



## Participant Satisfaction Survey Scale Scores, 2019

### Introduction

This document features statewide satisfaction data for Comprehensive Community Services (CCS) participants who completed satisfaction surveys in the fall of 2019. CCS programs assess participant satisfaction and progress toward their recovery goals through one of three annual participant surveys: “adults” ages 18 years or older, “youth” ages 13-17 years, or “family” of people in the program ages 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 survey scale scores by county or tribe.<sup>1, 2, 3</sup>

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<sup>1</sup> 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.

<sup>2</sup> Documents and supporting materials used by CCS programs to collect survey data can be found on the [CCS: Providers webpage on the DHS website](#) under "Satisfaction Survey Materials."

<sup>3</sup> It is important to note that although these scales (and the overarching themes they represent) correspond across each of the youth and family Mental Health Statistical Improvement Project (MHSIP) surveys, they do not necessarily correspond with the adult Recovery Oriented System Indicators (ROSI) survey.

Table: CCS Adult Satisfaction Survey Percent with a More Positive Experience (satisfied or very satisfied) by CCS Region, 2019

County - Tribe - Region	Percent (%) with a More Positive Experience						
	Scale						
	Overall	Person Centered	Barriers	Empower	Employ	Staff Approach	Basic Needs
<b>Statewide (n = 1528)</b>	81	87	74	90	58	91	61
<b>Ashland/Bayfield CCS Region</b>							
ASHLAND	87	88	57	88	60	93	80
BAYFIELD	73	82	50	73	43	55	55
<b>Barron/Eau Claire/St. Croix (BEST) CCS</b>							
BARRON	40	60	50	100	60	75	20
EAU CLAIRE	80	88	71	91	48	92	54
ST. CROIX	80	90	60	90	50	80	78
<b>CCS of Clark &amp; Trempealeau Counties</b>							
CLARK*	67	100	33	100	0	100	100
TREMPEALEAU	-	-	-	-	-	-	-
<b>Central Wisconsin Health Partnership (CWHP)</b>							
ADAMS	80	86	80	100	60	95	44
GREEN LAKE	88	88	78	100	75	100	75
JUNEAU	77	86	62	100	55	100	57
MARQUETTE	100	100	57	100	75	100	50
WAUPACA	100	100	60	100	67	100	40
WAUSHARA	100	100	89	100	57	100	60
<b>Dane County Human Services CCS</b>	78	89	68	86	51	88	53
<b>Green-Lafayette Regional CCS Programs</b>							
GREEN*	100	100	67	100	67	100	67
LAFAYETTE	-	-	-	-	-	-	-
<b>Human Service Center (HSC)</b>							
FOREST	-	-	-	-	-	-	-
ONEIDA	100	100	90	100	100	100	50
VILAS*	67	100	67	100	100	100	50

County - Tribe - Region	Percent (%) with a More Positive Experience						
	Scale						
	Overall	Person Centered	Barriers	Empower	Employ	Staff Approach	Basic Needs
<b>JRW Tri-County Region CCS</b>							
JEFFERSON	83	86	74	86	39	94	50
ROCK	100	100	88	100	75	88	100
WALWORTH	80	83	73	83	48	75	65
<b>Kenosha-Racine Regional Consortium (KRRC)</b>							
KENOSHA	86	92	88	94	68	95	66
RACINE	81	82	73	90	71	95	71
<b>Lac Courte Oreilles Band of Lake Superior Chippewa Tribe</b>	71	82	76	82	43	100	43
<b>Lac du Flambeau Band of Lake Superior Chippewa Tribe</b>	54	77	77	92	33	92	27
<b>Lakeshore Recovery Collaborative</b>							
DODGE	59	67	50	89	36	94	79
OZAUKEE*	100	100	100	100	0	100	100
SHEBOYGAN	68	73	67	95	62	70	77
WASHINGTON	91	93	82	96	44	96	60
<b>Lakeshore Recovery Consortium</b>							
DOOR*	100	100	100	100	100	50	100
KEWAUNEE*	100	67	100	67	0	100	67
SHAWANO	69	85	57	100	40	82	58
<b>Marinette/Oconto County CCS Consortium</b>							
MARINETTE*	100	100	100	100	0	100	100
OCONTO*	75	75	75	100	33	75	50
<b>Milwaukee County</b>	81	85	70	88	66	92	52
<b>North Central Health Care (NCHC)</b>							
LANGLADE	100	100	89	89	33	89	100
LINCOLN*	100	100	50	100	0	100	50
MARATHON	78	84	74	86	64	88	62

County - Tribe - Region	Percent (%) with a More Positive Experience						
	Scale						
	Overall	Person Centered	Barriers	Empower	Employ	Staff Approach	Basic Needs
<b>North Central Region CCS</b>							
IRON	-	-	-	-	-	-	-
PRICE*	0	100	100	100	0	100	0
SAWYER	100	100	83	100	25	100	83
TAYLOR	86	86	100	86	40	100	83
<b>Northeastern Region CCS Consortium</b>							
BROWN	76	78	76	96	46	91	87
CALUMET	87	87	93	93	33	93	58
FOND DU LAC*	100	50	100	100	0	100	100
MANITOWOC	90	95	81	95	83	95	67
OUTAGAMIE	79	87	81	89	47	88	68
WINNEBAGO	79	91	84	80	59	88	64
<b>Portage-Wood Partnership</b>							
PORTAGE	84	89	80	95	64	86	65
WOOD	67	67	76	100	55	86	52
<b>Red Cliff Band of Lake Superior Chippewa Tribe</b>							
	-	-	-	-	-	-	-
<b>Strive CCS</b>							
CRAWFORD*	100	100	100	100	0	100	50
VERNON*	100	75	100	100	0	100	67
<b>Waukesha County</b>							
	59	67	64	82	56	76	62
<b>Western Region Integrated Care (WRIC)</b>							
JACKSON	-	-	-	-	-	-	-
LA CROSSE	75	83	60	81	47	92	71
MONROE	67	83	83	100	67	83	67

County - Tribe - Region	Percent (%) with a More Positive Experience						
	Scale						
	Overall	Person Centered	Barriers	Empower	Employ	Staff Approach	Basic Needs
<b>Western Region Recovery and Wellness Consortium (WRRWC)</b>							
BUFFALO*	33	67	33	33	0	67	67
CHIPPEWA	87	87	93	87	70	86	64
DUNN*	100	100	100	75	67	100	50
PEPIN*	100	100	67	100	33	100	67
PIERCE*	33	33	67	100	100	50	50
POLK*	0	100	0	100	0	100	0
RUSK*	100	100	100	100	100	100	0
WASHBURN	94	94	88	88	79	100	94
<b>Wisconsin River CCS Collaboration</b>							
COLUMBIA	100	100	100	100	67	100	83
RICHLAND*	67	100	67	67	0	100	67
SAUK	92	97	84	95	63	100	71

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

**Table: CCS Youth Satisfaction Survey Percent with a More Positive Experience (satisfied or very satisfied) by CCS Region, 2019**

County - Tribe - Region	Percent (%) with a More Positive Experience						
	Scale						
	Overall	Satisfaction	Participation	Access	Culture	Outcomes	Social Connectedness
<b>Statewide (n = 496)</b>	81	87	74	90	58	91	61
<b>Ashland/Bayfield CCS Region</b>							
ASHLAND	-	-	-	-	-	-	-
BAYFIELD	-	-	-	-	-	-	-
<b>Barron/Eau Claire/St. Croix (BEST) CCS</b>							
BARRON	100	100	100	100	100	100	100
EAU CLAIRE	100	100	100	83	100	82	100
ST. CROIX	100	89	100	75	100	89	89
<b>CCS of Clark &amp; Trempealeau Counties</b>							
CLARK*	100	100	100	100	100	100	0
TREMPEALEAU	-	-	-	-	-	-	-
<b>Central Wisconsin Health Partnership (CWHP)</b>							
ADAMS	85	85	95	85	90	70	90
GREEN LAKE	100	100	100	100	100	83	100
JUNEAU	83	83	83	67	100	50	83
MARQUETTE	100	100	100	100	100	80	100
WAUPACA*	100	75	100	100	100	100	100
WAUSHARA	83	83	83	83	83	100	83
<b>Dane County Human Services CCS</b>	94	78	94	89	89	76	82
<b>Green-Lafayette Regional CCS Programs</b>							
GREEN*	50	50	50	50	100	50	100
LAFAYETTE*	0	0	0	0	100	50	50
<b>Human Service Center (HSC)</b>							
FOREST*	100	100	100	100	100	100	100
ONEIDA*	100	100	100	100	100	0	50
VILAS	-	-	-	-	-	-	-

County - Tribe - Region	Percent (%) with a More Positive Experience						
	Scale						
	Overall	Satisfaction	Participation	Access	Culture	Outcomes	Social Connectedness
<b>JRW Tri-County Region CCS</b>							
JEFFERSON	87	67	93	67	86	60	87
ROCK*	100	100	100	67	100	100	100
WALWORTH	67	60	73	64	86	53	93
<b>Kenosha-Racine Regional Consortium (KRRC)</b>							
KENOSHA	93	84	81	82	91	69	96
RACINE	90	90	80	70	100	60	100
Lac Courte Oreilles Band of Lake Superior Chippewa Tribe	-	-	-	-	-	-	-
Lac du Flambeau Band of Lake Superior Chippewa Tribe	-	-	-	-	-	-	-
<b>Lakeshore Recovery Collaborative</b>							
DODGE	100	89	100	89	100	100	100
OZAUKEE	86	86	71	100	80	57	86
SHEBOYGAN	100	100	100	100	100	14	71
WASHINGTON	64	82	82	73	78	55	82
<b>Lakeshore Recovery Consortium</b>							
DOOR	83	100	100	83	80	67	100
KEWAUNEE	-	-	-	-	-	-	-
SHAWANO*	100	100	100	100	100	100	100
<b>Marinette/Oconto County CCS Consortium</b>							
MARINETTE*	100	100	100	100	100	100	100
OCONTO*	100	100	100	100	100	100	100
<b>Milwaukee County</b>							
	88	88	75	75	86	63	86
<b>North Central Health Care (NCHC)</b>							
LANGLADE	100	100	100	100	100	76	94
LINCOLN	94	94	88	82	93	76	88
MARATHON	90	80	90	80	75	70	100

County - Tribe - Region	Percent (%) with a More Positive Experience						
	Scale						
	Overall	Satisfaction	Participation	Access	Culture	Outcomes	Social Connectedness
<b>North Central Region CCS</b>							
IRON	-	-	-	-	-	-	-
PRICE	-	-	-	-	-	-	-
SAWYER*	100	100	100	100	100	100	100
TAYLOR	-	-	-	-	-	-	-
<b>Northeastern Region CCS Consortium</b>							
BROWN	73	69	76	65	81	58	69
CALUMET	83	83	67	50	100	50	67
FOND DU LAC*	0	0	0	0	0	0	100
MANITOWOC	88	94	94	94	94	81	94
OUTAGAMIE	73	73	82	64	89	55	82
WINNEBAGO	73	67	83	64	75	55	64
<b>Portage-Wood Partnership</b>							
PORTAGE	75	75	88	63	86	50	88
WOOD	86	86	100	100	100	71	86
<b>Red Cliff Band of Lake Superior Chippewa Tribe</b>							
	-	-	-	-	-	-	-
<b>Strive CCS</b>							
CRAWFORD	-	-	-	-	-	-	-
VERNON*	100	100	100	100	100	50	100
<b>Waukesha County</b>							
	83	83	100	83	100	50	83
<b>Western Region Integrated Care (WRIC)</b>							
JACKSON*	100	100	100	100	100	100	100
LA CROSSE	88	43	88	71	100	63	88
MONROE*	100	100	100	50	100	100	100

County - Tribe - Region	Percent (%) with a More Positive Experience						
	Scale						
	Overall	Satisfaction	Participation	Access	Culture	Outcomes	Social Connectedness
<b>Western Region Recovery and Wellness Consortium (WRRWC)</b>							
BUFFALO	-	-	-	-	-	-	-
CHIPPEWA	86	86	71	57	80	86	71
DUNN	79	71	100	79	93	57	93
PEPIN*	75	50	75	50	100	75	100
PIERCE*	50	100	100	50	100	50	50
POLK*	100	100	100	100	100	0	0
RUSK*	0	0	100	100	100	0	0
WASHBURN*	100	100	100	100	100	0	0
<b>Wisconsin River CCS Collaboration</b>							
COLUMBIA	85	85	100	77	92	77	77
RICHLAND	100	100	75	75	100	75	100
SAUK	96	92	84	96	95	70	88

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

**Table: CCS Family Satisfaction Survey Percent with a More Positive Experience (satisfied or very satisfied) by CCS Region, 2019**

County - Tribe - Region	Percent (%) with a More Positive Experience						
	Scale						
	Overall	Satisfaction	Participation	Access	Culture	Outcomes	Social Connectedness
<b>Statewide (n=472)</b>	93	90	96	90	97	67	89
<b>Ashland/Bayfield CCS Region</b>							
ASHLAND	100	100	100	80	100	60	100
BAYFIELD	-	-	-	-	-	-	-
<b>Barron/Eau Claire/St. Croix (BESt) CCS</b>							
BARRON	86	71	100	86	86	57	86
EAU CLAIRE	100	100	93	93	100	53	93
ST. CROIX	100	92	100	100	100	92	92
<b>CCS of Clark &amp; Trempealeau Counties</b>							
CLARK*	100	100	50	100	100	50	100
TREMPEALEAU	-	-	-	-	-	-	-
<b>Central Wisconsin Health Partnership (CWHP)</b>							
ADAMS	87	87	93	79	85	53	86
GREEN LAKE	83	83	100	100	100	50	100
JUNEAU	100	100	100	88	100	88	100
MARQUETTE*	100	100	100	100	100	50	50
WAUPACA	100	100	86	86	100	100	86
WAUSHARA	100	100	100	100	100	83	67
<b>Dane County Human Services CCS</b>	81	81	92	76	96	77	64
<b>Green-Lafayette Regional CCS Programs</b>							
GREEN*	100	100	100	100	100	0	0
LAFAYETTE	-	-	-	-	-	-	-
<b>Human Service Center (HSC)</b>							
FOREST	-	-	-	-	-	-	-
ONEIDA*	100	100	100	100	100	75	100
VILAS*	100	100	100	100	100	0	100

County - Tribe - Region	Percent (%) with a More Positive Experience						
	Scale						
	Overall	Satisfaction	Participation	Access	Culture	Outcomes	Social Connectedness
<b>JRW Tri-County Region CCS</b>							
JEFFERSON	100	91	100	82	100	70	90
ROCK*	100	100	100	100	100	100	100
WALWORTH	80	80	100	60	75	60	100
<b>Kenosha-Racine Regional Consortium (KRRC)</b>							
KENOSHA	92	90	95	95	97	67	95
RACINE	100	100	100	100	100	40	83
<b>Lac Courte Oreilles Band of Lake Superior Chippewa Tribe</b>							
	-	-	-	-	-	-	-
<b>Lac du Flambeau Band of Lake Superior Chippewa Tribe</b>							
	-	-	-	-	-	-	-
<b>Lakeshore Recovery Collaborative</b>							
DODGE	83	83	100	67	83	50	83
OZAUKEE*	100	100	100	100	100	100	100
SHEBOYGAN	100	71	100	100	100	43	86
WASHINGTON*	100	100	100	100	100	100	100
<b>Lakeshore Recovery Consortium</b>							
DOOR*	100	100	100	100	100	100	100
KEWAUNEE*	100	100	100	100	0	50	100
SHAWANO*	67	67	100	67	100	67	67
<b>Marinette/Oconto County CCS Consortium</b>							
MARINETTE*	100	100	100	100	100	0	100
OCONTO	-	-	-	-	-	-	-
<b>Milwaukee County</b>							
	100	100	100	95	100	68	100
<b>North Central Health Care (NCHC)</b>							
LANGLADE*	100	100	100	100	100	100	100
LINCOLN*	100	100	100	100	100	67	100
MARATHON	100	100	88	100	100	88	100

County - Tribe - Region	Percent (%) with a More Positive Experience						
	Scale						
	Overall	Satisfaction	Participation	Access	Culture	Outcomes	Social Connectedness
<b>North Central Region CCS</b>							
IRON	-	-	-	-	-	-	-
PRICE	-	-	-	-	-	-	-
SAWYER*	100	100	100	100	100	50	100
TAYLOR*	100	100	100	0	100	100	100
<b>Northeastern Region CCS Consortium</b>							
BROWN	100	91	100	91	100	73	82
CALUMET*	50	50	100	100	100	0	100
FOND DU LAC	-	-	-	-	-	-	-
MANITOWOC	86	86	93	93	92	71	93
OUTAGAMIE	100	75	100	100	100	63	100
WINNEBAGO	83	83	100	67	100	67	83
<b>Portage-Wood Partnership</b>							
PORTAGE	-	-	-	-	-	-	-
WOOD	100	100	100	100	100	83	100
<b>Red Cliff Band of Lake Superior Chippewa Tribe</b>	-	-	-	-	-	-	-
<b>Strive CCS</b>							
CRAWFORD	-	-	-	-	-	-	-
VERNON	-	-	-	-	-	-	-
<b>Waukesha County</b>	100	80	100	100	100	40	80
<b>Western Region Integrated Care (WRIC)</b>							
JACKSON	-	-	-	-	-	-	-
LA CROSSE	87	80	93	60	100	40	86
MONROE	100	100	100	80	100	80	80

County - Tribe - Region	Percent (%) with a More Positive Experience						
	Scale						
	Overall	Satisfaction	Participation	Access	Culture	Outcomes	Social Connectedness
<b>Western Region Recovery and Wellness Consortium (WRRWC)</b>							
BUFFALO*	100	100	100	100	100	100	100
CHIPPEWA	100	91	100	100	100	91	73
DUNN*	67	67	100	100	100	33	100
PEPIN*	100	0	100	100	0	100	100
PIERCE*	67	67	100	67	100	33	67
POLK	-	-	-	-	-	-	-
RUSK	-	-	-	-	-	-	-
WASHBURN	-	-	-	-	-	-	-
<b>Wisconsin River CCS Collaboration</b>							
COLUMBIA	86	86	86	86	100	67	86
RICHLAND*	100	67	100	100	100	67	100
SAUK	100	100	100	94	100	73	82

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

## 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.