

Consumer Satisfaction Survey Annual Report

FY 2024



**Connecticut Department of Mental
Health and Addiction Services**

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Introduction

The Connecticut Department of Mental Health and Addiction Services (DMHAS) conducts an annual consumer survey in order to better understand people's experiences with DMHAS' mental health and substance use service delivery system.

To gather this information DMHAS uses a 23-item version of the Mental Health Statistics Improvement Program's (MHSIP) Consumer-Oriented Mental Health Report Card. This year there were some changes to the survey. In the past, a 28-item version of the MHSIP was used, but this year five questions were removed to make the survey easier to administer and improve the likelihood that all questions were answered. The NCQA questions and Behavioral Health Home (BHH) specific questions were also removed. A small group of stakeholders analyzed the utility and ability to comprehend each question, as well as taking in provider feedback, before deciding to make the changes to this year's survey. When the shortened survey is completed in its entirety, DMHAS and providers will have sufficient information to understand the consumer experience.

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 participation in treatment. (Participation in Treatment)

An item on consumer experience of being respected by staff. (Respect)

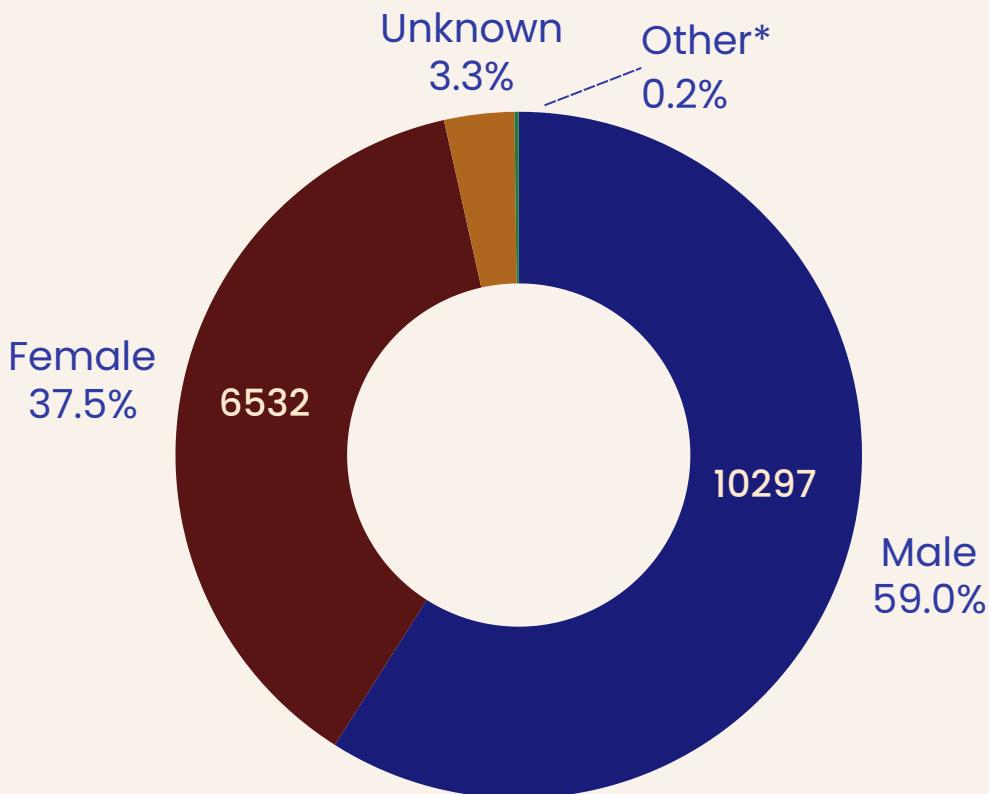
Consumer satisfaction survey responses provide DMHAS with valuable information regarding our successes and areas for growth in implementing a high-quality recovery oriented mental health and substance use service system.

Basic Statistics and Demographics

17,791 surveys were collected from 108 providers in FY24.

Please note: This number is higher than the total for survey results in subsequent pages because it includes incomplete and refused surveys. There were **17,444** completed surveys that are summarized in this report.

Gender

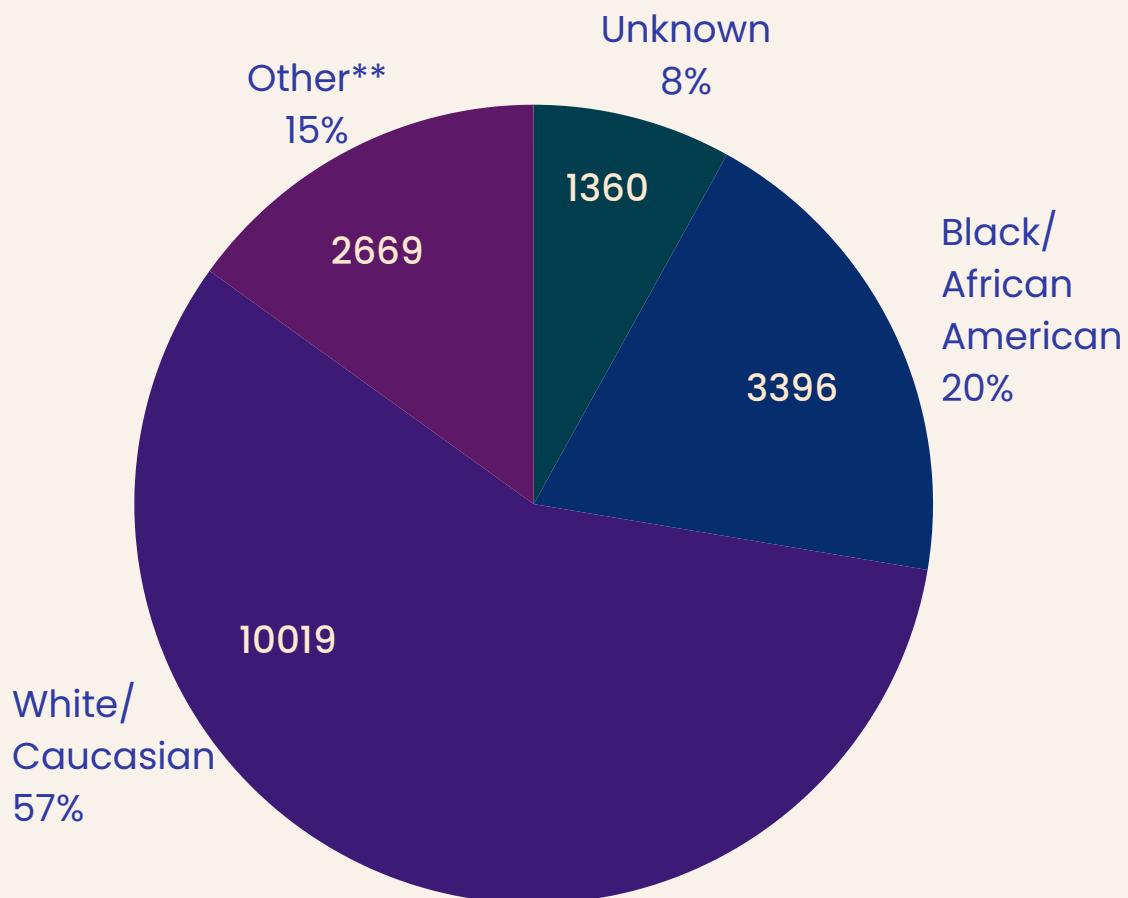


* Non-binary gender identification is currently collected as Other.

Overall, there were more male respondents than female respondents to the FY24 survey.

This pattern was seen in Mental Health programs (52% male), Substance Use programs (68% male), and in surveys without a program (49% male). Results are representative of the DMHAS population (58% male in FY24).

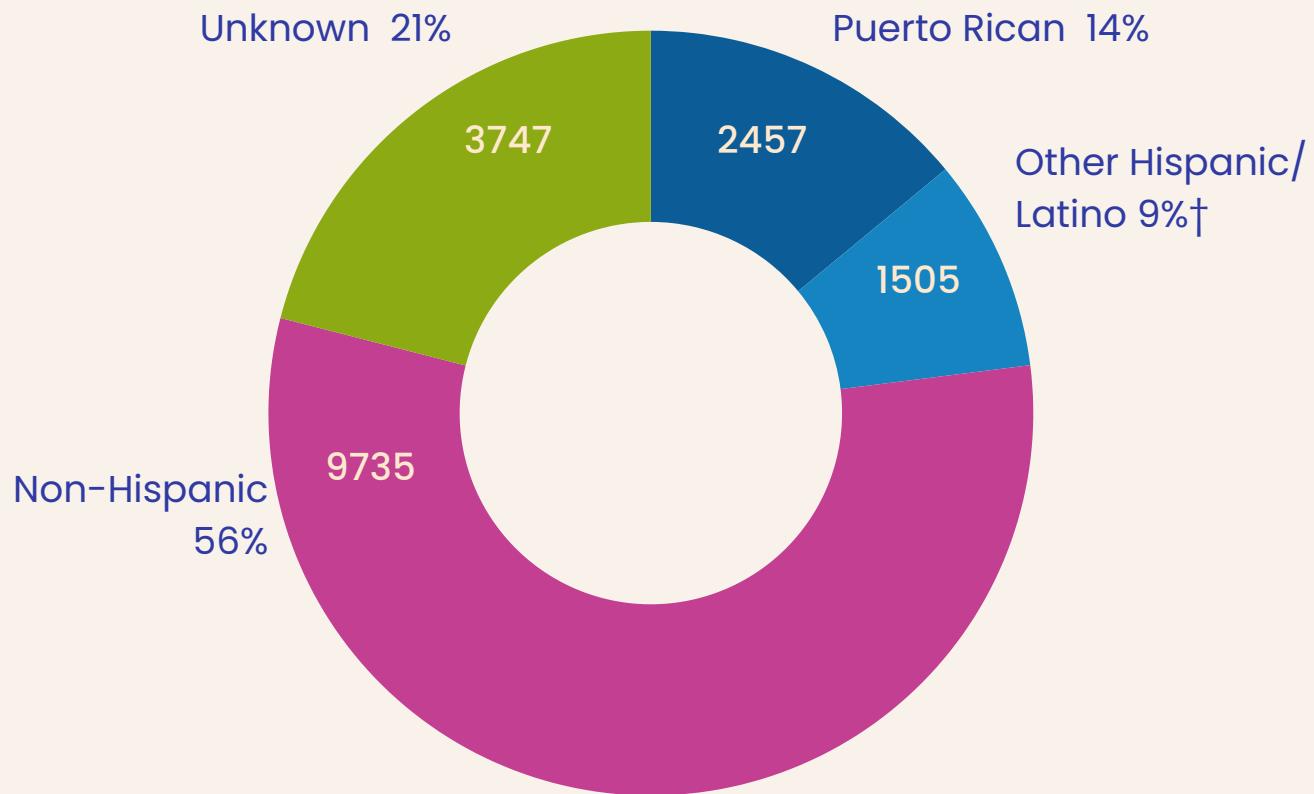
Race



Survey results by race were generally representative of the general DMHAS population in FY24, with slight over-sampling of Black respondents (20% in survey vs. 17% DMHAS population).

** The "Other" race category includes the following DMHAS race categories: Other, American Indian/Native Alaskan, Asian, Native Hawaiian/Other Pacific Islander, and More Than One Race. We find that many (but not all) people who indicate "Other" as their race identify as Hispanic or Latino origin.

Ethnicity



Survey results by ethnicity were generally representative of the general DMHAS population in FY24. The survey under sampled non-Hispanics by 8% and the percentage of Unknown is 7% higher for the survey than in the DMHAS population.

† Mexicans and Cubans were grouped with Other Hispanic/Latino for this report.

Age

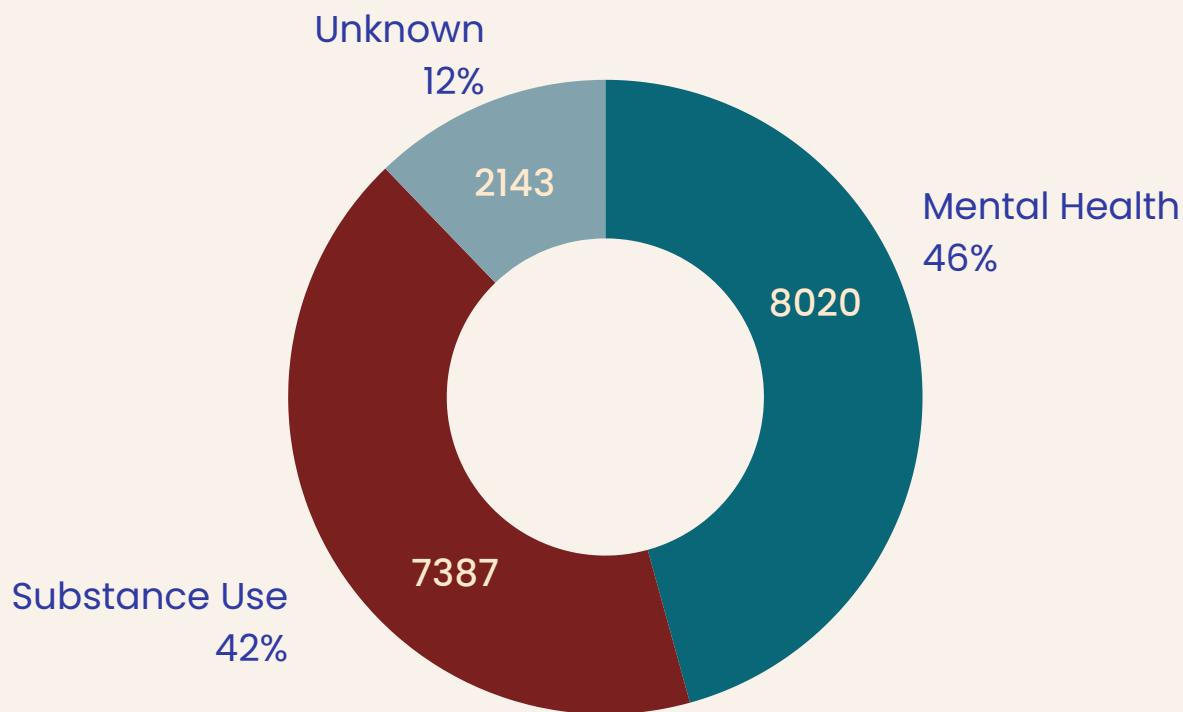


The age ranges for the survey were adjusted this year. Survey results by age were mostly representative of the general DMHAS population in FY24, with the largest group of respondents aged 25-44. Consumers under the age of 25 are somewhat underrepresented here – they comprise about 9% of the DMHAS population, but only about 6% of the survey sample.

The mean age of a DMHAS consumer was 44.1 years old in FY24.

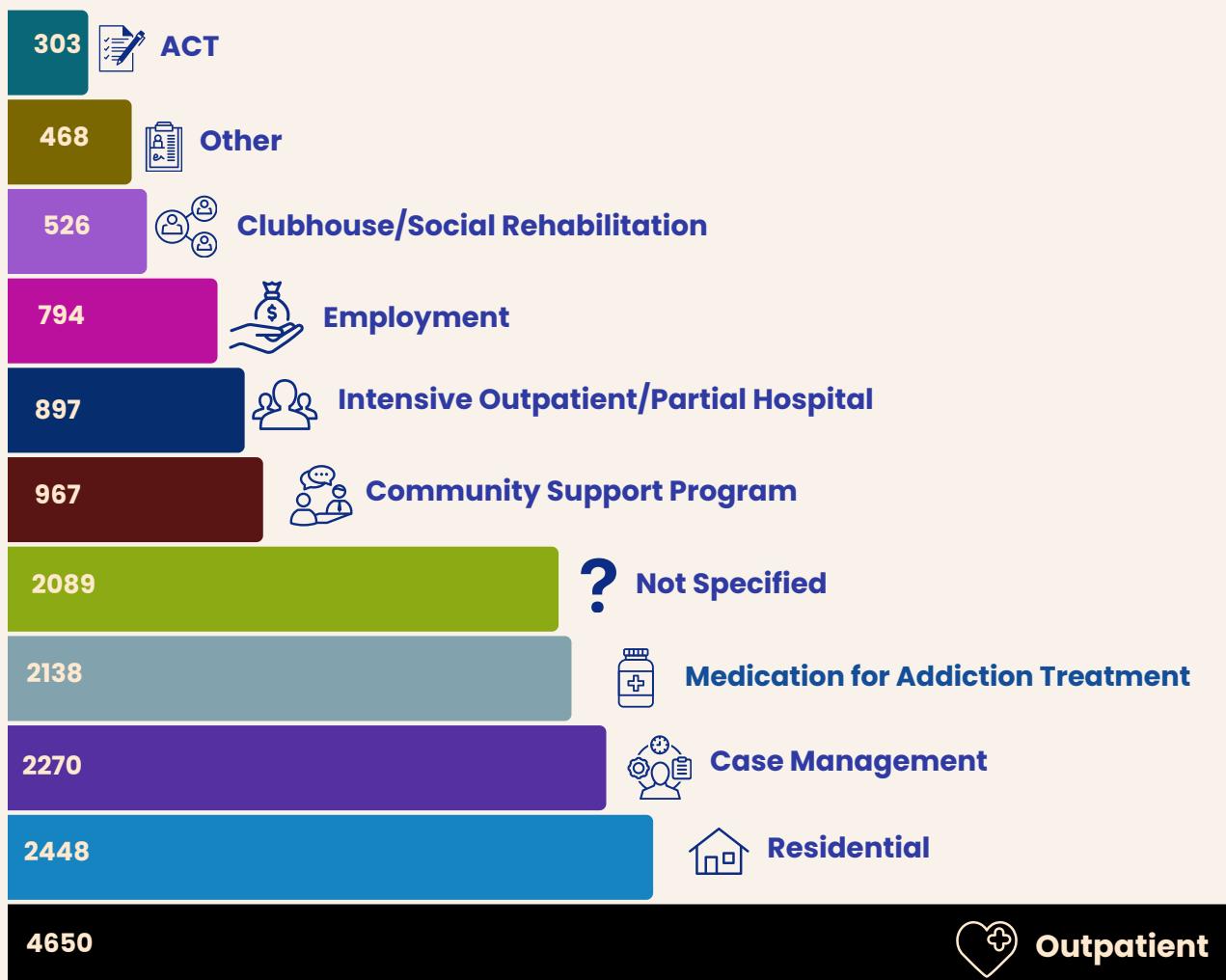
Characteristics of Survey Respondents

Program Type



Respondents to the FY24 survey were slightly more likely to be in a Mental Health program compared to a Substance Use program. About 12% of surveys did not have program type information- the same percentage as last year. The proportion of Mental Health surveys stayed the same as in FY23, and the number of Substance Use surveys decreased by 3%.

Level of Care (n=17,550)‡

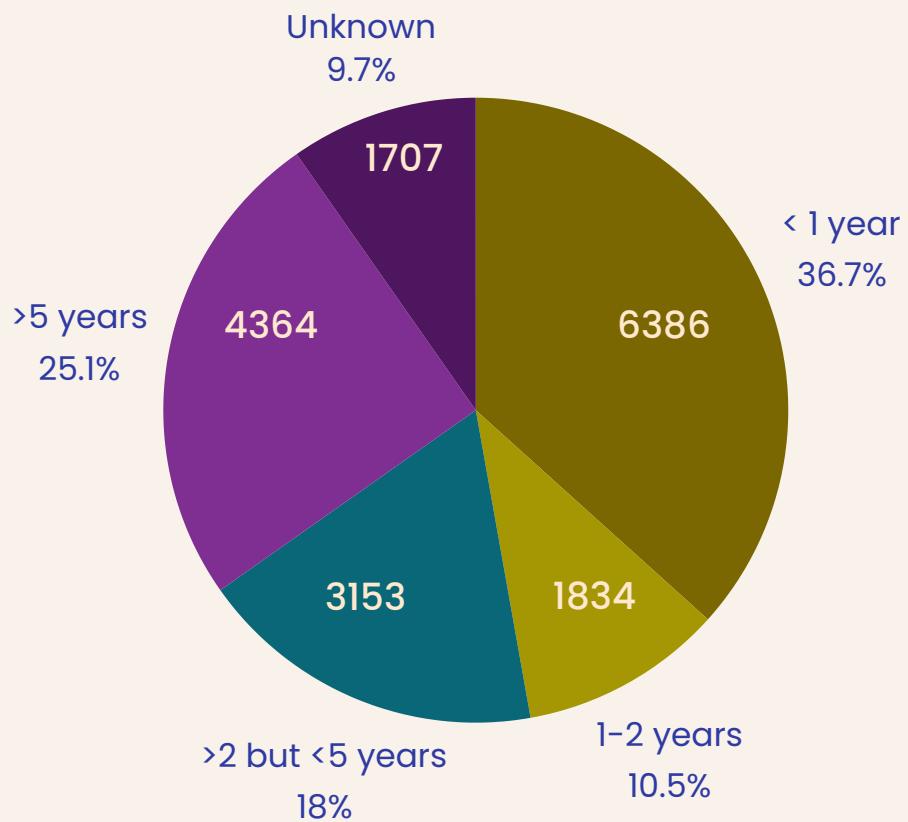


Just over half (53%) of surveys received were from Residential, Medication for Addiction Treatment and Outpatient programs. LOC was not specified for 12% of surveys. The remaining 35% were distributed among other ambulatory levels of care.§

‡ The n for this chart is higher due to some respondents applying answers to multiple programs within the same provider agency or facility.

§ Levels of care that are eligible for the consumer satisfaction survey are reviewed and updated annually and may be found on the DMHAS Consumer Satisfaction Survey website.

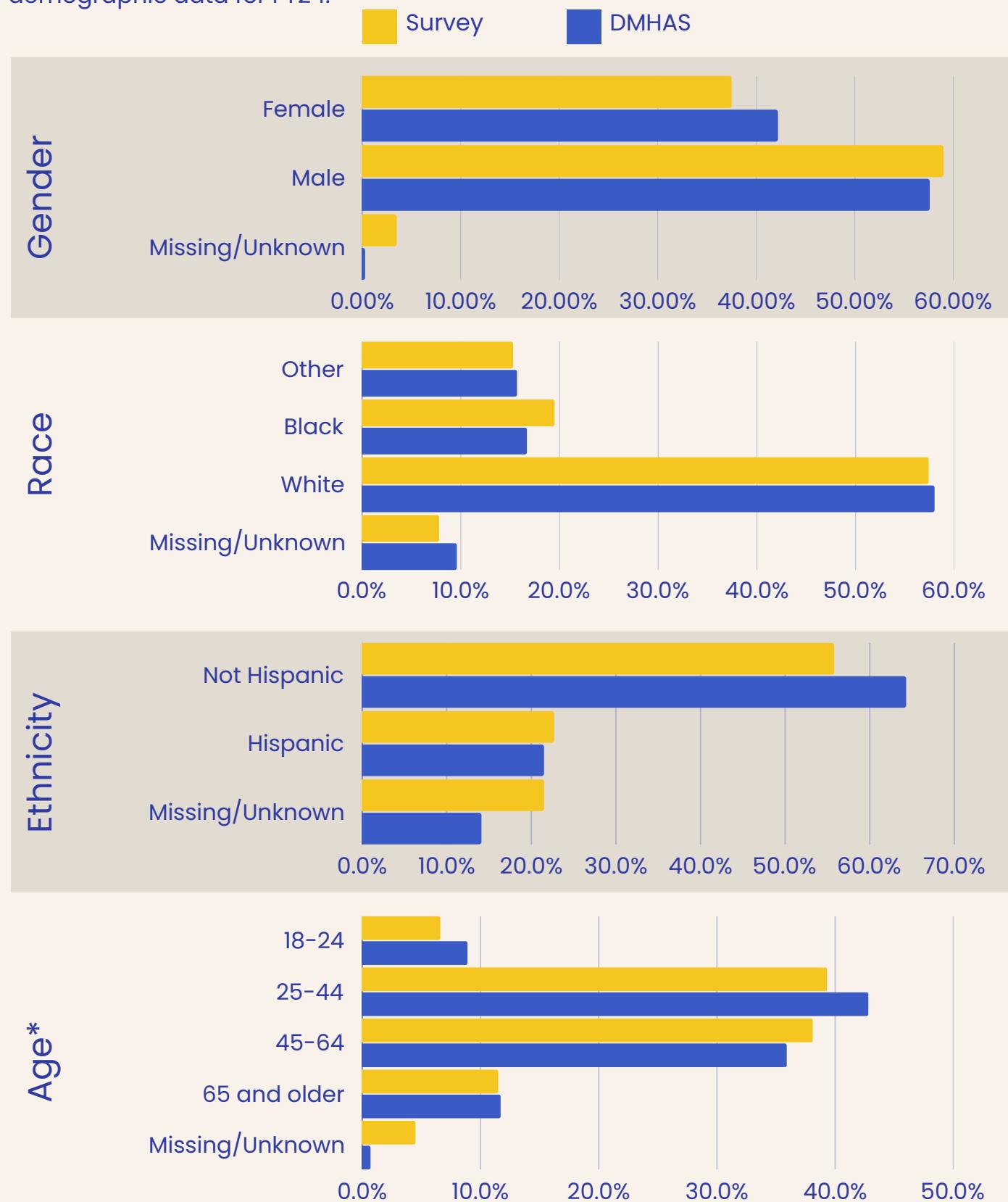
Length of Time Receiving Services



Just over a third of respondents self-reported that they had been receiving services for less than one year; nearly half of respondents report receiving services for 2 or more years.

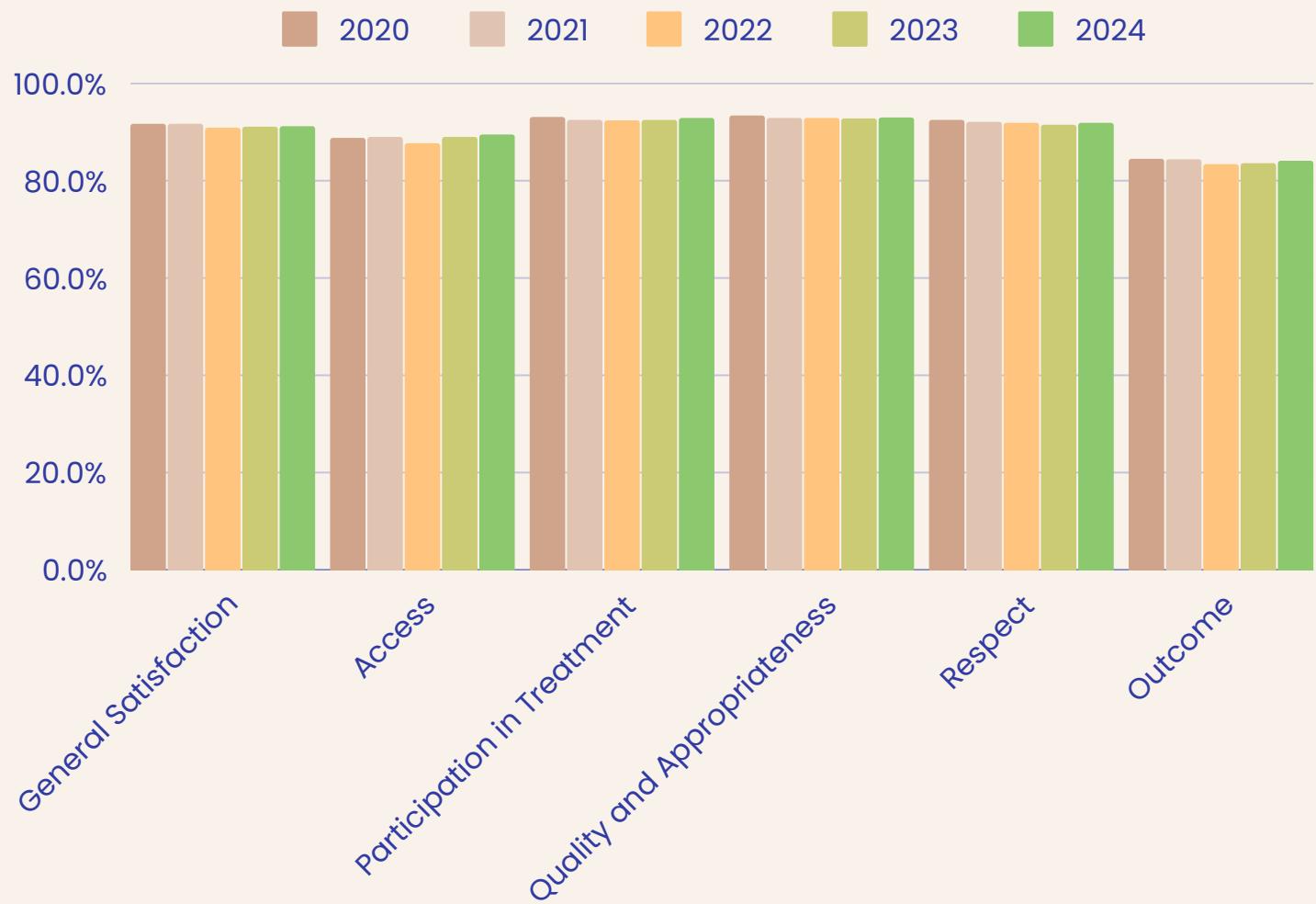
Comparison of Survey Demographics vs. DMHAS Population

We compared the consumer survey demographic information to the DMHAS demographic data for FY24.



*Note that the Age categories for the survey were updated in FY24 and are slightly different than the DMHAS categories. DMHAS categories are 18-25 & 26-44; all others are the same.

Statewide Satisfaction Trends by Domain (2020-2024)



Satisfaction rates in each of the survey domains have remained consistent for the past 5 years.

Domain	2020	2021	2022	2023	2024
General Satisfaction	91.7%	91.7%	90.9%	91.1%	91.1%
Access	88.8%	88.8%	87.7%	89.0%	89.5%
Participation in Treatment	93.1%	92.5%	92.4%	92.5%	92.9%
Quality and Appropriateness	93.4%	92.9%	92.9%	92.8%	93.0%
Respect	92.5%	92.1%	91.9%	91.5%	91.9%
Outcome	84.5%	84.4%	83.4%	83.6%	84.1%

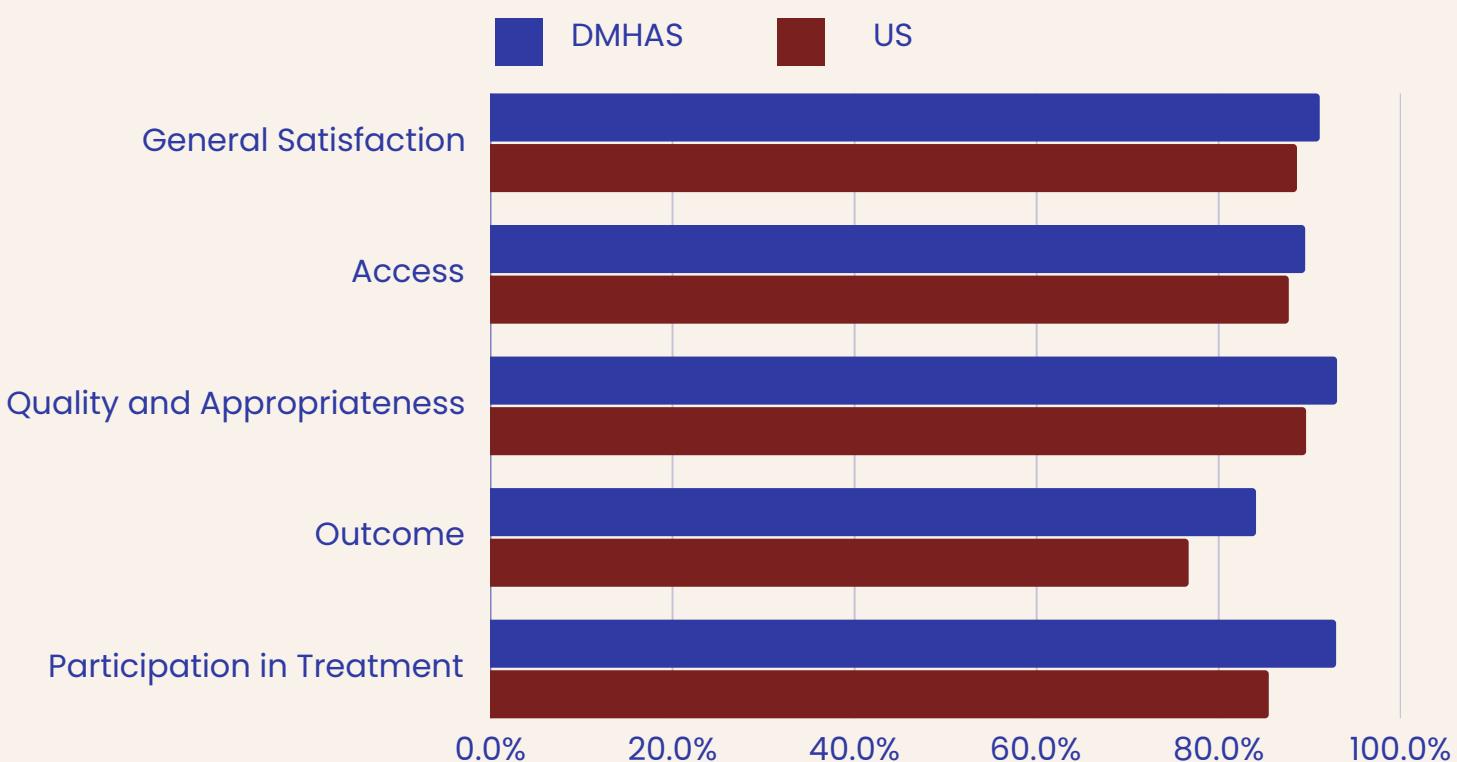
Statewide Results

FY24 Survey Domain Results (Rounded to whole %)



For exact (unrounded) percentages, please refer to our Data Supplement, available online.

Connecticut vs. US Adult Consumer Satisfaction Measures



Connecticut consumers report higher levels of satisfaction in all domains, including 7% higher satisfaction with Outcome and Participation in Treatment, 3% higher satisfaction with Quality and Appropriateness, and 2% higher General Satisfaction.

Key Differences Between Groups

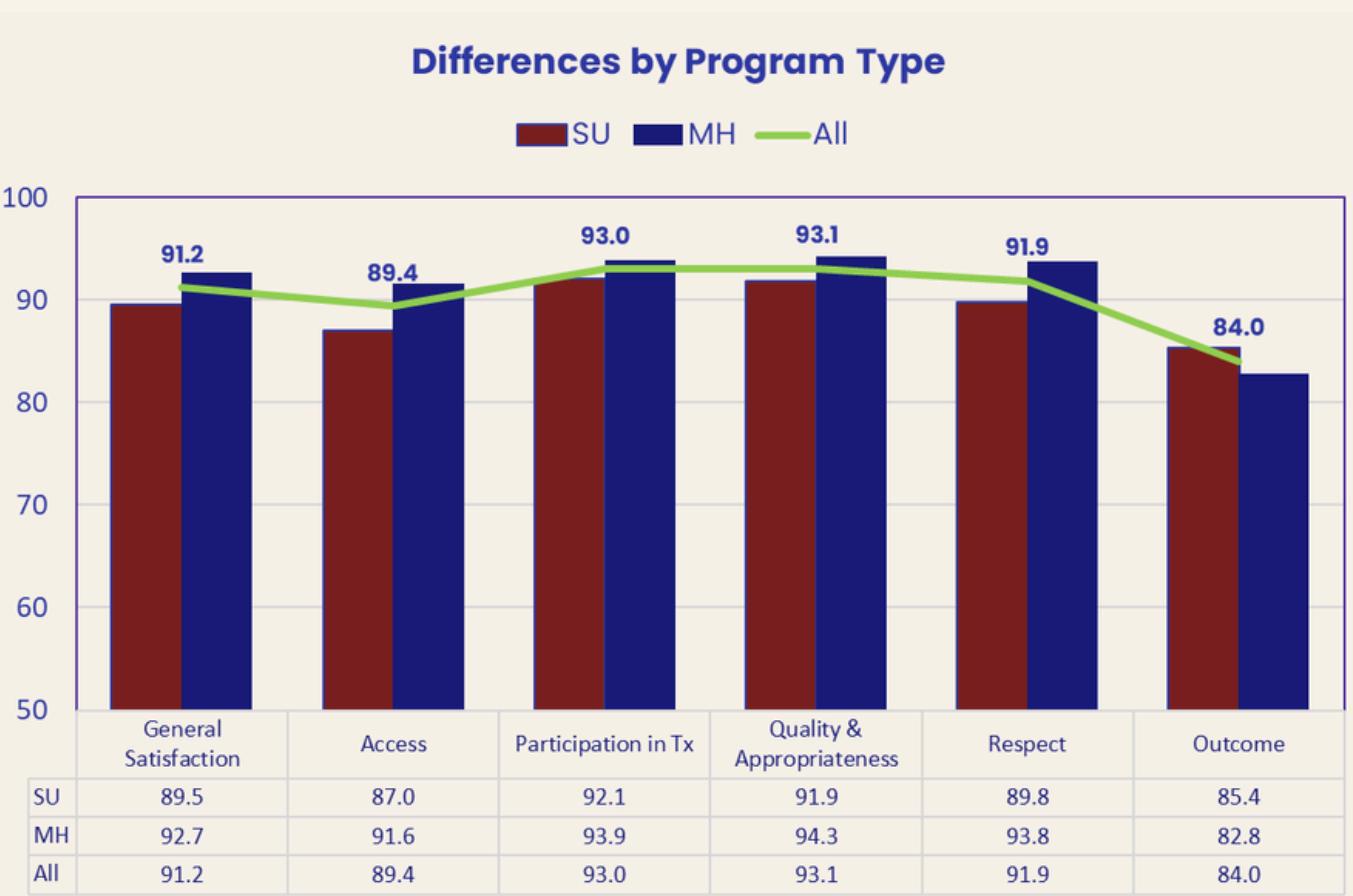
We use statistical tests to determine if differences between groups are not simply due to random chance.*

Differences by Program Type

As in FY23, in FY24 we found that a significantly higher percentage of people receiving mental health services were satisfied with Access, Quality and Appropriateness, Respect, and General Satisfaction.

Conversely, more people receiving substance use services were satisfied with Participation in Treatment and Outcome.

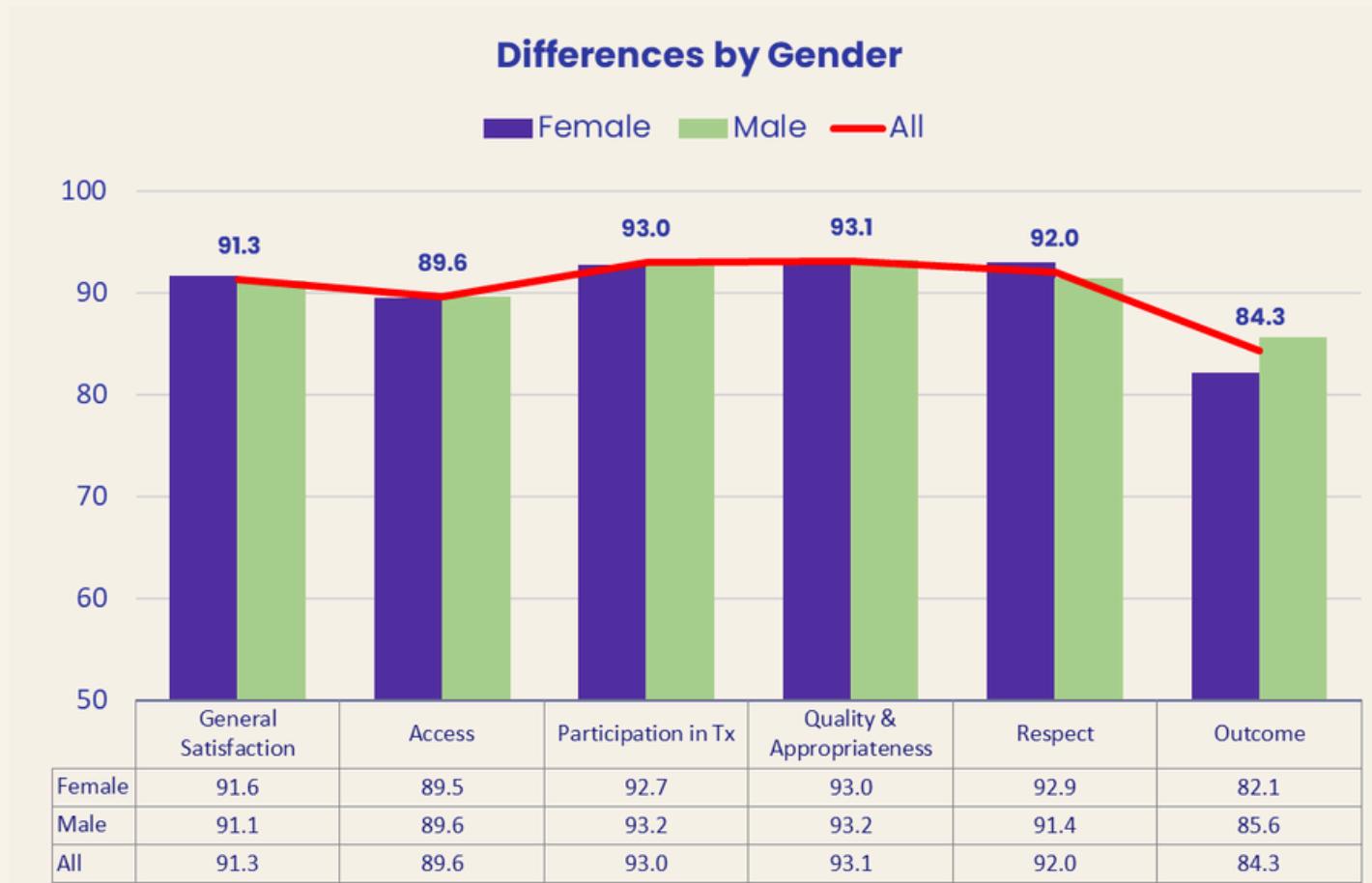
Overall in each domain, the percent of satisfied clients remained stable from FY23.



*Significance testing is performed using chi-square; we test at the $p < .05$ level.

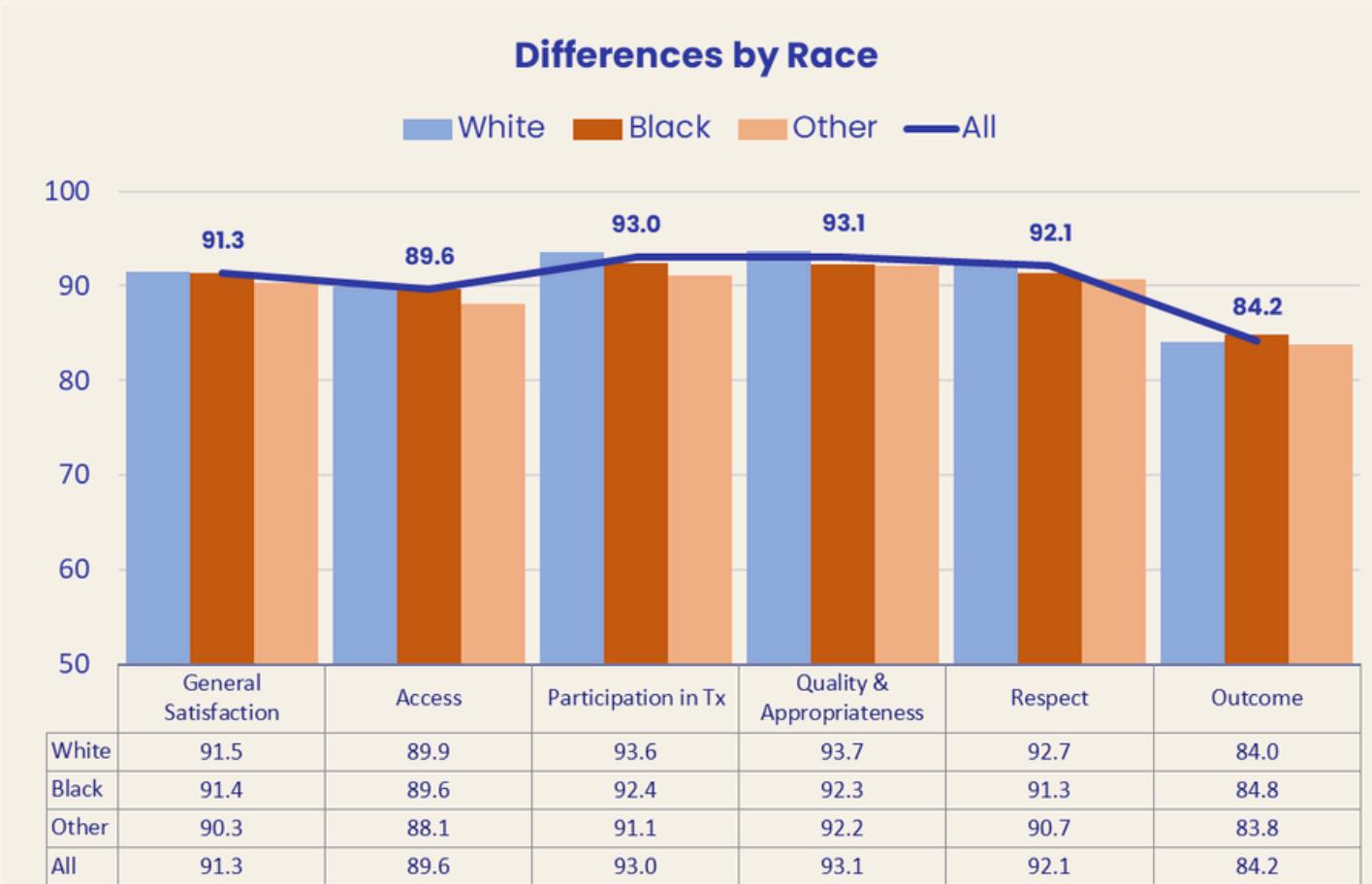
Differences by Gender

Examining domain results by gender, we find that significantly more women indicated satisfaction with Respect while significantly more Men reported satisfaction with Outcome. Differences by gender for other domains were not statistically significant.



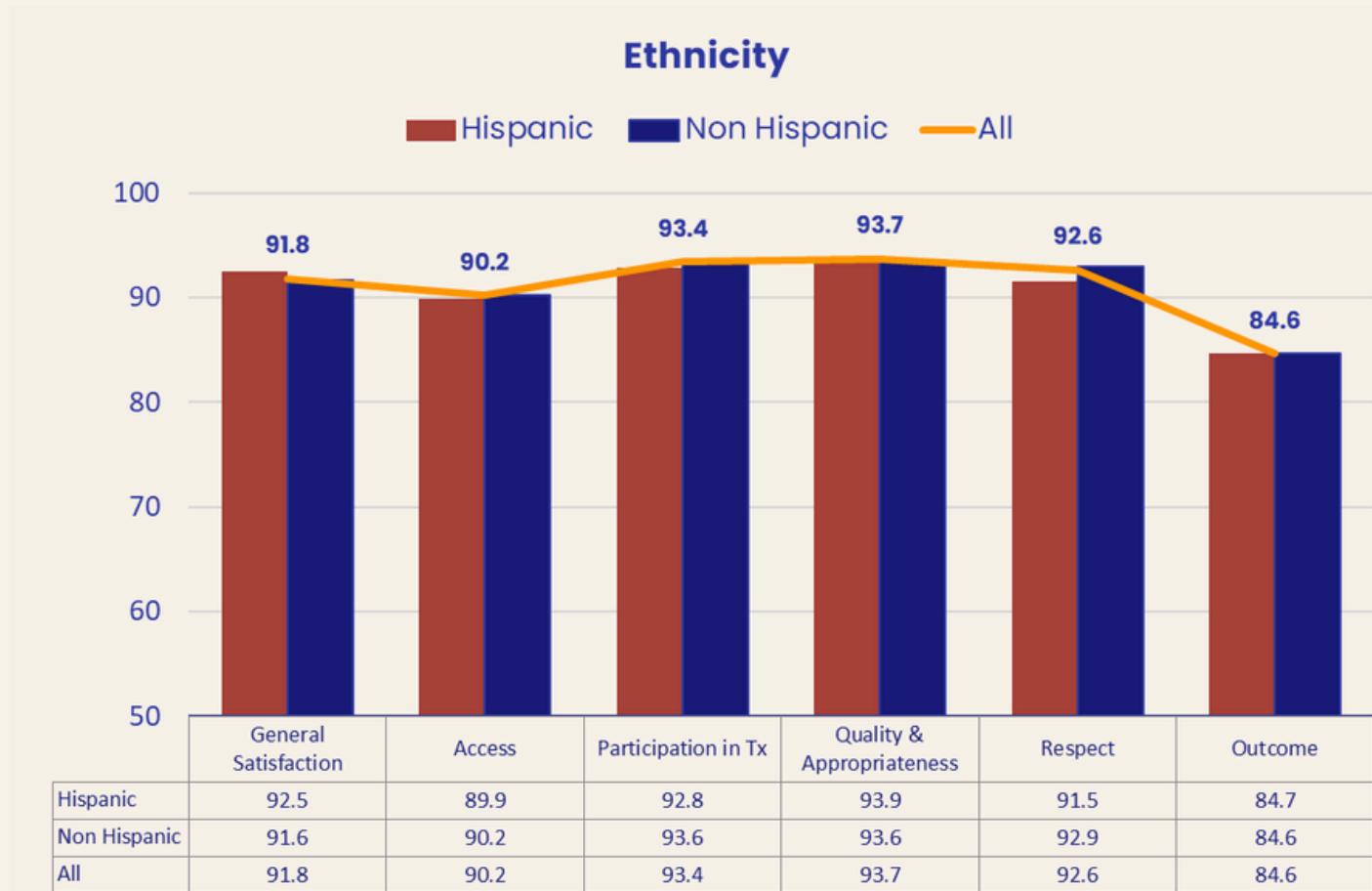
Differences by Race

When we analyzed domain results by race, we found more White respondents reported satisfaction with Participation in Treatment, Quality and Appropriateness, and Respect than other groups. More White respondents reported satisfaction with Access than did Black respondents.



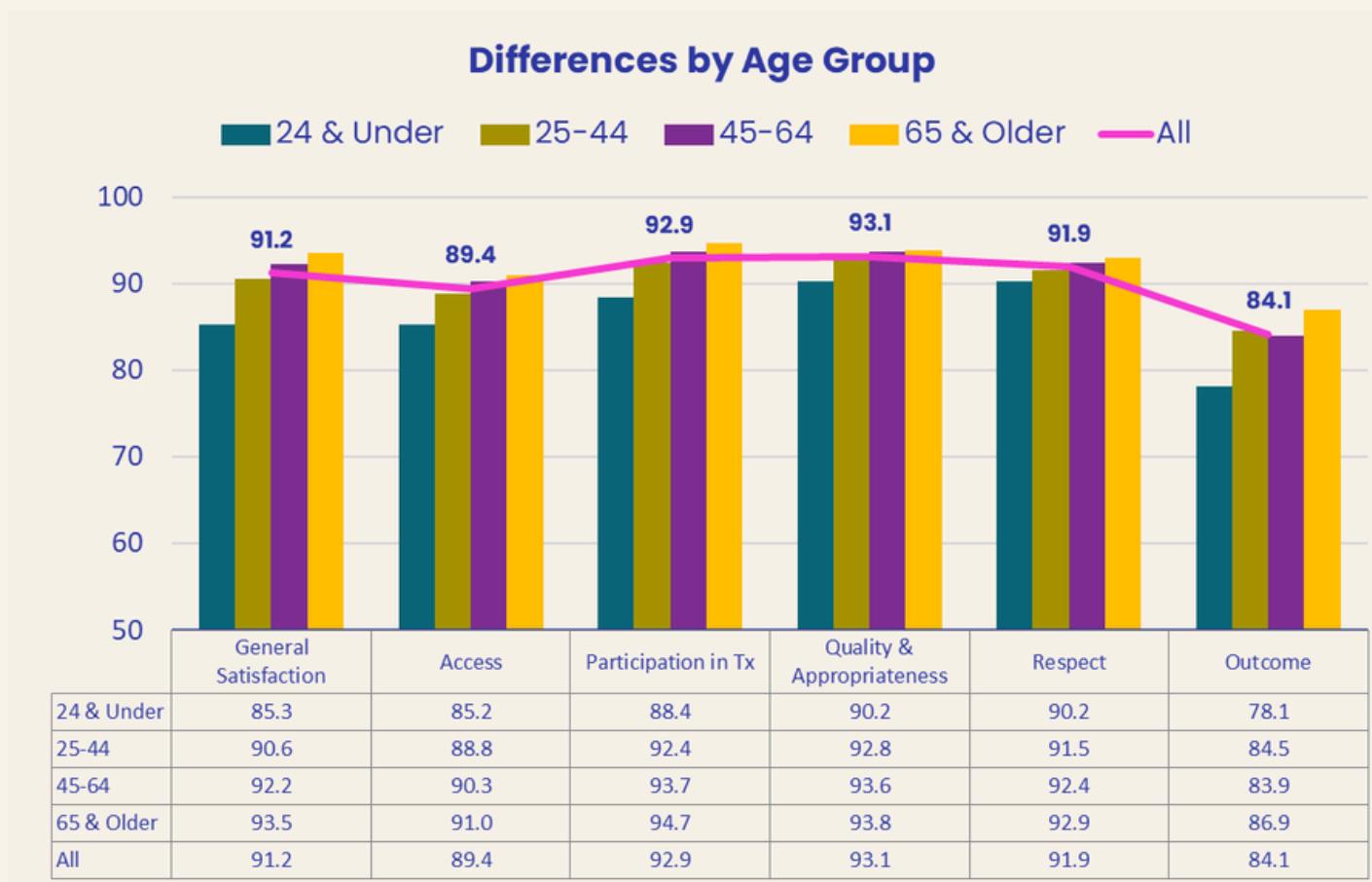
Differences by Ethnicity

Examining domain results by ethnicity, we found only one significant difference in satisfaction: more non-Hispanic respondents reported satisfaction with Respect compared to Hispanic respondents.



Differences by Age Group

Upon review of domain results by age, we found significant differences between age groups; in general, more older respondents were satisfied compared to younger respondents. More respondents who were 45 years or older were satisfied with General Satisfaction, Access, and Participation in Treatment domains compared to the younger age groups. Additionally, more respondents who were 25 years and older indicated greater satisfaction with Quality and Appropriateness and Access than did the youngest respondents (18-24 years).



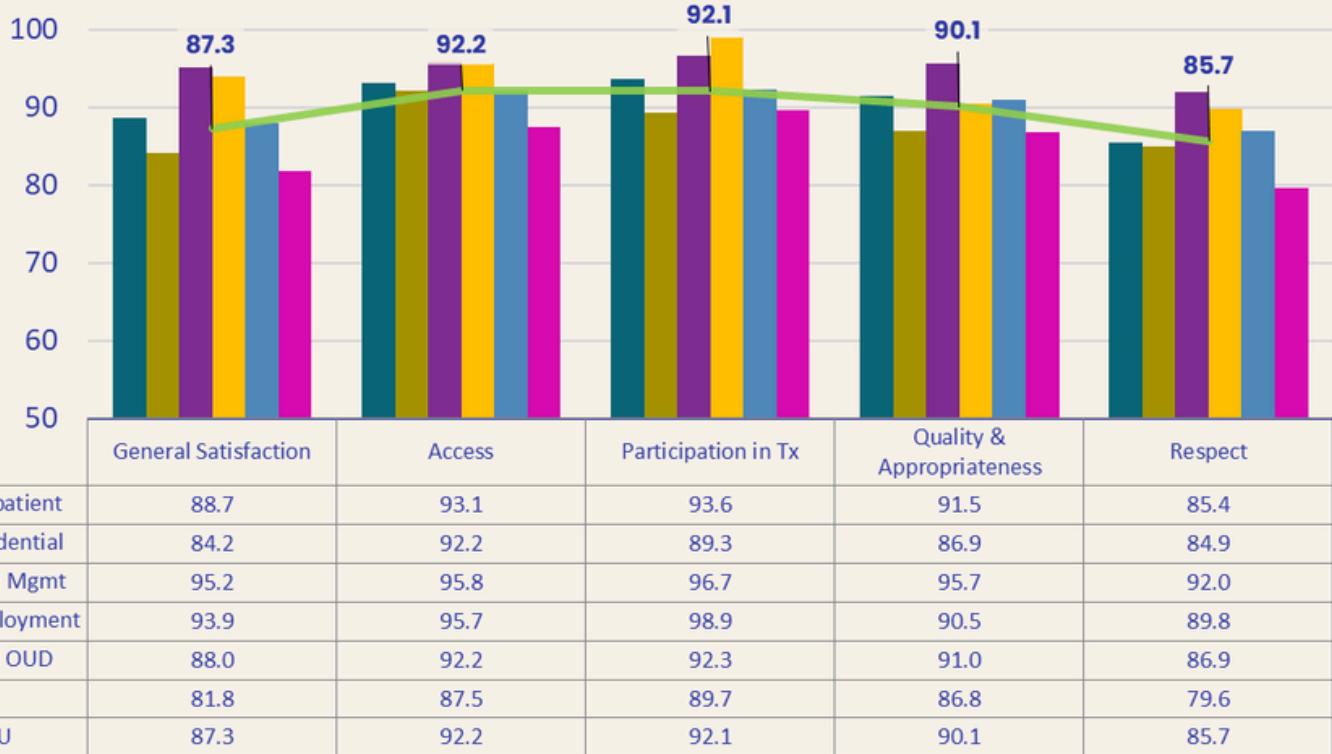
Differences by Level of Care

Substance Use

We found that certain Substance Use levels of care tended to have fewer satisfied consumers than others: in particular, IOP and Residential. Conversely, Case Management and Employment, followed by Medication Treatment of Opioid Use Disorders services, tended to have a higher percentage of satisfied people than other levels of care.

Differences by SU Level of Care

Outpatient Residential Case Mgmt Employment Med OUD IOP All SU

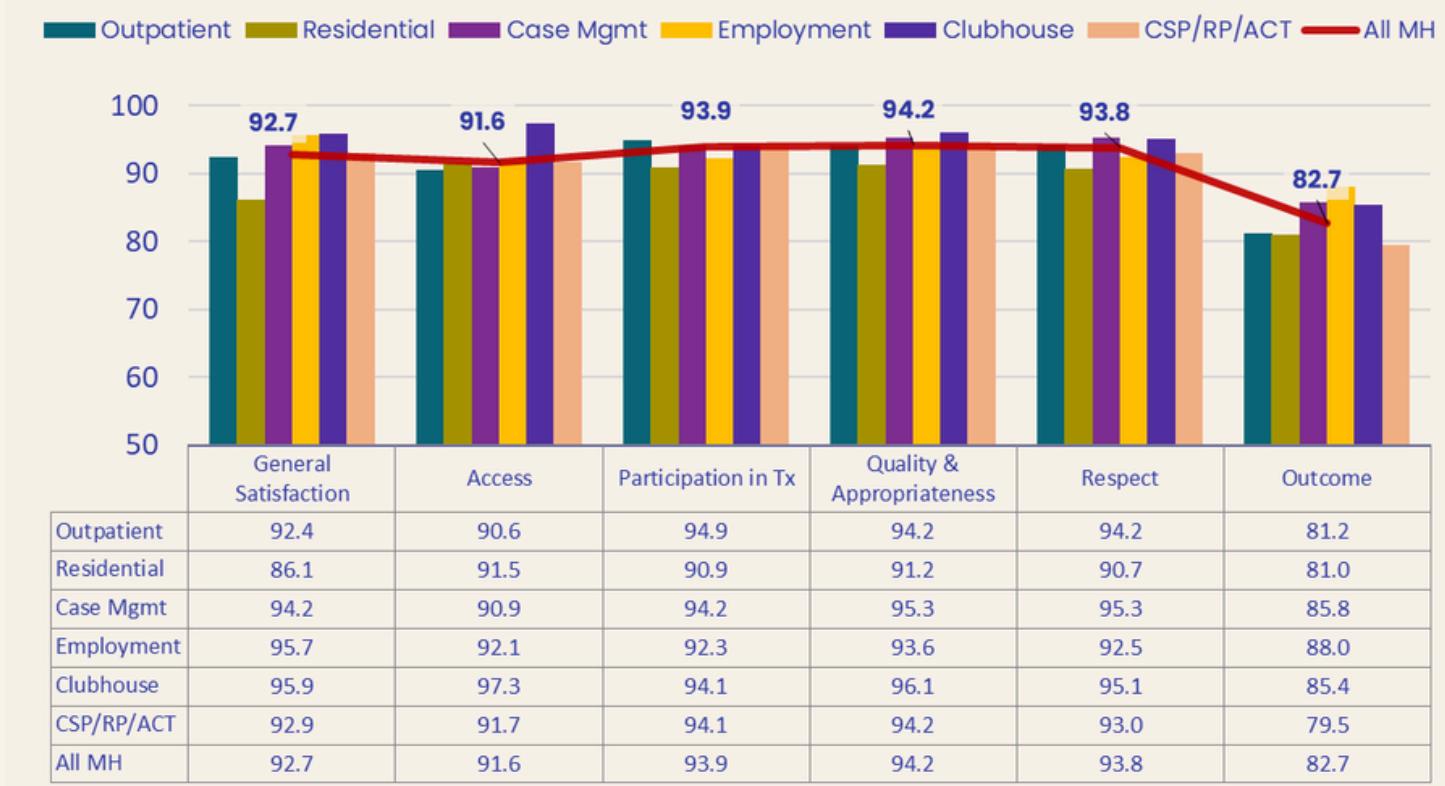


Differences by Level of Care

Mental Health

We found that the Employment Services and Clubhouse Levels of Care tended to have more satisfied consumers than other Levels of Care. Significantly fewer consumers in Residential services reported satisfaction compared to other Levels of Care.

Differences by MH Level of Care

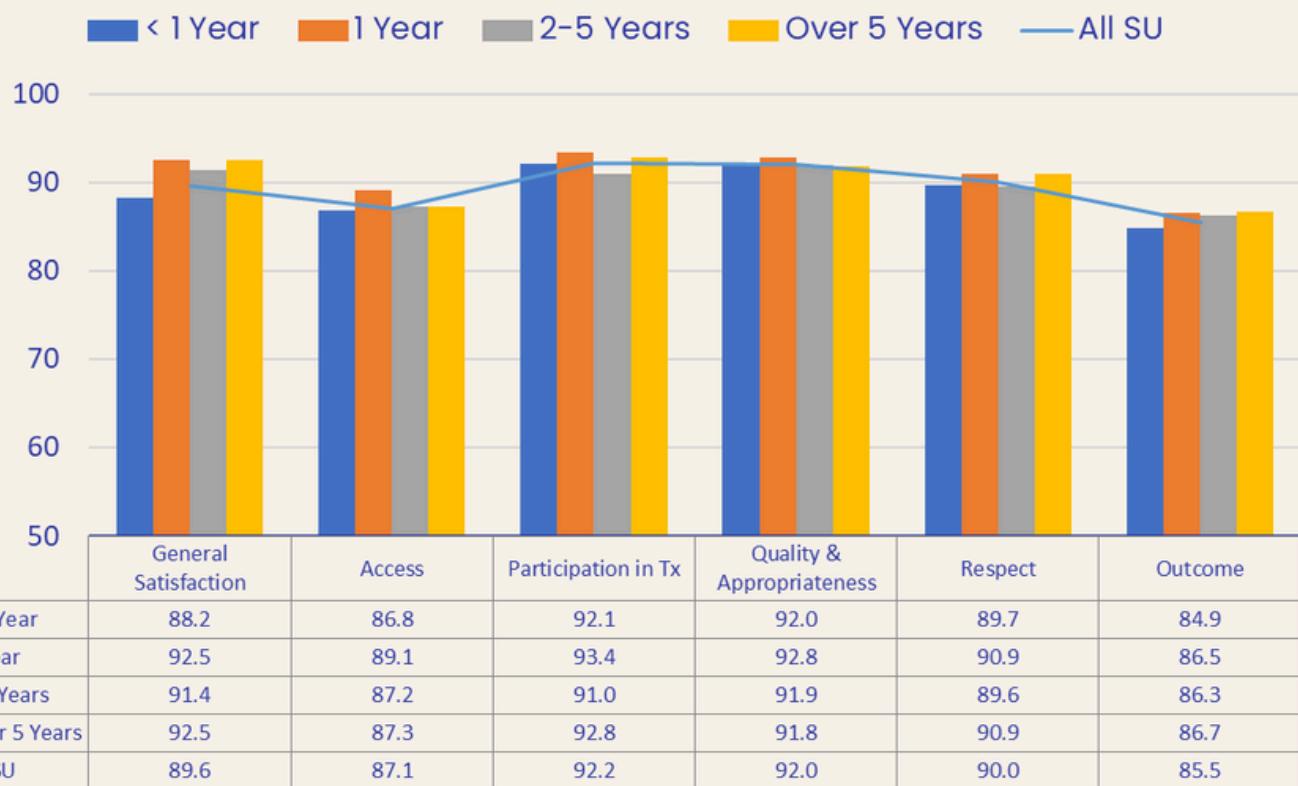


Differences by Treatment Length*

Substance Use

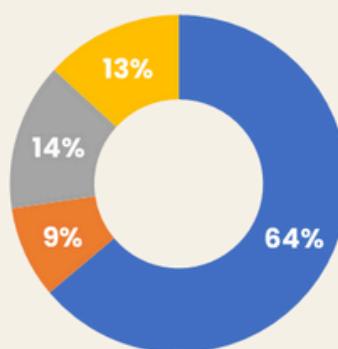
Significant differences were found in only the General Satisfaction domain. Longer times (one year or longer) spent in SU treatment led to more respondents reporting greater satisfaction with services. Note that almost two-thirds of respondents from SU programs were in treatment for less than one year; only about 13% of SU respondents reported treatment of 5 or more years.

Differences by Treatment Length – SU Programs



Treatment Length in Respondents from SU Programs

■ < 1 Year ■ 1 Year ■ 2-5 Years ■ > 5 Years

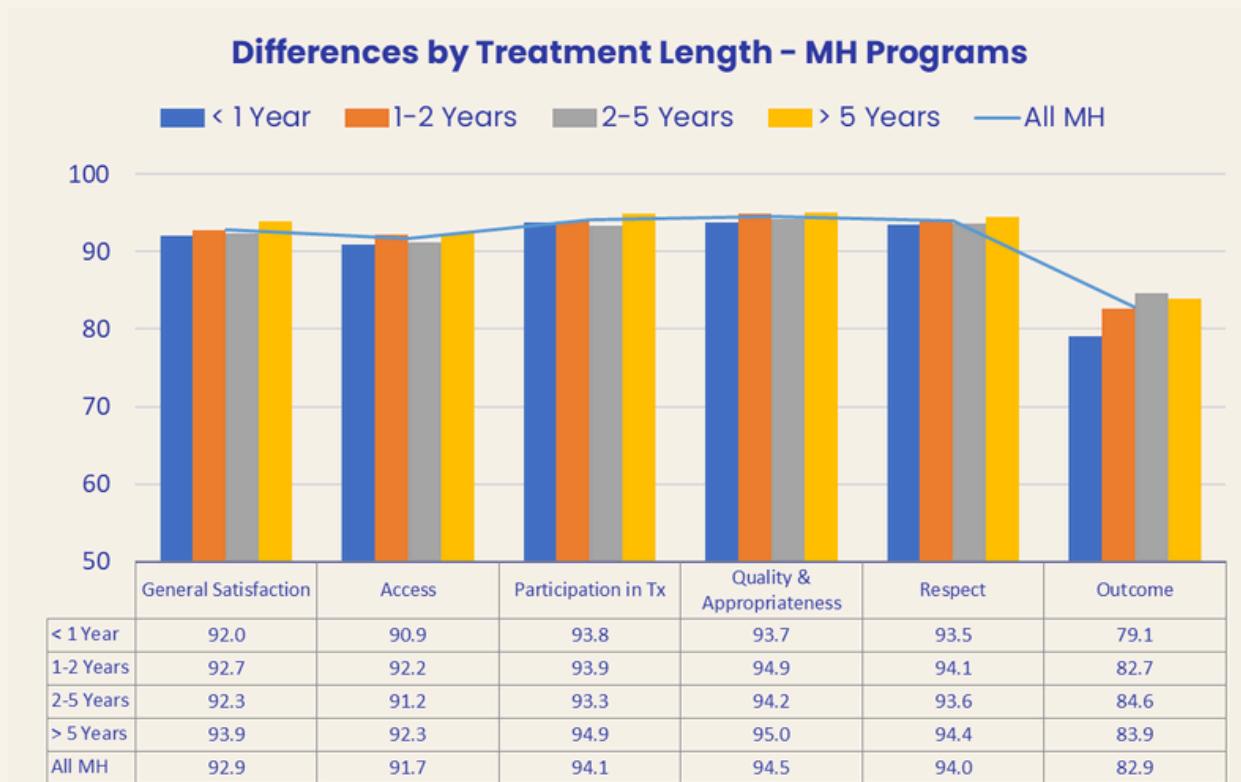


* Length of time in treatment is a self-reported item collected through the survey.

Differences by Treatment Length

Mental Health

There was only one significant difference in satisfaction between treatment length groups for respondents receiving mental health services. More people who reported receiving 2 or more years of mental health treatment were satisfied with services pertaining to Outcome than people who had had less than one year of service. Note that 39% of respondents from MH programs reported 5 or more years of treatment.



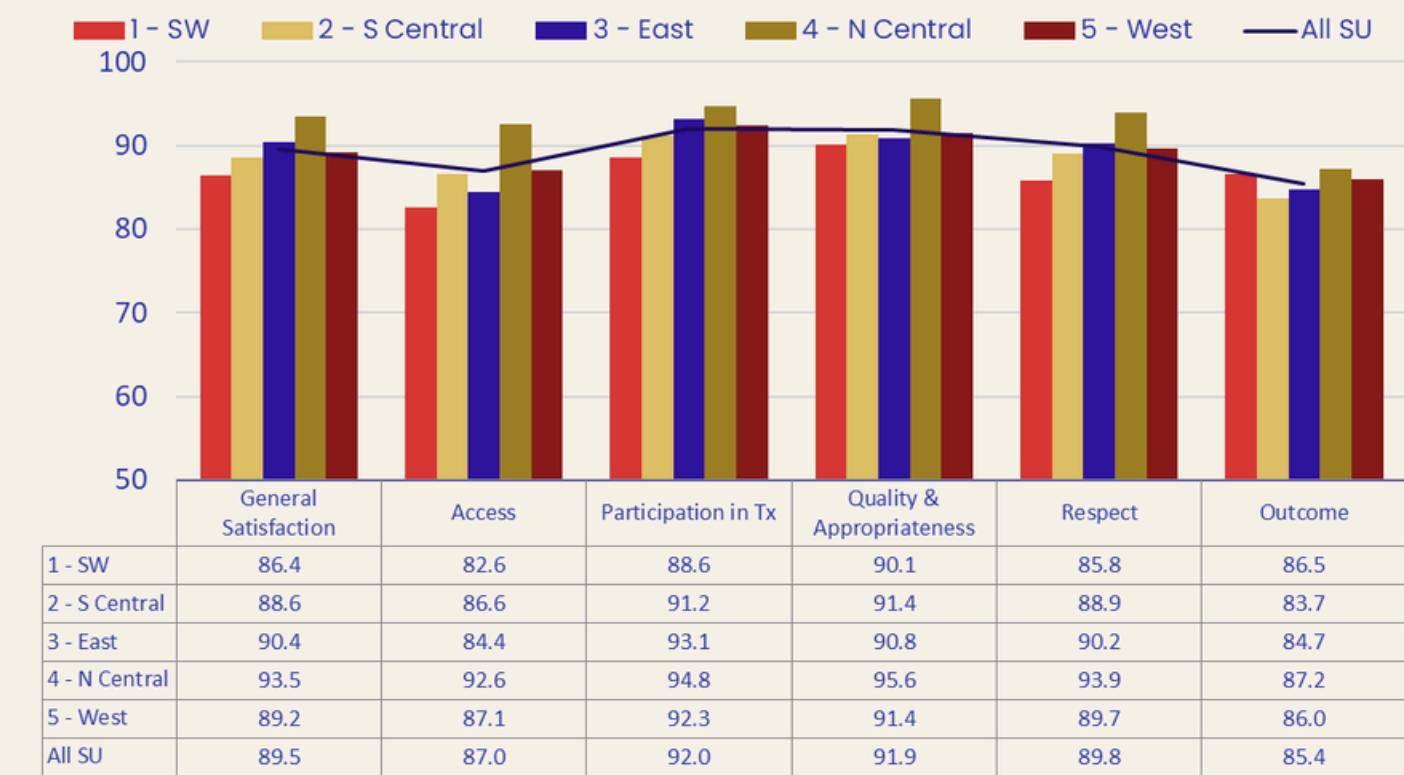
Treatment Length in Respondents from MH Programs

Differences by Service Region

Substance Use

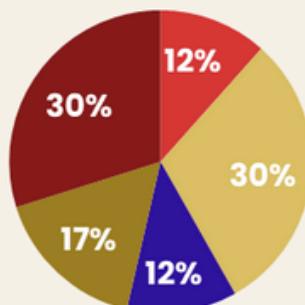
When satisfaction results are stratified by program type and service regions, we see that a consistently higher percentage of respondents from Region 4 reported satisfaction compared to other Regions. This is statistically significant in Respect domain.

Differences by Service Region – SU Programs



SU Respondents by Region

■ 1 ■ 2 ■ 3 ■ 4 ■ 5

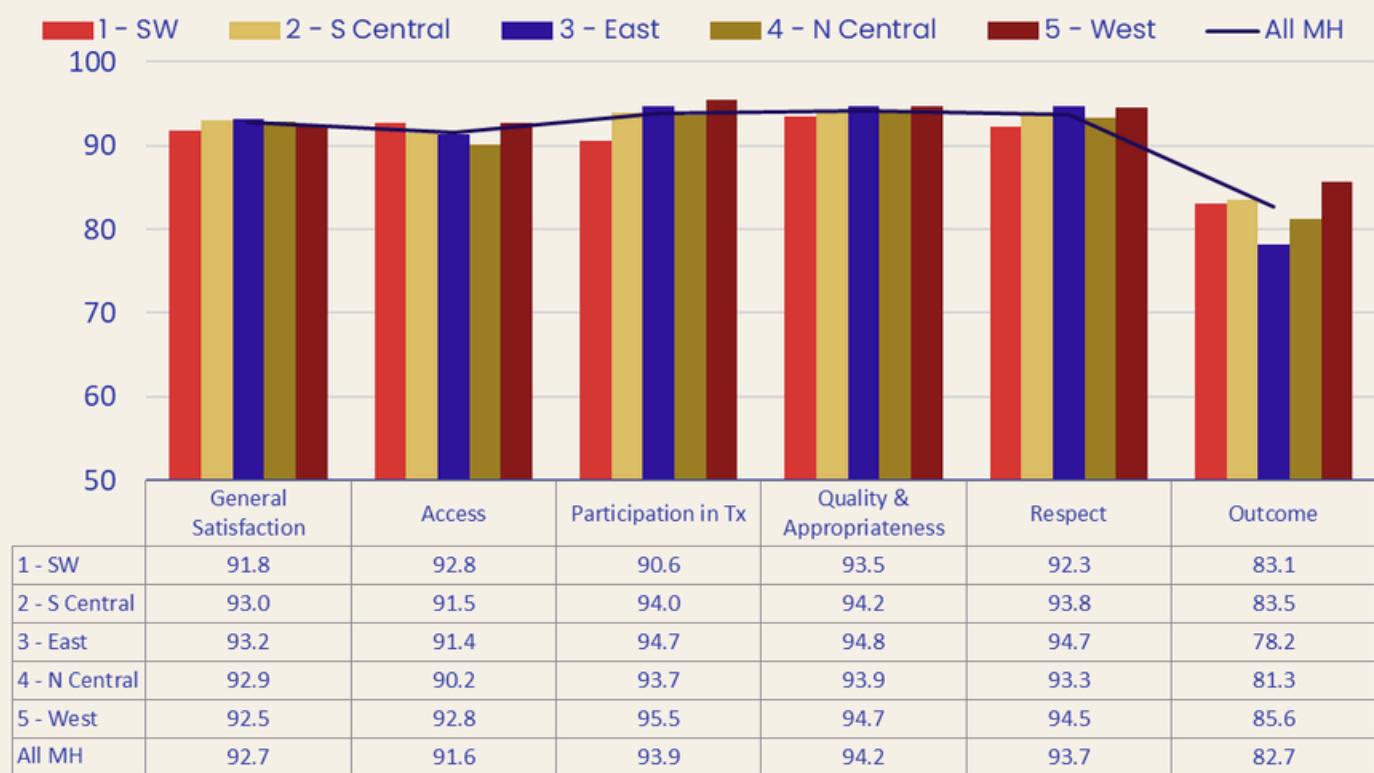


Differences by Service Region

Mental Health

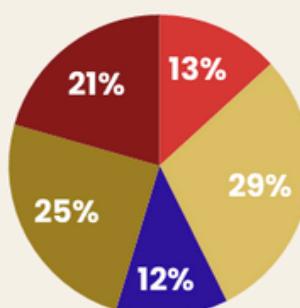
In mental health programs, there were few significant differences in satisfaction scores. Regarding Participation in Treatment, people from Regions 2, 3 & 5 were more likely to report satisfaction than people from Region 1. For Outcome, people from Region 5 were more likely to report satisfaction than those from Regions 3 or 4. There were no differences in the number of satisfied consumers in General Satisfaction, Access, Respect or Quality and Appropriateness. Over half of the responses came from Regions 2 and 4.

Differences by Service Region – MH Programs



MH Respondents by Region

■ 1 ■ 2 ■ 3 ■ 4 ■ 5



Questions with Highest and Lowest Satisfaction Ratings

In addition to scoring surveys by domain, we evaluate questions individually to learn more about what is most and least satisfactory for DMHAS consumers. Data reported below were assessed on the statewide level and represent the percentage of people who reported being satisfied.



Highest Satisfaction

Staff here believes that I can grow, change, and recover.	93.6%
I like the services that I received here.	93.0%
I felt comfortable asking questions about my services, treatment, or medication.	92.9%
Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services.	92.7%
My wishes are respected about the amount of family involvement I want in my treatment.	91.9%



Lowest Satisfaction

I am better able to deal with crisis.	84.3%
I am getting along better with my family.	81.0%
I do better in social situations.	80.4%
I do better in school and/or work.	78.6%
My symptoms are not bothering me as much.	78.1%