



Participant Satisfaction Survey Analysis, 2016-2017

[Comprehensive Community Services \(CCS\)](#) aims to support people with mental health and substance use concerns by expanding access to needed services and helping them navigate a path to recovery. CCS programs assess participant satisfaction and progress toward their recovery goals through an annual survey. Data from these surveys may be used to measure the effectiveness of CCS and identify specific program areas that may benefit from quality improvement efforts. This document features the results of an analysis of statewide satisfaction data for CCS participants who completed satisfaction surveys in 2016 and 2017.

Key findings for adults:

- Adults scored lowest on their ability to meet their basic financial needs (*Basic Needs* scale) and the degree to which educational and employment opportunities are available (*Employ* scale), and highest on the degree to which they feel empowered by staff and others (*Empower* scale) and the degree to which agency staff do not use a paternalistic or coercive approach (*Staff Approach* scale).
- Adults scored 6% higher on the *Basic Needs* scale in 2017 when compared to 2016. There were no substantial differences in scores on other scales for 2017 when compared to 2016.
- Adults would like to have more help finding independence, receiving peer supports, and having their families be more educated and supported through their programs, but often feel supported and respected by their CCS program.

Key findings for youth and family of children under age 12:

- Youth and family of children under age 12 scored lowest on their (or their caregiver's) life improvements that occur as a direct result of their (or their child's) CCS services (*Outcomes* scale), and highest on the cultural sensitivity of providers (*Culture* scale).
- Youth and family of children under age 12 would like more help strengthening their social relationships and functioning in day-to-day life, but often feel like staff are respectful and supportive of their unique backgrounds, and committed to them.

Method

Since 2014, CCS programs have been asked by the Wisconsin Department of Health Services (DHS) to collect and share completed participant satisfaction survey data towards the end of each calendar year. Programs were instructed on how to administer the surveys through email bulletins and a supporting technical assistance guide.^{1, 2} Programs were also provided with specialized data collection and

¹ The [User's Guide for the Mental Health Statistical Improvement Program \(MHSIP\) and Recovery Oriented System Indicators \(ROSI\) Participant Satisfaction Surveys, P-00887](#), contains a description of the origin of these satisfaction surveys, survey methodology, scale construction, and additional survey questions added by the Wisconsin Department of Health Services.

² CCS participants eligible to complete the survey were those served in each respective calendar year with a period of at least six months of enrollment and, among those who transitioned out of the program, transitioned no longer than three months from the approximate date of survey completion.

summary workbooks for their own use and to be shared with DHS.³ Data entered into these workbooks was automatically analyzed and displayed as question and scale-level scores and satisfaction rates for programs and DHS staff to view within the workbooks. Programs and DHS staff may also compare these rates and scores to statewide and national data collected through the same surveys.

This document summarizes statewide satisfaction survey data that was entered into these workbooks and shared with DHS for calendar years 2016 and 2017. Results are displayed at the state level and by CCS region, which may include multiple CCS programs.⁴

Each year participants completed one of three age-appropriate surveys for each group of participants who were either:

- Age 18 years and older (“Adults”)
- Age 13-17 years (“Youth”)
- Age 12 years and under (“Family”)

The Mental Health Statistical Improvement Project (MHSIP) forms the basis for the survey administered to the youngest two age groups whereas adults were asked to complete the Recovery Oriented System Indicators (ROSI). The three sections contained within the *Results* of this analysis were structured respective to each age group. Within each section two tables are presented:

- Counts of surveys completed by year
- Percent reporting a more positive experience⁵

The second table in each of the three sections features a number representing the overall percent reporting a more positive experience (average survey satisfaction score reported across all survey questions for all respondents) as well as for each of six specific scales of interest covered by various questions in each of the three surveys (described in their respective sections below).^{6, 7} This table also displays the counts of surveys with complete survey data and overall response rates among eligible participants.

³ See *Satisfaction Survey Materials* on the [DHS website](#) for the latest versions of all surveys, workbooks, and supporting materials used by CCS providers.

⁴ No tribal youth or family were eligible to complete the survey in 2016 or 2017.

⁵ For instance, “agree” or “strongly agree” with a positive survey statement or question or “disagree” or “strongly disagree” with a negatively worded survey statement or questions.

⁶ For adults, youth, and families there was less than 10 percent missing, unanswered, or not applicable data for each respective scales’ percent reporting a more positive experience calculation. One exception was the adult employment scale, where 35% of participants did not have valid data to contribute to scale calculations.

⁷ It is important to note that although these scales (and the overarching themes they represent) correspond across each of the youth and family MHSIP surveys, they do not necessarily correspond with the adult ROSI survey.

Results

Adults

Eligible participants ages 18 and older may complete the Recovery Oriented System Indicators (ROSI) adult satisfaction survey, which measures the extent to which participants experience CCS as recovery-oriented.

Table 1: Adult ROSI Surveys by Year

Year	Count
2016	893
2017	1,113
Total	2,006

Scale descriptions

- **Person-centered:** These items describe whether clinical staff have a person-centered focus and allow for person-centered decision-making.
- **Barriers:** These items describe passive barriers to recovery that respondents may experience.
- **Empower:** These items describe the degree to which respondents feel empowered by staff and others.
- **Employ:** These items describe the degree to which educational and employment opportunities are available to the individual respondent or respondents in general.
- **Staff approach:** These items describe the degree to which agency staff use a paternalistic and/or coercive approach to working with respondents.
- **Basic needs:** These items describe the respondent's current financial ability to meet his or her basic needs.

Table 2: CCS Adult Satisfaction Survey Percent with a More Positive Experience (Satisfied or Very Satisfied) by CCS Region, 2016 and 2017 Combined

	Count Youth Surveys	Overall Response Rate (%)*	Percent (%) with a More Positive Experience						
			Scale						
			Overall	Person Centered	Barriers	Empower	Employ	Staff Approach	Basic Needs
			Statewide						
	2006	38	80	86	72	91	56	91	63
CCS Region	Regional								
CCS of Clark & Trempealeau Counties	6	14	50	67	40	100	0	100	33
Central Wisconsin Health Partnership - CWHP	89	72	89	91	79	99	55	93	71
Dane County Human Services CCS	111	20	73	82	69	88	52	91	56
Eau Claire-St. Croix Shared CCS	19	30	72	83	63	95	43	94	53
Green-Lafayette Regional CCS Programs	37	30	82	97	74	94	62	97	52
Human Service Center - HSC	16	34	93	94	86	100	40	87	77
JRW Tri-County Region CCS	134	57	87	92	78	93	60	96	54
Kenosha-Racine Regional Consortium - KRRC	209	38	80	90	67	91	65	91	65
Lac Courte Oreilles Band of Lake Superior Chippewa CCS	0	-	-	-	-	-	-	-	-
Lac du Flambeau Band of Lake Superior Chippewa CCS	8	62	50	50	63	88	13	88	71
Lakeshore Recovery Collaborative	154	40	81	85	74	93	63	86	68
Lakeshore Recovery Consortium	33	60	94	97	88	94	48	100	71
Marinette-Oconto County CCS Consortium	10	32	89	100	78	100	67	86	57
Milwaukee County CCS	333	51	75	86	64	89	59	91	50
New Horizons North CCS	57	48	82	89	69	88	67	91	69
North Central Health Care - NCHC	159	34	82	86	71	94	58	92	76
North Central Region CCS	28	39	82	89	78	81	44	96	70
Northeast Wisconsin Behavioral Health Consortium	283	54	81	85	77	92	49	89	69
Portage-Wood Partnership	29	18	77	79	77	83	67	96	75
Red Cliff Band of Lake Superior Chippewa CCS	0	-	-	-	-	-	-	-	-
Strive CCS	19	32	83	94	89	88	22	100	72
Waukesha County CCS	78	41	71	77	72	87	53	87	61
Western Region Integrated Care - WRIC	67	16	75	71	63	91	55	88	71
Western Region Recovery and Wellness Consortium - WRRWC	49	27	83	85	71	85	51	98	64
Wisconsin River CCS Collaboration	78	30	86	92	74	88	43	99	67

Note: *Combined for adult, youth, and family surveys

Youth

Eligible participants ages 13-17 may complete the Mental Health Statistical Improvement Project (MHSIP) youth satisfaction survey, which measures the extent to which participants experience CCS positively.

Table 3: Youth MHSIP Surveys by Year

Year	Count
2016	215
2017	337
Total	552

Scale descriptions

- **Satisfaction:** These items describe a youth’s overall level of satisfaction with their services.
- **Participation:** These items describe how well a youth was integrated into their treatment planning.
- **Access:** These items describe the ease with which a youth obtained their mental health and/or substance use services.
- **Culture:** These items describe the cultural sensitivity of providers.
- **Outcomes:** These items describe a youth’s life improvements that occur as a direct result of their CCS services.
- **Social Connectedness:** These items describe the extent to which youth are socially connected, and have “natural supports” in place—family, friends, and acquaintances—to help bolster and sustain their recovery.

Table 4: CCS Youth Satisfaction Survey Percent with a More Positive Experience (Satisfied or Very Satisfied) by CCS Region, 2016 and 2017 Combined

	Count Youth Surveys	Overall Response Rate (%)*	Percent (%) with a More Positive Experience								
			Scale								
			Overall	Satisfaction	Participation	Access	Culture	Outcomes	Social Connect.		
			Statewide								
			552	38	89	83	85	82	93	73	85
CCS Region			Regional								
CCS of Clark & Trempealeau Counties	3	14	67	67	67	67	100	33	67		
Central Wisconsin Health Partnership - CWHP	55	72	89	84	84	71	92	78	80		
Dane County Human Services CCS	10	20	89	70	90	78	100	56	90		
Eau Claire-St. Croix Shared CCS	11	30	73	64	82	73	82	64	90		
Green-Lafayette Regional CCS Programs	0	30	-	-	-	-	-	-	-		
Human Service Center - HSC	7	34	100	100	100	86	100	71	100		
JRW Tri-County Region CCS	49	57	100	96	90	84	100	82	90		
Kenosha-Racine Regional Consortium - KRRC	53	38	85	85	87	74	94	71	87		
Lac Courte Oreilles Band of Lake Superior Chippewa CCS	0	-	-	-	-	-	-	-	-		
Lac du Flambeau Band of Lake Superior Chippewa CCS	0	62	-	-	-	-	-	-	-		
Lakeshore Recovery Collaborative	55	40	89	85	89	81	94	56	81		
Lakeshore Recovery Consortium	46	60	83	78	84	73	88	67	83		
Marinette-Oconto County CCS Consortium	6	32	100	100	100	83	100	83	100		
Milwaukee County CCS	0	51	-	-	-	-	-	-	-		
New Horizons North CCS	1	48	100	100	100	100	100	100	0		
North Central Health Care - NCHC	69	34	93	85	90	93	97	76	88		
North Central Region CCS	0	39	-	-	-	-	-	-	-		
Northeast Wisconsin Behavioral Health Consortium	106	54	86	75	73	83	90	75	83		
Portage-Wood Partnership	13	18	92	92	92	92	83	85	69		
Red Cliff Band of Lake Superior Chippewa CCS	0	-	-	-	-	-	-	-	-		
Strive CCS	0	32	-	-	-	-	-	-	-		
Waukesha County CCS	5	41	100	80	100	60	100	80	100		
Western Region Integrated Care - WRIC	10	16	60	70	80	78	78	50	80		
Western Region Recovery and Wellness Consortium - WRRWC	15	27	93	73	67	87	93	67	73		
Wisconsin River CCS Collaboration	38	30	95	92	97	95	91	86	92		

Note: *Combined for adult, youth, and family surveys

Family

Eligible participants ages 12 and younger may have the Mental Health Statistical Improvement Project (MHSIP) family satisfaction survey completed by their parent or guardian (caregiver) on their behalf. This survey also measures the extent to which participants experience CCS positively.

Table 5: Family MHSIP Surveys by Year

Year	Count
2016	181
2017	229
Total	410

Scale descriptions

- **Satisfaction:** These items describe a caregiver’s overall level of satisfaction with their child’s services.
- **Participation:** These items describe how well a caregiver was integrated into their child’s treatment planning.
- **Access:** These items describe the ease with which their child obtained their mental health and/or substance use services.
- **Culture:** These items describe the cultural sensitivity of providers.
- **Outcomes:** These items describe a caregiver’s life improvements that occur as a direct result of their child’s CCS services.
- **Social Connectedness:** These items describe the extent to which caregivers are socially connected, and have “natural supports” in place—family, friends, and acquaintances—to help bolster and sustain their child’s recovery.

Table 6: CCS Family Satisfaction Survey Percent with a More Positive Experience (Satisfied or Very Satisfied) by CCS Region, 2016 and 2017 Combined

	Count Family Surveys	Overall Response Rate (%)*	Percent (%) with a More Positive Experience								
			Scale								
			Overall	Satisfaction	Participation	Access	Culture	Outcomes	Social Connect.		
			Statewide								
			410	38	91	89	95	90	98	63	86
CCS Region			Regional								
CCS of Clark & Trempealeau Counties	2	14	100	100	100	100	100	100	100	100	
Central Wisconsin Health Partnership - CWHP	34	72	94	91	100	94	94	94	58	91	
Dane County Human Services CCS	6	20	83	83	83	33	100	67	67	67	
Eau Claire-St. Croix Shared CCS	15	30	93	87	100	93	100	73	93	93	
Green-Lafayette Regional CCS Programs	1	30	100	100	100	100	100	0	100	100	
Human Service Center - HSC	5	34	100	100	100	100	80	100	100	100	
JRW Tri-County Region CCS	26	57	92	96	92	96	96	96	56	85	
Kenosha-Racine Regional Consortium - KRRC	64	38	88	83	91	91	98	59	80	80	
Lac Courte Oreilles Band of Lake Superior Chippewa CCS	0	-	-	-	-	-	-	-	-	-	
Lac du Flambeau Band of Lake Superior Chippewa CCS	0	62	-	-	-	-	-	-	-	-	
Lakeshore Recovery Collaborative	21	40	85	76	100	90	100	45	75	75	
Lakeshore Recovery Consortium	34	60	94	91	91	91	100	74	88	88	
Marinette-Oconto County CCS Consortium	2	32	100	100	100	100	100	0	50	50	
Milwaukee County CCS	0	51	-	-	-	-	-	-	-	-	
New Horizons North CCS	5	48	80	80	100	80	100	100	100	100	
North Central Health Care - NCHC	64	34	95	97	97	95	97	77	91	91	
North Central Region CCS	0	39	-	-	-	-	-	-	-	-	
Northeast Wisconsin Behavioral Health Consortium	57	54	96	95	96	91	100	54	95	95	
Portage-Wood Partnership	14	18	79	86	92	93	100	64	71	71	
Red Cliff Band of Lake Superior Chippewa CCS	0	-	-	-	-	-	-	-	-	-	
Strive CCS	1	32	100	100	100	100	100	100	100	100	
Waukesha County CCS	0	41	-	-	-	-	-	-	-	-	
Western Region Integrated Care - WRIC	23	16	91	83	96	87	95	43	83	83	
Western Region Recovery and Wellness Consortium - WRRWC	20	27	75	80	90	75	100	60	70	70	
Wisconsin River CCS Collaboration	16	30	94	81	100	88	93	75	88	88	

Note: *Combined for adult, youth, and family surveys

Statewide Item-by-Item Analysis

This section presents the results of an analysis of data from each item or question within each age group's respective survey regardless of scale. The lowest and highest scoring items or questions are featured.

Adults were most satisfied with:

- Staff not using pressure, threats, or force in their treatment (q27) and not interfering with their personal relationships (q36).
- Staff treating them with respect regarding their cultural background (for instance, race, ethnicity, religion, language, age, or sexual orientation) (q33).
- Being treated as a person rather than as a psychiatric label (q41).
- Having at least one person who believes in them (q1) and staff encouraging them to do things that were meaningful to them (q31).

Adults were least satisfied with:

- Having enough income to live on (q15), the ability of their services to help them get or keep employment (q22), and the ability of their services to lead them to be more independent (q13).
- Mental health/substance use agencies having participants working as paid employees with their services (q29) and having a participant peer advocate to turn to when they needed one (q28).
- Their family receiving the education or supports necessary to be helpful (q43).

Youth and family of children under age 12 were most satisfied with:

- All items on the *Culture* scale including:
 - Staff being sensitive to their cultural or ethnic background (q15), as well as staff respecting themselves (q12) and their family's religious or spiritual beliefs (q13).
 - Staff speaking to them in a way that they understood (q14).
- Participation in their treatment (q6).
- Having people who were reliable and committed to them (q4).

Youth, but not parents of children under age 12, were also most satisfied with having people with whom they could do enjoyable things (q26).

Youth and family of children under age 12 were least satisfied with all items from the *Outcomes* scale including:

- Current family life (q21).
- Ability to get along with family members (q17), friends, and other people (q18).
- Ability to cope when things go wrong (q20) and handle daily life (q16).
- Ability to do things they want to do (q22) and do better in school and/or work (q19).

Youth, but not parents of children under age 12, were also least satisfied with being able to choose their own services (q2).