

Central Wisconsin Health Partnership (CWHP)

Comprehensive Community Services (CCS)

2021 Consumer Satisfaction Survey Data Summary

Introduction

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 assess consumer satisfaction, and to utilize the results to modify the program as needed. The Mental Health Statistics Improvement (MHSIP) survey tool is used statewide to assess consumer satisfaction with publicly funded mental health programs, including CCS.

The MHSIP survey used in Wisconsin is a variation of the standardized MHSIP survey used by the Federal Substance Abuse and Mental Health Services Administration (SAMHSA) for cross-state comparisons. The survey is designed for consumers with serious mental health conditions or substance abuse concerns who have had at least six months of service history. Three versions of the MHSIP are used:

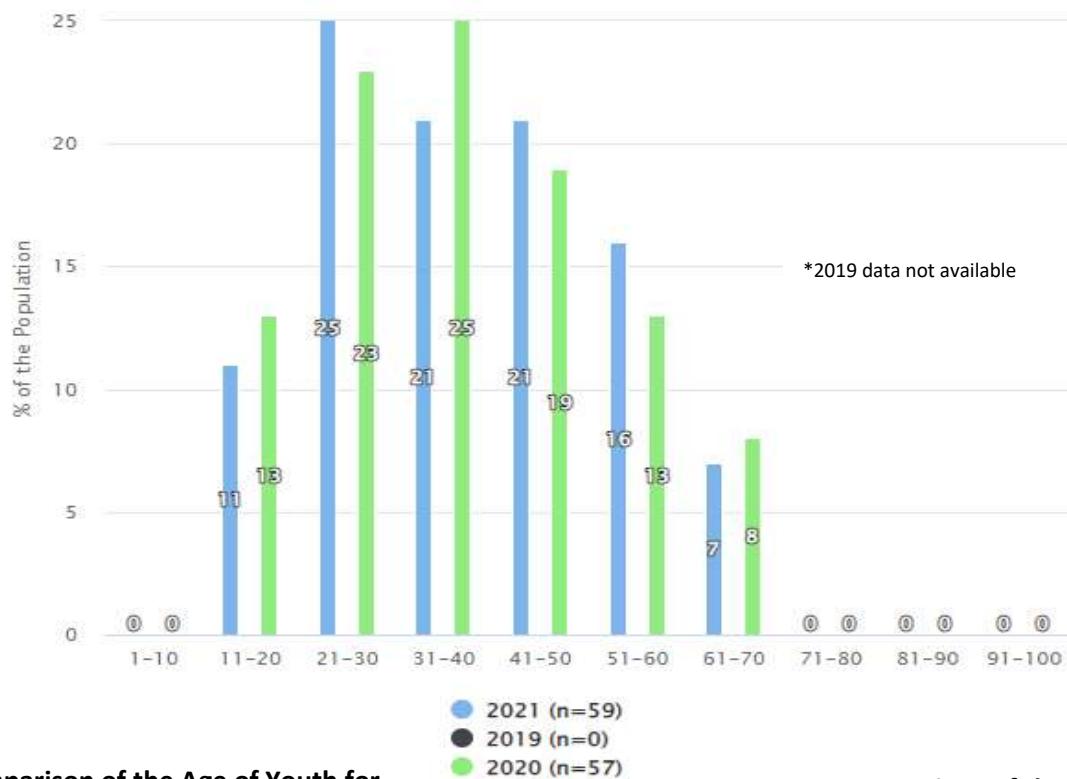
- **The Adult Survey** is to be completed by adults 18 years of age and older.
- **The Family Survey** is designed for caregivers of children ages 12 and younger to complete on behalf of their child.
- **The Youth Survey** is designed for youth ages 13-17 to complete him or herself.

This report highlights the results of surveys completed by 122 eligible consumers at the end of the 2021 calendar year from the 6 counties of the Central Wisconsin Health Partnership (CWHP) which includes: Adams, Green Lake, Juneau, Marquette, Waupaca, and Waushara. Eligible consumers include individuals who have received CCS services for at least 6 months and are still active, or who were discharged from CCS no more than 3 months ago.

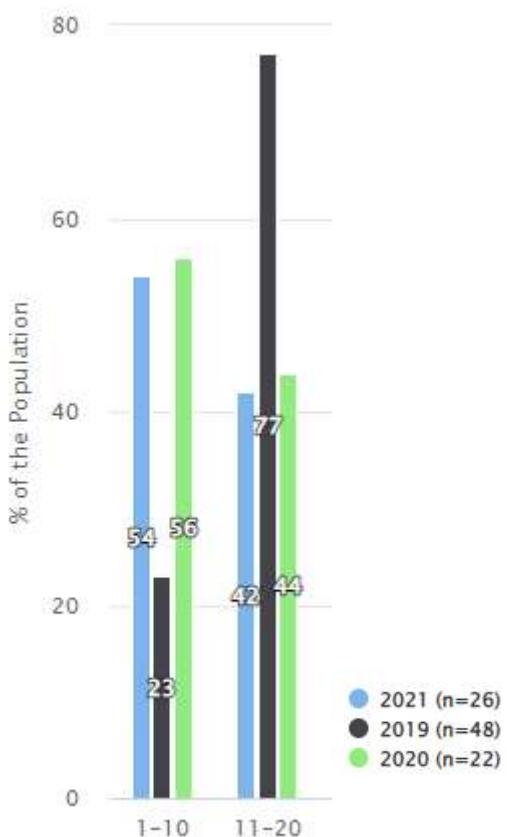
Survey administration was the responsibility of each individual county in the region. Survey data was entered by each county into the Wisconsin eINSIGHT Survey System. This report was prepared by the CCS Regional Coordinator on behalf of the CWHP CCS Region.

Demographics - Age

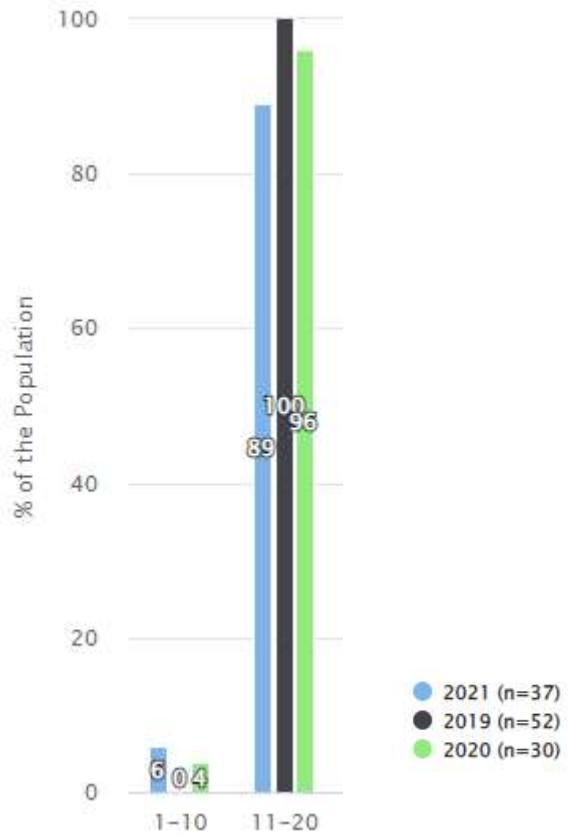
Cross-Year Comparison of the Age of Individuals who Completed Adult Surveys



Cross-Year Comparison of the Age of Youth for Whom Family Surveys Were Completed

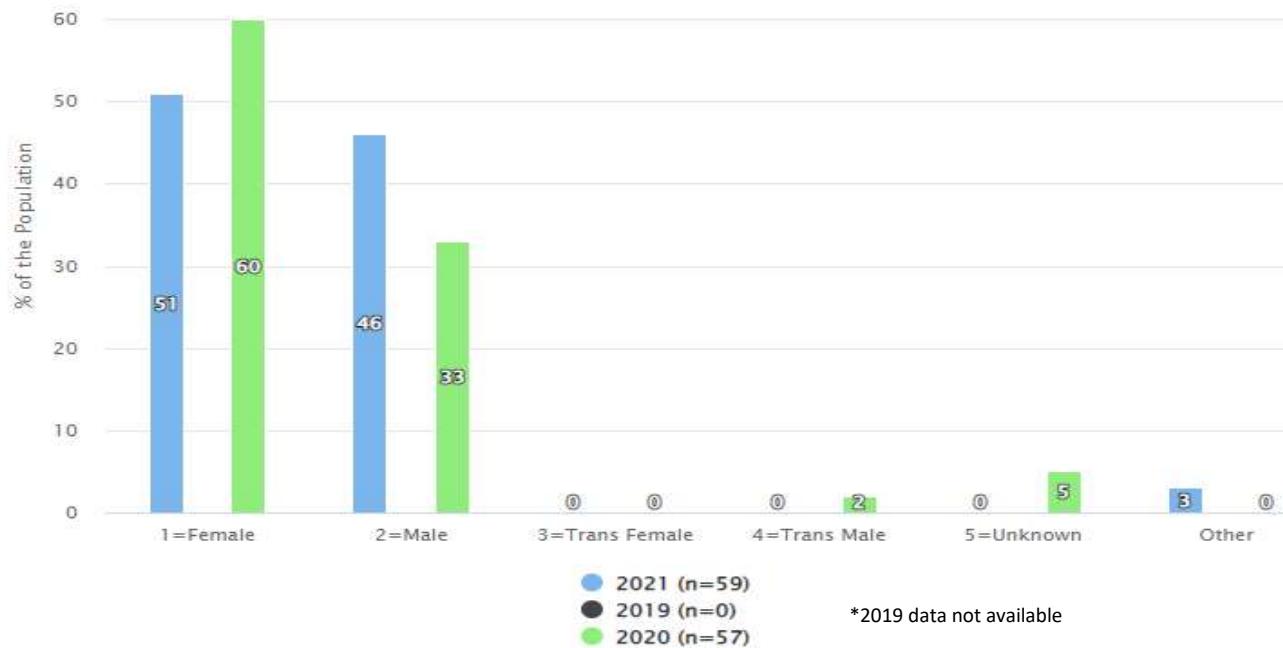


Cross-Year Comparison of the Age of Individuals Who Completed Youth Surveys

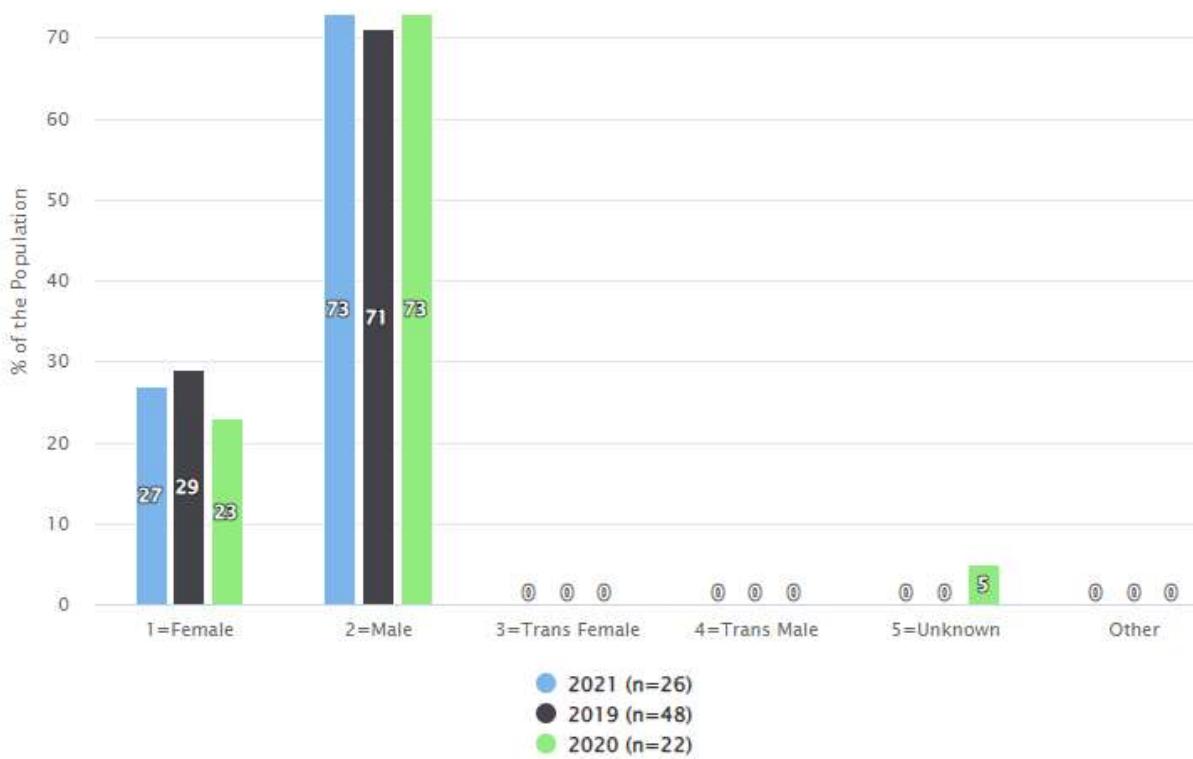


Demographics - Gender

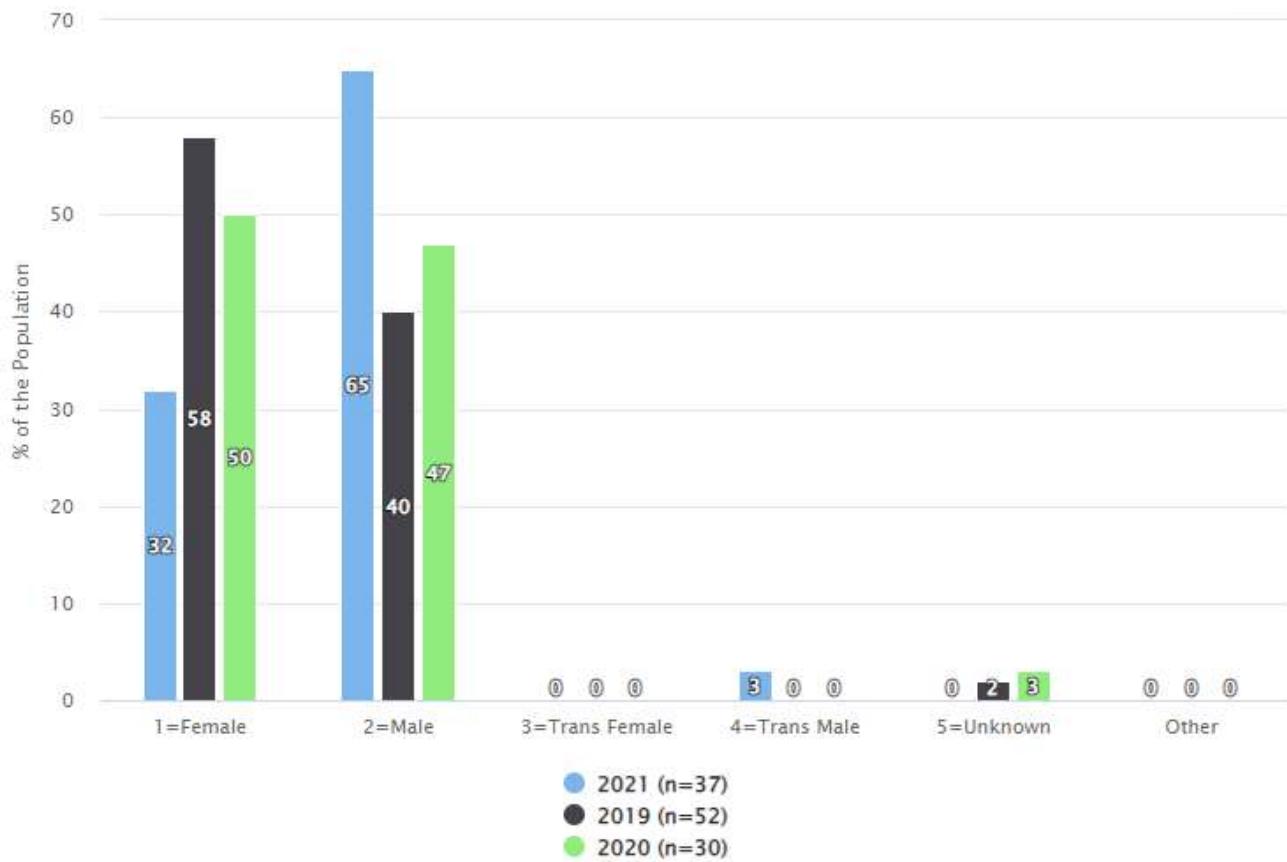
Cross-Year Comparison of the Gender of Individuals who Completed Adult Surveys



Cross-Year Comparison of the Gender of Youth for whom Family Surveys Were Completed

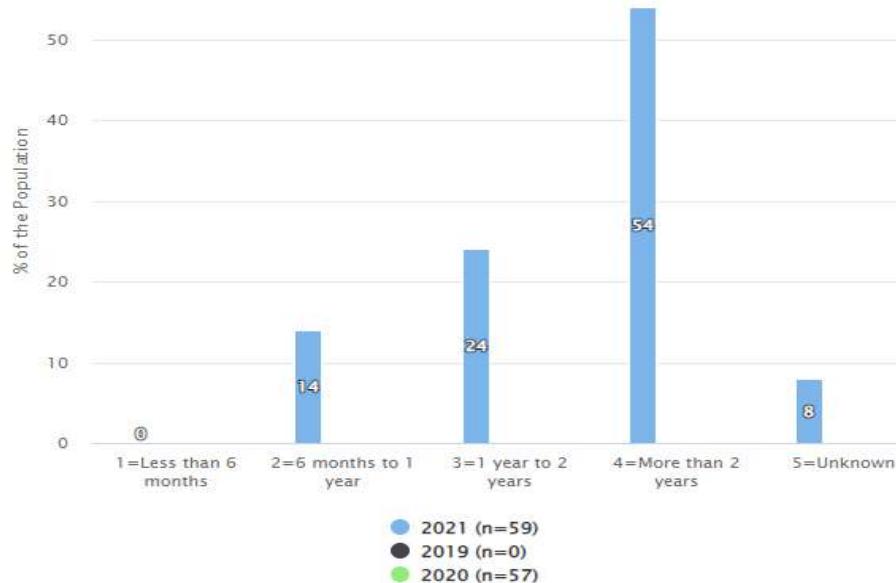


Cross-Year Comparison of the Gender of Individuals Who Completed Youth Surveys

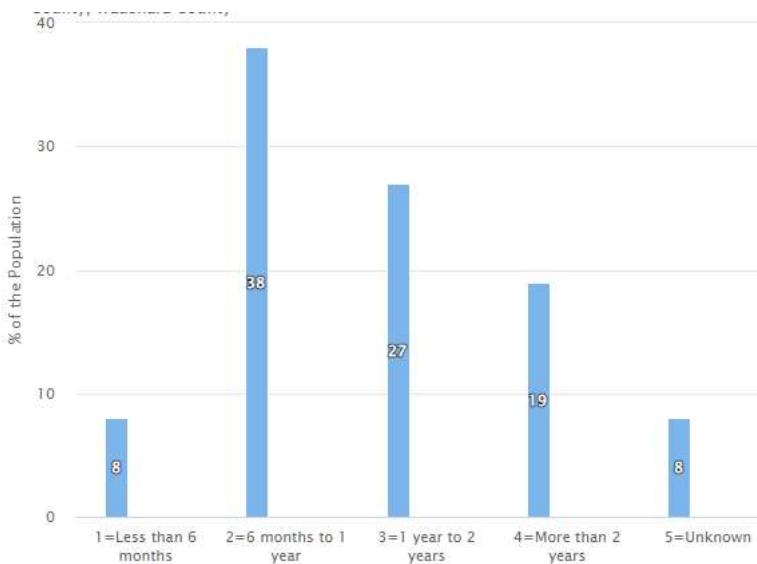


Length of Services

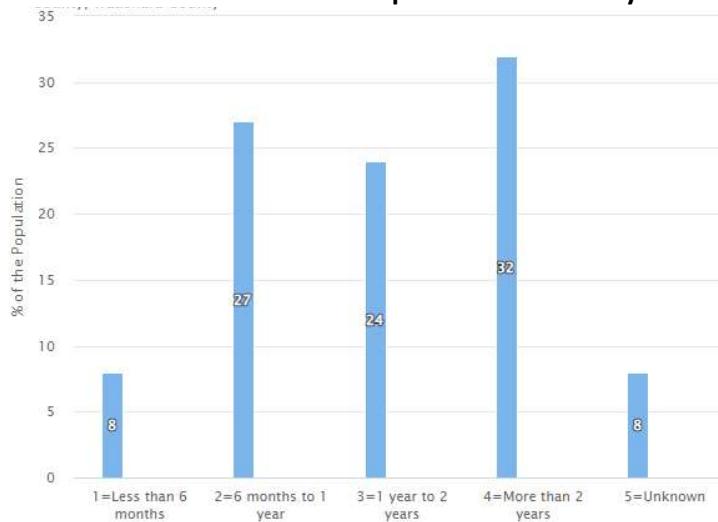
Length of CCS Services - Individuals who Completed Adult Surveys



Length of CCS Services – Individuals who Completed Family Surveys



Length of CCS Services – Individuals who Completed Youth Surveys



Adult Satisfaction

The adult survey includes a series of 36 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 Disagree to 5=Strongly Agree**. Responses can be summarized across the following seven **Satisfaction Scales**:

1. *Satisfaction*: overall level of satisfaction with services
2. *Participation*: how well an adult was integrated into treatment planning
3. *Access*: perceived ease with which an adult obtained their services
4. *Outcomes*: describe the treatment-related improvements in an adult's life
5. *Functioning*: overlaps with outcomes, but is sufficiently distinct to functional outcomes
6. *Connectedness*: the consumer's level of social connectedness
7. *Quality*: perceived cultural sensitivity of providers

59 adult surveys were completed regionally. Satisfaction scores can range from a low of 1.0 to a high of 5.0. A score above 3.5 indicates a positive average response.

Chart A. compares CWHP average scores for each of the 7 Satisfaction Scales (blue bars), with statewide average scores (black bars).

Chart A. 2021 Adult Satisfaction Scale Average Scores - CWHP Compared to Statewide

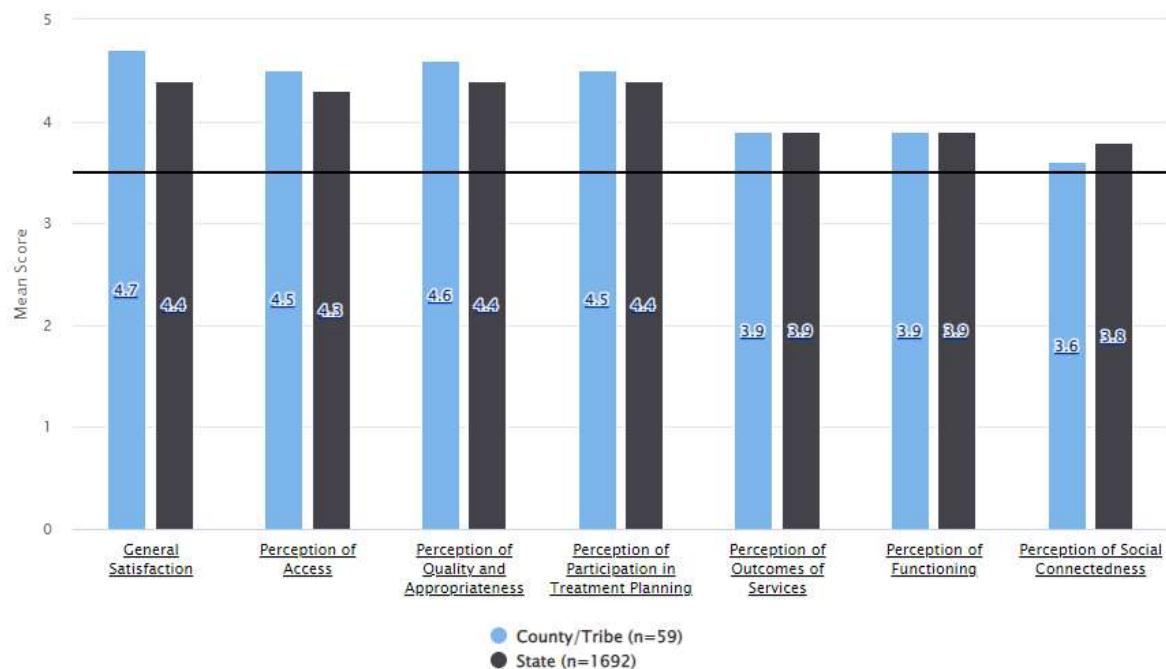
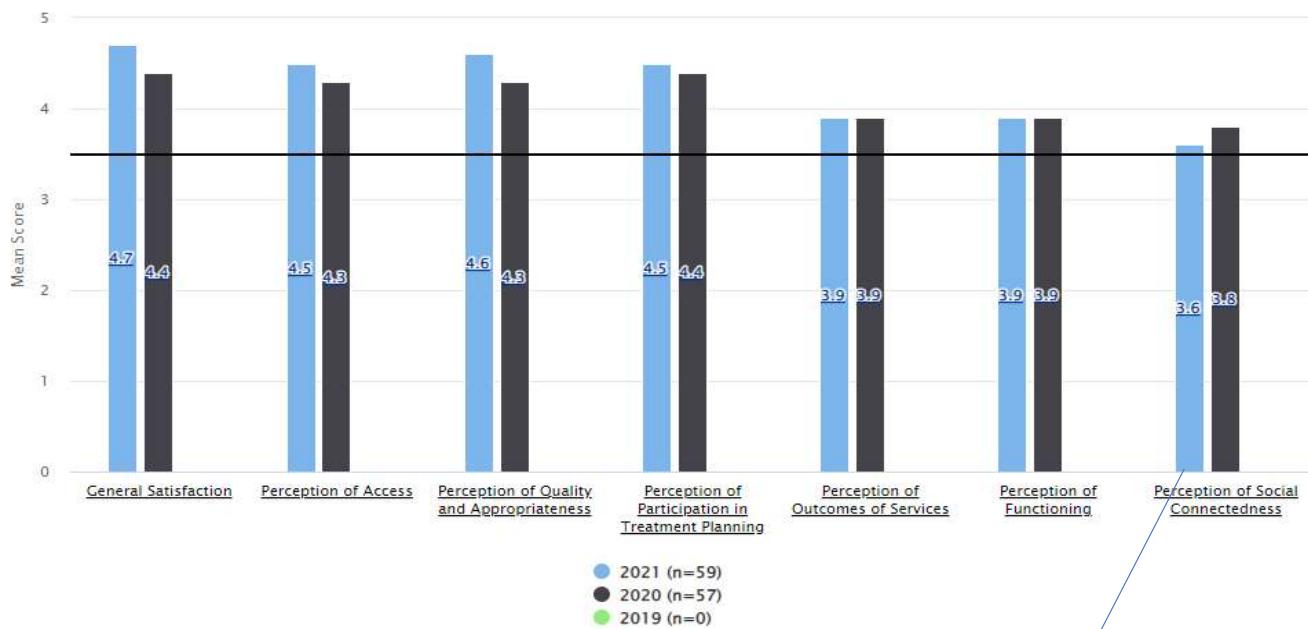


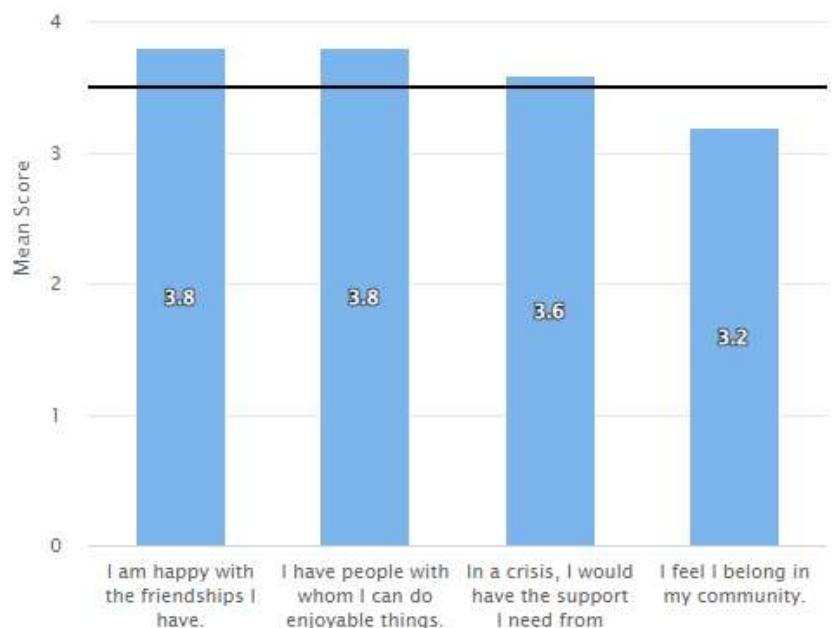
Chart B compares CWHP average scores for each of the 7 Satisfaction Scales over time (2019 – 2021). Note that 2019 data was not available for this analysis. A score above 3.5 indicates a positive average response.

Chart B. Cross-Year Comparison of CWHP Adult Scale Scores



All scores in Chart B are above 3.5, indicating a positive average response. Satisfaction in the Social Connectedness scale is the lowest of the 7 scales, and is also the only scale where satisfaction declined between 2020 and 2021.

The chart to the right gives more detail related to the Social Connectedness scale, showing satisfaction levels for the 4 questions that make up the scale.



● Perception of Social Connectedness 2021 (n=59)

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

Family Satisfaction

Caregivers of children ages 12 and younger were asked to fill out the **Family Survey** on behalf of their child. The survey included a series of 26 questions about 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 seven **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. *Functioning*: overlaps with outcomes, but is sufficiently distinct to functional outcomes
7. *Connectedness*: the consumer's level of social connectedness

26 Family Surveys were completed regionally. Satisfaction scores can range from a low of 1.0 to a high of 5.0. A score above 3.5 indicates a positive average response.

Chart C compares CWHP average scores for each of the 7 Satisfaction Scales (blue bars), with statewide average scores (black bars).

Chart C. 2021 Family Satisfaction Scale Average Scores - CWHP Compared to Statewide

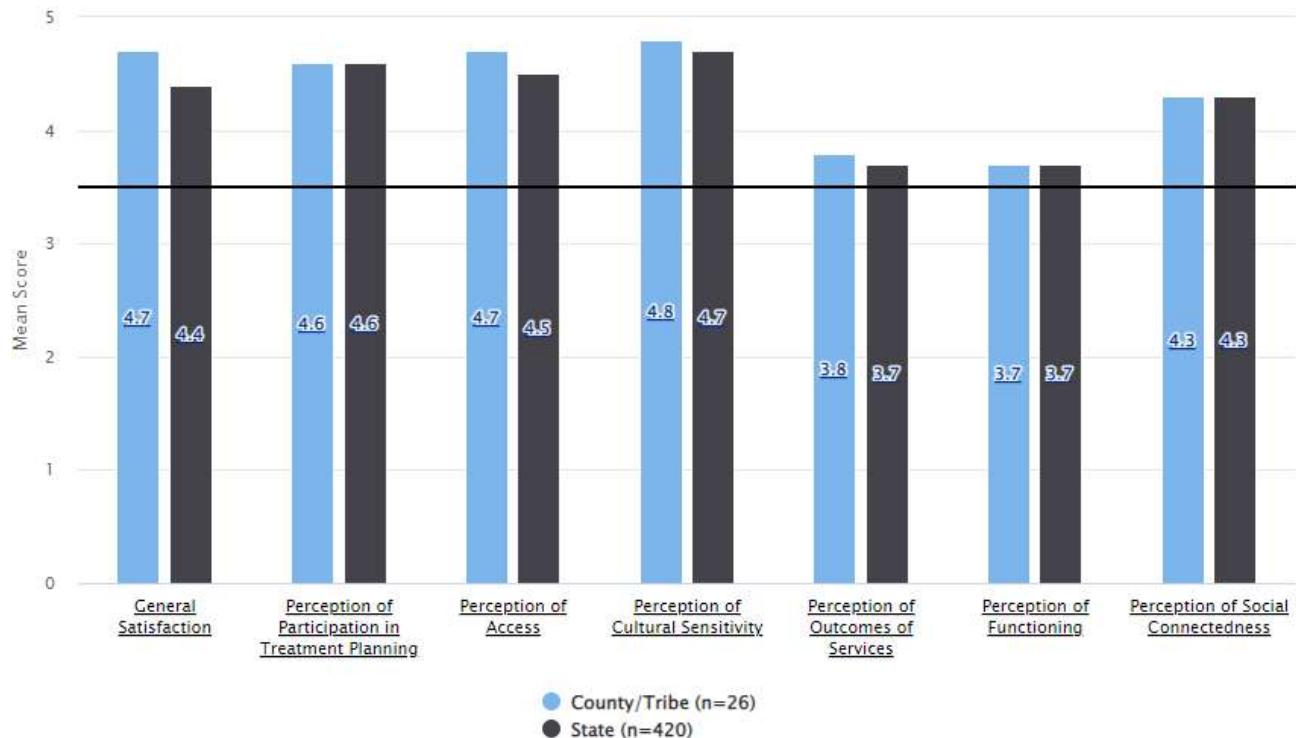
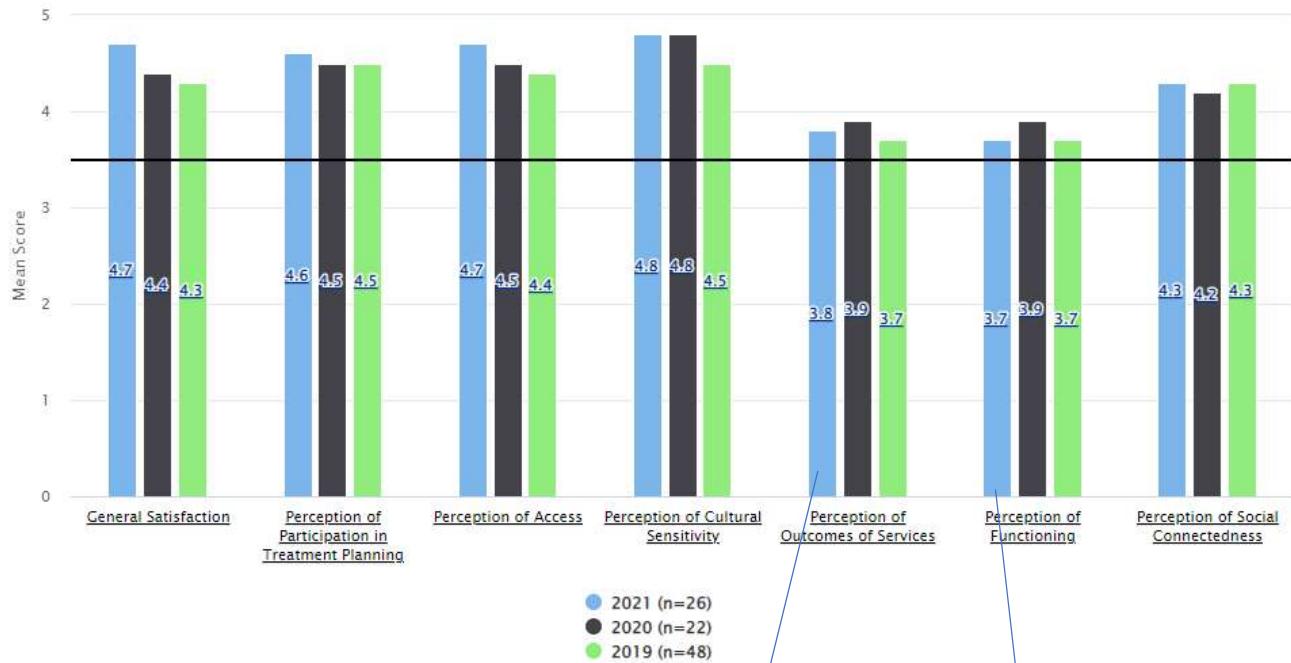
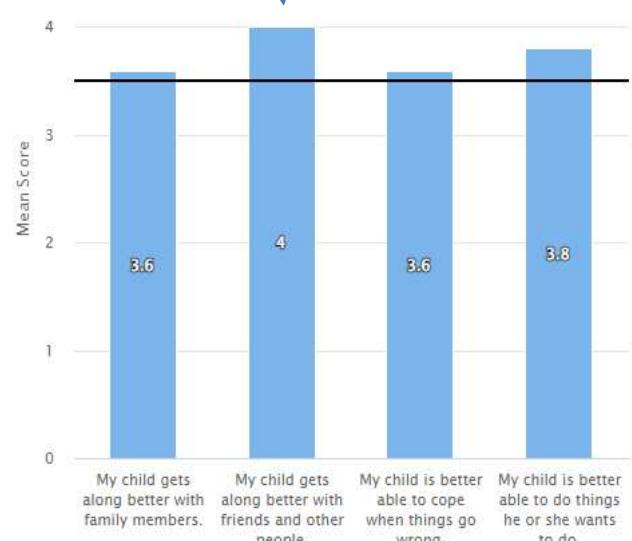
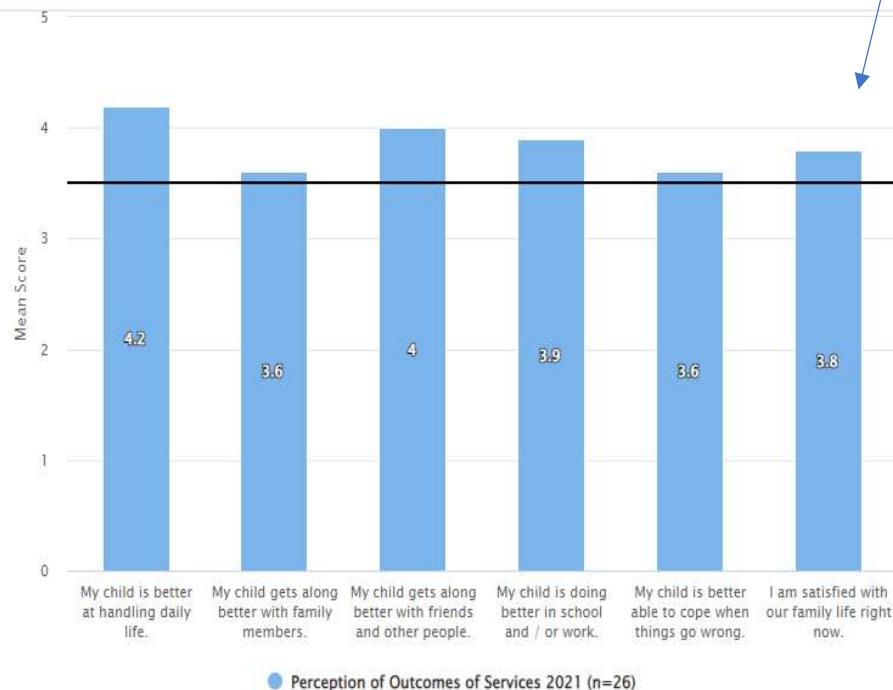


Chart D compares CWHP average scores for general satisfaction and each of the 7 Satisfaction Scales over time (2019 – 2021). A score above 3.5 indicates a positive average response.

Chart D. Cross-Year Comparison of CWHP Family Scale Scores



All scores in Chart D are above 3.5, indicating a positive average response. The charts below give more detail related to the 2 scales where satisfaction was rated the lowest.



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

Youth Satisfaction

Youth ages 13 - 17 were asked to fill out the **Youth Survey**. The survey included a series of 26 questions about 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 seven **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. *Functioning*: overlaps with outcomes, but is sufficiently distinct to functional outcomes
7. *Connectedness*: the consumer's level of social connectedness

37 Youth Surveys were completed regionally. Satisfaction scores can range from a low of 1.0 to a high of 5.0. A score above 3.5 indicates a positive average response.

Chart E compares CWHP average scores for each of the 7 Satisfaction Scales (blue bars), with statewide average scores (black bars).

Chart E. 2021 Youth Satisfaction Scale Average Scores - CWHP Compared to Statewide

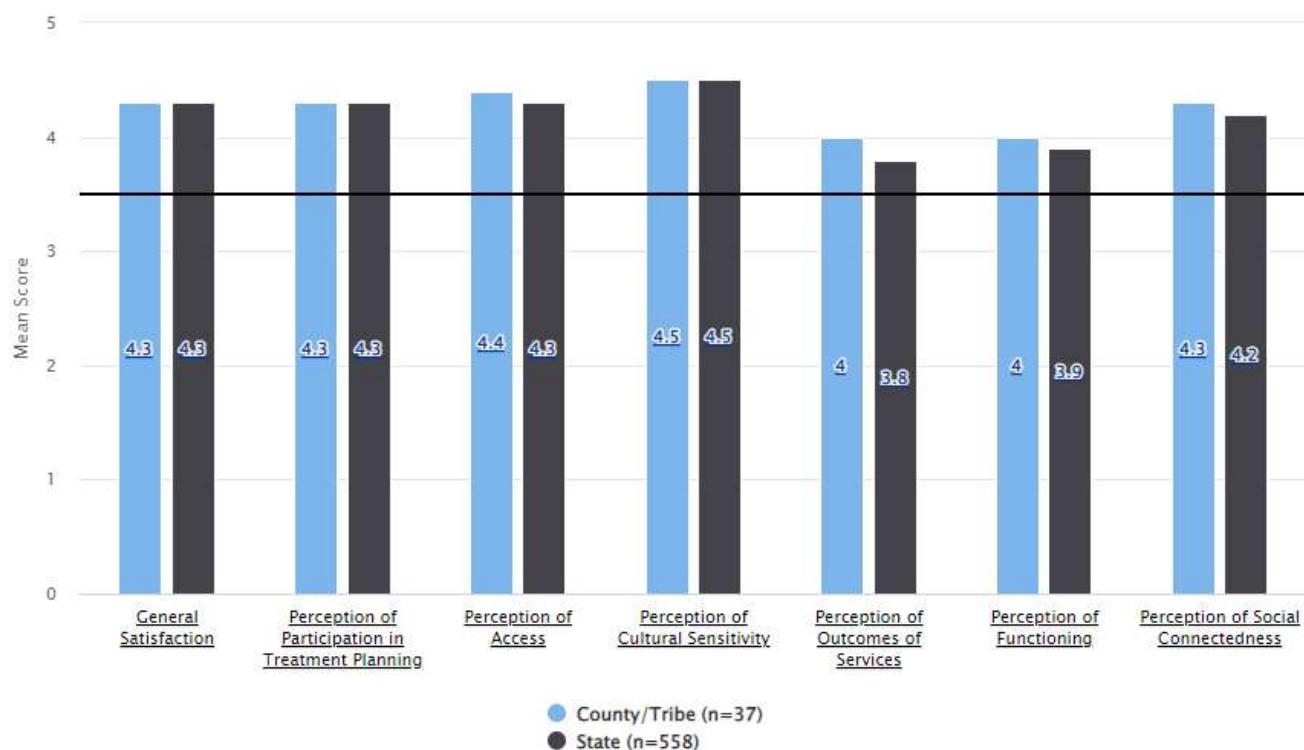
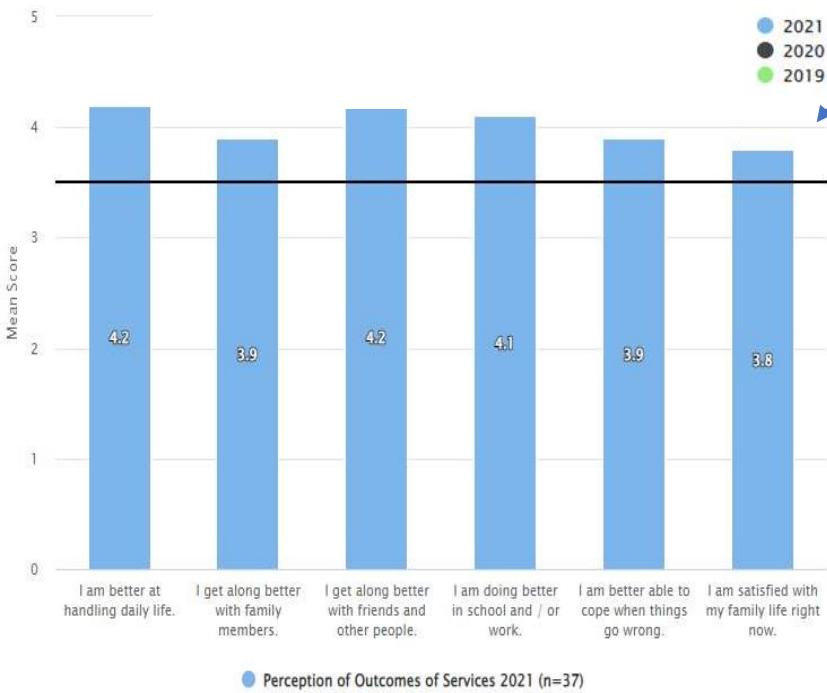
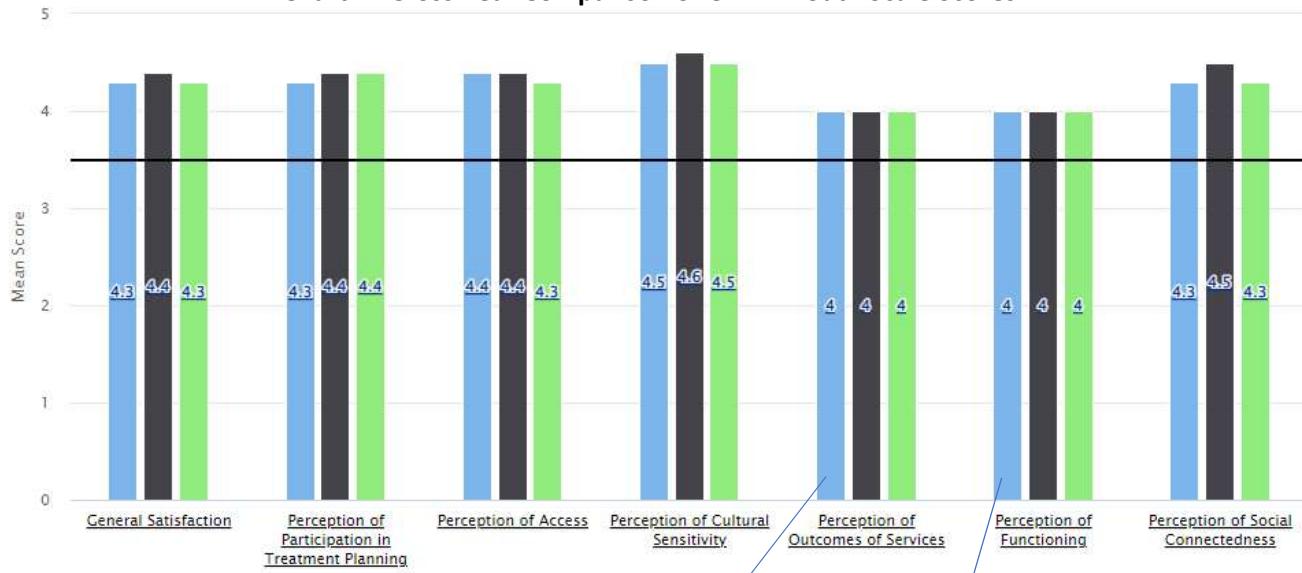


Chart F compares CWHP average scores for general satisfaction and each of the 7 Satisfaction Scales over time (2019 – 2021). A score above 3.5 indicates a positive average response.

Chart F. Cross Year Comparison of CWHP Youth Scale Scores



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

All scores in Chart F are above 3.5, indicating a positive average response. The charts to the left and below give more detail related to the 2 scales where satisfaction was rated the lowest.

