

Central Wisconsin Health Partnership Comprehensive Community Services 2021 Satisfaction Survey Results



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Overview

- **Mental Health Statistics Improvement Program (MHSIP)**
 - Adult Survey: adults 18 years of age and older.
 - Family Survey: caregivers of children ages 12 and younger to complete on behalf of their child.
 - Youth Survey: youth ages 13-17 to complete by themselves.
- **Eligibility**
 - Individuals who have received services for at least 6 months and are still active, or who were discharged within past 3 months
- Data collected from 122 individuals

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<https://www.cwhpartnership.org/rcc-handbook.html>

Comprehensive Community Services (CCS) Regional Coordinating Committee Handbook

This handbook was developed as an orientation tool for members of the CWHP's Comprehensive Community Services (CCS) Regional Coordination Committee, but can also be used as an informational tool for anyone who wishes to learn more about the region's shared services CCS initiative. Furthermore, it is hoped that local county CCS Coordination Committees utilize the contents as a guide for developing site-specific orientation materials.



Thank you to the workgroup of consumer and community representatives from the region who were instrumental in the development of this handbook.

Orientation Video

Following are downloadable sections of the handbook. In some cases, a noted "link to page" will take you to a particular page on the website where the most up-to-date documents can be downloaded.

Welcome

Table of Contents

Section 1: Overview of CWHP

- Regional website
- Mission, vision, charter, and history
- Organizational chart
- CWHP CCS Memorandum of Understanding

Section 2: CWHP Regional CCS

- Overview of CCS and the CWHP shared services region
- Regional CCS Plan Addendum for Shared Services

Section 3: The CCS Regional Coordinating Committee
Regional CCS Coordination Committee Policies and Procedures
Agendas and minutes from recent meetings (link to page)



Section 4: Regional Consumer Satisfaction Survey Reports

- 2021 Consumer Satisfaction Survey Report
Handout - Presentation given to CWHP Consortium 5-19-22
- 2020 Consumer Satisfaction Survey Report
- 2019 Consumer Satisfaction Survey Report

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MHSIP Survey Tools

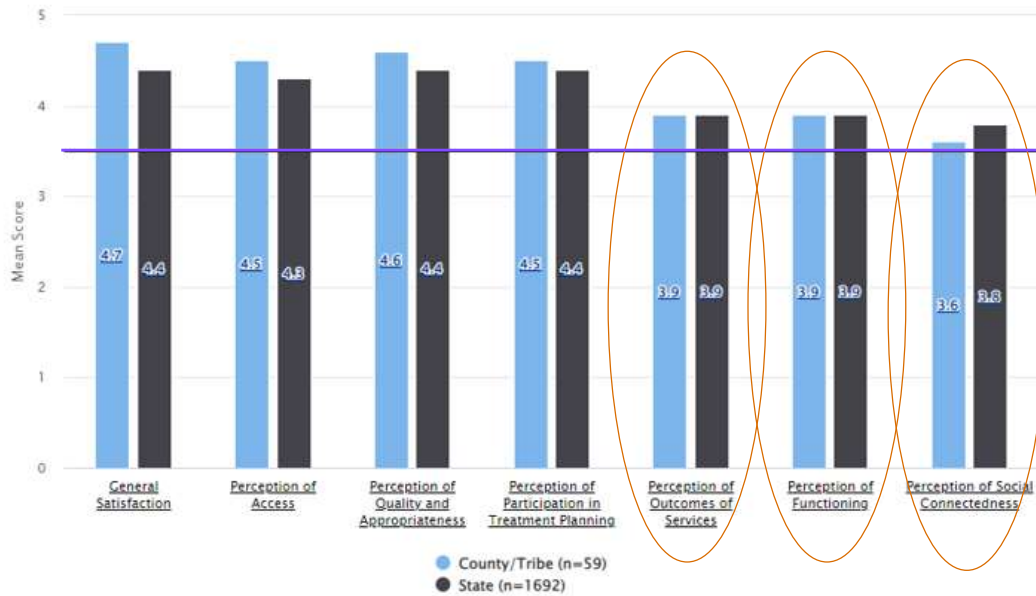
- Adult Survey = 36 statements; Caregiver and Youth = 26 statements
- Satisfaction with services received in the past 6 months
- 5-point scale (1 = Strongly Disagree to 5 = Strongly Agree)
- Responses summarized across 7 scales:

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. *Functioning*: overlaps with outcomes, but is sufficiently distinct to functional outcomes
7. *Connectedness*: the consumer's level of social connectedness

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Adult Satisfaction: CWHP Compared to Statewide



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Adult Satisfaction: Summary

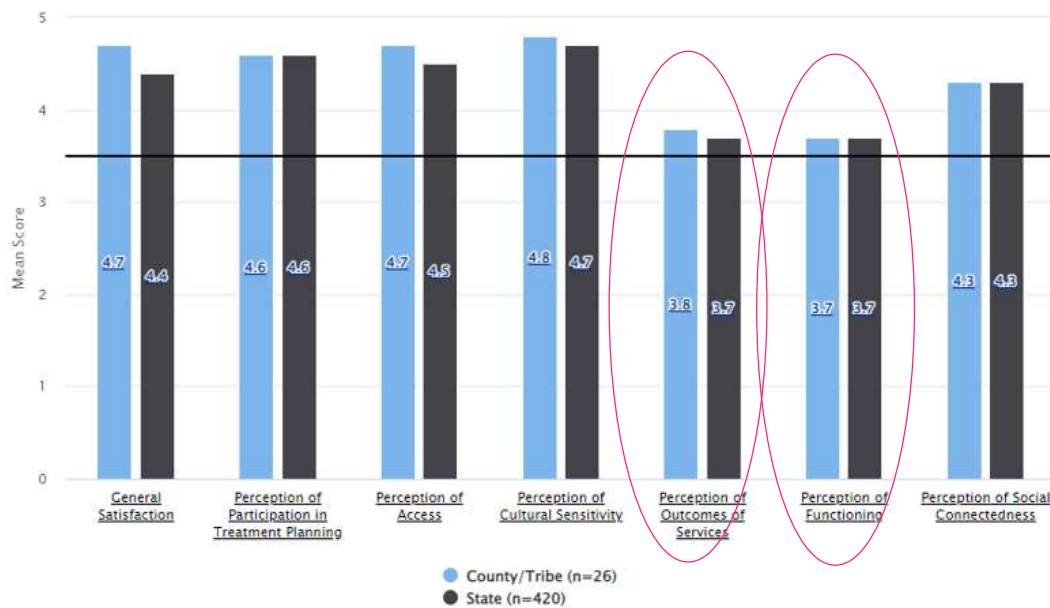
- **Perception of Social Connectedness**
 - I feel I belong in my community (3.2)
- **Perception of Outcomes of Services**
 - My symptoms are not bothering me as much (3.6)
 - I am getting along better with my family (3.8)
 - I do better in social situations (3.8)
- **Perception of Functioning**
 - My symptoms are not bothering me as much (3.6)

Rating Scale: 1 = Strongly Disagree, 2 = Disagree, 3 = Undecided,
4 = Agree, 5 = Strongly Agree

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Family Satisfaction: CWHP Compared to Statewide



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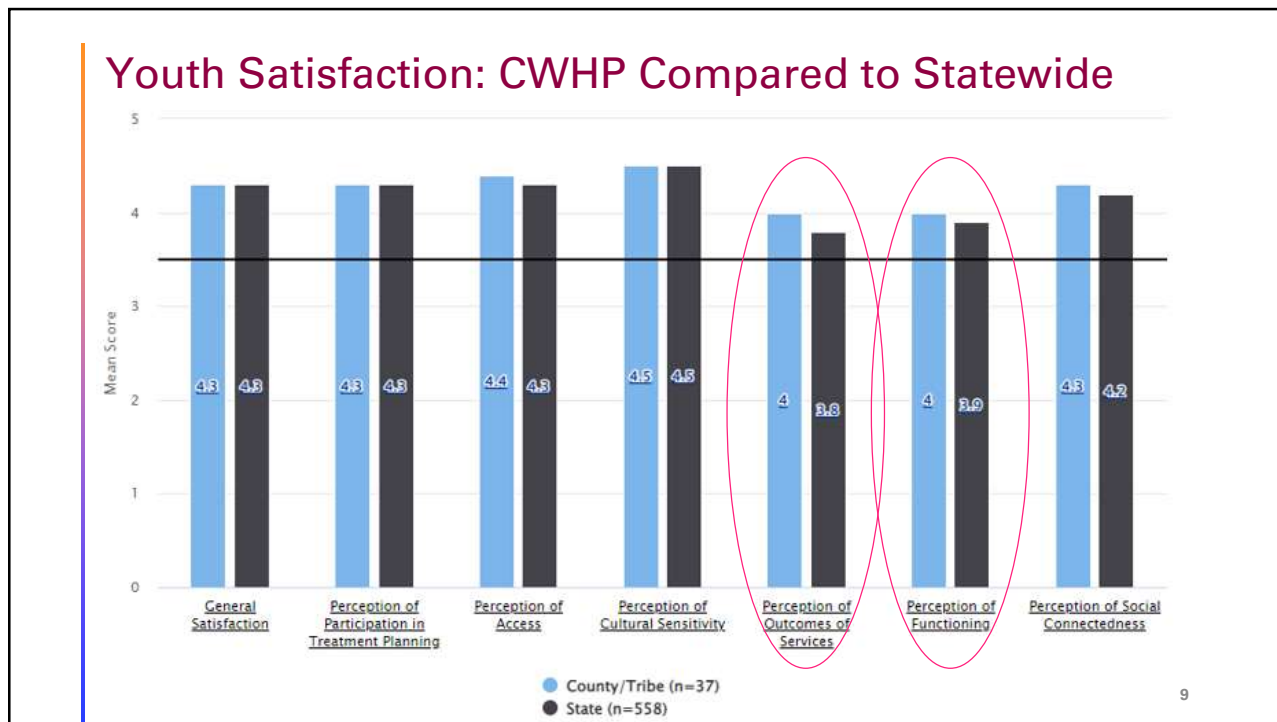
Family Satisfaction: Summary

- **Perception of Outcomes of Services**
 - My child gets along better with family members (3.6)
 - My child is better able to cope when things go wrong (3.6)
 - I am satisfied with our family life right now (3.8)
- **Perception of Functioning**
 - My child gets along better with family members (3.6)
 - My child is better able to cope when things go wrong (3.6)

Rating Scale: 1 = Strongly Disagree, 2 = Disagree, 3 = Undecided, 4 = Agree, 5 = Strongly Agree

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Youth Satisfaction: Summary

- **Perception of Outcomes of Services**
 - I am satisfied with our family life right now (3.8)
 - I get along better with family members (3.9)
 - I am better able to cope when things go wrong (3.9)
- **Perception of Functioning**
 - I get along better with family members (3.9)
 - I am better able to cope when things go wrong (3.9)

Rating Scale: 1 = Strongly Disagree, 2 = Disagree, 3 = Undecided, 4 = Agree, 5 = Strongly Agree

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Summary – High Satisfaction



- Positive average responses across all ages (4.5 or higher):
 - Overall satisfaction (4.6)
 - Participation (4.5)
 - Access (4.6)
 - Cultural Sensitivity (4.6)

Rating Scale: 1 = Strongly Disagree, 2 = Disagree, 3 = Undecided,
4 = Agree, 5 = Strongly Agree

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Summary – Lowest Satisfaction



Adult	Family and Youth
<ul style="list-style-type: none">• I feel I belong in my community (3.2)• My symptoms are not bothering me as much (3.6)• I am getting along better with my family (3.8)• I do better in social situations (3.8)	<ul style="list-style-type: none">• Gets along better with family members (3.6, 3.9)• Better able to cope when things go wrong (3.6, 3.9)• I am satisfied with our family life right now (3.8, 3.8)

Rating Scale: 1 = Strongly Disagree, 2 = Disagree, 3 = Undecided,
4 = Agree, 5 = Strongly Agree

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