



# Client Perception of Care: Dane County Mental Health System

January 1, 2018 – August 31, 2018



July 2019

# Introduction

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## I. Background

Through contracts with purchase of service (POS) agencies, Dane County Department of Human Services provides publicly-funded mental health services to persons who have no other resources for those services.

## II. Study Purpose

The purpose of the survey was to measure client perception of the mental health services received with the goal of using this input toward providing the best possible system of care with available resources.

## III. Data Collection

### Measures

The 36-item MHSIP (Mental Health Statistics Improvement Project) adult survey was used. This instrument was developed as one of several instruments to measure the domains, concerns, and indicators of the MHSIP Consumer-Oriented Report Card which was developed by a task force of consumers, family members, researchers, federal, state, and local mental health agency representatives. It has been tested for reliability and validity. It measures consumer perception of care across the domains of access, quality/appropriateness of services, participation in treatment and planning, outcomes, social connectedness, functioning, and overall satisfaction. It is used by over 50 states and territories, including Wisconsin, with the results reported as part of the Center for Mental Health Services (CMHS) Uniform Reporting System (URS).

Each domain is comprised of a set of statements to which the individual is asked, using a 5-point Likert scale, to indicate whether they strongly agree (1), agree (2), neutral (3), disagree (4), strongly disagree (5), or not applicable (0).

In scoring the MHSIP:

- Ratings of not applicable (0) are recoded as missing values.
- Respondents with more than 1/3 of the items missing are excluded.
- The means of the items are then calculated for each respondent.
- The percent of scores less than 2.5 (percent agree and strongly agree) are then calculated.

The numerator is the total number of respondents with an average scale score < 2.5.

The denominator is the total number of respondents.

The statements comprising each of the domains and their corresponding number on the survey are:

*Satisfaction Domain*

1. I like the services that I received here.
2. If I had other choices, I would still get services from this agency.
3. I would recommend this agency to a friend or family member.

*Access Domain*

4. The location of the services was convenient (parking, public transportation, distance, etc.)
5. Staff were willing to see me as often as I felt it was necessary.
6. Staff returned my call in 24 hours.
7. Services were available at times that were good for me.
8. I was able to get all of the services I thought I needed.
9. I was able to see a psychiatrist when I wanted to.

*Quality and Appropriateness Domain*

10. Staff here believe I can grow, change, and recover.
12. I felt free to complain.
13. I was given information about my rights.
14. Staff encouraged me to take responsibility for how I live my life.
15. Staff told me what side effects to watch for.
16. Staff respected my wishes about who was and was not to be given information about my treatment.
18. Staff were sensitive to my cultural/ethnic background (race, religion, language, etc).

19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, etc.)

*Participation in Treatment Domain*

11. I felt comfortable asking questions about my treatment and medication.
17. I, not staff, decided my treatment goals.

*Outcomes Domain*

21. I deal more effectively with daily problems.
22. I am better able to control my life.
23. I am better able to deal with crisis.
24. I am getting along better with my family.
25. I do better in social situations.
26. I do better in school and/or work.
27. My housing situation has improved.
28. My symptoms are not bothering me as much.

*Functioning Domain*

29. I do things that are more meaningful to me.
30. I am better able to take care of my needs.
31. I am better able to handle things when they go wrong.
32. I am better able to do things that I want to do.

*Social Connectedness Domain*

33. I am happy with the friendships I have.
34. I have people with whom I can do enjoyable things.
35. I feel I belong in my community.
36. In a crisis, I would have the support I need from family or friends.

Translation

The survey was made available in Hmong and Spanish in addition to English.

### Survey Population

A query in InfoMaker was used by the Senior Program Analyst in the Planning and Evaluation Unit with DCDHS to pull a listing of all mental health clients in the DCDHS Information System who received services between January 1, 2018 and August 12, 2018. This was generated on August 20, 2018 as an Excel spreadsheet.

From this spreadsheet, 43 rows were cut where the client was identified as having a mental illness but the service was unrelated to the mental illness. Examples were persons with a primary diagnosis of developmental disabilities who received transportation services from Transit Solutions or Sound Response Systems from Night Owl Support Systems, LLC. Court-ordered evaluation services (185 rows) provided by RISE were excluded as the agency contracts out the service and the client typically does not recognize that the one-time service was provided by RISE Wisconsin, Inc. Housing assistance (97 rows) provided by Housing Initiatives, Inc. was also excluded as the survey questions would not relate to the service provided.

List of clients were then sorted by the agency that provided services. The lists, along with a Frequently Asked Questions (FAQ) document on the survey, were sent August 23, 2018 to agencies asking them to update the addresses for their clients and to add any missing clients served in August. Lists were returned from all agencies/programs by September 17, 2018. As the lists were returned, the database with the clients was updated.

The data from the spreadsheets were updated into a “master” spreadsheet that was “cleaned.”

Of the original 4,105 rows of services representing 2,585 unduplicated persons, 12 rows representing eleven (11) unduplicated clients were cut as the individual had passed away.

A table of random numbers was generated in Excel for each listed participant. These were sorted from lowest to highest. These were examined based on the criteria of: Dane County resident; inclusion would not result in more than two surveys being sent to the same client; not a duplicate service, i.e., client had more than one episode of service with the same service; address was available; survey was not for a similar service that would be difficult for the client to recognize as unique, for example receiving day treatment and case management from Yahara House. As seen in Table 1, this resulted in 370 rows of services being cut.

**Table 1:** Reason Rows of Clients Were Not Included in Sample

Reason Cut	Number	Percent
No valid address available	77	20.8
Survey would be for similar program	139	37.6
Survey would result in more than 2 surveys being sent to the same client	154	41.6
Total	370	100.0

The 1,800 names associated with the lowest scores that met the criteria were then identified to be a part of the survey. This was later dropped to 1,681 due to: deciding that the questions would not be relevant for persons receiving services from Housing Initiatives (31); a decision to exclude Kajsia House as the service was due to be cut in 2019 (87); and sending the survey would result in more than 2 surveys being sent to the same client (1).

A mail merge with Word was created for the mailing labels.

As clients may have received multiple services, a client could potentially receive more than one survey. Efforts were made to refrain from sending a client more than two surveys or more than a single survey for a similar program from the same agency. For clients who received more than one survey, each was sent in a separate envelope along with a slip of paper with verbiage explaining that they may have received a service from another agency and asking them to complete the second survey.

#### Survey Method

A total of 1,681 survey forms were mailed October 26, 2018.

To assist with maintaining confidentiality, survey forms were sent out in plain envelopes that simply had a P.O. Box 45962 return address. The survey form indicated, "Please accept our apologies if this survey was sent to you in error and you did not receive services." Postage-paid, pre-addressed, business reply envelopes were enclosed.

An incentive of a \$5.00 gift card to Walmart was included with the mailing. This incentive was to thank respondents for taking the time to complete and return the survey and to encourage their participation.

Forms returned with bad addresses, with a forwarding address indicated, were re-mailed until two weeks prior to the final due date.

Of the 274 survey forms returned with bad addresses, 165 (60%) were from persons served by Journey. The disposition with the number of survey forms mailed and those returned with bad addresses may be found in Table 2 on the following page.

#### Client Confidentiality

Potential respondents were assured of their confidentiality, but not their anonymity – since by having their name and address, their identity was known for mailing purposes. Survey results were kept separate from any service records. Information from the surveys is being released in aggregate form.

Each survey form had a 1-4 digit tracking number associated with it that was associated with the demographics of the potential respondent. This was to assist with any second mailings, to keep from asking clients information already known to the Department, and to reduce the length of the survey.

**Table 2:** Surveys by Disposition by Agency

Agency	Survey Forms Mailed	Survey Envelopes Returned with Bad Addresses and Not Re-mailed	Surveys to Clients
Chrysalis, Inc.	45	3	42
Dodge County Clearview Long Term Care and Rehabilitation	1	0	1
Employment Resources, Inc.	47	15	32
Goodwill Industries of South Central WI, Inc.	23	5	18
Heartland Health Outreach, Inc.	18	1	17
Integrity Residential Services	3	1	2
Journey Mental Health Center, Inc.	1,169	165	1,004
Lutheran Social Services of WI & Upper Michigan, Inc.	22	8	14
Mendota Mental Health Institute (Inpatient)	3	2 <sup>1</sup>	1
Meriter Hospital, Inc.	1	0	1
Porchlight, Inc.	4	1	3
SOAR Case Management Services, Inc.	55	12	43
SSM Health Care of Wisconsin, Inc. (St Mary's Hospital)	3	0	3
State of Wisconsin – PACT Program	68	4	64
Tellurian U.C.A.N., Inc.	148	40	108
Trempeleau County Health Care	2	0	2

<sup>1</sup> One individual was deceased.

Agency	Survey Forms Mailed	Survey Envelopes Returned with Bad Addresses and Not Re-mailed	Surveys to Clients
University Health Care, Inc.	2	2	0
Winnebago Mental Health Center	26	5	21
Women in Transition, Inc.	12	0	12
YWCA of Madison, Inc.	31	11	20
Total	1,681	275	1,407

**Table 3: Response Rate by Agency**

Agency	Surveys to Clients	Surveys Returned	Surveys Excluded	Useable Surveys	Response Rate (Percent)
Chrysalis, Inc.	42	11	0	11	26.2
Dodge County – Clearview	1	0	0	0	0.0
Employment Resources	32	5	0	5	15.6
Goodwill Industries	18	4	0	4	22.2
Heartland Health Outreach	17	4	0	4	23.5
Integrity Residential	2	0	0	0	0.0
Journey Mental Health Ctr.	1,004	240	7	233	23.2
Lutheran Social Services	14	2	0	2	14.3
Mendota MHI	1	1	1	1	100.0
Meriter Hospital, Inc.	1	1	0	1	100.0
Porchlight	3	1	0	1	33.3
SOAR Case Management	43	12	3	9	20.9
SSM Health Care	3	1	0	1	33.3
State of WI - PACT	64	12	0	12	18.8
Tellurian U.C.A.N., Inc.	108	18	0	18	16.7
Trempeleau County	2	0	0	0	0.0
University Health Care	0	0	0	0	0.0
Winnebago MHI	21	4	0	4	19.0
Women in Transition	12	4	0	4	33.3
YWCA of Madison	20	1	0	1	5.0
Total	1,407	322	11	311	22.1

As seen in Table 3, the overall response rate was 22.1%, a response rate of 20% is considered acceptable for a one-time mail survey. There was considerable variation among agencies.

In addition, at initial blush the survey respondents were not representative on most basic demographics of the overall clients to be served. To account for this, a random stratified sample was pulled. This is further delineated in Table 4 that follows.

**Table 4: Response Rate by Agency**

Agency	Number of Clients Served	Percent of Clients Served	Useable Surveys	Surveys Included in Stratified Sample	Percent of Surveys Included in Stratified Sample
Chrysalis, Inc.	76	3.0	11	10	3.9
Dodge County – Clearview	2	0.1	0	0	0.0
Employment Resources	112	4.4	5	5	2.0
Goodwill Industries	29	1.2	4	4	1.6
Heartland Health Outreach	38	1.5	4	3	1.2
Integrity Residential	4	0.2	0	0	0.0
Journey Mental Health Ctr.	1,833	72.8	233	190	74.5
Lutheran Social Services	14	0.6	2	2	0.8
Mendota MHI	8	0.3	1	0	0.0
Meriter Hospital, Inc.	3	0.1	1	0	0.0
Porchlight	8	0.3	1	1	0.4
SOAR Case Management	73	2.9	9	7	2.7
SSM Health Care	7	0.3	1	2	0.8
State of WI - PACT	113	4.5	12	9	3.5
Tellurian U.C.A.N., Inc.	109	4.3	18	14	5.5
University Health Care	7	0.3	0	0	0.0
Winnebago MHI	19	0.8	4	4	1.6
Women in Transition	7	0.3	4	3	1.2
YWCA of Madison	55	2.2	1	1	0.4
Total	2,517	100.1 <sup>2</sup>	311	255	100.1 <sup>3</sup>

Due to the reduction in the number of surveys in the stratified sample, at a 95% confidence level, the confidence interval (margin of error) is 5.83 rather than the preferred 5.0.

<sup>2</sup> Column total does not equal 100% due to rounding.

<sup>3</sup> Column total does not equal 100% due to rounding.

## Findings

Data were analyzed by the Senior Program Analyst in the Planning and Evaluation Unit of Dane County Department of Human Services.

Findings are presented in the following sections of the report:

- Demographics
- Overall Perception of Care
- General Satisfaction with Services
- Access
- Quality and Appropriateness
- General Satisfaction on Key Items
- Participation in Treatment
- Outcomes
- Functioning
- Social Connectedness
- System Integration
- Results by Provider

Briefly, the findings include:

- a. Overall, 77% of survey respondents reported positively regarding their general satisfaction with services.
- b. Based on the domain scores, survey respondents reported positively on the quality and appropriateness of services (73%), access to services (68%), participation in treatment (63%), and social connectedness (63%). Smaller percentages of respondents reported positively that as a direct result of services, they experienced improved outcomes (63%) and functioning (61%).
- c. As a direct result of the services received, respondents agreed/strongly agreed that they were better able to deal more effectively with daily problems (70%), control their life (70%), and were better able to deal with crisis (65%).

- d. Dane County respondents to the 2018 survey were less positive on every domain than persons served by the publicly funded mental health systems throughout the United States based on surveys administered in 2017 and the data compiled by the Center for Mental Health Services (CMHS) Uniform Reporting System (URS) for all States that administered the MHSIP.
- e. There were significant differences regarding the perception of care by domain based on gender, race/ethnic status, and diagnosis classification:
- Males (72%) were significantly more likely than females (54%) to report positively regarding social connectedness as a direct result of the services received.
  - Persons of Color (88%) were significantly more positive in their perceptions on the domains of satisfaction, access, participation in treatment, and functioning than their White counterparts.
  - Respondents with an Anxiety Disorder (38%) were significantly less likely to rate items on the access domain positively compared with those with a disorder classified as Schizophrenia Spectrum and Other Psychotic Disorder (76%).
  - In terms of improved functioning as a direct result of services, respondents with Schizophrenia Spectrum and Other Psychotic Disorders were significantly more positive (69%) than those with Depressive Disorders (41%) or Trauma and Stressor Disorders (48%).
- f. Survey respondents who rated their general satisfaction positively were significantly more likely to agree/strongly agree that:
- I was able to get all the services I thought I needed;
  - Staff were willing to see me as often as I felt it was necessary;
  - Services were available at times that were good for me;
  - Staff helped me obtain the information I needed so that I could take charge of managing my illness;
  - I felt free to complain;
  - I was able to see a psychiatrist when I wanted to.

#### **IV. Limitations**

There are a number of limitations that are inherent in a study of this nature:

- The study was conducted by staff from the Planning and Evaluation Unit with the Dane County Department of Human Services rather than an independent third party.
- Persons in the Cambodian Temple Program of Journey Mental Health Center did not receive translated survey forms.

#### **V. Future Studies**

In future studies, it will be important to:

- Provide a translator for clients in the Cambodian Temple Program.
- Consider doing a second mailing or other actions to increase the response rate.

#### **VI. Next Steps**

The Mental Health Adult Community Services Manager, Mary Grabot, will meet individually with agencies/programs that were not rated as highly as their peers.

This information will be shared with:

- County staff
- Service Providers
- Health and Human Needs (HHNC) Committee
- General public via posting on the DCDHS web site.

# Demographics

During the period of January 1, 2018 through August 31, 2018, 2,517 unduplicated clients received 4,022 services through the publicly funded Dane County mental health system. A total of 1,681 surveys were mailed out to 1,404 unduplicated persons; 284 unduplicated individuals returned one or more surveys.<sup>4</sup> Of those, a stratified sample of 276 surveys from 255 unduplicated individuals were included for this analysis.

Respondents in the stratified sample were representative of the population served in terms of gender, race, and age group at the time of the survey.

While survey respondents were less likely to be male (49%) than the clients served (51%), this was not statistically significant.<sup>5</sup>

Whites (71%) were more likely to respond to the survey than their numbers among the clients served (64%) and persons from other racial/ethnic backgrounds. Based on the stratified sample, this was not statistically significant.<sup>6</sup>

<sup>4</sup> This includes 4 respondents with unknown demographics.

<sup>5</sup>  $\chi^2 = 0.0667844$ ,  $df = 1$ ,  $p < .05$

<sup>6</sup>  $\chi^2 = 12.424181$ ,  $df = 6$ ,  $p < .05$

**Table 5:** Demographics of Survey Respondents Included for Analysis Compared with Clients Served January 1, 2018 through August 31, 2018 and with Surveys Mailed (All Unduplicated)

Characteristic	Clients Served		Surveys Mailed		Stratified Sample	
	No.	Percent	No.	Percent	No.	Percent
<b>Gender</b>						
Female	1,247	49.5	663	47.2	127	49.8
Male	1,270	50.5	741	52.8	125	49.0
Unknown	0	0.0	0	0	3	1.2
Total	2,517	100.0	1,404	100.0	255	100.0
<b>Race/Ethnicity</b>						
Asian	243	9.7	72	5.1	13	5.1
Afr. Amer/Black	399	15.9	238	17.0	35	13.7
Hispanic/Latinx	169	6.7	99	7.1	10	3.9
Multi	73	2.9	41	2.9	11	4.3
Native American	17	0.7	8	0.6	2	0.8
Pacific Islander	3	0.1	2	0.1	0	0.0
White	1,608	63.9	939	66.9	181	71.0
Unknown	5	0.2	5	0.4	3	1.2
Total	2,517	100. <sup>7</sup>	1,404	100.1 <sup>8</sup>	255	100.0
<b>Age at Survey (10/26/2018)</b>						
17 & Under	12	0.5	7	0.5	2	0.8
18 & 19	28	1.1	15	1.1	3	1.2
20-24	167	6.6	107	7.6	9	3.5
25-29	241	9.6	151	10.8	23	9.0
30-34	250	9.9	143	10.2	19	7.5
35-39	244	9.7	121	8.6	18	7.1
40-44	222	8.8	128	9.1	19	7.5
45-49	264	10.5	161	11.5	32	12.5

<sup>7</sup> Will not equal 100% due to rounding.

<sup>8</sup> Will not equal 100% due to rounding.

No significant differences were seen between the clients served and those in the stratified sample based on age group.<sup>9</sup>

However, a significant difference was seen when the age groups were collapsed into Generations based on the year the individual was born. Baby Boomers (born 1946-1964, age 54-72) were significantly more likely to respond to the survey than Millennials (born 1981-2000, age 18-37).<sup>10</sup>

**Table 5:** Demographics of Survey Respondents Included for Analysis Compared with Clients Served January 1, 2018 through August 31, 2018 and with Surveys Mailed (All Unduplicated)

Characteristic	Clients Served		Surveys Mailed		Stratified Sample	
	No.	Percent	No.	Percent	No.	Percent
50-54	245	9.7	136	9.7	29	11.4
55-59	281	11.2	157	11.2	44	17.3
60-64	247	9.8	144	10.3	33	12.9
65-69	149	5.9	75	5.3	11	4.3
70-74	87	3.5	35	2.5	5	2.0
75-79	39	1.5	11	0.8	3	1.2
80-84	20	0.8	5	0.4	2	0.8
85-89	11	0.4	5	0.4	0	0.0
90-94	3	0.1	0	0.0	0	0.0
95-99	2	0.1	0	0.0	0	0.0
100+	3	0.1	1	0.1	0	0.0
Unknown	2	0.1	2	0.1	3	1.2
Total	2,517	99.9 <sup>11</sup>	1,404	100.2 <sup>12</sup>	255	100.2 <sup>13</sup>
<b>Generation<sup>14</sup></b>						
Gen Z or iGen (born 2001-2013)	12	0.5	7	0.5	2	0.8
Millennial (born 1981-2000)	826	32.8	485	34.5	60	23.5
Generation X (born 1965-1980)	778	30.9	444	31.6	85	33.3
Baby Boomer (born 1946-1964)	792	31.5	431	30.7	98	38.4
Silent (1929-1945)	99	3.9	34	2.4	7	2.7
Greatest (1900-1928)	8	0.3	1	0.1	0	0.0
Unknown	2	0.1	2	0.1	3	1.2
Total	2,517	100.0	1,404	99.9 <sup>15</sup>	255	100.0 <sup>16</sup>

<sup>11</sup> Total will not equal 100% due to rounding.

<sup>12</sup> Total will not equal 100% due to rounding.

<sup>13</sup> Total will not equal 100% due to rounding.

<sup>14</sup> Samantha Ralphelson, *From GIs to Gen Z (Or is it iGen): How Generations Get Nicknames*, Wisconsin Public Radio, October 6, 2014, internet, accessed 13 December 2017.

<sup>9</sup>  $\chi^2 = 23.740831$ ,  $df = 5$ ,  $p < .05$

<sup>10</sup>  $\chi^2 = 12.366245$ ,  $df = 5$ ,  $p < .05$

The DCDHS Information System includes two sets of diagnosis codes - the ICD-9 codes used for persons whose services began prior to October 1, 2015 and the ICD-10 codes for those whose services began on or after October 1, 2015. Diagnosis codes used by providers when reporting services provided to clients were assigned a DSM-5 Classification.<sup>17</sup> A category of “All Other Disorders” was created to include: those with other classifications with small numbers of clients, such as for Neurodevelopmental Disorders (Intellectual Disabilities, ADHD, etc.), Substance-Related and Addictive Disorders, Neurocognitive Disorders (such as those attributable to Alzheimer’s Disease), Personality Disorders, and other Mental Disorders.

Respondents with a disorder classified as Schizophrenia Spectrum and Other Psychotic Disorders were significantly more likely to respond to the survey while those with a Trauma and Stressor-Related Disorder were less likely to respond.<sup>18</sup>

**Table 5:** Demographics of Survey Respondents Included for Analysis Compared with Clients Served January 1, 2018 through August 31, 2018 and with Surveys Mailed (All Unduplicated)

Characteristic	Clients Served		Surveys Mailed		Stratified Sample	
	No.	Percent	No.	Percent	No.	Percent
<b>Select DSM-5 Diagnosis Classifications</b>						
Anxiety Disorders	149	5.9	74	5.3	13	5.1
Bipolar and Related Disorders	341	13.5	184	13.1	43	16.9
Depressive Disorders	482	19.1	257	18.3	40	15.7
Schizophrenia Spectrum and Other Psychotic Disorders	805	32.0	544	38.7	109	42.7
Trauma and Stressor-Related Disorders	339	13.5	152	10.8	22	8.6
All Other Disorders	271	10.8	130	9.3	25	9.8
Unknown or Diagnosis Deferred	130	5.2	63	4.5	3	1.2
Total	2,517	100.0	1,404	100.0	255	100.0

<sup>15</sup> Total will not equal 100% due to rounding.

<sup>16</sup> Total will not equal 100% due to rounding.

<sup>17</sup> American Psychiatric Association, *Diagnostic and Statistical Manual of Mental Disorders*, Fifth Edition, Arlington, VA, American Psychiatric Association, 2013, p. xiii-xl.

<sup>18</sup>  $\chi^2 = 15.177334$ ,  $df = 5$ ,  $p < .05$

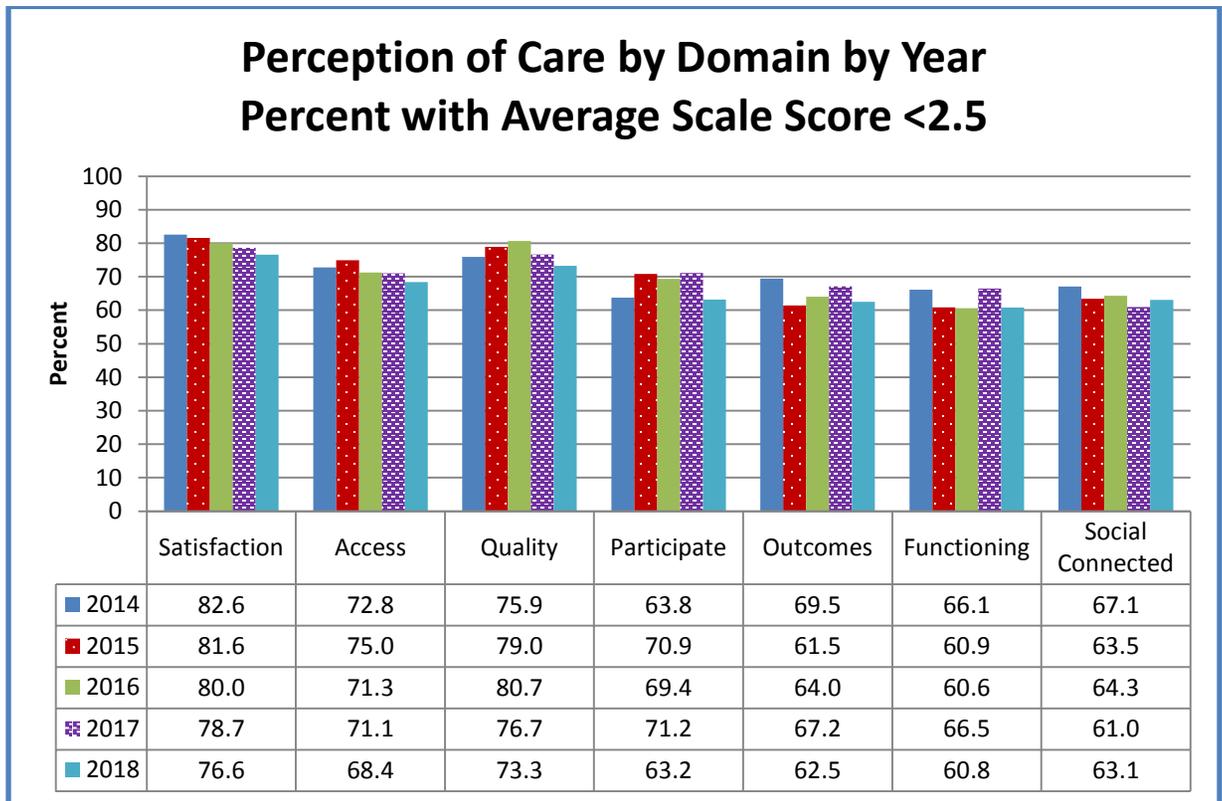
# Overall Perception of Care

The overall perception of care examines the percent of respondents with an average score less than 2.5 (agreeing or strongly agreeing) to the statements that comprised each of the domains: general satisfaction with services, access, quality and appropriateness of services, participation in treatment, outcomes, functioning, and social connectedness.

As seen in Graph 1, with the exception of Social Connectedness, the percent of respondents with an average scale score less than 2.5 decreased across the remaining domains compared with 2017. This decline is not statistically significant.

77% of survey respondents reported positively regarding their general satisfaction with services. This continues a five year decline from 83% in 2014, however, this is not statistically significant.<sup>19</sup>

**Graph 1:** Perception of Care by Domain by Year



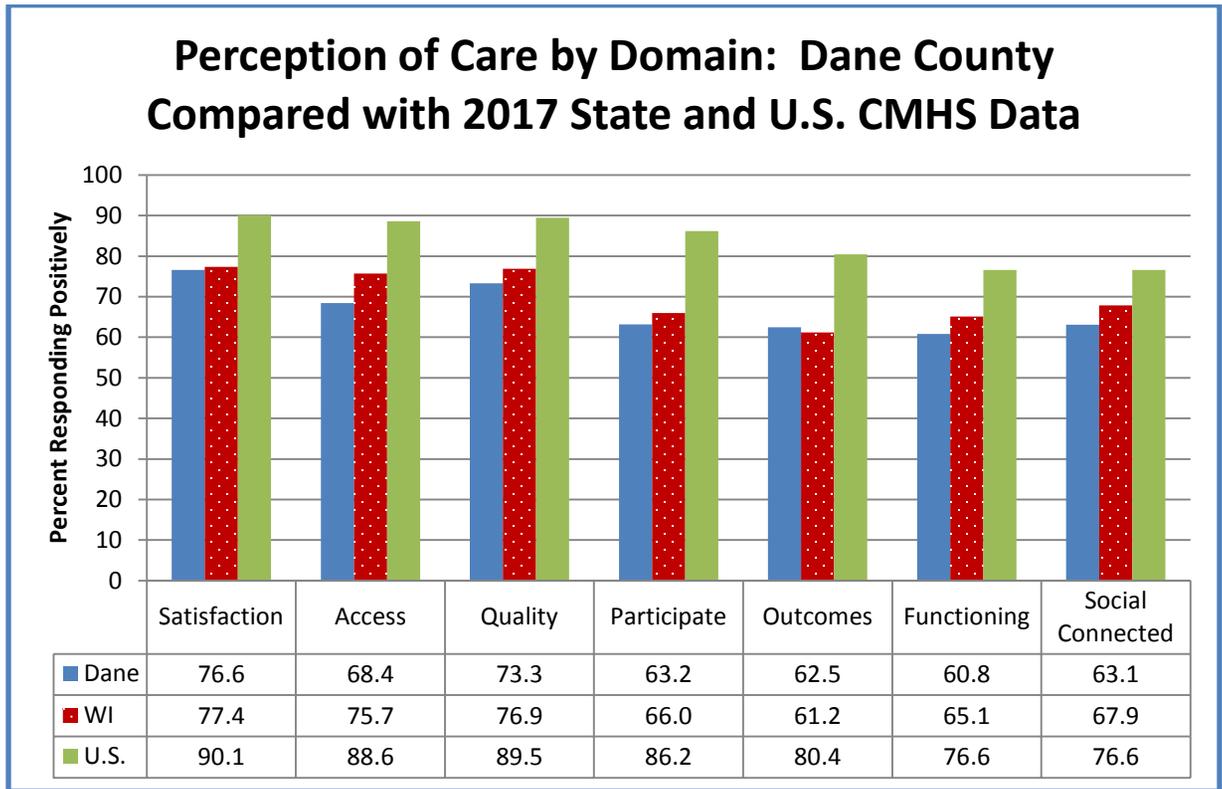
This represents the percentage of survey respondents agreeing or strongly agreeing with the items in the domain (% with a mean score less than 2.5)

<sup>19</sup>  $\chi^2 = 4.180784, df = 4, p < .05.$

Graph 2 provides a comparison of each domain with the surveys administered in 2017 by the State of Wisconsin and the data compiled by the Center for Mental Health Services (CMHS) Uniform Reporting System (URS) for all States that administered the MHSIP. The 2017 data at this time is the most recent available. Care should be taken in reviewing this information as the method of survey administration, the populations covered, and the samples selected vary considerably across states.

Respondents to the Dane County survey were less positive than persons served by the publicly funded mental health system throughout the United States in 2017 on **every** domain.

**Graph 2:** Perception of Care by Domain for Dane County Compared with 2017 Wisconsin and U.S. Adult Averages as Reported by the Center for Mental Health Services (CMHS) Uniform Reporting System (URS)



Source: Substance Abuse and Mental Health Services Administration, Center for Mental Health Services, *2018 CMHS Uniform Reporting System (URS) Table for Wisconsin*, web. 30 July 2019. Reporting period is 1/1/2017 – 12/31/2017.

This represents the percentage of survey respondents agreeing or strongly agreeing with the items in the domain (% with a mean score less than 2.5)

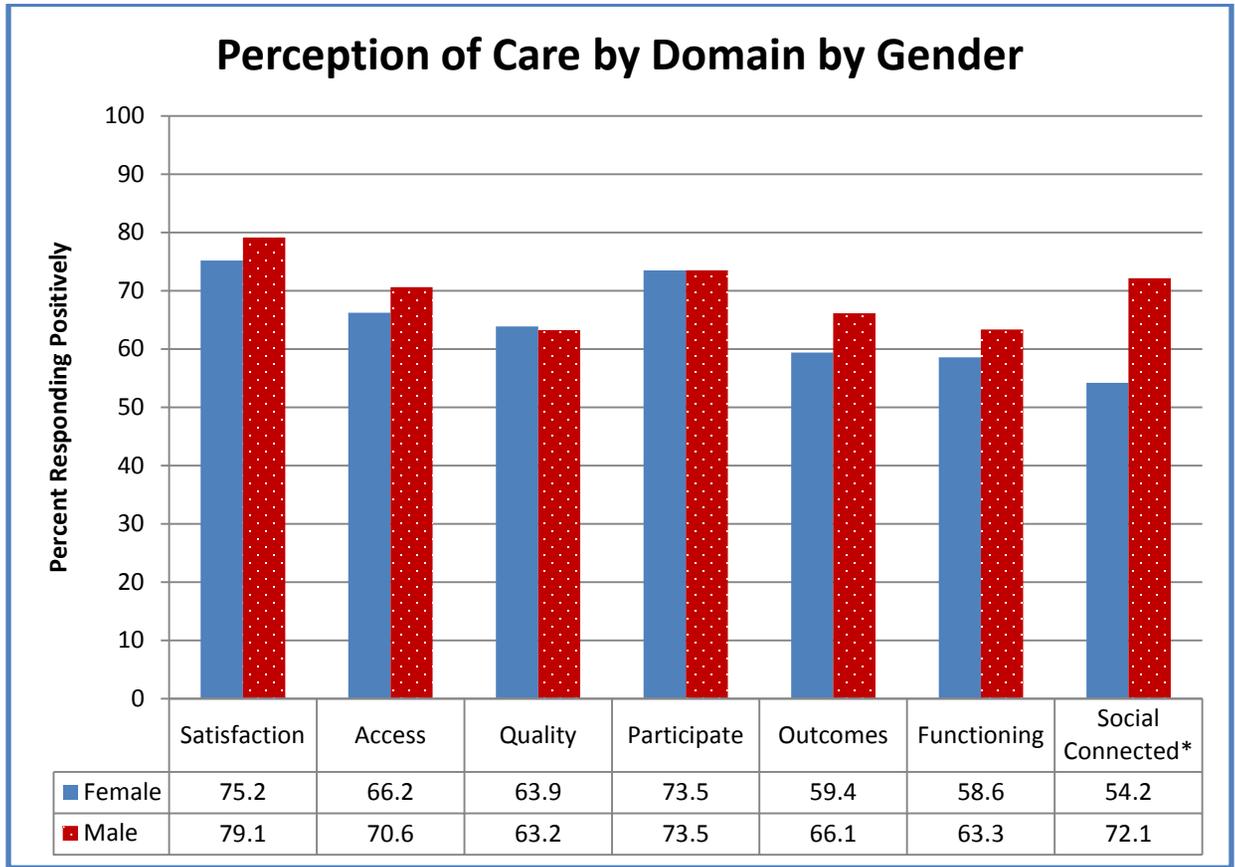
The role of gender as a factor in perception of care was examined.

On four of the domains – satisfaction, access, outcomes, and functioning - males were more likely to have a positive perception of care than females. These differences are not statistically significant.

There was no difference based on gender in how survey respondents rated participation in treatment. Equal percentages (73.5%) of males and females rated their comfort in asking questions about their treatment and medications and in deciding their treatment goals positively.

Males (72%) were significantly more likely than females (54%) to report positively regarding social connectedness as a direct result of the services received.<sup>20</sup> Social connectedness looks at friendships, people with whom the respondent could do enjoyable things, a sense of belonging in the community, and having needed support in a crisis.

**Graph 3:** Perception of Care by Domain by Gender



N – Female = 137; Male = 136 but will vary by domain based on number of respondents to the items that comprise each domain.

This represents the percentage of survey respondents agreeing or strongly agreeing with the items in the domain (% with a mean score less than 2.5). Asterisk (\*) indicates a significant difference.

<sup>20</sup>  $\chi^2 = 8.9363637, df = 1, p < .05$

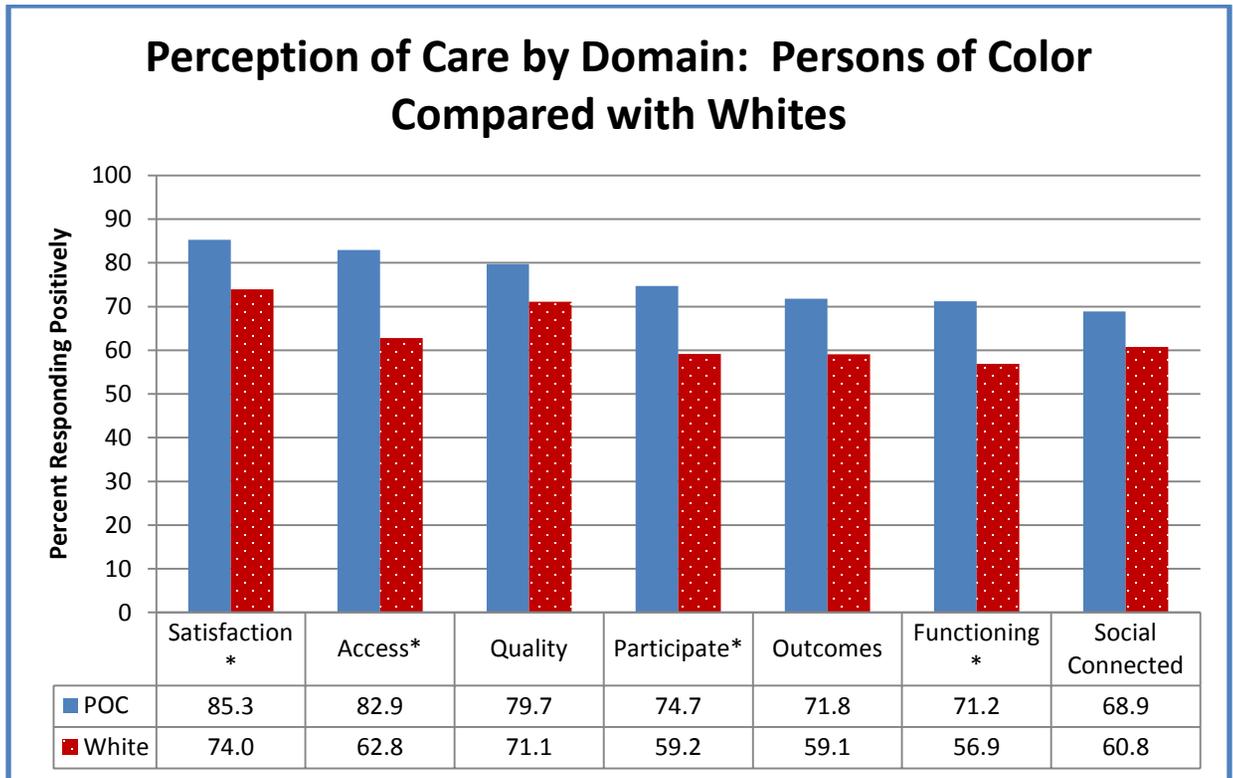
A comparison of the perception of care between Persons of Color – based on self-identification of African-American/Black, Asian, Hispanic/Latino, Native American, Pacific Islander race/ethnic status – and persons who identified themselves as White was conducted.

While Persons of Color reported more positively than Whites on the domains of quality and appropriateness of services, outcomes, and social connectedness, there was no statistical significant difference.

Persons of Color were significantly more positive in their perceptions on the domains of satisfaction, access<sup>21</sup>, participation in treatment<sup>22</sup>, and functioning<sup>23</sup> than their White counterparts.

Among Persons of Color, 83% rated positively their experiences with service access – in terms of convenience of location, services being available at good times, having staff return phone calls in 24 hours, being able to get the services they needed, and being able to see a psychiatrist when wanted. This contrasts to 63% of respondents who were White.

**Graph 4:** Perception of Care by Domain by Race/Ethnicity – Persons of Color Compared with Whites



N for Persons of Color = 76 and for Whites = 197 but will vary by domain.

This represents the percentage of survey respondents agreeing or strongly agreeing with the items in the domain (% with a mean score less than 2.5). Asterisk (\*) indicates a significant difference.

<sup>21</sup>  $\chi^2 = 10.273782, df = 1, p < .01.$

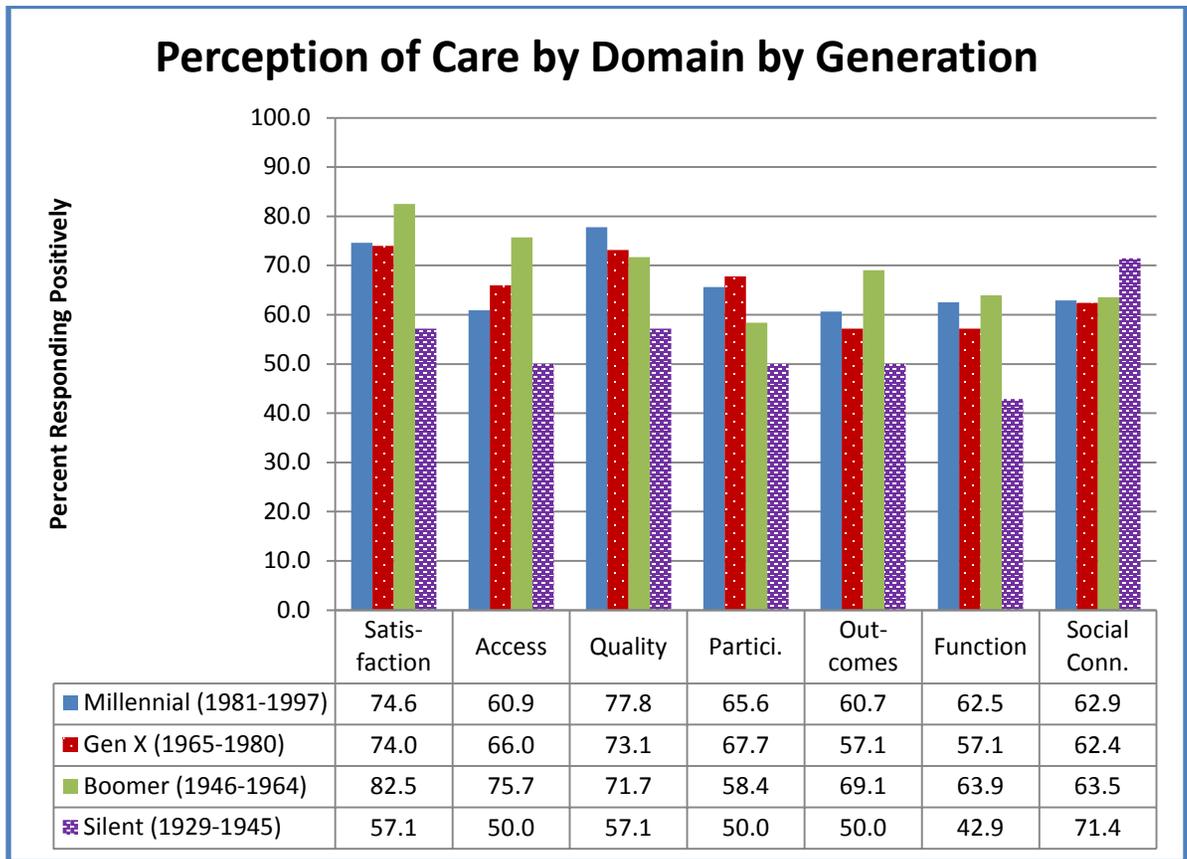
<sup>22</sup>  $\chi^2 = 5.5876048, df = 1, p < .05.$

<sup>23</sup>  $\chi^2 = 4.5278039, df = 1, p < .01.$

Perception of care was also examined on the basis of generation. Generation was based on the year in which the respondent was born, i.e., Silent Generation (1929-1945), Baby Boomer Generation (1946-1964), Generation X (1965-1980), and Millennial (1981-1997).

There were no significant differences in perception of care on any domain by Generation. Generally, Baby Boomers were more positive than the other Generations. While respondents from the Silent Generation were less positive than other Generations on most domains, when it came to social connectedness, they were the most positive group.

**Graph 5: Perception of Care by Domains by Generation<sup>24</sup>**



N – Baby Boomer = 103; Generation X = 97; Millennial = 64; Silent = 7, but will vary by domain. This represents the percentage of survey respondents agreeing or strongly agreeing with the items in the domain (% with a mean score less than 2.5). Asterisk (\*) indicates a significant difference.

<sup>24</sup> Scholars and the literature differ as to the exact dates for each generation. The sources for these categories include the Pew Research Centers and Michael T. Robinson's "What Generation Are You?" found on Career Planner.

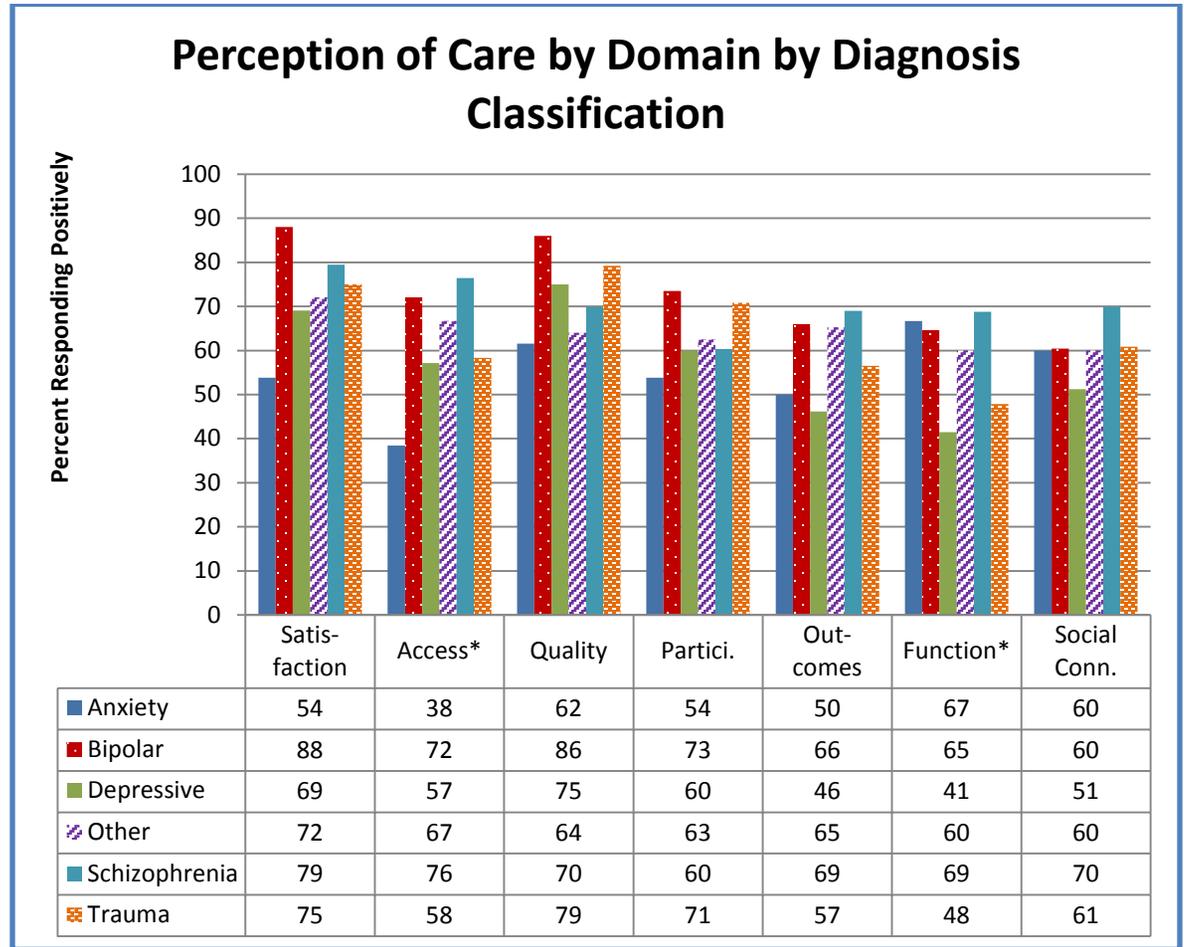
Perception of care by Diagnosis Classification was examined as seen in Graph 6.

While there was considerable variability by domain by diagnosis classification, there was a significant difference based on just two of the domains: access and functioning.

On the access domain, respondents with an Anxiety Disorder (38%) were significantly less likely to rate the items in the domain positively compared with those with a disorder classified as Schizophrenia Spectrum and Other Psychotic Disorder (76%).<sup>25</sup>

In terms of improved functioning as a direct result of services, respondents with Schizophrenia Spectrum and Other Psychotic Disorders were significantly more positive (69%) than those with Depressive Disorders (41%) or Trauma and Stressor Disorders (48%).<sup>26</sup>

**Graph 6:** Perception of Care by Domain by Diagnosis Classification



N – Anxiety Disorders = 13, Bipolar and Related Disorders = 50, Depressive Disorders = 42, Other Disorders = 25, Schizophrenia Spectrum and Other Psychotic Disorders = 119, and Trauma and Stressor Disorders = 24, but will vary by domain.

This represents the percentage of survey respondents agreeing or strongly agreeing with the items in the domain (% with a mean score less than 2.5). Asterisk (\*) indicates a significant difference.

<sup>25</sup>  $\chi^2 = 12.893802, df = 5, p < .05.$

<sup>26</sup>  $\chi^2 = 11.505753, df = 5, p < .05.$

# General Satisfaction with Services

In the following sections which examine the responses to the individual items that comprise each domain, the Resp. (N) indicates the number of survey respondents who responded to the item. Persons who indicated that an item was not applicable are not included. A sample of consumer comments are provided – both positive and negative to provide additional perspective.

General satisfaction with services was measured by three questions:

1. I like the services that I received here.
2. If I had other choices, I would still get services from this agency.
3. I would recommend this agency to a friend or family member.

Like their Wisconsin and national counterparts, respondents to the Dane County survey rated the General Satisfaction domain the highest.

The majority, 79%, indicated they agreed or strongly agreed with the statement, “I like the services that I received here.”

While 71% of respondents indicated if they had other choices, they would still get services from this agency, this was the lowest ranked of the three items in this domain.

**Table 6:** Responses to Individual Items on the General Satisfaction Domain

General Satisfaction Domain	Percent of Respondents			Resp. (N)
	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	
I like the services that I received here.	79	12	9	276
If I had other choices, I would still get services from this agency.	71	14	15	271
I would recommend this agency to a friend or family member.	75	11	14	270

Sample of Consumer Comments:

*I enjoyed my services here at Journey.*

*I feel generally numb about Journey Mental Health services. I've been really disappointed in past care but am hopeful that things will improve.*

*I think that Soar is very helpful.*

*I am glad I am in PACT.*

*Yahara House is a great place to grow!*

The three items that comprise the Satisfaction domain were examined based on gender, race/ethnicity, generation, and diagnosis classification.

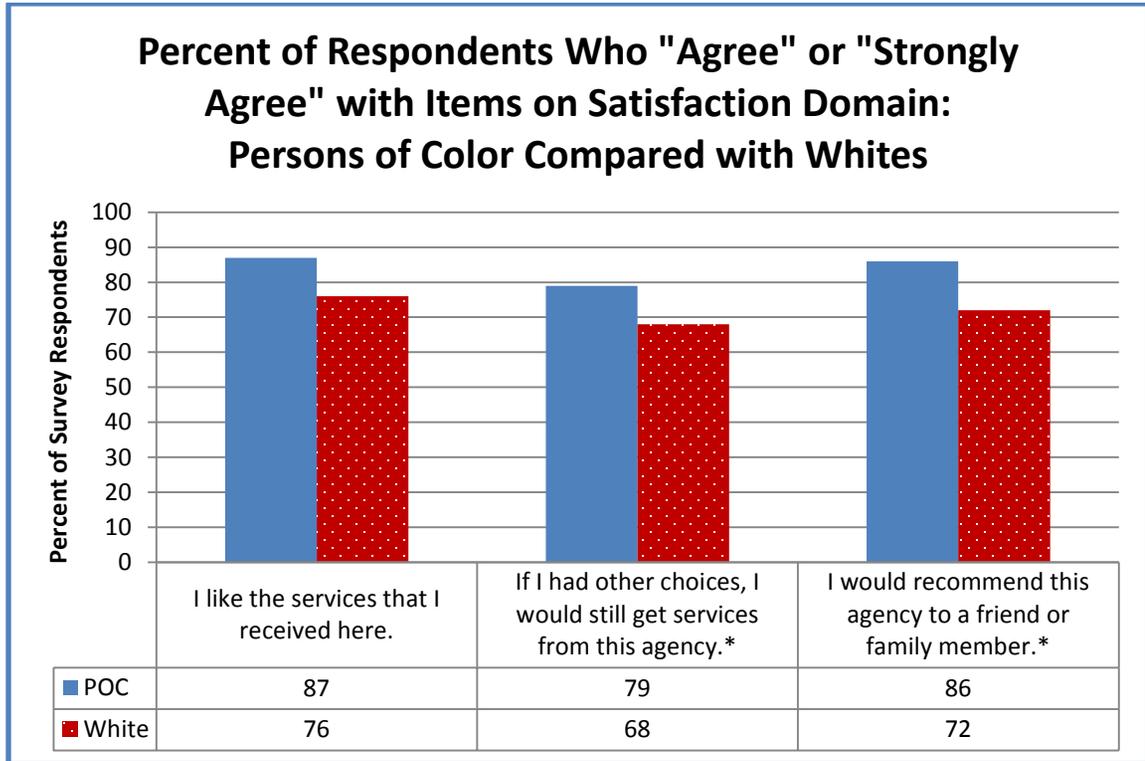
No significant differences were found based on gender or generation. Significant differences were found on two of the items when comparing respondents who self-identified as a Person of Color compared with those who identified as White as shown in Graph 7.

On the item, "If I had other choices, I would still get services from this agency," 79% of Persons of Color agreed/strongly agreed compared with 68% of respondents who were White.<sup>27</sup>

Persons of Color (86%) were significantly more likely than White respondents (72%) to agree/strongly agree that they, "would recommend this agency to a friend or family member."<sup>28</sup>

A significant difference based on diagnosis classification was found for one item. Persons with Anxiety Disorders were significantly less likely to agree/strongly agree (42%) with the statement, "I like the services that I received here."<sup>29</sup> This compares with 90% of those with a Bipolar and Related Disorder.

**Graph 7:** Percent of Survey Respondents Who Agree/Strongly Agree with Items on the Satisfaction Domain: Persons of Color Compared with Whites



N – Persons of Color = 75, Whites = 195 but will vary by item.

Asterisk (\*) indicates a significant difference.

<sup>27</sup>  $\chi^2 = 11.851913, df = 4, p < .05.$

<sup>28</sup>  $\chi^2 = 9.5367776, df = 4, p < .05.$

<sup>29</sup>  $\chi^2 = 38.095831, df = 20, p < .05.$

# Access Domain

As noted in the report that presented the findings from the piloting of the mental health indicators, “timely and convenient access to services are major values of the public mental health system and are major factors in ensuring that persons receive needed services.”<sup>30</sup> The items in this domain look at the location of the services, staff responsiveness, and the availability of services.

The majority of respondents, 77%, indicated that services were available at times that were good for them.

16% of respondents disagreed/strongly disagreed that the location of services was convenient.

The item in this domain with the greatest number of negative responses was access to a psychiatrist; nearly 22% of respondents disagreed or strongly disagreed with the statement, “I was able to see a psychiatrist when I wanted to.”

<sup>30</sup> Lutterman T, Ganju V, Sacht L, Shaw R, Monihan K, et al. Sixteen State Study on Mental Health Performance Measures. DHHS Publication No. (SMA) 03-3835. Rockville, MD: Center for Mental Health Services, Substance Abuse and Mental Health Services Administration, 2003.

**Table 7:** Responses to Individual Items on the Access Domain

Access Domain	Percent of Respondents			
	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	Resp. (N)
The location of the services was convenient (parking, public transportation, distance, etc.) <sup>31</sup>	67	18	16	273
Staff were willing to see me as often as I felt it was necessary.	76	11	13	273
Staff returned my calls in 24 hours.	73	14	13	257
Services were available at times that were good for me.	77	12	11	275
I was able to get all the services I thought I needed.	76	7	17	275
I was able to see a psychiatrist when I wanted to.	62	17	22	255

Sample of Consumer Comments:

*Dr. \_\_\_\_\_, my psychiatrist is the best doctor I have ever had. I feel like she knows me better than any doctor I have ever had. I truly look forward to my dr. appts. with Dr. \_\_\_\_\_.*

*It took 4 visits to get to a prescriber. I never saw a psychiatrist - although I was told I would. They sent prescription to the wrong pharmacy. You have to call on a certain day to get an appointment. Their phone system was a nightmare.*

*The crisis intervention at Journey Mental Health answer the phone promptly and listen carefully and offer kind suggestions.*

*My only complaint in getting into see my counselor as it is very difficult. You need more help and some psychiatrists.*

<sup>31</sup> Row percentage will not equal 100% due to rounding.

The six items that comprise the Access Domain were examined based on gender, race/ethnicity, generation, and diagnosis classification. No significant difference was found for any of the items based on generation. One item each saw a significant difference based on gender and on diagnosis.

Males (80%) were significantly more likely than females (72%) to agree/strongly agree that they were able to get all the services they thought they needed.<sup>32</sup>

Respondents with Anxiety Disorders were significantly less likely to agree/strongly agree (54%) that, "Services were available at times that were good for me." This compares with 76% of respondents with a Depressive Disorder, 82% of those with Schizophrenia Spectrum and Other Psychotic Disorders, and 67% of those with Trauma and Stressor Related Disorders.

There was a significant difference on every item based on whether the respondent self identified as a Person of Color or White. As seen in Graph 8, Persons of Color were significantly more likely to agree/ strongly agree that the location of services was convenient<sup>33</sup>, staff were willing to see them as often as they felt necessary<sup>34</sup>, and they were able to see a psychiatrist when they want to.<sup>35</sup>

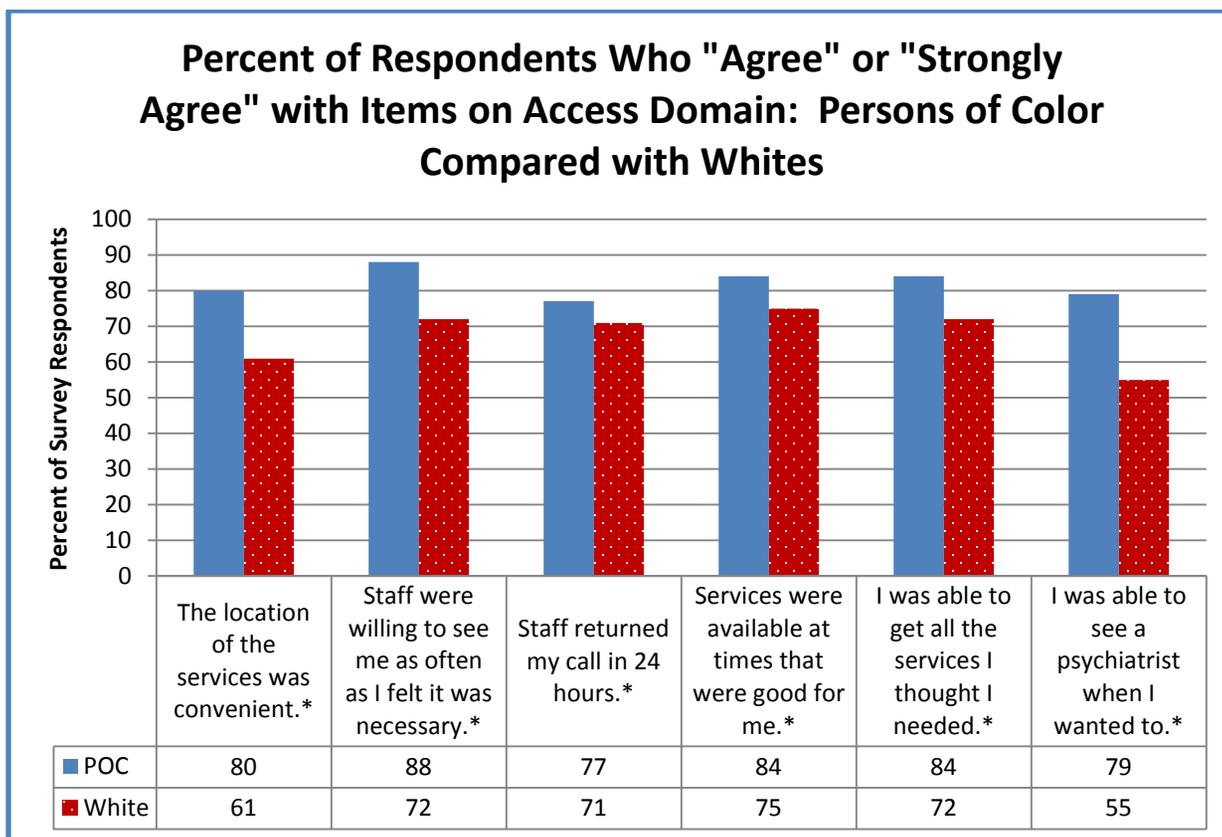
<sup>32</sup>  $\chi^2 = 15.054068, df = 4, p < .05.$

<sup>33</sup>  $\chi^2 = 10.458155, df = 4, p < .05.$

<sup>34</sup>  $\chi^2 = 13.541954, df = 4, p < .05.$

<sup>35</sup>  $\chi^2 = 17.308735, df = 4, p < .05.$

**Graph 8:** Percent of Respondents who Agree/Strongly Agree with Items on Access Domain: Persons of Color Compared with Whites



N – Persons of Color = 75, Whites = 195 but will vary by item.

Asterisk (\*) indicates a significant difference.

# Quality and Appropriateness Domain

Clients' perception of the quality and appropriateness of services may help to determine their willingness to remain in treatment.

Of particular importance as Dane County moves to a recovery-focused model, is the item, "Staff here believe I can grow, change, and recover." Of the respondents, 78% agreed or strongly agreed with the statement while nearly 8% disagreed/strongly disagreed and 15% were neutral.

Respondents reported positively regarding being given information about their rights (84%) and having their wishes respected about information sharing (79%).

Respondents were less likely to report positively regarding being informed of medication side effects (64%) and feeling free to complain (64%).

Peer support is one of the 10 guiding principles of recovery described in Substance Abuse and Mental Health Services Administration's (SAMHSA) working definition of recovery. Yet, it was one of the lower rated items in this domain with 66% of respondents agreeing/strongly agreeing they were encouraged to use consumer-run programs.

**Table 8:** Responses to Individual Items on the Quality and Appropriateness Domain

Quality and Appropriateness Domain	Percent of Respondents			
	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	Resp. (N)
Staff here believe I can grow, change, and recover. <sup>36</sup>	78	15	8	264
I felt free to complain.	64	21	15	267
I was given information about my rights.	84	8	8	267
Staff encouraged me to take responsibility for how I live my life.	77	16	7	266
Staff told me what side effects to watch for. <sup>37</sup>	64	19	18	254
Staff respected my wishes about who was and was not to be given information about my treatment. <sup>38</sup>	79	14	8	263
Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)	78	18	4	246
Staff helped me obtain the information I needed so that I could take charge of managing my illness.	72	15	13	264
I was encouraged to use consumer-run programs (support groups, drop-in centers, etc.)	66	19	15	261

Sample of Consumer Comments

*I feel my beliefs are respected and treatment is geared toward what I need for grief counseling. Staff has always been professional, respectful, caring and willing to support treatment goals.*

*I wish I was told all possible dangers of meds I use. But all PACT members seem to have my best interests at heart - as long as they remember I know myself better than they do.*

<sup>36</sup> Row percentage will not equal 100% due to rounding.

<sup>37</sup> Row percentage will not equal 100% due to rounding.

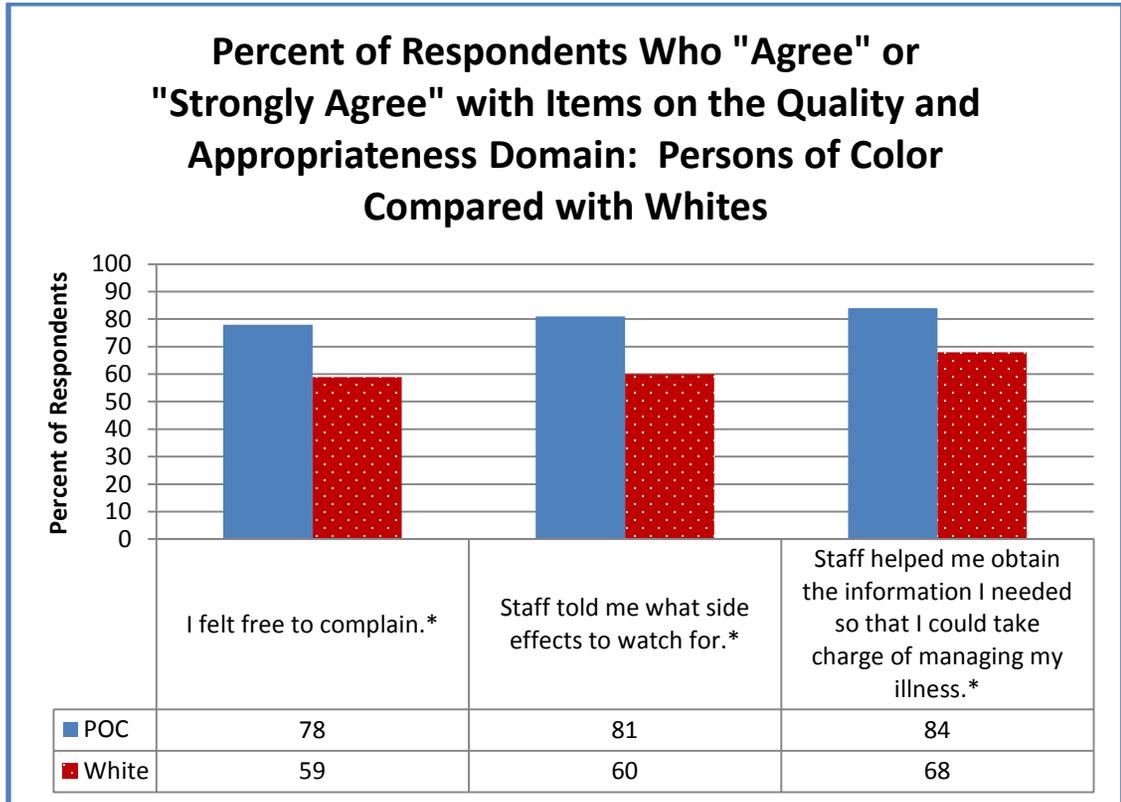
<sup>38</sup> Row percentage will not equal 100% due to rounding.

The nine items that comprise the Quality and Appropriateness Domain were examined based on gender, race/ethnicity, generation, and diagnosis classification. No significant difference was found for any of the items based on generation or diagnosis.

Significant differences were seen on two items based on gender. Females (7%) were more likely than males (3%) to strongly disagree that they had been given information about their rights.<sup>39</sup> They were also more likely to strongly disagree (9%) that they felt free to complain than their male (2%) counterparts.<sup>40</sup>

There was a significant difference on three of the items based on whether the respondent self-identified as a Person of Color or White as illustrated in Graph 9. Persons of Color were more likely to agree/strongly agree that they felt free to complain (78%) compared with Whites (59%)<sup>41</sup> They were also more likely to indicate affirmatively that staff told them what side effects to watch for<sup>42</sup> and that staff helped them obtain the information they needed so they could take charge of managing their illness.<sup>43</sup>

**Graph 9:** Response to Item on Quality and Appropriateness Domain of "I was given information about my rights." by Gender



N: Persons of Color = 74; Whites = 192 but will vary by item.

Asterisk (\*) indicates a statistically significant difference.

<sup>39</sup>  $\chi^2 = 11.069067, df = 4, p < .05.$

<sup>40</sup>  $\chi^2 = 13.571866, df = 4, p < .05.$

<sup>41</sup>  $\chi^2 = 10.423517, df = 4, p < .05.$

<sup>42</sup>  $\chi^2 = 16.972616, df = 4, p < .05$

<sup>43</sup>  $\chi^2 = 10.13816, df = 4, p < .05.$

# Participation in Treatment Domain

One of the guiding principles identified in SAMHSA’s working definition of recovery is, “Recovery is person-driven. Self-determination and self-direction are the foundations for recovery as individuals define their own life goals and design their unique path(s) toward those goals....In doing so, they are empowered and provided the resources to make informed decisions, initiate recovery, build on their strengths, and gain or regain control over their lives.”<sup>44</sup> (p.3)

The Participation in Treatment Domain is constructed of two items.

Nearly 80% of survey respondents agreed/strongly agreed with the statement, “I felt comfortable asking questions about my treatment and medication.” 85% of Persons of Color compared with 77% of Whites responded affirmatively – a significant difference.<sup>45</sup>

In terms of deciding their own treatment goals, 64% of respondents agreed or strongly agreed.

**Table 9:** Responses to Individual Items on the Participation in Treatment Domain

Participation in Treatment Domain	Percent of Respondents			
	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	Resp. (N)
I felt comfortable asking questions about my treatment and medication.	79	12	9	269
I, not staff, decided my treatment goals.	64	22	14	264

### Sample of Consumer Comments

*A lot of these things I'm still working on, so I really didn't know how to rate it. But on the other hand, I love the people there and especially my case worker. She is really helping me out with my problems. Helping me cope with good advice. Also lots more.*

*This facility was horrible, stressful and unreliable. The last 5 years, after Dr. \_\_\_ left, were the worst experiences I've ever had with a medical facility! Staff and I would agree to a specific treatment plan and completely alter it without my permission. The last time this happened, I was NOT allowed to see another prescriber nor would call me back. I had to speak to nurses who only sometimes called me back and always were in the dark at my treatment. You have some BIG PROBLEMS.*

*I felt like my prescriber was judgmental towards me and didn't listen to what I had to say.*

*I wasn't given any information of my treatment plan.*

<sup>44</sup> SAMHSA. SAMHSA's Working Definition of Recovery. DHHS Publication No. PEP12-RECDEF. Rockville, MD: Substance Abuse and Mental Health Services Administration, 2012.

<sup>45</sup>  $\chi^2 = 13.693554$ ,  $df = 4$ ,  $p < .05$ .

# General Satisfaction on Key Items

There were significant differences between respondents who perceived their general satisfaction positively (domain score of < 2.5) and those who were less satisfied (domain score of 2.5 or greater) on most survey items.

Respondents who rated their general satisfaction positively were more likely to agree/strongly agree that, “I was able to get all the services I thought I needed,” (91%) than did respondents who rated their general satisfaction less positively (28%) – a 63 point difference.<sup>46</sup>

Survey respondents who rated their general satisfaction positively were significantly more likely to agree/strongly agree that:

- Staff were willing to see me as often as I felt it was necessary;<sup>47</sup>
- Services were available at times that were good for me;<sup>48</sup>
- Staff helped me obtain the information I needed so that I could take charge of managing my illness.<sup>49</sup>
- I felt free to complain.<sup>50</sup>
- I was able to see a psychiatrist when I wanted to.

<sup>46</sup>  $\chi^2 = 118.87159, df = 4, p < .01.$

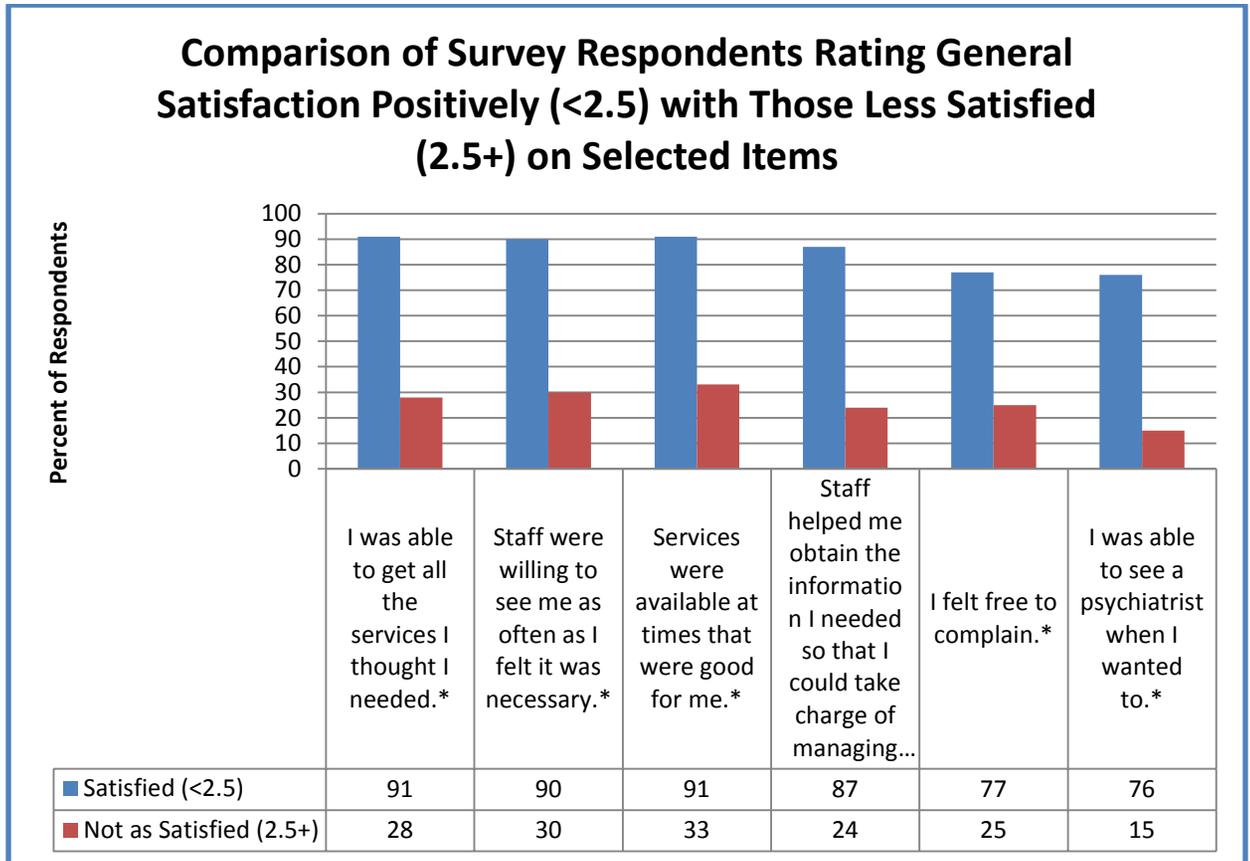
<sup>47</sup>  $\chi^2 = 112.49643, df = 4, p < .01.$

<sup>48</sup>  $\chi^2 = 110.76775, df = 4, p < .01.$

<sup>49</sup>  $\chi^2 = 103.53115, df = 4, p < .01.$

<sup>50</sup>  $\chi^2 = 101.19647, df = 4, p < .01.$

**Graph 10:** Comparison of General Satisfaction Domain Scores with Percent who Agree/Strongly Agree on Key Items



N: Satisfied = 210; Not as satisfied = 64. Will vary slightly by item. Asterisk (\*) indicates a significant difference.

# Outcomes Domain

SAMHSA's working definition of recovery from mental disorders and substance use disorders is "a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential." There are four major dimensions that support this: "Health – overcoming or managing one's disease(s) or symptoms. Home – a stable and safe place to live. Purpose – meaningful daily activities...and the independence, income and resources to participate in society. Community – relationships and social networks that provide support, friendship, love, and hope." (p. 2-3).

The items that comprise this domain were based on concerns identified by consumers.

Slightly more than half (58%) of respondents agreed/strongly agreed that their symptoms are not bothering them as much while 21% disagreed / strongly disagreed.

A greater majority (70%) agreed/strongly agreed that as a direct result of services, they deal more effectively with daily problems and are better able to control their life.

**Table 10:** Responses to Individual Items on the Outcomes Domain

Outcomes Domain	Percent of Respondents			
	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	Resp. (N)
As a direct result of the services I received:				
I deal more effectively with daily problems.	70	17	13	269
I am better able to control my life.	70	17	13	269
I am better able to deal with crisis.	65	22	13	267
I am getting along better with my family.	62	25	13	257
I do better in social situations.	57	26	17	263
I do better in school and/or work. <sup>51</sup>	58	27	16	211
My housing situation has improved.	63	22	15	243
My symptoms are not bothering me as much.	58	21	21	263

### Sample of Consumer Comments

*I have been a patient at JMH since ... Since then JMH has brought me back from a very bad place filled with depression, panic attacks, anxiety and from just shutting down. The staff are miracle workers.*

*My improvement has been above and beyond my expectations, and growing. Outstanding services and personnel. (Employment Resources)*

*Therapy was helpful in teaching me to manage my symptoms and feel better.*

*I have been involved with this organization since ... They definitely deserve some credit that I am alive.*

*Without Journey, my situation and mental health would be unmanageable.*

<sup>51</sup> Row total will not equal 100% due to rounding.

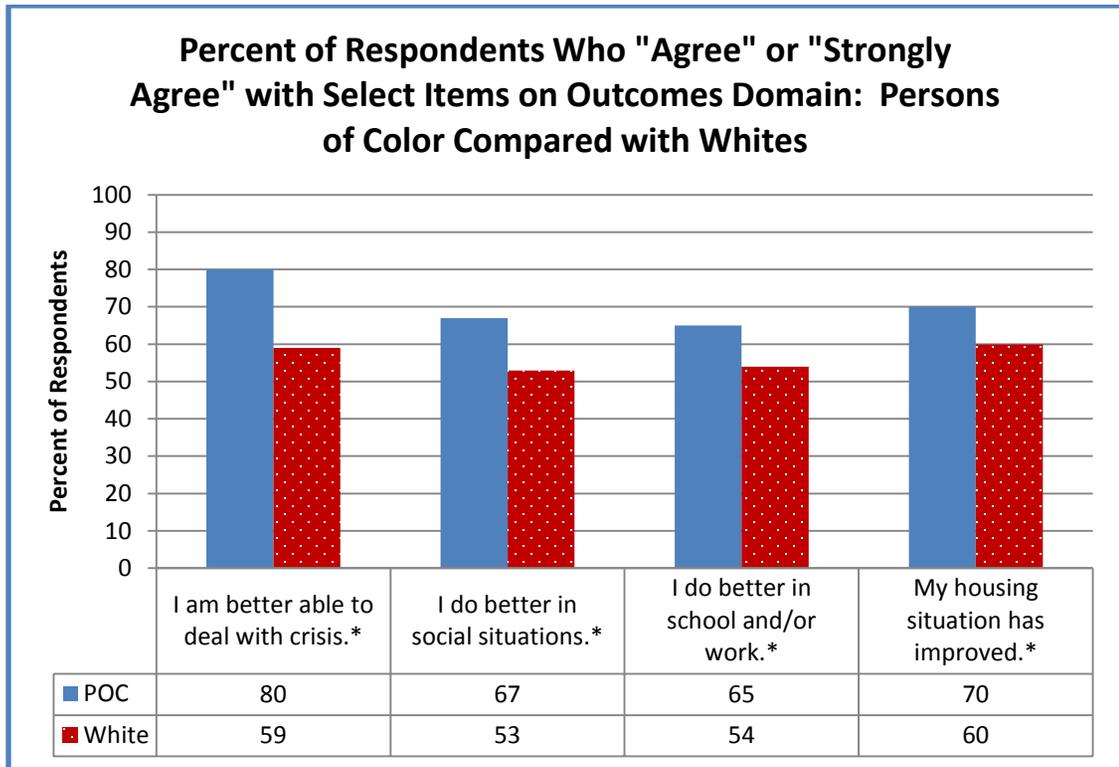
The eight items that comprise the Outcomes Domain were examined based on gender, race/ethnicity, generation, and diagnosis classification.

There were significant differences based on whether the respondent self-identified as a Person of Color or White on four of the Outcomes Domain items as illustrated in Graph 11.

Persons of Color (POC) were significantly more likely than Whites to agree/strongly agree that:

- I am better able to deal with crisis.<sup>52</sup> (POC – 80% vs. Whites 59%).
- I do better in social situations.<sup>53</sup> (POC 67% vs. Whites 53%).
- I do better in school and/or work.<sup>54</sup> (POC – 65% vs. Whites 54%).
- My housing situation has improved.<sup>55</sup> (POC – 70% vs. Whites 60%).

**Graph 11:** Percent of Survey Respondents Who “Agree” or “Strongly Agree” with Individual Items on Outcomes Domain: Persons of Color Compared with Whites



N: Persons of Color = 72; Whites =191 but varies slightly by item.

Asterisk (\*) indicates significant difference.

<sup>52</sup>  $\chi^2 = 11.508544, df = 4, p < .05.$

<sup>53</sup>  $\chi^2 = 10.432478, df = 4, p < .05.$

<sup>54</sup>  $\chi^2 = 9.5238747, df = 4, p < .05.$

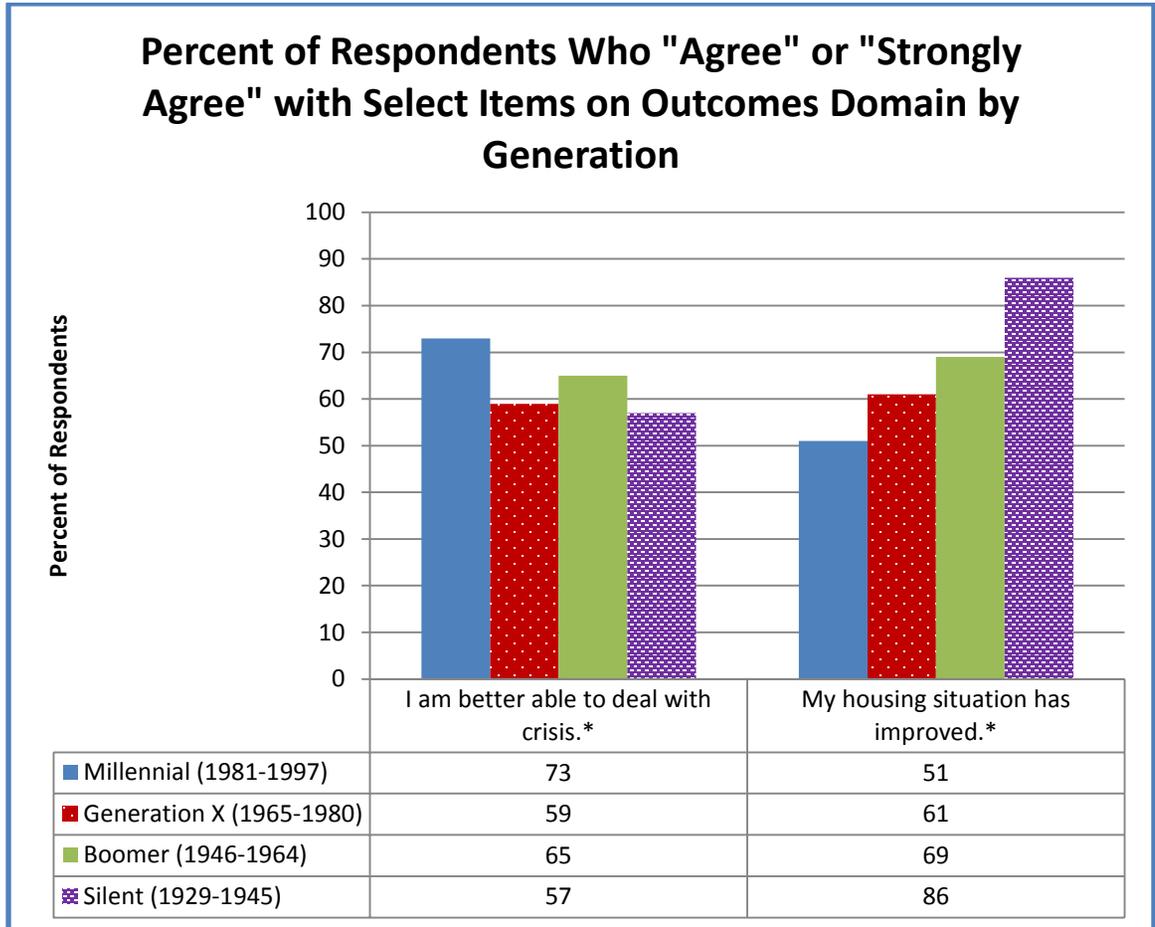
<sup>55</sup>  $\chi^2 = 10.051656, df = 4, p < .05.$

As seen in Graph 12, there were significant differences across the generations on two items in the Outcomes Domain.

Among Millennials (born 1981-1997), 73% agreed/strongly agreed that as a direct result of services received, “I am better able to deal with crisis.” This compares with 57% of the Silent Generation (1929-1945) and 59% of Generation X (1965-1980) respondents – a significant difference.<sup>56</sup>

An overwhelming majority (86%) of respondents from the Silent Generation (1929-1945) indicated affirmatively that their housing situation had improved as a direct result of services. This contrasts with just over half (51%) of Millennials (1981-1997) and 61% of Generation X (1965-1980).<sup>57</sup>

**Graph 12:** Percent of Survey Respondents Who “Agree” or “Strongly Agree” with Individual Items on Outcomes Domain by Generation



N = Baby Boomer = 101, Gen X = 93, Millennial = 62, Silent = 7 but varies slightly by item.

Asterisk (\*) indicates significant difference.

<sup>56</sup>  $\chi^2 = 22.42108, df = 12, p < .05.$

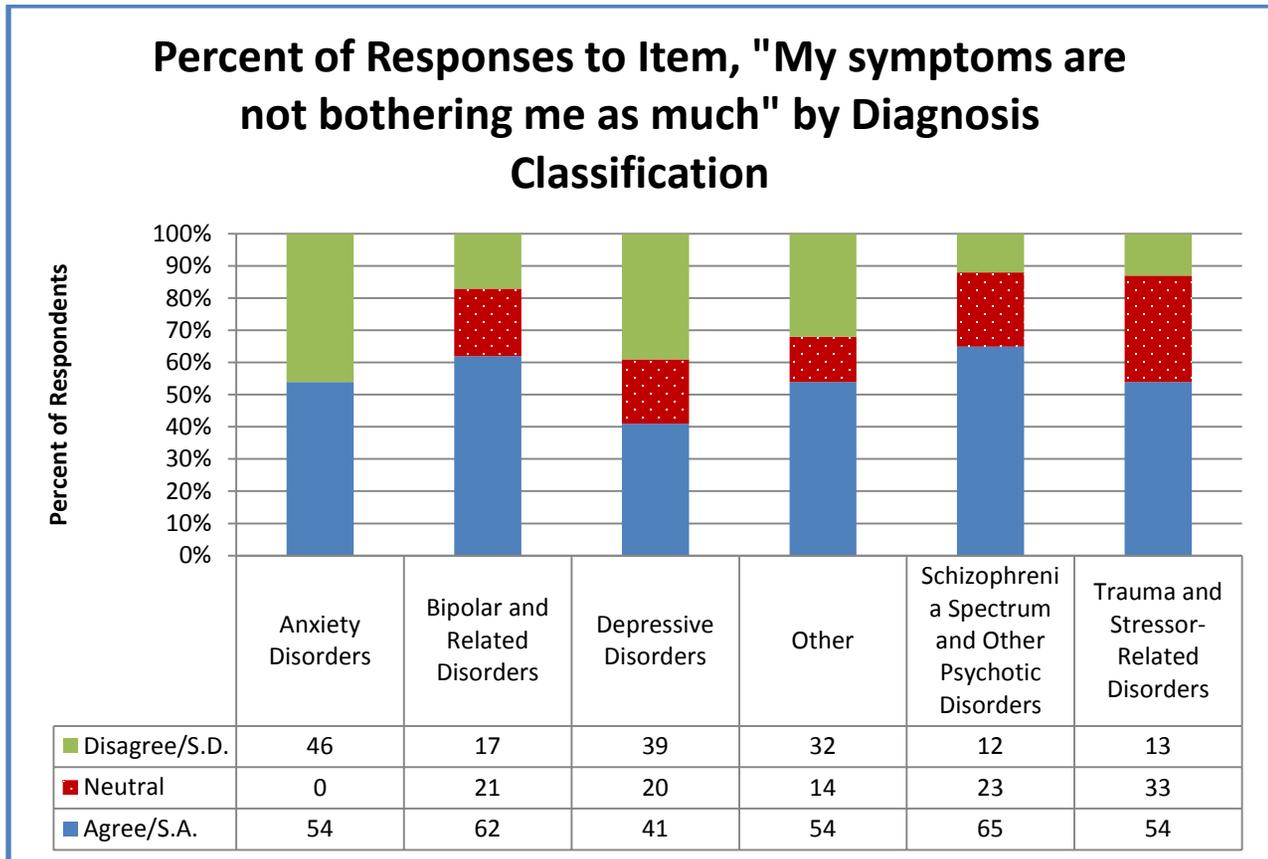
<sup>57</sup>  $\chi^2 = 22.134432, df = 12, p < .05.$

Reducing symptomology is an important outcome for persons living with a mental illness. Doing so leads to improved outcomes in other areas and increased functionality.

Significant differences were seen in the reduction of symptoms based on diagnosis classification. As illustrated in Graph 13, respondents with anxiety disorders (46%) and those with depressive disorders (39%) were more likely to disagree or strongly disagree that their symptoms were not bothering them as much. This compares with 17% of those with Bipolar and Related Disorders and 12% of those with Schizophrenia Spectrum and Other Psychotic Disorders.<sup>58</sup>

Gender was also a factor in whether respondents felt their symptoms were not bothering them as much. Females, at 54%, were significantly less likely than males (63%) to agree/strongly agree with this item.<sup>59</sup>

**Graph 13:** Percent of Survey Responses to Item, “My symptoms are not bothering me as much” by Diagnosis Classification



N – Anxiety Disorders = 13, Bipolar and Related Disorders = 48, Depressive Disorders = 41, Other Disorders = 22, Schizophrenia Spectrum and Other Psychotic Disorders = 113, and Trauma and Stressor Disorders = 24.

<sup>58</sup>  $\chi^2 = 34.452729, df = 20, p < .05.$

<sup>59</sup>  $\chi^2 = 13.130569, df = 4, p < .05.$

# Functioning Domain

The functioning domain examines the extent to which mental health services were perceived as having a positive impact on daily functioning.

Based on the domain score, 61% of respondents reported improved functioning overall. On the individual items that comprise the domain, respondents reported more positively regarding doing things that are more meaningful to them (66%) than they did in being better able to handle things when they go wrong (62%).

No significant differences were seen on any of the individual items on the functioning domain based on generation.

A significant difference was seen on one of the individual items that comprise the Functioning Domain when comparing genders. Males were significantly more likely than females to agree/strongly agree that as a direct result of services I received,

- I am better able to handle things when they go wrong.<sup>60</sup> (Males – 67% vs. Females 57%).

<sup>60</sup>  $\chi^2 = 10.463274$ ,  $df = 4$ ,  $p < .05$ .

**Table 11:** Responses to Individual Items on the Functioning Domain

Outcomes Domain	Percent of Respondents			
	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	Resp. (N)
As a direct result of services I received:				
I do things that are more meaningful to me.	66	23	11	262
I am better able to take care of my needs. <sup>61</sup>	64	24	13	262
I am better able to handle things when they go wrong.	62	24	14	263
I am better able to do things I want to do.	64	23	13	266

### Sample of Consumer Comments

*I am a healthy person because of Journey and Yahara House.*

*I am happy to be off drugs and taking care of myself and I wouldn't change anything.*

*Without the treatment I had received, I would not be clean and live a better life today! Most of all I am ALIVE today because of it.*

*Without this program, I would not be able to better myself and my kids. Thank you.*

*I enjoy [staff]..and [staff]... a lot. They have showed me the way to handle things. I need them now. They care. Thank you.*

*I feel I have come a long way but still have problems with dealing with using the skills learned in confronting problems.*

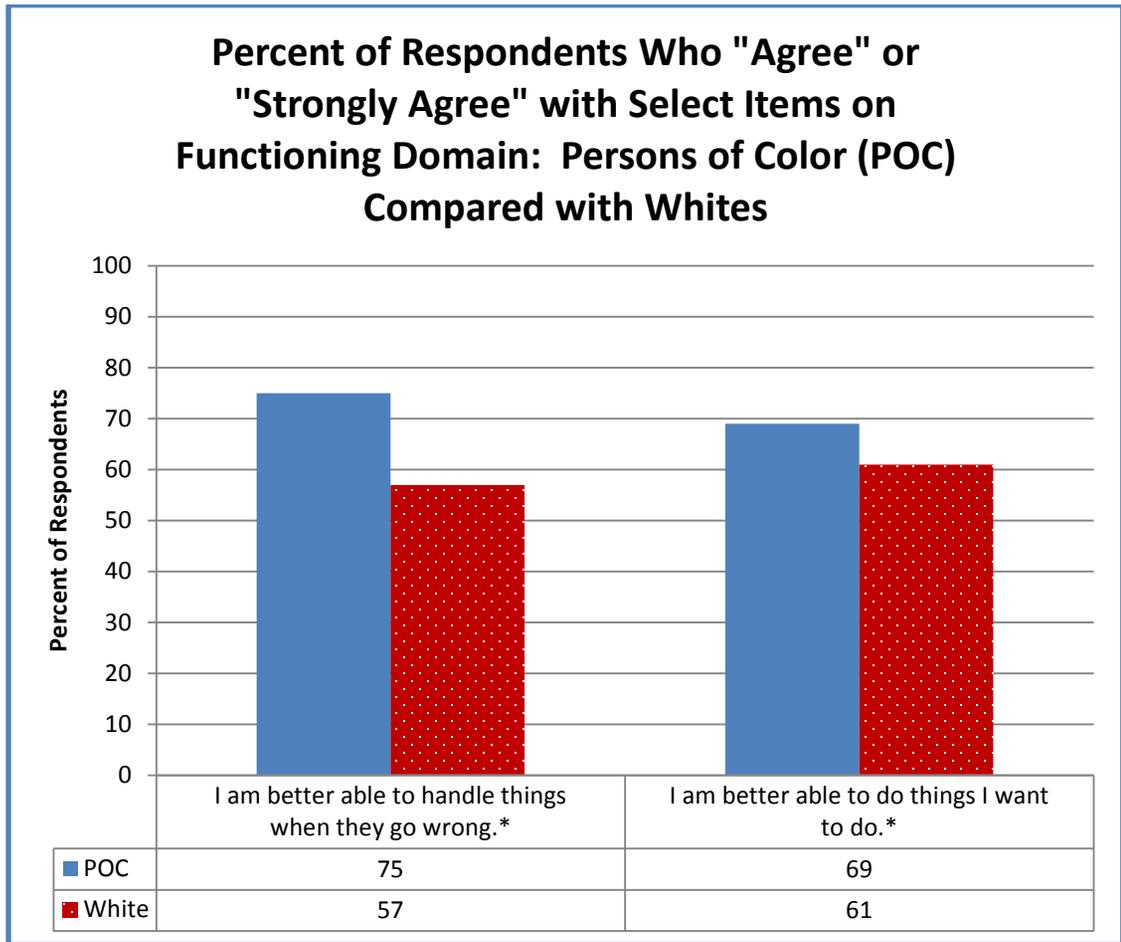
<sup>61</sup> Row total does not equal 100% due to rounding.

A significant difference was seen on two of the items that comprise the Functioning Domain when comparing those who self-identified as a Person of Color with those who self-identified as White.

Persons of Color (75%) were significantly more likely to agree/strongly agree that, "I am better able to handle things when they go wrong" than their White counterparts (57%).<sup>62</sup>

For the item, "I am better able to do things I want to do," the difference based on race/ethnicity was most striking among those who disagreed/strongly disagreed with the statement – 5% of Persons of Color compared with 16% of Whites.<sup>63</sup>

**Graph 14:** Percent of Survey Respondents Who "Agree" or "Strongly Agree" with Select Items on Functioning Domain Comparing Respondents Who Self-Identified as Persons of Color and Whites



N: Persons of Color = 75, Whites = 189, but will vary slightly by item.

Asterisk (\*) indicates a significant difference.

<sup>62</sup>  $\chi^2 = 12.49874, df = 4, p < .05.$

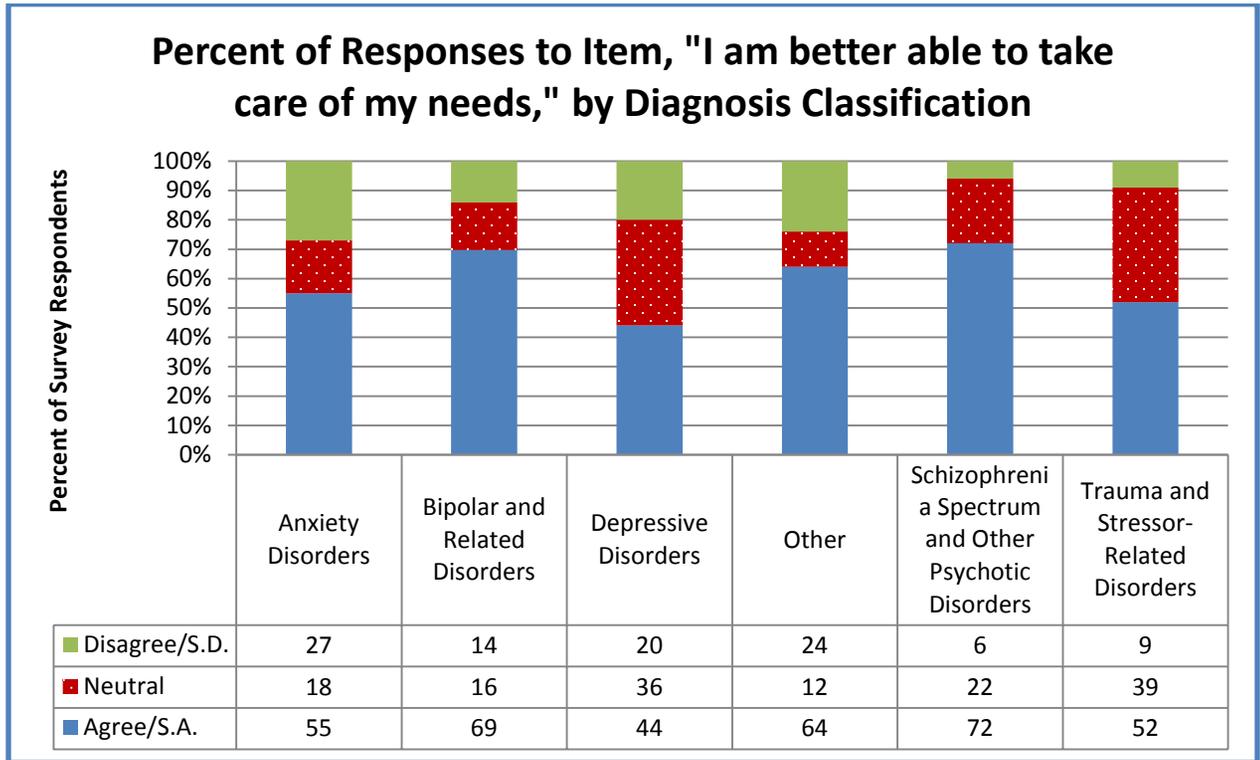
<sup>63</sup>  $\chi^2 = 10.06929, df = 4, p < .05.$

These items were examined based on the diagnosis classification with significant differences found on two of the four items in this domain.

As illustrated in Graph 15, respondents with a diagnosis classification of Schizophrenia Spectrum and Other Psychotic Disorders (72%) and those with Bipolar and Related Disorders (69%) were significantly more likely to agree/strongly agree that, "I am better able to take care of my needs." This contrasts with 44% of those with Depressive Disorders and 52% of those with Trauma and Stressor Related Disorders – both groups which were more likely to indicate they were neutral on this item.<sup>64</sup>

In terms of indicating affirmatively that, "I do thing that are more meaningful to me," respondents with Anxiety Disorders (75%) and Schizophrenia Spectrum and Other Psychotic Disorders (76%) were more significantly likely to agree/strongly agree than those with Depressive Disorders (51%) or Trauma and Stressor Related Disorders (58%).<sup>65</sup>

**Graph 15:** Percent of Survey Respondents Who "Agree" or "Strongly Agree" with Item on Functioning Domain, "I am better able to take care of my needs," by Diagnosis Classification



N: Anxiety = 11, Bipolar = 49, Depressive = 41, Other = 25, Schizophrenia = 111, and Trauma = 23.

<sup>64</sup>  $\chi^2 = 34.2873, df = 20, p < .05$

<sup>65</sup>  $\chi^2 = 36.007504, df = 20, p < .05$

# Social Connectedness Domain

Increased social supports and social connectedness is one of the national outcome measure domains tracked by SAMHSA. It is also one of the 10 guiding principles of recovery in SAMHSA's working definition of recovery, "Recovery is supported through relationship and social networks. An important factor in the recovery process is the presence and involvement of people who believe in the person's ability to recover; who offer hope, support, and encouragement; and who also suggest strategies and resources for change. Family members, peers, providers, faith groups, community members, and other allies form vital support networks. Through these relationships, people leave unhealthy and/or unfulfilling life roles behind and engage in new roles (e.g. partner, caregiver, friend, student, employee) that lead to a greater sense of belonging, personhood, empowerment, autonomy, social inclusion, and community participation." (p. 4-5).

Nearly two-thirds of respondents (66%) indicated they were happy with the friendships they have and have people with whom they can do enjoyable things.

**Table 12:** Responses to Individual Items on the Social Connectedness Domain

Social Connectedness Domain	Percent of Respondents			
	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	Resp. (N)
As a direct result of the services I received:				
I am happy with the friendships I have.	66	21	12	259
I have people with whom I can do enjoyable things. <sup>66</sup>	66	18	15	262
I feel I belong in my community.	61	23	16	262
In a crisis, I would have the support I need from family or friends.	70	16	14	264

Sample of Consumer Comments

*I'm doing all my projects reading my books and studying ... language, but I have no friends and at this time am not a hermit but have no one but \_\_\_\_\_ and Mom to visit with.*

<sup>66</sup> Row total does not equal 100% due to rounding.

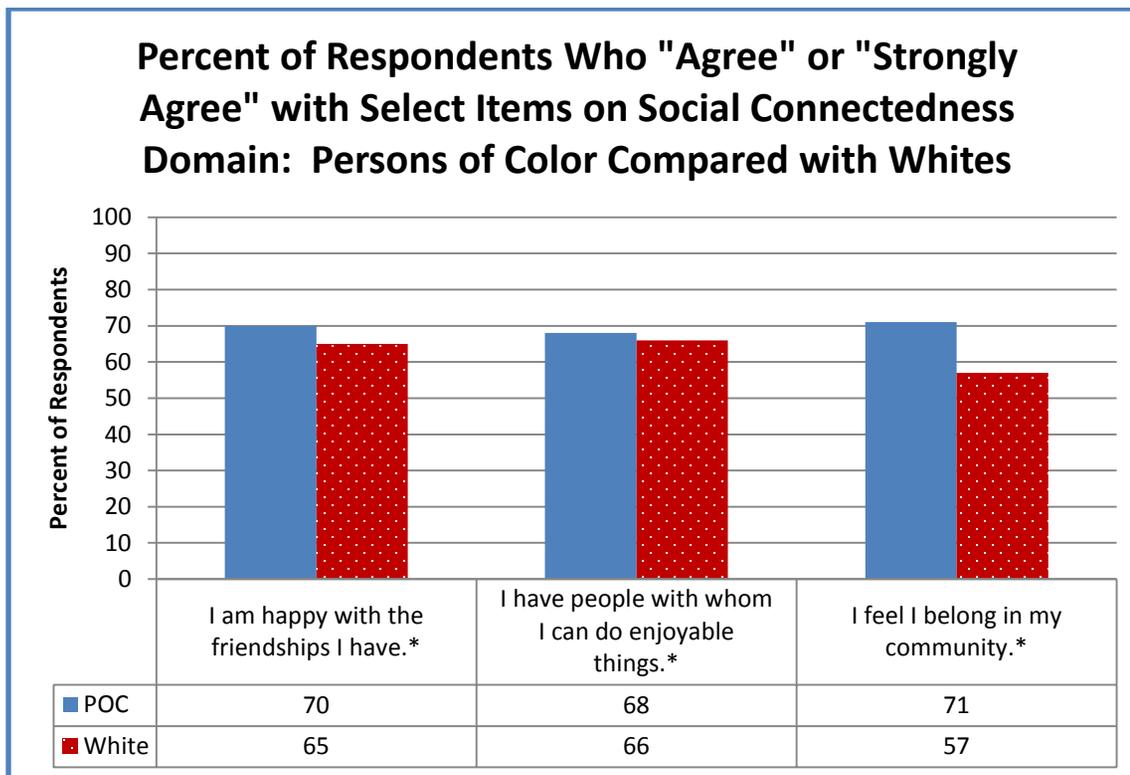
No significant differences were seen on any of the items on the social connectedness domain based on generation or diagnosis classification.

As noted previously, males (72%) were significantly more likely than females (54%) to report positively regarding social connectedness as a direct result of the services received.

Persons of Color were significantly more likely than Whites to agree/strongly agree that as a direct result of services I received:

- I am happy with the friendships I have.<sup>67</sup> (Persons of Color - 70% vs. Whites 65%).
- I have people with whom I can do enjoyable things.<sup>68</sup> (Persons of Color – 68% vs Whites 66%).
- I feel I belong in my community.<sup>69</sup> (Persons of Color – 71% vs. Whites – 57%).

**Graph 16:** Percent of Respondents who “Agree” or “Strongly Agree” with Select Items on the Social Connectedness Domain: Persons of Color Compared with Whites



N = Persons of Color – 76, Whites – 177 but will vary slightly by item.

Asterisk (\*) indicates significant difference.

<sup>67</sup>  $\chi^2 = 12.604196$   $df = 4$ ,  $p < .05$ .

<sup>68</sup>  $\chi^2 = 10.437397$ ,  $df = 4$ ,  $p < .05$ .

<sup>69</sup>  $\chi^2 = 13.356522$ ,  $df = 4$ ,  $p < .05$ .

# Results by Provider by Domain

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**Table 13:** Domain Scores by Providers with 10 or More Survey Respondents. Percent of Respondents with Average Scale Score of <2.5.

	Overall Satisfaction	Access	Quality & Appropriateness	Participation in Treatment	Outcomes	Functioning	Social Connectedness
<b>Overall</b>	<b>78.7</b>	<b>71.1</b>	<b>76.7</b>	<b>71.2</b>	<b>67.2</b>	<b>66.5</b>	<b>61.0</b>
Chrysalis	84.6	76.9	76.9	90.9	83.3	75.0	53.8
Employment Resources	90.9	81.8	77.8	71.4	55.6	66.7	63.6
Journey Mental Health Center	76.2	68.5	77.1	71.7	65.2	63.1	60.0
Crisis Intervention	62.5	68.2	75.0	73.7	64.7	66.7	57.1
Forward Solutions	58.3	41.7	50.0	40.0	55.6	70.0	54.5
Gateway	75.0	58.3	54.5	81.8	63.6	63.6	66.7
Outpatient Services	71.6	63.6	78.3	65.6	54.8	50.0	54.7
Prescriber Services	83.3	75.0	83.3	81.3	76.7	67.7	58.8
Yahara House	87.5	75.0	85.7	64.3	66.7	66.7	62.5
State of WI - PACT	86.7	86.7	86.7	73.3	86.7	86.7	73.3
Tellurian U.C.A.N., Inc.	80.0	68.8	73.3	66.7	60.0	66.7	53.3

# Results by Provider by Survey Item

The following results are presented for each question for each provider and/or program that had 10 or more survey respondents shown as the N for most items. This includes all useable surveys. Caution should be exercised when comparing agencies/programs due to the small number of respondents for some agencies. Percentages may not equal 100% due to rounding.

**Table 14:** Responses by Item for Providers with 10 or More Survey Respondents (Percent)

Agency	Domain: Satisfaction				Domain: Satisfaction			
	Q1. like the services I receive here.				Q2. If I had other choices, I would still get services from this agency.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b>	<b>308</b>	<b>79</b>	<b>12</b>	<b>9</b>	<b>307</b>	<b>70</b>	<b>14</b>	<b>16</b>
Chrysalis	12	75	25	0	12	92	0	8
Journey Mental Health Center <sup>70</sup>	229	79	11	10	230	68	15	17
Crisis Intervention <sup>71</sup>	38	74	3	24	39	56	15	28
Crisis Stabilization	11	82	18	0	11	64	27	9
Forward Solutions	13	69	23	8	13	54	15	31
Gateway <sup>72</sup>	13	77	15	7	13	92	0	8
Outpatient Services	70	80	10	10	69 <sup>73</sup>	62	20	17
Prescriber Services	48	73	19	8	48 <sup>74</sup>	71	15	15
State of WI - PACT	12	92	8	0	11	82	18	0
Tellurian U.C.A.N., Inc.	18	72	22	6	18	67	22	11

<sup>70</sup> Row total does not equal 100% due to rounding.

<sup>71</sup> Row total does not equal 100% due to rounding.

<sup>72</sup> Row total does not equal 100% due to rounding.

<sup>73</sup> Row total does not equal 100% due to rounding.

<sup>74</sup> Row total does not equal 100% due to rounding.

Agency	Domain: Satisfaction				Domain: Access			
	Q3. I would recommend this agency to a friend or family member.				Q4. The location of the services was convenient (parking, public transportation, distance, etc.)			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall<sup>75</sup></b>	<b>306</b>	<b>75</b>	<b>11</b>	<b>13</b>	<b>307</b>	<b>66</b>	<b>18</b>	<b>16</b>
Chrysalis <sup>76</sup>	12	83	8	8	12	92	0	8
Journey Mental Health Center	228	75	11	14	228	65	19	16
Crisis Intervention	38	68	11	21	39	62	23	15
Crisis Stabilization	11	82	18	0	11	73	18	9
Forward Solutions <sup>77</sup>	12	58	8	33	13	62	8	31
Gateway	13	54	31	15	11	64	27	9
Outpatient Services <sup>78</sup>	70	76	9	16	70	67	13	20
Prescriber Services	49	80	10	10	47	62	23	15
State of WI - PACT	11	82	18	0	12	67	25	8
Tellurian U.C.A.N., Inc. <sup>79</sup>	18	67	17	17	18	56	17	28

<sup>75</sup> Row total does not equal 100% due to rounding.

<sup>76</sup> Row total does not equal 100% due to rounding.

<sup>77</sup> Row total does not equal 100% due to rounding.

<sup>78</sup> Row total does not equal 100% due to rounding.

<sup>79</sup> Row total does not equal 100% due to rounding.

Agency	Domain: Access				Domain: Access			
	Q5. Staff were willing to see me as often as I felt it was necessary.				Q6. Staff returned my phone call in 24 hours.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b>	<b>308</b>	<b>76</b>	<b>11</b>	<b>13</b>	<b>290<sup>80</sup></b>	<b>72</b>	<b>15</b>	<b>12</b>
Chrysalis	12	92	0	8	9	89	0	11
Journey Mental Health Center	231	75	11	14	221	71	16	13
Crisis Intervention	38	76	3	21	38	71	16	13
Crisis Stabilization	11	73	27	0	11	73	27	0
Forward Solutions <sup>81</sup>	13	69	15	15	12	67	17	17
Gateway	13	69	8	23	13	77	8	15
Outpatient Services <sup>82</sup>	69	71	14	14	63	60	22	17
Prescriber Services <sup>83</sup>	49	73	10	16	48	73	17	10
State of WI - PACT	11	82	18	0	12	75	25	0
Tellurian U.C.A.N., Inc. <sup>84</sup>	18	67	17	17	15	73	13	13

<sup>80</sup> Row total does not equal 100% due to rounding.

<sup>81</sup> Row total does not equal 100% due to rounding.

<sup>82</sup> Row total does not equal 100% due to rounding.

<sup>83</sup> Row total does not equal 100% due to rounding.

<sup>84</sup> Row total does not equal 100% due to rounding.

Agency	Domain: Access				Domain: Access			
	Q7. Services were available at times that were good for me.				Q8. I was able to get all of the services I thought I needed.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b>	<b>310</b>	<b>76</b>	<b>12</b>	<b>12</b>	<b>310</b>	<b>75</b>	<b>8</b>	<b>17</b>
Chrysalis	12	83	17	0	12	92	0	8
Journey Mental Health Center	231	75	11	14	233	71	9	20
Crisis Intervention	39	69	13	18	39	62	15	23
Crisis Stabilization	11	91	9	0	11	82	9	9
Forward Solutions	13	77	8	15	13	62	7	31
Gateway <sup>85</sup>	13	85	8	8	13	69	7	23
Outpatient Services	70	76	11	13	70	64	10	26
Prescriber Services	47	70	11	19	49	80	6	14
State of WI - PACT	12	75	25	0	10	90	10	0
Tellurian U.C.A.N., Inc.	18	72	22	6	18 <sup>86</sup>	72	17	11

<sup>85</sup> Row total does not equal 100% due to rounding.

<sup>86</sup> Row total does not equal 100% due to rounding.

Agency	Domain: Access				Domain: Quality and Appropriateness			
	Q9. I was able to see a psychiatrist when I wanted to.				Q10. Staff here believe I can grow, change, and recover.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b>	<b>286</b>	<b>61</b>	<b>18</b>	<b>21</b>	<b>300</b>	<b>78</b>	<b>15</b>	<b>7</b>
Chrysalis	10	70	20	10	12	92	0	8
Journey Mental Health Center <sup>87</sup>	221	60	17	24	226	77	16	8
Crisis Intervention	38	50	18	32	38 <sup>88</sup>	68	18	13
Crisis Stabilization	9	67	22	11	11	91	9	0
Forward Solutions	13	54	15	31	12	92	0	8
Gateway	13	62	15	23	13	54	38	8
Outpatient Services	65	54	18	28	67	75	16	9
Prescriber Services <sup>89</sup>	49	67	10	22	48	79	15	6
State of WI - PACT	11	82	18	0	11	73	27	0
Tellurian U.C.A.N., Inc.	13	46	23	31	18	78	11	11

<sup>87</sup> Row total does not equal 100% due to rounding.

<sup>88</sup> Row total does not equal 100% due to rounding.

<sup>89</sup> Row total does not equal 100% due to rounding.

Agency	Domain: Quality and Appropriateness					Domain: Quality and Appropriateness			
	Q12. I felt free to complain.					Q13. I was given information about my rights.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree		N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b>	<b>302</b>	<b>64</b>	<b>22</b>	<b>14</b>	<b>301</b>	<b>84</b>	<b>8</b>	<b>8</b>	
Chrysalis	11	73	18	9	11	82	9	9	
Journey Mental Health Center	225	64	21	15	225 <sup>90</sup>	85	8	8	
Crisis Intervention	38	61	18	21	38 <sup>91</sup>	79	11	11	
Crisis Stabilization	11	55	36	9	10	90	10	0	
Forward Solutions <sup>92</sup>	13	62	8	31	13	69	23	8	
Gateway	12	33	50	17	13	46	23	31	
Outpatient Services <sup>93</sup>	69	65	17	17	67	91	2	7	
Prescriber Services	46	63	28	9	48	92	8	0	
State of WI - PACT	12	58	42	0	11	73	27	0	
Tellurian U.C.A.N., Inc.	17	59	29	12	18	72	6	22	

<sup>90</sup> Row total does not equal 100% due to rounding.

<sup>91</sup> Row total does not equal 100% due to rounding.

<sup>92</sup> Row total does not equal 100% due to rounding.

<sup>93</sup> Row total does not equal 100% due to rounding.

Agency	Domain: Quality and Appropriateness					Domain: Quality and Appropriateness			
	Q14. Staff encouraged me to take responsibility for how I live my life.					Q15. Staff told me what side effects to watch for.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree		N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b>	<b>300</b>	<b>78</b>	<b>15</b>	<b>7</b>	<b>285</b>	<b>65</b>	<b>19</b>	<b>16</b>	
Chrysalis	11	91	9	0	9	56	33	11	
Journey Mental Health Center <sup>94</sup>	224	79	15	7	216	68	16	16	
Crisis Intervention	38	74	13	13	38 <sup>95</sup>	55	26	18	
Crisis Stabilization	10	90	10	0	10	90	10	0	
Forward Solutions	13	77	8	15	13	69	8	23	
Gateway <sup>96</sup>	13	62	31	8	12	50	17	33	
Outpatient Services	65	80	17	3	60	70	10	20	
Prescriber Services	48	79	21	0	48 <sup>97</sup>	65	19	17	
State of WI - PACT	11	64	36	0	11	55	36	9	
Tellurian U.C.A.N., Inc.	18	61	22	17	17	53	29	18	

<sup>94</sup> Row total does not equal 100% due to rounding.

<sup>95</sup> Row total does not equal 100% due to rounding.

<sup>96</sup> Row total does not equal 100% due to rounding.

<sup>97</sup> Row total does not equal 100% due to rounding.

Agency	Domain: Quality and Appropriateness					Domain: Quality and Appropriateness			
	Q16. Staff respected my wishes about who was and was not to be given information about my treatment.					Q18. Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.)			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree		N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b>	<b>294</b>	<b>78</b>	<b>15</b>	<b>7</b>	<b>276</b>	<b>79</b>	<b>18</b>	<b>3</b>	
Chrysalis <sup>98</sup>	12	83	8	8	11	91	0	9	
Journey Mental Health Center	218	79	14	7	203	80	19	1	
Crisis Intervention <sup>99</sup>	36	67	17	17	35	80	17	3	
Crisis Stabilization	11	82	18	0	10	90	10	0	
Forward Solutions	11	64	9	27	12	67	25	8	
Gateway	12	75	25	0	10	70	30	0	
Outpatient Services	66	83	11	6	57 <sup>100</sup>	81	18	2	
Prescriber Services	45	82	16	2	47	77	23	0	
State of WI - PACT	11	64	27	9	12	75	25	0	
Tellurian U.C.A.N., Inc. <sup>101</sup>	18	67	17	17	18	67	22	11	

<sup>98</sup> Row total does not equal 100% due to rounding.

<sup>99</sup> Row total does not equal 100% due to rounding.

<sup>100</sup> Row total does not equal 100% due to rounding.

<sup>101</sup> Row total does not equal 100% due to rounding.

Agency	Domain: Quality and Appropriateness				Domain: Quality and Appropriateness			
	Q19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.				Q20. I was encouraged to use consumer-run programs (support groups, drop-in centers, etc.)			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b>	<b>298</b>	<b>73</b>	<b>15</b>	<b>12</b>	<b>296</b>	<b>67</b>	<b>19</b>	<b>14</b>
Chrysalis	11	82	18	0	12 <sup>102</sup>	83	8	8
Journey Mental Health Center	226	73	15	12	223	70	17	13
Crisis Intervention	39	56	21	23	37	57	24	19
Crisis Stabilization	10	90	10	0	10	90	10	0
Forward Solutions	13	69	8	23	12	58	25	17
Gateway <sup>103</sup>	12	58	33	8	12	75	8	17
Outpatient Services	68	78	9	13	67	75	13	12
Prescriber Services	48	69	23	8	48 <sup>104</sup>	65	23	13
State of WI - PACT	10	60	40	0	12 <sup>105</sup>	58	33	8
Tellurian U.C.A.N., Inc.	18	67	11	22	18	44	28	28

<sup>102</sup> Row total does not equal 100% due to rounding

<sup>103</sup> Row total does not equal 100% due to rounding.

<sup>104</sup> Row total does not equal 100% due to rounding.

<sup>105</sup> Row total does not equal 100% due to rounding.

Agency	Domain: Participation in Treatment					Domain: Participation in Treatment			
	Q11. I felt comfortable asking questions about my treatment and medication					Q17. I, not staff, decided my treatment goals.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree		N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b>	<b>304</b>	<b>79</b>	<b>12</b>	<b>9</b>	<b>298</b>	<b>63</b>	<b>23</b>	<b>14</b>	
Chrysalis	10	80	10	10	11	73	9	18	
Journey Mental Health Center <sup>106</sup>	230	80	12	9	225	64	22	13	
Crisis Intervention	38	68	11	21	37	62	19	19	
Crisis Stabilization	11	82	18	0	10	60	30	10	
Forward Solutions <sup>107</sup>	13	46	38	15	13	62	31	8	
Gateway	13	54	46	0	13	46	23	31	
Outpatient Services <sup>108</sup>	70	86	9	6	68	65	18	18	
Prescriber Services	49	82	8	10	48 <sup>109</sup>	56	35	8	
State of WI - PACT	11	82	18	0	12	50	42	8	
Tellurian U.C.A.N., Inc.	18	72	6	22	18 <sup>110</sup>	44	33	22	

<sup>106</sup> Row total does not equal 100% due to rounding.

<sup>107</sup> Row total does not equal 100% due to rounding.

<sup>108</sup> Row total does not equal 100% due to rounding.

<sup>109</sup> Row total does not equal 100% due to rounding.

<sup>110</sup> Row total does not equal 100% due to rounding.

Agency	Domain: Outcomes				Domain: Outcomes			
	Q21. I deal more effectively with daily problems.				Q22. I am better able to control my life.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b>	<b>304</b>	<b>70</b>	<b>17</b>	<b>13</b>	<b>303<sup>111</sup></b>	<b>71</b>	<b>17</b>	<b>13</b>
Chrysalis	12	75	8	17	12	92	0	8
Journey Mental Health Center	227	67	19	14	228	67	19	14
Crisis Intervention <sup>112</sup>	39	56	15	28	39	54	15	31
Crisis Stabilization	10	90	10	0	11	82	18	0
Forward Solutions	13	77	8	15	12	75	17	8
Gateway	13	69	23	8	13	77	15	8
Outpatient Services	68	57	25	18	69	58	26	16
Prescriber Services	48	69	21	10	48	67	23	10
State of WI - PACT	12	83	17	0	10	90	10	0
Tellurian U.C.A.N., Inc.	18	78	11	11	18 <sup>113</sup>	67	17	17

<sup>111</sup> Row total does not equal 100% due to rounding.

<sup>112</sup> Row total does not equal 100% due to rounding.

<sup>113</sup> Row total does not equal 100% due to rounding.

Agency	Domain: Outcomes					Domain: Outcomes			
	Q23. I am better able to deal with crisis.					Q24. I am getting along better with my family.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree		N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b> <sup>114</sup>	<b>302</b>	<b>66</b>	<b>22</b>	<b>13</b>	<b>288</b>	<b>64</b>	<b>23</b>	<b>13</b>	
Chrysalis <sup>115</sup>	12	67	17	17	12	67	8	25	
Journey Mental Health Center	226	63	23	14	217 <sup>116</sup>	62	24	13	
Crisis Intervention	39	54	28	18	37	62	19	19	
Crisis Stabilization	10	90	10	0	11	82	18	0	
Forward Solutions	12	75	8	17	12	50	33	17	
Gateway	13	62	23	15	13	54	31	15	
Outpatient Services	68	56	26	18	62 <sup>117</sup>	56	27	16	
Prescriber Services	48	60	23	17	47 <sup>118</sup>	60	26	15	
State of WI - PACT	11	82	18	0	10	60	40	0	
Tellurian U.C.A.N., Inc.	18	72	17	11	18	61	22	17	

<sup>114</sup> Row total does not equal 100% due to rounding.

<sup>115</sup> Row total does not equal 100% due to rounding.

<sup>116</sup> Row total does not equal 100% due to rounding.

<sup>117</sup> Row total does not equal 100% due to rounding.

<sup>118</sup> Row total does not equal 100% due to rounding.

Agency	Domain: Outcomes					Domain: Outcomes			
	Q25. I do better in social situations.					Q26. I do better in school and/or work.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree		N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b>	<b>297</b>	<b>58</b>	<b>26</b>	<b>16</b>	<b>237</b>	<b>58</b>	<b>27</b>	<b>15</b>	
Chrysalis	12	75	0	25	10	70	20	10	
Journey Mental Health Center <sup>119</sup>	223	56	28	17	178	58	26	15	
Crisis Intervention	39	54	15	31	31	55	19	26	
Crisis Stabilization	9	78	11	11	10	60	30	10	
Forward Solutions	12	75	17	8	9	78	11	11	
Gateway	13	54	38	8	9	67	22	11	
Outpatient Services <sup>120</sup>	66	44	39	18	48	54	27	19	
Prescriber Services	48	54	31	15	36	50	33	17	
State of WI - PACT	11	55	36	9	9	56	44	0	
Tellurian U.C.A.N., Inc. <sup>121</sup>	18	56	28	17	14	36	36	29	

<sup>119</sup> Row total does not equal 100% due to rounding.

<sup>120</sup> Row total does not equal 100% due to rounding.

<sup>121</sup> Row total does not equal 100% due to rounding.

Agency	Domain: Outcomes					Domain: Outcomes			
	Q27. My housing situation has improved.					Q28. My symptoms are not bothering me as much.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree		N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b>	<b>275</b>	<b>63</b>	<b>23</b>	<b>14</b>	<b>296<sup>122</sup></b>	<b>58</b>	<b>21</b>	<b>20</b>	
Chrysalis	11	73	9	18	12	83	17	0	
Journey Mental Health Center	201	64	23	13	225	55	22	23	
Crisis Intervention	38	53	21	26	39 <sup>123</sup>	51	15	33	
Crisis Stabilization	10	80	10	10	10	70	20	10	
Forward Solutions	12	83	17	0	11	64	27	9	
Gateway <sup>124</sup>	13	85	8	8	13	54	23	23	
Outpatient Services	51	59	25	16	68 <sup>125</sup>	49	21	31	
Prescriber Services	42	57	31	12	48	56	23	21	
State of WI - PACT	11	73	27	0	11	82	9	9	
Tellurian U.C.A.N., Inc.	18	50	28	22	18	67	22	11	

<sup>122</sup> Row total does not equal 100% due to rounding.

<sup>123</sup> Row total does not equal 100% due to rounding.

<sup>124</sup> Row total does not equal 100% due to rounding.

<sup>125</sup> Row total does not equal 100% due to rounding.

Agency	Domain: Functioning					Domain: Functioning			
	Q29. I do things that are more meaningful to me.					Q30. I am better able to take care of my needs.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree		N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b>	<b>296</b>	<b>66</b>	<b>24</b>	<b>10</b>		<b>296</b>	<b>65</b>	<b>23</b>	<b>12</b>
Chrysalis	12	75	17	8		12 <sup>126</sup>	83	8	8
Journey Mental Health Center	222	65	24	10		222	62	25	13
Crisis Intervention	38	63	21	16		39	51	18	31
Crisis Stabilization	10	70	20	10		10	70	30	0
Forward Solutions	12	83	17	0		12	67	33	0
Gateway	13	77	15	8		13	69	23	8
Outpatient Services	66	53	33	14		67	48	42	10
Prescriber Services <sup>127</sup>	48	60	29	10		46	65	17	17
State of WI - PACT	11	64	36	0		11	73	27	0
Tellurian U.C.A.N., Inc.	18	61	28	11		17	59	29	12

<sup>126</sup> Row total does not equal 100% due to rounding.

<sup>127</sup> Row total does not equal 100% due to rounding.

Agency	Domain: Functioning				Domain: Functioning			
	Q31. I am better able to handle things when they go wrong.				Q32. I am better able to do things I want to do.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b>	<b>298</b>	<b>61</b>	<b>24</b>	<b>15</b>	<b>300</b>	<b>64</b>	<b>23</b>	<b>13</b>
Chrysalis <sup>128</sup>	12	83	8	8	12	83	8	8
Journey Mental Health Center	223	57	26	16	225	60	26	14
Crisis Intervention	37	51	27	22	38	58	16	26
Crisis Stabilization	11	73	27	0	11	82	18	0
Forward Solutions	11	55	36	9	12	75	25	0
Gateway	13	54	31	15	12	83	17	0
Outpatient Services	68	49	32	19	68	47	35	18
Prescriber Services	48	60	17	23	48	54	29	17
State of WI - PACT	11	73	27	0	11	73	27	0
Tellurian U.C.A.N., Inc.	18	61	17	22	18	67	22	11

<sup>128</sup> Row total does not equal 100% due to rounding.

Agency	Domain: Social Connectedness				Domain: Social Connectedness			
	Q33. I am happy with the friendships I have.				Q34. I have people with whom I can do enjoyable things.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b> <sup>129</sup>	<b>294</b>	<b>67</b>	<b>20</b>	<b>12</b>	<b>296</b>	<b>68</b>	<b>18</b>	<b>15</b>
Chrysalis	12	75	17	8	11	55	9	36
Journey Mental Health Center	218	67	21	12	220 <sup>130</sup>	69	18	14
Crisis Intervention	35	66	20	14	37	62	22	16
Crisis Stabilization	11	82	9	9	11	73	18	9
Forward Solutions	12	75	17	8	12	100	0	0
Gateway	13	54	31	15	13	54	23	23
Outpatient Services	67	57	24	19	67	66	16	18
Prescriber Services <sup>131</sup>	44	73	23	5	44	68	23	9
State of WI - PACT	10	80	10	10	11	91	9	0
Tellurian U.C.A.N., Inc.	18	50	33	17	18	50	28	22

<sup>129</sup> Row total does not equal 100% due to rounding.

<sup>130</sup> Row total does not equal 100% due to rounding.

<sup>131</sup> Row total does not equal 100% due to rounding.

Agency	Domain: Social Connectedness				Domain: Social Connectedness			
	Q35. I feel I belong in my community.				Q36. In a crisis, I would have the support I need from family or friends.			
	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree	N	Agree/ Strongly Agree	Neutral	Disagree/ Strongly Disagree
<b>Overall</b>	<b>296</b>	<b>63</b>	<b>22</b>	<b>15</b>	<b>299</b>	<b>71</b>	<b>16</b>	<b>13</b>
Chrysalis <sup>132</sup>	12	83	8	8	12	75	8	17
Journey Mental Health Center	219	59	25	16	223 <sup>133</sup>	69	17	13
Crisis Intervention	36	58	17	25	37	59	19	22
Crisis Stabilization	11	64	36	0	11	64	36	0
Forward Solutions	12	83	17	0	12	92	8	0
Gateway	12	67	25	8	13	46	31	23
Outpatient Services	67	45	31	24	67	66	15	19
Prescriber Services	44	57	32	11	45	69	20	11
State of WI - PACT	11	91	9	0	10	70	30	0
Tellurian U.C.A.N., Inc.	18	61	22	17	18	67	11	22

<sup>132</sup> Row total does not equal 100% due to rounding.

<sup>133</sup> Row total does not equal 100% due to rounding.



## **Appendix A: Survey Instrument**





# Consumer Survey

We need your help! Dane County Department of Human Services funds a number of agencies throughout Dane County. In order to insure that services are meeting the needs of our community, we want to know what you think about the services you received in the past six months from «Provider\_Name\_for\_Survey» - «Program\_Name\_for\_Survey». Your answers will be kept completely confidential. How you answer the questions will not impact your services in any way. Please return your completed survey in the enclosed, postage-paid envelope no later than **November 12, 2018**. Please accept our apologies if this survey was sent to you in error and you did not receive services.

**Directions:** Please indicate your agreement/disagreement with each statement by circling the number which best represents your opinion.

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
1. I like the services that I received here.....	1	2	3	4	5	0
2. If I had other choices, I would still get services from this agency.....	1	2	3	4	5	0
3. I would recommend this agency to a friend or family member.....	1	2	3	4	5	0
4. The location of the services was convenient (parking, public transportation, distance, etc.).....	1	2	3	4	5	0
5. Staff were willing to see me as often as I felt it was necessary.....	1	2	3	4	5	0
6. Staff returned my call in 24 hours.....	1	2	3	4	5	0
7. Services were available at times that were good for me.	1	2	3	4	5	0
8. I was able to get all the services I thought I needed.....	1	2	3	4	5	0
9. I was able to see a psychiatrist when I wanted to.....	1	2	3	4	5	0
10. Staff here believe I can grow, change, and recover.....	1	2	3	4	5	0
11. I felt comfortable asking questions about my treatment and medication.....	1	2	3	4	5	0
12. I felt free to complain.....	1	2	3	4	5	0

Please turn page over →

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
13. I was given information about my rights.....	1	2	3	4	5	0
14. Staff encouraged me to take responsibility for how I live my life.....	1	2	3	4	5	0
15. Staff told me what side effects to watch for.....	1	2	3	4	5	0
16. Staff respected my wishes about who was and was not to be given information about my treatment.....	1	2	3	4	5	0
17. I, not staff, decided my treatment goals.....	1	2	3	4	5	0
18. Staff were sensitive to my cultural/ethnic background (race, religion, language, etc.) .....	1	2	3	4	5	0
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.....	1	2	3	4	5	0
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, etc.).....	1	2	3	4	5	0

**As a direct result of services I received:**

21. I deal more effectively with daily problems.....	1	2	3	4	5	0
22. I am better able to control my life.....	1	2	3	4	5	0
23. I am better able to deal with crisis.....	1	2	3	4	5	0
24. I am getting along better with my family.....	1	2	3	4	5	0
25. I do better in social situations.....	1	2	3	4	5	0
26. I do better in school and/or work.....	1	2	3	4	5	0
27. My housing situation has improved.....	1	2	3	4	5	0
28. My symptoms are not bothering me as much.....	1	2	3	4	5	0
29. I do things that are more meaningful to me.....	1	2	3	4	5	0
30. I am better able to take care of my needs.....	1	2	3	4	5	0
31. I am better able to handle things when they go wrong....	1	2	3	4	5	0
32. I am better able to do things that I want to do.....	1	2	3	4	5	0

Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
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For questions 33-36, please answer for relationships with persons other than your mental health provider(s).

**As a direct result of the services I received:**

33. I am happy with the friendships I have.....	1	2	3	4	5	0
34. I have people with whom I can do enjoyable things.....	1	2	3	4	5	0
35. I feel I belong in my community.....	1	2	3	4	5	0
36. In a crisis, I would have the support I need from family or friends.....	1	2	3	4	5	0

Please use this space for any additional comments you would like to make regarding the services you received.

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Be sure to include the sheet with your address if you would like to receive a \$5.00 gift card for returning a completed survey.

**Thank you for taking the time to complete this survey!** Please return it in the enclosed envelope to:

Dane County Department of Human Services  
 1202 Northport DR/4<sup>th</sup> FL  
 Madison, WI 53791-7566

Survey No. «Survey\_No»

This survey number is used by one person doing the data entry so that if there is a possible keying error or something that doesn't look right when the data is being analyzed, the survey can be quickly found and compared to how the data was entered.