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**Central Wisconsin Health Partnership (CWHP)  
Regional Comprehensive Community Services  
2016 Consumer Satisfaction Survey Report**

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**Prepared by:**



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## Introduction

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Consumer satisfaction is an essential component of effective and quality Comprehensive Community Services (CCS) programs. Chapter DHS 36 which establishes standards for CCS programs in Wisconsin, requires CCS programs to develop and implement a plan to assess consumer satisfaction, and to utilize the results to modify the program as needed. Two tools, the Recovery Oriented System Indicator (ROSI) and the Mental Health Statistics Improvement (MHSIP) survey, are used to assess consumer satisfaction with CCS. The surveys are designed for consumers who have received CCS services for at least 6 months, and who are currently active or have been recently discharged from CCS.

*Everything is starting to go according to my goals for the future. I am a happier person now.*

- Adult CCS Consumer

*It was fun.  
Workers were great and nice.  
- Youth CCS Consumer*

The MHSIP survey used for CCS programs is a variation of the standardized MHSIP survey used by the Federal Substance Abuse and Mental Health Services Administration (SAMHSA) for state-by-state comparisons. Both the MHSIP Family Satisfaction Survey and the MHSIP Youth Satisfaction Survey are designed for consumers

ages birth through 17 with serious mental health conditions or substance abuse concerns who have had at least six months of service history. Caregivers of children ages 12 and younger are asked to fill out the MHSIP Family Survey on behalf of their child; when appropriate, youth ages 13-17 are asked to directly fill out the MHSIP Youth Survey him or herself.

The ROSI Adult Satisfaction Survey evolved from collaborative efforts among a number of State Mental Health Authorities (SMHAs) and national organizations. Through an extensive process that included the use of consumer focus groups followed by pilot testing the survey, the ROSI was developed as one means to assess the performance of state and local mental health systems and providers.<sup>1</sup>

*Providers have been wonderful. I am very happy with the services.*

- Caregiver of a Youth CCS Consumer

This report highlights the results of the ROSI and MHSIP surveys completed by consumers from five counties of the Central Wisconsin Health Partnership (CWHP) who served eligible consumers in 2016: Adams, Green Lake, Juneau, Waupaca, and Waushara Counties. Marquette County did not serve consumers in 2016 who were eligible (i.e. enrolled in CCS for at least 6 months). The regional CCS Quality Improvement Committee, a subcommittee of the CCS Regional Coordinating Committee, developed a plan for survey administration, data collection, and submission. Survey administration was the responsibility of each individual county in the region; following is a summary of each county's method of administration:

- Adams County – In-person interviews were conducted by a in the Behavioral Health Department paraprofessional, an individual not associated with the CCS program. Individuals who completed the surveys were provided refreshments, and were eligible for a drawing of a \$25 gift card to Kwik Trip.
- Green Lake County – An intern with Green Lake County's Children's Unit sent a letter informing consumers she would be contacting them related to the survey. Follow-up phone contact was made to arrange a time to either meet in person or conduct a phone interview.
- Juneau County – 17 surveys were completed face-to-face, and 8 were distributed through the mail.
- Waupaca County – Served one eligible consumer in 2016. The survey was hand-delivered in September and not completed/returned by the consumer, despite attempts to follow-up.

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<sup>1</sup> 2015 User's Guide for MHSIP an ROSI Consumer Satisfaction Surveys, July 2015, Wisconsin Department of Health Services

- Waushara County – An Americorps worker (neutral party) met with consumers/families to assist with survey completion. There was also an opportunity to complete individual surveys in a group setting.

Completed surveys from all five counties were submitted to White Pine Consulting for data collation, analysis, and submission to the Division of Care and Treatment Services. The charts that follow summarize the number of surveys distributed and returned across the region in 2015 and 2016.

### 2015 Regional Consumer Satisfaction Survey Distribution and Collection

County	Surveys Distributed	Surveys Returned/Collected				
		Total	Return Rate	ROSI	MHSIP Youth	MHSIP Family
Adams	25	7	28%	4	0	3
Green Lake	16	7	44%	3	4	0
Juneau	6	6	100%	4	2	0
Waushara	13	13	100%	7	3	3
<b>Totals</b>	<b>60</b>	<b>33</b>	<b>55%</b>	<b>18</b>	<b>9</b>	<b>6</b>

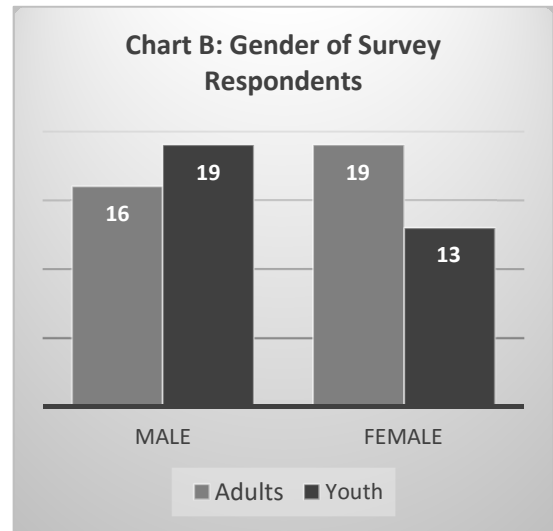
### 2016 Regional Consumer Satisfaction Survey Distribution and Collection

County	Surveys Distributed	Surveys Returned/Collected				
		Total	Return Rate	ROSI	MHSIP Youth	MHSIP Family
Adams	26	19	73%	8	4	7
Green Lake	14	4	29%	0	3	1
Juneau	25	20	80%	16	2	2
Marquette	0	0	N/A	0	0	0
Waupaca	1	0	0	0	0	0
Waushara	27	25	93%	12	12	1
<b>Totals</b>	<b>93</b>	<b>68</b>	<b>55%</b>	<b>36</b>	<b>21</b>	<b>11</b>

# Demographics

## Gender

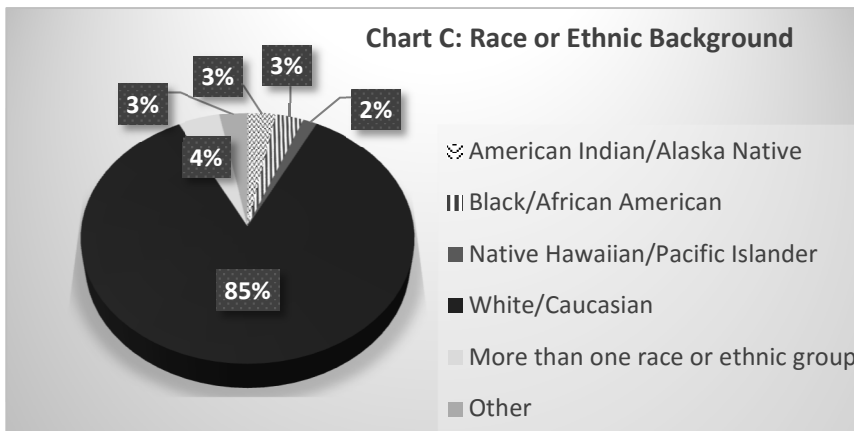
Surveys were completed by 32 females (47%) and 35 males (51%). Consumers were also given the choices of “trans female”, “trans male”, and “other” – none of which were utilized. Chart B compares the gender of youth represented by the MHSIP Youth and Family Surveys, and adults who responded to the ROSI survey.



## Age

Respondents to the ROSI ranged in age from 18 – 64 years. 94% were between the ages of 18 and 59, and 6% (2 individuals) were elders (over the age of 60). This compares with 20% (3 individuals) who were elders served in 2015.

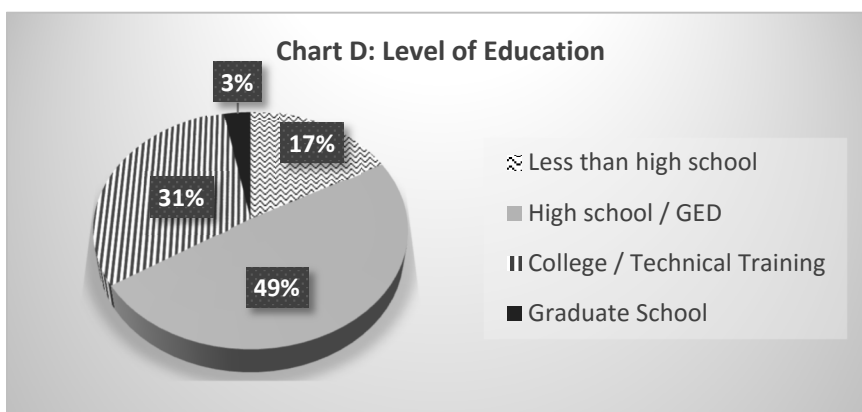
Respondents to the MHSIP Youth survey ranged in age from 12 to 18 years old. MHSIP Family surveys were completed for youth who ranged in age from 8 to 17.



## Race or Ethnic Background

Similar to 2015, an overwhelming majority of consumers identified themselves as “White or Caucasian” (85%). Chart C summarizes consumers’ identified race or ethnic background.

In answer to the question, “Do you consider yourself Hispanic or Latino/a?” 91% (61) responded “No”, and 9% (6) responded “Yes”.



## Level of Education

Adults responding to the ROSI were asked about their level of education. Results are summarized in Chart D.

## Mental Health (MH) and Substance Abuse (SA) Services

Both adult and youth consumers were asked if they were currently receiving MH and/or SA services. In 2016, 84% (53) consumers indicated they were receiving MH services only, and 16% (10) indicated they were receiving either SA services only, or both MH and SA services co-currently. This compares with 94% (29) consumers which indicated they were receiving MH services only in 2015.

## Living Environment

Adult consumers were asked about their current living environment. Chart E compares reported living environments of adults who completed the ROSI in 2015 and 2016.

**Chart E: Living Environment 2015 and 2016**

	2015	2016
<b>My own home or apartment</b>	14 (88%)	29 (83%)
<b>Supervised/supported apartment</b>	1 (6%)	0
<b>Residential facility</b>	0	0
<b>Boarding house</b>	0	0
<b>Homeless or homeless shelter</b>	0	1 (3%)
<b>Other</b>	1 (6%)	5 (14%)*

*\* three individuals indicated they were living with family; one consumer indicated they were living with a friend.*

## ROSI Adult Satisfaction Survey

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The ROSI Adult Survey asks the adult consumer a series of 44 questions about their satisfaction with the mental health and/or substance abuse services they have received in the past six months, each with a range or response options (from 1=Strongly Disagree to 4=Strongly Agree). The consumer's responses can be summarized across the following six satisfaction scales:

1. *Person-Centered*: whether services are person-centered
2. *Barriers*: whether consumers experience barriers to recovery
3. *Empower*: the degree to which consumers feel empowered by staff
4. *Employ*: the degree to which the consumer has educational/employment opportunities
5. *Staff Approach*: the degree to which agency staff are paternalistic and/or coercive
6. *Basic Needs*: the consumer's financial ability to meet basic needs

Thirty-six adult consumers ranging in age from 18 – 64 years completed the ROSI Adult Satisfaction Survey. Chart E provides summary statistics. Average scores can range from a low of 1.0 to a high of 4.0. In most cases, a high average score indicates a more recovery-oriented experience. However, item wording for the shaded Scales (Scales 2 and 5) are negatively phrased, so a low average represents a more recovery-oriented experience (meaning the consumer disagreed with the negative statements). The percentages shown in Chart E have been adjusted for Scales 2 and 5 so they have the same meaning as for the other Scales.

**Chart E: Averages and Percentages for the ROSI Adult Satisfaction Survey**

	ROSI Overall Average	Scale 1 - Person Centered	Scale 2 - Barriers	Scale 3 - Empower	Scale 4 - Employ	Scale 5 - Staff Approach	Scale 6 - Basic Needs
<b>Average for All Consumers</b>	3.3	3.6	1.7	3.6	3.0	1.4	3.0
<b>% w/ Mostly Recovery-Oriented Experience</b>	62.5%	100.0%	71.4%	100.0%	40.0%	85.7%	66.7%
<b>% w/ Mixed Experience</b>	37.5%	0.0%	28.6%	0.0%	60.0%	14.3%	33.3%
<b>% w/ Less Recovery-Oriented Experience</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Results suggest several areas of strength, including 100.0% of consumers expressing a mostly recovery-oriented experience on both the Person-Centered and Empower scales. Similar to 2015, the two scales rated the least favorable were “Employ” and “Basic Needs”.

A more detailed explanation of the results outlined in Chart E can be found in charts that follow, which provide summaries of each of the questions that make up each of the six satisfaction scales. Please note the rating scale that corresponds with each of the 6 satisfaction scales.

**Scale 1 - Person-Centered Planning**

Rating Scale: 1 = Never/Rarely, 2 = Sometimes, 3 = Often, 4 = Almost Always/Always

ROSI Adult Satisfaction Survey Items	Ave Score	% Often/ Almost Always
23. Staff see me as an equal partner in my treatment program.	3.6	91.2%
24. Mental health staff support my self-care or wellness.	3.6	91.2%
30. Staff give me complete information in words I understand before I consent to treatment or medication.	3.5	87.9%
31. Staff encourage me to do things that are meaningful to me.	3.7	97.1%
32. Staff stood up for me to get the services and resources I needed.	3.5	91.2%
33. Staff treat me with respect regarding my cultural background (race, ethnicity, religion, language, age, sexual orientation, etc.).	3.8	100.0%
34. Staff listen carefully to what I say.	3.7	94.4%
37. Mental health/substance abuse staff help me build on my strengths.	3.4	88.6%
38. My right to refuse treatment is respected.	3.6	88.2%

**Scale 2 – Barriers**

Rating Scale: 1 = Strongly Disagree, 2 = Disagree, 3 = Agree, 4 = Strongly Agree

ROSI Adult Satisfaction Survey Items	Ave Score	% Disagree or Strongly Disagree
11. I cannot get the mental health/substance abuse services I need when I need them.	1.8	87.5%
14. I lack the information or resources I need to uphold my client rights and basic human rights.	1.8	75.8%
4. I do not have the support I need to function in the roles I want in my community.	2.1	72.7%
5. I do not have enough good service options to choose from.	2.0	78.8%
7. Staff do not understand my experience as a person with mental health and/or substance abuse problems.	1.8	81.8%
8. The mental health and/or substance abuse staff ignore my physical health.	1.4	96.9%

### Scale 3 – Empower

Rating Scale: 1 = Strongly Disagree, 2 = Disagree, 3 = Agree, 4 = Strongly Agree

ROSI Adult Satisfaction Survey Items	Ave Score*	% Agree or Strongly Agree
1. There is at least one person who believes in me.	3.5	100.0%
3. I am encouraged to use consumer-run programs (for example, support groups, drop-in centers, etc.).	3.3	97.1%
9. Staff respect me as a whole person.	3.7	100.0%

### Scale 4 – Employ

Rating Scale: 1 = Never/Rarely, 2 = Sometimes, 3 = Often, 4 = Almost Always/Always

ROSI Adult Satisfaction Survey Items	Ave Score*	% Often or Almost Always
20. I have a chance to advance my education if I want to.	2.8	62.5%
22. Mental health and/or substance abuse services helped me get or keep employment.	2.7	50.0%
28. There was a consumer peer advocate to turn to when I needed one.	3.2	74.1%
29. There are consumers working as paid employees in the mental health/substance abuse agency where I receive services.	2.8	59.1%

### Scale 5 – Staff Approach

Rating Scale: 1 = Never/Rarely, 2 = Sometimes, 3 = Often, 4 = Almost Always/Always

ROSI Adult Satisfaction Survey Items	Ave Score*	% Never/Rarely or Sometimes
27. Staff use pressure, threats, or force in my treatment.	1.0	100.0%
35. Staff lack up-to-date knowledge on the most effective treatments.	1.6	81.8%
36. Mental health/substance abuse staff interfere with my personal relationships.	1.2	96.8%
41. I am treated as a psychiatric label rather than as a person.	1.4	87.9%

### Scale 6 – Basic Needs

Rating Scale: 1 = Strongly Disagree, 2 = Disagree, 3 = Agree, 4 = Strongly Agree

ROSI Adult Satisfaction Survey Items	Ave Score*	% Agree or Strongly Agree
15. I have enough income to live on.	2.5	48.4%
19. I have housing that I can afford.	3.1	79.4%

## MHSIP Youth and Family Satisfaction Surveys

Caregivers of children ages 12 and younger were asked to fill out the **MHSIP Family Survey** on behalf of their child; and when appropriate, consumers ages 13-17 were asked to directly fill out the **MHSIP Youth Survey** him or herself. Both surveys included a series of 26 questions about consumer satisfaction with the mental health and/or substance abuse services received in the past six months, each with a range of response options (from 1=Strongly Agree to 5=Strongly Disagree). Responses can be summarized across the following six satisfaction scales:

1. *Satisfaction*: general satisfaction with services
2. *Participation*: satisfaction with participation in treatment planning
3. *Access*: satisfaction with access to services
4. *Culture*: satisfaction with the cultural sensitivity of providers
5. *Outcomes*: satisfaction with treatment outcomes
6. *Connectedness*: the consumer's level of social connectedness

21 MHSIP Youth Surveys, and 11 MHSIP Family Surveys were completed. Chart F provides summary statistics, comparing results from the Family Surveys with results from the Youth Surveys. The average scores can range from a low of 1.0 to a high of 5.0. A lower average represents a more positive experience, and a higher average represents a less positive experience.

As shown in Chart F, a vast majority of scales were rated favorably by both youth and caregivers (as indicated by average scores between 1.0 and 2.0). A more detailed explanation of the results outlined in Chart F can be found in charts that begin on page 8.

**Chart F. Averages and Percentages for Youth and Family Satisfaction Surveys**

	Overall Average		Scale 1 - Satisfaction		Scale 2 - Participation		Scale 3 - Access	
	Youth	Family	Youth	Family	Youth	Family	Youth	Family
Average for All Consumers	1.9	1.6	1.9	1.4	1.9	1.4	1.9	1.3
Percent w/ More Positive Experience	85.7%	100.0%	76.2%	100.0%	81.0%	100.0%	81.0%	100.0%
Percent w/ Mixed Experience	9.5%	0.0%	19.0%	0.0%	19.0%	0.0%	9.5%	0.0%
Percent w/ Less Positive Experience	4.8%	0.0%	4.8%	0.0%	0.0%	0.0%	9.5%	0.0%

	Scale 4 - Culture		Scale 5 - Outcomes		Scale 6 - Social Connectedness	
	Youth	Family	Youth	Family	Youth	Family
Average for All Consumers	1.7	1.2	2.0	2.3	1.8	1.5
Percent w/ More Positive Experience	88.9%	100.0%	76.2%	63.6%	85.7%	100.0%
Percent w/ Mixed Experience	5.6%	0.0%	23.8%	36.4%	9.5%	0.0%
Percent w/ Less Positive Experience	5.6%	0.0%	0.0%	0.0%	4.8%	0.0%



The charts that follow provide summaries of each of the questions from both the Youth Survey and the Family Survey. The following rating scale can be used for each of the 6 summary scales; a lower average represents a more positive experience, and a higher average represents a less positive experience:

1 = Strongly Agree, 2 = Agree, 3 = Undecided, 4 = Disagree, 5 = Strongly Disagree

### Scale 1 - Satisfaction

MHSIP Youth and Family Satisfaction Survey Items	Youth		Family	
	Ave Score	% Strongly Agree or Agree	Ave Score	% Strongly Agree or Agree
1. Overall, I am satisfied with the services I received.	2.0	71.4%	1.5	91%
10. I got the help I wanted.	2.0	75.0%	1.3	100%
11. I got as much help as I needed.	2.1	70.0%	1.5	91%
4. The people helping me stuck with me no matter what.	1.9	75.0%	1.4	91%
5. I felt I had someone to talk to when I was troubled.	1.7	90.5%	1.5	91%
7. The services I received were right for me.	1.9	71.4%	1.5	91%

### Scale 2 - Participation

MHSIP Youth and Family Satisfaction Survey Items	Youth		Family	
	Ave Score	% Strongly Agree or Agree	Ave Score	% Strongly Agree or Agree
2. I helped to choose my services.	2.2	76.2%	1.5	1.5
3. I helped to choose my treatment goals.	1.8	85.0%	1.4	1.4
6. I participated in my own treatment.	1.6	100.0%	1.3	1.3

### Scale 3 - Access

MHSIP Youth and Family Satisfaction Survey Items	Youth		Family	
	Ave Score	% Strongly Agree or Agree	Ave Score	% Strongly Agree or Agree
8. The location of services was convenient for us.	2.0	76.2%	1.3	100%
9. Services were available at times that were convenient for us.	1.9	81.0%	1.4	100%

### Scale 4 - Culture

MHSIP Youth and Family Satisfaction Survey Items	Youth		Family	
	Ave Score	% Strongly Agree or Agree	Ave Score	% Strongly Agree or Agree
12. Staff treated me with respect.	1.6	90.5%	1.2	100%
13. Staff respected my family's religious or spiritual beliefs.	1.6	88.9%	1.2	100%
14. Staff spoke with me in a way that I understood.	1.7	81.0%	1.2	100%
15. Staff were sensitive to my cultural or ethnic background.	1.8	82.4%	1.3	100%

### Scale 5 – Outcomes

MHSIP Youth and Family Satisfaction Survey Items	Youth		Family	
	Ave Score	% Strongly Agree or Agree	Ave Score	% Strongly Agree or Agree
16. My child is better at handling daily life.	1.9	85.7%	2.3	73%
17. My child gets along better with family members.	2.2	60.0%	2.2	82%
18. My child gets along better with friends and other people.	1.9	85.7%	2.4	64%
19. My child is doing better in school and/or work.	1.9	81.0%	2.4	55%
20. My child is better able to cope when things go wrong.	2.0	81.0%	2.4	55%
21. I am satisfied with our family life right now.	2.0	66.7%	2.5	45%
22. My child is better able to do things he/she wants to do.	2.2	71.4%	1.9	91%

### Scale 6 – Social Connectedness

MHSIP Youth and Family Satisfaction Survey Items	Youth		Family	
	Ave Score	% Strongly Agree or Agree	Ave Score	% Strongly Agree or Agree
23. I know people who will listen and understand me when I need to talk.	1.9	81.0%	1.5	100%
24. I have people that I am comfortable talking with about my problems.	2.0	76.2%	1.5	100%
25. In a crisis, I would have the support I need from family or friends.	1.7	81.0%	1.5	91%
26. I have people with whom I can do enjoyable things.	1.7	85.7%	1.5	100%