

**Central Wisconsin Health Partnership (CWHP)
Regional Comprehensive Community Services
2019 Consumer Satisfaction Survey Report**



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Introduction

Consumer satisfaction is an essential component of effective and quality Comprehensive Community Services (CCS) programs. Chapter DHS 36 which establishes standards for CCS programs in Wisconsin, requires CCS programs to assess consumer satisfaction, and to utilize the results to modify the program as needed. 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.

It's extremely helpful. I'm thankful, and appreciate the services I receive.
- Adult CCS Consumer

It's a work in progress, I feel more comfortable talking to my team and parents.
- 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.

It was a rough start with our team but they were able to adjust to what our family and child needs.
We appreciate you! Thank you!
- Caregiver of a Youth CCS Consumer

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.

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.

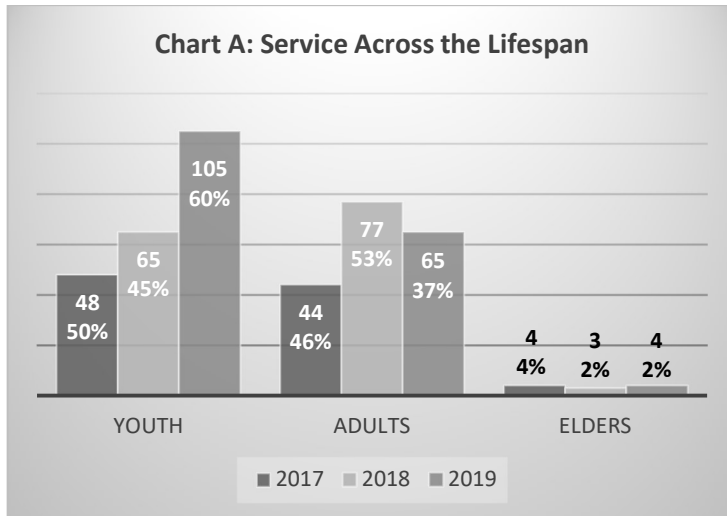
Survey administration was the responsibility of each individual county in the region. Completed surveys from the six counties were submitted to White Pine Consulting for data collation, analysis, and submission to the Division of Care and Treatment Services. The chart that follows summarizes the number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

County	Surveys Returned/Collected			
	Total	ROSI	MHSIP Youth	MHSIP Family
Adams	65	25	23	17
Green Lake	22	8	7	7
Juneau	33	14	11	8
Marquette	13	7	4	2
Waupaca	22	8	6	8
Waushara	24	10	8	6
Totals	179	72	59	48

Demographics

Gender

Surveys were completed by 85 individuals who identified themselves as females (47%) and 89 as males (50%). 1 individual (1%) identified themselves as "trans female"; and 1 (1%) as "other". 2 individuals did not respond to the question.

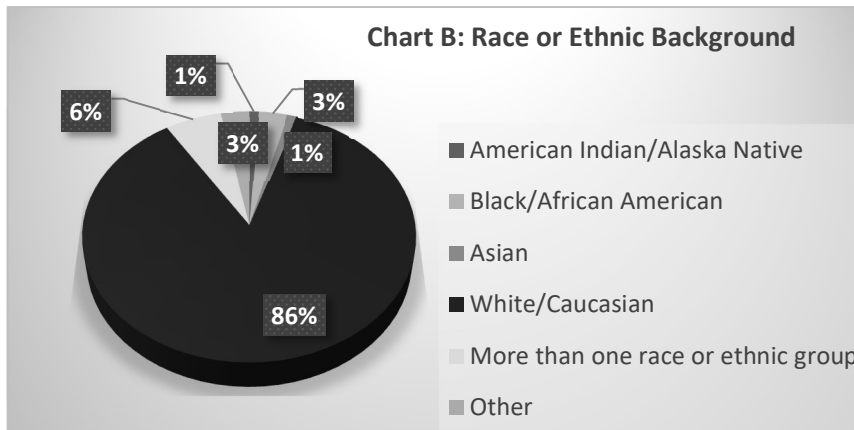


Age

In 2019, respondents ranged in age from 5 to 66 years. Wisconsin Chapter DHS 36 which establishes standards for CCS programs, requires programs to serve individuals across the lifespan, including:

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

Chart A summarizes the life stages of consumers being served in 2017 - 2019.



Race or Ethnic Background

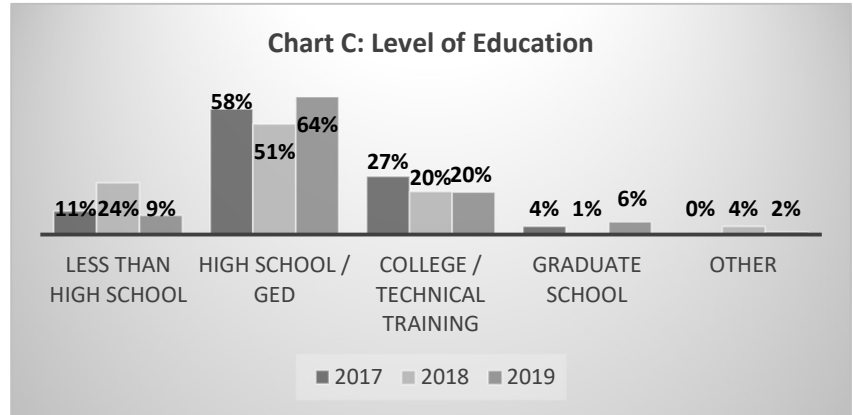
Similar to years past, an overwhelming majority of consumers identified themselves as "White or Caucasian" (86%). Chart B summarizes consumers' identified race or ethnic background in 2019.

In answer to the question, "Do you consider yourself Hispanic or Latino/a?" 94% (163) responded "No", and 6% (11) responded "Yes".

CCS helps, I would recommend to anyone who is an addict very helpful and works.
 - Adult CCS Consumer

Level of Education

Adults responding to the ROSI survey were asked about their level of education. Comparison results of respondents over the past 3 years are summarized in Chart C.



Mental Health (MH) and Substance Abuse (SA) Services

Both adult and youth consumers were asked if they were currently receiving MH and/or SA services. Chart D compares results from the past 4 years.

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

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

Living Environment

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

Chart E: Living Environment

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

* Living Environments written in as "Other" include: family member(s), friend(s), Parent(s), hotel, and jail

ROSI Adult Satisfaction Survey

They never give up on me, even in relapse. They help me to get a better understanding of myself. I Love my counselors, and that they understand me in my feelings good & Bad.

- 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

72 adult consumers ranging in age from 17 – 66 years completed the ROSI Adult Satisfaction Survey. Chart F 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.

	Satisfaction Scales						
	ROSI Overall Average	Scale 1 - Person Centered	Scale 2 - Barriers	Scale 3 - Empower	Scale 4 - Employ	Scale 5 - Staff Approach	Scale 6 - Basic Needs
Average for All Consumers	3.4	3.6	1.6	3.6	3.1	1.2	2.8
% w/ Mostly Recovery-Oriented Experience	88.1%	91.4%	74.6%	100.0%	66.7%	98.4%	55.4%
% w/ Mixed Experience	11.9%	7.1%	25.4%	0.0%	20.8%	0.0%	18.5%
% w/ Less Recovery-Oriented Experience	0.0%	1.4%	0.0%	0.0%	12.5%	1.6%	26.2%
Number of Valid Responses	67	70	67	71	48	64	65

Results suggest several areas of strength. Similar to the past four years, two areas rated most favorably were “Person Centered” and “Empower”. In 2018 and 2019, “Staff Approach” was also rated very 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

Scale 1 - Person-Centered Planning	Ave Score	% Often/ Almost Always
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.	3.7	95.5%
24. Mental health staff support my self-care or wellness.	3.7	95.5%
30. Staff give me complete information in words I understand before I consent to treatment or medication.	3.7	95.6%
31. Staff encourage me to do things that are meaningful to me.	3.7	97.1%
32. Staff stood up for me to get the services and resources I needed.	3.6	94.0%
33. Staff treat me with respect regarding my cultural background (race, ethnicity, religion, language, age, sexual orientation, etc.).	3.8	97.1%
34. Staff listen carefully to what I say.	3.6	95.6%
37. Mental health/substance abuse staff help me build on my strengths.	3.6	92.6%
38. My right to refuse treatment is respected.	3.6	88.7%

Scale 2 – Barriers	Ave Score	% Disagree or Strongly Disagree
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.	1.9	76.8%
5. I do not have enough good service options to choose from.	1.8	85.3%
7. Staff do not understand my experience as a person with mental health and/or substance abuse problems.	1.7	81.8%
8. The mental health and/or substance abuse staff ignore my physical health.	1.3	96.9%
11. I cannot get the mental health/substance abuse services I need when I need them.	1.4	93.7%
14. I lack the information or resources I need to uphold my client rights and basic human rights.	1.7	87.3%

Scale 3 – Empower	Ave Score	% Agree or Strongly Agree
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	98.6%
3. I am encouraged to use consumer-run programs (for example, support groups, drop-in centers, etc.).	3.3	92.5%
9. Staff respect me as a whole person.	3.7	98.6%

Scale 4 – Employ	Ave Score	% Often or Almost Always
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.	3.1	72.4%
22. Mental health and/or substance abuse services helped me get or keep employment.	3.0	66.7%
28. There was a consumer peer advocate to turn to when I needed one.	3.2	77.0%
29. There are consumers working as paid employees in the mental health/substance abuse agency where I receive services.	3.0	68.9%

Scale 5 – Staff Approach Rating Scale: 1 = Never/Rarely, 2 = Sometimes, 3 = Often, 4 = Almost Always/Always	Ave Score	% Never/Rarely or Sometimes
27. Staff use pressure, threats, or force in my treatment.	1.1	97.1%
35. Staff lack up-to-date knowledge on the most effective treatments.	1.2	82.8%
36. Mental health/substance abuse staff interfere with my personal relationships.	1.5	95.1%
41. I am treated as a psychiatric label rather than as a person.	1.1	98.5%

Scale 6 – Basic Needs Rating Scale: 1 = Strongly Disagree, 2 = Disagree, 3 = Agree, 4 = Strongly Agree	Ave Score	% Agree or Strongly Agree
15. I have enough income to live on.	2.4	47.1%
19. I have housing that I can afford.	3.2	74.2%

Other Items Rating Scale: 1 = Strongly Disagree, 2 = Disagree, 3 = Agree, 4 = Strongly Agree	Ave Score	% Disagree or Strongly Disagree
10. Mental health and/or substance abuse services have caused me emotional or physical harm.	1.3	95.4%
13. Mental health and/or substance abuse services led me to be more dependent, not independent.	2.1	66.2%

Other Items Rating Scale: 1 = Strongly Disagree, 2 = Disagree, 3 = Agree, 4 = Strongly Agree	Ave Score	% Agree or Strongly Agree
2. I have a place to live that feels like a comfortable home to me.	3.2	80.6%
6. Mental health and/or substance abuse services helped me get housing in a place I feel safe.	2.9	72.9%
12. Mental health and/or substance abuse services helped me get medical benefits that meet my needs.	3.2	87.5%
16. Services help me develop the skills I need.	3.4	95.2%
17. Substance abuse services help me be better able to deal with my alcohol or drug problem.	3.3	90.6%
18. Substance abuse services help me have a better understanding of my addiction.	3.2	87.5%

Other Items Rating Scale: 1 = Never/Rarely, 2 = Sometimes, 3 = Often, 4 = Almost Always/Always	Ave Score	% Often/Almost Always
21. I have reliable transportation to get where I need to go.	3.2	72.9%
25. I have a say in what happens to me when I am in crisis.	3.4	83.8%
26. Staff believe that I can grow, change and recover.	3.7	97.1%
39. My treatment plan goals are stated in my own words.	3.6	89.1%
40. The doctor worked with me to get on medications that were most helpful for me.	3.6	95.0%
42. I can see a therapist when I need to.	3.5	89.7%
43. My family gets the education or supports they need to be helpful to me.	3.1	72.9%
44. I have information or guidance to get the services and supports I need, both inside and outside my mental health/ substance abuse agency.	3.5	87.9%

Very helpful, I now want to leave my house and do things.

- 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

59 MHSIP Youth Surveys, and 48 MHSIP Family Surveys were completed. Chart G 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 G. Averages and Percentages for Youth and Family Satisfaction Surveys

	Overall Average		Scale 1 - Satisfaction		Scale 2 - Participation		Scale 3 - Access	
	Youth	Family	Youth	Family	Youth	Family	Youth	Family
Average for All Consumers	1.7	1.8	1.7	1.7	1.6	1.5	1.7	1.6
Percent w/ More Positive Experience	89.8%	89.6%	86.4%	89.6%	94.9%	91.7%	87.9%	85.1%
Percent w/ Mixed Experience	10.2%	10.4%	13.6%	10.4%	3.4%	8.3%	10.3%	14.9%
Percent w/ Less Positive Experience	0.0%	0.0%	0.0%	0.0%	1.7%	0.0%	1.7%	0.0%
Number of Valid Responses	59	48	59	48	59	48	58	47

	Scale 4 - Culture		Scale 5 - Outcomes		Scale 6 - Social Connectedness	
	Youth	Family	Youth	Family	Youth	Family
Average for All Consumers	1.5	1.5	2.0	2.3	1.7	1.7
Percent w/ More Positive Experience	93.1%	95.3%	77.6%	66.7%	91.5%	83.0%
Percent w/ Mixed Experience	6.9%	4.7%	19.0%	27.1%	8.5%	17.0%
Percent w/ Less Positive Experience	0.0%	0.0%	3.4%	6.3%	0.0%	0.0%
Number of Valid Responses	58	43	58	48	59	47

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

Scale 1 - Satisfaction	Youth		Family	
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	88.1%	1.6	87.2%
4. The people helping me stuck with me no matter what.	1.5	91.4%	1.5	93.8%
5. I felt I had someone to talk to when I was troubled.	1.7	86.4%	1.5	93.8%
7. The services I received were right for me.	1.7	84.7%	1.6	87.5%
10. I got the help I wanted.	1.8	84.5%	1.8	80.9%
11. I got as much help as I needed.	1.9	79.7%	1.9	75.0%

Scale 2 - Participation	Youth		Family	
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.	1.8	89.5%	1.5	91.7%
3. I helped to choose my treatment goals.	1.5	96.6%	1.5	91.5%
6. I participated in my own treatment.	1.6	94.9%	1.4	93.8%

Scale 3 - Access	Youth		Family	
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	91.5%	1.6	91.5%
9. Services were available at times that were convenient for us.	1.7	89.7%	1.6	89.6%

Scale 4 - Culture	Youth		Family	
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	94.9%	1.5	95.8%
13. Staff respected my family's religious or spiritual beliefs.	1.4	96.5%	1.6	86.0%
14. Staff spoke with me in a way that I understood.	1.5	89.8%	1.5	95.8%
15. Staff were sensitive to my cultural or ethnic background.	1.7	87.5%	1.5	92.9%

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

Scale 5 – Outcomes	Youth		Family	
	Ave Score	% Strongly Agree or Agree	Ave Score	% Strongly Agree or Agree
MHSIP Youth and Family Satisfaction Survey Items				
16. My child is better at handling daily life.	1.9	78.9%	2.2	66.7%
17. My child gets along better with family members.	2.2	67.2%	2.3	70.2%
18. My child gets along better with friends and other people.	1.9	78.6%	2.2	63.8%
19. My child is doing better in school and/or work.	2.1	69.0%	2.1	70.2%
20. My child is better able to cope when things go wrong.	2.1	74.1%	2.4	64.6%
21. I am satisfied with our family life right now.	2.1	71.9%	2.4	60.4%
22. My child is better able to do things he/she wants to do.	1.9	81.0%	2.1	66.7%

Scale 6 – Social Connectedness	Youth		Family	
	Ave Score	% Strongly Agree or Agree	Ave Score	% Strongly Agree or Agree
MHSIP Youth and Family Satisfaction Survey Items				
23. I know people who will listen and understand me when I need to talk.	1.7	86.4%	1.6	91.3%
24. I have people that I am comfortable talking with about my problems.	1.6	93.2%	1.6	87.5%
25. In a crisis, I would have the support I need from family or friends.	1.7	86.4%	1.9	77.1%
26. I have people with whom I can do enjoyable things.	1.6	93.2%	1.8	88.9%

“At first I hated doing this but within the last 6 months I've been a lot happier and I've been doing a lot better.

- Youth CCS Consumer