	A	N	D	SD	NA
2.	If I had other choices, I would still get services from this agency.	SA	A	N	D	SD	NA
3.	I would recommend this agency to a friend or family member.	SA	A	N	D	SD	NA
4.	The location of services was convenient (parking, public transportation, distance, etc.)	SA	A	N	D	SD	NA
5.	Staff was willing to see me as often as I felt was necessary.	SA	A	N	D	SD	NA
6.	Staff returned my calls within 24 hours.	SA	A	N	D	SD	NA
7.	Services were available at times that were good for me.	SA	A	N	D	SD	NA
8.	Staff here believes that I can grow, change, and recover.	SA	A	N	D	SD	NA
9.	I felt comfortable asking questions about my services, treatment or medication	SA	A	N	D	SD	NA
10.	I felt free to complain.	SA	A	N	D	SD	NA
11.	I was given information about my rights.	SA	A	N	D	SD	NA
12.	Staff told me what side effects to watch out for.	SA	A	N	D	SD	NA
13.	Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services.	SA	A	N	D	SD	NA
14.	Staff was sensitive to my cultural/ethnic background (race, religion, language, etc.)	SA	A	N	D	SD	NA

For each item, circle the answer that matches your view.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
15.	Staff helped me obtain information I needed so that I could take charge of managing my illness.	SA	A	N	D	SD	NA
16.	My wishes are respected about the amount of family involvement I want in my treatment.	SA	A	N	D	SD	NA
As a result of services I have received from this agency:							
17.	I deal more effectively with daily problems	SA	A	N	D	SD	NA
18.	I am better able to control my life.	SA	A	N	D	SD	NA
19.	I am better able to deal with crisis.	SA	A	N	D	SD	NA
20.	I am getting along better with my family.	SA	A	N	D	SD	NA
21.	I do better in social situations.	SA	A	N	D	SD	NA
22.	I do better in school and/or work.	SA	A	N	D	SD	NA
23.	My symptoms are not bothering me as much.	SA	A	N	D	SD	NA
In general . . .							
24.	I am involved in my community (for example, church, volunteering, sports, support groups, or work).	SA	A	N	D	SD	NA
25.	I am able to pursue my interests.	SA	A	N	D	SD	NA
26.	I can have the life I want, despite my disease/disorder.	SA	A	N	D	SD	NA
27.	I feel like I am in control of my treatment.	SA	A	N	D	SD	NA
28.	I give back to my family and/or community.	SA	A	N	D	SD	NA

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

Appendix 1.4: DMHAS Quality of Life Instrument FY 2020

Agency/Facility	Program	Date Completed
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For each box, put an X in the circle that applies to you.		
Gender <input type="radio"/> Male <input type="radio"/> Female	Age <input type="radio"/> 20 and under <input type="radio"/> 21-24 <input type="radio"/> 25-34 <input type="radio"/> 35-54 <input type="radio"/> 55-64 <input type="radio"/> 65 and older	Primary reason for receiving services <input type="radio"/> Emotional/Mental Health <input type="radio"/> Alcohol or Drugs <input type="radio"/> Both Emotional/Mental Health and Alcohol or Drugs
Race <input type="radio"/> American Indian/Native Alaskan <input type="radio"/> Asian <input type="radio"/> Black/African American <input type="radio"/> Native Hawaiian/Other Pacific Islander <input type="radio"/> White/Caucasian <input type="radio"/> Unknown <input type="radio"/> Other:	Ethnicity <input type="radio"/> Puerto Rican <input type="radio"/> Mexican <input type="radio"/> Other Hispanic or Latino <input type="radio"/> Not Hispanic	Length of Service <input type="radio"/> Less than 1 year <input type="radio"/> 12 months to 2 years <input type="radio"/> 2 years to 5 years <input type="radio"/> More than 5 years

Please read each question, assess your feelings, and circle the number on the scale that gives the best answer for you for each question.

<i>(Please circle the number)</i>					
	Very poor	Poor	Neither poor nor good	Good	Very Good
1. How would you rate your quality of life?	1	2	3	4	5

<i>(Please circle the number)</i>					
	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
2. How satisfied are you with your health?	1	2	3	4	5

The following questions ask about **how much** you have experienced certain things in the last two weeks.

<i>(Please circle the number)</i>					
	Not at all	A little	A moderate amount	Very much	An extreme amount
3. To what extent do you feel that physical pain prevents you from doing what you need to do?	1	2	3	4	5
4. How much do you need any medical treatment to function in your daily life?	1	2	3	4	5
5. How much do you enjoy life?	1	2	3	4	5

<i>(Please circle the number)</i>					
Not at all	A little	A moderate amount	Very much	An extreme amount	
6. To what extent do you feel your life to be meaningful?	1	2	3	4	5

<i>(Please circle the number)</i>					
Not at all	Slightly	A Moderate amount	Very much	Extremely	
7. How well are you able to concentrate?	1	2	3	4	5
8. How safe do you feel in your daily life?	1	2	3	4	5
9. How healthy is your physical environment?	1	2	3	4	5

The following questions ask about **how completely** you experience or were able to do certain things in the last two weeks.

<i>(Please circle the number)</i>					
Not at all	A little	Moderately	Mostly	Completely	
10. Do you have enough energy for everyday life?	1	2	3	4	5
11. Are you able to accept your bodily appearance?	1	2	3	4	5
12. Have you enough money to meet your needs?	1	2	3	4	5
13. How available to you is the information that you need in your day-to-day life?	1	2	3	4	5
14. To what extent do you have the opportunity for leisure activities?	1	2	3	4	5

<i>(Please circle the number)</i>					
Very poor	Poor	Neither poor nor well	Well	Very well	
15. How well are you able to get around?	1	2	3	4	5

The following questions ask you to say how **good** or **satisfied** you have felt about various aspects of your life over the last two weeks.

<i>(Please circle the number)</i>					
	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
16. How satisfied are you with your sleep?	1	2	3	4	5
17. How satisfied are you with your ability to perform your daily living activities?	1	2	3	4	5
18. How satisfied are you with your capacity for work?	1	2	3	4	5
19. How satisfied are you with your abilities?	1	2	3	4	5
20. How satisfied are you with your personal relationships?	1	2	3	4	5
21. How satisfied are you with your sex life?	1	2	3	4	5
22. How satisfied are you with the support you get from your friends?	1	2	3	4	5
23. How satisfied are you with the conditions of your living place?	1	2	3	4	5
24. How satisfied are you with your access to health services?	1	2	3	4	5
25. How satisfied are you with your mode of transportation?	1	2	3	4	5

The following question refers to **how often** you have felt or experienced certain things in the last two weeks.

<i>(Please circle the number)</i>					
	Never	Seldom	Quite often	Very often	Always
26. How often do you have negative feelings, such as blue mood, despair, anxiety, depression?	1	2	3	4	5

Did someone help you to fill out this form? *(Please circle Yes or No)*

Yes	No
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Thank you for your help

Appendix 2: Survey Sample Size and Number of Surveys Submitted by Provider, FY 2020

Provider Name	Consumers Treated from 7/1/18-9/30/18	Proposed Sample Size (95% CL, 7% CI)	Surveys Submitted in SFY 2020	Surveys as % of Sample Size
APT Foundation Inc	3630	186	3980	2140%
Midwestern CT Council on Alcoholism (MCCA)	1716	176	1537	873%
Central CT Coast YMCA	10	10	68	711%
Positive Directions	1	1	6	600%
Community Health Resources Inc.	6279	190	988	520%
McCall Foundation Inc	170	91	464	508%
Wellmore	173	92	440	478%
Community Mental Health Affiliates	1003	164	603	367%
Leeway Inc.	5	5	18	367%
BH Care	2103	179	602	336%
Connecticut Counseling Centers Inc.	1805	177	592	335%
Chemical Abuse Services Agency (CASA)	456	137	453	330%
Connecticut Renaissance Inc.	137	81	260	321%
My Sisters' Place	19	17	51	293%
United Services Inc.	1888	178	502	283%
ImmaCare	21	19	53	278%
Center for Human Development	223	105	287	274%
Liberation Programs	1087	166	451	271%
Chrysalis Center Inc.	722	154	395	256%
Inspirica Inc. (formerly St Luke's LifeWorks)	41	34	84	247%
Continuum of Care	285	116	273	235%
Hartford Dispensary	5135	189	438	232%
Mental Health Connecticut	612	149	344	231%
Rushford Center	1188	168	369	219%
Gilead Community Services Inc.	285	116	241	207%
Fellowship Inc.	470	139	284	205%
Cornell Scott-Hill Health Corporation	238	108	219	203%
Wheeler Clinic	1749	176	349	198%
Sound Community Services Inc.	1124	167	320	192%
Friendship Service Center	10	10	18	188%
Mercy Housing and Shelter Corporation	94	64	119	187%
Council of Churches Greater Bridgeport	9	9	16	185%
Liberty Community Services	82	58	95	164%
Connection Inc.	726	155	246	159%
SCADD	335	124	196	158%
Pathways Inc.	65	49	72	147%
CommuniCare Inc	238	108	156	145%
Keystone House Inc.	139	82	116	142%
Norwalk Hospital	1245	169	235	139%
Catholic Charities- Waterbury	150	85	118	138%
Easter Seals of Capital Region and Eastern CT	60	46	62	134%
InterCommunity Inc.	2772	183	246	134%
St. Vincent DePaul Place Middletown Inc.	26	23	30	130%
Columbus House	195	98	122	124%
Marrakech Day Services	187	96	118	123%
New Reach, Inc.	54	43	52	122%

Provider Name	Consumers Treated from 7/1/18-9/30/18	Proposed Sample Size (95% CL, 7% CI)	Surveys Submitted in SFY 2020	Surveys as % of Sample Size
Bridges Healthcare Inc.	1045	165	198	120%
Laurel House	267	113	134	118%
Charlotte Hungerford Hospital	1416	172	201	117%
Catholic Charities - Inst for the Hispanic Family	241	108	123	114%
Hartford Behavioral Health	461	138	153	111%
Reliance Health Inc.	389	131	144	110%
Yale-New Haven Hospital	175	93	100	108%
Thames Valley Council for Comm Action Inc	15	14	15	107%
Yale University-Behavioral Health	244	109	115	106%
Supportive Environmental Living Facility Inc-SELF	49	39	41	104%
St. Vincent DePaul Mission of Waterbury Inc.	35	30	31	104%
Backus Hospital	352	126	131	104%
Martin House	8	8	8	104%
Perception Programs Inc	292	118	117	100%
Community Renewal Team (CRT)	157	87	87	100%
Bridge House	210	102	99	97%
Goodwill of Western and Northern CT Inc.	67	50	48	96%
Recovery Network of Programs	2019	179	171	96%
Guardian Ad Litem	163	89	85	95%
Central Naugatuck Valley (CNV) Help Inc.	351	126	117	93%
Hands on Hartford	21	19	17	89%
Kennedy Center Inc.	148	85	72	85%
Goodwill of Southern New England	102	67	56	83%
Advanced Behavioral Health	578	147	120	82%
LifeBridge Community Services (formerly FSW Inc)	91	62	47	75%
John J. Driscoll United Labor Agency Inc.	35	30	22	74%
Windham Regional Community Council	13	12	9	73%
Operation Hope of Fairfield Inc.	43	35	26	73%
Kuhn Employment Opportunities Inc.	110	71	42	59%
Prime Time House Inc.	267	113	65	57%
Ability Beyond	216	103	42	41%
Natchaug Hospital	86	60	19	32%
Family and Children's Agency Inc	380	130	30	23%
Hartford Hospital	243	109	19	17%
ACCESS Agency	4	4	0	0%
Alliance For Living	7	7	0	0%
Artreach Inc.	45	37	0	0%
Catholic Charities of Fairfield County Inc.	353	126	0	0%
Danbury Hospital	8	8	0	0%
Day Kimball Hospital	76	55	0	0%
Dept of Veterans Affairs	7	7	0	0%
Family Centered Services of CT (CCCC)	13	12	0	0%
Farrell Treatment Center	100	66	0	0%
FOCUS Center for Autism Inc	6	6	0	0%
Hispanic Health Council	49	39	0	0%
Homes for the Brave (ABRI)	5	5	0	0%
Khmer Health Advocates	36	31	0	0%
Middlesex Hospital Mental Health Clinic	36	31	0	0%

Provider Name	Consumers Treated from 7/1/18-9/30/18	Proposed Sample Size (95% CL, 7% CI)	Surveys Submitted in SFY 2020	Surveys as % of Sample Size
My People Clinical Services LLC	13	12	0	0%
New London Homeless Hospitality Center	36	31	0	0%
New Milford Hospital	356	127	0	0%
St. Mary's Hospital Corporation	1080	166	0	0%
Stafford Family Services	55	43	0	0%
Thames River Community Services	9	9	0	0%
Vinfen Corporation of CT, Inc	4	4	0	0%
Youth Challenge of CT Inc	20	18	0	0%
Charter Oak Health Center	0	0	100	--
Greenwood Counseling Referrals Inc.	0	0	2	--
St. Vincent's Medical Center	0	0	66	--
United Community and Family Services	0	0	39	--
Waterbury Hospital Health Center	0	0	48	--
YWCA of Hartford	0	0	22	--