

Scott Walker
Governor



DIVISION OF MENTAL HEALTH & SUBSTANCE ABUSE SERVICES

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July 24, 2015

Re: Compliance with Administration of Comprehensive Community Services (CCS) Consumer Satisfaction Surveys

Dear CCS Coordinators,

Chapter DHS 36, Comprehensive Community Services for Persons with Mental Disorders and Substance Use Disorders, identifies the requirements of all counties or tribes certified under the CCS program. As part of these requirements, specified in Section 36.08 Quality Improvement, all CCS programs are expected "to assess consumer satisfaction and progress toward desired outcomes." To meet this requirement, we are providing you with Satisfaction Surveys to administer to the families, youth and adults in your program.

With the CCS program currently being expanded across the state, it is all the more important that complete and timely information on program satisfaction be collected from your consumers. Building on feedback obtained at several CCS regional planning meetings, all three surveys (the MHSIP Family Satisfaction Survey, the MHSIP Youth Satisfaction Survey, and ROSI Adult Satisfaction Survey) have been shortened and simplified to include only those questions essential to obtaining an understanding of your consumer's satisfaction with their CCS experience. As CCS Coordinator for your county or tribe, your help is essential. Please work with your staff to obtain completed surveys from as many of your consumers as possible.

In addition to collecting consumer satisfaction data to inform your quality improvement efforts, all CCS programs must submit the data to the State Bureau of Prevention Treatment and Recovery (BPTR). You will receive a second correspondence with specific instructions for downloading the three surveys, administering the surveys to your consumers, and returning completed survey data to us. In order to help improve CCS services, please take the time to ensure surveys are completed by as many of your consumers as possible.

Laura Blakeslee, BPTR Mental Health Evaluator, will send the second correspondence shortly and field any questions about your use of consumer satisfaction data in your quality improvement efforts. She can be reached most easily via email at laura.blakeslee@wisconsin.gov.

Sincerely,

A handwritten signature in cursive script that reads "Joyce Allen".

Joyce Allen, Director
Bureau of Prevention Treatment and Recovery

cc: Kenya Bright
Cheryl Lofton
Langeston Hughes
Laura Blakeslee