

Scott Walker  
Governor



DIVISION OF CARE AND TREATMENT SERVICES

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Linda Seemeyer  
Secretary

**State of Wisconsin**  
Department of Health Services

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Dear CCS Coordinators,

The Wisconsin Administrative Code for Comprehensive Community Services (Wis. Admin. Code ch. DHS 36) identifies the requirements of all counties or tribes certified under the CCS Program. As part of these requirements, specified in Wis. Admin. Code § DHS 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 expansion across the state, it is all the more important that complete and timely information on program satisfaction be collected from your consumers. Accordingly, three surveys (the MHSIP Family Satisfaction Survey, the MHSIP Youth Satisfaction Survey, and ROSI Adult Satisfaction Survey) have been created to obtain 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 Bureau of Prevention Treatment and Recovery (BPTR). You have received additional correspondence with specific instructions for downloading the three surveys, administering the surveys to your consumers, and returning completed survey data to us.

Christopher Keenan, BPTR Mental Health Evaluator, will send any additional correspondence as necessary and field any questions about your use of consumer satisfaction data in your quality improvement efforts. He can be reached most easily via email at [Christopher.Keenan@wisconsin.gov](mailto:Christopher.Keenan@wisconsin.gov).

Sincerely,

A handwritten signature in black ink that reads "Joyce Allen".

Joyce Allen  
Director  
Bureau of Prevention Treatment and Recovery

cc: Christopher Keenan  
Kenya Bright  
Langeston Hughes  
Danielle Graham-Heine