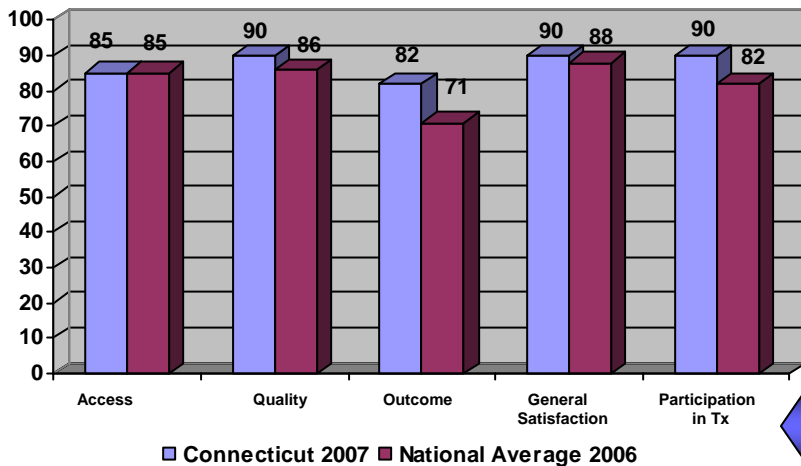
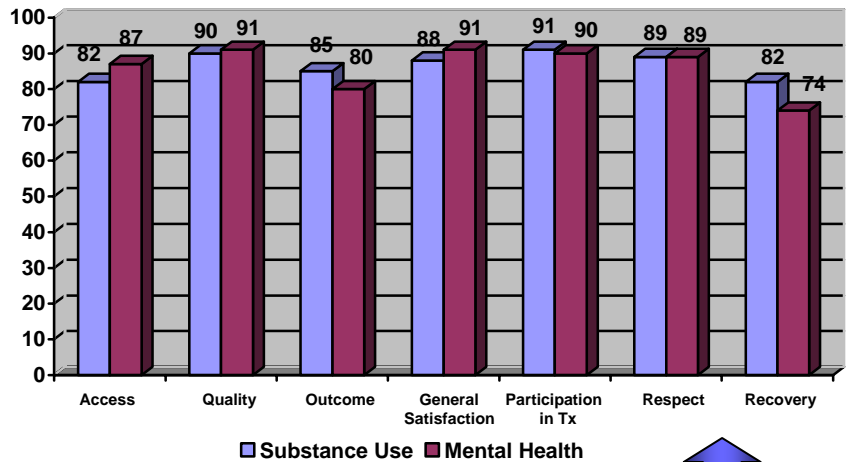


LISTEN AND LEARN PART II
DMHAS 2007 CONSUMER SURVEY

The **2007 Consumer Survey** serves a “report card” that gives people who receive mental health and/or substance use services within the DMHAS system of care an opportunity to “grade” the services they receive. CT has consistently scored somewhat higher than national averages in five domains over the past five years that the survey has been administered. Access, Quality, Outcome, General Satisfaction, and Participation in Treatment Planning are the domains where national comparisons have been made—all of which are relevant features of a recovery-oriented system of care.



- People receiving substance use services are more satisfied in the Outcome & Recovery domains than people receiving mental health services.
- 91% of people receiving mental health services are Generally Satisfied compared to 88% of people receiving substance abuse services.

In 2006, Connecticut scored higher in Quality, Outcome, General Satisfaction and Participation in Treatment Planning domains than the national average and the same as the national average in the Access domain.

Satisfied Customers

“I love you guys. You help me so much. Due to you and your sincerity, I’m clean. Thank you.”

“I’m very happy. I don’t know what I’d do without medication monitors. You guys saved my life.”

“All the staff are very friendly; no one looks down on me. They actually feel like family or close friends. They’ve really gone the extra mile for me. Thanks.”

Improvement Needed

“Wrong meds for year—emotions ignored—staff kept telling mom to dial 911.”

“I wish they would return my calls and keep my appointments.”

“Some of the staff should learn how to talk to the people who are here!!!”

“I am afraid to complain.”