



WISCONSIN DEPARTMENT
of HEALTH SERVICES

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**Making
Comprehensive
Community Services
Satisfaction Survey
Data Actionable**

Presentation Objectives

- Review key findings from a recent analysis of Comprehensive Community Services (CCS) satisfaction data.
- Provide examples of how CCS programs have applied satisfaction data.
- Gather input on satisfaction surveys from CCS programs through guided discussion.

Key Findings – Adult Scores

- The lowest scoring scales were **Basic Needs** and **Employ**
- The highest scoring scales were **Empower** and **Staff Approach**.

Key Findings – Adult Scores

- The **Basic Needs scale** increased in 2017.
- Adults feel supported and respected, but would like help with finding independence, receiving peer supports, and having their families be more supported.

Key Findings - Youth and Family of Children under Age 12

- Lowest scoring scale was the **Outcomes** scale.
- The highest scoring scale was the **Culture** scale.

Key Findings - Youth and Family of Children under Age 12

Participants often feel like staff are respectful, supportive of their unique backgrounds, and committed to them, but would like more help strengthening their social relationships and functioning in day-to-day life.

Practical Applications to Specific Results

If Your Adult Participants are...

Less satisfied with having enough income to live on (q15) or that services never or rarely help them get or keep employment (q22), can you:

- Apply Individual Placement and Support (IPS) or supported employment?
- Study the local labor market and plan?

If Your Adult Participants are Less Satisfied with...

The ability of their services to lead them to be more independent (q13), can you find opportunities for:

- New challenges?
- Volunteering?
- Regional resources?

If Your Adult Participants Express that They Never or Rarely have...

Participants working as paid employees with services (q29) or access to a participant peer advocate (q28), can you:

- Add peers as staff and volunteers?
- Find examples of peer-run organizations?

If Your Adult Participants Express that They Never or Rarely Notice that...

Their family receives the education or supports necessary to be helpful (q43), can you:

- Apply family psychoeducation?
- Assess a participant's family needs along with their individual needs?

If Your Youth Participants or Family of Children under Age 12 are Less Satisfied with...

Their or their child's ability to easily cope with life's challenges (q20 and q16) (or any Outcomes scale items), can you devote more effort to early (and ongoing) assessment and planning?

If Your Youth Participants or Family of Children under Age 12 are Less Satisfied with...

Their current family life (q21) or their or their child's ability to get along with family members (q17), can you apply:

- Family psychoeducation?
- The [4 Rs and 2 Ss for Strengthening Families?](#)

Examples of General Applied Practice

Create Coordinating Committee Summary Report

- Highlight key findings
- List concise recommendations

Create Coordinating Committee Summary Report

Things to cover

- Survey administration methods
- Quantitative and qualitative data
- Demographic breakdowns

Share Results with Participants

- Promotes transparency and worth
- Promotes shared experience
- Provides richer information
- Provides more ideas

Share Results with Participants

- Keep it simple and concise
- Consider method

Use Your Think Tanks

- Coordinating committees
- Quality improvement committees
- Staff meetings

Use Your Think Tanks

- Put it on the agenda
- Ask yourself:
 - What can you study?
 - What can you strengthen?

Address Areas for Improvement

Invite peers and subject matter experts to provide education and host discussions on topics related to low scoring survey scales or items at your regional training and quality improvement meetings.

Discussion

- Do you have examples or further thoughts about applying CCS satisfaction data?
- Do you have feedback on the CCS satisfaction surveys?