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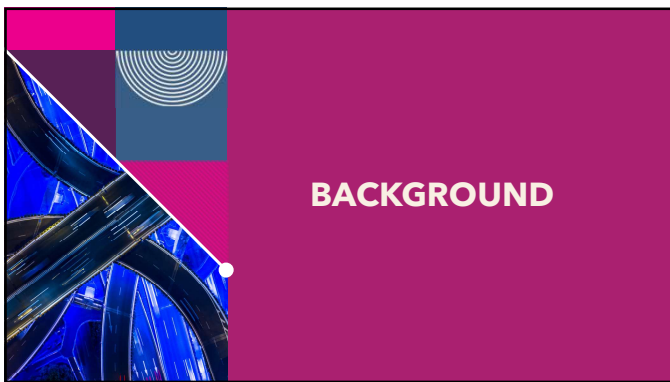
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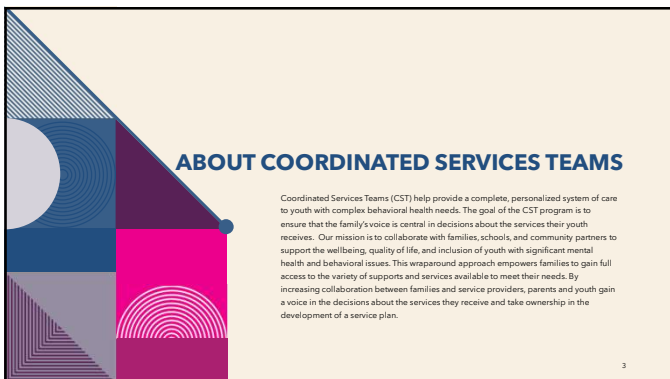
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**ABOUT COMPREHENSIVE COMMUNITY SERVICES**

In collaboration with the Clinical Division, Comprehensive Community Services-Youth (CCS-Youth) is a voluntary, community-based, Medicaid-funded program that provides an array of community-based psychosocial rehabilitation services for youth who have mental health and/or substance use conditions. CCS takes a flexible, creative and evidence-based approach to service delivery and is committed to a person-centered approach, building upon individual strengths. Through recovery planning and a robust service array that meets the needs of the youth and family with community-based supports, youth live their best lives at home in their communities.

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**SURVEY GOAL**

The goal of this survey was to gauge and improve satisfaction among participants who receive mental health and/or substance use services through Waukesha County CCS/CST. This survey is administered annually to all eligible participants, with results due to DHS by December 31.

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**SURVEY GOAL**

Consumer satisfaction is an essential component of effective and quality Comprehensive Community Services (CCS) programs. Chapter DHS 36 which establishes standards for CCS programs in Wisconsin, requires CCS programs to assess consumer satisfaction, and to utilize the results to modify the program as needed.

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## THE SURVEY

The Mental Health Statistics Improvement (MHSIP) survey, are used statewide to assess consumer satisfaction with CCS. The MHSIP survey used for CCS programs is a variation of the standardized MHSIP survey used by the Federal Substance Abuse and Mental Health Services Administration (SAMHSA) for cross-state comparisons. Both the MHSIP Family Satisfaction Survey and the MHSIP Youth Satisfaction Survey are designed for consumers ages birth through 17 with serious mental health conditions or substance abuse concerns who have had at least six months of service history. Caregivers of children ages 12 and younger are asked to fill out the MHSIP Family Survey on behalf of their child. When appropriate, youth ages 13-17 are asked to directly fill out the MHSIP Youth Survey him or herself.



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100 % of eligible youth/families received the survey



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82 Youth/Families



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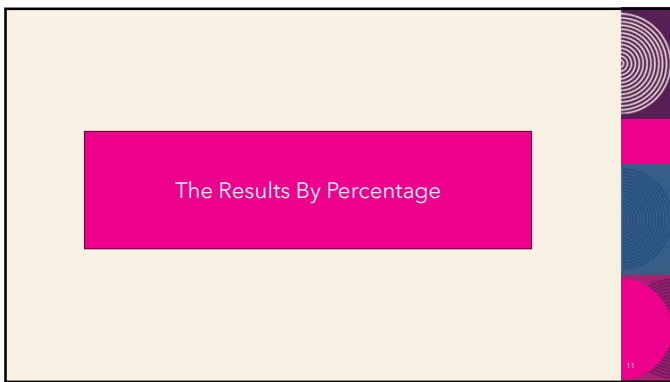
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| Question   | Strongly Agree | Agree | Undecided | Disagree | N/A  |
|--|----------------|-------|-----------|----------|------|
| Overall, I am satisfied with the services I received | 58.33          | 37.50 | 4.17      | 0        | 0    |
| I helped to choose my own services                   | 47.92          | 45.83 | 2.08      | 2.08     | 2.08 |
| I helped to choose my treatment goals                | 56.25          | 35.42 | 6.25      | 0        | 0    |
| The people helping me stuck with me no matter what   | 64.58          | 29.17 | 6.25      | 0        | 0    |
| I felt I had someone to talk to when I was troubled  | 56.25          | 31.25 | 12.5      | 0        | 0    |
| I participated in my own treatment                   | 50             | 45.83 | 0         | 2.08     | 2.08 |
| The services I received were right for me            | 47.92          | 41.67 | 8.33      | 0        | 2.08 |
| The location of services was convenient for me       | 56.25          | 33.33 | 2.08      | 0        | 2.08 |
| Services were available at a times convenient for me | 50             | 39.58 | 10.42     | 0        | 0    |

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| Question   | Strongly Agree | Agree | Undecided | Disagree | N/A   |
|--|----------------|-------|-----------|----------|-------|
| I got the help I wanted                                    | 52.08          | 37.5  | 10.42     | 0        | 0     |
| I got as much help as I needed                             | 47.92          | 35.42 | 16.67     | 0        | 0     |
| Staff treated me with respect                              | 81.25          | 18.75 | 0         | 0        | 0     |
| Staff respected my family's religious or spiritual beliefs | 62.5           | 18.75 | 4.17      | 0        | 14.58 |
| Staff spoke with me in a way that I understood             | 68.75          | 31.25 | 0         | 0        | 0     |
| Staff were sensitive to my cultural/ethnic background      | 56.25          | 20.83 | 8.33      | 0        | 12.5  |
| I am better at handling my daily life                      | 20.83          | 41.67 | 35.42     | 2.08     | 0     |
| I get along better with family members                     | 18.75          | 45.83 | 22.92     | 12.5     | 0     |
| I get along better with friends and other people           | 25             | 47.92 | 16.67     | 8.33     | 2.08  |

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|---|-------|-------|-------|-------|------|------|
| I am doing better in school and/or work                             | 18.75 | 47.92 | 22.92 | 6.25  | 0    | 2.08 |
| I am better able to cope when things go wrong                       | 27.08 | 41.67 | 20.83 | 10.42 | 0    | 0    |
| I am satisfied with my family life right now                        | 20.83 | 37.5  | 29.17 | 10.42 | 0    | 2.08 |
| I am better able to do things I want to do                          | 20.83 | 50    | 27.08 | 0     | 0    | 2.08 |
| I know people who will listen and understand me when I need to talk | 45.83 | 50    | 4.17  | 0     | 0    | 0    |
| I have people that I am comfortable talk with about my problem(s)   | 45.83 | 39.58 | 12.5  | 2.08  | 0    | 0    |
| In a crisis, I would have the support I need from family or friends | 29.17 | 54.17 | 8.33  | 6.25  | 0    | 2.08 |
| I have people with whom I can do enjoyable things                   | 43.75 | 50    | 2.08  | 2.08  | 2.08 | 0    |

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## COMMENTS

- "I love my CCS Team"
- "I love GCS Tammy & Daisy & Yasmin Family Option"
- Lithda is amazing/fun and caring
- Good job! Cecile is pretty cool. Aw yeah!

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### COMMENTS

- Awesome
- I've been able to get the proper support I need
- Beth gave me food :)
- Lisa Miller is great
- Beth Bode is great too
- N/A "Candy Quality is great" :)
- very good.
- Kirsten is Amazing and fun to do things with

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### COMMENTS

- The services I receive from my team has been helpful and I enjoy the contact with all of them.
- Steph has been a light in a hard time. She is a role model who can connect and reach me when it feels like I can't listen. She is assertive and promotes/supports real progress.

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### COMMENTS

- These supports and services are truly life-changing and we are so grateful for them. Kirsten Jones has become like a trusted member of our extended family. Her demeanor and experience have made this CCS experience one of the best interventions in over 10 years of mental health treatment.
- "Hooray"
- Beth has been an amazing resource.

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## COMMENTS

- So grateful for Beth. She's dedicated & an expert at what she does. Grateful for her services.
- Our lives has changed a lot. Service he started his counseling.
- "To much to say I'd be writing a book"

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## SUCCESS STORIES

- This youth hasn't gone to a public in-person school in over three years but is now set to very gradually transition back to in-person public school at a pace that she is comfortable with and has been advocating for herself- she found her voice!
- One of my clients didn't think she would live past 16 years old because of her depression and suicidal ideation. She was failing school. She is turning 18 this month. She is graduating high school this May and applying for college. She has been excelling at her part time job. She would like to be a motivational speaker to help other peers. She has had no hospitalization for close to 2 years.
- This youth moved out of his parents' house, pays rent, graduated high school, does his own laundry and participates in his treatment consistently. He continues to develop his independent living skills.

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## QUESTIONS/DISCUSSION

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