



Participant Satisfaction Survey Response Rates, Best Practices, and Scale Scores, 2018

Introduction

This document features statewide satisfaction data for Comprehensive Community Services (CCS) participants who completed satisfaction surveys in the fall of 2018. CCS programs assess participant satisfaction and progress toward their recovery goals through one of three annual participant surveys: “adults” age 18 years or older, “youth” age 13-17 years, or “family” of participants age 12 years or under. CCS programs report this survey data to the Wisconsin Department of Health Services.

When reporting data to the Wisconsin Department of Health Services, CCS programs provided their response rates, the methods they used to administer the surveys, and the raw data for each survey question.

Data featured in this data brief includes program response rates, overall survey scores, and survey scale scores.^{1, 2, 3}

Key findings

Response rates

- The statewide response rate was 40 percent, four percentage points higher than in 2017. There was a lot of variation in response rates within CCS regions and across the state.
- Substantially more adults identifying as female, when compared to those identifying as male, completed surveys (56% versus 42%, respectively). For the majority of youth and family surveys, combined, this distribution was reversed; 36% female versus 63% male.
- Administration methods that likely yielded higher response rates included:
 - Involving CCS program staff in the solicitation (for example: direct hand-off), tracking, and follow-up of data collection, but ensuring data could be submitted in a confidential sealed envelope by respondents (Adams, Ashland, Jefferson, Juneau, and Manitowoc counties and Lac du Flambeau Tribe).
 - Having a variety of methods to accommodate the participants such as over the phone, in-person, or in the mail (Kenosha, Ozaukee, Marathon, and Walworth counties).

¹ There are six specific scales covered by various questions in each of the three surveys described in the Appendix. Numbers displayed for each scale represent the overall percent reporting a more positive experience. 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 question.

² 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. Other documents and supporting materials used by CCS programs to collect survey data can be found on the [CCS Providers page on the DHS website](#) under “Satisfaction Survey Materials.”

³ 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.

- Having a third party available to administer the survey in person or answer questions. Third parties included certified peer specialists, mental health technicians, student interns, other human service department staff, and quality assurance staff (Adams, Ashland, Brown, Juneau, Kenosha, Waushara, Manitowoc, Ozaukee, Walworth, Waushara, and Winnebago counties).

Scales scores for adults

- Overall, scale scores in 2018 were similar to 2016 and 2017 with some exceptions:
 - A three percentage point increase in satisfaction with the lack of passive barriers to recovery experienced by respondents (*Barriers* scale)
 - A four percentage point increase in the degree to which educational and employment opportunities were available (*Employ* scale).
- Out of all adult scales adults scored:
 - Lowest on their ability to meet their basic financial needs (*Basic Needs* scale) and the *Employ* scale.
 - Highest on the degree to which they felt empowered by staff and others (*Empower* scale) and the degree to which agency staff did not use a paternalistic or coercive approach (*Staff Approach* scale).

Scale scores for youth

- Overall scale scores in 2018 were similar to 2016 and 2017 with some exceptions:
 - A three percentage point decrease in how well youth felt they were integral to their treatment planning (*Participation* scale).
 - A six percentage point decrease in life improvements that occurred as a direct result of their CCS services (*Outcomes* scale).
- Out of all youth scales youth scored:
 - Lowest on the *Outcomes* scale.
 - Highest on the cultural sensitivity of providers (*Culture* scale).

Scale scores for family

- Overall scale scores in 2018 were similar to 2016 and 2017.
- Out of all family scales family scored:
 - Lowest on their caregiver's life improvements that occurred as a direct result of their child's CCS services (*Outcomes* scale),
 - Highest on the cultural sensitivity of providers (*Culture* scale).

Data results

Adults

Characteristic groups

This section features differences in scales scores across some participant characteristic data collected from the 1,531 adult surveys.

Gender

There were about 1,490 surveys with data on gender. The distribution of survey participants consisted of 56% identifying as female; 42% as male; <1% as trans male or trans female; and <1% as other. There were no significant differences in scale scores across the two largest categories of gender (male and female).

Age groups

There were about 1,468 participants with available data on age. The distribution of survey participants consisted of 33% young adults (age 35 or younger), 41% middle age adults (age 36 to 55), and 23% older adults (age 56 or older). There were significant differences in some of the scale scores across these age groups. The scales with significant differences included (with chi-squared test of significance listed in parentheses):

- **All survey questions** ($p \leq .05$): Five percent more of younger adults were satisfied when compared to middle aged or older adults.
- **Barriers** ($p \leq .001$): Seven percent more of younger adults were satisfied when compared to middle aged adults. This difference was 9% when comparing young adults to older adults.
- **Empower** ($p < .01$): Five percent more of younger adults were satisfied when compared to each respective age group.
- **Basic** ($p < .001$): Three percent more of older adults were satisfied when compared to younger adults. This difference was 13% when comparing older adults to middle aged adults.

Race and ethnicity

There were about 1,480 participants with data on race and ethnicity. Twenty-six percent identified as a non-white race or ethnicity, which includes people identifying as American Indian or Alaska Native (3%); Asian (1%); Black or African American (12%); Native Hawaiian or Pacific Islander (<1%); and/or Hispanic or Latinx (6%). The scales with significant differences included (with chi-squared test of significance listed in parentheses):

- **Barriers** ($p \leq .05$): Six percent more of White participants were satisfied when compared non-White participants.
- **Basic** ($p \leq .001$): Fifteen percent more of White participants were satisfied when compared non-White participants.

Education

There were about 1,420 participants with data on education. Fourteen percent had less than a high school education; 48% graduated high school or had a GED; and 35% had college, technical, or graduate training or a degree (post-secondary). The barriers scale was the only scale with significant differences ($p \leq .001$). Three percent more of those with post-secondary school training were satisfied when compared to participants with a high school or GED. This difference was 13% when comparing participants with post-secondary education to those with less than a high school diploma.

Mental health or substance use services

There were about 1,420 participants with data on receiving mental health and/or substance use services at the time of the survey. Seventy-two percent were receiving mental health services only; 2% were receiving substance use services only; and 26% were receiving both mental health and substance use services. For statistical comparisons, participants receiving substance use services only were grouped with those receiving both mental health and substance use services. The scales with significant differences included (with chi-squared test of significance listed in parentheses):

- **Employ** ($p \leq .05$): Seven percent more of those receiving substance use only or mental health and substance use services were satisfied when compared to those receiving mental health services only.
- **Basic** ($p \leq .001$): Eight percent more of those receiving mental health services only were satisfied when compared to those receiving substance use only or mental health and substance use services.

Table: CCS Adult Satisfaction Survey Percent with a More Positive Experience (satisfied or very satisfied) by CCS Region, 2018

County - Tribe - Region	Overall Response Rate (%)**	Percent (%) with a More Positive Experience						
		Scale						
		Overall	Person Centered	Barriers	Empower	Employ ⁴	Staff Approach	Basic Needs
Statewide (n=1,531)	40	81	87	75	92	60	89	63
CCS of Clark and Trempealeau Counties								
CLARK*	23	67	100	33	67	33	100	67
TREMPEALEAU	15	60	60	80	100	0	100	50
Central Wisconsin Health Partnership - CWHP								
ADAMS	83	60	63	65	100	31	82	50
GREEN LAKE	81	100	100	86	100	50	100	100
JUNEAU	78	79	86	88	97	50	100	63
MARQUETTE	61	80	80	100	100	67	100	25
WAUPACA	45	100	100	83	100	100	86	57
WAUSHARA	77	100	100	92	100	89	77	70
Dane County Human Services CCS	24	71	83	65	88	52	89	53
Eau Claire-St. Croix Shared CCS								
EAU CLAIRE	40	85	92	83	95	48	95	63
ST. CROIX	43	71	71	67	93	22	79	27
Green-Lafayette Regional CCS Programs								
GREEN	25	67	79	63	76	50	61	50
LAFAYETTE*	27	50	50	50	50	0	100	100
Human Service Center - HSC								
FOREST*	50	100	100	100	100	0	100	100
ONEIDA	20	100	100	75	100	75	100	100
VILAS*	46	100	100	100	100	0	100	33
JRW Tri-County Region CCS								
JEFFERSON	79	78	84	73	97	38	89	61
ROCK	55	82	87	87	87	56	76	58
WALWORTH	72	78	83	73	96	58	95	44
Kenosha-Racine Regional Consortium - KRRC								
KENOSHA	67	91	97	86	98	72	93	62
RACINE	49	74	88	74	97	48	91	72

⁴ For adults, youth, and families there was 10 percent or less missing, unanswered, or not applicable data for each respective scales' percent reporting a more positive experience calculation. One exception was the adult Employ scale, where 33% of participants did not have valid data to contribute to scale calculations.

County - Tribe - Region	Overall Response Rate (%)**
Lac Courte Oreilles Tribe	35
Lac du Flambeau Tribe	80
Lakeshore Recovery Collaborative	
DODGE	28
OZAUKEE*	68
SHEBOYGAN	42
WASHINGTON	57
Lakeshore Recovery Consortium	
DOOR*	40
KEWAUNEE	65
SHAWANO	29
Marinette-Oconto County CCS Consortium	
MARINETTE	30
OCONTO*	100
Milwaukee County	41
New Horizons North CCS	
ASHLAND	74
BAYFIELD	58
North Central Health Care - NCHC	
LANGLADE	41
LINCOLN	42
MARATHON	78
North Central Region CCS	
IRON*	50
PRICE	0
SAWYER	100
TAYLOR	25
Northeast Wisconsin Behavioral Health Consortium	
BROWN	82
CALUMET	70
FOND DU LAC*	60
MANITOWOC	75
OUTAGAMIE	24
WINNEBAGO	90

Percent (%) with a More Positive Experience						
Scale						
Overall	Person Centered	Barriers	Empower	Employ ⁴	Staff Approach	Basic Needs
55	55	64	100	30	91	20
88	100	50	100	40	100	29
79	84	75	90	54	81	72
100	100	100	100	67	100	67
77	88	50	85	86	90	80
91	91	86	91	68	87	83
100	100	100	100	0	100	50
100	100	71	100	50	86	83
100	100	60	100	50	100	60
100	100	100	100	100	80	75
75	75	50	75	0	75	50
78	85	73	87	69	91	57
85	88	89	97	74	93	62
85	92	62	100	33	100	55
92	100	62	100	0	100	77
93	93	71	93	50	83	64
84	91	69	94	65	93	68
100	100	100	100	0	100	100
-	-	-	-	-	-	-
-	-	-	-	-	-	-
80	100	100	80	100	80	100
74	76	73	87	41	86	87
82	100	79	94	40	71	56
100	100	100	100	0	100	100
89	89	78	89	75	100	88
83	90	85	100	60	92	68
84	91	78	93	65	86	73

County - Tribe - Region	Overall Response Rate (%)**
Portage-Wood Partnership	
PORTAGE	17
WOOD*	17
Red Cliff Band of Lake Superior Chippewa Tribe	60
Strive CCS	25
CRAWFORD*	10
VERNON*	20
Waukesha County	29
Western Region Integrated Care - WRIC	
JACKSON*	7
LA CROSSE	15
MONROE*	7
Western Region Recovery and Wellness Consortium - WRRWC	
BARRON	20
BUFFALO*	15
CHIPPEWA	20
DUNN	14
PEPIN	23
PIERCE	22
POLK	11
RUSK*	21
WASHBURN	26
Wisconsin River CCS Collaboration	
COLUMBIA	49
RICHLAND	20
SAUK	61

Percent (%) with a More Positive Experience							
Scale							
Overall	Person Centered	Barriers	Empower	Employ ⁴	Staff Approach	Basic Needs	
64	80	45	82	75	60	82	
100	100	100	100	100	100	67	
67	100	33	100	67	67	100	
100	100	100	100	0	100	50	
100	100	50	100	0	100	100	
77	82	87	96	71	90	86	
100	100	100	100	0	100	100	
74	86	71	92	45	88	62	
50	100	50	100	100	50	100	
80	83	67	100	83	100	60	
50	100	100	50	50	100	100	
88	82	88	100	73	88	53	
71	86	57	100	71	100	14	
-	-	-	-	-	-	-	
100	100	100	83	60	100	80	
100	80	80	100	80	100	50	
100	50	100	100	67	100	75	
94	94	94	88	70	100	67	
71	86	64	93	63	86	69	
86	86	100	86	25	100	83	
87	95	78	93	41	86	56	

Notes:

*Counties or tribes with less than five surveys contributing to scale scores

**Calculated for all age groups (or survey types) combined. Therefore some programs with blank scales will have values reported for response rates that refer to surveys for another age group.

Youth and Family

Characteristic groups

This section features differences in scales scores across some participant characteristic data collected from the 901 youth and family surveys. Due to their similarities in question wording and the need to obtain more statistical power for comparative analysis, this section presents an analysis of data combined across the youth and family surveys.

Gender

There were 875 surveys with data on gender. The distribution of survey participants consisted of 36% identifying as female; 63 % as male; 1% as trans male or trans female; and 3% as other. There were no significant differences in scale scores across the two largest categories of gender (male and female).

Age groups

There were about 874 participants with data on age. Forty-three percent were children (age 12 years or younger) and 57% were adolescents age 13 years through 17 years. There were significant differences in some of the scale scores across these age groups. The scales with significant differences included (with chi-squared test of significance listed in parentheses):

- **Participation** ($P \leq .001$): Eleven percent more of caregivers of children age 12 or younger were satisfied when compared to adolescents.
- **Access** ($P \leq .01$): Six percent more of caregivers of children age 12 or younger were satisfied when compared to adolescents. T.
- **Culture** ($P \leq .01$): Five percent more of caregivers of children age 12 or younger were satisfied when compared to adolescents.

Race and ethnicity

There were about 875 participants with data on race and ethnicity. Thirty-one percent identified as a non-white race or ethnicity, which includes people identifying as American Indian or Alaska Native (2%); Asian (<1%); Black or African American (11%); Native Hawaiian or Pacific Islander (<1%); and/or Hispanic or Latinx (10%). There were no significant differences in scale scores across Whites and non-Whites.

Living with one or both parents

There were about 879 participants with data on living with one or both parents. Seventy-three percent identified as living with one or both parents. The scales with significant differences included (with chi-squared test of significance listed in parentheses):

- **Overall** ($p \leq .05$): Six percent more of youth living with one or both parents were satisfied when compared to those not.
- **Culture** ($p \leq .05$): Four percent more of youth living with one or both parents were satisfied when compared to those not.
- **Outcomes** ($p \leq .01$): Eleven percent more of youth living with one or both parents were satisfied when compared to those not.

Mental health or substance use services

There 848 participants with data indicating they were receiving mental health and/or substance use services at the time of the survey. Of these 95% were receiving mental health services only; <1% were receiving substance services only; and 4% were receiving both mental health and substance use services.

No scales were compared for statistically significant differences across these groups because there were too few participants receiving substance use only or mental health and substance use services.

Table: CCS Youth Satisfaction Survey Percent with a More Positive Experience (satisfied or very satisfied) by CCS Region, 2018

County - Tribe - Region	Overall Response Rate (%)**	Percent (%) with a More Positive Experience						
		Scale						
		Overall	Satisfaction	Participation	Access	Culture	Outcomes	Social Connectedness
Statewide (n=431)	40	87	83	82	82	92	67	83
CCS of Clark and Trempealeau Counties								
CLARK*	23	100	67	67	100	100	67	67
TREMPEALEAU*	15	0	0	0	0	100	0	100
Central Wisconsin Health Partnership - CWHP								
ADAMS	83	83	71	77	79	91	58	75
GREEN LAKE*	81	100	100	100	50	100	50	100
JUNEAU	78	100	83	100	83	100	50	83
MARQUETTE	61	100	86	100	86	100	86	83
WAUPACA	45	100	100	100	100	100	80	100
WAUSHARA	77	100	83	100	83	100	50	100
Dane County Human Services CCS	24	77	76	86	73	84	50	76
Eau Claire-St. Croix Shared CCS								
EAU CLAIRE	40	100	88	100	75	100	63	100
ST. CROIX	43	100	100	100	78	100	67	89
Green-Lafayette Regional CCS Programs								
GREEN	25	-	-	-	-	-	-	-
LAFAYETTE	27	-	-	-	-	-	-	-
Human Service Center - HSC								
FOREST	50							
ONEIDA*	20	100	100	100	100	100	0	100
VILAS*	46	100	100	100	100	100	100	0
JRW Tri-County Region CCS								
JEFFERSON	79	85	92	92	77	83	54	69
ROCK	55	86	86	79	71	85	71	93
WALWORTH	72	88	88	75	88	100	75	88
Kenosha-Racine Regional Consortium - KRRC								
KENOSHA	67	68	68	68	71	81	62	68
RACINE*	49	100	100	100	100	100	100	100
Lac Courte Oreilles Tribe	35	-	-	-	-	-	-	-
Lac du Flambeau Tribe	80	-	-	-	-	-	-	-

County - Tribe - Region	Overall Response Rate (%)**
Lakeshore Recovery Collaborative	
DODGE	28
OZAUKEE*	68
SHEBOYGAN	42
WASHINGTON	57
Lakeshore Recovery Consortium	
DOOR*	40
KEWAUNEE	65
SHAWANO	29
Marinette-Oconto County CCS Consortium	
MARINETTE*	30
OCONTO	100
Milwaukee County*	
New Horizons North CCS	
ASHLAND*	74
BAYFIELD*	58
North Central Health Care - NCHC	
LANGLADE	41
LINCOLN	42
MARATHON	78
North Central Region CCS	
IRON	50
PRICE	0
SAWYER	100
TAYLOR*	25
Northeast Wisconsin Behavioral Health Consortium	
BROWN	82
CALUMET	70
FOND DU LAC	60
MANITOWOC	75
OUTAGAMIE*	24
WINNEBAGO	90
Portage-Wood Partnership	
PORTAGE*	17

Percent (%) with a More Positive Experience						
Scale						
Overall	Satisfaction	Participation	Access	Culture	Outcomes	Social Connectedness
Lakeshore Recovery Collaborative						
100	80	100	80	75	80	100
100	100	100	100	100	50	100
82	73	73	80	100	55	82
100	100	95	100	100	81	90
Lakeshore Recovery Consortium						
100	86	71	100	100	86	86
91	91	82	90	89	55	91
100	100	80	80	100	80	80
Marinette-Oconto County CCS Consortium						
100	100	100	0	100	100	100
-	-	-	-	-	-	-
100	100	100	100	100	100	100
Milwaukee County*						
New Horizons North CCS						
100	100	100	100	100	100	100
100	100	100	100	100	0	100
North Central Health Care - NCHC						
100	93	93	93	100	87	100
93	86	86	100	93	79	93
89	78	78	67	88	89	83
North Central Region CCS						
-	-	-	-	-	-	-
-	-	-	-	-	-	-
-	-	-	-	-	-	-
100	0	100	100	100	0	0
Northeast Wisconsin Behavioral Health Consortium						
90	84	65	74	100	75	90
60	50	50	70	100	70	90
100	100	100	80	100	40	100
100	87	87	100	100	47	87
100	100	100	0	100	50	100
80	80	67	80	67	70	70
Portage-Wood Partnership						
100	100	33	67	100	67	100

County - Tribe - Region	Overall Response Rate (%)**
WOOD*	17
Red Cliff Band of Lake Superior Chippewa Tribe	60
Strive CCS	25
CRAWFORD	10
VERNON*	20
Waukesha County	29
Western Region Integrated Care - WRIC	
JACKSON	7
LA CROSSE	15
MONROE*	7
Western Region Recovery and Wellness Consortium	
BARRON	20
BUFFALO	15
CHIPPEWA	20
DUNN*	14
PEPIN	23
PIERCE	22
POLK	11
RUSK	21
WASHBURN*	26
Wisconsin River CCS Collaboration	
COLUMBIA*	49
RICHLAND*	20
SAUK	61

Percent (%) with a More Positive Experience						
Scale						
Overall	Satisfaction	Participation	Access	Culture	Outcomes	Social Connectedness
100	100	100	100	100	100	100
-	-	-	-	-	-	-
-	-	-	-	-	-	-
0	100	0	100	100	0	0
-	-	-	-	-	-	-
-	-	-	-	-	-	-
71	71	86	67	100	29	57
100	100	100	100	100	100	100
-	-	-	-	-	-	-
-	-	-	-	-	-	-
-	-	-	-	-	-	-
100	100	100	75	100	50	100
-	-	-	-	-	-	-
-	-	-	-	-	-	-
-	-	-	-	-	-	-
100	100	100	0	100	100	100
100	100	100	100	100	100	100
100	100	100	100	100	100	100
88	88	82	94	82	64	79

Notes:

*Counties or tribes with less than five surveys contributing to scale scores

**Calculated for all age groups (or survey types) combined. Therefore some programs with blank scales will have values reported for response rates that refer to surveys for another age group.

Table: CCS Family Satisfaction Survey Percent with a More Positive Experience (satisfied or very satisfied) by CCS Region, 2018

County - Tribe - Region	Overall Response Rate (%)**	Percent (%) with a More Positive Experience						
		Scale						
		Overall	Satisfaction	Participation	Access	Culture	Outcomes	Social Connectedness
Statewide (n=470)	40	89	87	95	91	97	61	87
CCS of Clark and Trempealeau Counties								
CLARK	23	-	-	-	-	-	-	-
TREMPEALEAU*	15	0	0	50	100	100	0	100
Central Wisconsin Health Partnership - CWHP								
ADAMS	83	86	86	86	100	100	57	86
GREEN LAKE	81	86	86	100	100	100	71	100
JUNEAU	78	86	86	86	100	100	57	100
MARQUETTE*	61	100	100	100	100	100	100	50
WAUPACA*	45	100	100	100	100	100	100	100
WAUSHARA*	77	100	100	100	100	100	100	100
Dane County Human Services CCS	24	74	68	89	68	93	74	79
Eau Claire-St. Croix Shared CCS								
EAU CLAIRE	40	100	92	100	100	100	50	92
ST. CROIX	43	94	100	100	82	100	75	88
Green-Lafayette Regional CCS Programs								
GREEN	25	-	-	-	-	-	-	-
LAFAYETTE	27	-	-	-	-	-	-	-
Human Service Center - HSC								
FOREST*	50	100	100	100	100	100	0	100
ONEIDA*	20	100	67	100	67	100	67	67
VILAS*	46	100	100	100	100	100	100	100
JRW Tri-County Region CCS								
JEFFERSON*	79	100	100	100	100	100	75	100
ROCK	55	90	90	90	90	90	40	90
WALWORTH*	72	100	100	100	100	100	100	100
Kenosha-Racine Regional Consortium - KRRC								
KENOSHA	67	88	86	97	94	100	54	86
RACINE	49	86	86	100	86	100	57	86
Lac Courte Oreilles Tribe*	3	100	100	100	100	100	100	100
Lac du Flambeau Tribe	80	-	-	-	-	-	-	-

County - Tribe - Region	Overall Response Rate (%)**
Lakeshore Recovery Collaborative	
DODGE	28
OZAUKEE	68
SHEBOYGAN	42
WASHINGTON*	57
Lakeshore Recovery Consortium	
DOOR	40
KEWAUNEE	65
SHAWANO*	29
Marinette-Oconto County CCS Consortium	
MARINETTE*	30
OCONTO	100
Milwaukee County	41
New Horizons North CCS	
ASHLAND*	74
BAYFIELD	58
North Central Health Care - NCHC	
LANGLADE	41
LINCOLN	42
MARATHON	78
North Central Region CCS	
IRON*	50
PRICE	0
SAWYER*	100
TAYLOR	25
Northeast Wisconsin Behavioral Health Consortium	
BROWN	82
CALUMET	70
FOND DU LAC	60
MANITOWOC	75
OUTAGAMIE*	24
WINNEBAGO	90

Percent (%) with a More Positive Experience						
Scale						
Overall	Satisfaction	Participation	Access	Culture	Outcomes	Social Connectedness
86	63	88	75	80	43	88
100	100	100	100	100	33	67
100	100	100	100	100	60	90
75	50	75	67	75	50	75
100	100	100	100	100	71	100
100	100	100	100	100	80	90
100	100	100	100	100	100	100
100	100	100	100	100	100	100
-	-	-	-	-	-	-
100	100	100	67	100	100	100
100	100	100	100	100	50	100
-	-	-	-	-	-	-
100	100	100	100	100	100	100
94	91	91	97	94	59	94
89	89	94	100	100	74	94
75	75	100	50	75	25	100
-	-	-	-	-	-	-
100	100	100	100	100	100	100
-	-	-	-	-	-	-
88	88	88	88	87	56	88
-	-	-	-	-	-	-
80	100	100	80	100	40	80
100	100	100	100	100	44	100
100	100	100	100	100	100	100
83	83	100	92	100	58	83

County - Tribe - Region	Overall Response Rate (%)**
Portage-Wood Partnership	
PORTAGE	17
WOOD*	17
Red Cliff Band of Lake Superior Chippewa Tribe	60
Strive CCS	
CRAWFORD	10
VERNON	20
Waukesha County	29
Western Region Integrated Care - WRIC	
JACKSON*	7
LA CROSSE	15
MONROE*	7
Western Region Recovery and Wellness Consortium	
BARRON	20
BUFFALO*	15
CHIPPEWA	20
DUNN*	14
PEPIN*	23
PIERCE*	22
POLK	11
RUSK	21
WASHBURN*	26
Wisconsin River CCS Collaboration	
COLUMBIA	49
RICHLAND	20
SAUK	61

Percent (%) with a More Positive Experience						
Scale						
Overall	Satisfaction	Participation	Access	Culture	Outcomes	Social Connectedness
80	80	100	80	100	80	80
100	100	100	0	0	100	100
-	-	-	-	-	-	-
-	-	-	-	-	-	-
-	-	-	-	-	-	-
100	100	100	100	100	0	100
59	59	82	65	86	35	56
100	100	100	100	100	50	100
78	78	100	100	89	44	67
0	0	0	0	0	0	100
100	100	100	100	100	71	86
100	100	100	100	100	100	100
100	50	100	100	100	50	100
100	100	100	75	100	100	100
-	-	-	-	-	-	-
-	-	-	-	-	-	-
0	0	0	0	100	100	0
100	100	95	95	100	67	90
-	-	-	-	-	-	-
84	79	95	95	100	47	58

Notes:

*Counties or tribes with less than five surveys contributing to scale scores

**Calculated for all age groups (or survey types) combined. Therefore some programs with blank scales will have values reported for response rates that refer to surveys for another age group.

Appendix - Instrument Scale Descriptions

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.

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.

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.

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.

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.

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.