

**Central Wisconsin Health Partnership (CWHP)  
Regional Comprehensive Community Services  
2018 Consumer Satisfaction Survey Report**



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## Introduction

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Consumer satisfaction is an essential component of effective and quality Comprehensive Community Services (CCS) programs. Chapter DHS 36 which establishes standards for CCS programs in Wisconsin, requires CCS programs to assess consumer satisfaction, and to utilize the results to modify the program as needed. Two tools, the Recovery Oriented System Indicator (ROSI) and the Mental Health Statistics Improvement (MHSIP) survey, are used statewide to assess consumer satisfaction with CCS.

*I am truly so grateful for the blessing this program has provided me & my entire family.*  
- Adult CCS Consumer

*This service was very helpful and was well needed for me.*  
- Youth CCS Consumer

The MHSIP survey used for CCS programs is a variation of the standardized MHSIP survey used by the Federal Substance Abuse and Mental Health Services Administration (SAMHSA) for cross-state comparisons. Both the MHSIP Family Satisfaction Survey and the MHSIP Youth Satisfaction Survey are designed for consumers ages birth

through 17 with serious mental health conditions or substance abuse concerns who have had at least six months of service history. Caregivers of children ages 12 and younger are asked to fill out the MHSIP Family Survey on behalf of their child. When appropriate, youth ages 13-17 are asked to directly fill out the MHSIP Youth Survey him or herself.

The ROSI Adult Satisfaction Survey evolved from collaborative efforts among a number of State Mental Health Authorities (SMHAs) and national organizations. Through an extensive process that included the use of consumer focus groups followed by pilot testing the survey, the ROSI was developed as one tool to assess the performance of state and local mental health systems and providers.<sup>1</sup>

*Everyone that works with my son has been amazing and helps a lot.*  
- Caregiver of a Youth CCS Consumer

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

The regional CCS Quality Improvement Committee, a subcommittee of the CCS Regional Coordinating Committee, developed a plan for survey administration, data collection, and submission. Survey administration was the responsibility of each individual county in the region. Following is a summary of each county's method of administration:

- **Adams County** – A mental health technician met with each consumer in person and was available to answer questions or assist, if needed. Once completed, the surveys were placed in a sealed envelope and returned by the mental health technician to the county's CCS Coordinator.
- **Green Lake County** – When possible, surveys were hand delivered by Service Facilitators or other DHHS staff who work with each family. Consumers placed completed surveys into a sealed envelope. In two instances, surveys were completed by phone interview.
- **Juneau County** – In several cases, Service Facilitators delivered surveys to consumers to complete and then place in a sealed envelope. In other cases, a new staff member (not currently working with the consumer) met with the individual.

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

- **Marquette County** – Marquette County DHS sponsored a “family fun night” that included a spaghetti dinner and board games. Eligible consumers who attended completed surveys, and peer/consumer representatives from the 6-county CCS Regional Coordinating Committee were present to assist and answer questions if needed. For consumers who could not attend, arrangements were made to get surveys to them, and they were given the choice of filling it out with a worker present, or having it picked up at a later date. \$5 gift cards were offered to individuals who completed the survey.
- **Waupaca County** – Surveys were sent via mail with a cover letter. Service Facilitators were asked to bring surveys to team meetings and follow-up with consumers who did not complete and return a survey by mail.
- **Waushara County** – A staff intern assisted with survey completion. Face-to-face contact and assistance with the survey was offered to consumers. When direct contact was not possible, surveys were mailed. \$5 McDonalds or Kwik Trip cards were offered to consumers for their participation.

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 distributed and returned across the region.

### 2018 Regional Consumer Satisfaction Survey Distribution and Collection

County	Surveys Distributed	Surveys Returned/Collected				
		Total	Return Rate	ROSI	MHSIP Youth	MHSIP Family
Adams	53	44	80%	23	14	7
Green Lake	21	17	81%	7	2	8
Juneau	54	41	76%	29	6	6
Marquette	23	14	61%	5	7	2
Waupaca	31	14	45%	6	5	3
Waushara	30	23	77%	14	6	3
<b>Totals</b>	<b>212</b>	<b>153</b>	<b>70%*</b>	<b>84</b>	<b>40</b>	<b>29</b>

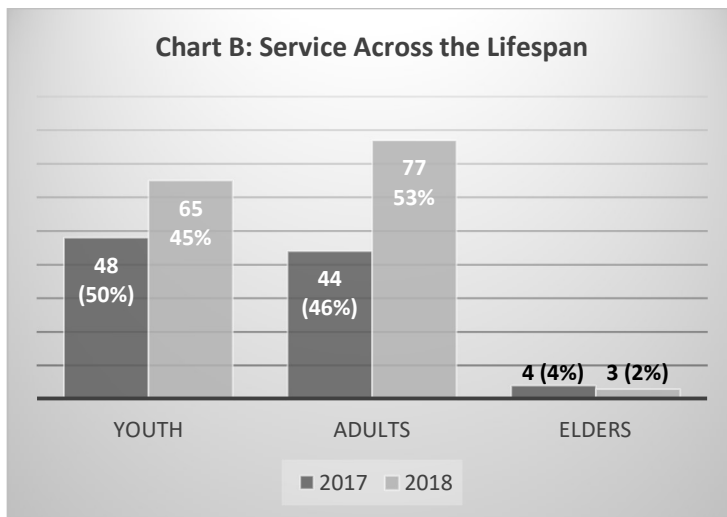
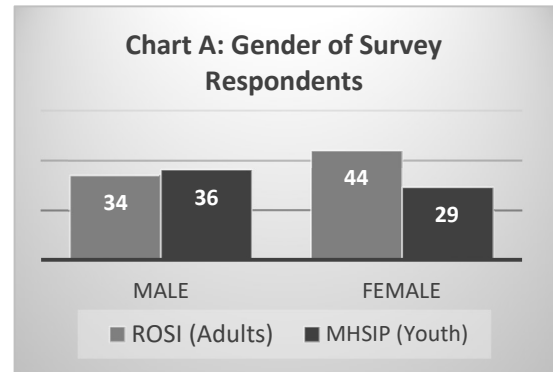
\*As a comparison, the total survey return rates were 55% in 2015 and 2016, and 71% in 2017.

*“The CCS team has been the most effective mental health treatment I have ever received. I have had years and years of counselors, good ones, but it was never enough, not effective enough. This is an excellent program.” - Adult CCS Consumer*

## Demographics

### Gender

Surveys were completed by 73 individuals who identified themselves as females (48%) and 70 as males (46%). Consumers were also given the choices of “trans female”, “trans male”, and “other”. 10 individuals did not respond to the question. Chart A compares the identified gender of youth represented by the MHSIP Youth and Family Surveys, and adults who responded to the ROSI survey.

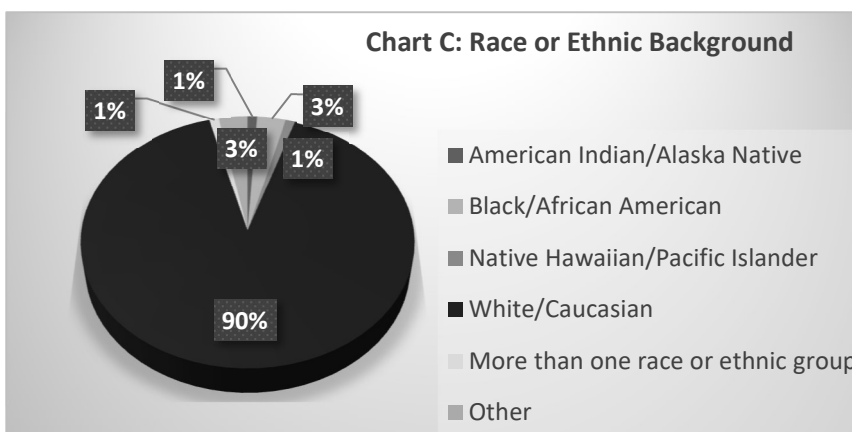


### Age

In 2018, respondents ranged in age from 6 to 68 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 B summarizes the life stages of consumers being served in 2017 and 2018.



### Race or Ethnic Background

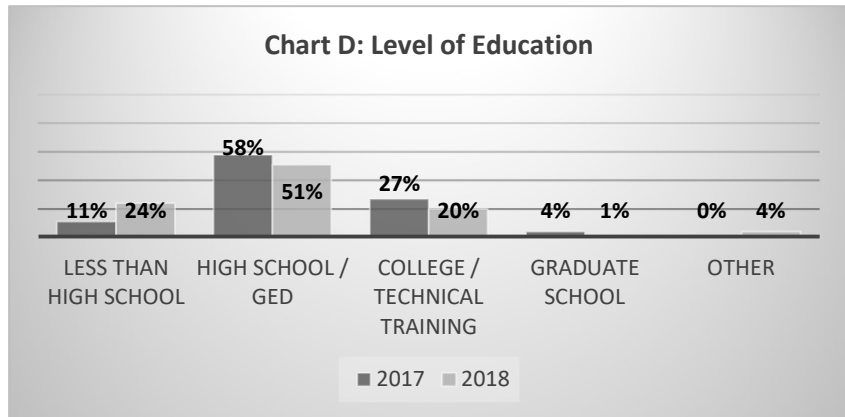
Similar to years past, an overwhelming majority of consumers identified themselves as “White or Caucasian” (90%). Chart C summarizes consumers’ identified race or ethnic background in 2018.

In answer to the question, “Do you consider yourself Hispanic or Latino/a?” 97% (141) responded “No”, and 3% (5) responded “Yes”.

*“My coordinator listens to my concerns which I appreciate. I feel my team has my back.”*  
- Adult CCS Consumer

## Level of Education

Adults responding to the ROSI survey were asked about their level of education. Comparison results of respondents in 2017 and 2018 are summarized in Chart D.



## 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 E compares results from the past 3 years.

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

	2016	2017	2018
<b>MH Services</b>	84% (53)	92% (93)	85% (115)
<b>SA Services</b>	2% (1)	1% (1)	1% (2)
<b>Both MH and SA Services</b>	14% (9)	7% (7)	14% (19)

## Living Environment

Adult consumers were asked about their current living environment. Chart F compares reported living environments of adults who completed the ROSI in 2016, 2017, and 2018.

**Chart F: Living Environment**

	2016	2017	2018
<b>My own home or apartment</b>	83% (29)	96% (43)	74% (59)
<b>Supervised/supported apartment</b>	0	0	1% (1)
<b>Residential facility</b>	0	0	3% (3)
<b>Boarding house</b>	0	0	0
<b>Homeless or homeless shelter</b>	3% (1)	0	3% (2)
<b>Other</b>	14% (5*)	4% (2**)	20% (16***)

\* 4 individuals indicated they were living with family; one consumer indicated they were living with a friend.

\*\* 2 individuals indicated they lived with a parent(s)

\*\*\* (3) with friend, (8) with parent, relative, adult family home, hotel

## ROSI Adult Satisfaction Survey

*“The service has been a true gift. I now have goals, dreams and believe that I can!! This team has saved my life and family!” - Adult CCS Consumer*

The ROSI Adult Survey asks the adult consumer a series of 44 questions about their satisfaction with the mental health and/or substance abuse services they have received in the past six months, each with a range of response options from **1=Strongly Disagree to 4=Strongly Agree**. The consumer’s responses can be summarized across the following six **Satisfaction Scales**:

1. *Person-Centered*: whether services are person-centered
2. *Barriers*: whether consumers experience barriers to recovery
3. *Empower*: the degree to which consumers feel empowered by staff
4. *Employ*: the degree to which the consumer has educational/employment opportunities
5. *Staff Approach*: the degree to which agency staff are paternalistic and/or coercive
6. *Basic Needs*: the consumer’s financial ability to meet basic needs

84 adult consumers ranging in age from 18 – 68 years completed the ROSI Adult Satisfaction Survey. Chart G provides summary statistics. Average scores can range from a low of 1.0 to a high of 4.0. In most cases, a high average score indicates a more recovery-oriented experience. However, item wording for the shaded Scales (Scales 2 and 5) are negatively phrased, so a low average represents a more recovery-oriented experience (meaning the consumer disagreed with the negative statements). The percentages shown in Chart G have been adjusted for Scales 2 and 5 so they have the same meaning as for the other Scales.

	<b>Satisfaction Scales</b>						
	<b>ROSI Overall Average</b>	<b>Scale 1 - Person Centered</b>	<b>Scale 2 - Barriers</b>	<b>Scale 3 - Empower</b>	<b>Scale 4 - Employ</b>	<b>Scale 5 - Staff Approach</b>	<b>Scale 6 - Basic Needs</b>
<b>Average for All Consumers</b>	3.4	3.6	1.6	3.6	2.9	1.4	2.8
<b>% w/ Mostly Recovery-Oriented Experience</b>	80.5%	84.0%	81.8%	98.8%	53.8%	90.7%	59.4%
<b>% w/ Mixed Experience</b>	18.3%	14.8%	16.9%	1.2%	23.1%	5.3%	10.1%
<b>% w/ Less Recovery-Oriented Experience</b>	1.2%	1.2%	1.3%	0.0%	23.1%	4.0%	30.4%
<b>Number of Valid Responses</b>	82	81	77	84	52	75	69

Results suggest several areas of strength. Similar to the past three years, two areas rated most favorably were “Person Centered” and “Empower”. In addition, in 2018, “Staff Approach” was also rated equally favorably.

Also similar to prior years, the two scales rated less favorably than the other scales were “Employ” and “Basic Needs”.

A more detailed explanation of the results outlined above can be found in tables that follow, which provide summaries of each of the questions that make up each of the six Satisfaction Scales. *Please note the rating scale that corresponds with each.*

*"I have had support from day one for problems and I would always be thankful for the services that are given and offered." - Adult CCS Consumer*

<b>Scale 1 - Person-Centered Planning</b>	<b>Ave Score</b>	<b>% Often/Almost Always</b>
Rating Scale: 1 = Never/Rarely, 2 = Sometimes, 3 = Often, 4 = Almost Always/Always		
23. Staff see me as an equal partner in my treatment program.	3.5	88.5%
24. Mental health staff support my self-care or wellness.	3.5	92.4%
30. Staff give me complete information in words I understand before I consent to treatment or medication.	3.5	84.6%
31. Staff encourage me to do things that are meaningful to me.	3.6	92.9%
32. Staff stood up for me to get the services and resources I needed.	3.6	91.5%
33. Staff treat me with respect regarding my cultural background (race, ethnicity, religion, language, age, sexual orientation, etc.).	3.8	97.6%
34. Staff listen carefully to what I say.	3.5	86.9%
37. Mental health/substance abuse staff help me build on my strengths.	3.6	88.6%
38. My right to refuse treatment is respected.	3.6	89.0%

<b>Scale 2 – Barriers</b>	<b>Ave Score</b>	<b>% Disagree or Strongly Disagree</b>
Rating Scale: 1 = Strongly Disagree, 2 = Disagree, 3 = Agree, 4 = Strongly Agree		
4. I do not have the support I need to function in the roles I want in my community.	1.7	86.8%
5. I do not have enough good service options to choose from.	1.7	92.6%
7. Staff do not understand my experience as a person with mental health and/or substance abuse problems.	1.6	87.5%
8. The mental health and/or substance abuse staff ignore my physical health.	1.5	96.0%
11. I cannot get the mental health/substance abuse services I need when I need them.	1.5	94.7%
14. I lack the information or resources I need to uphold my client rights and basic human rights.	1.7	88.2%

<b>Scale 3 – Empower</b>	<b>Ave Score</b>	<b>% Agree or Strongly Agree</b>
Rating Scale: 1 = Strongly Disagree, 2 = Disagree, 3 = Agree, 4 = Strongly Agree		
1. There is at least one person who believes in me.	3.7	98.8%
3. I am encouraged to use consumer-run programs (for example, support groups, drop-in centers, etc.).	3.4	93.8%
9. Staff respect me as a whole person.	3.7	98.8%

<b>Scale 4 – Employ</b>	<b>Ave Score</b>	<b>% Often or Almost Always</b>
Rating Scale: 1 = Never/Rarely, 2 = Sometimes, 3 = Often, 4 = Almost Always/Always		
20. I have a chance to advance my education if I want to.	3.0	66.2%
22. Mental health and/or substance abuse services helped me get or keep employment.	2.7	61.5%
28. There was a consumer peer advocate to turn to when I needed one.	2.5	85.0%
29. There are consumers working as paid employees in the mental health/substance abuse agency where I receive services.	3.4	55.0%

<b>Scale 5 – Staff Approach</b> Rating Scale: 1 = Never/Rarely, 2 = Sometimes, 3 = Often, 4 = Almost Always/Always	<b>Ave Score</b>	<b>% Never/Rarely or Sometimes</b>
27. Staff use pressure, threats, or force in my treatment.	1.2	95.1%
35. Staff lack up-to-date knowledge on the most effective treatments.	1.6	84.0%
36. Mental health/substance abuse staff interfere with my personal relationships.	1.5	84.0%
41. I am treated as a psychiatric label rather than as a person.	1.3	90.9%

<b>Scale 6 – Basic Needs</b> Rating Scale: 1 = Strongly Disagree, 2 = Disagree, 3 = Agree, 4 = Strongly Agree	<b>Ave Score</b>	<b>% Agree or Strongly Agree</b>
15. I have enough income to live on.	2.4	46.8%
19. I have housing that I can afford.	3.1	69.0%

*“The staff were helpful in getting me gainful employment. This program has helped me become more independent and makes socializing more natural and fluid.” - Adult CCS Consumer*



## MHSIP Youth and Family Satisfaction Surveys

Caregivers of children ages 12 and younger were asked to fill out the **MHSIP Family Survey** on behalf of their child; and when appropriate, consumers ages 13-17 were asked to directly fill out the **MHSIP Youth Survey** him or herself. Both surveys included a series of 26 questions about consumer satisfaction with the mental health and/or substance abuse services received in the past six months, each with a range of response options from **1=Strongly Agree to 5=Strongly Disagree**. Responses can be summarized across the following six **Satisfaction Scales**:

1. *Satisfaction*: general satisfaction with services
2. *Participation*: satisfaction with participation in treatment planning
3. *Access*: satisfaction with access to services
4. *Culture*: satisfaction with the cultural sensitivity of providers
5. *Outcomes*: satisfaction with treatment outcomes
6. *Connectedness*: the consumer's level of social connectedness

40 MHSIP Youth Surveys, and 29 MHSIP Family Surveys were completed. Chart H provides summary statistics, comparing results from the Family Surveys with results from the Youth Surveys. The average scores can range from a low of 1.0 to a high of 5.0. *A lower average represents a more positive experience, and a higher average represents a less positive experience.*

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

As shown in the Chart that follows, a vast majority of scales were rated favorably by both youth and caregivers (as indicated by average scores between 1.0 and 2.0). A more detailed explanation of the results can be found in the tables beginning on page 10.

**Chart H. 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	1.8	1.6	1.8	1.5	1.8	1.5	1.7	1.3
Percent w/ More Positive Experience	94.7%	89.7%	82.5%	89.7%	92.1%	93.1%	82.5%	100.0%
Percent w/ Mixed Experience	5.3%	10.3%	15.0%	10.3%	2.6%	3.4%	15.0%	0.0%
Percent w/ Less Positive Experience	0.0%	0.0%	2.5%	0.0%	5.3%	3.4%	2.5%	0.0%
<b>Number of Valid Responses</b>	38	29	40	29	38	29	40	29

	Scale 4 - Culture		Scale 5 - Outcomes		Scale 6 - Social Connectedness	
	Youth	Family	Youth	Family	Youth	Family
Average for All Consumers	1.4	1.3	2.2	2.1	1.6	1.7
Percent w/ More Positive Experience	97.3%	100.0%	63.2%	75.9%	86.5%	93.1%
Percent w/ Mixed Experience	2.7%	0.0%	36.8%	20.7%	10.8%	6.9%
Percent w/ Less Positive Experience	0.0%	0.0%	0.0%	3.4%	2.7%	0.0%
<b>Number of Valid Responses</b>	37	26	38	29	37	29

The tables that follow provide summaries of each of the questions from both the Youth Survey and the Family Survey. The following rating scale can be used for each of the 6 summary scales. A lower average represents a more positive experience, and a higher average represents a less positive experience.

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

<b>Scale 1 - Satisfaction</b>	<b>Youth</b>		<b>Family</b>	
MHSIP Youth and Family Satisfaction Survey Items	Ave Score	% Strongly Agree or Agree	Ave Score	% Strongly Agree or Agree
1. Overall, I am satisfied with the services I received.	1.7	87.5%	1.4	96.4%
4. The people helping me stuck with me no matter what.	1.7	82.5%	1.3	96.6%
5. I felt I had someone to talk to when I was troubled.	1.8	82.5%	1.4	96.4%
7. The services I received were right for me.	1.7	84.6%	1.4	89.7%
10. I got the help I wanted.	1.9	80.0%	1.6	86.2%
11. I got as much help as I needed.	1.9	82.1%	1.7	82.8%

<b>Scale 2 - Participation</b>	<b>Youth</b>		<b>Family</b>	
MHSIP Youth and Family Satisfaction Survey Items	Ave Score	% Strongly Agree or Agree	Ave Score	% Strongly Agree or Agree
2. I helped to choose my services.	2.1	73.0%	1.6	89.7%
3. I helped to choose my treatment goals.	1.4	94.7%	1.5	93.1%
6. I participated in my own treatment.	1.8	78.9%	1.3	100.0%

<b>Scale 3 - Access</b>	<b>Youth</b>		<b>Family</b>	
MHSIP Youth and Family Satisfaction Survey Items	Ave Score	% Strongly Agree or Agree	Ave Score	% Strongly Agree or Agree
8. The location of services was convenient for us.	1.6	92.5%	1.3	100.0%
9. Services were available at times that were convenient for us.	1.8	80.0%	1.4	100.0%

<b>Scale 4 - Culture</b>	<b>Youth</b>		<b>Family</b>	
MHSIP Youth and Family Satisfaction Survey Items	Ave Score	% Strongly Agree or Agree	Ave Score	% Strongly Agree or Agree
12. Staff treated me with respect.	1.4	95.0%	1.2	96.6%
13. Staff respected my family's religious or spiritual beliefs.	1.3	97.1%	1.3	100.0%
14. Staff spoke with me in a way that I understood.	1.5	92.5%	1.3	100.0%
15. Staff were sensitive to my cultural or ethnic background.	1.4	94.6%	1.3	100.0%

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

<b>Scale 5 – Outcomes</b>	<b>Youth</b>		<b>Family</b>	
<b>MHSIP Youth and Family Satisfaction Survey Items</b>	<b>Ave Score</b>	<b>% Strongly Agree or Agree</b>	<b>Ave Score</b>	<b>% Strongly Agree or Agree</b>
16. My child is better at handling daily life.	2.2	66.7%	2.1	75.0%
17. My child gets along better with family members.	2.4	55.3%	2.0	79.3%
18. My child gets along better with friends and other people.	1.9	75.7%	1.9	86.2%
19. My child is doing better in school and/or work.	1.8	80.0%	2.0	80.8%
20. My child is better able to cope when things go wrong.	2.4	55.3%	2.3	62.1%
21. I am satisfied with our family life right now.	2.2	65.8%	2.2	63.0%
22. My child is better able to do things he/she wants to do.	2.1	73.7%	2.0	79.3%

<b>Scale 6 – Social Connectedness</b>	<b>Youth</b>		<b>Family</b>	
<b>MHSIP Youth and Family Satisfaction Survey Items</b>	<b>Ave Score</b>	<b>% Strongly Agree or Agree</b>	<b>Ave Score</b>	<b>% Strongly Agree or Agree</b>
23. I know people who will listen and understand me when I need to talk.	1.7	86.5%	1.6	93.1%
24. I have people that I am comfortable talking with about my problems.	1.8	86.5%	1.5	93.1%
25. In a crisis, I would have the support I need from family or friends.	1.7	86.8%	1.9	82.8%
26. I have people with whom I can do enjoyable things.	1.4	94.7%	1.9	82.8%

*“Amazing commitment from CCS team, we are truly blessed by members that care and go the extra mile!”* - Caregiver of a Youth CCS Consumer