

**Central Wisconsin Health Partnership (CWHP)
Regional Comprehensive Community Services
2020 Consumer Satisfaction Survey Report**



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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.

"I absolutely love my team and am so thankful for them."
- Adult CCS Consumer

"I appreciate my team's help tremendously."
- Youth CCS Consumer

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.

"We have great admiration for the people we work with...they help us through rough times with our granddaughter. Thanks to all!"
- Caregiver of a Youth CCS Consumer

This report highlights the results of surveys completed by eligible consumers 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.

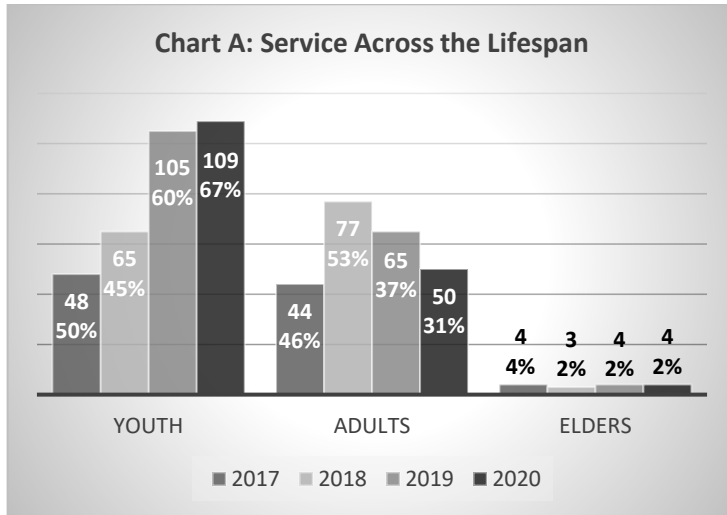
Survey administration was the responsibility of each individual county in the region. Completed surveys from the six counties were submitted to White Pine Consulting for data collation, analysis, and submission to the Division of Care and Treatment Services. The chart that follows summarizes the number of surveys collected across the region.

County	Surveys Collected			
	Total	MHSIP Adult	MHSIP Youth	MHSIP Family
Adams	21	8	9	4
Green Lake	16	7	7	2
Juneau	43	24	8	11
Marquette	11	8	2	1
Waupaca	16	6	3	7
Waushara	13	4	4	5
Totals	120	57	33	30

Demographics

Gender

Surveys were completed by 59 individuals who identified themselves as female (49%) and 55 individuals who identified as male (46%). 1 individual (1%) identified as trans male. 5 individuals (4%) did not respond to the question.

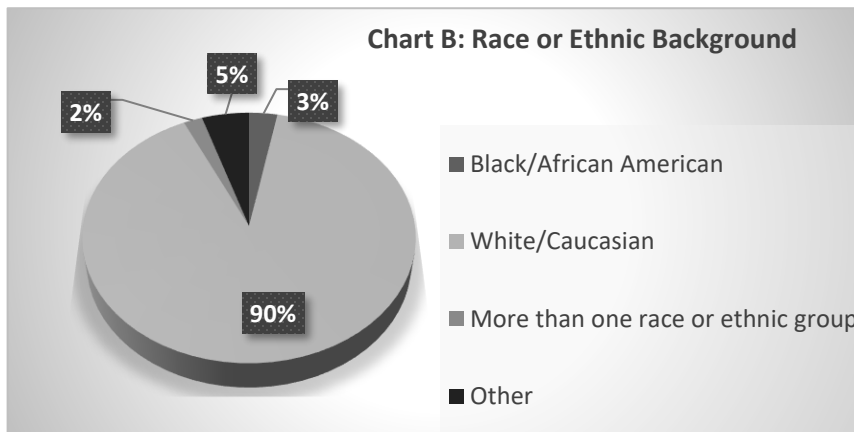


Age

In 2020, respondents represented consumers ages 6 to 66 years. Wisconsin Chapter DHS 36 which establishes standards for CCS programs, requires programs to serve individuals across the lifespan, including:

- youth (age birth to 17),
- adults (age 18 to 59), and
- elders (age 60 and over)

Chart A summarizes the life stages of consumers being served 2017 - 2020.



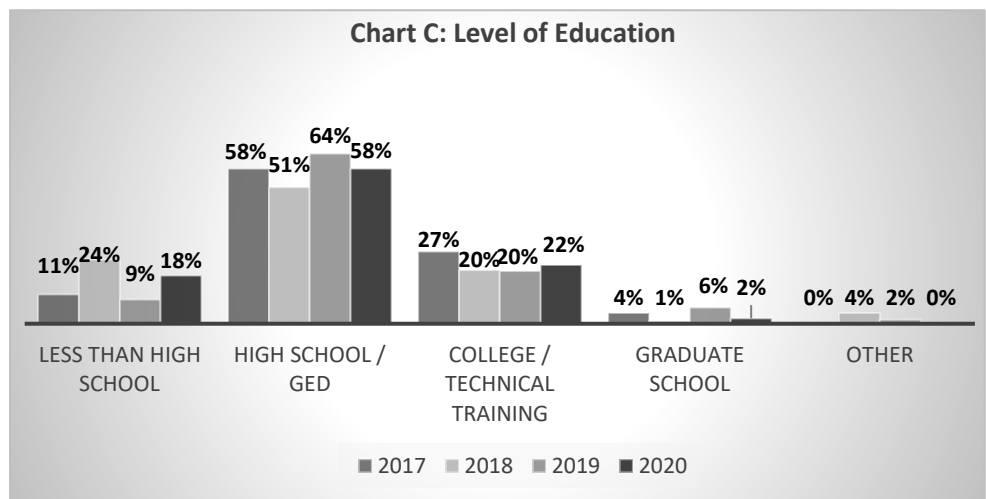
Race or Ethnic Background

Similar to years past, an overwhelming majority of consumers identified themselves as “White or Caucasian” (90%). Chart B summarizes consumers’ identified race or ethnic background in 2020.

In answer to the question, “Do you consider yourself Hispanic or Latino/a?” 93% (107) responded “No”, and 7% (8) responded “Yes”.

Level of Education

Adult respondents were asked about their level of education. Comparison results over the past 4 years 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 5 years.

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

	2016	2017	2018	2019	2020
MH Services	84% (53)	92% (93)	85% (115)	81% (133)	79% (85)
SA Services	2% (1)	1% (1)	1% (2)	2% (3)	3% (3)
Both MH and SA Services	14% (9)	7% (7)	14% (19)	17% (28)	19% (20)

Living Environment

Adult consumers were asked about their current living environment. Chart E compares reported living environments of adults who completed the survey over the past 5 years.

Chart E: Living Environment

	2016	2017	2018	2019	2020
My own home or apartment	83% (29)	96% (43)	74% (59)	76% (53)	79%(41)
Supervised/supported apartment	0	0	1% (1)	1% (1)	2%(1)
Residential facility	0	0	3% (3)	1% (1)	2%(1)
Boarding house	0	0	0	0	0
Homeless or homeless shelter	3% (1)	0	3% (2)	4% (3)	0
Other	14% (5)	4% (2)	20% (16)	17% (12)	17%(9)

*“The services I receive are awesome. I have a trusting team.
My team works with me on a number of issues. Wouldn't change a thing.”*
- Adult CCS Consumer

Adult Satisfaction Survey

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 Agree to 5=Strongly Disagree**. 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

57 adult surveys were completed regionally. Chart F provides summary statistics. 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.*

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

Chart F. Averages and Percentages for Adult Satisfaction Survey

	Overall Average	Scale 1 - Satisfaction	Scale 2 - Participation	Scale 3 - Access	Scale 4 - Outcomes	Scale 5 - Functioning	Scale 6 - Connectedness	Scale 7 - Quality
Average for All Consumers	1.8	1.6	1.7	1.7	2.1	2.1	2.2	1.7
Percent w/ More Positive Experience	98.2%	91.2%	87.0%	89.3%	78.6%	85.7%	61.8%	96.5%
Percent w/ Mixed Experience	1.8%	3.5%	13.0%	8.9%	17.9%	8.9%	32.7%	1.8%
Percent w/ Less Positive Experience	0.0%	5.3%	0.0%	1.8%	3.6%	5.4%	5.5%	1.8%
Number of Valid Responses	56	57	54	56	56	56	55	57

A more detailed breakdown of the results across each scale can be found in the tables beginning on the next page.

The tables that follow provide summaries of each of the questions from the 7 scales of the adult survey.

The following rating scale can be used to interpret the average scores. A lower average represents a more positive experience, and a higher average represents a less positive experience.

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

Scale 1 - Satisfaction		
These items describe an adult’s overall level of satisfaction with their services. The satisfaction scale was constructed for all individuals who responded to at least two of the following questions:	Ave Score	% Strongly Agree or Agree
1. I like the services that I received.	1.5	94.7%
2. If I had other choices, I would still get services from the same agency	1.6	94.4%
3. I would recommend the same agency to a friend or family member.	1.6	91.1%

Scale 2 - Participation		
These items describe how well an adult was integrated into treatment planning. The participation scale was constructed for all individuals who responded to both of these items:	Ave Score	% Strongly Agree or Agree
11. I felt comfortable asking questions about my treatment and medication	1.7	89.1%
17. I, not staff, decided my treatment goals.	1.6	94.6%

Scale 3 - Access		
These items describe the perceived ease with which an adult obtained their services. The access scale was constructed for all individuals who responded to at least four of these items:	Ave Score	% Strongly Agree or Agree
4. The location of services was convenient (parking, public transportation, distance, etc.).	1.7	89.5%
5. Staff was willing to see me as often as I felt it was necessary.	1.5	91.1%
6. Staff returned my calls in 24 hours	1.7	89.5%
7. Services were available at times that were good for me.	1.5	98.2%
8. I was able to get all the services I thought I needed.	1.6	92.9%
9. I was able to see a psychiatrist when I wanted to.	2.0	75.5%

Scale 4 - Outcomes		
These items are prefaced with the following phrase: “As a direct result of the mental health or substance use services I received,...” and describe the treatment-related improvements in an adult’s life. The outcomes scale was constructed for all individuals who responded to at least six of these items:	Ave Score	% Strongly Agree or Agree
21. I deal more effectively with daily problems.	1.9	82.1%
22. I am better able to control my life.	1.9	85.7%
23. I am better able to deal with crisis.	1.9	83.6%
24. I am getting along better with my family.	2.1	81.8%
25. I do better in social situations.	2.3	67.9%
26. I do better in school and/or work.	2.3	69.7%
27. My housing situation has improved.	2.1	69.2%
28. My mental illness symptoms are not bothering me as much.	2.4	66.1%

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

Scale 5 - Functioning		
This functioning scale is conceptually very similar to and overlaps with the outcomes scale, but is sufficiently distinct to merit its own domain. The functioning scale was constructed for all individuals who responded to at least three of these items:	Ave Score	% Strongly Agree or Agree
28. My mental illness symptoms are not bothering me as much.	2.4	66.1%
29. I do things that are more meaningful to me.	2.0	78.6%
30. I am better able to take care of my needs.	1.9	89.3%
31. I am better able to handle things when they go wrong.	2.0	80.4%
32. I am better able to do things that I want to do.	2.2	71.4%

Scale 6 - Connectedness		
These items describe the extent to which individuals are socially connected, have “natural supports” in place—family, friends, and acquaintances—to help bolster and sustain recovery. The connectedness scale was constructed for all individuals who responded to at least three of these items:	Ave Score	% Strongly Agree or Agree
33. I am happy with the friendships I have.	2.3	72.7%
34. I have people with whom I can do enjoyable things.	2.0	79.6%
35. I feel I belong in my community.	2.4	63.0%
36. In a crisis, I would have the support I need from family or friends.	2.1	78.2%

Scale 7 - Quality		
These items describe the perceived cultural sensitivity of providers. The culture scale was constructed for all individuals who responded to at least six of these items:	Ave Score	% Strongly Agree or Agree
10. Staff believed that I could grow, change and recover.	1.6	96.5%
12. I felt free to complain.	1.7	87.5%
13. I was given information about my rights.	1.5	94.5%
14. Staff encouraged me to take responsibility for how I live my life.	1.6	93.0%
15. Staff told me what side effects to watch out for.	2.1	70.8%
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	1.6	94.6%
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	1.5	96.1%
19. Staff helped me obtain the information I needed so that I could take charge of managing my mental illness.	1.5	96.4%
20. I was encouraged to use consumer-run programs (support groups, drop in centers, crisis phone line, etc.).	1.9	74.5%

I enjoy working w/ everyone and I feel respected by everyone currently on my team.

- Adult CCS Consumer

Youth and Family Satisfaction Surveys

Caregivers of children ages 12 and younger were asked to fill out the **Family Survey** on behalf of their child; and when appropriate, consumers ages 13-17 were asked to directly fill out the **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

33 Youth Surveys, and 30 Family Surveys were completed. Chart G provides summary statistics, comparing results from the two 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.*

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

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	1.6	1.7	1.6	1.6	1.6	1.5	1.6	1.5
Percent w/ More Positive Experience	97.0%	96.6%	81.8%	83.3%	97.0%	90.0%	90.9%	90.0%
Percent w/ Mixed Experience	3.0%	0.0%	18.2%	13.3%	3.0%	10.0%	9.1%	6.7%
Percent w/ Less Positive Experience	0.0%	3.4%	0.0%	3.3%	0.0%	0.0%	0.0%	3.3%
Number of Valid Responses	33	29	33	30	33	30	33	30

	Scale 4 - Culture		Scale 5 - Outcomes		Scale 6 - Social Connectedness	
	Youth	Family	Youth	Family	Youth	Family
Average for All Consumers	1.4	1.2	2.0	2.1	1.5	1.8
Percent w/ More Positive Experience	96.9%	100.0%	78.8%	62.1%	97.0%	86.2%
Percent w/ Mixed Experience	3.1%	0.0%	18.2%	34.5%	3.0%	13.8%
Percent w/ Less Positive Experience	0.0%	0.0%	3.0%	3.4%	0.0%	0.0%
Number of Valid Responses	32	23	33	29	33	29

A more detailed breakdown of the results across each scale can be found in the tables beginning on the next page.

The tables that follow provide summaries of each of the questions from the 6 scales of both the youth and family surveys.

The following rating scale can be used to interpret the average scores. A lower average represents a more positive experience, and a higher average represents a less positive experience.

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

Scale 1 - Satisfaction	Youth		Family	
	Ave Score	% Strongly Agree or Agree	Ave Score	% Strongly Agree or Agree
These questions describe a youth’s overall level of satisfaction with their services. The satisfaction scale was constructed for all individuals who responded to at least four of these questions:				
1. Overall, I am satisfied with the services I received.	1.4	97.0%	1.5	90.0%
4. The people helping me stuck with me no matter what.	1.5	93.9%	1.3	96.7%
5. I felt I had someone to talk to when I was troubled.	1.8	81.8%	1.5	93.3%
7. The services I received were right for me.	1.5	87.9%	1.7	80.0%
10. I got the help I wanted.	1.6	90.9%	1.7	83.3%
11. I got as much help as I needed.	1.7	87.9%	1.7	83.3%

Scale 2 - Participation	Youth		Family	
	Ave Score	% Strongly Agree or Agree	Ave Score	% Strongly Agree or Agree
These questions describe how well a youth was integrated into treatment planning. The participation scale was constructed for all individuals who responded to at least two of these questions:				
2. I helped to choose my services.	1.8	78.8%	1.5	96.7%
3. I helped to choose my treatment goals.	1.4	100.0%	1.4	93.3%
6. I participated in my own treatment.	1.5	96.9%	1.5	93.3%

Scale 3 - Access	Youth		Family	
	Ave Score	% Strongly Agree or Agree	Ave Score	% Strongly Agree or Agree
These questions describe the perceived ease with which a youth obtained their mental health and/or substance use services. The access scale was constructed for all individuals who responded to both of these questions:				
8. The location of services was convenient for us.	1.5	97.0%	1.5	93.3%
9. Services were available at times that were convenient for us.	1.6	93.9%	1.5	90.0%

Scale 4 - Culture	Youth		Family	
	Ave Score	% Strongly Agree or Agree	Ave Score	% Strongly Agree or Agree
These questions describe the perceived cultural sensitivity of providers. The culture scale was constructed for all individuals who responded to at least three of these questions:				
12. Staff treated me with respect.	1.4	97.0%	1.2	93.1%
13. Staff respected my family’s religious or spiritual beliefs.	1.4	96.8%	1.1	100.0%
14. Staff spoke with me in a way that I understood.	1.4	97.0%	1.3	89.7%
15. Staff were sensitive to my cultural or ethnic background.	1.5	93.3%	1.1	100.0%

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

Scale 5 – Outcomes	Youth		Family	
	Ave Score	% Strongly Agree or Agree	Ave Score	% Strongly Agree or Agree
These questions are prefaced with the following phrase: “As a direct result of the mental health or substance use services I received,...” and describe the perceived treatment-related improvements in a youth’s life. The outcomes scale was constructed for all individuals who responded to at least five of these questions:				
16. My child is better at handling daily life.	1.8	90.9%	2.0	72.4%
17. My child gets along better with family members.	2.0	75.0%	2.2	67.9%
18. My child gets along better with friends and other people.	1.9	81.3%	2.2	65.5%
19. My child is doing better in school and/or work.	2.1	72.7%	2.1	69.0%
20. My child is better able to cope when things go wrong.	2.0	78.8%	2.3	62.1%
21. I am satisfied with our family life right now.	1.9	84.8%	2.1	75.9%
22. My child is better able to do things he/she wants to do.	1.9	81.8%	1.9	82.8%

Scale 6 – Social Connectedness	Youth		Family	
	Ave Score	% Strongly Agree or Agree	Ave Score	% Strongly Agree or Agree
These questions describe the extent to which youth are socially connected, have “natural supports” in place—family, friends, and acquaintances—to help bolster and sustain recovery. The connectedness scale was constructed for all individuals who responded to at least three of these questions:				
23. I know people who will listen and understand me when I need to talk.	1.5	100.0%	1.7	96.6%
24. I have people that I am comfortable talking with about my problems.	1.6	90.9%	1.6	96.6%
25. In a crisis, I would have the support I need from family or friends.	1.5	97.0%	1.9	86.2%
26. I have people with whom I can do enjoyable things.	1.5	97.0%	1.9	79.3%

“With everyone that has helped me, I’m glad they were there. I would have not lived to see this day.”

- Youth CCS Consumer

“I am very pleased about the team that is helping my family!!”

- Caregiver of a Youth CCS Consumer