

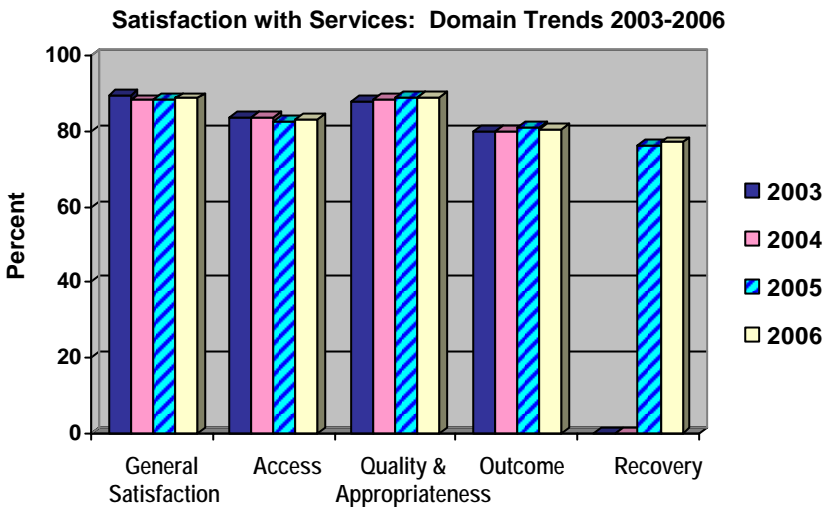
2006 Satisfaction Survey



The Connecticut Department of Mental Health and Addiction Services (DMHAS) conducts an annual client survey to gauge the satisfaction of our clients with the services provided to them. People were asked to rate the service and treatment experience within the DMHAS provider network. The survey consists of 28 items with answer ratings on a scale of 1 (strongly agree) to five (strongly disagree), covering five main domains: *1) services in general, 2) access to services, 3) quality and appropriateness of services, 4) outcomes of these services, and 5) whether or not services supported the “recovery-oriented” system of care.*

People’s perception of services and their satisfaction with the services has remained consistent. In the past four years, clients have rated the Appropriateness domain highest and the Outcome Domain lowest. (The Recovery item was added in 2005.)

This year, 22,331 client surveys were received. Below are some of the survey respondent demographics (FY 2006)



	N	Percent
Gender		
Female	9003	40.3
Male	11558	51.8
Age Range		
20 and Under	744	3.3
21-24	1626	7.3
25-34	4220	18.9
35-54	11442	51.2
55-64	2284	10.2
65 and Older	501	2.2
Unknown	1514	6.8
Program Type		
MH	10009	44.8
SA	9485	42.5
Unknown	2837	12.7

Overall, eight out of 10 people are satisfied with our services. The majority of respondents report being satisfied with the treatment services provided to them through the DMHAS provider network. These trends have remained stable over the last four years of survey implementation.

A few challenges were encountered in the survey methodology. For example, survey administration procedures are not standardized across programs. We also do not know how comfortable individuals are with giving their opinions while in the treatment setting. One solution might be to use additional survey methodologies that are more likely to provide anonymity to the respondents. For example, a web-based survey would allow individuals to answer the items in their own homes or in other private settings.