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**Central Wisconsin Health Partnership (CWHP)  
Regional Comprehensive Community Services  
2017 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.

*This program has helped me to begin to believe in myself and the possibilities.*

- Adult CCS Consumer

*It is amazing. They help me out a lot when I need them.*

- 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>

*An awesome job is being done, I Love how the team works with the school and us.*

- Caregiver of a Youth CCS Consumer

This report highlights the results of the ROSI and MHSIP surveys completed by eligible consumers from the 6 counties of the Central Wisconsin Health Partnership (CWHP): Adams, Green Lake, Juneau, Marquette, Waupaca, and Waushara Counties. Eligible consumers include individuals who have received CCS services for at least 6 months and are still active, or who were discharged from CCS within the past 3 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** - The surveys were administered by an individual employed as a mental health technician who attended the regional survey administration workshop. The individual met with each consumer, and the completed surveys were put in a sealed envelope and returned to the CCS Coordinator. Individuals who completed the surveys were entered in a drawing to win one of two \$10 Kwik Trip gift card. One adult and one youth name were drawn.
- **Green Lake County** – In most cases, surveys were given to consumers by a non-CCS staff person, such as a social worker or parent educator. Two surveys were mailed to consumers who moved outside the county. Assistance was offered, if needed.

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<sup>1</sup> User's Guide for MHSIP and ROSI Consumer Satisfaction Surveys, September 2016, Wisconsin Department of Health Services

- **Juneau County** – Eligible consumers were contacted by phone by a newly hired CCS service facilitator. Most of the surveys were completed by phone; however, some consumers came in to complete the surveys in person.
- **Marquette County** – Marquette County sponsored a "CCS Social" held at a large conference room at Marquette County Human Services. Two Service Facilitators were primarily responsible for organizing the details of the event. Six Persons with Lived Experience (PLEX) from the 6-county region (2 Marquette, 1 Adams, 1 Waupaca, 2 Waushara) assisted with the event including survey administration, facilitation of games, and socializing/making connections between attendees.

Pizza and soda were available, and individuals who completed a survey were given a \$5 Kwik Trip gift card.

Prior to the event, five of the six PLEXs attended a ½ day workshop, "Preparation for the 2017 Consumer Satisfaction Survey Process", which included: an overview of the MHSIP and ROSI tools, administration methods, engagement skills, and confidentiality.

Surveys were given to consumers who did not attend the event and were returned either in person or by mail.

- **Waupaca County** – The surveys were sent with a cover letter to eligible consumers; follow-up/reminders occurred at consumers' team meetings.
- **Waushara County** – Face-to-face contact with all eligible consumers was attempted by an AmeriCorps worker. Two weeks out from the survey deadline, those we had not been successful in arranging a face to face were mailed a letter with the survey included. All consumers who completed the surveys were offered a \$5 McDonalds or Kwik Trip gift card, including those who returned their responses via mail. An additional effort was having the AmeriCorps worker attend one of each of the consumer groups offered by Waushara County in an attempt to gather survey responses.

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 chart that follows summarizes the number of surveys distributed and returned across the region in 2017.

### 2017 Regional Consumer Satisfaction Survey Distribution and Collection

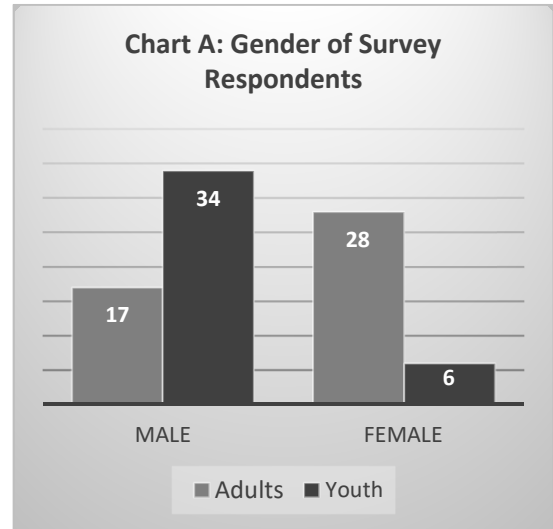
County	Surveys Distributed	Surveys Returned/Collected				
		Total	Return Rate	ROSI	MHSIP Youth	MHSIP Family
Adams	32	19	59%	8	8	3
Green Lake	28	22	79%	7	6	9
Juneau	32	23	72%	11	5	7
Marquette	18	11	61%	2	6	3
Waupaca	7	4	57%	2	2	0
Waushara	29	24	83%	15	8	1
<b>Totals</b>	<b>146</b>	<b>103</b>	<b>71%</b>	<b>45</b>	<b>35</b>	<b>23</b>

Note: The total survey return rate was 55% in 2016.

# Demographics

## Gender

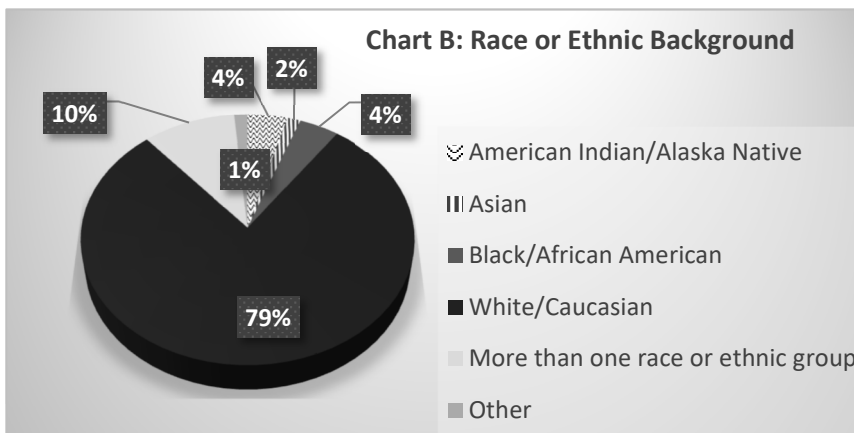
Surveys were completed by 46 females (47%) and 51 males (53%). Consumers were also given the choices of “trans female”, “trans male”, and “other” – none of which were utilized. Chart A compares the gender of youth represented by the MHSIP Youth and Family Surveys, and adults who responded to the ROSI survey.



## Age

Respondents to the ROSI ranged in age from 18 – 78 years. 91% were between the ages of 18 and 59, and 9% (4 individuals) were elders (over the age of 60).

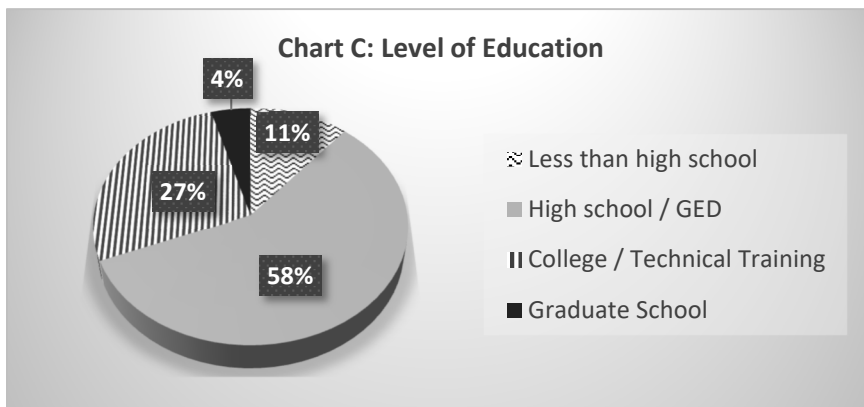
Respondents to the MHSIP Youth survey ranged in age from 13 to 17 years old. MHSIP Family surveys were completed for youth who ranged in age from 7 to 23.



## Race or Ethnic Background

Similar to 2015 and 2016, an overwhelming majority of consumers identified themselves as “White or Caucasian” (79%). Chart B summarizes consumers’ identified race or ethnic background.

In answer to the question, “Do you consider yourself Hispanic or Latino/a?” 93% (95) responded “No”, and 7% (7) responded “Yes”.



## Level of Education

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

## 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. Chart D compares results from the past 2 years.

**Chart C: Consumers Currently Receiving Mental Health (MH) and Substance Abuse (SA) Services**

	2016	2017
<b>MH Services</b>	84% (53)	92% (93)
<b>SA Services</b>	2% (1)	1% (1)
<b>Both MH and SA Services</b>	14% (9)	7% (7)

## Living Environment

Adult consumers were asked about their current living environment. Chart E compares reported living environments of adults who completed the ROSI in 2016 and 2017.

**Chart E: Living Environment**

	2016	2017
<b>My own home or apartment</b>	29 (83%)	43 (96%)
<b>Supervised/supported apartment</b>	0	0
<b>Residential facility</b>	0	0
<b>Boarding house</b>	0	0
<b>Homeless or homeless shelter</b>	1 (3%)	0
<b>Other</b>	5 (14%)*	2 (4%)*

*\* five 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

Forty-five adult consumers ranging in age from 18 – 78 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 F have been adjusted for Scales 2 and 5 so they have the same meaning as for the other Scales.

**Chart F: 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>	3.4	3.6	1.7	3.7	3.0	1.3	3.1
<b>% w/ Mostly Recovery-Oriented Experience</b>	84.4%	93.3%	84.4%	97.8%	47.6%	93.2%	77.5%
<b>% w/ Mixed Experience</b>	15.6%	6.7%	15.6%	2.2%	47.6%	4.5%	15.0%
<b>% w/ Less Recovery-Oriented Experience</b>	0.0%	0.0%	0.0%	0.0%	4.8%	2.3%	7.5%

Results suggest several areas of strength. Similar to 2015 and 2016, the two areas rated most favorably were “Person Centered” and “Empower”. Also similar to 2015 and 2016, the two scales rated less favorably than the other scales were “Employ” and “Basic Needs”.

A more detailed explanation of the results outlined in Chart F 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	97.7%
24. Mental health staff support my self-care or wellness.	3.5	88.6%
30. Staff give me complete information in words I understand before I consent to treatment or medication.	3.5	93.3%
31. Staff encourage me to do things that are meaningful to me.	3.7	95.6%
32. Staff stood up for me to get the services and resources I needed.	3.7	95.6%
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	95.6%
37. Mental health/substance abuse staff help me build on my strengths.	3.5	95.5%
38. My right to refuse treatment is respected.	3.6	94.9%

**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.	1.7	88.9%
14. I lack the information or resources I need to uphold my client rights and basic human rights.	1.8	85.7%
4. I do not have the support I need to function in the roles I want in my community.	1.6	91.1%
5. I do not have enough good service options to choose from.	1.9	84.4%
7. Staff do not understand my experience as a person with mental health and/or substance abuse problems.	1.6	88.9%
8. The mental health and/or substance abuse staff ignore my physical health.	1.6	88.6%

### 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.	3.8	100.0%
3. I am encouraged to use consumer-run programs (for example, support groups, drop-in centers, etc.).	3.5	95.1%
9. Staff respect me as a whole person.	3.7	97.7%

### 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.	3.0	67.6%
22. Mental health and/or substance abuse services helped me get or keep employment.	2.8	68.2%
28. There was a consumer peer advocate to turn to when I needed one.	3.1	75.8%
29. There are consumers working as paid employees in the mental health/substance abuse agency where I receive services.	2.8	70.6%

### 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.	1.7	79.1%
36. Mental health/substance abuse staff interfere with my personal relationships.	1.1	95.2%
41. I am treated as a psychiatric label rather than as a person.	1.2	93.0%

### 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.	2.7	62.8%
19. I have housing that I can afford.	3.6	85.0%

## 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

35 MHSIP Youth Surveys, and 23 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.

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

As shown in Chart G, 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 G can be found in charts that begin on page 8.

**Chart G. 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	1.8	1.8	1.5	1.8	1.5	1.8	1.6
Percent w/ More Positive Experience	91.2%	87.0%	88.6%	100.0%	88.6%	100.0%	94.3%	95.7%
Percent w/ Mixed Experience	8.8%	13.0%	8.6%	0.0%	11.4%	0.0%	5.7%	4.3%
Percent w/ Less Positive Experience	0.0%	0%	0.0%	0%	0.0%	0%	0.0%	0%

	Scale 4 - Culture		Scale 5 - Outcomes		Scale 6 - Social Connectedness	
	Youth	Family	Youth	Family	Youth	Family
Average for All Consumers	1.5	1.5	2.1	2.3	1.9	1.7
Percent w/ More Positive Experience	96.9%	90.5%	82.4%	73.9%	88.6%	91.3%
Percent w/ Mixed Experience	3.1%	9.5%	17.6%	21.7%	8.6%	4.3%
Percent w/ Less Positive Experience	0.0%	0%	0.0%	5%	2.9%	5%



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:

**Ratings Scale:** 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.	1.6	94.3%	1.4	100.0%
10. I got the help I wanted.	1.9	77.1%	1.6	91.3%
11. I got as much help as I needed.	1.9	85.3%	1.6	91.3%
4. The people helping me stuck with me no matter what.	1.6	88.6%	1.4	91.3%
5. I felt I had someone to talk to when I was troubled.	1.9	82.9%	1.5	95.7%
7. The services I received were right for me.	1.8	80.0%	1.5	91.3%

**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.	2.0	77.1%	1.6	95.7%
3. I helped to choose my treatment goals.	1.8	84.8%	1.5	91.3%
6. I participated in my own treatment.	1.7	88.6%	1.3	100.0%

**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.	1.7	91.4%	1.4	100.0%
9. Services were available at times that were convenient for us.	1.8	80.0%	1.7	87.0%

**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.	1.5	97.1%	1.4	91.3%
13. Staff respected my family’s religious or spiritual beliefs.	1.4	100.0%	1.4	94.7%
14. Staff spoke with me in a way that I understood.	1.7	94.3%	1.5	91.3%
15. Staff were sensitive to my cultural or ethnic background.	1.7	90.6%	1.5	85.0%

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

### 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.	2.0	76.5%	1.9	77.3%
17. My child gets along better with family members.	2.4	58.8%	1.9	78.3%
18. My child gets along better with friends and other people.	1.8	87.9%	3.2	73.9%
19. My child is doing better in school and/or work.	2.2	58.8%	1.9	77.3%
20. My child is better able to cope when things go wrong.	2.1	75.8%	2.3	56.5%
21. I am satisfied with our family life right now.	2.1	82.4%	2.3	56.5%
22. My child is better able to do things he/she wants to do.	1.9	79.4%	2.1	73.9%

### 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.	2.0	85.7%	1.6	91.3%
24. I have people that I am comfortable talking with about my problems.	2.0	77.1%	1.5	91.3%
25. In a crisis, I would have the support I need from family or friends.	1.8	82.9%	1.9	78.3%
26. I have people with whom I can do enjoyable things.	1.7	88.6%	1.8	82.6%