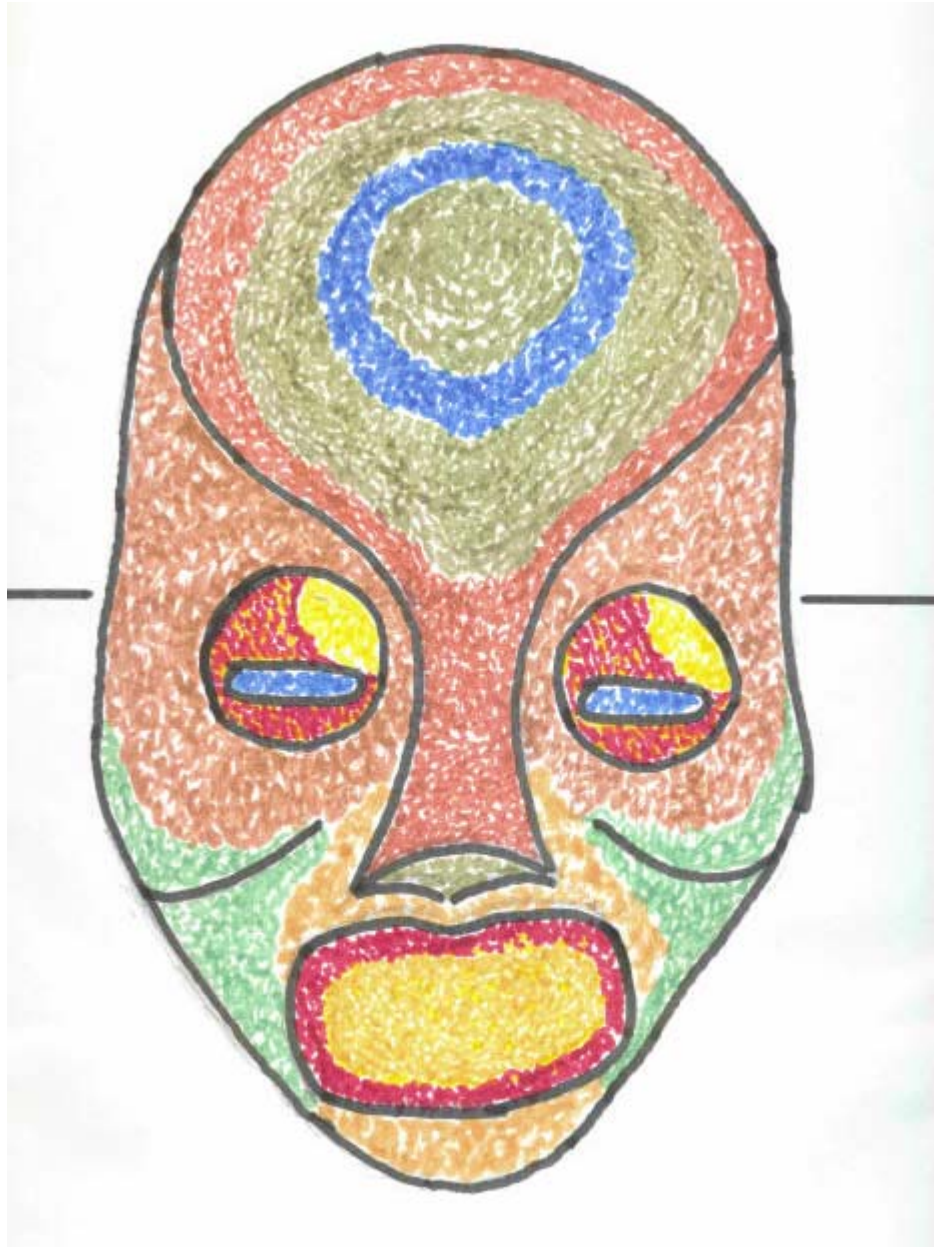


CONSUMER SURVEY 2007 ANNUAL REPORT



AUGUST 2007

410 CAPITOL AVENUE
HARTFORD, CT

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HARTFORD, CT 06134**

NOTE FROM THE COMMISSIONER

There are many ways to evaluate the effectiveness and quality of a system, but one of the most important critiques is provided by those who receive the services provided by the system. The SFY 2007 Consumer Survey describes consumers' opinions about their experience with our provider network and the DMHAS Healthcare Service System.

Constant evaluation of the service system is essential; it ensures that we keep in touch with the reality of our services and listen to the people that we aim to serve. This is the first time that we asked people to comment in general about what they wanted to tell us about our service system. They did. It is always difficult to acknowledge the challenges that we still have as we embark on building a system of recovery. I urge everyone that has a role in the DMHAS service system to consider the feedback summarized in this statewide report, and in the individual reports available to each agency from its own survey responses.

Thanks are due to everyone for making this a reality as client feedback is at the center of all quality care and system improvement debates. Thank you to all the people that took time to complete the survey and to those who helped in its administration.

Thomas A. Kirk, Jr., Ph.D.
Commissioner
Connecticut Department of Mental Health and Addiction Services

August 2007

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ACKNOWLEDGEMENTS

The Connecticut Department of Mental Health and Addiction Services would like to acknowledge and thank the clients who took time to complete the consumer survey and share their thoughts with the providers and with us. We would also like to recognize the work of the provider community that helped in the implementation of the survey.

This year, once again we would like to thank Mike Hettinger who made the individual provider reports possible. We would also like to thank Dr. Efrain Diaz, Office of Multicultural Affairs, who helps us with the Spanish translation all the time.

Most importantly we would like to thank Randy S. for sharing his art work so our report has a face that speaks of our mission and communicates hope.

EXECUTIVE SUMMARY

SURVEY PROCESS

The Connecticut Department of Mental Health and Addiction Services (DMHAS) conducts an annual survey to learn about consumers' experiences with our public service-delivery system. This was the fifth year that DMHAS used the 23-item version of the Consumer Survey developed as the Mental Health Statistics Improvement Program's (MHSIP) *Consumer-Oriented Mental Health Report Card*. Providers administered the surveys to consumers who received treatment for substance use and/or mental health disorders.

The MSHIP consumer survey was designed to measure consumer satisfaction with services in the following domains:

- ◆ The General Satisfaction domain is comprised of three items, and measures consumers' satisfaction with services received.
- ◆ The Access domain is comprised of four items, and measures consumers' perception of service accessibility.
- ◆ The Quality and Appropriateness domain is comprised of seven items, and measures consumers' perception of the quality and appropriateness of services.
- ◆ The Outcome domain is comprised of seven items, and measures consumers' perception of treatment outcomes as a result of receiving services.
- ◆ An item on consumers' perception of participating in treatment.
- ◆ An item on consumer experience of being respected by staff.

To the MHSIP survey, the Connecticut Department of Mental Health and Addiction Services added the Recovery domain, which is comprised of five questions which assess consumers' perception of "recovery oriented services."

FINDINGS

The majority of our consumers were satisfied with the treatment services that were being provided to them through our provider network.

DEMOGRAPHICS

- ◆ A total of 24,147 surveys were completed statewide. Of the 128 providers that were to administer the survey, 124 submitted data. In addition, seven providers submitted surveys.
- ◆ Slightly more than half (56%) of the consumers responding to the survey were men; almost 42% were women, and 3% of the respondents did not identify their gender. The percent of unknown dropped about 5% from last year.
- ◆ The majority (62%) of people completing the survey were White, 17% were African-American/Black, and 9% did not identify their race.
- ◆ About two in 10 (19%) identified themselves as Hispanics and 32% chose not to identify whether or not they were of Latino/a origin (called Ethnicity in the survey).
- ◆ Slightly over half (52%) of the consumers that responded were between the ages of 35-54.
- ◆ Over a quarter (27%) of the population was receiving services in the outpatient setting, 14% in methadone maintenance and residential programs, and 11% in case management

programs. These patterns differed by program type, i.e. Mental Health or Substance Use Disorders program.

- ◆ About an equal number of clients (45%) reported receiving Mental Health services versus treatment for Substance Use Disorders (43%).
- ◆ This was the first year that we asked people to identify themselves as receiving services for MH, SU, or both. About 32% identified themselves as receiving SU services, 30% as MH services, 19% as both MH and SU services, and 19% did not respond to this question.
- ◆ This was the first year that the people were asked to self-report their length of stay in treatment. About a quarter (27%) did not respond to this question, 33% reported a stay of less than a year, 18% reported a stay of over 12 months but less than two years, 14% more than two years but less than five, and 10% reported stays of over five years.
- ◆ This was the first year that we systematically collected information about the method of administration. Of the 131 providers that submitted surveys, 33 providers (25.2%) used staff only to administer the survey, 13 providers (9.9%) used consumers and other neutral parties to administer the survey, 32 providers (24.4%) used multiple methods, and 53 providers (40.5%) did not respond to this question.

MHSIP DOMAINS

- ◆ Eight out of 10 consumers responded positively on the Access and Outcome domains.
- ◆ Almost nine out of 10 consumers responded positively on the Appropriateness and General Satisfaction domains.
- ◆ About 90% agreed with the statement, “I felt comfortable asking questions about my services, treatment or medication.”
- ◆ Eighty-nine percent agreed with the statement, “My wishes are respected about the amount of family involvement I want in my treatment.”

DEMOGRAPHIC CHARACTERISTICS AND SATISFACTION ON MHSIP DOMAINS

Gender

- ◆ Women expressed *significantly* higher levels of satisfaction than men on all domains, except for the Outcome and Recovery domains.

Race

- ◆ African-American/Blacks expressed *significantly* higher levels of satisfaction with the Access, Outcome, and Recovery domains than Whites and consumers who identified some other race. This pattern was the same in SFY 2006.

Ethnicity

- ◆ People of Hispanic/Latino origin expressed *significantly* higher levels of satisfaction with the Outcome and Recovery domains than Non-Hispanics. This pattern was the same in SFY 2006.

Age Group

- ◆ Consumers who were 55 and older expressed a *significantly* higher level of satisfaction with all domains except Recovery. On the Appropriateness domain there were no differences. This is a slightly different pattern than SFY 2006.

Self-Identified Reason for Seeking Services

- ◆ People who identified themselves as receiving services for Substance Use disorders expressed *significantly* higher levels of satisfaction with the Outcome and Recovery domains than those that identified themselves as receiving services for mental health or both.
- ◆ People who identified themselves as receiving services for Mental Health disorders expressed *significantly* higher levels of satisfaction with the Access and General Satisfaction domains than those that identified themselves as receiving services for Substance Use disorders or both.

Level of Care

- ◆ People who received services in a vocational rehabilitation program expressed a *significantly* higher level of satisfaction in the Access, Outcome, General Satisfaction, and Recovery domains than those receiving services in other programs.

Length of Stay

- ◆ People who reported receiving services for more than five years reported *significantly* higher levels of satisfaction in the Access domain.
- ◆ People who reported receiving services for between one and two years reported *significantly* higher levels of satisfaction in the Appropriateness, Outcome and Recovery domains.

Method of Survey Administration

- ◆ People who were given the survey by staff members in an individual or group setting consistently reported *significantly* higher levels of satisfaction in all the domains except the Access domain than people who received the survey using other methodologies. This is the first year that data were collected on the method of administration.

Planning Region

- ◆ People from Region 5 expressed *significantly* higher levels of satisfaction on the Access, General Satisfaction, and Recovery domains, and with their experience of participating in treatment planning, than people from Regions 3 and 4.
- ◆ People from Region 5 expressed *significantly* higher levels of satisfaction with feeling that their wishes were respected concerning the amount of family participation than people from Regions 3.
- ◆ People of Region 1 reported *significantly* higher levels of satisfaction on the Outcome and Recovery domains than people from Regions 2, 3, and 4.

SERVICE AREA AND MHSIP DOMAINS

Statewide

- ◆ People receiving services for Substance Use disorders expressed a *significantly* higher level of satisfaction on the Outcome and Recovery domains.
- ◆ Consumers receiving services for Mental Health disorders expressed a *significantly* higher level of satisfaction on the Access and General Satisfaction domains.

Substance Use Disorders

Gender

- ♦ Women reported a *significantly* better experience with their wishes being respected and with participation in treatment than men. They also reported *significantly* higher levels of satisfaction with the Access and Appropriateness domains than men. This pattern was similar in SFY 2006.

Race

- ♦ African-Americans/Blacks expressed *significantly* higher levels of satisfaction with the Outcome and the Recovery domains than Whites or consumers who identified some other race. This is a new pattern; in SFY 2006 there were no significant differences by race.

Ethnicity

- ♦ People of Non-Hispanic/Latino origin expressed a *significantly* higher level of satisfaction with the Access, Recovery and Outcome domains. This differs from the SFY 2006 pattern.

Self-Identified Reason for Seeking Services:

- ♦ People who were in SU programs and identified themselves as getting services for Substance Use disorders expressed *significantly* higher levels of satisfaction with the Outcome and Recovery domains.
- ♦ People who were in SU programs and identified themselves as receiving services for Mental Health disorders expressed *significantly* higher levels of satisfaction with the Appropriateness domain.

Age Group

- ♦ Consumers in the 55 and older age group reported *significantly* higher levels of satisfaction in the Access, Appropriateness, Outcome, Satisfaction domains. This pattern differs from SFY 2006.

Level of Care

- ♦ People who were receiving services in the outpatient setting reported *significantly* higher levels of satisfaction in the Appropriateness and General Satisfaction domains, while consumers receiving case management services reported *significantly* higher levels of satisfaction on the Access, Outcome, General Satisfaction, and Recovery domains; with having their wishes respected; and participation in treatment planning.
- ♦ People who were receiving services in a residential setting reported the least amount of satisfaction in all the domains.

Length of Stay

- ♦ People who reported receiving services for between one and two years reported *significantly* higher levels of satisfaction in the Appropriateness and Recovery domains.

Survey Administration

- ◆ People who received the survey from providers that used multi-methods, i.e., a combination of staff and other neutral parties, consistently reported *significantly* higher levels of satisfaction on the Access and Recovery domains.

Planning Region

- ◆ Consumers from Region 2 expressed *significantly* higher levels of satisfaction on the Access, Appropriateness, and General Satisfaction domains, and with their experience of participating in treatment planning, than people from other regions depending on the domain.

Mental Health Disorders

Gender

- ◆ Women reported *significantly* higher levels of satisfaction with the Appropriateness, and General Satisfaction domains, with having their wishes respected, and with participation in treatment than men. Men reported a *significantly* higher level of satisfaction with the Outcome domain than women. This pattern was similar in SFY 2006.

Race

- ◆ African-Americans/Blacks expressed *significantly* higher levels of satisfaction with the Access, Outcome, and Recovery domains than Whites or consumers who identified some other race. This pattern was similar in SFY 2006, except for the result on the Access domain.

Ethnicity

- ◆ People of Hispanic/Latino origin expressed *significantly* higher levels of satisfaction with the Access domain than Non-Hispanics. This pattern differs from SFY 2006.

Self-Identified Reason for Seeking Services:

- ◆ There were no significant differences by self-identified reason for seeking services.

Age Group

- ◆ Consumers in the 55 and older age group reported *significantly* higher levels of satisfaction in the Access, Outcome, and General Satisfaction domains.

Level of Care

- ◆ People who were receiving services in vocational rehabilitation programs reported *significantly* higher levels of satisfaction in all domains.
- ◆ People receiving services in an outpatient setting reported *significantly* lower satisfaction in the Recovery domain.

Length of Stay

- ◆ There were no significant differences by length of stay.

Survey Administration

- ◆ People who were administered the survey by staff members in an individual or group setting consistently reported *significantly* higher levels of satisfaction in all domains.

Planning Region

- ◆ People from Region 1 expressed *significantly* higher levels of satisfaction on the Access, Outcome, and Recovery domains than people from Regions 2, 3, 4, and 5.

LIMITATIONS

This year we were able to substantially address the limitations identified in the SFY 2006 with regard to collecting data on administration style, length of treatment, and self-identified reason for receiving services. The only two limitations that continue from the previous year are:

- ◆ The MHSIP consumer survey was standardized for use with consumers receiving treatment for mental health disorders only.
- ◆ Despite our attempt to provide anonymity to our consumers as they express their opinions regarding their satisfaction with our services, we have been unable to provide a totally anonymous survey setting.

INTRODUCTION

Consumer Satisfaction Survey SFY 2007 (July 1, 2006 – June 30, 2007)

PURPOSE

The purpose of the client satisfaction survey is to gauge our clients' satisfaction with the services being provided in Connecticut's system of care for people living with mental health and substance use disorders.

ORGANIZATION OF THE REPORT

This report attempts to continue to voice peoples' opinions about how they experience services within our statewide provider network. In these reports, we document the views of people served in both mental health (MH) and substance use (SU) disorder treatment programs. This report presents survey data by demographic categories for all of the analyses that were generated. Even though there may be slight differences in the level of satisfaction expressed, we only mention differences that are *statistically significant*. For example, if men report a satisfaction of 88% and women report a satisfaction level of 89%, this difference may not be meaningful or statistically significant.

CONTACT INFORMATION

If you have any questions, concerns, and suggestions/recommendations please contact:

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METHODOLOGY

MEASURES

The 2007¹ consumer survey consists of 28 items, rated on a 5-point Likert scale. A score of “1” represents strong agreement with an item, “5” strong disagreement; and “3” is a neutral response. The responses are: Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree, and Not Applicable.

The Mental Health Statistics Improvement Program (MHSIP) consumer satisfaction survey measures consumer satisfaction with services in the following domains:

- ◆ The General Satisfaction domain consists of items 1-3, and measures consumers’ satisfaction with services received; a consumer had to complete at least 2 items for the domain score to be calculated.
- ◆ The Access domain consists of items 4-7, and measures consumers’ perceptions about how easily accessible services were; a consumer had to complete at least 2 items for the domain score to be calculated.
- ◆ The Quality and Appropriateness domain consists of items 8 and 10-15, and measures consumers’ perceptions of the quality and appropriateness of services; a consumer had to complete at least 4 items for the domain score to be calculated.
- ◆ The Outcome domain consists of items 17-23, and measures consumers’ perceptions about treatment outcomes as a result of receiving services; a consumer had to complete at least 4 items for the domain score to be calculated.
- ◆ One item on a consumer’s perception of his/her participation in treatment.
- ◆ One item on a consumer’s experience with staff respect.

In addition to the MHSIP’s 23 items, the Connecticut Department of Mental Health and Addiction Services added the following:

- ◆ A Recovery domain, which consists of five questions (24-28) that assess consumers’ perceptions of “recovery oriented services”; a consumer had to answer at least 3 items for the domain score to be calculated.
- ◆ Demographic questions, where clients indicated their gender, race, age, and ethnicity. Two new questions were added in SFY 2007; they ask people to self-report their reason (SU, MH, and SU/MH) for receiving services and their length of stay (less than one year, 12 months to two years, more than two years, and more than five years).
- ◆ “Free” questions: agencies could add up to 5 agency-specific questions for their use.
- ◆ A supplemental report form, requiring agencies to describe their sample selection and methods of survey administration. This form was electronically-generated for the first time this year.

ADMINISTRATION

DMHAS provided agencies with guidelines for survey implementation. Generally, providers’ staff administered the consumer survey, but in some cases consumers and peers assisted with the data collection. Providers administered the survey to people who received either mental health or substance use treatment services from July 1, 2006 through June 30, 2007. People who received prevention,

¹Similar to previous years, the survey contains 23-items from the MHSIP consumer satisfaction survey. Please refer to Appendix 1.4 for a copy of the MHSIP survey.

emergency, inpatient, or detoxification (both inpatient and ambulatory) services were excluded. Surveys were collected mainly during September 2006 through June 2007.

The survey was administered in the following levels of care:

- ◆ All Mental Health Case Management
- ◆ All Mental Health Outpatient (Clinical)
- ◆ Mental Health Partial Hospitalization
- ◆ All Mental Health Residential, including Group Residential, Supervised Apartments., Supported Apartments,
- ◆ Supported Housing, Transitional Residential
- ◆ All Mental Health Social Rehabilitation
- ◆ All Mental Health Vocational Rehabilitation
- ◆ Substance Abuse Methadone Maintenance
- ◆ Substance Abuse Intensive Outpatient
- ◆ Substance Abuse Partial Hospitalization
- ◆ Substance Abuse Outpatient including Gambling
- ◆ All Substance Abuse Residential including Intensive, Intermediate, Long-term Treatment, Long-term Care, Transitional Residential/Halfway House
- ◆ All Substance Abuse Case Management

SAMPLE SELECTION

DMHAS asked providers to calculate sample sizes according to the number of unduplicated consumers served by the provider from July 1, 2005 through June 30, 2006.² The sample size calculation was based on a 95% confidence level and 7% confidence interval.³ DMHAS provided agencies with a guide to assist providers in sample size determination (See Appendix 1.2: Table 1 for Consumer Survey SFY07 Sampling Size Determination).

² The unduplicated counts were obtained from the CC820: Report of Clients Active in Program in the DMHAS Provider Access System (DPAS).

³ The confidence **interval** is the plus-or-minus figure usually reported in newspaper or television opinion poll results. For example, if you use a confidence interval of 4 and 47% percent of your sample picks a certain answer you can be "sure" that if you had asked the question of the entire relevant population, between 43% (47-4) and 51% (47+4) would have picked that answer.

The confidence **level** tells you how sure you can be. It is expressed as a percentage and represents how often the true percentage of the population (those who would pick that certain answer if you asked everyone) would lie within the confidence interval. The 95% confidence level means you can be 95% certain; that is, in 95 out of 100 situations, you would find that the true whole-population percentage fell within the confidence interval. Most researchers use the 95% confidence level. When you put the confidence level and the confidence interval together, you can say that you are 95% sure that the true percentage of the population is between 43% and 51%.

There is a trade-off between confidence interval and confidence level. For a given sample size (number of survey respondents), the wider the confidence interval, the more certain you can be that the whole population's answers would be within that range. On the other hand the narrower the confidence interval, the less sure you would be of having bracketed the "real" whole-population percentage. For example, if you asked a sample of 1000 people in a city which brand of cola they preferred, and 60% said Brand A, you can be very certain that between 40 and 80% of all the people in the city actually do prefer that brand, but you would be far less sure that the actual Brand-A-preference % for all residents would fall between 59 and 61%.

TABLE 1: EXPECTED AND ACTUAL SAMPLE SIZE BY PROVIDER/AGENCY

	<u>Undup. Consumers[†] in SFY06</u>	<u>Proposed Sample Size (95% CL, 7% CI)</u>	<u>Surveys Submitted in SFY07</u>
Ability Beyond Disability Institute	115	73	54
Advanced Behavioral Health	1972	178	0
Alcohol & Drug Recovery Center (ADRC)	1957	178	405
Alcohol Services Organization of S. Central CT	213	102	140
American School for the Deaf	21	19	10
Applied Behavioral Rehab Research Institute Inc	14	13	Exempt
APT Foundation Inc	2074	179	596
Artreach Inc.	116	73	68
Backus Hospital	1044	165	215
Birmingham Group Health Services, Inc.	1245	169	179
Bridge House	264	113	122
Bridgeport Community Health Center	54	43	72
BRIDGES	1342	171	186
Bristol Hospital	184	95	38
Capitol Region Mental Health Center	1429	172	300
Catholic Charities of Fairfield County Inc.	451	137	170
Catholic Charities- Waterbury	227	105	88
Catholic Charities-Hartford Inst -Hispanic Studies	278	115	157
Cedarcrest Regional Hospital	581	147	152
Center City Churches Inc.	4	4	3
Center for Human Development	239	108	121
Central CT Coast YMCA	42	35	41
Central Naugatuck Valley (CNV) HELP Inc.	209	101	115
Charlotte Hungerford Hospital	1477	173	173
Chemical Abuse Services Agency (CASA)	674	152	500
Chrysalis Center Inc.	1044	165	93
Columbus House	286	117	103
Common Ground Community	70	52	49
Community Enterprises Inc.	76	55	37
Community Health Resources Inc.	2539	182	695
Community Health Services Inc.	335	124	90
Community Mental Health Affiliates	1712	176	341
Community Prevention and Addiction Services	1044	165	273
Community Renewal Team (CRT)	233	107	100
Connecticut Counseling Centers Inc.	1384	172	398
Connecticut Mental Health Center	4265	187	1214
Connecticut Renaissance Inc.	523	143	165
Connecticut Valley Hospital	999	164	121
Connection Inc	714	154	196
Continuum of Care	377	129	223
Coordinating Council for Children in Crisis	29	25	14
Council of Churches Greater Bridgeport	4	4	10
Crossroads Inc	385	130	98
CTE Inc. Viewpoint Recovery Program	55	43	40
CW Resources Inc.	63	48	32
Danbury Hospital	607	148	159

	<u>Undup. Consumers[†] in SFY06</u>	<u>Proposed Sample Size (95% CL, 7% CI)</u>	<u>Surveys Submitted in SFY07</u>
Day Kimball Hospital	164	90	79
Dixwell/Newhallville Community MHS Inc.	202	100	102
Easter Seal Goodwill Ind. Rehab. Center Inc.	75	54	41
Easter Seal Rehab. Center of Grtr. Waterbury Inc.	84	59	35
Easter Seals of Greater Hrtfd Rehab Center Inc.	104	68	76
Education Connection	54	43	39
Fairfield Community Services Inc.	54	43	18
Family & Children's Agency Inc	870	160	123
Family Centers, Inc.	111	71	34
Farrell Treatment Center	120	75	69
Fellowship Inc.	579	147	254
FSW Inc.	91	62	46
Gilead Community Services Inc.	288	117	272
Goodwill Industries of Western CT Inc.	89	61	50
Guardian Ad Litem	68	51	45
Hall Brooke Foundation Inc.	45	37	37
Hall Neighborhood House	13	12	0
Harbor Health Services	1221	169	384
Hartford Behavioral Health	711	154	152
Hartford Dispensary	5375	189	1356
Hartford Hospital	285	116	107
Helping Hand Center Inc.	121	75	99
Hill Health Corporation	1583	175	399
Hogar Crea Inc	54	43	57
Hospital of St. Raphael	324	122	123
Human Resource Development Agency	590	147	185
Inter-Community Mental Health Group Inc.	1279	170	259
Interlude Inc.	43	35	36
John J. Driscoll United Labor Agency Inc.	60	46	26
Kennedy Center Inc.	124	76	67
Keystone House Inc.	188	96	117
Kuhn Employment Opportunities Inc.	96	65	55
Laurel House	366	128	231
Liberation Programs (LMG)	2026	179	1165
Liberty Community Services	65	49	15
Marrakech Day Services	124	76	69
McCall Foundation Inc	776	157	541
Mental Health Association of CT Inc.	780	157	343
Mercy Housing and Shelter Corporation	72	53	149
MICAH Housing Pilots Program	13	12	7
Middlesex Hospital Mental Health Clinic	298	118	91
Midwestern CT Council on Alcoholism (MCCA)	1288	170	1005
Morris Foundation Inc	1028	165	297
My Sisters' Place	155	87	32
New Directions Inc of North Central Conn.	419	134	296
New Haven Home Recovery	21	19	26
New Milford Hospital	244	109	135

	<u>Undup. Consumers¹ in SFY06</u>	<u>Proposed Sample Size (95% CL, 7% CI)</u>	<u>Surveys Submitted in SFY07</u>
Northwest Center for Family Serv and Mental Health	102	67	56
Norwalk Hospital	1287	170	240
Operation Hope of Fairfield Inc.	17	16	11
Pathways Inc.	96	65	60
Perception Programs Inc	1154	168	167
Positive Directions-The Center for Prev & Recov.	33	28	31
Prime Time House Inc.	373	129	195
Problem Gambling-DMHAS	376	129	0
Regional Network of Programs	2440	181	888
Reliance House	488	140	389
River Valley Services	509	142	164
Rushford Center	5275	189	287
SCADD	1067	166	191
SE Mental Health Authority	530	143	219
Search for Change Inc.	59	46	58
Shelter for the Homeless Inc.	35	30	55
Sound Community Services Inc.	2168	180	381
St Luke's Community Services Inc.	103	68	78
St. Mary's Hospital Corporation	1664	175	304
St. Vincent DePaul Place Middletown, Inc.	42	35	33
St. Vincent DePaul Society of Waterbury, Inc.	91	62	71
Stafford Family Services	208	101	104
Stamford Hospital	580	147	98
Supportive Environmental Living Facility Inc-SELF	54	43	42
SW CT MH Network	1857	177	252
United Community and Family Services	122	75	83
United Services Inc.	1655	175	229
VNA of Southeastern CT	94	64	22
W. CT MH Network	1203	169	656
Waterbury Hospital Health Center	1711	176	96
Wheeler Clinic	1080	166	387
Yale University	16	15	15
Yale University - WAGE	34	29	21
Yale University-Behavioral Health	388	130	123
Youth Challenge of CT Inc	89	61	32
ABH - GA Only Providers	0	0	349
Alliance Treatment Center Inc.	0	0	28
Asian Family Services	0	0	62
Community Health Center Inc.	0	0	19
Fish Inc.: Torrington Chapter	0	0	14
Immaculate Conception Inc.	0	0	2
Lawrence and Memorial Hospital	0	0	135
TOTAL	82710	13709	24147

¹ Includes only Consumers with Service data in DPAS.

RESULTS

The survey sample included 24,147 completed surveys. Of the 128 providers that were to administer the survey, 124 submitted data in addition to seven others. The majority of providers (88%) distributed surveys at the program rather than the agency level. DMHAS encouraged this manner of distribution, to ensure the most meaningful and useful information. See Table 2 for summary of statewide demographic trends.

TABLE 2: STATEWIDE DEMOGRAPHIC TRENDS (2007-2003)

	2007		2006		2005		2004		2003	
	N	%	N	%	N	%	N	%	N	%
Gender										
Female	9965	41.3	9003	40.3	8349	38.6	6269	39.6	4636	39.8
Male	13369	55.4	11558	51.8	11447	52.9	8017	50.6	5951	51.2
No Data	813	3.4	1770	7.9	1845	8.5	1544	9.8	1047	9
Race										
Am. Indian/Alaskan	241	1	380	1.7	355	1.6	198	1.3	123	1.1
Asian	152	0.6	150	0.7	153	0.7	87	0.5	80	0.7
Black	3977	16.5	3198	14.3	3259	15.1	2450	15.5	1800	15.5
Native Hawaiian/P.I.	69	0.3	61	0.3	60	0.3	26	0.2	6	0.1
White	15013	62.2	13942	62.4	13138	60.7	8716	55.1	7343	63.1
Mixed	984	4.1	905	4.1	762	3.5	370	2.3	312	2.7
Other	1641	6.8	426	1.9	533	2.5	587	3.7	675	5.8
Unknown	2070	8.6	3269	14.6	3381	15.6	3396	21.5	1295	11.1
No Data	0	0	0	0	0	0	0	0	0	0
Ethnicity										
Mexican	192	0.8	153	0.7	109	0.5	61	0.4	23	0.2
Puerto Rican	3378	14	3171	14.2	3250	15	2299	14.5	1208	10.4
Other Hispanic/Latino	1002	4.1	771	3.5	671	3.1	667	4.2	417	3.6
Not Hispanic	11744	48.6	9194	41.2	9048	41.8	41	0.3	4038	34.7
Unknown	7831	32.4	9042	40.5	8563	39.6	12762	80.6	5948	51.1
No Data	0	0	0	0	0	0	0	0	0	0
Age Range										
20 and Under	895	3.7	744	3.3	627	2.9	415	2.6	351	3
21-24	1866	7.7	1626	7.3	1532	7.1	931	5.9	659	5.7
25-34	4736	19.6	4220	18.9	4221	19.5	3013	19	2274	19.5
35-54	12755	52.8	11442	51.2	11269	52.1	8510	53.8	6286	54
55-64	2555	10.6	2284	10.2	2079	9.6	1400	8.8	1105	9.5
65 and Older	513	2.1	501	2.2	399	1.8	265	1.7	254	2.2
Unknown	827	3.4	1514	6.8	1514	7	1296	8.2	705	6.1
No Data	0	0	0	0	0	0	0	0	0	0
Program Type (system generated based on Program Information in DPAS)										
MH	10738	44.5	10009	44.8	9371	43.3	8701	55	6989	60.1
SU	10269	42.5	9485	42.5	9241	42.7	5923	37.4	4296	36.9
SAGA	0	0	0	0	0	0	1203	7.6	0	0
Unknown	3140	13	2837	12.7	3026	14	3	0	349	3
No Data	0	0	0	0	3	0	0	0	0	0
Self-identified Reason for Services										
MH	5075	21	0	0	0	0	0	0	0	0
SU	5215	21.6	0	0	0	0	0	0	0	0

	2007		2006		2005		2004		2003	
	<i>N</i>	%	<i>N</i>	%	<i>N</i>	%	<i>N</i>	%	<i>N</i>	%
MH/SU	3140	13	0	0	0	0	0	0	0	0
Unknown	10717	44.4	0	0	0	0	0	0	0	0
No Data	0	0	22331	100	21641	100	15830	100	11634	100
Service Duration										
Less Than 1 Year	5391	22.3	0	0	0	0	0	0	0	0
12 Months - 2 Years	2794	11.6	0	0	0	0	0	0	0	0
More Than 2 Years	2517	10.4	0	0	0	0	0	0	0	0
More Than 5 Years	2071	8.6	0	0	0	0	0	0	0	0
Unknown	11374	47.1	0	0	0	0	0	0	0	0
No Data	0	0	22331	100	21641	100	15830	100	11634	100

The number of survey responses has risen over the past three years, particularly for people receiving mental health services. Additionally, the number of surveys with an unknown program type has declined.

DEMOGRAPHICS OF STATEWIDE SAMPLE

GENDER

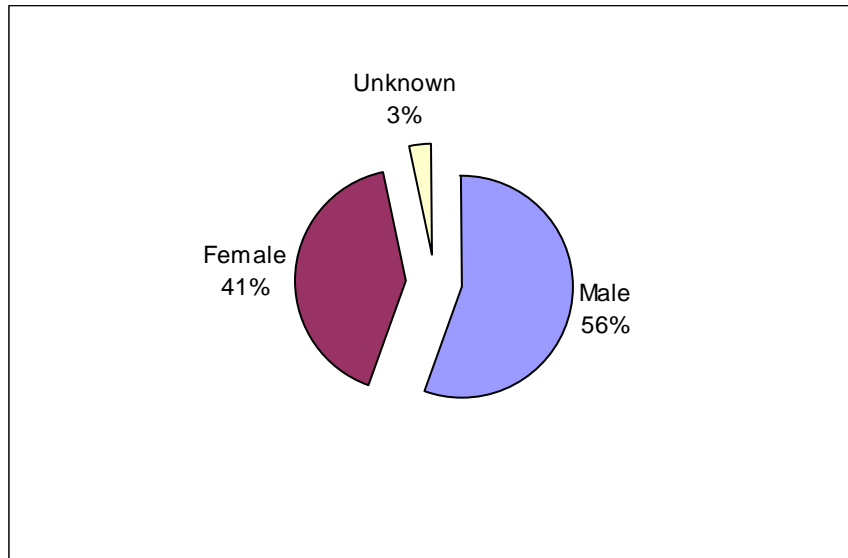


Figure 1: Sample by Gender

More men (56%) than women (41%) consumers responded to the survey.

GENDER DISTRIBUTION BY SERVICE TYPE

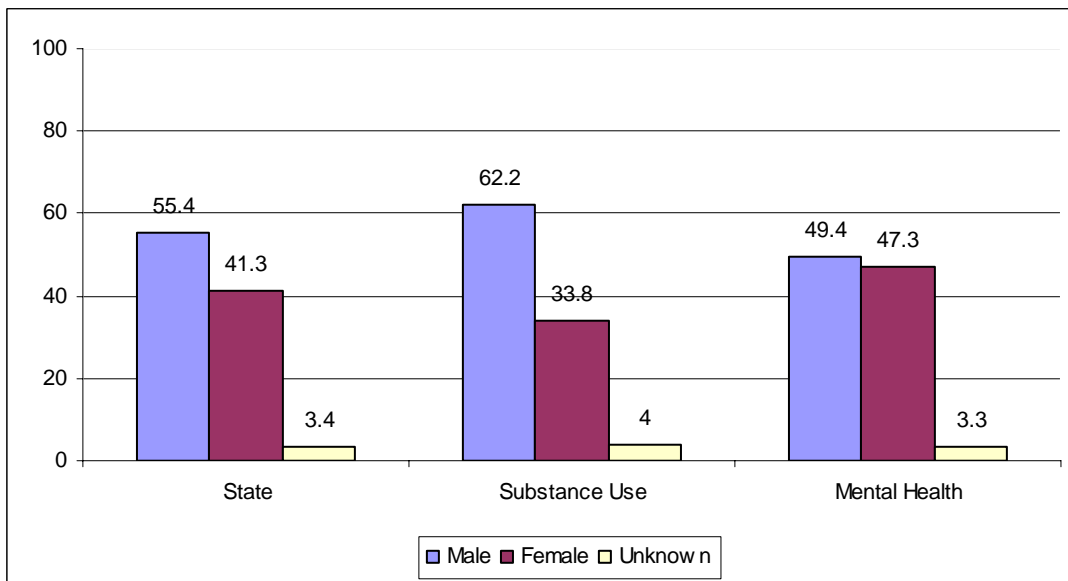


Figure 2: Gender by Service Type

For people receiving Mental Health services, almost an equal ratio of men and women responded to the survey. People receiving Substance Use services were disproportionately distributed; 62% men and 34% women responded. Similarly, a greater percentage of men (56%) than women (41%) made up the state sample. People who indicated their program type, but not their gender, were assigned to the “unknown” category.

RACE

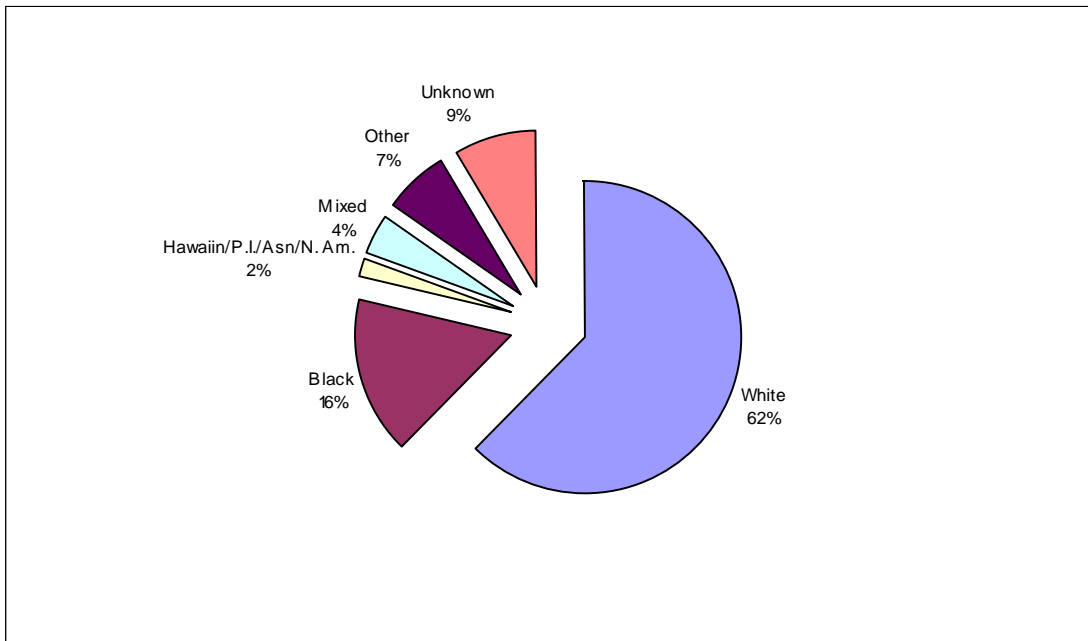


Figure 3: Sample by Race

The majority of respondents (62%) were White, 16% were African-American/Black, and 15% did not identify their race.

RACE DISTRIBUTION BY SERVICE TYPE

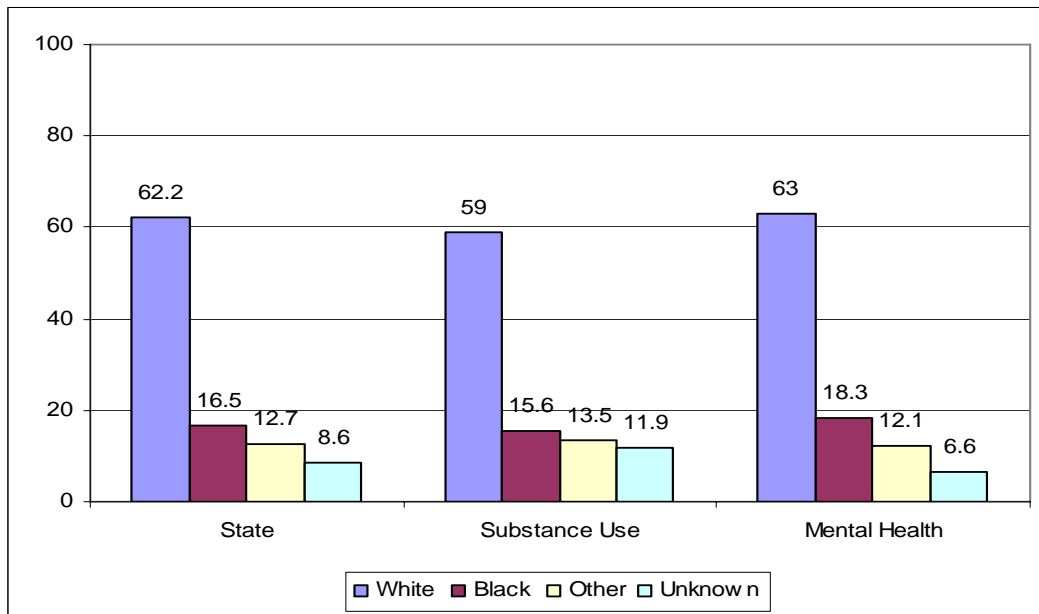


Figure 4: Race by Service Type

Racial distribution was fairly consistent across all groups, with a slightly smaller proportion of self-identified Whites in Substance Use treatment; consumers in Substance Use treatment, however, were also less likely to identify their race.

ETHNIC ORIGIN

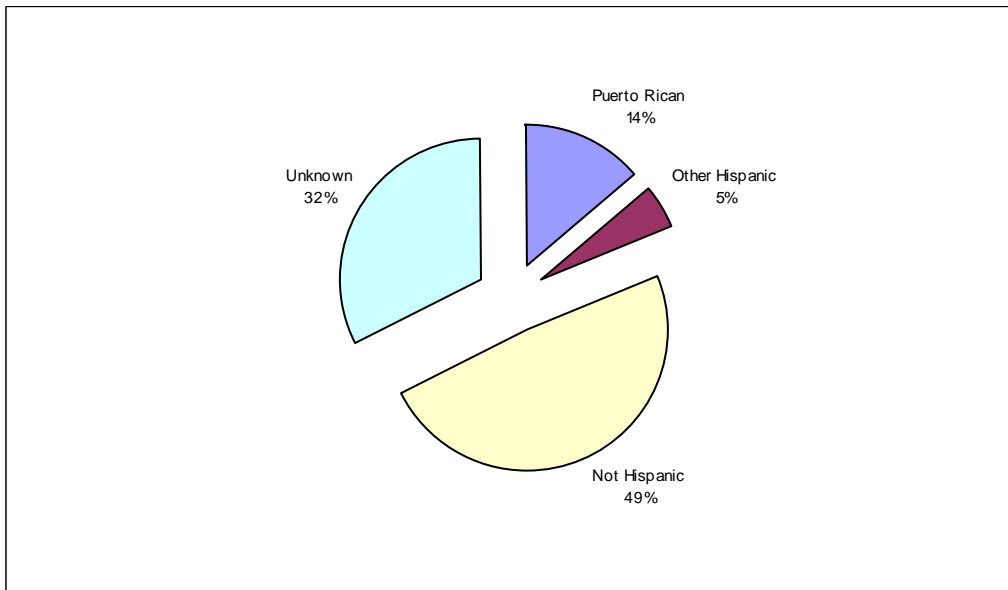


Figure 5: Sample by Ethnic Origin

Nineteen percent of the consumer survey sample identified themselves as Latino/a. The majority of consumers in this group identified themselves as Puerto Rican; Mexicans and other Hispanic/Latino made up the other 5% of the sample.

ETHNICITY DISTRIBUTION BY SERVICE TYPE

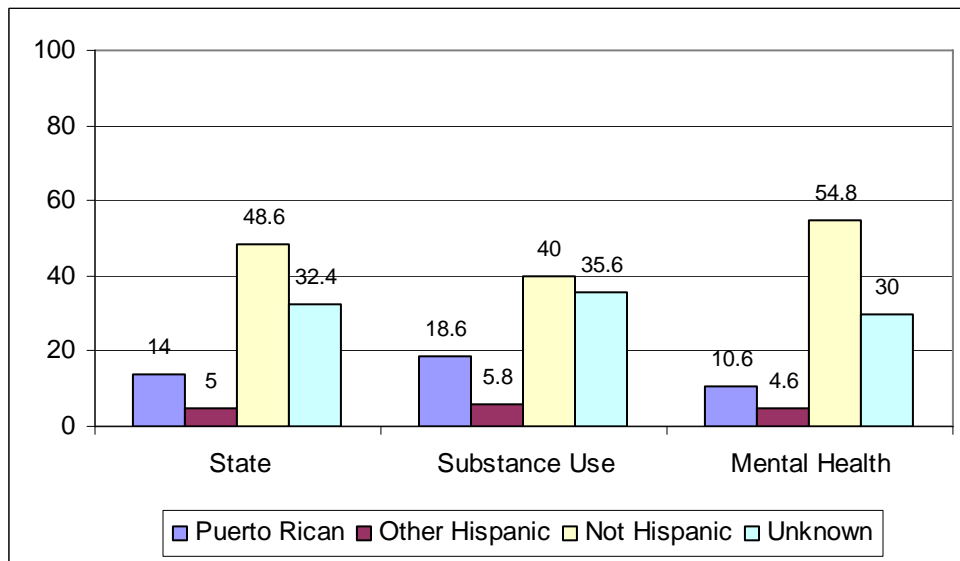


Figure 6: Ethnic Origin by Service Type

People using Substance Use services were somewhat more likely to identify themselves of Latino/a origin than other groups. Approximately 25% of the consumers receiving Substance Use treatment identified themselves as Hispanic. In contrast, about 15% of consumers receiving Mental Health

treatment reported that they were Latino/a. These trends are similar to last year; the only difference is that the people choosing the unknown category dropped from 40% to 32.4%.

AGE

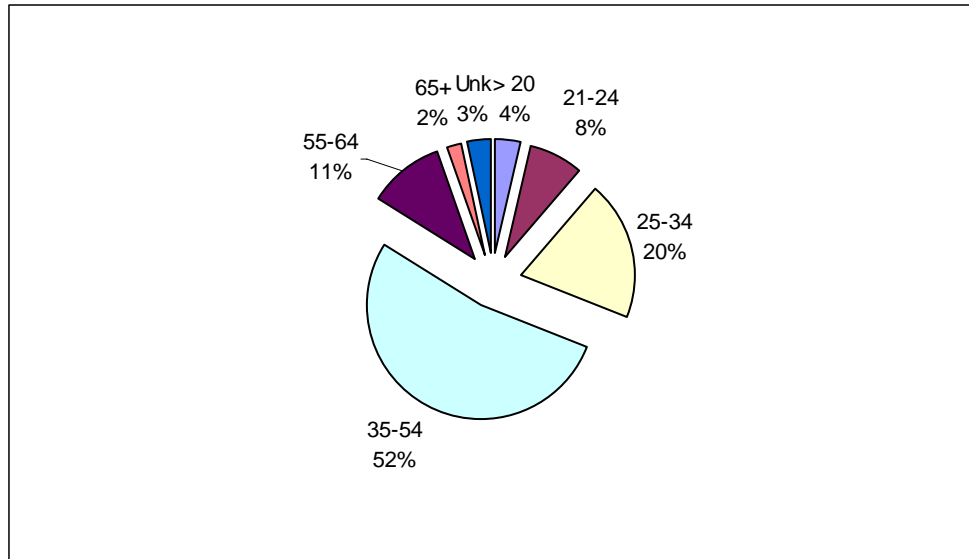


Figure 7: Sample by Age Group

Slightly over half (52%) of survey respondents were between the ages of 35-54. About one-fifth were in the 25-34 age group and 2% were 65 or older.

AGE DISTRIBUTION BY SERVICE TYPE

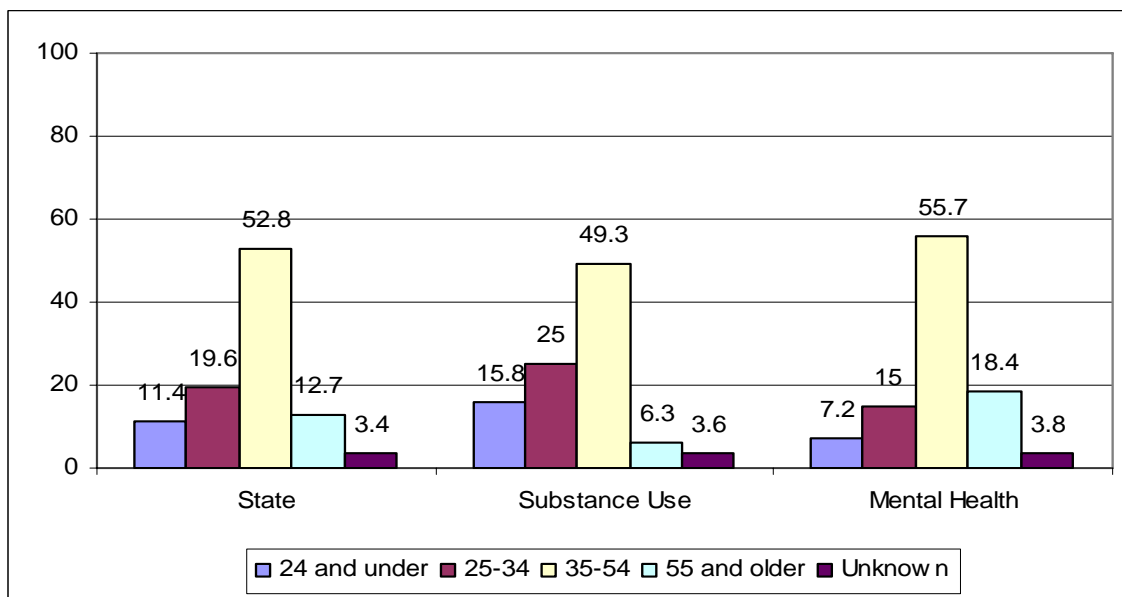


Figure 8: Age Group by Service Type

Age distribution was similar for people receiving Mental Health and Substance Use services. The majority of these people were in the 35-54 age group.

LEVEL OF CARE

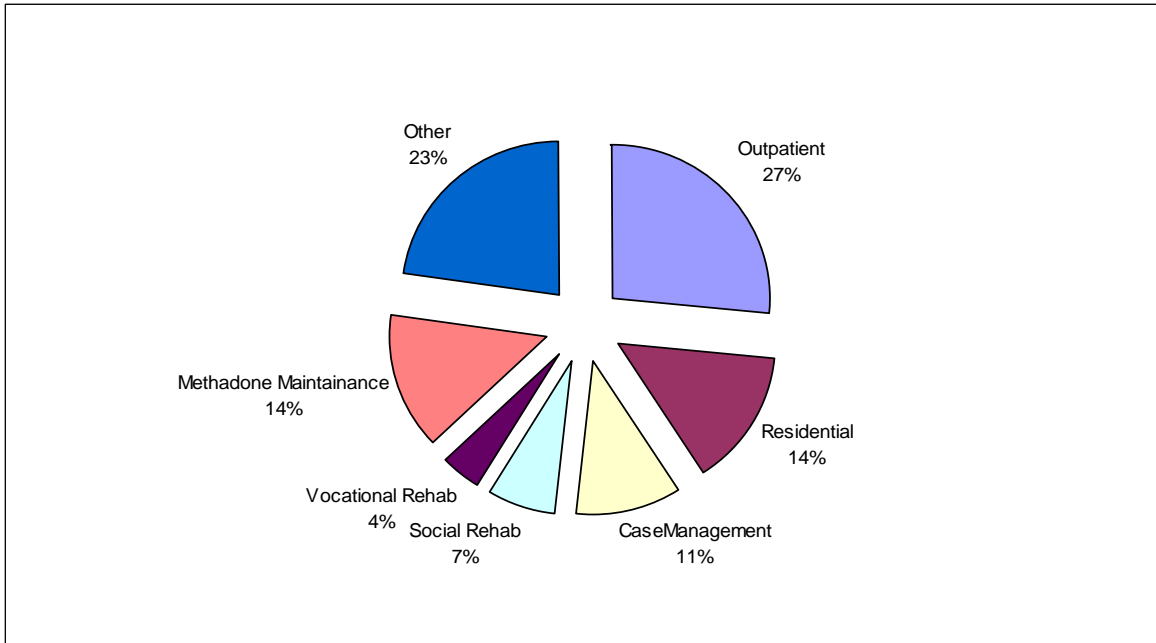


Figure 9: Sample by Level of Care

Twenty-seven percent of the respondents received services in an outpatient setting, 14% received methadone maintenance services, 23% received services in other settings (partial hospitalization, education, etc.), 11% received case management, and 14% received residential services.

LEVEL OF CARE BY SERVICE TYPE

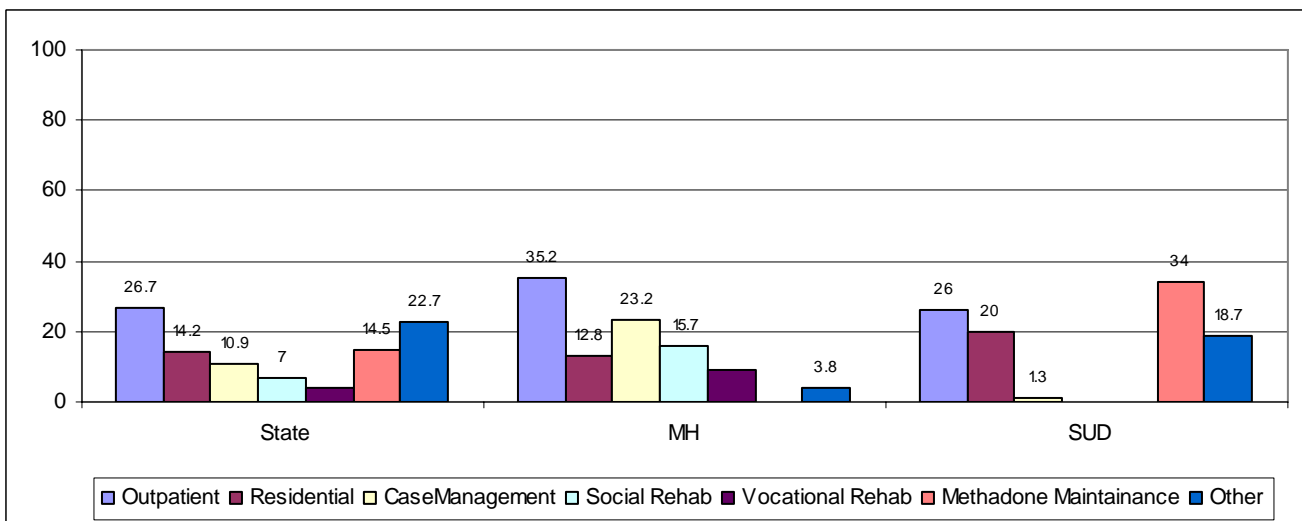


Figure 10: Level of Care by Service Type

One-third of respondents for Substance Use disorders received methadone maintenance, followed by 26% who received services in an outpatient setting. For people receiving Mental Health services, 35% received services in an outpatient setting and 23% received case management services.

TREATMENT CHARACTERISTICS

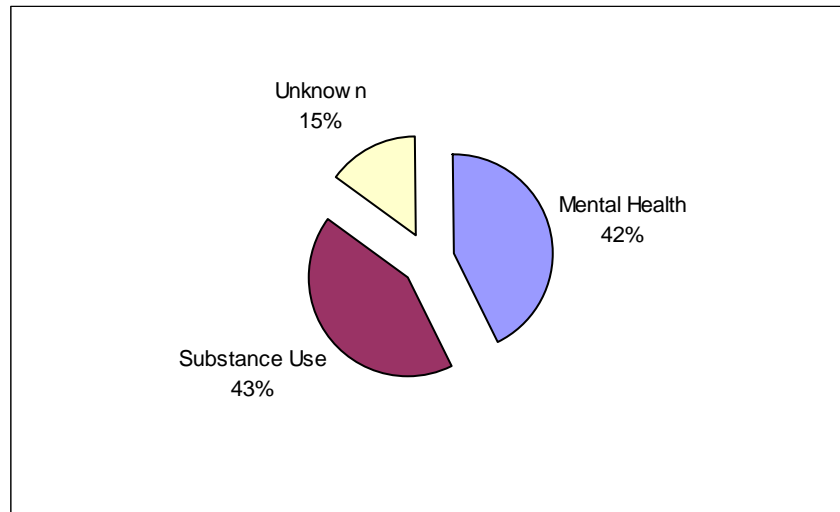


Figure 11: Sample by Service Type based on Program Information

About an equal percent of consumers receiving Mental Health (44%) and Substance Use (43%) services responded to the survey. A small percent (13%) providers collected data at the provider level, so no program type is identified for those providers.

This year we added a question asking why people sought services. (SUD, MH, or both). Over a-third (32%) identified SUD and MH respectively, and 18% selected MH and SUD as a reason for receiving services and 19% did not select a reason for receiving services. A higher percent (22%) of people in MH programs indicated co-occurring problems than people in SUD programs (14%).

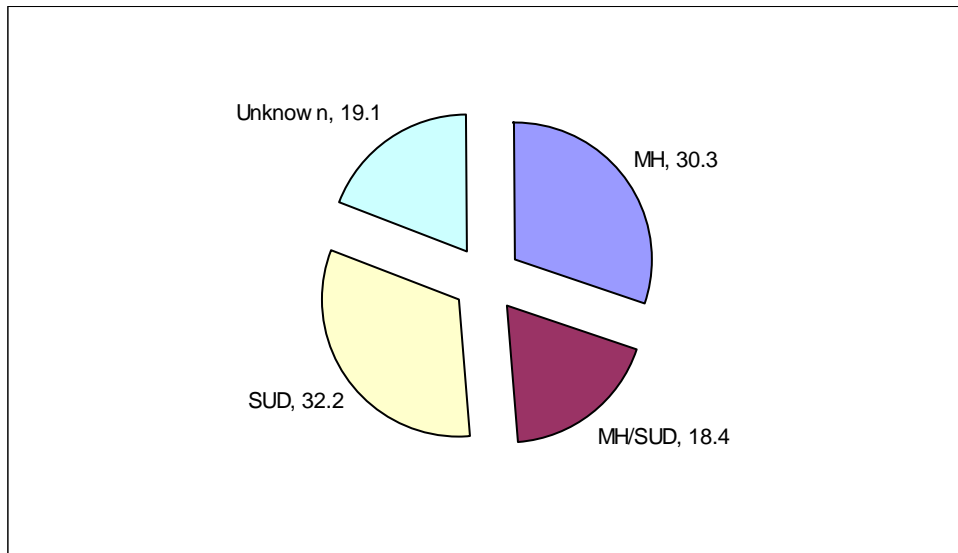


Figure 12: Sample by Self-Reported Reason for Service

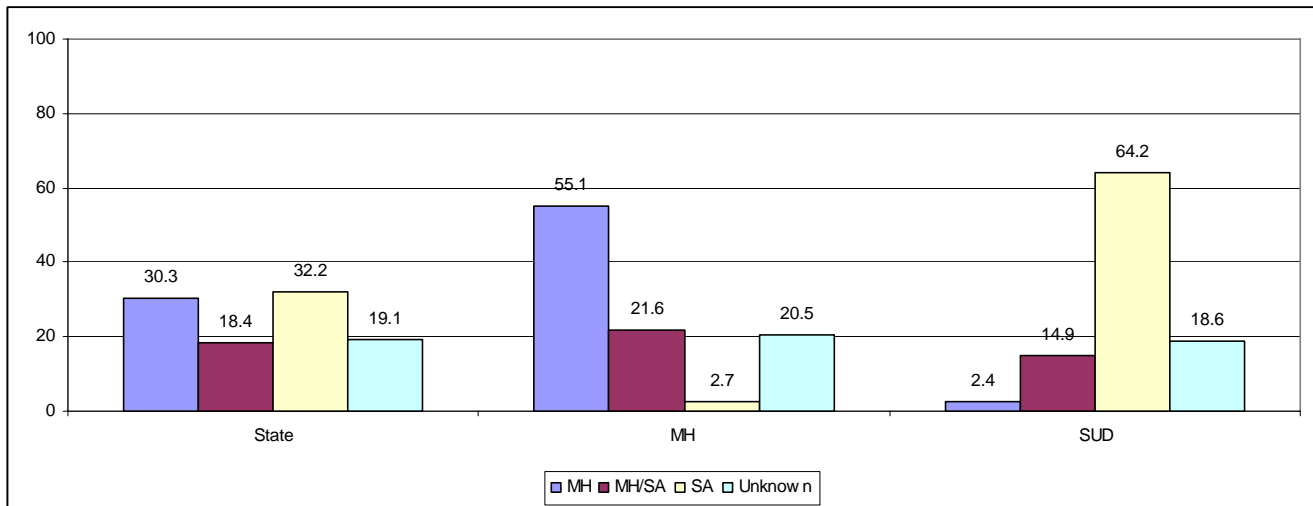


Figure 13: Self-Reported Reason for Service by Program Service Type

LENGTH OF STAY

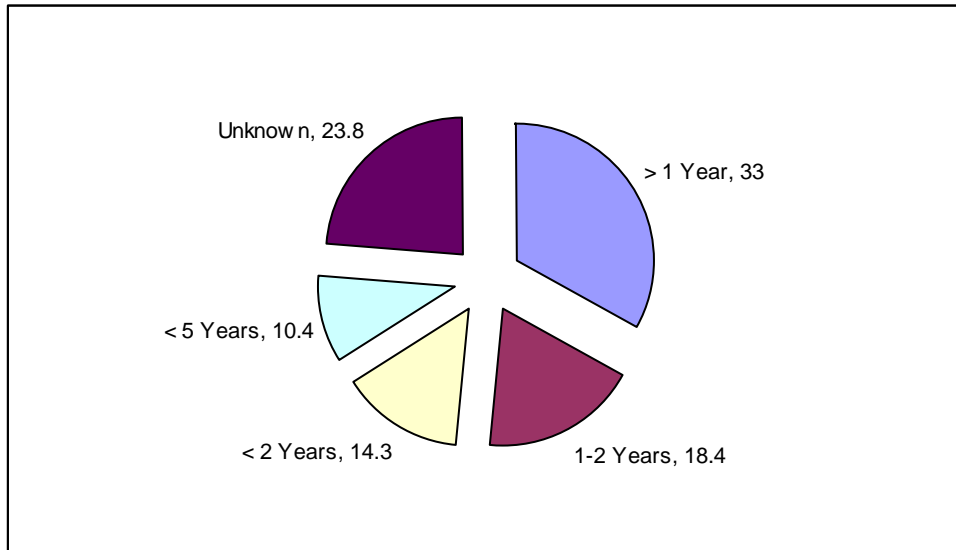


Figure 14: Sample by Length of Stay

This was the first year that people reported how long they had been in services. Almost a quarter (24%) chose not to answer this question. Almost a quarter (22%) had been in services for less than a year, 18% had been in services for more than a year but less than two, 14% had been in services for over two and 10 percent have been in services for over five years.

LENGTH OF STAY BY SERVICE TYPE

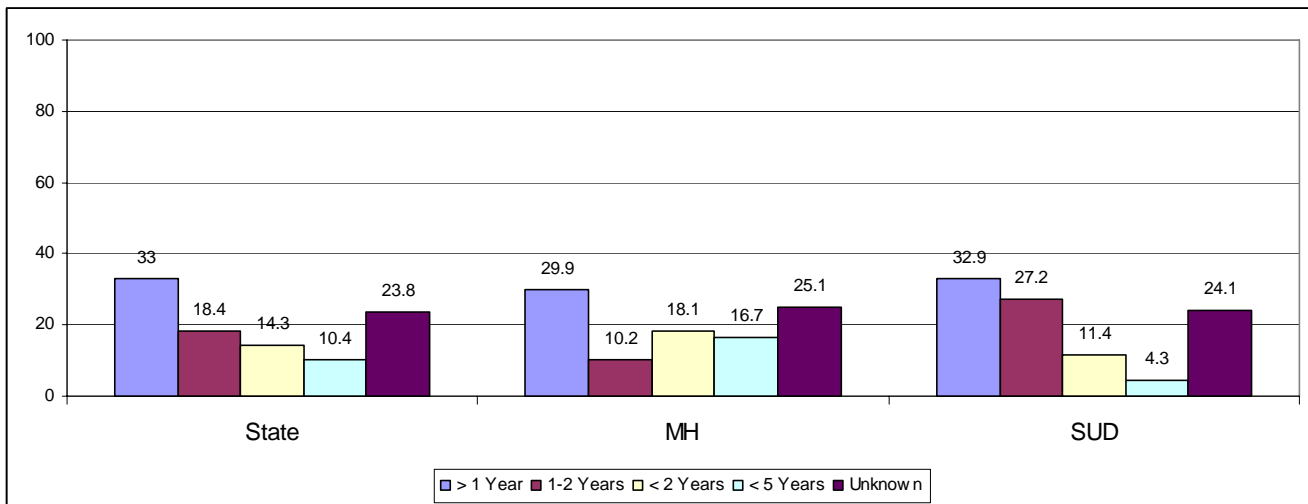


Figure 15: Sample by Length of Stay by Service Type

In general people receiving MH services reported longer length of stays than people receiving SU services.

METHOD OF SURVEY ADMINISTRATION

This was the first year in which we asked providers to systematically report how they administered the survey, as that had been identified as a limitation in previous years. Please refer to Appendix 2 – Supplemental Report form for more information. Most providers completed this information, but some did not. About 26% of the surveys that were completed were administered by staff; about 10% were administered by consumers, peers and other neutral parties; about 32% of the surveys were collected using multi-methods, i.e. a combination of staff, consumers, peers etc.; and 32% of the surveys, representing 53 providers did not provide us this information.

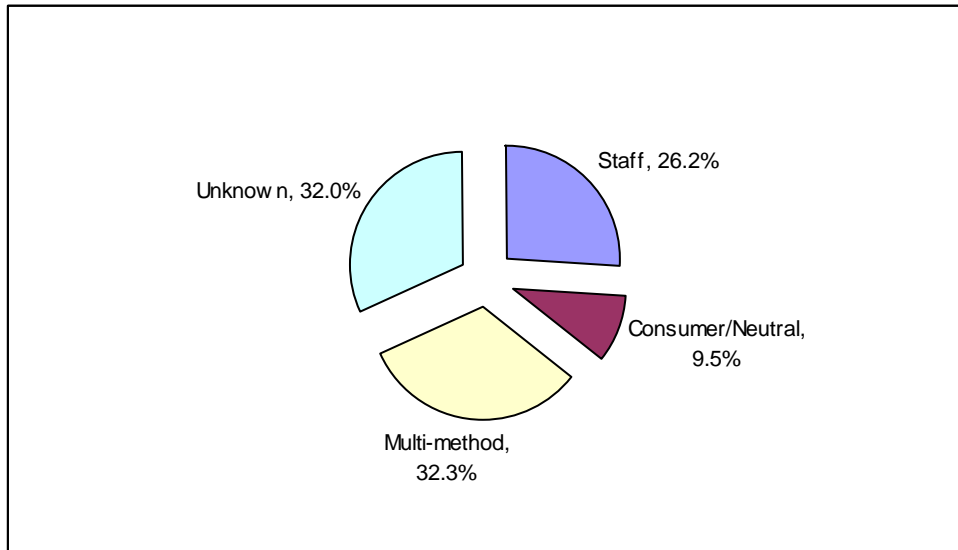


Figure 16: Sample by Method of Survey Administration

METHOD OF SURVEY ADMINISTRATION BY SERVICE TYPE

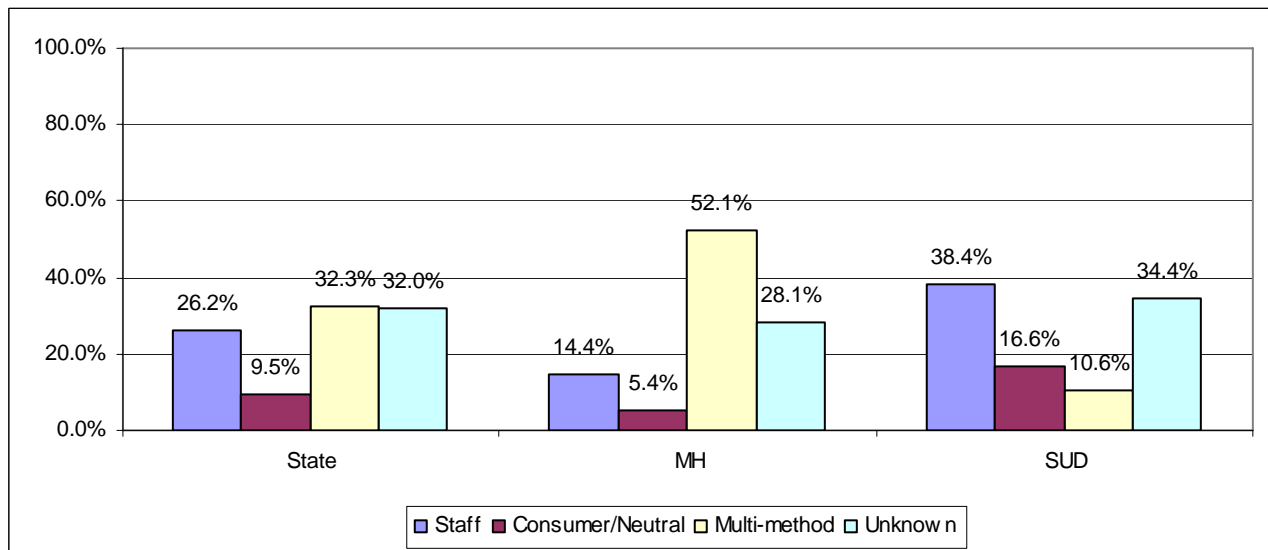


Figure 17: Sample by Method of Survey Administration by Service Type

In general people in MH services were more likely to experience the use of multiple methods of survey administration than people receiving SU services.

SATISFACTION WITH SERVICES

SATISFACTION ON ALL DOMAINS

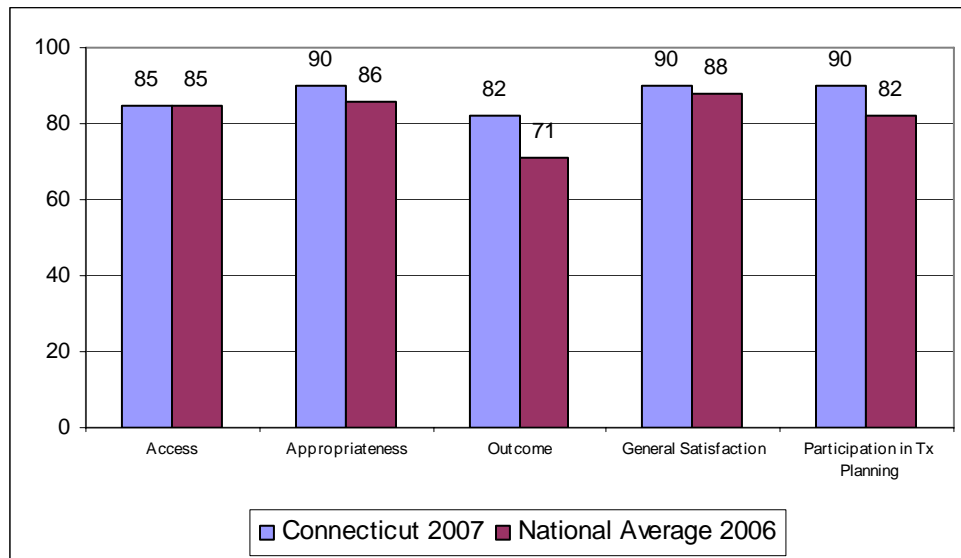


Figure 18: Comparison of Connecticut with National Domain Scores

In comparison to the latest MHSIP national survey results (National Association of State Mental Health Program Directors/NASMHPD Research Institute, 2006) available, Connecticut consumers report equal or higher levels of satisfaction on all domains.

- ◆ Almost eight out of 10 consumers responded positively on the Access and Outcome domains.
- ◆ Almost nine out of 10 consumers responded positively on the Appropriateness, General Satisfaction, and Participation in Treatment Planning domains.

GENERAL SATISFACTION DOMAIN

The General Satisfaction domain consists of three statements at the very beginning of the survey.

- ◆ Ninety one percent of all respondents agreed with the statement, “I liked the services that I received here.”
- ◆ About 86% agreed with the statement, “If I had other choices, I would still get services from this agency.”
- ◆ Ninety percent agreed with the statement, “I would recommend the agency to a friend or family member.”

All of these percentages are similar to those reported in the last two years.

ACCESS DOMAIN

The Access domain consists of four items that determine how satisfied the respondent is with his/her access to services at the agency. The percentages of positive response in this domain were generally similar to those from the FY 2006 consumer survey, with slight increases in all four domain items:

- ◆ Eighty three percent of respondents agreed that the location of services was convenient to them.

- ◆ About 88% agreed with the statement, “Staff was willing to see me as often as I felt was necessary.”
- ◆ About 83% agreed that staff returned their calls within 24 hours.
- ◆ Eighty-eight percent of respondents agreed with the statement “Staff were available at times that were good for me.”

APPROPRIATENESS DOMAIN

The Quality and Appropriateness domain measures how satisfied the respondent is with the quality and appropriateness of the care s/he received. The percentages of positive response were generally similar to those from the SFY 2006 consumer survey with slight increases in all the seven items:

- ◆ Ninety two percent agreed with the statement, “Staff here believes that I can grow, change, and recover.”
- ◆ About 84% agreed with the statement, “I felt free to complain.”
- ◆ About 89% agreed with the statement, “I was given information about my rights.”
- ◆ About 82% agreed that “Staff told me what side effects to watch out for.”
- ◆ About 91% agreed that “Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services.”
- ◆ Eighty-nine percent felt that “Staff was sensitive to my cultural/ethnic background” and that “Staff helped me to obtain information I needed so that I could take charge of managing my illness.”

OUTCOME DOMAIN

This domain measures the consumer’s satisfaction with treatment outcomes. The percentages of positive response were generally similar to those from the SFY 2006 consumer survey, with slight increases in six of the seven domain items:

- ◆ Eighty-five percent agreed with the statement, “I deal more effectively with daily problems.”
- ◆ About 84% agreed that “I am better able to control my life.”
- ◆ About 81% agreed with the statement, “I am better able to deal with crisis.”
- ◆ About 79% felt that “I am getting along better with my family.”
- ◆ About 78% agreed with the statement, “I do better in social situations.”
- ◆ About 74% agreed with the statement, “I do better in school and/or work.” (a slight drop)
- ◆ About 76% felt that “My symptoms are not bothering me as much.”

RECOVERY DOMAIN

This domain is a DMHAS addition to the standardized MHSIP satisfaction instrument, meant to measure satisfaction with the individual’s recovery from mental illness or substance abuse disorders. The percentages of positive response were generally similar to those from the SFY 2006 consumer survey, with slight increases in all five domain items:

- ◆ About 70% agreed with the statement, “I am involved in my community.”
- ◆ Seventy-eight percent agreed with the statement, “I am able to pursue my interests.”
- ◆ Seventy-six percent felt that “In general I can have the life I want, despite my disease/disorder.”
- ◆ About 79% agreed with, “In general I feel like I am in control of my treatment.”
- ◆ About 79% agreed with, “I give back to my family and/or community.”

PARTICIPATION IN TREATMENT PLANNING ITEM

One item on this survey measures satisfaction with the consumer's participation in treatment.

- ◆ About 90% agreed with the statement, "I felt comfortable asking questions about my services, treatment or medication." This percentage is a one percent increase from the previous year.

RESPECT FOR FAMILY INVOLVEMENT ITEM

This item was added by DMHAS to the standardized MHSIP items.

- ◆ Eighty-nine percent agreed with the statement, "My wishes are respected about the amount of family involvement I want in my treatment." This percentage is a one percent increase from the previous year.

TRENDS OVER TIME

STATEWIDE SATISFACTION TRENDS BY DOMAIN

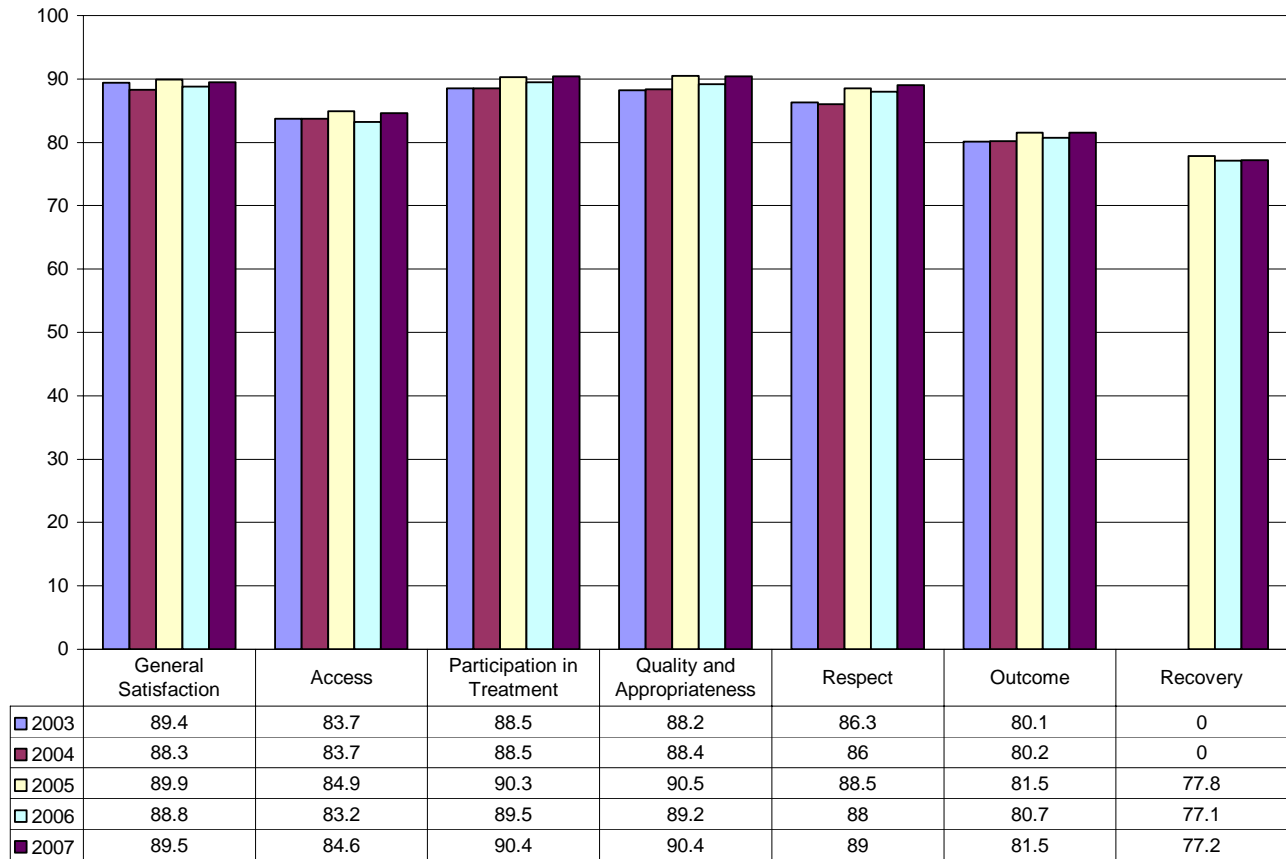


Figure 19: Trends (2003-2007) in Consumer Satisfaction

The percentage of consumers satisfied with services has remained relatively consistent from 2003 to 2007. During the last four years, consumers have reported being most satisfied with the Appropriateness of services. In 2006, 90% of consumers felt they received appropriate services, 89% were generally satisfied, and 84% expressed satisfaction with access to services. Consistent with previous years, 80% of consumers were satisfied with perceived outcomes. About three-quarters of consumers were satisfied with recovery.⁴

⁴ The Recovery domain was implemented in 2005.

TABLE 3: STATEWIDE TRENDS (2007-2003) BY DOMAIN

Domain	Year	Satisfied		Neutral		Dissatisfied	
		N	%	N	%	N	%
General Satisfaction							
	2007	21483	89.5	1985	8.3	528	2.2
	2006	19640	88.8	1911	8.6	561	2.5
	2005	18935	88.6	1932	9	498	2.3
	2004	13664	88.3	1405	9.1	410	2.6
	2003	10277	89.4	955	8.3	261	2.3
Access							
	2007	19801	84.6	3232	13.8	366	1.6
	2006	18098	83.2	3257	15	393	1.8
	2005	17303	82.7	3232	15.5	381	1.8
	2004	12707	83.7	2155	14.2	316	2.1
	2003	9409	83.7	1637	14.6	196	1.7
Participation in Treatment							
	2007	21364	90.4	1588	6.7	669	2.8
	2006	19483	89.5	1632	7.5	645	3
	2005	18748	89.4	1603	7.6	629	3
	2004	13425	88.5	1243	8.2	506	3.3
	2003	9575	88.5	863	8	382	3.5
Quality and Appropriateness							
	2007	21264	90.4	1972	8.4	286	1.2
	2006	19295	89.2	2003	9.3	332	1.5
	2005	18584	89.1	1987	9.5	277	1.3
	2004	13336	88.4	1452	9.6	295	2
	2003	9779	88.2	1147	10.3	167	1.5
Respect							
	2007	19117	89	1818	8.5	546	2.5
	2006	17784	88	1921	9.5	513	2.5
	2005	17620	88	1890	9.4	523	2.6
	2004	12433	86	1519	10.5	504	3.5
	2003	9208	86.3	1116	10.5	344	3.2
Outcome							
	2007	18654	81.5	3681	16.1	562	2.5
	2006	16948	80.7	3511	16.7	530	2.5
	2005	16087	81.2	3255	16.4	475	2.4
	2004	11969	80.2	2511	16.8	447	3
	2003	8815	80.1	1888	17.2	304	2.8
Recovery							
	2007	17706	77.2	4318	18.8	912	4
	2006	16194	77.1	3931	18.7	888	4.2
	2005	15356	76.3	3966	19.7	804	4
	2004	0	0	0	0	0	0
	2003	0	0	0	0	0	0

TABLE 4: STATEWIDE TRENDS BY QUESTION

Year	Satisfied		Neutral		Dissatisfied		Mean	Median	Std. Deviation
	N	%	N	%	N	%			
General Satisfaction									
<i>I like the services that I received here.</i>									
2007	21779	91	1691	7.1	463	1.9	1.61	5	0.73
2006	19855	90	1696	7.7	518	2.3	1.64	1	0.76
2005	19135	89.7	1703	8	488	2.3	1.65	2	0.76
2004	13980	90.3	1103	7.1	391	2.5	1.62	1	0.77
2003	10493	91.2	774	6.7	239	2.1	1.61	1.5	0.74
<i>If I had other choices, I would still get services from this agency.</i>									
2007	20487	86.3	2160	9.1	1105	4.7	1.75	2.5	0.86
2006	18654	85.2	2189	10	1051	4.8	1.77	2	0.88
2005	18037	85.4	2098	9.9	990	4.7	1.77	2	0.86
2004	12975	85.6	1411	9.3	765	5	1.77	1	0.89
2003	9328	86.6	960	8.9	482	4.5	1.75	1.5	0.85
<i>I would recommend this agency to a friend or family member.</i>									
2007	21303	89.7	1626	6.9	807	3.4	1.65	2	0.8
2006	19496	88.9	1668	7.6	770	3.5	1.67	1	0.82
2005	18835	89	1623	7.7	705	3.3	1.67	1	0.8
2004	13408	88.1	1211	8	601	3.9	1.67	1.5	0.85
2003	10105	89	829	7.3	417	3.7	1.67	1	0.82
Access									
<i>The location of services was convenient.</i>									
2007	19403	83.3	2442	10.5	1454	6.2	1.82	2	0.92
2006	17555	81	2517	11.6	1588	7.3	1.87	1	0.96
2005	16869	81	2385	11.5	1571	7.5	1.89	1	0.97
2004	12163	81.1	1689	11.3	1151	7.7	1.87	2	0.98
2003	9134	82	1170	10.5	829	7.4	1.85	2	0.96
<i>Staff was willing to see me as often as I felt was necessary.</i>									
2007	20796	88	1931	8.2	900	3.8	1.7	2	0.82
2006	19069	87.5	1869	8.6	858	3.9	1.71	2	0.83
2005	18340	87.4	1828	8.7	821	3.9	1.72	2	0.82
2004	13277	87	1286	8.4	706	4.6	1.72	4	0.85
2003	9919	87.4	911	8	520	4.6	1.72	1.5	0.85
<i>Staff returned my calls within 24 hours.</i>									
2007	18365	83.4	2549	11.6	1108	5	1.8	1.5	0.88
2006	16917	82.7	2458	12	1081	5.3	1.81	1	0.9
2005	16187	82.3	2421	12.3	1049	5.3	1.83	3	0.9
2004	11833	82.8	1670	11.7	793	5.5	1.81	1.5	0.91
2003	8758	83.2	1176	11.2	589	5.6	1.8	1	0.91
<i>Services were available at times that were good for me.</i>									
2007	20771	88.3	1935	8.2	817	3.5	1.71	1	0.8
2006	19000	87	1973	9	864	4	1.74	1	0.83
2005	18130	86.2	2003	9.5	900	4.3	1.77	1	0.84
2004	13196	86.9	1332	8.8	655	4.3	1.74	2	0.84
2003	9933	87.8	953	8.4	432	3.8	1.73	2	0.81

Participation in Treatment									
<i>I felt comfortable asking questions about my services, treatment, or medication.</i>									
2007	21364	90.4	1588	6.7	669	2.8	1.64	1	0.77
2006	19483	89.5	1632	7.5	645	3	1.66	1.5	0.78
2005	18748	89.4	1603	7.6	629	3	1.67	1.5	0.78
2004	13425	88.5	1243	8.2	506	3.3	1.68	1	0.81
2003	9575	88.5	863	8	382	3.5	1.69	2	0.81
Quality and Appropriateness									
<i>Staff here believes that I can grow, change, and recover.</i>									
2007	21713	91.7	1551	6.6	411	1.7	1.58	2	0.72
2006	19618	90.4	1625	7.5	455	2.1	1.61	1.5	0.75
2005	19016	90.8	1528	7.3	410	2	1.61	2.5	0.74
2004	13579	89.9	1166	7.7	361	2.4	1.62	2	0.77
2003	10186	90.5	840	7.5	227	2	1.6	1	0.75
<i>I felt free to complain.</i>									
2007	19790	84.2	2483	10.6	1243	5.3	1.81	1.5	0.89
2006	18047	83.5	2440	11.3	1122	5.2	1.82	4	0.89
2005	17253	82.5	2458	11.8	1192	5.7	1.85	2	0.9
2004	12555	82.7	1732	11.4	895	5.9	1.82	2	0.93
2003	9277	82.6	1266	11.3	687	6.1	1.84	4	0.91
<i>I was given information about my rights.</i>									
2007	21070	89.4	1681	7.1	827	3.5	1.7	2	0.79
2006	19125	88.4	1687	7.8	829	3.8	1.72	2	0.81
2005	18506	88.5	1652	7.9	745	3.6	1.72	1	0.8
2004	13236	87.5	1203	8	688	4.5	1.72	1	0.85
2003	9644	85.8	1032	9.2	561	5	1.77	1	0.87
<i>Staff told me what side effects to watch out for.</i>									
2007	17630	81.9	2543	11.8	1349	6.3	1.86	1	0.91
2006	16311	81.2	2471	12.3	1308	6.5	1.88	1	0.92
2005	15352	79.8	2511	13.1	1376	7.2	1.91	2	0.93
2004	10909	79.6	1754	12.8	1040	7.6	1.89	1	0.97
2003	7984	78.6	1360	13.4	816	8	1.94	2	0.97
<i>Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services.</i>									
2007	21378	91.1	1493	6.4	600	2.6	1.63	2	0.75
2006	19399	89.9	1576	7.3	613	2.8	1.65	1	0.78
2005	18672	89.7	1583	7.6	572	2.7	1.66	1	0.77
2004	13384	88.9	1149	7.6	527	3.5	1.66	1.5	0.82
2003	9795	88.3	920	8.3	383	3.5	1.68	1.5	0.81
<i>Staff was sensitive to my cultural/ethnic background.</i>									
2007	20016	88	2198	9.7	541	2.4	1.69	2	0.78
2006	18260	87.1	2151	10.3	557	2.7	1.71	1	0.79
2005	17429	86.5	2137	10.6	576	2.9	1.73	1.5	0.8
2004	12619	85.9	1632	11.1	441	3	1.72	1	0.82
2003	9273	86.1	1176	10.9	322	3	1.72	1	0.81

<i>Staff helped me to obtain information I needed so that I could take charge of managing my illness.</i>									
2007	20160	88.6	1931	8.5	655	2.9	1.7	1.5	0.78
2006	18504	87	2054	9.7	716	3.4	1.73	2	0.81
2005	17651	86.8	1970	9.7	703	3.5	1.75	1.5	0.81
2004	12646	85.2	1569	10.6	633	4.3	1.77	1.5	0.86
2003	9349	86	1116	10.3	411	3.8	1.75	2.5	0.83
Respect									
<i>My wishes are respected about the amount of family involvement I want in my treatment.</i>									
2007	19117	89	1818	8.5	546	2.5	1.69	1	0.76
2006	17784	88	1921	9.5	513	2.5	1.7	2	0.78
2005	17620	88	1890	9.4	523	2.6	1.71	2	0.78
2004	12433	86	1519	10.5	504	3.5	1.74	2	0.84
2003	9208	86.3	1116	10.5	344	3.2	1.73	2	0.82
Outcome									
<i>As a result of services I have received from this agency I deal more effectively with daily problems.</i>									
2007	19602	84.9	2716	11.8	763	3.3	1.81	2	0.8
2006	17799	84.2	2669	12.6	676	3.2	1.82	2.5	0.8
2005	16775	84.1	2479	12.4	697	3.5	1.83	2	0.8
2004	12610	83.7	1888	12.5	570	3.8	1.81	2	0.84
2003	9397	84.3	1324	11.9	432	3.9	1.81	1	0.83
<i>As a result of services I have received from this agency I am better able to control my life.</i>									
2007	19273	83.5	3000	13	809	3.5	1.83	2.5	0.81
2006	17622	83.3	2804	13.3	725	3.4	1.84	3	0.81
2005	16701	83.6	2587	12.9	701	3.5	1.83	3	0.81
2004	12405	82.5	1994	13.3	640	4.3	1.83	2	0.86
2003	9219	82.6	1489	13.3	451	4	1.84	1	0.85
<i>As a result of services I have received from this agency I am better able to deal with crisis.</i>									
2007	18567	80.8	3447	15	958	4.2	1.89	1.5	0.84
2006	16867	80.3	3251	15.5	890	4.2	1.9	1.5	0.85
2005	15991	80.7	2973	15	853	4.3	1.9	1	0.84
2004	11909	79.7	2278	15.2	759	5.1	1.89	1	0.89
2003	8797	79.6	1657	15	596	5.4	1.91	2.5	0.89
<i>As a result of services I have received from this agency I am getting along better with my family.</i>									
2007	17564	78.8	3602	16.2	1137	5.1	1.9	2	0.9
2006	15967	78.2	3357	16.4	1105	5.4	1.92	3	0.91
2005	15144	78.8	3111	16.2	974	5.1	1.9	3	0.9
2004	11211	77.4	2427	16.7	853	5.9	1.91	2	0.95
2003	8175	76.7	1785	16.7	700	6.6	1.94	3	0.95
<i>As a result of services I have received from this agency I do better in social situations.</i>									
2007	17792	78.4	3790	16.7	1107	4.9	1.93	2	0.87
2006	16179	77.4	3639	17.4	1080	5.2	1.96	2	0.88
2005	15261	77.6	3386	17.2	1023	5.2	1.96	2	0.88
2004	11422	76.8	2632	17.7	819	5.5	1.94	1	0.91
2003	8452	76.9	1845	16.8	689	6.3	1.96	2	0.92

<i>As a result of services I have received from this agency I do better in school and/or work.</i>									
2007	14091	74.4	3835	20.2	1017	5.4	1.98	3	0.91
2006	13066	74.9	3458	19.8	914	5.2	1.97	1	0.91
2005	12316	74.6	3315	20.1	878	5.3	1.98	1	0.91
2004	9269	73.9	2500	19.9	768	6.1	1.97	2	0.96
2003	6843	74.2	1789	19.4	590	6.4	1.98	2.5	0.95
<i>As a result of services I have received from this agency My symptoms are not bothering me as much.</i>									
2007	17102	75.8	3695	16.4	1778	7.9	2.02	2	0.96
2006	15380	74.7	3565	17.3	1651	8	2.04	1.5	0.97
2005	14660	75.2	3288	16.9	1540	7.9	2.02	1.5	0.96
2004	11059	75.2	2399	16.3	1248	8.5	2.01	2.5	0.99
2003	8131	74.9	1774	16.3	950	8.8	2.02	4	1
Recovery									
<i>In general I am involved in my community.</i>									
2007	14850	70	4001	18.9	2351	11.1	2.12	2	1.04
2006	13344	69	3865	20	2139	11.1	2.14	2	1.04
2005	12734	68.7	3802	20.5	2001	10.8	2.15	1	1.03
<i>In general I am able to pursue my interests.</i>									
2007	17813	78.4	3438	15.1	1480	6.5	1.98	2	0.91
2006	16286	78.2	3233	15.5	1313	6.3	1.98	1	0.9
2005	15435	77.6	3175	16	1278	6.4	2	2	0.9
<i>In general I can have the life I want, despite my disease/disorder.</i>									
2007	17432	76.3	3484	15.2	1936	8.5	2	1.5	0.98
2006	15717	75.8	3263	15.7	1767	8.5	2.02	3	0.98
2005	15056	75.7	3161	15.9	1685	8.5	2.03	3	0.97
<i>In general I feel like I am in control of my treatment.</i>									
2007	18156	79.4	3270	14.3	1433	6.3	1.95	1	0.91
2006	16515	79.1	3046	14.6	1318	6.3	1.95	1	0.9
2005	15627	78.4	2984	15	1314	6.6	1.98	4	0.91
<i>In general I give back to my family and/or community.</i>									
2007	17568	78.9	3587	16.1	1120	5	1.93	1	0.88
2006	15991	78.2	3404	16.6	1059	5.2	1.94	1.5	0.89
2005	15208	77.9	3251	16.6	1069	5.5	1.96	2	0.89

The next set of tables (Table 5 to Table 11) document how consumers ranked provider services.

ACCESS DOMAIN BY PROVIDER

TABLE 5: ACCESS DOMAIN BY PROVIDER

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Search for Change Inc.	58	58	100%
Education Connection	39	39	100%
Community Enterprises Inc.	37	37	100%
My Sisters' Place	31	31	100%
Positive Directions	31	31	100%
New Haven Home Recovery	26	26	100%
John J. Driscoll United Labor Agency Inc.	25	25	100%
United Community and Family Services	83	82	98.80%
Artreach Inc.	67	66	98.50%
Central Connecticut Coast YMCA	41	40	97.60%
Dixwell/Newhallville Community MHS Inc.	102	99	97.10%
Kennedy Center Inc.	67	65	97%
Marrakech Day Services	66	64	97%
Kuhn Employment Opportunities inc.	54	52	96.30%
St. Luke's Community Services Inc.	77	74	96.10%
Mercy Housing and Shelter Corp.	148	142	95.90%
Bridge House	120	115	95.80%
Helping Hand Center Inc.	96	92	95.80%
Catholic Charities - Waterbury	87	83	95.40%
Easter Seals of Greater Hartford Rehab. Center Inc.	76	72	94.70%
Easter Seal Rehab. Center of Greater Waterbury Inc.	35	33	94.30%
Catholic Charities - Fairfield County	168	158	94%
St. Vincent DePaul Society of Middletown Inc.	33	31	93.90%
Keystone House Inc.	115	108	93.90%
Stamford Hospital	96	90	93.80%
Danbury Hospital	157	147	93.60%
FSW Inc.	46	43	93.50%
Human Resource Development Agency	181	169	93.40%
Middlesex Hospital Mental Health Clinic	90	84	93.30%
Farrell Treatment Center	60	56	93.30%
Youth Challenge of Connecticut Inc.	30	28	93.30%
Norwalk Hospital	240	223	92.90%
Northwest Center for Family Services and Mental Health	56	52	92.90%
Shelter for the Homeless Inc.	55	51	92.70%
Easter Seal Goodwill Industries Rehab. Center Inc.	41	38	92.70%
Hospital of St. Raphael	118	109	92.40%
United Services Inc.	225	207	92%
Common Ground Community	49	45	91.80%
Asian Family Services	61	56	91.80%
Hall Brooke Foundation Inc.	36	33	91.70%
Perception Programs Inc.	163	149	91.40%
Stafford Family Services	102	93	91.20%
Community Health Services Inc.	90	82	91.10%
Continuum of Care	219	199	90.90%
CW Resources Inc.	32	29	90.60%

Provider	Total Surveys	Satisfied	Percent Satisfied
Hartford Hospital	105	95	90.50%
Alcohol Services Organization of South Central CT	136	123	90.40%
Midwestern Connecticut Council on Alcoholism	951	857	90.10%
Fellowship Inc.	250	225	90%
Hartford Behavioral Health	150	135	90%
Community Renewal Team	99	89	89.90%
Pathways Inc.	58	52	89.70%
Connecticut Mental Health Center	1197	1072	89.60%
Lawrence and Memorial Hospital	132	118	89.40%
Community Mental Health Affiliates	322	287	89.10%
Hogar Crea Inc.	55	49	89.10%
Center for Human Development	119	106	89.10%
Chrysalis Center Inc.	91	81	89%
Alliance Treatment Center Inc.	27	24	88.90%
Mental Health Association of Connecticut Inc.	328	290	88.40%
Supportive Environmental Living Facility	42	37	88.10%
Harbor Health Services	380	334	87.90%
Ability Beyond Disability Institute	49	43	87.80%
Community Health Resources Inc.	691	606	87.70%
New Directions Inc. of North Central Connecticut	292	255	87.30%
Family and Children's Agency Inc.	118	103	87.30%
APT Foundation Inc.	587	512	87.20%
Inter-Community Mental Health Group Inc.	256	223	87.10%
McCall Foundation Inc.	377	327	86.70%
Family Centers Inc.	30	26	86.70%
Laurel House	229	197	86%
Goodwill Industries of Western Connecticut Inc.	50	43	86%
Yale University - Behavioral Health	120	103	85.80%
Wheeler Clinic	375	320	85.30%
Waterbury Hospital Health Center	94	80	85.10%
Hill Health Corp.	389	331	85.10%
St. Mary's Hospital Corp.	294	250	85%
Backus Hospital	212	180	84.90%
Statewide	23399	19801	84.62%
Community Prevention and Addiction Services	264	223	84.50%
Western Connecticut Mental Health Network	649	546	84.10%
Prime Time House Inc.	194	162	83.50%
Bristol Hospital	36	30	83.30%
Interlude Inc.	36	30	83.30%
Catholic Charities - Hartford Institute - Hisp. Studies	151	125	82.80%
Connection Inc.	190	155	81.60%
Reliance House	383	311	81.20%
ABH - GA Only Providers	345	280	81.20%
Capitol Region Mental Health Center	296	240	81.10%
Sound Community Services Inc.	374	303	81%
Charlotte Hungerford Hospital	168	136	81%
Alcohol and Drug Recovery Center	385	310	80.50%
Bridgeport Community Health Center	66	53	80.30%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Regional Network of Programs	871	699	80.30%
BRIDGES	179	142	79.30%
Liberation Programs	1141	904	79.20%
Chemical Abuse Services Agency	485	383	79%
St. Vincent DePaul Society of Waterbury Inc.	70	55	78.60%
Rushford Center	278	218	78.40%
CTE Inc. Viewpoint Recovery Program	37	29	78.40%
River Valley Services	160	125	78.10%
Hartford Dispensary	1328	1033	77.80%
Valley Mental Health Center	170	132	77.60%
Gilead Community Services Inc.	262	199	76%
Cedarcrest Regional Hospital	148	112	75.70%
Day Kimball Hospital	78	59	75.60%
New Milford Hospital	126	95	75.40%
Guardian Ad Litem	44	33	75%
Connecticut Counseling Centers Inc.	396	293	74%
Central Naugatuck Valley HELP Inc.	103	76	73.80%
Morris Foundation Inc.	288	212	73.60%
Columbus House	98	72	73.50%
Southwest Connecticut Mental Health Network	238	171	71.80%
Connecticut Valley Hospital	109	78	71.60%
Connecticut Renaissance Inc.	155	110	71%
Southeast Mental Health Authority	217	152	70%
SCADD	183	118	64.50%
Crossroads Inc.	89	56	62.90%
VNA of Southeastern Connecticut	21	20	-
Yale University - WAGE	20	20	-
Community Health Center Inc.	19	15	-
Fairfield Community Services Inc.	17	15	-
Yale University	15	14	-
Coordinating Council for Children in Crisis	14	14	-
Fish Inc.: Torrington Chapter	14	14	-
Liberty Community Services	14	12	-
Operation Hope of Fairfield Inc.	11	11	-
Council of Churches: Greater Bridgeport	10	9	-
American School for the Deaf	9	8	-
MICAH Housing Pilots Program	7	6	-
Center City Churches Inc.	2	2	-
Immaculate Conception Inc.	2	2	-

Providers with dashes in their 'Percent Satisfied' cells had less than 25 surveys in which the Domain was completed.

APPROPRIATENESS DOMAIN BY PROVIDER

TABLE 6: APPROPRIATENESS DOMAIN BY PROVIDER

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
New Milford Hospital	134	134	100%
Marrakech Day Services	65	65	100%
Search for Change Inc.	57	57	100%
Kuhn Employment Opportunities inc.	52	52	100%
Education Connection	38	38	100%
Easter Seal Rehab. Center of Greater Waterbury Inc.	35	35	100%
Community Enterprises Inc.	34	34	100%
My Sisters' Place	30	30	100%
Positive Directions	30	30	100%
New Haven Home Recovery	26	26	100%
Helping Hand Center Inc.	98	97	99%
Community Health Services Inc.	90	89	98.90%
Farrell Treatment Center	68	67	98.50%
Asian Family Services	61	60	98.40%
Danbury Hospital	157	154	98.10%
Dixwell/Newhallville Community MHS Inc.	102	100	98%
Perception Programs Inc.	164	160	97.60%
Central Connecticut Coast YMCA	41	40	97.60%
Midwestern Connecticut Council on Alcoholism	992	965	97.30%
Kennedy Center Inc.	66	64	97%
Stafford Family Services	98	95	96.90%
Lawrence and Memorial Hospital	129	125	96.90%
New Directions Inc. of North Central Connecticut	289	280	96.90%
Mercy Housing and Shelter Corp.	148	143	96.60%
Alliance Treatment Center Inc.	28	27	96.40%
United Community and Family Services	83	80	96.40%
Northwest Center for Family Services and Mental Health	55	53	96.40%
Norwalk Hospital	240	231	96.20%
Hartford Hospital	106	102	96.20%
Easter Seals of Greater Hartford Rehab. Center Inc.	73	70	95.90%
Community Renewal Team	97	93	95.90%
Hospital of St. Raphael	119	114	95.80%
Waterbury Hospital Health Center	95	91	95.80%
Center for Human Development	116	111	95.70%
Catholic Charities - Waterbury	88	84	95.50%
Artreach Inc.	65	62	95.40%
Stamford Hospital	94	89	94.70%
Hogar Crea Inc.	56	53	94.60%
Chrysalis Center Inc.	90	85	94.40%
Alcohol Services Organization of South Central CT	139	131	94.20%
APT Foundation Inc.	595	560	94.10%
Human Resource Development Agency	183	172	94%
Continuum of Care	213	200	93.90%
Wheeler Clinic	372	349	93.80%
Charlotte Hungerford Hospital	168	157	93.50%

Provider	Total Surveys	Satisfied	Percent Satisfied
Catholic Charities - Hartford Institute - Hisp. Studies	150	140	93.30%
Middlesex Hospital Mental Health Clinic	89	83	93.30%
Family Centers Inc.	28	26	92.90%
McCall Foundation Inc.	527	489	92.80%
Connecticut Mental Health Center	1200	1113	92.80%
Backus Hospital	204	189	92.60%
Catholic Charities - Fairfield County	160	148	92.50%
Yale University - Behavioral Health	120	111	92.50%
Bridgeport Community Health Center	65	60	92.30%
Hill Health Corp.	388	357	92%
Hartford Behavioral Health	149	137	91.90%
Community Mental Health Affiliates	332	304	91.60%
Hall Brooke Foundation Inc.	35	32	91.40%
FSW Inc.	46	42	91.30%
Harbor Health Services	377	344	91.20%
Keystone House Inc.	114	104	91.20%
St. Luke's Community Services Inc.	77	70	90.90%
Alcohol and Drug Recovery Center	395	359	90.90%
Community Health Resources Inc.	671	608	90.60%
Community Prevention and Addiction Services	266	241	90.60%
Supportive Environmental Living Facility	42	38	90.50%
United Services Inc.	220	199	90.50%
Statewide	23522	21264	90.40%
Youth Challenge of Connecticut Inc.	31	28	90.30%
Easter Seal Goodwill Industries Rehab. Center Inc.	41	37	90.20%
Bridge House	112	101	90.20%
St. Mary's Hospital Corp.	293	264	90.10%
CTE Inc. Viewpoint Recovery Program	40	36	90%
St. Vincent DePaul Society of Middletown Inc.	30	27	90%
Reliance House	377	338	89.70%
Goodwill Industries of Western Connecticut Inc.	48	43	89.60%
Family and Children's Agency Inc.	115	103	89.60%
Pathways Inc.	57	51	89.50%
Bristol Hospital	37	33	89.20%
Prime Time House Inc.	184	164	89.10%
Fellowship Inc.	239	213	89.10%
Liberation Programs	1153	1022	88.60%
St. Vincent DePaul Society of Waterbury Inc.	69	61	88.40%
Laurel House	215	190	88.40%
Regional Network of Programs	875	773	88.30%
Inter-Community Mental Health Group Inc.	248	219	88.30%
BRIDGES	170	150	88.20%
Sound Community Services Inc.	364	320	87.90%
ABH - GA Only Providers	336	295	87.80%
Hartford Dispensary	1338	1172	87.60%
Chemical Abuse Services Agency	490	429	87.60%
Western Connecticut Mental Health Network	644	563	87.40%
Common Ground Community	47	41	87.20%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Day Kimball Hospital	77	67	87%
Connection Inc.	192	167	87%
Mental Health Association of Connecticut Inc.	329	285	86.60%
Rushford Center	280	242	86.40%
Ability Beyond Disability Institute	51	44	86.30%
Interlude Inc.	35	30	85.70%
SCADD	187	160	85.60%
Central Naugatuck Valley HELP Inc.	110	94	85.50%
Morris Foundation Inc.	287	244	85%
Shelter for the Homeless Inc.	53	45	84.90%
Gilead Community Services Inc.	264	221	83.70%
Connecticut Renaissance Inc.	164	137	83.50%
CW Resources Inc.	30	25	83.30%
Valley Mental Health Center	171	142	83%
Southeast Mental Health Authority	217	180	82.90%
Capitol Region Mental Health Center	299	247	82.60%
Cedarcrest Regional Hospital	151	123	81.50%
Connecticut Counseling Centers Inc.	395	321	81.30%
River Valley Services	159	129	81.10%
Guardian Ad Litem	43	34	79.10%
Connecticut Valley Hospital	120	94	78.30%
Columbus House	93	72	77.40%
Southwest Connecticut Mental Health Network	239	184	77%
Crossroads Inc.	96	71	74%
VNA of Southeastern Connecticut	22	20	-
Yale University - WAGE	21	21	-
Community Health Center Inc.	19	18	-
John J. Driscoll United Labor Agency Inc.	18	18	-
Fairfield Community Services Inc.	17	15	-
Coordinating Council for Children in Crisis	14	14	-
Liberty Community Services	14	13	-
Yale University	14	13	-
Fish Inc.: Torrington Chapter	13	13	-
Operation Hope of Fairfield Inc.	11	11	-
Council of Churches: Greater Bridgeport	10	10	-
American School for the Deaf	9	8	-
MICAH Housing Pilots Program	6	6	-
Center City Churches Inc.	3	3	-
Immaculate Conception Inc.	2	2	-

Providers with dashes in their 'Percent Satisfied' cells had less than 25 surveys in which the Domain was completed.

OUTCOME DOMAIN BY PROVIDER

TABLE 7: OUTCOME DOMAIN BY PROVIDER

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Education Connection	38	37	97.40%
Easter Seal Rehab. Center of Greater Waterbury Inc.	35	34	97.10%
Dixwell/Newhallville Community MHS Inc.	101	97	96%
Central Connecticut Coast YMCA	39	37	94.90%
Search for Change Inc.	57	54	94.70%
Marrakech Day Services	62	58	93.50%
My Sisters' Place	30	28	93.30%
Positive Directions	30	28	93.30%
Perception Programs Inc.	164	153	93.30%
Helping Hand Center Inc.	99	92	92.90%
Goodwill Industries of Western Connecticut Inc.	47	43	91.50%
New Milford Hospital	135	123	91.10%
Artreach Inc.	67	61	91%
Shelter for the Homeless Inc.	52	47	90.40%
Youth Challenge of Connecticut Inc.	31	28	90.30%
Hospital of St. Raphael	122	110	90.20%
Human Resource Development Agency	181	163	90.10%
Easter Seal Goodwill Industries Rehab. Center Inc.	40	36	90%
Danbury Hospital	153	137	89.50%
APT Foundation Inc.	588	526	89.50%
New Directions Inc. of North Central Connecticut	282	251	89%
Catholic Charities - Hartford Institute - Hisp. Studies	151	134	88.70%
Alliance Treatment Center Inc.	26	23	88.50%
Farrell Treatment Center	67	59	88.10%
Lawrence and Memorial Hospital	131	115	87.80%
Continuum of Care	214	187	87.40%
Laurel House	221	193	87.30%
Mercy Housing and Shelter Corp.	144	125	86.80%
Bridgeport Community Health Center	67	58	86.60%
Bridge House	119	103	86.60%
Hartford Hospital	104	90	86.50%
Kuhn Employment Opportunities inc.	52	45	86.50%
United Community and Family Services	81	70	86.40%
Midwestern Connecticut Council on Alcoholism	938	809	86.20%
McCall Foundation Inc.	494	426	86.20%
St. Luke's Community Services Inc.	72	62	86.10%
Hartford Dispensary	1254	1077	85.90%
Chrysalis Center Inc.	85	73	85.90%
Supportive Environmental Living Facility	41	35	85.40%
Catholic Charities - Fairfield County	150	128	85.30%
Norwalk Hospital	238	203	85.30%
Family Centers Inc.	27	23	85.20%
Connecticut Counseling Centers Inc.	393	334	85%
Liberation Programs	1121	951	84.80%
Keystone House Inc.	117	99	84.60%

Provider	Total Surveys	Satisfied	Percent Satisfied
Connection Inc.	187	158	84.50%
Hill Health Corp.	386	326	84.50%
Center for Human Development	114	96	84.20%
Prime Time House Inc.	189	159	84.10%
Kennedy Center Inc.	63	53	84.10%
Chemical Abuse Services Agency	483	405	83.90%
Regional Network of Programs	846	708	83.70%
Hogar Crea Inc.	55	46	83.60%
Mental Health Association of Connecticut Inc.	328	274	83.50%
Alcohol Services Organization of South Central CT	137	114	83.20%
Hall Brooke Foundation Inc.	35	29	82.90%
Columbus House	93	77	82.80%
Community Prevention and Addiction Services	261	216	82.80%
Catholic Charities - Waterbury	87	72	82.80%
Alcohol and Drug Recovery Center	374	309	82.60%
Community Enterprises Inc.	34	28	82.40%
St. Vincent DePaul Society of Middletown Inc.	28	23	82.10%
Fellowship Inc.	246	202	82.10%
Connecticut Renaissance Inc.	162	133	82.10%
Community Mental Health Affiliates	322	264	82%
Statewide	22897	18654	81.47%
Day Kimball Hospital	70	57	81.40%
FSW Inc.	43	35	81.40%
Community Health Services Inc.	90	73	81.10%
Asian Family Services	57	46	80.70%
Connecticut Mental Health Center	1164	939	80.70%
Gilead Community Services Inc.	263	211	80.20%
Western Connecticut Mental Health Network	627	503	80.20%
Stamford Hospital	85	68	80%
New Haven Home Recovery	25	20	80%
Central Naugatuck Valley HELPInc.	113	90	79.60%
Capitol Region Mental Health Center	294	234	79.60%
CTE Inc. Viewpoint Recovery Program	38	30	78.90%
ABH - GA Only Providers	310	244	78.70%
Middlesex Hospital Mental Health Clinic	87	68	78.20%
SCADD	187	146	78.10%
Waterbury Hospital Health Center	95	74	77.90%
Wheeler Clinic	363	282	77.70%
CW Resources Inc.	31	24	77.40%
River Valley Services	158	122	77.20%
Morris Foundation Inc.	283	218	77%
St. Vincent DePaul Society of Waterbury Inc.	69	53	76.80%
Easter Seals of Greater Hartford Rehab. Center Inc.	68	52	76.50%
Pathways Inc.	55	42	76.40%
Ability Beyond Disability Institute	50	38	76%
Rushford Center	269	204	75.80%
Reliance House	375	284	75.70%
Hartford Behavioral Health	144	109	75.70%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Harbor Health Services	363	272	74.90%
Family and Children's Agency Inc.	103	77	74.80%
Community Renewal Team	87	65	74.70%
Charlotte Hungerford Hospital	162	121	74.70%
Common Ground Community	47	35	74.50%
BRIDGES	166	123	74.10%
Connecticut Valley Hospital	116	85	73.30%
Northwest Center for Family Services and Mental Health	52	38	73.10%
Bristol Hospital	37	27	73%
Southwest Connecticut Mental Health Network	230	167	72.60%
Sound Community Services Inc.	337	244	72.40%
Crossroads Inc.	97	70	72.20%
Cedarcrest Regional Hospital	142	102	71.80%
Yale University - Behavioral Health	115	81	70.40%
Community Health Resources Inc.	661	462	69.90%
Stafford Family Services	93	65	69.90%
St. Mary's Hospital Corp.	278	191	68.70%
Inter-Community Mental Health Group Inc.	247	169	68.40%
Interlude Inc.	34	23	67.60%
United Services Inc.	218	146	67%
Valley Mental Health Center	158	105	66.50%
Guardian Ad Litem	41	27	65.90%
Backus Hospital	204	133	65.20%
Southeast Mental Health Authority	215	139	64.70%
VNA of Southeastern Connecticut	21	18	-
Yale University - WAGE	21	21	-
Community Health Center Inc.	19	12	-
Fairfield Community Services Inc.	17	15	-
John J. Driscoll United Labor Agency Inc.	17	14	-
Yale University	15	14	-
Coordinating Council for Children in Crisis	14	14	-
Fish Inc.: Torrington Chapter	13	11	-
Liberty Community Services	13	8	-
Council of Churches: Greater Bridgeport	10	9	-
Operation Hope of Fairfield Inc.	10	9	-
American School for the Deaf	9	8	-
MICAH Housing Pilots Program	7	7	-
Center City Churches Inc.	3	2	-
Immaculate Conception Inc.	2	2	-

Providers with dashes in their 'Percent Satisfied' cells had less than 25 surveys in which the Domain was completed.

GENERAL SATISFACTION DOMAIN BY PROVIDER

TABLE 8: GENERAL SATISFACTION DOMAIN BY PROVIDER

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Kennedy Center Inc.	67	67	100%
Search for Change Inc.	57	57	100%
Education Connection	39	39	100%
Community Enterprises Inc.	37	37	100%
Easter Seal Rehab. Center of Greater Waterbury Inc.	35	35	100%
My Sisters' Place	31	31	100%
Positive Directions	31	31	100%
John J. Driscoll United Labor Agency Inc.	26	26	100%
New Haven Home Recovery	26	26	100%
Middlesex Hospital Mental Health Clinic	90	89	98.90%
Danbury Hospital	159	157	98.70%
Farrell Treatment Center	69	68	98.60%
Artreach Inc.	68	67	98.50%
Marrakech Day Services	68	67	98.50%
Asian Family Services	62	61	98.40%
Kuhn Employment Opportunities inc.	55	54	98.20%
Dixwell/Newhallville Community MHS Inc.	102	100	98%
Lawrence and Memorial Hospital	135	132	97.80%
New Milford Hospital	135	132	97.80%
Stamford Hospital	98	95	96.90%
Youth Challenge of Connecticut Inc.	32	31	96.90%
Mercy Housing and Shelter Corp.	148	143	96.60%
Catholic Charities - Waterbury	88	85	96.60%
Catholic Charities - Fairfield County	169	163	96.40%
Norwalk Hospital	240	231	96.20%
Helping Hand Center Inc.	98	94	95.90%
Midwestern Connecticut Council on Alcoholism	1004	963	95.90%
Keystone House Inc.	116	111	95.70%
Community Health Services Inc.	90	86	95.60%
Hartford Hospital	107	102	95.30%
Charlotte Hungerford Hospital	170	162	95.30%
Central Connecticut Coast YMCA	41	39	95.10%
Fellowship Inc.	251	238	94.80%
Easter Seals of Greater Hartford Rehab. Center Inc.	75	71	94.70%
Northwest Center for Family Services and Mental Health	56	53	94.60%
Human Resource Development Agency	185	175	94.60%
Shelter for the Homeless Inc.	55	52	94.50%
Chrysalis Center Inc.	90	85	94.40%
Hospital of St. Raphael	123	116	94.30%
Center for Human Development	119	112	94.10%
Continuum of Care	220	207	94.10%
United Community and Family Services	83	78	94%
Bridge House	122	114	93.40%
Yale University - Behavioral Health	122	114	93.40%
Hartford Behavioral Health	151	141	93.40%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Prime Time House Inc.	195	182	93.30%
Community Renewal Team	99	92	92.90%
APT Foundation Inc.	595	552	92.80%
McCall Foundation Inc.	539	500	92.80%
Laurel House	231	214	92.60%
St. Luke's Community Services Inc.	78	72	92.30%
Reliance House	387	357	92.20%
Hill Health Corp.	397	366	92.20%
Connecticut Mental Health Center	1212	1114	91.90%
Common Ground Community	49	45	91.80%
Harbor Health Services	382	349	91.40%
Community Mental Health Affiliates	340	310	91.20%
Backus Hospital	215	196	91.20%
Catholic Charities - Hartford Institute - Hisp. Studies	157	143	91.10%
St. Mary's Hospital Corp.	299	272	91%
Perception Programs Inc.	166	151	91%
St. Vincent DePaul Society of Middletown Inc.	33	30	90.90%
Supportive Environmental Living Facility	42	38	90.50%
Easter Seal Goodwill Industries Rehab. Center Inc.	41	37	90.20%
Western Connecticut Mental Health Network	652	588	90.20%
Bridgeport Community Health Center	71	64	90.10%
St. Vincent DePaul Society of Waterbury Inc.	71	64	90.10%
Alcohol Services Organization of South Central CT	140	126	90%
New Directions Inc. of North Central Connecticut	296	266	89.90%
Community Health Resources Inc.	694	623	89.80%
Mental Health Association of Connecticut Inc.	337	302	89.60%
Alliance Treatment Center Inc.	28	25	89.30%
River Valley Services	163	145	89%
Statewide	23996	21483	89.53%
Interlude Inc.	36	32	88.90%
Cedarcrest Regional Hospital	150	133	88.70%
Alcohol and Drug Recovery Center	396	351	88.60%
Stafford Family Services	104	92	88.50%
Connecticut Valley Hospital	121	107	88.40%
United Services Inc.	228	201	88.20%
Goodwill Industries of Western Connecticut Inc.	50	44	88%
Sound Community Services Inc.	379	333	87.90%
Inter-Community Mental Health Group Inc.	255	224	87.80%
Hogar Crea Inc.	57	50	87.70%
Wheeler Clinic	385	337	87.50%
FSW Inc.	46	40	87%
Bristol Hospital	38	33	86.80%
Rushford Center	285	247	86.70%
Regional Network of Programs	882	764	86.60%
Capitol Region Mental Health Center	298	258	86.60%
Valley Mental Health Center	178	154	86.50%
BRIDGES	184	159	86.40%
ABH - GA Only Providers	345	298	86.40%

Provider	Total Surveys	Satisfied	Percent Satisfied
Connection Inc.	196	169	86.20%
Pathways Inc.	58	50	86.20%
Liberation Programs	1161	1000	86.10%
Hall Brooke Foundation Inc.	36	31	86.10%
Chemical Abuse Services Agency	495	425	85.90%
Hartford Dispensary	1343	1152	85.80%
Waterbury Hospital Health Center	96	82	85.40%
Family Centers Inc.	34	29	85.30%
Ability Beyond Disability Institute	54	46	85.20%
Day Kimball Hospital	79	67	84.80%
Family and Children's Agency Inc.	118	100	84.70%
Community Prevention and Addiction Services	272	230	84.60%
CW Resources Inc.	32	27	84.40%
SCADD	190	156	82.10%
Connecticut Counseling Centers Inc.	397	320	80.60%
Columbus House	103	82	79.60%
Gilead Community Services Inc.	267	212	79.40%
Southeast Mental Health Authority	218	169	77.50%
Morris Foundation Inc.	293	227	77.50%
Central Naugatuck Valley HELP Inc.	115	89	77.40%
Southwest Connecticut Mental Health Network	248	191	77%
Connecticut Renaissance Inc.	165	124	75.20%
CTE Inc. Viewpoint Recovery Program	40	29	72.50%
Guardian Ad Litem	43	31	72.10%
Crossroads Inc.	94	56	59.60%
VNA of Southeastern Connecticut	22	22	-
Yale University - WAGE	21	20	-
Community Health Center Inc.	19	18	-
Fairfield Community Services Inc.	17	16	-
Yale University	15	13	-
Coordinating Council for Children in Crisis	14	14	-
Fish Inc.: Torrington Chapter	14	14	-
Liberty Community Services	14	13	-
Operation Hope of Fairfield Inc.	11	11	-
Council of Churches: Greater Bridgeport	10	10	-
American School for the Deaf	9	9	-
MICAH Housing Pilots Program	7	7	-
Center City Churches Inc.	3	3	-
Immaculate Conception Inc.	2	2	-

Providers with dashes in their 'Percent Satisfied' cells had less than 25 surveys in which the Domain was completed.

PARTICIPATION IN TREATMENT BY PROVIDER

TABLE 9: "I FELT COMFORTABLE ASKING QUESTIONS ABOUT MY SERVICES, TREATMENT OR MEDICATION" BY PROVIDER

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Education Connection	38	38	100%
Community Enterprises Inc.	36	36	100%
Positive Directions	31	31	100%
Dixwell/Newhallville Community MHS Inc.	101	100	99%
Northwest Center for Family Services and Mental Health	56	55	98.20%
Asian Family Services	55	54	98.20%
Hartford Hospital	105	103	98.10%
Mercy Housing and Shelter Corp.	144	141	97.90%
New Milford Hospital	135	132	97.80%
Lawrence and Memorial Hospital	134	131	97.80%
Catholic Charities - Waterbury	86	84	97.70%
Farrell Treatment Center	69	67	97.10%
Norwalk Hospital	239	232	97.10%
Perception Programs Inc.	164	159	97%
Yale University - Behavioral Health	123	119	96.70%
Community Health Services Inc.	89	86	96.60%
Hogar Crea Inc.	56	54	96.40%
Alliance Treatment Center Inc.	28	27	96.40%
Shelter for the Homeless Inc.	52	50	96.20%
Community Renewal Team	98	94	95.90%
Easter Seals of Greater Hartford Rehab. Center Inc.	73	70	95.90%
Midwestern Connecticut Council on Alcoholism	996	955	95.90%
FSW Inc.	46	44	95.70%
Middlesex Hospital Mental Health Clinic	90	86	95.60%
Guardian Ad Litem	45	43	95.60%
Marrakech Day Services	67	64	95.50%
APT Foundation Inc.	594	566	95.30%
United Community and Family Services	83	79	95.20%
Stamford Hospital	98	93	94.90%
Connection Inc.	195	185	94.90%
St. Luke's Community Services Inc.	78	74	94.90%
Helping Hand Center Inc.	97	92	94.80%
Search for Change Inc.	56	53	94.60%
Central Connecticut Coast YMCA	36	34	94.40%
Center for Human Development	119	112	94.10%
Easter Seal Rehab. Center of Greater Waterbury Inc.	34	32	94.10%
Hospital of St. Raphael	118	111	94.10%
Goodwill Industries of Western Connecticut Inc.	50	47	94%
Danbury Hospital	159	149	93.70%
Hill Health Corp.	395	370	93.70%
Charlotte Hungerford Hospital	171	160	93.60%
McCall Foundation Inc.	536	501	93.50%
New Directions Inc. of North Central Connecticut	290	271	93.40%
Kennedy Center Inc.	67	62	92.50%

Provider	Total Surveys	Satisfied	Percent Satisfied
Catholic Charities - Hartford Institute - Hisp. Studies	147	136	92.50%
Backus Hospital	208	192	92.30%
Connecticut Mental Health Center	1203	1110	92.30%
Community Prevention and Addiction Services	268	247	92.20%
Hartford Behavioral Health	149	137	91.90%
Hall Brooke Foundation Inc.	36	33	91.70%
St. Mary's Hospital Corp.	299	274	91.60%
ABH - GA Only Providers	343	314	91.50%
Human Resource Development Agency	176	161	91.50%
Sound Community Services Inc.	372	340	91.40%
Keystone House Inc.	115	105	91.30%
Wheeler Clinic	376	343	91.20%
Catholic Charities - Fairfield County	159	145	91.20%
Alcohol and Drug Recovery Center	396	361	91.20%
Continuum of Care	212	193	91%
Alcohol Services Organization of South Central CT	133	121	91%
River Valley Services	164	149	90.90%
Supportive Environmental Living Facility	42	38	90.50%
Statewide	23621	21364	90.44%
Ability Beyond Disability Institute	52	47	90.40%
Family Centers Inc.	31	28	90.30%
My Sisters' Place	31	28	90.30%
Community Mental Health Affiliates	338	305	90.20%
Harbor Health Services	378	341	90.20%
Fellowship Inc.	224	202	90.20%
St. Vincent DePaul Society of Waterbury Inc.	71	64	90.10%
Pathways Inc.	59	53	89.80%
Liberation Programs	1154	1036	89.80%
Mental Health Association of Connecticut Inc.	329	295	89.70%
Artreach Inc.	67	60	89.60%
Bridge House	122	109	89.30%
Regional Network of Programs	876	780	89%
Western Connecticut Mental Health Network	644	571	88.70%
Prime Time House Inc.	176	156	88.60%
Bridgeport Community Health Center	70	62	88.60%
Kuhn Employment Opportunities inc.	52	46	88.50%
Rushford Center	282	249	88.30%
United Services Inc.	222	196	88.30%
Interlude Inc.	34	30	88.20%
Inter-Community Mental Health Group Inc.	253	223	88.10%
Community Health Resources Inc.	688	606	88.10%
Hartford Dispensary	1333	1172	87.90%
Connecticut Counseling Centers Inc.	393	344	87.50%
Waterbury Hospital Health Center	95	83	87.40%
Day Kimball Hospital	79	69	87.30%
Reliance House	384	335	87.20%
Chemical Abuse Services Agency	485	423	87.20%
Youth Challenge of Connecticut Inc.	31	27	87.10%

Provider	Total Surveys	Satisfied	Percent Satisfied
Bristol Hospital	37	32	86.50%
Laurel House	213	184	86.40%
St. Vincent DePaul Society of Middletown Inc.	29	25	86.20%
SCADD	188	162	86.20%
Stafford Family Services	101	87	86.10%
BRIDGES	178	153	86%
Chrysalis Center Inc.	91	78	85.70%
Common Ground Community	49	42	85.70%
Central Naugatuck Valley HELP Inc.	110	94	85.50%
Easter Seal Goodwill Industries Rehab. Center Inc.	40	34	85%
Connecticut Renaissance Inc.	165	140	84.80%
Cedarcrest Regional Hospital	151	127	84.10%
Morris Foundation Inc.	287	240	83.60%
Family and Children's Agency Inc.	116	97	83.60%
Connecticut Valley Hospital	120	100	83.30%
Valley Mental Health Center	173	144	83.20%
Gilead Community Services Inc.	263	217	82.50%
Capitol Region Mental Health Center	298	245	82.20%
CTE Inc. Viewpoint Recovery Program	39	32	82.10%
Southwest Connecticut Mental Health Network	236	190	80.50%
Columbus House	96	77	80.20%
Southeast Mental Health Authority	216	172	79.60%
Crossroads Inc.	95	75	78.90%
CW Resources Inc.	30	23	76.70%
New Haven Home Recovery	24	23	-
John J. Driscoll United Labor Agency Inc.	22	22	-
VNA of Southeastern Connecticut	22	22	-
Community Health Center Inc.	19	18	-
Yale University - WAGE	19	17	-
Fairfield Community Services Inc.	17	16	-
Yale University	15	15	-
Coordinating Council for Children in Crisis	14	14	-
Fish Inc.: Torrington Chapter	14	14	-
Liberty Community Services	13	12	-
Council of Churches: Greater Bridgeport	10	10	-
Operation Hope of Fairfield Inc.	10	10	-
American School for the Deaf	7	6	-
MICAH Housing Pilots Program	6	5	-
Center City Churches Inc.	3	3	-
Immaculate Conception Inc.	2	2	-

Providers with dashes in their 'Percent Satisfied' cells had less than 25 surveys in which the Domain was completed.

RESPECT BY PROVIDER

TABLE 10: “MY WISHES ARE RESPECTED ABOUT THE AMOUNT OF FAMILY INVOLVEMENT I WANT IN MY TREATMENT” BY PROVIDER

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
My Sisters' Place	29	29	100%
Positive Directions	27	27	100%
New Milford Hospital	130	129	99.20%
Community Health Services Inc.	85	84	98.80%
Dixwell/Newhallville Community MHS Inc.	102	100	98%
Kuhn Employment Opportunities inc.	48	47	97.90%
Community Enterprises Inc.	34	33	97.10%
Easter Seal Rehab. Center of Greater Waterbury Inc.	34	33	97.10%
Education Connection	32	31	96.90%
Midwestern Connecticut Council on Alcoholism	886	857	96.70%
Marrakech Day Services	60	58	96.70%
Asian Family Services	57	55	96.50%
Mercy Housing and Shelter Corp.	133	128	96.20%
United Community and Family Services	78	75	96.20%
Catholic Charities - Waterbury	77	74	96.10%
Hospital of St. Raphael	92	88	95.70%
Farrell Treatment Center	65	62	95.40%
Kennedy Center Inc.	61	58	95.10%
Easter Seal Goodwill Industries Rehab. Center Inc.	35	33	94.30%
Hartford Behavioral Health	139	131	94.20%
Northwest Center for Family Services and Mental Health	52	49	94.20%
Danbury Hospital	150	141	94%
Search for Change Inc.	50	47	94%
Continuum of Care	204	191	93.60%
Stamford Hospital	78	73	93.60%
Interlude Inc.	31	29	93.50%
Center for Human Development	108	101	93.50%
Lawrence and Memorial Hospital	123	115	93.50%
Stafford Family Services	91	85	93.40%
Norwalk Hospital	226	211	93.40%
Backus Hospital	190	177	93.20%
Perception Programs Inc.	158	147	93%
St. Vincent DePaul Society of Middletown Inc.	27	25	92.60%
Community Renewal Team	76	70	92.10%
Human Resource Development Agency	149	137	91.90%
Bristol Hospital	37	34	91.90%
Central Connecticut Coast YMCA	37	34	91.90%
Laurel House	192	176	91.70%
Middlesex Hospital Mental Health Clinic	72	66	91.70%
APT Foundation Inc.	550	502	91.30%
Artreach Inc.	57	52	91.20%
Reliance House	353	322	91.20%
Hogar Crea Inc.	56	51	91.10%
Hartford Hospital	100	91	91%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Keystone House Inc.	111	101	91%
Connecticut Mental Health Center	996	906	91%
Helping Hand Center Inc.	98	89	90.80%
St. Vincent DePaul Society of Waterbury Inc.	65	59	90.80%
Goodwill Industries of Western Connecticut Inc.	42	38	90.50%
Bridge House	113	102	90.30%
Community Mental Health Affiliates	297	268	90.20%
ABH - GA Only Providers	294	265	90.10%
Chrysalis Center Inc.	81	73	90.10%
Waterbury Hospital Health Center	91	82	90.10%
Bridgeport Community Health Center	59	53	89.80%
United Services Inc.	205	184	89.80%
Yale University - Behavioral Health	105	94	89.50%
Charlotte Hungerford Hospital	142	127	89.40%
Sound Community Services Inc.	329	294	89.40%
Liberation Programs	1118	999	89.40%
Hartford Dispensary	1203	1074	89.30%
Alcohol and Drug Recovery Center	347	309	89%
Western Connecticut Mental Health Network	566	504	89%
Catholic Charities - Fairfield County	127	113	89%
Statewide	21481	19117	88.99%
Harbor Health Services	343	305	88.90%
Family Centers Inc.	27	24	88.90%
Chemical Abuse Services Agency	436	387	88.80%
Community Health Resources Inc.	613	543	88.60%
St. Luke's Community Services Inc.	70	62	88.60%
New Directions Inc. of North Central Connecticut	271	240	88.60%
Alliance Treatment Center Inc.	26	23	88.50%
Gilead Community Services Inc.	240	212	88.30%
Day Kimball Hospital	60	53	88.30%
Valley Mental Health Center	151	133	88.10%
Easter Seals of Greater Hartford Rehab. Center Inc.	67	59	88.10%
McCall Foundation Inc.	450	396	88%
Regional Network of Programs	833	733	88%
Central Naugatuck Valley HELP Inc.	107	94	87.90%
St. Mary's Hospital Corp.	283	248	87.60%
Catholic Charities - Hartford Institute - Hisp. Studies	145	127	87.60%
Guardian Ad Litem	40	35	87.50%
Supportive Environmental Living Facility	40	35	87.50%
Community Prevention and Addiction Services	262	229	87.40%
Alcohol Services Organization of South Central CT	124	108	87.10%
Hill Health Corp.	339	294	86.70%
Shelter for the Homeless Inc.	45	39	86.70%
Ability Beyond Disability Institute	44	38	86.40%
Cedarcrest Regional Hospital	138	119	86.20%
Prime Time House Inc.	172	148	86%
Wheeler Clinic	363	312	86%
Family and Children's Agency Inc.	96	82	85.40%

Provider	Total Surveys	Satisfied	Percent Satisfied
Connecticut Counseling Centers Inc.	382	326	85.30%
Mental Health Association of Connecticut Inc.	299	255	85.30%
BRIDGES	155	132	85.20%
Fellowship Inc.	215	183	85.10%
Rushford Center	262	223	85.10%
Inter-Community Mental Health Group Inc.	229	193	84.30%
Capitol Region Mental Health Center	292	245	83.90%
Connection Inc.	173	145	83.80%
Hall Brooke Foundation Inc.	35	29	82.90%
Pathways Inc.	46	38	82.60%
CTE Inc. Viewpoint Recovery Program	39	32	82.10%
River Valley Services	155	127	81.90%
Columbus House	84	68	81%
Connecticut Renaissance Inc.	151	122	80.80%
Common Ground Community	41	33	80.50%
FSW Inc.	41	33	80.50%
CW Resources Inc.	30	24	80%
Youth Challenge of Connecticut Inc.	30	24	80%
Morris Foundation Inc.	263	208	79.10%
Southwest Connecticut Mental Health Network	229	178	77.70%
SCADD	183	141	77%
Southeast Mental Health Authority	211	162	76.80%
Connecticut Valley Hospital	107	81	75.70%
Crossroads Inc.	90	65	72.20%
New Haven Home Recovery	24	23	-
VNA of Southeastern Connecticut	22	21	-
Yale University - WAGE	20	19	-
Community Health Center Inc.	19	19	-
Fairfield Community Services Inc.	18	17	-
John J. Driscoll United Labor Agency Inc.	14	9	-
Yale University	13	10	-
Coordinating Council for Children in Crisis	12	12	-
Fish Inc.: Torrington Chapter	10	10	-
Liberty Community Services	10	10	-
American School for the Deaf	9	8	-
Operation Hope of Fairfield Inc.	7	7	-
MICAH Housing Pilots Program	6	5	-
Council of Churches: Greater Bridgeport	5	5	-
Center City Churches Inc.	3	3	-
Immaculate Conception Inc.	2	2	-

Providers with dashes in their 'Percent Satisfied' cells had less than 25 surveys in which the Domain was completed.

RECOVERY DOMAIN BY PROVIDER

TABLE 11: RECOVERY DOMAIN BY PROVIDER

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
Education Connection	39	38	97.40%
Helping Hand Center Inc.	99	94	94.90%
Search for Change Inc.	58	55	94.80%
Easter Seal Rehab. Center of Greater Waterbury Inc.	35	33	94.30%
Dixwell/Newhallville Community MHS Inc.	101	95	94.10%
Perception Programs Inc.	165	152	92.10%
Goodwill Industries of Western Connecticut Inc.	46	42	91.30%
Kennedy Center Inc.	66	60	90.90%
Youth Challenge of Connecticut Inc.	30	27	90%
Farrell Treatment Center	68	61	89.70%
Catholic Charities - Hartford Institute - Hisp. Studies	153	137	89.50%
New Directions Inc. of North Central Connecticut	284	253	89.10%
Bridgeport Community Health Center	67	59	88.10%
Alliance Treatment Center Inc.	25	22	88%
Human Resource Development Agency	178	156	87.60%
Central Connecticut Coast YMCA	40	35	87.50%
Interlude Inc.	32	28	87.50%
Community Prevention and Addiction Services	263	230	87.50%
Connection Inc.	189	165	87.30%
Mercy Housing and Shelter Corp.	138	120	87%
Fellowship Inc.	244	209	85.70%
Easter Seal Goodwill Industries Rehab. Center Inc.	41	35	85.40%
Artreach Inc.	68	58	85.30%
Midwestern Connecticut Council on Alcoholism	942	803	85.20%
Common Ground Community	47	40	85.10%
Community Health Services Inc.	88	74	84.10%
Hogar Crea Inc.	56	47	83.90%
My Sisters' Place	31	26	83.90%
Liberation Programs	1119	936	83.60%
Marrakech Day Services	66	55	83.30%
Hall Brooke Foundation Inc.	36	30	83.30%
St. Vincent DePaul Society of Middletown Inc.	30	25	83.30%
Prime Time House Inc.	188	156	83%
Hartford Dispensary	1257	1042	82.90%
Alcohol Services Organization of South Central CT	139	115	82.70%
Day Kimball Hospital	69	57	82.60%
Laurel House	223	184	82.50%
Community Enterprises Inc.	34	28	82.40%
McCall Foundation Inc.	397	323	81.40%
APT Foundation Inc.	589	478	81.20%
Regional Network of Programs	849	689	81.20%
Hospital of St. Raphael	122	99	81.10%
Kuhn Employment Opportunities inc.	53	43	81.10%
Chemical Abuse Services Agency	485	392	80.80%
Chrysalis Center Inc.	88	71	80.70%

Provider	Total Surveys	Satisfied	Percent Satisfied
Positive Directions	31	25	80.60%
Hill Health Corp.	387	312	80.60%
Lawrence and Memorial Hospital	131	105	80.20%
FSW Inc.	45	36	80%
CW Resources Inc.	30	24	80%
Norwalk Hospital	239	191	79.90%
Stamford Hospital	84	67	79.80%
Alcohol and Drug Recovery Center	389	309	79.40%
Family and Children's Agency Inc.	110	87	79.10%
Connecticut Renaissance Inc.	162	128	79%
St. Luke's Community Services Inc.	76	60	78.90%
Continuum of Care	218	172	78.90%
Keystone House Inc.	116	91	78.40%
New Milford Hospital	133	104	78.20%
Waterbury Hospital Health Center	94	73	77.70%
Wheeler Clinic	369	286	77.50%
Mental Health Association of Connecticut Inc.	328	254	77.40%
Danbury Hospital	154	119	77.30%
Statewide	22936	17706	77.20%
Catholic Charities - Fairfield County	157	121	77.10%
SCADD	186	143	76.90%
United Community and Family Services	82	63	76.80%
Catholic Charities - Waterbury	86	66	76.70%
Connecticut Counseling Centers Inc.	392	300	76.50%
Community Renewal Team	89	68	76.40%
Community Mental Health Affiliates	326	249	76.40%
Connecticut Valley Hospital	110	84	76.40%
Center for Human Development	117	89	76.10%
Shelter for the Homeless Inc.	54	41	75.90%
ABH - GA Only Providers	310	235	75.80%
Capitol Region Mental Health Center	296	223	75.30%
Reliance House	383	288	75.20%
Morris Foundation Inc.	286	214	74.80%
Crossroads Inc.	95	71	74.70%
Bridge House	118	88	74.60%
Gilead Community Services Inc.	265	196	74%
Connecticut Mental Health Center	1171	866	74%
Supportive Environmental Living Facility	42	31	73.80%
Hartford Hospital	103	76	73.80%
Rushford Center	272	198	72.80%
CTE Inc. Viewpoint Recovery Program	40	29	72.50%
St. Vincent DePaul Society of Waterbury Inc.	69	50	72.50%
Central Naugatuck Valley HELP Inc.	112	81	72.30%
Western Connecticut Mental Health Network	630	454	72.10%
Ability Beyond Disability Institute	50	36	72%
Columbus House	95	68	71.60%
Cedarcrest Regional Hospital	140	98	70%
Stafford Family Services	95	66	69.50%

<u>Provider</u>	<u>Total Surveys</u>	<u>Satisfied</u>	<u>Percent Satisfied</u>
River Valley Services	157	109	69.40%
Easter Seals of Greater Hartford Rehab. Center Inc.	75	52	69.30%
New Haven Home Recovery	26	18	69.20%
Family Centers Inc.	32	22	68.80%
Pathways Inc.	58	39	67.20%
Sound Community Services Inc.	344	231	67.20%
BRIDGES	168	112	66.70%
Bristol Hospital	36	24	66.70%
Harbor Health Services	371	247	66.60%
Hartford Behavioral Health	142	94	66.20%
United Services Inc.	208	135	64.90%
Southwest Connecticut Mental Health Network	236	153	64.80%
Northwest Center for Family Services and Mental Health	51	33	64.70%
Charlotte Hungerford Hospital	168	108	64.30%
Middlesex Hospital Mental Health Clinic	88	56	63.60%
Community Health Resources Inc.	659	411	62.40%
St. Mary's Hospital Corp.	281	175	62.30%
Asian Family Services	59	36	61%
Valley Mental Health Center	158	96	60.80%
Southeast Mental Health Authority	214	129	60.30%
Inter-Community Mental Health Group Inc.	246	147	59.80%
Yale University - Behavioral Health	116	68	58.60%
Backus Hospital	204	117	57.40%
Guardian Ad Litem	41	21	51.20%
John J. Driscoll United Labor Agency Inc.	21	19	-
Yale University - WAGE	21	19	-
VNA of Southeastern Connecticut	20	14	-
Community Health Center Inc.	18	10	-
Fairfield Community Services Inc.	17	15	-
Yale University	15	12	-
Coordinating Council for Children in Crisis	14	14	-
Liberty Community Services	14	10	-
Fish Inc.: Torrington Chapter	11	11	-
Operation Hope of Fairfield Inc.	11	11	-
American School for the Deaf	10	7	-
Council of Churches: Greater Bridgeport	10	9	-
MICAH Housing Pilots Program	7	7	-
Center City Churches Inc.	3	2	-
Immaculate Conception Inc.	2	1	-

Providers with dashes in their 'Percent Satisfied' cells had less than 25 surveys in which the Domain was completed.

DIFFERENCES BETWEEN GROUPS

DID SATISFACTION DIFFER BY PROGRAM TYPE?

- ◆ People receiving Substance Use services expressed a *significantly* higher level of satisfaction on the Outcome and Recovery domains.
- ◆ People receiving Mental Health services expressed a *significantly* higher level of satisfaction on the Access and General Satisfaction domains.

This pattern was the similar to SFY 2006.

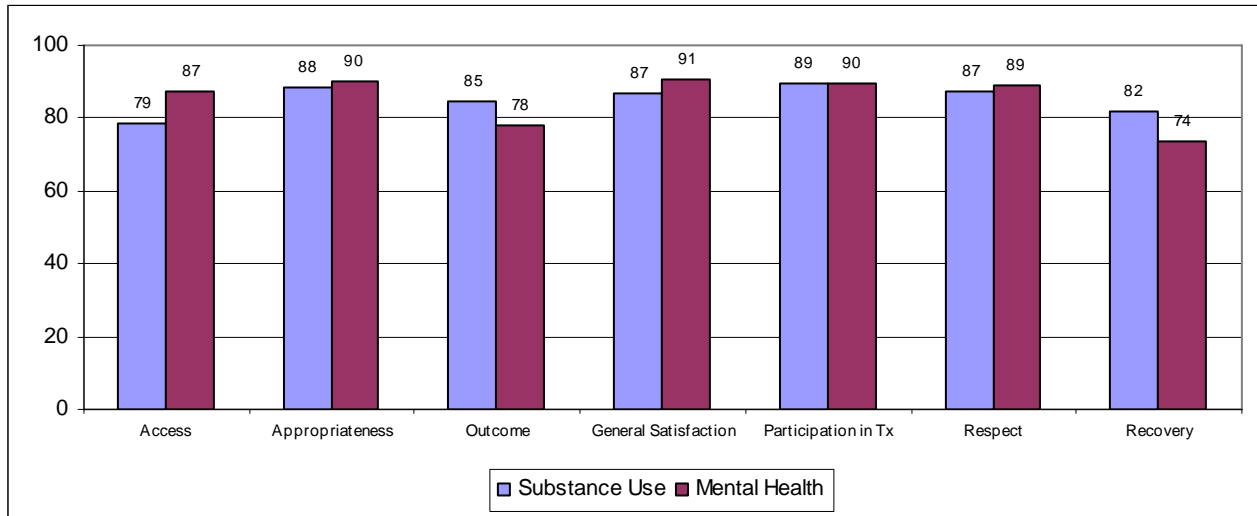


Figure 20: Consumer Satisfaction by Program Type

DID SATISFACTION DIFFER BY GENDER?

Women expressed *significantly* higher levels of satisfaction than men on all domains, except for the Outcome and Recovery domains.

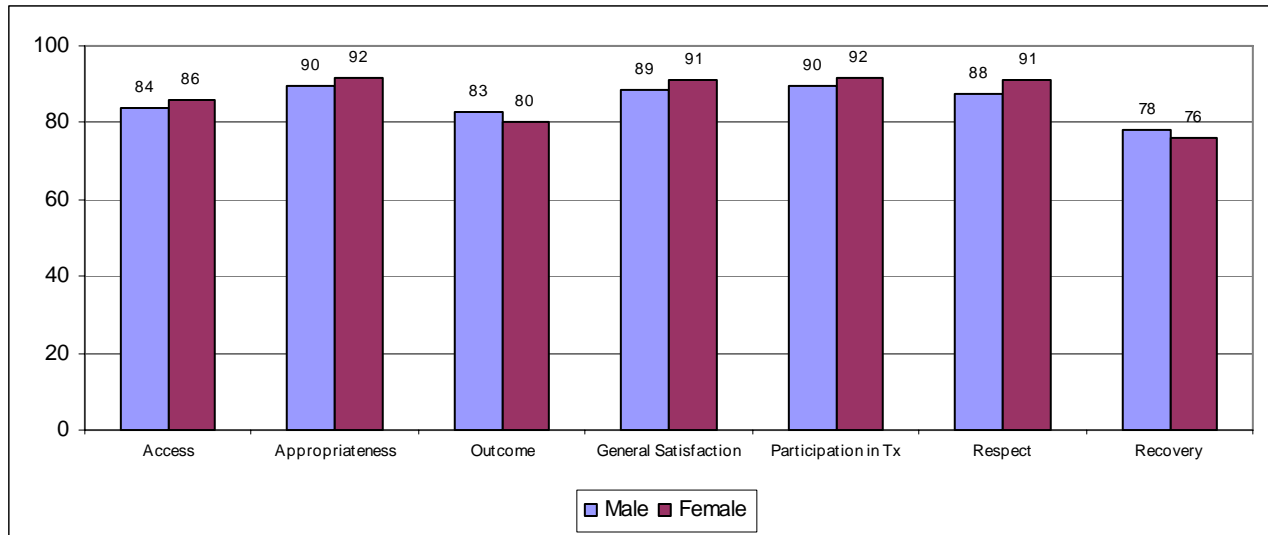


Figure 21: Consumer Satisfaction by Gender

DID SATISFACTION DIFFER BY GENDER BY PROGRAM TYPE?

Substance Use Disorders

- ♦ Women reported a *significantly* better experience with their wishes being respected and with participation in treatment than men. They also reported *significantly* higher levels of satisfaction with the Access and Appropriateness domains than men. This pattern was the same in SFY 2006.

Mental Health Disorders

- ♦ Women reported *significantly* higher levels of satisfaction with the Appropriateness and General Satisfaction domains, a better experience with having their wishes respected, and with participation in treatment than men. Men reported a *significantly* higher level of satisfaction with the Outcome domain than women.

This pattern was similar in SFY 2006.

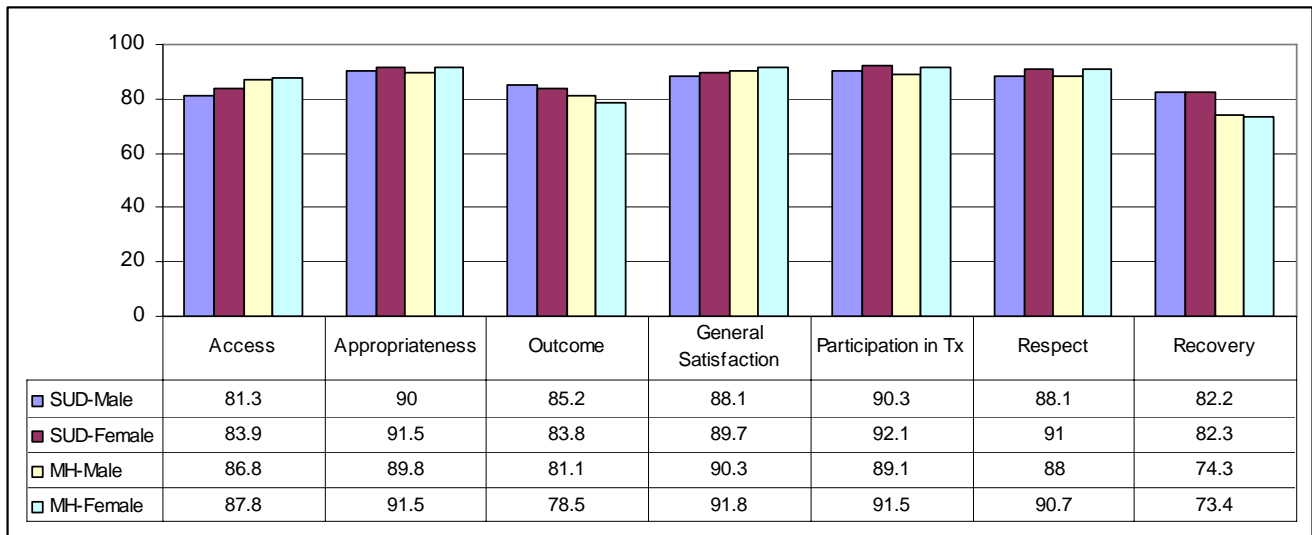


Figure 22: Consumer Satisfaction by Gender and Program Type

SUBSTANCE USE DISORDERS

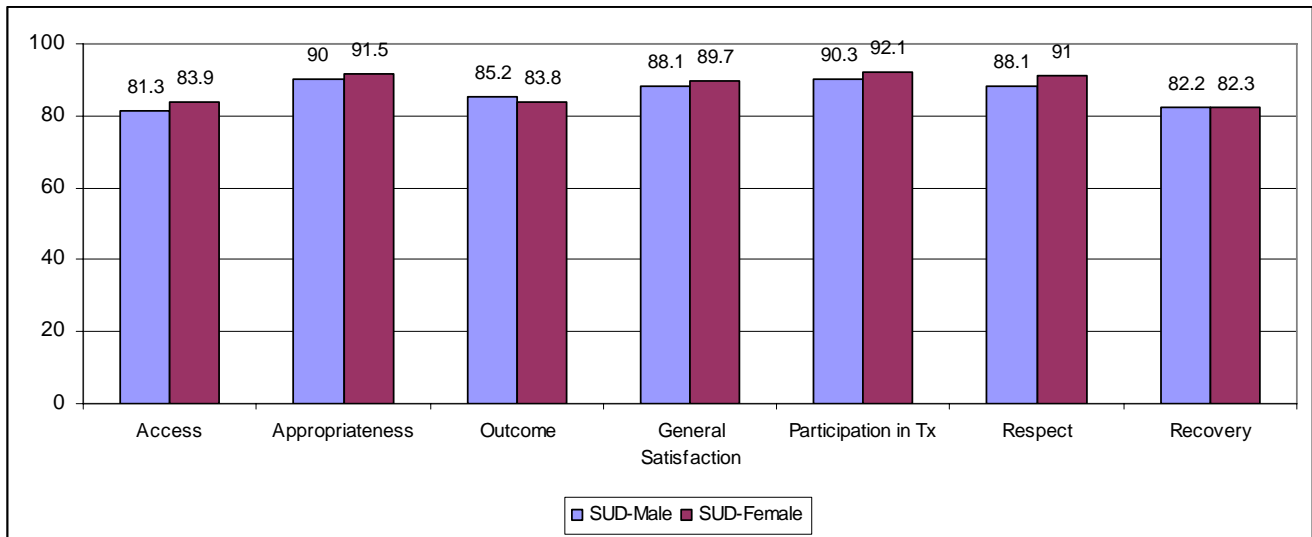


Figure 23: Consumer Satisfaction of by Gender by Substance Use Disorder Program Type

MENTAL HEALTH DISORDERS

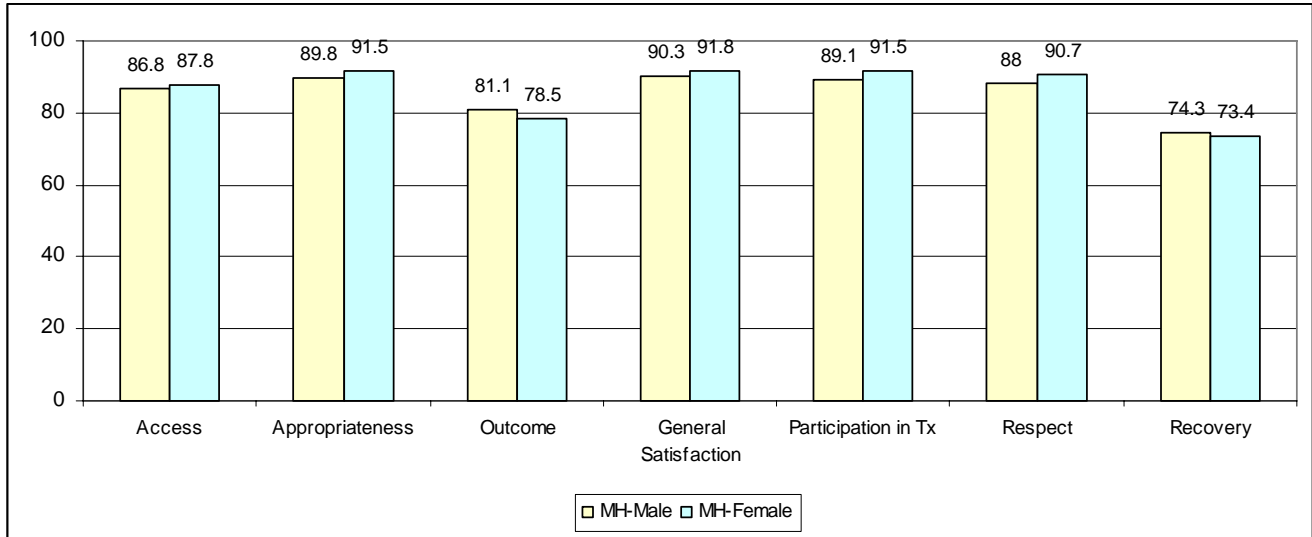


Figure 24: Consumer Satisfaction by Gender by Mental Health Program Type

DID SATISFACTION DIFFER BY RACE?

- ◆ African-Americans/Blacks expressed *significantly* higher levels of satisfaction with the Access, Outcome, and Recovery domains than Whites and people who identified some other race. This pattern was the same in SFY 2006.

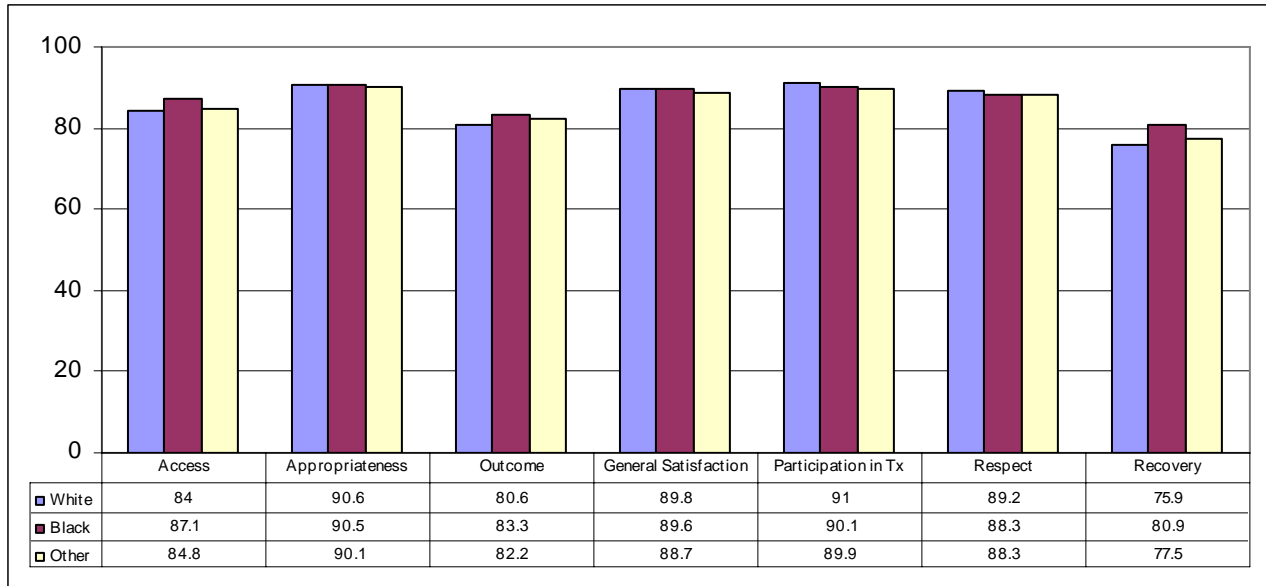


Figure 25: Consumer Satisfaction by Race

DID SATISFACTION DIFFER BY RACE BY PROGRAM TYPE?

Substance Use Disorders

- ◆ African-Americans/Blacks expressed *significantly* higher levels of satisfaction with the Outcome and the Recovery domains than Whites and people who identified some other race. This is a new pattern; in SFY 2006 there were no significant differences by race.

Mental Health Disorders

- ◆ African-Americans/Blacks expressed *significantly* higher levels of satisfaction with the Access, Outcome and the Recovery domains than Whites and people who identified some other race. This pattern was the similar in SFY 2006; except for the result in the Access domain.

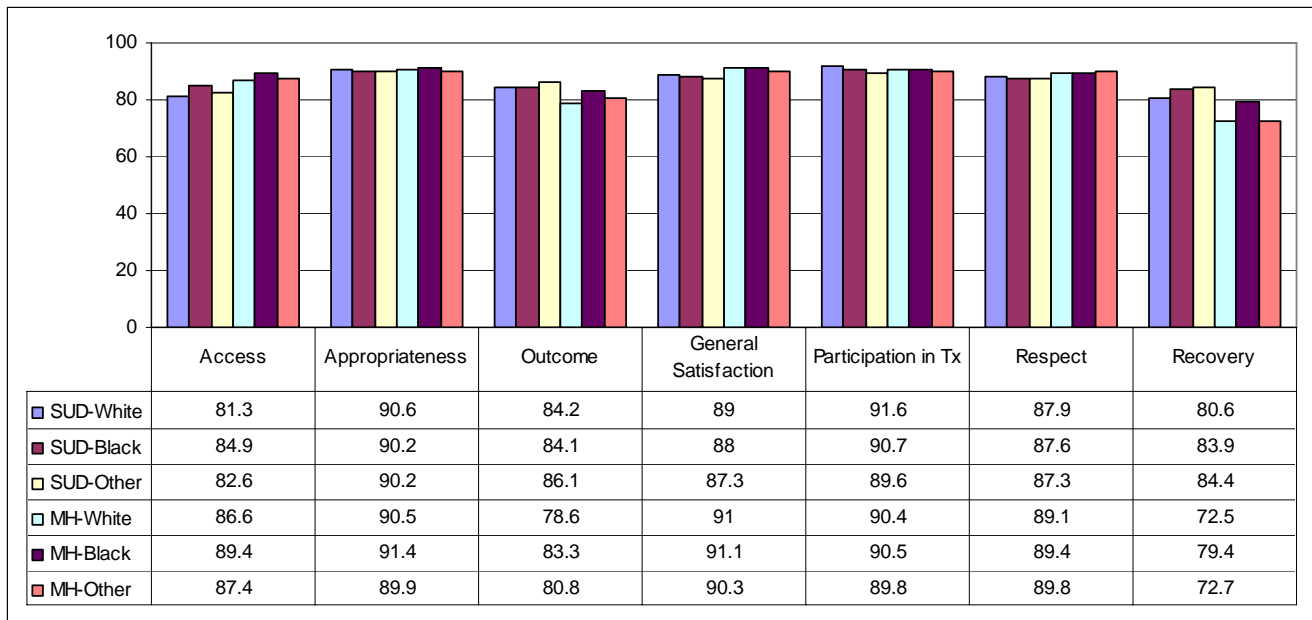


Figure 26: Consumer Satisfaction by Race by Program Type

SUBSTANCE USE DISORDERS

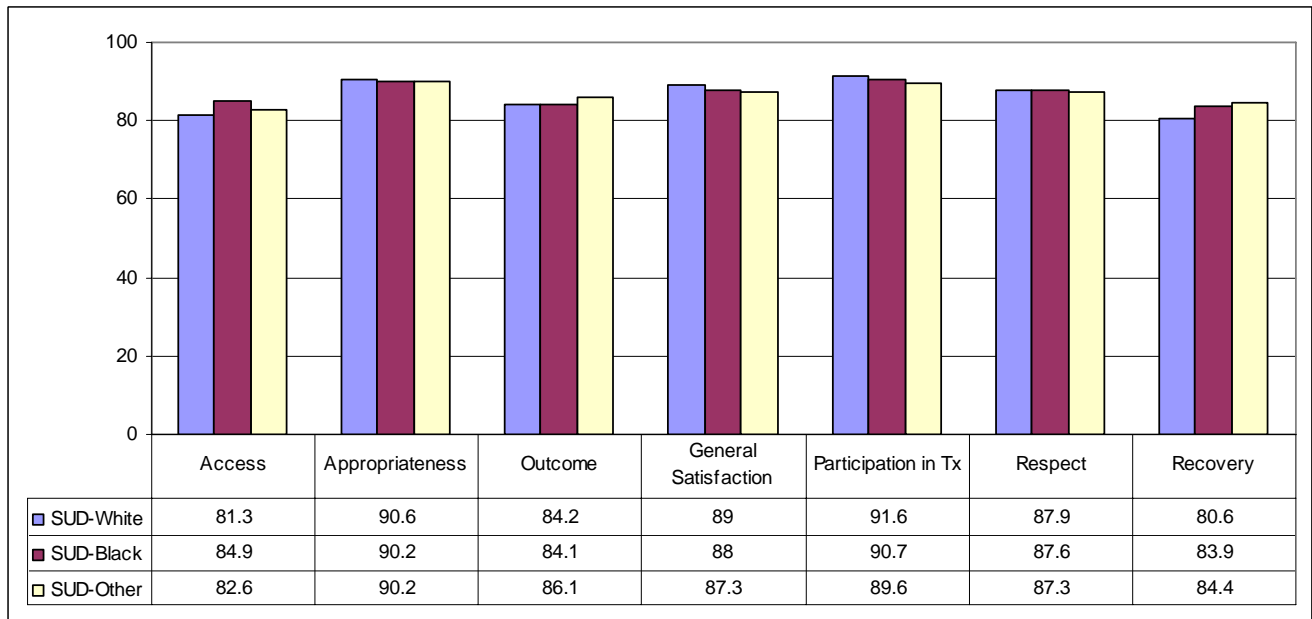


Figure 27: Consumer Satisfaction by Race by Substance Use Disorder Program Type

MENTAL HEALTH DISORDERS

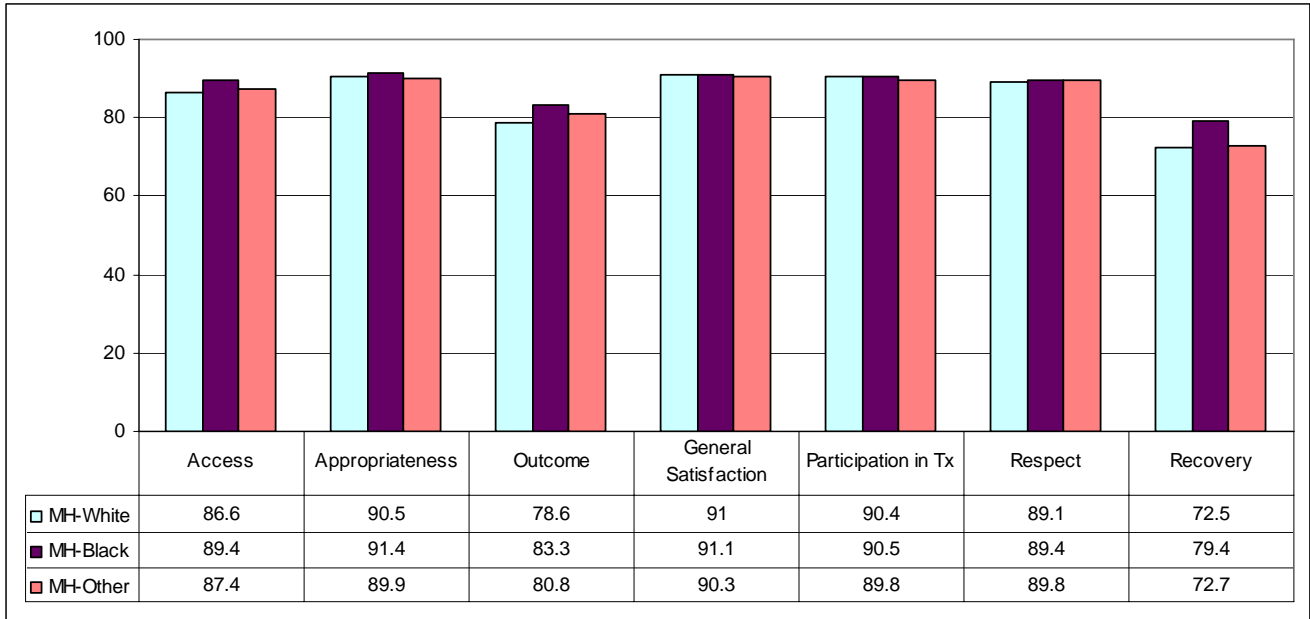


Figure 28: Consumer Satisfaction by Race by Mental Health Program Type

DID SATISFACTION DIFFER BY SELF-IDENTIFIED REASON FOR SEEKING SERVICES?

- ◆ People who identified themselves as receiving services for Substance Use disorders expressed *significantly* higher levels of satisfaction with the Outcome and Recovery domains than those that identified themselves as receiving services for Mental Health or both.
- ◆ People who identified themselves as receiving services for Mental Health disorders expressed *significantly* higher levels of satisfaction with the Access and General Satisfaction domains than those that identified themselves as receiving services for Substance Use disorders or both.

This was the first year in which these data were collected.

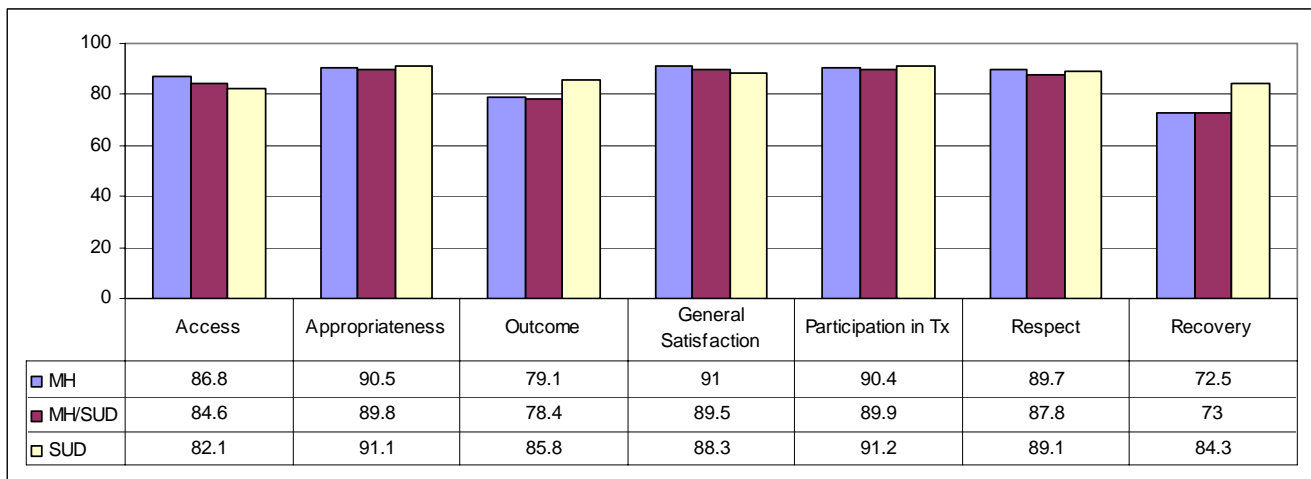


Figure 29: Consumer Satisfaction by Self-Identified Reason for Seeking Services

DID SATISFACTION DIFFER BY SELF-IDENTIFIED REASON FOR SEEKING SERVICES BY PROGRAM TYPE?

Substance Use Disorders

- ◆ People who were in SU programs and identified themselves as getting services for Substance Use disorders expressed *significantly* higher levels of satisfaction with the Outcome and Recovery domains.
- ◆ People who were in SU programs and identified themselves as receiving services for Mental Health disorders expressed *significantly* higher levels of satisfaction with the Appropriateness domain.

Mental Health Disorders

- ◆ There were no significant differences by self-identified reason for seeking services.

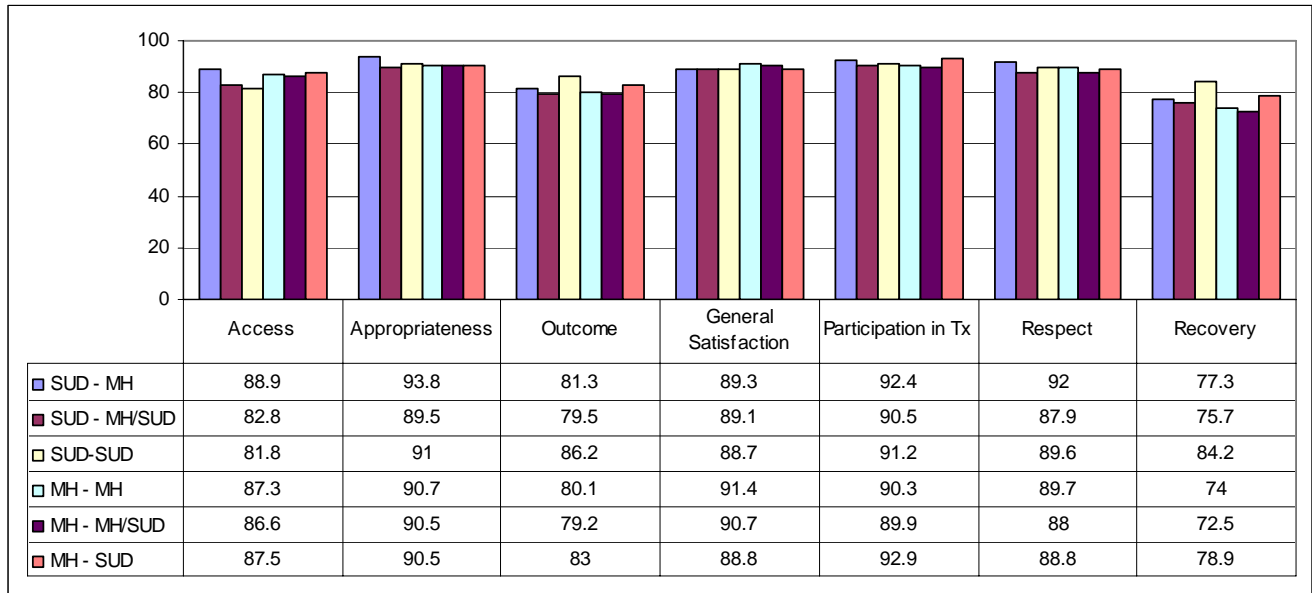


Figure 30: Consumer Satisfaction by Self-Identified Reason for Seeking Services by Program Type

SUBSTANCE USE DISORDERS

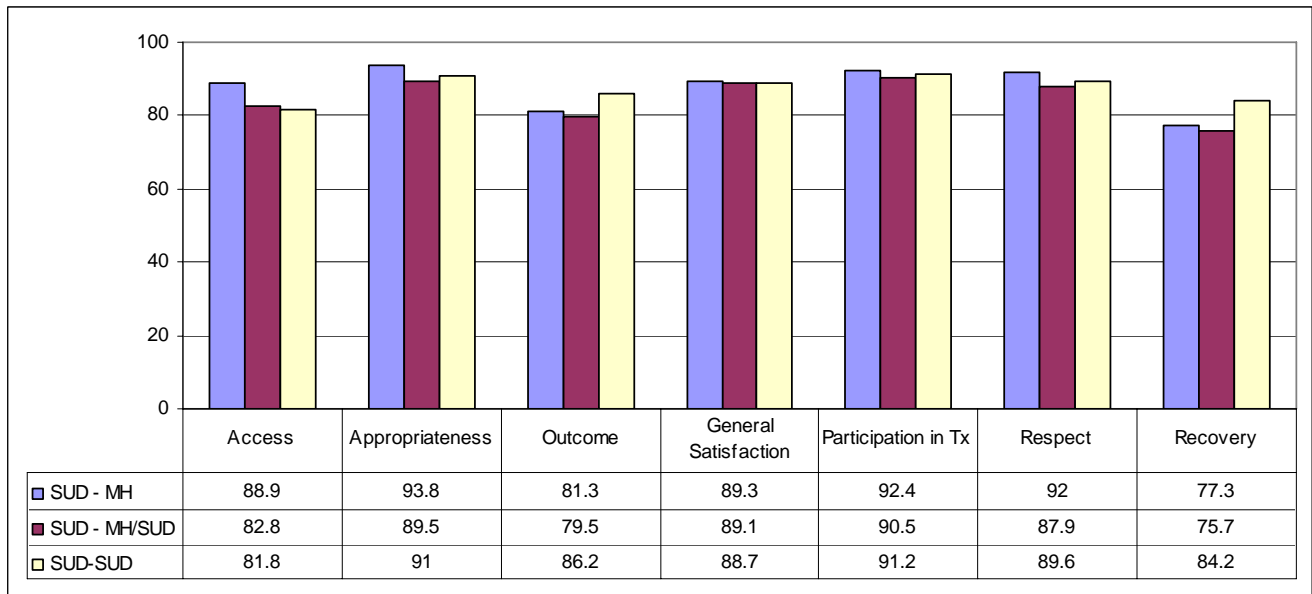


Figure 31: Consumer Satisfaction by Self-Identified Reason for Seeking Services by Substance Use Disorders

MENTAL HEALTH DISORDERS

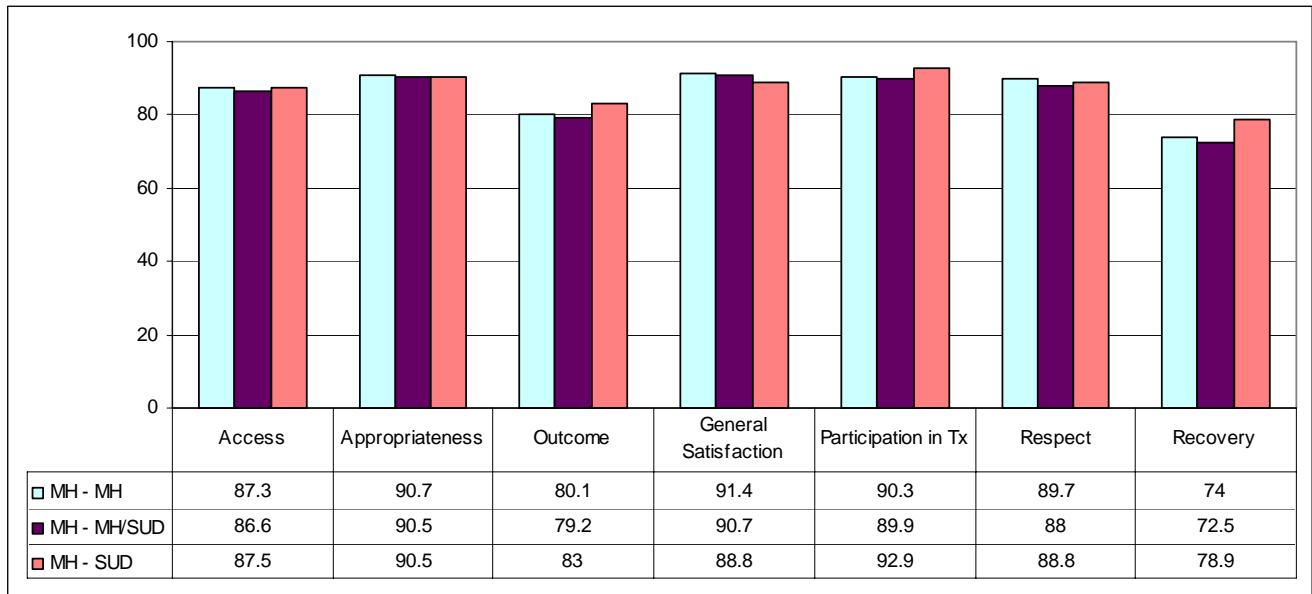


Figure 32: Consumer Satisfaction by Self-Identified Reason for Seeking Services by Mental Health Program Type

DID SATISFACTION DIFFER BY ETHNICITY?

- ◆ People of Hispanic/Latino origin expressed *significantly* higher levels of satisfaction with the Outcome and Recovery domains than Non-Hispanics. This pattern was the same in SFY 2006.

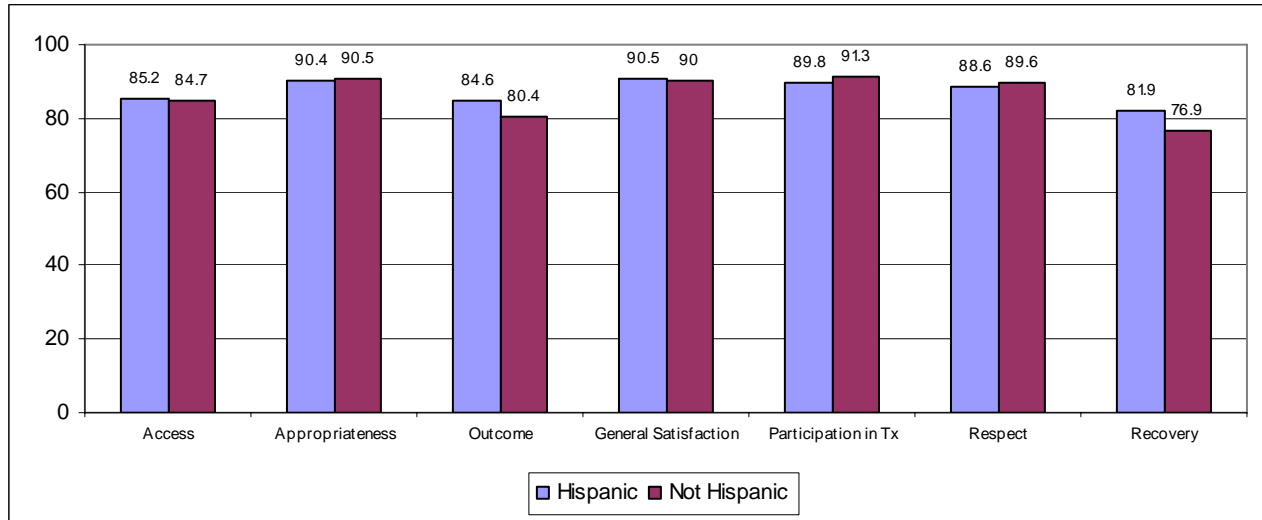


Figure 33: Consumer Satisfaction by Ethnicity

DID SATISFACTION DIFFER BY ETHNICITY BY PROGRAM TYPE?

Substance Use Disorders

- ◆ People of Non-Hispanic/Latino origin expressed a *significantly* higher level of satisfaction with the Access, Recovery, and Outcome domains. This differs from the SFY 2006 pattern.

Mental Health Disorders

- ◆ People of Hispanic/Latino origin expressed *significantly* higher levels of satisfaction with the Access domain than Non-Hispanics. This differs from the SFY 2006 pattern.

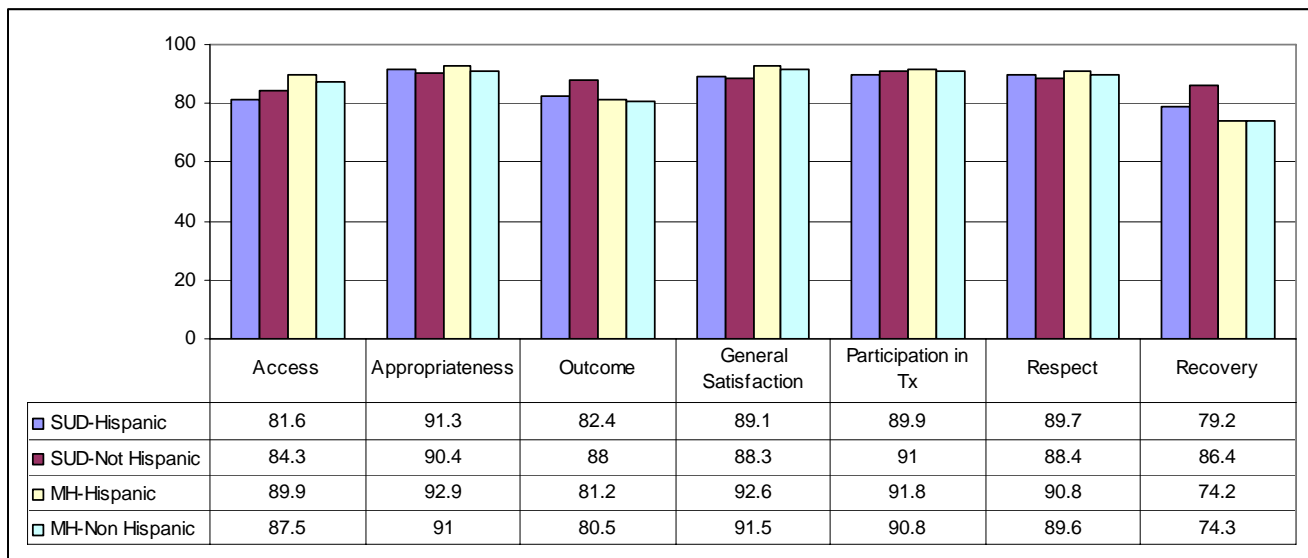


Figure 34: Consumer Satisfaction by Ethnicity by Program Type

SUBSTANCE USE DISORDERS

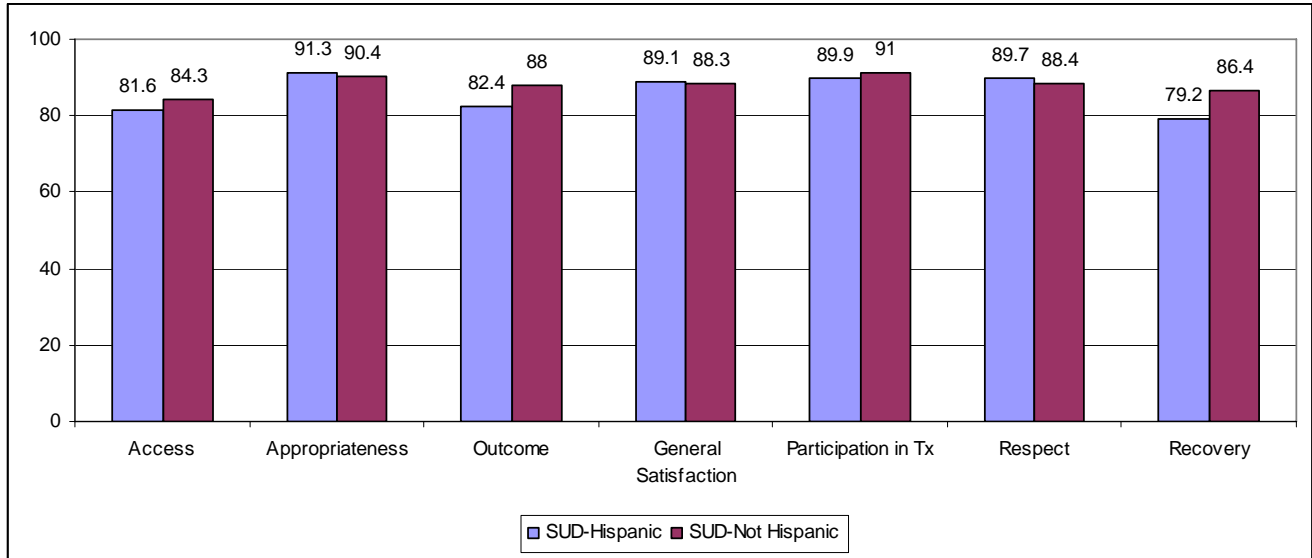


Figure 35: Consumer Satisfaction by Ethnicity by Substance Use Disorder Program Type

MENTAL HEALTH DISORDERS

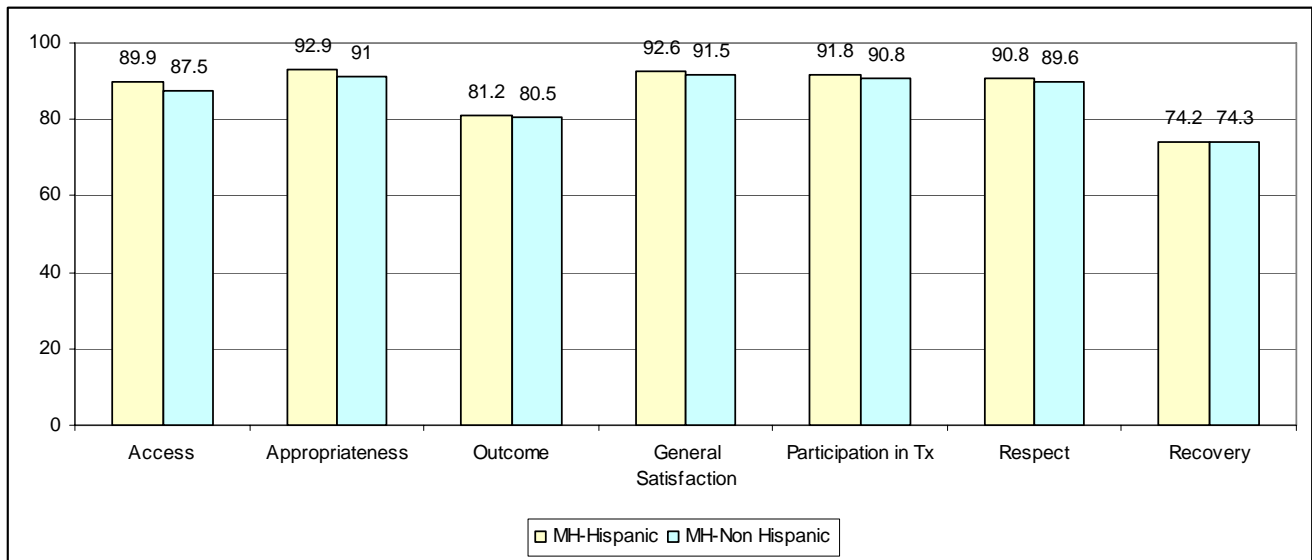


Figure 36: Consumer Satisfaction by Ethnicity by Mental Health Program Type

DID SATISFACTION DIFFER BY THE CLIENT AGE GROUP?

- ◆ People aged 55 and older expressed a *significantly* higher level of satisfaction with all domains except Recovery. On the Appropriate domain, there were no differences. This pattern differs slightly from SFY 2006.

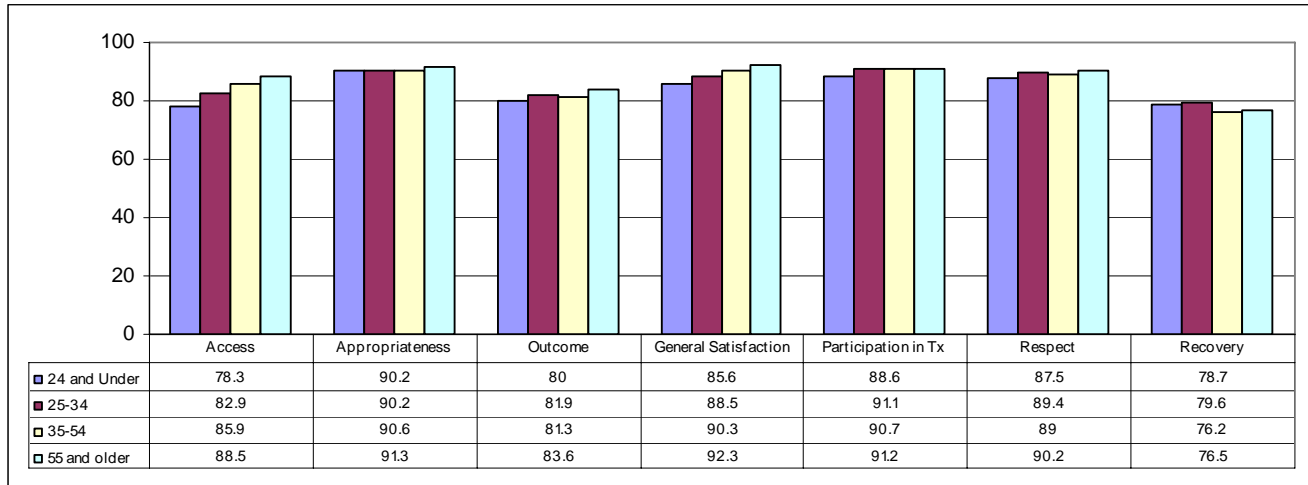


Figure 37: Consumer Satisfaction by Age Group

DID SATISFACTION DIFFER BY AGE GROUP BY PROGRAM TYPE?

Substance Use Disorders

- ◆ People aged 55 and older reported *significantly* higher levels of satisfaction in the Access, Appropriateness, Outcome, and General Satisfaction domains. This pattern differs from the SFY 2006.

Mental Health Disorders

- ◆ People aged 55 and older reported *significantly* higher levels of satisfaction in the Access, Outcome, and General Satisfaction domains.

SUBSTANCE USE DISORDERS

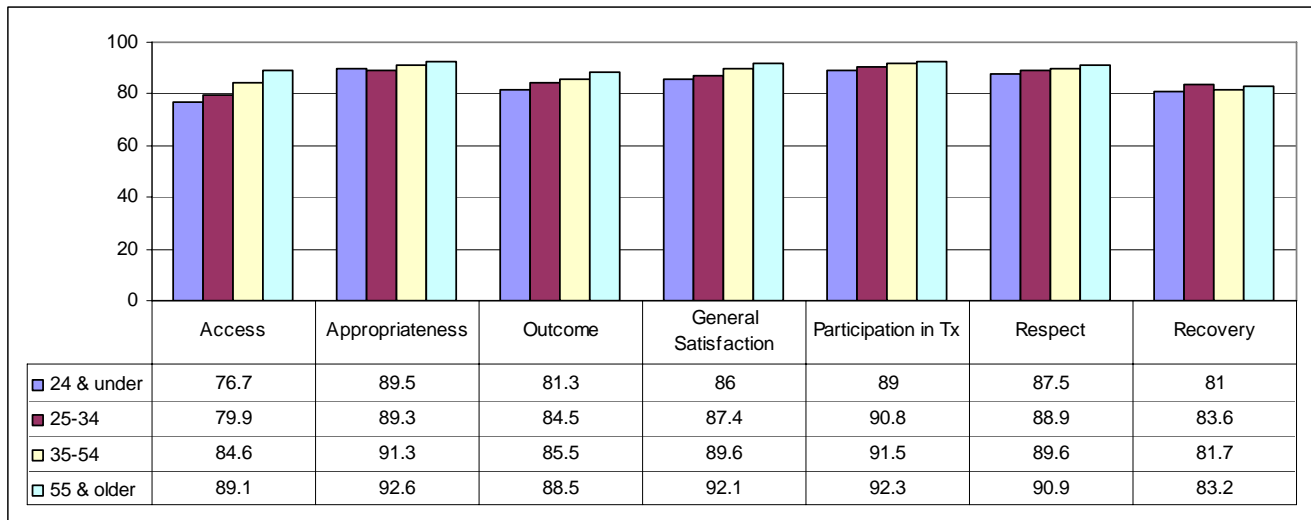


Figure 38: Consumer Satisfaction by Age Group by Substance Use Disorder Program Type

MENTAL HEALTH DISORDERS

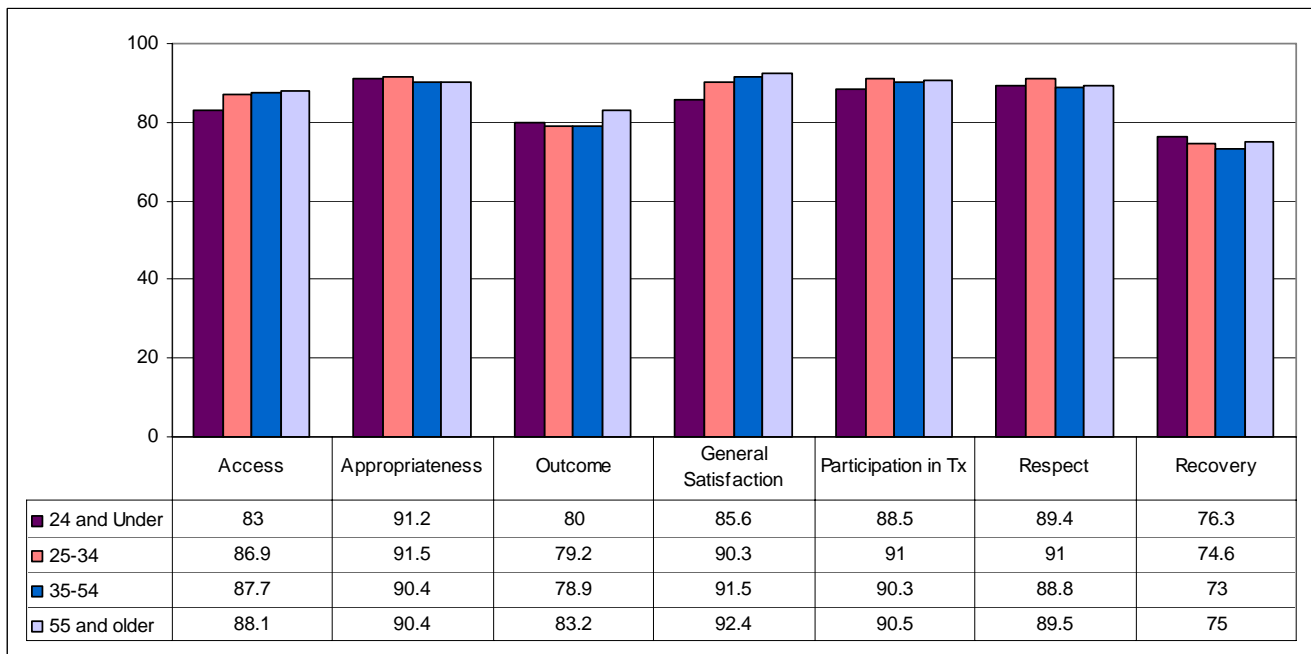


Figure 39: Consumer Satisfaction by Age Group by Mental Health Program Type

DID SATISFACTION DIFFER BY THE LEVEL OF CARE?

- ◆ People who received vocational rehabilitation services expressed a *significantly* higher level of satisfaction in the Access, Outcome, General Satisfaction, and Recovery domains.

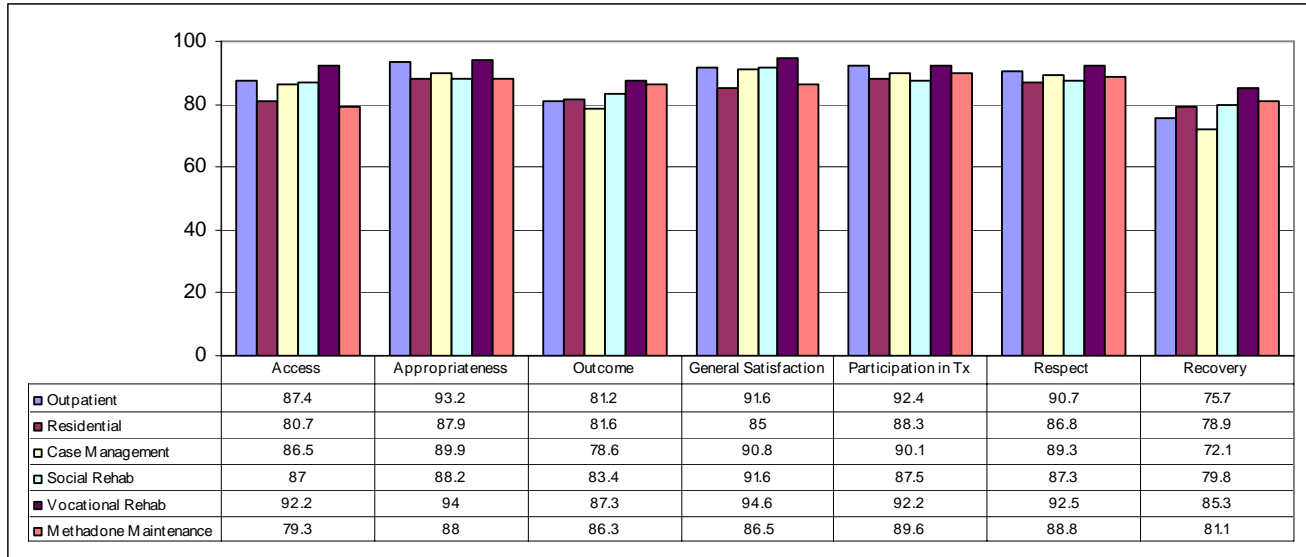


Figure 40: Consumer Satisfaction by Level of Care

DID SATISFACTION DIFFER BY LEVEL OF CARE BY PROGRAM TYPE?

Substance Use Disorders

- ◆ People who received services in the outpatient setting reported *significantly* higher levels of satisfaction in the Appropriateness and General Satisfaction domains, while people receiving case management services reported *significantly* higher levels of satisfaction in the Access, Outcome, General Satisfaction, and Recovery domains, and; and a better experience with having their wishes respected; and participation in treatment planning.
- ◆ People who received services in a residential setting reported the least amount of satisfaction in all domains.

Mental Health Disorders

- ◆ People who received vocational rehabilitation services reported *significantly* higher levels of satisfaction in all domains.
- ◆ People who received services in an outpatient setting reported a *significantly* lower satisfaction in the Recovery domain.

SUBSTANCE USE DISORDERS

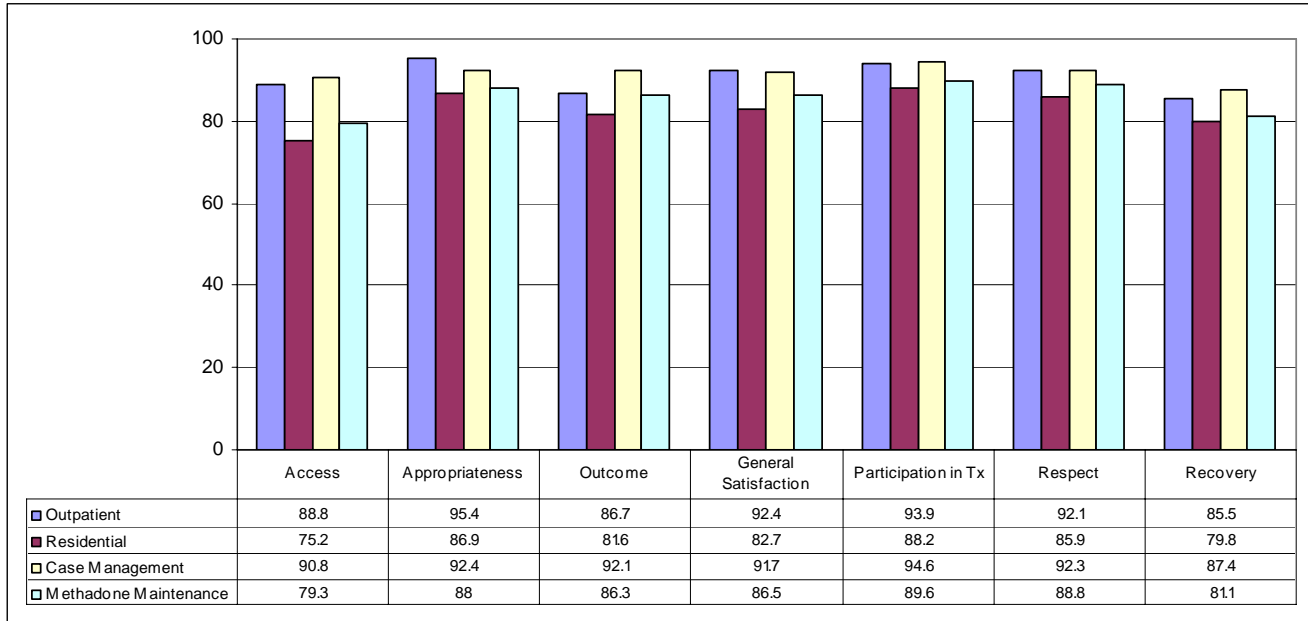


Figure 41: Consumer Satisfaction by Level of Care by Substance Use Disorder Program Type

MENTAL HEALTH DISORDERS

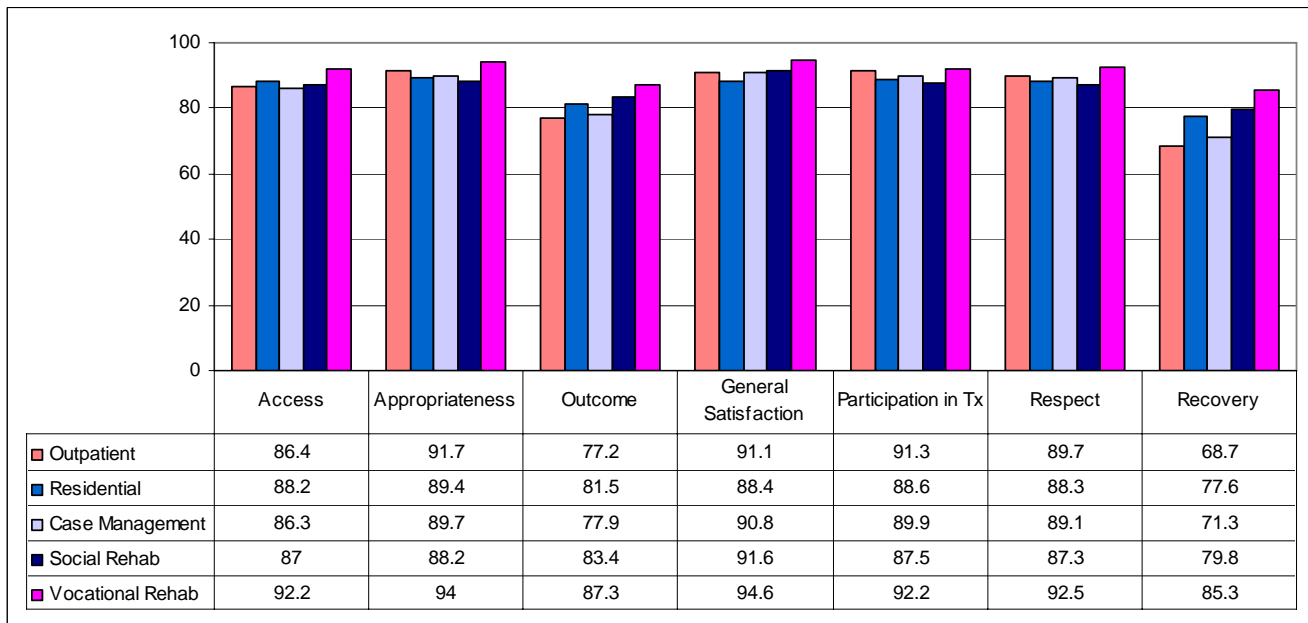


Figure 42: Consumer Satisfaction by Level of Care by Mental Health Program Type

DID SATISFACTION DIFFER BY LENGTH OF STAY?

- ◆ People who reported receiving services for more than five years reported *significantly* higher levels of satisfaction in the Access domain.
- ◆ People who reported receiving services for between one and two years reported *significantly* higher levels of satisfaction in the Appropriateness, Outcome and Recovery domains.

This is the first year that data were collected on the length of stay.

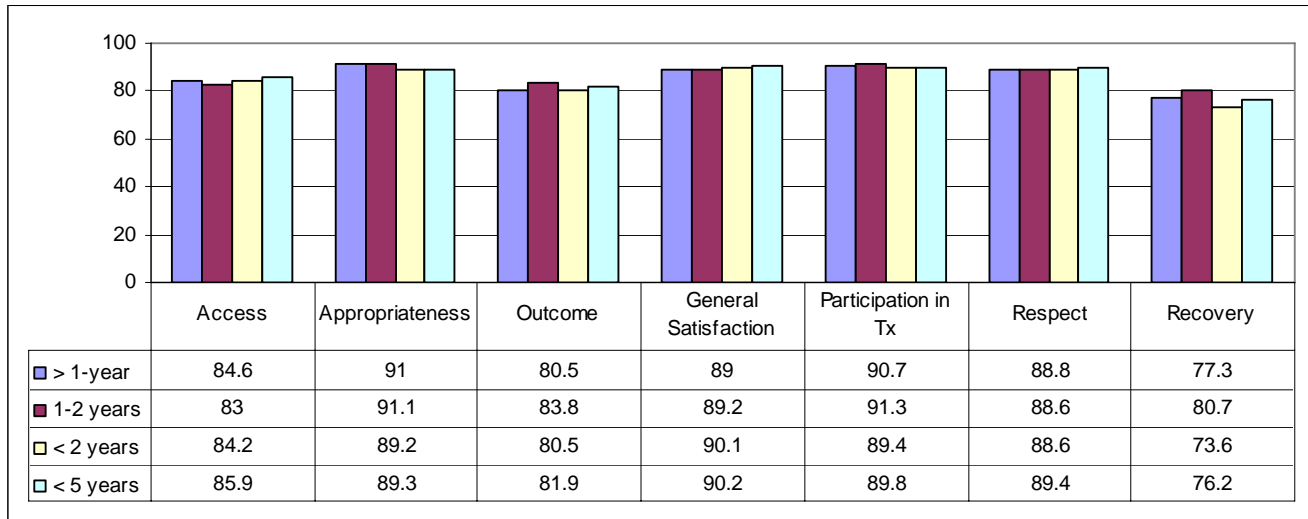


Figure 43: Consumer Satisfaction by Length of Stay

DID SATISFACTION DIFFER BY LENGTH OF STAY BY PROGRAM TYPE?

Substance Use Disorders

- ◆ People who reported receiving services for between one and two years reported *significantly* higher levels of satisfaction in the Appropriateness and Recovery domains.

Mental Health Disorders

- ◆ There were no significant differences by length of stay.

SUBSTANCE USE DISORDERS

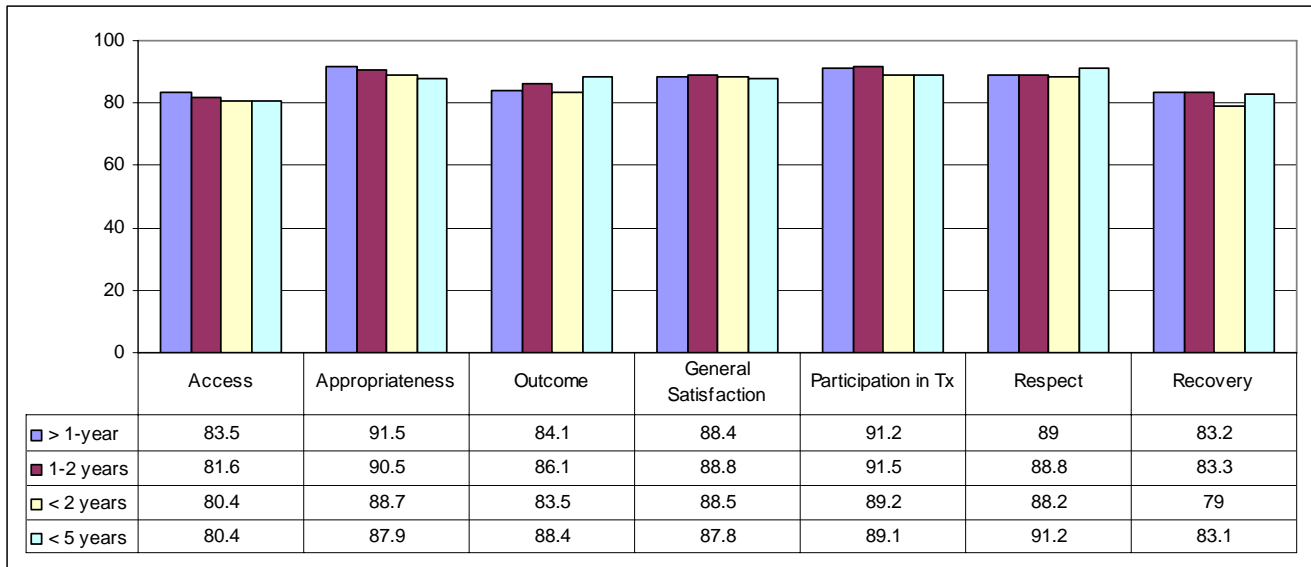


Figure 44: Consumer Satisfaction by Length of Stay by Substance Use Disorder Program Type

MENTAL HEALTH DISORDERS

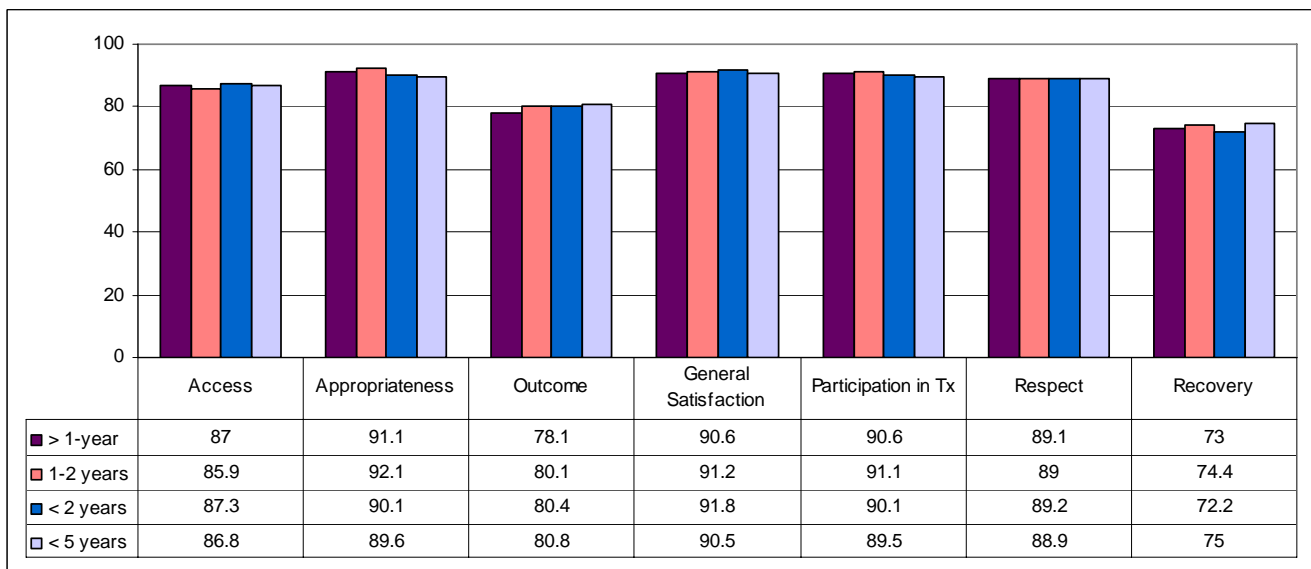


Figure 45: Consumer Satisfaction by Length of Stay by Mental Health Program Type

DID SATISFACTION DIFFER BY METHOD OF SURVEY ADMINISTRATION?

- ◆ People who were given the survey by staff members in an individual or group setting consistently reported *significantly* higher levels of satisfaction in all the domains except Access. This is the first year in which data were collected on the method of administration.

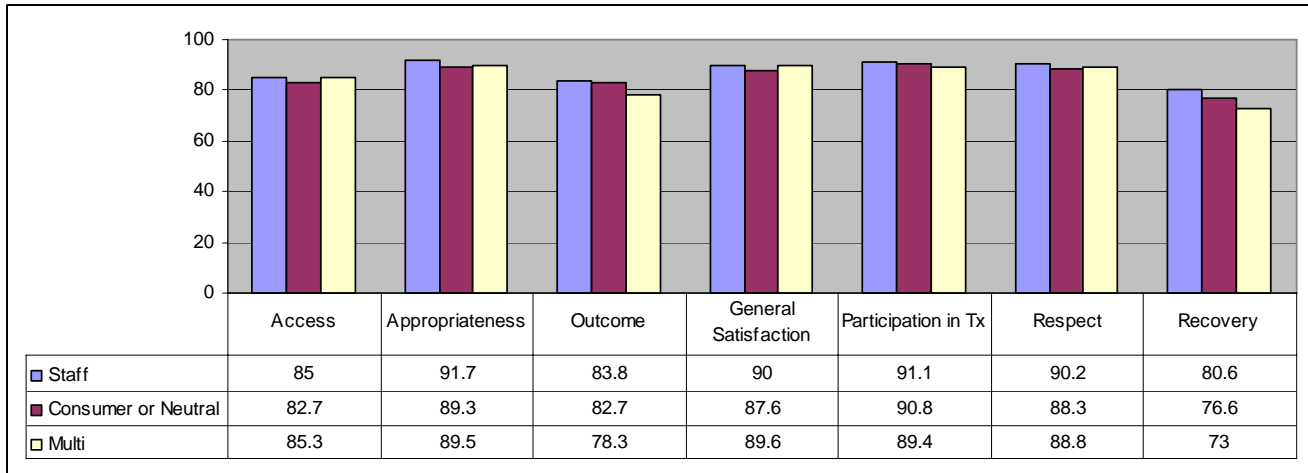


Figure 46: Consumer Satisfaction by Method of Survey Administration

DID SATISFACTION DIFFER BY METHOD OF SURVEY ADMINISTRATION BY PROGRAM TYPE?

Substance Use Disorders

- ◆ People who were administered the survey using multiple methods, i.e., a combination of staff and other neutral parties, consistently reported *significantly* higher levels of satisfaction on the Access and Recovery domains.

Mental Health Disorders

- ◆ People who were administered the survey by staff members in an individual or group setting consistently reported *significantly* higher levels of satisfaction in all domains.

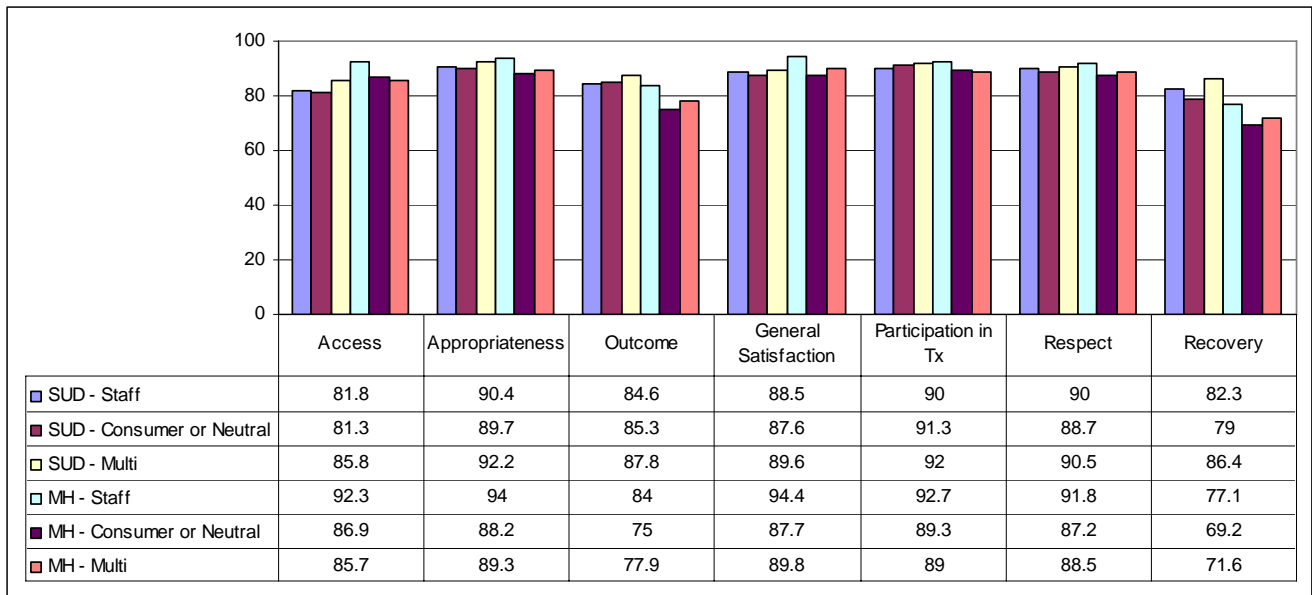


Figure 47: Consumer Satisfaction by Method of Administration by Program Type

SUBSTANCE USE DISORDERS

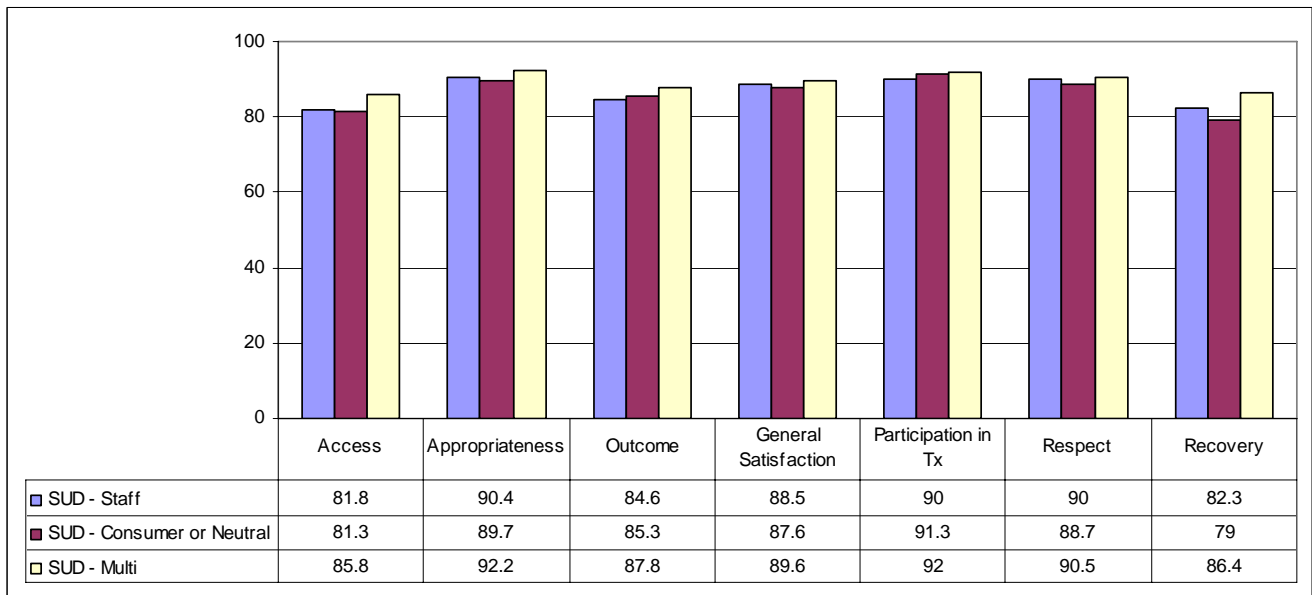


Figure 48: Consumer Satisfaction by Method of Survey Administration by Substance Use Disorder Program Type

MENTAL HEALTH DISORDERS

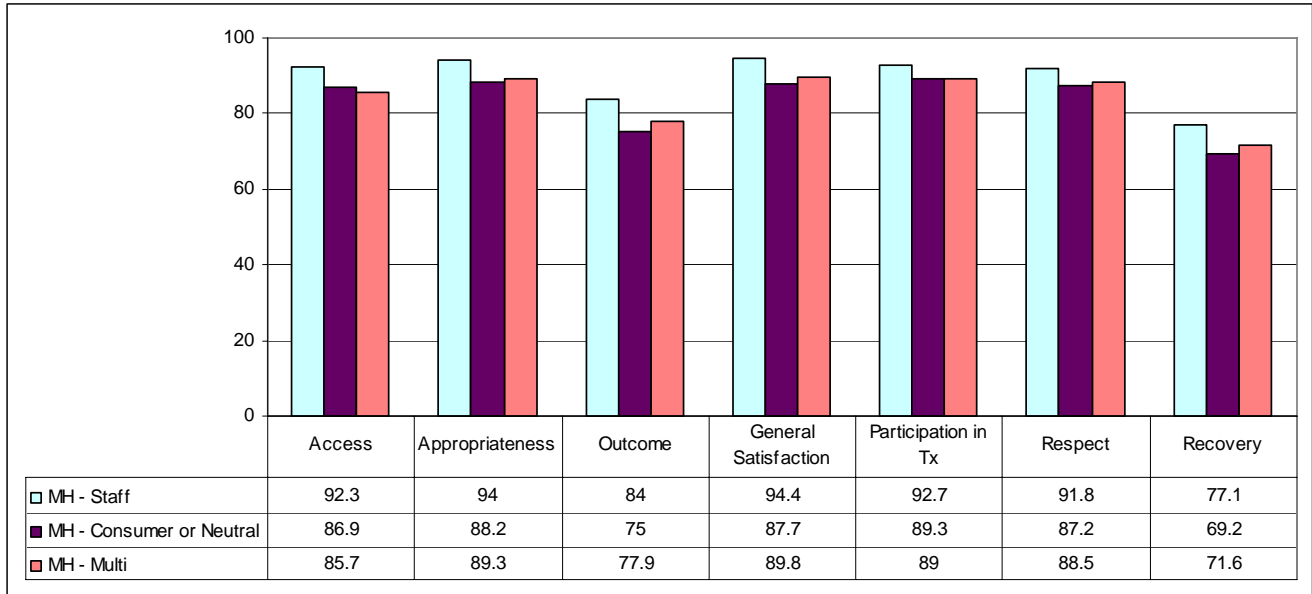


Figure 49: Consumer Satisfaction Method of Survey Administration by Mental Health Program Type

DID SATISFACTION DIFFER BY PLANNING REGION?

There were some regional differences in the response patterns on satisfaction.

- ◆ People from Region 5 expressed *significantly* higher levels of satisfaction in the Access, General Satisfaction, and Recovery domains, and with their experience with participation in treatment planning, than people from Regions 3 and 4.
- ◆ People from Region 5 expressed *significantly* higher level of satisfaction with feeling that their wishes were respected concerning the amount of family participation than people from Region 3.
- ◆ People of Region 1 reported *significantly* higher levels of satisfaction on the Outcome and Recovery domains than people from Regions 2, 3, and 4.

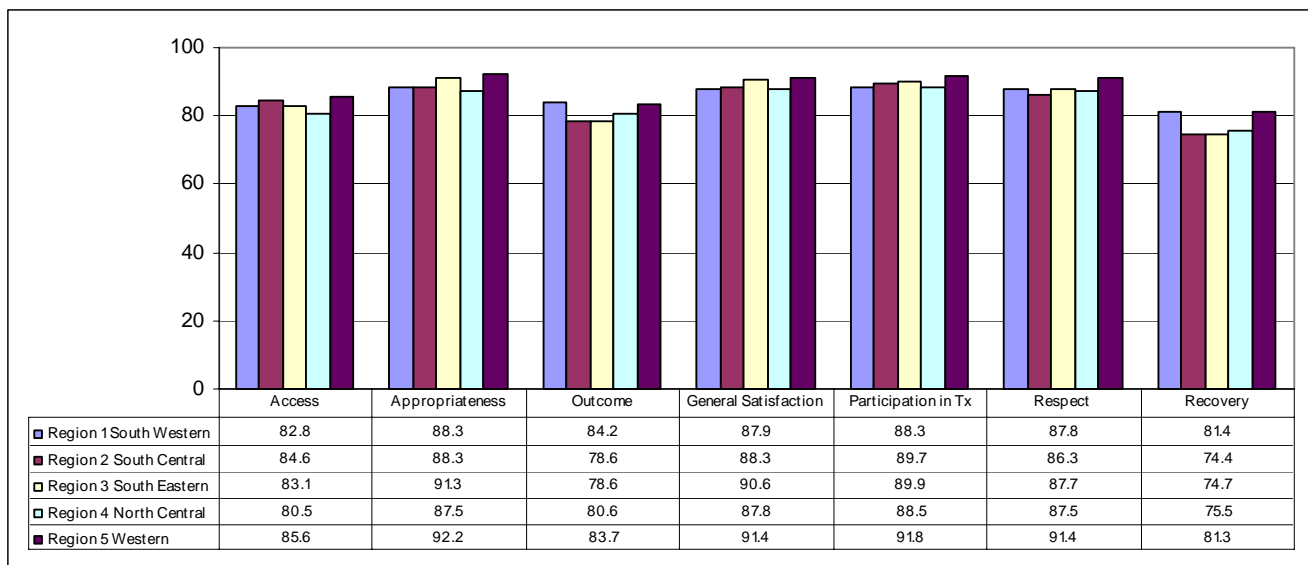


Figure 50: Consumer Satisfaction by Planning Region

DID SATISFACTION DIFFER BY PLANNING REGION BY PROGRAM TYPE?

Substance Use Disorders

- ◆ People from Region 2 expressed *significantly* higher levels of satisfaction in the Access, Appropriateness and General Satisfaction domains and with their experience of participating in treatment planning, than people from other regions, depending on the domain.

Mental Health Disorders

- ◆ People from Region 1 expressed *significantly* higher level of satisfaction in the Access, Outcome, and Recovery domains than people from Regions 2, 3, 4, and 5.

SUBSTANCE USE DISORDERS

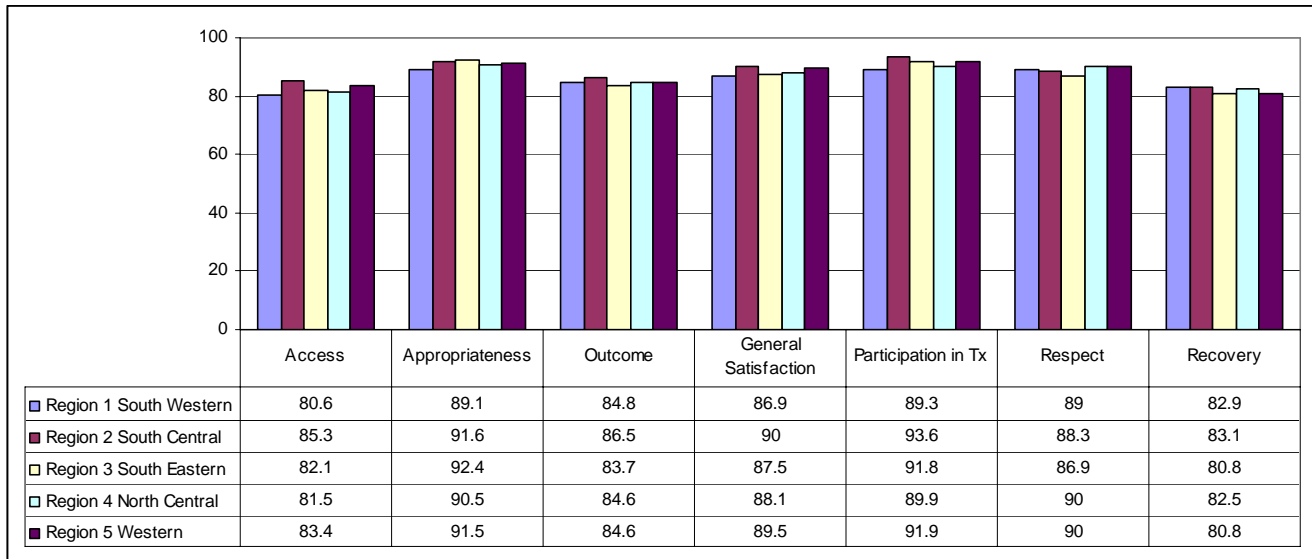


Figure 51: Consumer Satisfaction by Planning Region by Substance Use Disorder Program Type

MENTAL HEALTH DISORDERS

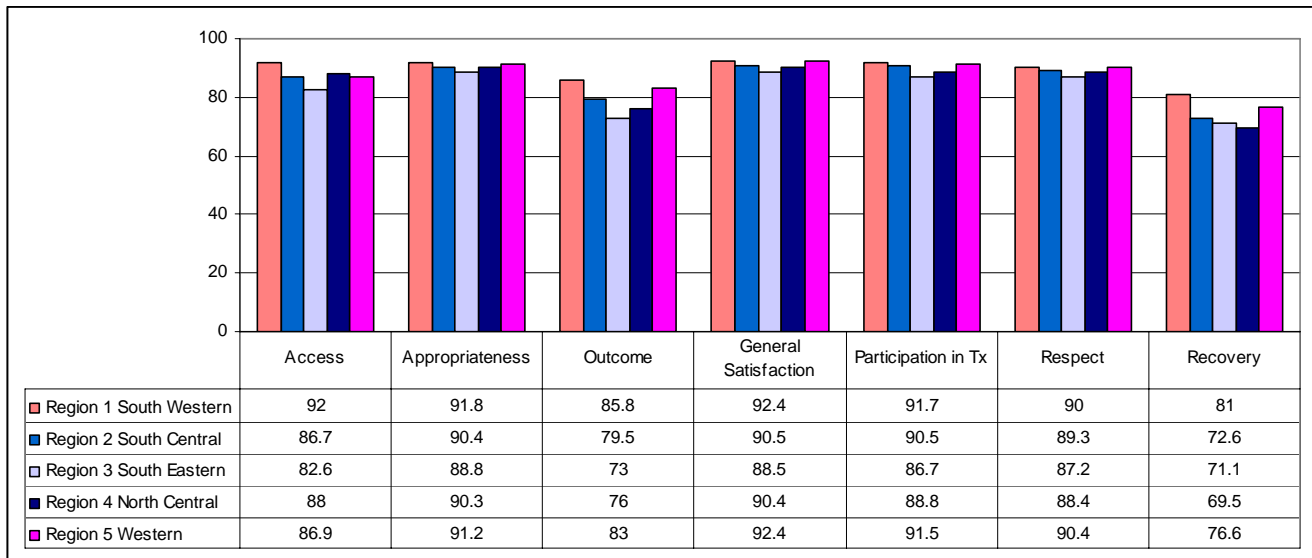


Figure 52 Consumer Satisfaction by Planning Region by Mental Health Program Type

SUMMARY BY DOMAINS

Access Domain

Eighty-five percent of respondents reported satisfaction on the Access domain. The following reported *significantly* higher levels of satisfaction in this domain:

- People that were receiving treatment for Mental Health disorders
- Females
- People aged 55 years or older
- People receiving services in vocational rehabilitation programs
- People from Planning Region 5 (Western)

For people receiving services for *Substance Use disorders*, the following reported *significantly* higher levels of satisfaction in the Access domain:

- Females
- People of non-Hispanic origin
- People receiving services in outpatient settings
- People in services for less than a year
- People using Providers that administered the survey using multiple methods (i.e. via both staff and other neutral parties)
- People from Region 2

For people receiving services in *Mental Health disorders* programs, the following reported *significantly* higher levels of satisfaction in the Access domain:

- African-Americans
- People of Hispanic origin
- People aged 55 years or older
- People in vocational rehabilitation programs
- People to whom staff administered the survey

Appropriateness Domain

Ninety percent of respondents reported satisfaction on the Appropriateness domain. The following reported significantly higher levels of satisfaction in this domain:

- Women
- People aged 55 years or older
- People that identified themselves as receiving SU services
- People in services for less than a year
- People whose surveys were administered by staff

For people receiving services in *Substance Use disorders* treatment programs, the following reported *significantly* higher levels of satisfaction in the Appropriateness domain:

- Women
- People aged over 55 years
- People receiving services in an outpatient setting
- People in services for less than a year
- People from Region 2

For people receiving services in *Mental Health disorders* programs, the following reported significantly higher levels of satisfaction in the Appropriateness domain:

- Women
- People identifying themselves as receiving services for both MH and SU
- People in vocational rehabilitation programs
- People to whom staff administered the survey

General Satisfaction Domain

Almost 90% of respondents reported satisfaction on the General Satisfaction domain. The following reported *significantly* higher levels of satisfaction in this domain:

- People receiving treatment for Mental Health disorders
- Females
- People aged 55 years or older
- People receiving vocational rehabilitation services
- People to whom staff administered the survey
- People from Planning Region 5 (Western)

For people receiving services in *Substance Use disorders* treatment programs, the following reported *significantly* higher levels of satisfaction in the General Satisfaction domain:

- People aged 55 years and older
- People identifying themselves as receiving services for SU/MH
- People in outpatient or case-management programs
- People from Region 2 (South-Central)

For people receiving services in *Mental Health disorders* programs, the following reported *significantly* higher levels of satisfaction in the General Satisfaction domain:

- People aged 55 years or older
- People identifying themselves as receiving MH services
- People in vocational rehabilitation programs
- People to whom staff administered the survey

Outcome Domain

Almost 82% of respondents reported satisfaction on the Outcome domain. The following reported *significantly* higher levels of satisfaction in this domain:

- People receiving treatment for Substance Use disorders
- African-Americans
- People of Hispanic origin
- People aged 55 years or older
- People receiving vocational rehabilitation services
- People in services for over a year
- People to whom staff had administered the survey
- People from Planning Region 1 (South Western)

For people receiving services in *Substance Use disorders* treatment programs, the following reported *significantly* higher levels of satisfaction in the Outcomes domain:

- African-Americans
- People of non-Hispanic origin
- People receiving services in an outpatient setting

For people receiving services in *Mental Health disorders* programs, the following reported *significantly* higher levels of satisfaction in the Outcomes domain:

- African-Americans
- People aged 55 years or older
- People in vocational rehabilitation programs
- People to whom staff administered the survey
- People from Region 1 (South Western)

Recovery Domain

Seventy-seven percent of respondents reported satisfaction in the Recovery domain. The following reported *significantly* higher levels of satisfaction in this domain:

- People receiving treatment for Substance Use disorders
- Women
- African-Americans
- People of Hispanic origin
- People aged 55 years or older
- People receiving vocational rehabilitation services
- People in services for over a year
- People to whom staff administered the survey
- People from Planning Region 1 (South-Western) or Region 5 (Western)

For people receiving services in *Substance Use disorders* treatment programs, the following reported *significantly* higher levels of satisfaction in the Recovery domain:

- African-Americans
- People of non-Hispanic origin
- People using Providers that administered the survey using multiple methods

For people receiving services in *Mental Health disorders* programs, the following reported *significantly* higher levels of satisfaction in the Recovery domain:

- African-Americans
- People in vocational rehabilitation programs
- People to whom staff administered the survey
- People from Region 1 (South-Western)

Participation in Treatment

Ninety percent of respondents agreed with the statement, “I felt comfortable asking questions about my services, treatment or medication.” The following reported *significantly* higher levels of satisfaction with this item:

- Women
- People to whom staff administered the survey
- People from Region 5 (Western)

For people receiving services in *Substance Use disorders* treatment programs, women reported *significantly* higher levels of satisfaction with this item:

For people receiving services in *Mental Health disorders* programs, the following reported *significantly* higher levels of satisfaction with this item:

- Women
- People in vocational rehabilitation programs
- People to whom staff administered the survey

Respect

Eighty-nine percent of respondents agreed with the statement, “My wishes are respected about the amount of family involvement I want in my treatment.” The following reported *significantly* higher levels of satisfaction with this item:

- Women
- People aged 55 years or older
- People to whom staff administered the survey
- People from Region 5 (Western)

For people receiving services in *Substance Use disorders* treatment programs, the following reported *significantly* higher levels of satisfaction with this item:

- Women
- People identifying themselves as having both MH and SU disorders

For people receiving services in *Mental Health disorders* programs, the following reported *significantly* higher levels of satisfaction with this item:

- Women
- People identifying themselves as having both MH and SU disorders
- People in vocational rehabilitation programs
- People to whom staff administered the survey

FEEDBACK FROM CONSUMERS

This year was the first year that we included an open-ended question in our survey, “Is there anything else that you would like to tell us about your services here?” We received over 4000 comments. We have organized our comments into five major themes: thank you; suggestions and needs; outcomes and results; general comments, and; consumer concerns. We present here only a small number that represent each theme. All comments are included in Appendix 4.

THANK YOU

- As stated before if it weren't for the staff and the director I wouldn't be here and getting well. Thanks I can do it because of you.
- I'm very grateful for the help I'm getting and that its helping me feel so much better and make me feel so good about myself so for that I thank you from the bottom of my heart
- Thanks for saving my life.

SUGGESTIONS AND NEEDS

- I do feel that I have control in my cm treatment but not in my medication management treatment

due to lack of availability. Medication mgmt should collaborate & communicate more w/me as I'm taking the medications

- Have been detoxed but I need more education about my disease.
- Not the fault of the agency I just need more treatment to deal with my issues. I wish there were more therapists to see me more than once a week in a group I need individual but due to cut backs.

OUTCOMES AND RESULTS

- After 61 years w/voices I am now very seldom hearing anything. My life is like brand new. Thank you.
- I am the person who I am. I did it myself. Reliance House has taught me that I can grow and become healthy. Also, I am in a different frame of mind than 5 years ago. I've remained institution free for 17 months now and I love myself and my progress.
- Without this program, I could never have been able to look for work, because I'd be dope sick every day. I'm able to get my kids up and ready for school and be a good mother. I have the APT foundation to thank for that.

GENERAL COMMENTS

- I feel comfortable here. I fit in. I am grateful for the opportunity to make new friends. I appreciate the low key, unrushed pace that allows for better acclimation of new behaviors and skills that work toward my goals.
- I feel strongly about the respect I get as a consumer, my education, my occupation, and serving in the United States Military and ethnic background.
- I love the people here, it helps to have understanding people who have had the same mental illness to help me work it out in a positive way for myself, and to have professional people with knowledge to teach me skills to cope with my illness.

CONCERNS

- Access of services is difficult when first through intake, services available by not informed of services available and then scheduling always a problem due to lack of staff for individual counseling which is most beneficial to recovery.
- I feel in the beginning dealing with the Act Team, my telephone calls to them were answered, but not that I have been a part of them for a while, my telephone calls go unanswered. I also feel that my illness is not going to go away...
- Parking is terrible. No parking available for program.

FEEDBACK FROM THE PROVIDER COMMUNITY

This year, as in previous years, we received a number of comments about the annual survey through the supplemental form. All comments may be found in Appendix 3 of this report.

- Several comments were about the technical problems with the comments form itself. This issue has been addressed for the SFY2008 survey. Providers were encouraged to e-mail comments directly to EQMI staff in the interim.
- Providers appreciated the earlier distribution of the survey packet and the additional time for survey completion.
- Improvements to the DPAS data entry screens made it easier for providers to enter data quickly and accurately.
- Providers report that consumers' were frustrated with having to complete the survey more than once if they received services from more than one program or agency.

- Many comments were offered about sampling strategy and survey methodology.
- Several respondents described innovative strategies for survey administration, such as using peers, incentives, and informative sessions.
- Suggestions were made concerning the data entry screen and survey instrument formats.

LIMITATIONS

We would like to take this opportunity to identify the limitations of our survey results as presented in this report. This year we were able to substantially address the limitations identified in the SFY 2006 report with regard to collecting data on administration style, length of treatment, and the self-identified reason for receiving services. The only two limitations that continue from SFY 2006:

- ◆ The MHSIP consumer survey was standardized for use with consumers receiving treatment for mental health disorders only.
- ◆ Despite our attempt to provide anonymity to our consumers as they express their opinions regarding their satisfaction with our services, we have been unable to provide for a totally anonymous survey setting.

DISCUSSION

Overall, eight out of 10 respondents are satisfied with our services. The majority of service recipients report being satisfied with the treatment services provided to them through the DMHAS provider network. These trends have remained stable over the last five years of survey implementation. This year we added three new demographic data elements: self-identified reason for seeking services; length of stay; and method of survey administration. These did yield some additional information about people's responses to the survey.

Women express higher levels of satisfaction than men in every aspect except for the Outcome domain. This trend has continued unchanged for three years. This raises the question of what DMHAS is doing for women that it is not doing for men? A person said, *"I feel that it is such a blessing to have a facility where I can deal with my disease and if needed I can bring my children. So many other facilities should get on board."* Another said, *"I thank God Every Day for the Women In Treatment Program and to have the staff aboard that has been here through the years. I would always like to thank Kim for all her help and time for always taking the time For caring. Thank you Lisa V."* Perhaps DMHAS needs to open this same opportunity to men as well. Perhaps the gender-based difference in satisfaction is also due to societal inequities and subtle subtexts communicated by society regarding gender.

Older respondents (aged 55 and older) continue to be more satisfied than others. Perhaps this is because, after many years of interacting with a public service system, one tends to be happier with maintaining a "status quo" rather than expecting major changes in one's life. Maybe it is also because, as one gets older, he or she is more likely to be able to accept his or her problems and is better able to deal with them. Perhaps younger people need different types of services. A few people said, *"I wish there was more funding for youth services for additional care, treatment and programs. I wish employees had more authority to reach us, provide for us, and treat us."* Another said, *"More anger management for ages 40 and up. More food nutrition groups, more ethnic groups, more spirituality groups. Need cleaner bathrooms, bedrooms. More supervision on medicines. More education for doctors."*

People in vocational rehabilitation programs (MH services) and outpatient programs (SU services) were more satisfied on the Access, Appropriateness, General Satisfaction, and Outcome domains. Both of these program settings allow for greater independence and may represent people that are farther along in the recovery process. Also, as people become employed, they have money available to deal with challenges to recovery such as transportation, child care, etc. As one person said, *"I like doing my artwork in the art classes and being involved with Artship at Fellowship"* and another said, *"I really like, work program. Its helping me catch up with the times like using the computer, I'm computer illiterate + Bianca is a great worker. She is very easy to talk to."*

Respondents in MH programs who had longer lengths of stay (more than five years) reported higher satisfaction in the Outcome domain. People in SU programs and who had less than one year in treatment were more satisfied on the Access and Appropriateness domains. This may be due to the traditional lengths of stay in these types of programs. People in SU programs report higher satisfaction in the Outcome and Recovery domains because their outcomes are more tangible, as captured in one person's exclamation: *"I am DRUG FREE !."*

When staff administered the surveys the responses were more likely to be positive. This confirms many comments that DMHAS has heard in previous years. This bias indicates that, wherever possible, a neutral setting should be provided so that staff cannot see people's responses. It is difficult for people to admit that they do not like staff members who are administering the survey. DMHAS received both positive and negative comments about staff interactions. One person said, *"This is just from a detox point of view. I feel that some staff treat us much lesser than an average person. When asking medication questions i feel i have the right to look at the packaging instead being answered what are you giving me"* while another said, *"Staff is very courteous, respectful, friendly, they make sure everyone is attended and taken care of. Thank you to all the staff."*

Overall, DMHAS' most valued critics, the people being served, gave it mostly favorable comments. They also gave DMHAS some comments about where they thought it was missing the mark, such as not communicating clearly and respectfully; not involving them in decisions that impact their care; not empowering them to express their wishes about treatment; and above all learning about what recovery looks, feels, and tastes like from the consumers, who are the true experts in what "recovery" constitutes.

"I was told as a patient to be open and honest with my treatment team. The team does me a disservice by keeping "professional" decision-making amongst themselves. If the team would be open and honest I could be more grounded with my recovery."

APPENDICES

APPENDIX 1: 2007 CONSUMER SURVEY MATERIALS

Appendix 1.1: DMHAS Consumer Survey FY 2007 Memorandum



STATE OF CONNECTICUT

DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES
A Healthcare Service Agency

M. JODI RELL
GOVERNOR

THOMAS A. KIRK, JR., PH.D.
COMMISSIONER

TO: DMHAS-OPERATED FACILITIES, LOCAL MENTAL HEALTH AUTHORITIES, PRIVATE NON-PROFIT PROVIDERS

FROM: THOMAS A. KIRK, JR., PH.D., COMMISSIONER

SUBJECT: CONSUMER SURVEY FOR FISCAL YEAR 2007

DATE: OCTOBER 2, 2006

A handwritten signature in black ink, appearing to be "TK", located to the right of the "FROM:" line.

The DMHAS Consumer Survey for FY 2007 is ready to begin. DMHAS began the Consumer Survey process with the first statewide survey, "Voice your Opinion" conducted in FY 2000/2001. Initially limited to consumers of mental health services, it has grown to include consumers of addiction services, and has evolved from a "satisfaction" survey to a broader survey inclusive of "outcomes" - how the person in recovery perceives their quality of life as a result of the services they receive.

Whether this is the first year that your agency will be participating, or you are familiar with the past process, I ask that you carefully read the enclosures and distribute them to those persons in your organization responsible for the Consumer Survey process. The Quality Management & Improvement unit at DMHAS reviewed and appreciated the thoughtful comments offered by many of you on last year's process. We used as many of these suggestions as possible to improve the tools and process.

This year, we are further extending the time for you to survey the persons in recovery in your agency and submit your data, with the final deadline of June 30, 2007. To ensure that you may gather a representative sample, you should begin the process of survey implementation as soon after receiving this as possible.

As has been done in the past, all materials related to the Consumer Survey for FY 2007 will be posted on the DMHAS website at www.dmhas.state.ct.us with a homepage link under "Featured Items"/Consumer Survey or by direct URL to www.dmhas.state.ct.us/QMI/consumersurvey.htm. If you are funded only through General Assistance, Advanced Behavioral Health (ABH) will be working directly with you. If you believe that your agency is exempt from the Consumer Survey requirement, please contact us immediately to confirm this status.

I want to thank you for your ongoing commitment to quality in the services you provide to the people in recovery throughout the state of Connecticut. The Consumer Survey provides us all with one piece of the pie in understanding the persons we serve, their needs and reactions to the services we offer and provide.



M. JODI RELL
GOVERNOR

STATE OF CONNECTICUT

DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES

A Healthcare Service Agency

THOMAS A. KIRK, JR., PH.D.
COMMISSIONER

DMHAS Consumer Survey FY 2007 Instructions

Under the requirements of the Mental Health Block Grant and the Substance Abuse Prevention and Treatment Block Grant, the Consumer Survey continues as a project directed by the Department of Mental Health & Addiction Services (DMHAS).

Who Needs to Participate?

Participation in the annual Consumer Survey process is required for all providers of mental health and/or substance abuse services in the following categories:

- DMHAS-operated
- DMHAS-funded by contract
- State Administered General Assistance (SAGA) funded.

Consumers/Clients Participation

Publicizing the Survey

The survey should be publicized to people in treatment in advance of administration. Some suggested methods include posters and flyers, announcements in meetings, mailings, verbal reminders to staff and clients and meetings scheduled with consumers specifically to announce the beginning of the consumer survey process.

Consumer Anonymity

It is most important to administer the surveys in a manner that ensures and communicates anonymity to the people that are responding. DMHAS recommends the involvement of people in recovery in the presentation of the survey to program participants. Several DMHAS providers have reported that assistance by "non-interested/neutral" persons such as peers, peer advocates, other advocacy groups or non-direct service staff improved the response rate and comfort level for respondents.

Consumers Have a Choice

The completion of surveys by the person in treatment should be voluntary. It is important, too, that you educate the people that their opinions and ideas are valued and help us to better understand their needs.

Consumers with Multiple Program or Provider Enrollment

Some providers have said that people who are enrolled in more than one agency or more than one program within an agency may not want to complete a survey at each program with which they are enrolled. Please be clear that their participation in this survey is completely voluntary, and they should not be made to feel that they must participate.

Program-Level Reporting vs. Provider-Level Reporting

DMHAS again will offer the provider the choice of collecting and identifying surveys by specific programs within their agency or as coming from the agency as a whole. Program-specific surveys

provide the most meaningful and useful information to the provider, and we encourage that approach. DMHAS completes statewide analyses of all the survey data at the close of the fiscal year. For FY 2006, new reports were added that were provider-specific. Many providers have responded that these are informative particularly when they had collected and submitted their surveys by program.

Levels of care with consumer survey requirement

The requirement to conduct the survey may be based on different circumstances depending on whether a provider is DMHAS-operated, contract funded or receiving funds for services provided under State Administered General Assistance (SAGA). Regardless of the basis of the requirement, your agency must participate in the FY07 consumer survey.

The levels of care that are required to report include:

- Mental Health Case Management, except Homeless Outreach
- Mental Health Outpatient (Clinical)
- Mental Health Partial Hospitalization
- Mental Health Residential, including Group Residential, Supervised Apts., Supported Apts, Supported Housing, Transitional Residential
- Mental Health Social Rehabilitation
- Mental Health or Substance Abuse Vocational Rehabilitation
- Substance Abuse Methadone Maintenance
- Substance Abuse Intensive Outpatient
- Substance Abuse Partial Hospitalization
- Substance Abuse Outpatient including Gambling
- Substance Abuse Residential including Intensive, Intermediate, Long-term Treatment, Long-term Care, Transitional Residential/Halfway House
- Substance Abuse Recovery House
- Substance Abuse Case Management

Sample Size

The required sample size for each provider should be based on the annual unduplicated client count for the FY 06 for all programs that have the consumer survey requirement. The unduplicated client counts should be obtained from the *CC820: Report of Clients Active in Program* in the DMHAS Provider Access System (DPAS). This source and number will be used in the Statewide analyses which will be completed at the end of the process/close of the fiscal year.

The appropriate sample size can be determined as follows:

1. Determine the unduplicated client count for your agency and/or programs. To accomplish this, set the date parameters in DPAS for 7/1/2005 to 6/30/2006. From the DPAS Reports Menu, select the "cc820", Client Active in Treatment, select "Totals Only". This will provide a report that includes the unduplicated client count by program. Providers that choose to attribute survey responses to particular programs should make an effort to obtain numbers of completed surveys from each program in rough proportion to the relative numbers of unduplicated client counts for the programs to provide meaningful data.
2. Determine the number of surveys you should administer based on a sample size needed to attain 95% Confidence Level with a Confidence Interval of +/- 7%. You may use the following table for approximate numbers or may access a calculation tool at www.surveysystem.com/sscalc.htm . In the "Determine Sample Size" table, set the Confidence Level at 95%, enter a Confidence Interval of 7 and select "Calculate" for an immediate calculation response.

Undup. Client Count	95% C.L. +/-7%CI	Undup. Client Count	95% C.L. +/-7%CI	Undup. Client Count	95% C.L. +/-7%CI
25	22	250	110	800	158
35	30	275	115	900	161
50	40	300	119	1000	164
60	46	325	122	1100	166
70	52	350	126	1200	169
80	57	400	132	1300	170
90	62	425	134	1400	172
100	66	450	137	1500	173
125	77	475	139	1600	175
150	85	500	141	1700	176
175	93	600	148	1800	177
200	99	700	153	1900	178
225	105	400	132	2000	179

Administration Guidelines

Many providers expressed appreciation that the FY 06 process provided more time than in previous years. To facilitate the best possible sampling, we are further extending the time for administration and submission of the surveys. Providers may begin their survey process immediately upon receipt of this information, and continue through the final due date of June 30, 2007.

Survey Instrument – FY07

There are no changes to the 28 questions that have been asked in the survey. However, in response to comments and suggestions, we have added an open-ended question to provide consumers with the opportunity to comment. The 2007 survey is again available in English and Spanish.

The Consumer Survey System/ Submission of Survey Data

The Consumer Survey System (CSS), which was implemented in FY 05, will continue to be used. The CSS application allows providers with access rights to easily enter the consumer survey data, either by specific programs, or by the agency as a whole without identifying a particular program. It also provides a report function which in addition to “canned” reports, includes the ability to download the data for a provider’s own use.

In response to suggestions from providers, some minor design changes are being made to the screens such that they will identically match the survey instrument. Other changes include changing some date defaults and function buttons that repeatedly caused confusion and adding options to print blank or completed surveys. Lastly, the provider feedback previously submitted as the “Supplemental Report” on paper at the end of the process will now be submitted electronically as the “Provider Process Summary” through the CSS. Due to these enhancements, the system will not be available to providers to enter their data until November 1, 2006.

The CSS is straightforward to use, therefore classroom training is not being offered. As in the past, users may contact the DMHAS Help Desk at 860-418-6644 for direction or assistance. In addition, The Consumer Survey System User’s Guide will be updated and posted on the DMHAS website.

Present users have retained their access to this application. To request access for additional staff, providers should contact Karen Oliver-Jallow at Karen.Oliver@po.state.ct.us or (860) 418-6611.

Provider Process Summary

The Provider Process Summary replaces the Supplemental Form used in previous years. The questions have been updated to capture relevant information, but we continue to invite and encourage your comments and feedback.

This summary should be completed after all surveys for the fiscal year have been administered, collected and entered into the DMHAS Consumer Survey System. The Chief Executive Officer/Executive Director or a designee for coordinating the survey process should complete this summary on a provider level. The content is then entered directly into the Consumer Survey System.

Due Date

“Due date” refers to the date by which all surveys must be entered into the Consumer Survey System. All surveys for the FY07 will be due by **June 30, 2007**.

Questions

Providers are invited to contact the DMHAS' Office of the Commissioner, The Quality Management & Improvement unit: Eileen Fenton-Gondek, Coordinator at Eileen.FentonGondek@po.state.ct.us or 860-418-6809, or Minakshi Tikoo, PhD., Director at Minakshi.Tikoo@po.state.ct.us or 860-418-6824.



M. JODI RELL
GOVERNOR

STATE OF CONNECTICUT

DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES

A Healthcare Service Agency

THOMAS A. KIRK, JR., PH.D.
COMMISSIONER

Dear Program Participant:

As someone receiving services from this agency, you are being invited to participate in our annual survey. The Department of Mental Health & Addiction Services (DMHAS) has asked all agencies to conduct this survey to determine how people like you, who participate in their programs, feel about the services they are receiving. Your participation is completely voluntary. Also, you can answer as many or as few questions as you wish. The survey is anonymous; that is, you will not be asked for your name or anything else that identifies you.

We appreciate the time that you are taking to complete this survey and we encourage you to give your honest opinion of services. We have instructed your agency to try to give out and collect the surveys in a way that does not identify the person who has answered.

Both DMHAS and your agency will be looking at the overall results of all the surveys to identify and work on areas that need to be improved; ways that services can be better. We look forward to reviewing the information and working towards continued improvement in services to persons in recovery. Please do not hesitate to call us for results of this survey. Results from last two years are posted at our website <http://www.dmhas.state.ct.us/QMI/consumersurvey.htm>.

A handwritten signature in black ink, appearing to be "TK", representing Thomas A. Kirk, Jr.

Thomas A. Kirk, Jr., Ph.D.
Commissioner
Department of Mental Health and Addiction Services

Appendix 1.4: DMHAS Consumer Survey FY 2007

Agency	Program	Date Completed
For each box, put an X in the circle that applies to you.		
Gender <input type="radio"/> Male <input type="radio"/> Female	Age <input type="radio"/> 20 and under <input type="radio"/> 21-24 <input type="radio"/> 25-34 <input type="radio"/> 35-54 <input type="radio"/> 55-64 <input type="radio"/> 65 and older	Primary reason for receiving services <input type="radio"/> Emotional/Mental Health <input type="radio"/> Alcohol or Drugs <input type="radio"/> Both Emotional/Mental Health and Alcohol or Drugs
Race <input type="radio"/> White <input type="radio"/> Black/ African American <input type="radio"/> American Indian/Alaskan <input type="radio"/> Native Hawaiian/ Pacific Islander <input type="radio"/> Asian <input type="radio"/> Mixed <input type="radio"/> Other	Ethnicity <input type="radio"/> Puerto Rican <input type="radio"/> Mexican <input type="radio"/> Other Hispanic or Latino <input type="radio"/> Not Hispanic	Length of Service <input type="radio"/> Less than 1 year <input type="radio"/> 12 months to 2 years <input type="radio"/> More than 2 years <input type="radio"/> More than 5 years

For each item, circle the answer that matches your view.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
1.	I like the services that I received here.	SA	A	N	D	SD	NA
2.	If I had other choices, I would still get services from this agency.	SA	A	N	D	SD	NA
3.	I would recommend this agency to a friend or family member.	SA	A	N	D	SD	NA
4.	The location of services was convenient (parking, public transportation, distance, etc.)	SA	A	N	D	SD	NA
5.	Staff was willing to see me as often as I felt was necessary.	SA	A	N	D	SD	NA
6.	Staff returned my calls within 24 hours.	SA	A	N	D	SD	NA
7.	Services were available at times that were good for me.	SA	A	N	D	SD	NA
8.	Staff here believes that I can grow, change, and recover.	SA	A	N	D	SD	NA
9.	I felt comfortable asking questions about my services, treatment or medication	SA	A	N	D	SD	NA
10.	I felt free to complain.	SA	A	N	D	SD	NA
11.	I was given information about my rights.	SA	A	N	D	SD	NA
12.	Staff told me what side effects to watch out for.	SA	A	N	D	SD	NA
13.	Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services.	SA	A	N	D	SD	NA
14.	Staff was sensitive to my cultural/ethnic background (race, religion, language, etc.)	SA	A	N	D	SD	NA

For each item, circle the answer that matches your view.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
15.	Staff helped me obtain information I needed so that I could take charge of managing my illness.	SA	A	N	D	SD	NA
16.	My wishes are respected about the amount of family involvement I want in my treatment.	SA	A	N	D	SD	NA
As a result of services I have received from this agency:							
17.	I deal more effectively with daily problems	SA	A	N	D	SD	NA
18.	I am better able to control my life.	SA	A	N	D	SD	NA
19.	I am better able to deal with crisis.	SA	A	N	D	SD	NA
20.	I am getting along better with my family.	SA	A	N	D	SD	NA
21.	I do better in social situations.	SA	A	N	D	SD	NA
22.	I do better in school and/or work.	SA	A	N	D	SD	NA
23.	My symptoms are not bothering me as much.	SA	A	N	D	SD	NA
In general . . .							
24.	I am involved in my community (for example, church, volunteering, sports, support groups, or work).	SA	A	N	D	SD	NA
25.	I am able to pursue my interests.	SA	A	N	D	SD	NA
26.	I can have the life I want, despite my disease/disorder.	SA	A	N	D	SD	NA
27.	I feel like I am in control of my treatment.	SA	A	N	D	SD	NA
28.	I give back to my family and/or community.	SA	A	N	D	SD	NA

Is there anything else that you would like to tell us about your services here?

STATE OF CONNECTICUT
DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES

FY 2007 Consumer Survey
Supplemental Report

Provider Name: _____

Person Completing Report: _____

At what level was the sampling done? *(check one)*

- Provider
- Program

How were surveys administered to clients/consumers? *(check all that apply)*

- Direct service staff distributed to individual clients
- Direct service staff distributed to a group of clients
- Clients/consumers distributed surveys
- Other neutral persons distributed surveys to clients
- Other: *(explain)* _____

What steps were taken to assure clients that their responses would be anonymous?

- Surveys were distributed/collected by neutral persons
- Clients were provided pre-stamped envelopes for mailing
- A collection box or other receptacle was used
- Other: *(explain)* _____

The source of the unduplicated client count for FY 05 which was used to calculate the sample size was:

- DMHAS Provider Access System (DPAS)
- Other: *(explain)* _____

Comments/Feedback: How did it go this year? Do you have suggestions for the future? (add pages if needed)

APPENDIX 3: SFY 2007 RESPONSES TO THE SUPPLEMENTAL FORM

SURVEY INSTRUMENT

- [C]lients again commented that the survey is complicated and confusing. It is too "wordy" with too many choices and options.
- Consumers continue to struggle with the complexity of the questions and the fact that not all the questions are relevant to the service being provided. Some questions do not make any sense in regard to the satisfaction they are measuring.
- Too many options on questions. Tenants expressed dissatisfaction with another survey.
- As has been noted in previous surveys, Questions 17-23 are a struggle for clients who have been receiving services here for many years, the survey is not designed for long term clients.
- Ethnicity/white clients confused about "non-Hispanic" category.
- [C]lient feedback indicated that some questions were difficult to understand, the survey was lengthy and numerous response choices were overwhelming at times for the clients.
- Clients tend to attribute how they are feeling about their illness when responding to "Outcome and Recovery" questions versus evaluating the program.
- Survey form specific: Question 15 was periodically skipped because of the question running over.
- Questions do not reflect case management in supportive housing.
- As communicated in years past, the survey tool as it is, is not culturally competent.
- Many poorly worded, overly general & inapplicable questions continue to be used.
- Information is not helpful to develop action plans because of general, non-specific questions & use of 5-point Likert scale (good for research but not customer services & consumer service improvement information)
- The survey form did not ask for length of time in the program.

SAMPLING

- Although we met our representative sample required as a provider, several individual programs did not.
- Process went relatively well. Roughly 65% of CHR clients are enrolled in more than one program. Clients were therefore asked to complete surveys in every program in which they were enrolled-an irritation for many.
- Having a small sample can really affect your numbers for satisfaction in a negative way.
- I think that due to the small size (capacity) of some of our clinics, it is hard for us to capture numbers to report on a program sampling as we would prefer. We are therefore reporting on a Provider Level, which isn't as valuable to us.
- Comment regarding not meeting the required representative sample, we were only able to capture 38 of the 45 required due to 7 of the residents no longer residing in the program when the survey was distributed.
- DPAS data for the specified time period is inaccurate. Also, using the actual client count for FYE2006 was not valid, because there were drops, adds, and modifications. Our clients move thru multiple LOCs.

- Sample size was high for some programs.
- We started the survey process in January, and so were not able to obtain a sample of 150 (the target based on total number of clients projected to be admitted in an entire fiscal year). However, at the pace we have been collecting (approx. 20 per month) this should not be a problem in the next fiscal year.
- Basing target #s on unduplicated counts is grossly unrealistic (although statistically appropriate).
- Met sample size at agency level but not program level.
- We look at sample size requirements by program rather than proportionate sample size distribution based on a total agency sample size requirement.
- [Change] the minimum sample size for programs of less than 20 clients (as 100% response is unrealistic given client choice).
- We are expected by the LMHA to submit 100% of capacity by program, this and some of our programs did not quite meet this. We believe that 100% is not a reasonable goal.
- Generally we were able to meet sample size requirements because we do year round surveying.
- At the time of the survey only 37 tenants were residing at LC.

SURVEY PROCESS

- Some staff absences made collecting surveys difficult for one program.
- We needed to clarify the importance of doing the survey and giving feedback to motivate the consumers to fill it out. For next year we will be looking for neutral person to assist tenants in this area.
- We were hoping to get more written feedback.
- It was good to have the surveys early.
- The addition of a specific space for comments generated a much greater number of written responses from our clients. There is also a general perception among administrative staff who hand out surveys that more clients are choosing not to partici[pate].
- The process itself went very well. I had some issues obtaining access, but Karin Haberlin was a wonderful help!
- No problems encountered.
- It went okay the extended time was a blessing.
- No problems. Appreciate the added survey completion times as well as the added elements of Length of Service and Primary Reason for Receiving Services.
- Consumers receive services from multiple agencies and are asked but not required to fill out multiple surveys. Many consumers find this a tiresome process.
- Surveys are great. Need to come up with new creative ways to complete surveys for year after year.
- I still ran into the problem of clients not returning so I had to make phone calls to assure that clients filled them out and send them back.
- It went well.
- Three clients refused to do the survey.
- Process was efficient and went very well.

- Process went well. No major issues.
- I will start earlier!
- Some clients also refused to do it.
- Overall went well. Still some complaints re: the length of the survey and how some questions didn't apply to all programs.
- Satisfaction survey implemented at program level to maximize useful of feedback, unfortunately this resulted in some clients receiving the same surveys from several programs.
- Feedback from clients indicated that they were at times confused and frustrated with being asked to repeatedly answer the same questions.
- Congratulations on a long window of opportunity to complete the surveys!
- First I wanted to thank you and your staff for accommodating two of the requests I have made in previous years:
 - (1) Providing us more time to conduct the survey (though this year we were not able to explore that as much as we would have liked); and
 - (2) Changing the data entry screens to match each page of the actual paper forms to ease data entry & reduce mistakes. Thanks for these changes!
- The surveys went well. I had no difficulty getting clients to participate.

SURVEY RECORDING (APPLICATION)

- Cannot take out an answer after entering by mistake (line is blank), have to use N/A, also cannot type more than two lines of members comments.
- The data entry form is much better this year.
- This box does not allow room for feedback and suggestions.
- This field is too small to state more than a sentence or two, so I will submit to Minakshi in email. Please increase this field size in the future. Thanks.
- Many comments but not enough room in this text box. If text box size not corrected will e-mail comments to Minakshi.
- Not enough space in the survey system to enter comments in their entirety.
- As you know, the supplemental consumer survey for does not have adequate space for comments.
- I just submitted the Process Summary, and one suggestion for next year is to give at least double the character space for comments. I was unable to submit a couple of comments.

SUGGESTIONS/REQUESTS

- We used the extra questions-can more be added next year?
- Electronic blank survey forms should be distributed early in the year via email.
- Allow the option to enter a survey into the system and assign it to more than one program (many of our clients complete one survey, but apply it to all of their programs - and we find program by program data much more useful than agency-wide data which we know would avoid this issue, but give us less useful information.)
- [Remove] the "Neutral" responses from calculations so that they don't count against the "Agree" rate (we get a large number of Neutral responses).

- Much like you add extra blank questions to the survey itself (which is very helpful), can you possible list extra "blank" programs that we can assign surveys to? We find the survey and the analysis tool you provide very helpful, and would like to make use of it for our non-DMHAS programs as well.
- I found that there was almost no compliance with entering the date in the field as implemented. It was only because of regular collection of forms that we were able to know the month when forms were completed. I have found much better compliance (not perfect, mind you, but much better) when I set the date off at the very top or bottom of the page as in the modified version of the form that follows: People seem to see it better and not slide right over it. Hope this is useful for you.

BEST PRACTICES

- In the future, we are considering giving our clients an incentive (cash or gift card) for completing the survey in order to get more participation.
- Informational workshops were held prior to the survey to stress the importance of filling them out and that the information shared is used to improve services to persons in recovery. This was helpful along with having regular updates as to progress.
- We tried several methods to raise the level of participation including holding survey days with food and raffle prizes. We also do an internal survey once per year (different form).
- Using peers at social club encouraged client participation & helped maximize responses.

OTHER

- Reliance House data specific: Members of Pilots and Next Step Supportive Housing were all reported under Pilots because they are all served by one team.
- Surveys were administered to clients according to DMHAS guidelines. Clients did not always return surveys which appear to be connected to poor treatment compliance.
- Clients more resistant to fill out this year. This survey competes with others at the center that provide financial incentives (vouchers) to complete survey.
- WCMHN submitted 1 supplemental form for our 3 LMHAs (GDMHA, GWMHA & NWMHA)
- Our Bettor Choice subcontractors did not comply with surveys.
- Neutral responses continue to make the numbers seem worse than they are.
- Some sites still need to pay more attention as noted in #2 2.945700 & 94570c combined, 945410 & 945425 combined d2 inconsistent separation of surveys

APPENDIX 4: CONSUMER COMMENTS

Outcomes and Results

- After 61 years w/voices I am now very seldom hearing anything. My life is like brand new. Thank you.
- Apt has saved my life!
- As of today my life has taken a complete turn around. I am able to walk with my head up.
- Catholic Charities has been a life saver, I don't know what I would do without them! They have helped so many people I have met...
- CCC, Inc. has saved my life, and has allowed me to be able to become a better mother to my children. I greatly respect my counselor, and now have someone to look up to.
- From being totally dependent on family + First Step. Now I have Independence and control of my mental health.
- Grant is my safe haven, without its facilities I would be lost, in jail or dead
- HH has saved my life
- Homestead helped me in dual recovery, which if it wasn't for homestead and their staff, I would not be as far along as I am now, regarding treatment. Doing and feeling much better.
- I am DRUG FREE !
- I am grateful for this treatment at Liberation House, This program saved my life, This is a wonderful program. This program has taught me everything about recovery.
- I am now a part of TEP and have been chosen to participate on the Board of Directors
- I am OK and on my way
- I am on the Dean's List at Norwalk Community College
- I am perceiving the environment around me better and sometimes I can cope and sometimes not. I have a dissociative disorder and am starting to realize that I am not a victim all the time. So I am still on my way out.
- I am six years clean and sober.
- I am still a work in progress but strongly believe I am on the right path
- I am surprising myself on a daily basis, because I always found it hard to talk about things in my life. Now I am, not only one on one, but in groups.
- I am the person who I am. I did it myself. Reliance House has taught me that I can grow and become healthy. Also, I am in a different frame of mind than 5 years ago. I've remained institution free for 17 months now and I love myself and my progress.
- I am to obtain my goals as I journey along the way without any problem and I have someone to assist me through those tasks.
- I am totally satisfied that there is someplace for the mentally disabled to go and "be" somebody. Unlike when I first got sick. I was the only "one" in the world that seemed to have a problem.
- I am very fortunate and thankful for the help that I have gotten. I would like more supports but I understand there are others in higher need. I am afraid that I am so close to being totally independent and that is when services are so crucial for me
- I am very fortunate to be a client of interlude. The challenges have shown me more of what I am capable of doing. I like my apartment.
- I am very happy working at Stop and Shop
- I am very lucky to be in the Housing Program. I have no complaints whatsoever about the services. I especially like going to the grocery store with staff every Friday. Being able to have my own groceries means everything to me. I feel fortunate.
- I am very thankful for this agency. I don't know what I would do without this place. This is the only way I am able to receive my meds without a cost due to having no insurance. I'm so glad I found this place. Thank you.
- I appreciate all the help and support I've been given, without the help I wouldn't have gotten involved in therapy, or applying for SSA benefits. I wouldn't have been able to get to half the places I've needed to go or fill out any forms.
- I appreciate Eric G as he has helped me immensely with my school work. I have developed a stronger confidence in my ability to perform in the classroom.
- I appreciate the counselors and what they have brought me to see. My life is good, or should I say great today because of this program. I like to thank the staff, especially Tom for being cool, down to earth, and understanding.
- I appreciate what the Liberation House has done for me. I have grown immensely in many ways. I am looking forward to this year and going through it clean and sober. Thank you Liberation House.
- I been coming to CMHC since 1981. First became ill in 1976 in my home state of Mississippi following the death of my father. CMHC has taught me a lot about my illness. Thanks to all I've come to know here as divine and loving people!
- I been involved with CMHC since 1981 and really like being there the help I've received there is unquestionable and I know most of the staff and clients very well. We are like one big happy family. I'd say as of all I've come to know.
- I believe if it wasn't for this program, my mother/daughter relationship wouldn't be as great as it is today and now I can appreciate her more with the time she has left.
- I BELIEVE MY ABILITY TO NOT RELAPSE HAS BEEN STRONGLY INFLUENCED BY MY TREATMENT AT HBH AND HAVE NOT BEEN SHY ABOUT STATING AS MUCH.
- I believe Rushford saved my life and I am grateful for the staff and services
- I believe this program has helped me grow and feel comfortable with myself and others
- I came here 9/04, and now its 1/4/07. I've been clean for 3 mos. now and I feel so much better about myself. It's a very good feeling. In fact it's a great feeling. I love myself today. I owe it to this program and my highest power.
- I can deal with society better thanks to the treatment I get here.
- I CAN GIVE BACK TO MY FAMILY AND FRIENDS
- I can look for work with my employment specialist every week. I like my treatment. I have goals.
- I can see a light at the end of the tunnel.

- I can sleep at night without guns, cops and ambulance
- I can tell my own purpose that I am aware of my physical and medical health. I like to have strong healthcare of my body, so I will feel much better in my daily healthcare. So you could feel great.
- I certainly appreciate Reliance House and I am doing very well in my recovery thanks to all the discipline here.
- I could not have found the help I got here anywhere else - and believe me, I looked. Nothing compares with the wealth of support and inspiration I've gotten here. I don't know if I would have made it without them.
- I don't know what could happen if they even tore down that building.
- I don't know what I would have done with out community connections.
- I don't know where I would be without it.
- I eat a nutritious meal everyday 3 x a day. I achieved parenting certificate, I achieved a certificate for winning poetry contest 3 rd place. I love this place for helping me.
- I enjoy being here. Since I've been here I've been able to meditate in my room and get the rest I need. Staff has been good to me and has helped me out in many ways.
- I feel a lot better. I can focus on what I'm doing. Everyone says I look better also. That's all.
- I feel better about myself. I feel like if I had not come to this program I would not be doing as good.
- I feel better and sleep better and I don't worry as much.
- I feel better being sober
- I feel better than I ever have about my recovery. I'm stronger than ever. I'm in complete control of my addiction with this program...
- I feel comfortable instead of ill.
- I feel coming to treatment here at Norwalk Hospital, has saved my life.
- I feel everyone that I have seen here has helped out in my mental health & my recovery and now in my apartment living a whole new life.
- I feel good living here. I have accomplished my work. I have privacy here.
- I feel great about this service. I didn't know it would be like that, I thought it would be a waste of time but I was wrong. I feel like a better women being in here.
- I feel I am doing much better today than I was years ago, as a result of the services I have received from HRD. I would recommend HRD to anyone needing the services they provide.
- I feel like employment has helped me get a job and make a change in my life.
- I feel like I am less doped up through a mental disorder extreme may be low through a hypra disorder. I get moody a lot through mood swings through a diet disorder this place has help me to think that my life has, not disparege
- I feel like I am receiving an education on depression and how it affects your everyday life. Being in a group you learn a lot more than talking one on one with a therapist. Being in a group is the best way of getting better w/ depression.
- I feel much better having a great therapist such as Peggy K. she has been teaching me coping skills I thought I didn't have. With great respect, she is a wonder.
- I feel so much more motivated and responsible since I came to ACT and I'm handling my apartment great
- I feel that this program has helped me in many ways. If has shown me that I can achieve anything, also if has shown me to be responsible for myself.
- I feel that at times I really did not want to be here cause it was really hard to find a job in Waterbury. But cause of that I feel I have gotten stronger cause of that struggle and this place was one of the best things that happened to me.
- I feel that I am better able to deal with life on a better plain, and I can deal on a much more even ken.
- I feel that I am in the right place and I am happy with the services I receive here, and I hope to pursue my dreams here.
- I feel that if it wasn't for CCC, Inc. and the faith that my counselor has in me, I wouldn't be here today.
- I feel that is time for me to leave this treatment and go into my own, I feel I'm stable enough to do that.
- I feel that this program saved my life.
- I feel that through Advocacy Unlimited (taught here at SMHA) my life has grown and changed in many ways for the better. Also through DBT, being on the Community Advisory Board the advocacy committee all have enriched my life...
- I feel that without the insight and help I have received from SATU and Mrs. I, I would have relapsed a long time ago. I respect and love Mrs. H and am very grateful for all her patience, kindness, and concern.
- I feel the program has helped me deal better with other people!
- I feel the services were very educational and very helpful. It has helped me recognize substance abuse and what things to look for and how it can affect me.
- I feel this is the best thing happening for me in my Heroin addiction also being pregnant I don't have to use drugs. The Meth program is a blessing.
- I feel this program help me mentally and emotional to do what I need to do To Better and learn my self
- I feel this treatment program is helping me get the tools I need to progress the best that I can. Thank you
- I feel very grateful and happy to be here. I feel safe right now. I am relaxed and feel very comfortable and motivated to change my life. I feel supported.
- I feel, after a long haul, I am finally getting into a better place at my beginning to pick up the pieces so to put my life together. The encouragement of my therapist relationship and the building of my faith has made all the difference.
- I find the relaxed atmosphere conducive to my recovery. In the past I had been reluctant to share personal experiences or feelings. I think this has been an important part of my recovery.
- I found that medicine isn't a "crutch" and that is stabilized me when I needed it. I also have found out the staff isn't just "getting paid" they really care.
- I found that the counselors here are open to talking and helping me out whenever I need them. They have seriously helped me with my ability to be around more than a couple of people at a time. I'm able to attend more social functions and feel safe
- I found the services to be quite helpful in many ways. I was able to tell my clinician and doctor what was on my mind. They had given me suggestions that benefited me. They gave me medication that helped me deal with my depression.
- I get along with father, and my mother, brother.
- I get the support I need at the "club". I made some

- good friends here.
- I got a job. Thank you.
 - I greatly enjoyed the give and take of the group session. It's reassuring to know that I'm not the only one dealing with this problem and a number of great ideas came my way and have proved useful.
 - I have a place to live.
 - I have a sense of independence. I haven't had in a long time. I am not getting help from welfare and I am hopeful that I will not be recipient in the future.
 - I have accomplished a lot more being in this program with the help of my case manager in comparison to my last program.
 - I have an apartment for the first time
 - I have been a client for over twenty years and I admire and appreciate the service I have been given. If it wasn't for CVH I don't know where I would be right now. I have a lot to be grateful for. Thank you.
 - I have been able to stay out of the hospital this year.
 - I have been happy to work here as an administrative assistant. I enjoy working with the consumer, caring for them, and help providing a peaceful environment.
 - I have been helped with my sickness in all aspects.
 - I have been here 10 going on 11 years and I really came a long way, and have a long way to go. Thank you up to this Point in my Recovery - For your understanding and help
 - I have been in methadone tx for 14+ years (on and off a year). This is the first and only program where I have reach my full potential due to the support of my counselor, staff and the doctor's care of my medical needs. I feel I get respect and encouragement
 - I have been in treatment for approximately 1 year. This program saved my life. Without it, I truly believe I would be close or near death. I truly love my program and group meetings. Thank you!
 - I have been on for about 12 yrs. I still don't think I would have made it in my life as far as I have (a new owned home) (new car) taken care of my health, kids, husband. And I still believe I still need APT in my life...
 - I have been on this program for a long time and a lot of good thing's (changes) in my life have happened and I truly believe these things would not have happened (like owning my own home) and bringing my kids up the right way, without this program...
 - I have been sober for about 6 weeks and have never felt better. I am looking forward to continuing on this path
 - I have been told that treatment, voicing my issues and concerns is to better understand my disease. That I can still obtain my goals learning how to cope with daily life regaining some kind of control in the decisions that will affect me personally.
 - I have been treated here for 11 months and like the members and especially the staff. They have been very supportive of my mental illness and I hope to keep coming here part time. They have really help me stay out of trouble
 - I have been treated very kind and fairly. I am very happy with my case manager. She has helped me with so many things I have trouble doing. I am very satisfied!
 - I have been very sheltered in my life. Due to a lot of personal issues since coming here. I feel I can open up myself. I feel trust and I am such a better person for coming. I can work on me now. Thank you so much for allowing me to be what I am
 - I have been very thankful to have the program and a wonderful worker plus others willing to help us without this program and other I don't know where we would be I would be happy to talk about the help I receive at any time thank you
 - I have been with other agencies but none come close to being as wonderful as Interlude because of the exceptional quality of administrative and case management staff. I'd be lost without Interlude! They keep me out of the hospital...
 - I have changed my whole life for the better, I have 17 months clean, I work, I go to school, and I am able to take care of my 3 year old son. I wouldn't have been able to change my life without this program.
 - I have gotten a lot out of the SAP program. Staff and Case Managers here do a good job. I feel I am ready to move on from the program.
 - I have grown greatly in this facility and am grateful to the staff for all their support.
 - I have joined two libraries practiced on computer at libraries because of discussion on being more active and sociable.
 - I have learned the value of family.
 - I have learned a little bit about addiction and it's helping me deal with some problems.
 - I have learned a lot about myself and it has boosted my self-esteem.
 - I have learned that every situation is a test
 - I have learned to be myself as opposed to the person who had to be perfect to please others. The chameleon in me is disappearing.
 - I have lived a more happy and useful life since my treatment here.
 - I have my Associates Degree and my Mental Health from Norwalk Community College. I want to attend UCONN in Stamford in the fall to be a youth program coordinator.
 - I have never felt better in my life.
 - I have really come a long way. If it wasn't for Bridges I might have been dead. It's too bad all Americans can't get the chance I've received from Bridges.
 - I have spent the best years of my life here
 - I have trouble absorbing information that I've learned. My memory is poor. The staff reminds me and helps me.
 - I hold this program in high regard because I was fortunate to be a client. I know that without this program and the staff that I work with, I couldn't have dealt with life's inconsistencies.
 - I hope I can go back to college to complete my education and earn my AB Economic degree and Law School too,
 - I hope they have more places like this
 - I hope to continue with help when I go back to the Hartford area
 - I hope to get active, get a case worker
 - I hope to leave here in a couple or a few years.
 - I hope to live with my daughter, son-in-law and grandchildren some day. Maybe stop my medicines if the doctor says I can.
 - I just feel that people in the program are good to me. Treatment has been working hand in hand with the rest of my life.
 - I just someday I can get my own apartment and be independent.
 - I just think that all of my services have been helping me a lot and I wouldn't be here today if it wasn't for

Teamworks.

- I just want to say that since I started coming to WH Mental Health I've been able to deal with my anxiety and live a happier life with my son and I appreciate all the help that Frosty has given me and all the advice. Keep up the good work.
- I know that I am in the perfect place for my life. I cannot give enough thanks for the situation I am in. Youth Challenge is a place where my life will be reconciled, changed and redirected so that I will become the man I used to be!!
- I learned a lot
- I learned a lot from the computer class. They taught me what I needed to find a job. The class was one on one with the teacher. I was not afraid to ask a question.
- I learned I was not the only one with problems. Now I feel normal.
- I learned more about relapse prevention than from past programs.
- I learned through the years how to do different things with their help
- I leave decisions about change up to those who can handle it.
- I like sweeping the stairs and making sure the lint trap in the dryer is cleaned. I like to set the tables and help cook.
- I love Gilead House people very, very much. Because they saved my life. Even though I believe in Eternal Life with GOD in Heaven, I would not be alive on this planet if it weren't for Gilead. Words could never explain my gratitude for the Gilead
- I love you. You have saved my life. Thanks again.
- I think that my clinician Joyce B is the best clinician I have ever had. She has helped me more in the short time she has been here, than the combined clinicians I've had for 22 years here. Also she found a doctor who finally got me off Thorazine
- I think the staff here has been extremely helpful, and I will truly miss all of them. they have all saved my life in one way or another. Thank you.
- I would be dead without these people
- I would have probably committed suicide years ago if I had not been able to use these services
- I would like to add that through the support of this program I am able to get my life back on track.
- I would like to be able to do better in life, with a little more hope.
- I would like to let you know about 2 case managers that have been very positive in my addictions. I wouldn't have been able to grow as I have without them. Deanna Lewis & Elaine S are helpful and kind to everyone.
- I would like to self medicate, get a house in a year 6 -9 months from here, finish school in the next 4 years , become more independent, stay on my meds, decrease some of them
- I would not be able to function without this program
- I would not be doing as well if I didn't have the services.
- I'd be a bum or dead without the services of Rushford
- If it wasn't for Dr. L and my therapist Barbara T, I feel I wouldn't be ok.
- If it wasn't for the service at FSC, I wouldn't be where I am nor feeling as good as I do.
- If it wasn't for the services I had received at the apt foundation, I would be in my grave instead of enjoying

my new clean and sober life. Thank you very much, Joe M

- If it weren't for Keystone I would not have the ability to work in a public setting, the Goodwill. I'm surrounded by people because I was taught to be in social circumstances and this changed my life for the better.
- If it weren't for you, I'd be dead. You taught me patients, tolerance, & acceptance, but have also grown me into a humble man.
- If someone is serious about their recovery and addressing other issues this is the place to obtain counseling, info, and structure needed to do so. My counselor helped me uncover and address the underlying issues that cause my relapse and unhappiness
- I'm happy for it. I don't know where I'd be without great program
- I'm hopeful for the 1st time in a very long time.
- I'm sober and clean
- I'm very happy. I don't know what I'd do without medication monitors. You guys saved my life.
- It has been slow going, but I now have the volunteer job that I want, as a result of taking part in the WAGE program starting in 9/01. I do need a paying job as soon as possible.
- It saved my life!
- It seems to me that I will soon be employed. this is one of my major goals, in my first steps in getting back to me. WAGE is a very good program to help people get back into the working world
- It took 3 years and t/c to Dr. K at Greater Bridgeport Hospital and to Mr. Tine to get back on the medication previously prescribed by other. To stabilize my emotional status; DID, PTSD, Depression. My voluminous records were finally reviewed
- Liberation House saved my life! Thank God for Jesus
- Liberation Programs, Inc. helped save my life.
- Liberation saved me, if I wasn't accepted as fast as I was, I'd still be out there killing myself.
- May I please have a letter of recovery typed up. I feel that I have recovered.
- My caseworker (Denise A) goes above and beyond to help me and all of her clients. She truly is dedicated to this program and the clients that are in it. I can't count on her 24/7. I don't think I would have made it this far without her.
- My recovery would be much harder without Capitol Region.
- My services from Reliance House saved my life.
- Operation Hope has helped me in so many ways. Especially by helping me to reconnect with my husband to better our relationship. Also, they helped give me the skills and information to help me pursue a better job and get my children in school.
- Potential move to Laurel House apartments.
- Search for Change helped me get a good job at a store. I make enough money to buy food and clothes. The staff has made a difference to my life.
- Services here made me see clearly that life is good without drugs.
- Since I started this program I've grown so much. I am better able to take control of things and let go of the people who hurt me. My co dependency issues are nearly resolved.
- Something I have joy with my camcorder which is a great accomplishment.
- Sometimes I don't agree with some of the things that

go on here, but hey that is going to happen. All and all this program is very strict and structured, and I believe that this place saved my life.

- Sometimes when I am talking to a staff another member interrupts and starts a whole new conversation so I get more assertive and say "excuse me, you're interrupting a private conversation."
- Stafford Family Services and Amy have saved my life and my family. Thank you so much.
- Thank GOD For this program. It saved my life.
- Thank God, for this program I would have probably been dead some where.
- Thanks for all your help Will. I could not have accomplished so much without you.
- The Apt foundation has helped with my life I think. without the program I would be Lost in this world
- The computer classes and the job clubs are fun. I leaned a lot on neat stuff using the computer. I told some of my friends about this place. all of the people are nice.
- The services here have enabled me to grow which helps me to deal with life in general. without ICMHG I would not be where I am today.
- The services I receive are convenient to my life style. I'm well balanced in my sobriety and respect to the staff in general, helps me to achieve my goals. One day at a time helps me see the issue. I'm going through without the use of alcohol or drugs
- The staff is very helpful to me. I do have a lot that I need to work on however with group support I'm hopeful I can recover someday. Without North Central I'm afraid I would never recover.
- This agency literally saved my life. When I am involved with Artreach, I can walk in recovery rather than wallow in my diagnosis. I am held accountable for management of my recovery and that, to me, is a stepping stone to achieving as much normalcy
- This has helped my marriage, and illness. For the first time in a long time I am happy in my life.
- This place saved me.
- This process has saved my life. Just the fact I made the decision to be honest and teachable. the Windham house has given me the opportunity to start my life over at a different level of life.
- This program has been a great relief in my life. I'm learning how to live a full life without the use of drugs.
- This program has helped me in turning my life around. I am a new person and I now help others and it makes me feel good when I see someone smile if they offer me something in return and I say no, thank you it was my pleasure.
- This program has helped me to better myself greatly. It's taught me to be a functional, responsible person. There are rules to follow and I needed that in my life. I am now employed, have my family back, have goals and dreams...
- This program helped me to leave my past and live my present and is giving me a second chance so I can lead a life without drugs.
- This program saved my life and my family and my job I don't know what or where I would have done without it thank you.
- This program saved my life!!
- This program saved my life.
- This program saved my life. I am now a better person because of it. Thank you, CCC, Inc.!
- This program was able to help me realize that I am not

worthless and I can take control of my life.

- When I am at Laurel House I try to help in the club as much as possible. On employment communication and Bistro on weekends. Also I do the warmline at Housing.
- When I came to Respite I was just starting my journey of recovery. Respite has been supportive to me through my housing and I chair a dual recovery meeting on Friday nights and fill in on other meetings as needed. I feel I am giving back to the community with. I could have never come this far without them.
- Without coming here [TLC] to be given a chance I would be out using.
- Without Fellowship Place, I would not be where
- Without my placement at the IC, I would be dead. I have gained my life back. They are the best.
- Without their help I would not be able to do what I can at this time
- Without this group especially (Kalisha) I would not have had the strength or the tools to get my life back. Thanks.
- Without this program I am sure I would have been dead by now. I am so thankful for it
- Without this program I would be in jail - that is the real truth. It has kept my thinking more positive than ever before.
- Without this program, I could never have been able to look for work, because I'd be dope sick every day. I'm able to get my kids up and ready for school and be a good mother. I have the APT foundation to thank for that.
- Yes I am better than ever. Why, cuz I can do anything with my family and know that I can go to my mom's house that's how I know that I am doing better.
- Yes this is the best thing meaning the program that has happened to me. My giving the chance with the help of my counselor Gina E + this program I would be dead. Thank you
- Yes, that the service at Renaissance is really good it saved my life.
- You have wonderful people, very knowledgeable. Clean, polite, courteous. I believe my choice to seek help at your facility, the "shrinks" plus the meds saved my life moreover, my FREEDOM! This is the longest I've been "free" completely for over 22 yrs
- YOU SAVED MY LIFE, GOD BLESS YOU

Suggestions and Needs

- 20 minutes not long enough for psych appt. The avail of 2 sessions at a time out to be made avail. the tendency to blame the pt. for taking up too much time is inappropriate and judgmental and particularly when the psychiatrist always runs late at times
- An easy way to get off any drug permanently.
- A separate group of people who are self admitted as opposed to those referred would be preferred. Sometimes the negativity of the people who are just going through the motions of recovery can be very stressful and undermine the treatment of others.
- Access to psychiatrist could be better. Concern for patience in program by councilors was very good. Communication between councilors and transportation could be better. After care planning should be better, give more options and help doing it
- Also prescribed medications for those detoxing and

leaving the program. (for sleep anxiety, pain) etc etc!
Would give more clients the incentive to get off methadone!

- Although my therapist is great I see to many inequities and mistreatments of myself and my peers by security and other "staff". There needs to be more recovery oriented education for all workers in this center.
- Approach problems clients may have with more discretion rather than in open forum which sometimes results in more withdrawal.
- AS LONG AS WE RESPECT EACH OTHER EVERYTHING WILL BE OK (I GUESS) STAFF NEEDS TO START BELIEVING IN THEIR CLIENTS, NOT JUST HANG THEM OUT TO DRY. THANKS FOR GIVING ME A CHANCE. D. THANK YOU FOR GIVING ME THE STRENGTH TO MAKE IT THROUGH YOUR LOVELY DAY...
- Beef up a bit on vocational services this is what really helped my life turn around after getting clean & sober Counselors are very committed and also make a Big difference.
- Being in shelters has been a problem because of my mental illness. I feel misunderstood by those who don't have mental illness and they can't understand me. There are no services for people in shelters to expedite their situation to help stability
- Better doctors that are nicer and make you feel good not one that look at you funny when you tell them things. Thanks.
- Better Lunch
- Better methods of receiving payment for services.
- BETTER PARKING FREE
- Better parking please!!! also a few more social events here.
- Better staff members for common ground
- Bigger chairs for table in case surveys are handed out!
- Bigger parking spaces.
- Blue Hills has to help their patients and get involved more into people's after care. "Make sure clients don't end up homeless" like life is over and there is nothing the person can do about their problems all by themselves. The patient needs better after[care]
- BOTTLE LOSS AT TIMES NEEDS TO BE FIRER TO PATIENT. WE ALSO NEED A GUIDELINE BOOK FOR PATIENTS. (RULES ETC)
- Bridge House is fine for social rec. but I would like to play scrabble more often
- Bring back PAL. I'd like to move to a new place.
- Building should be double the size. A small library on mental illness would be nice, including a reading room.
- Buy new chairs, couches, game room equipment.
- Call-back protocol could use some revision ...
- Can staff help me with an apartment and report for court (good report for court).
- Carmen should get a raise, she is good at her job.
- Case managers should not force things on clients. I refuse to work with the case managers. I will work with the psychiatrist and some of the mental health workers. The mental health workers & psychiatrist cares about the client. And 2 nurses on team.
- Cathy Please tell me why John Does Not Want Me
- Split dosing for clients who work nights would be greatly appreciated. Drink 1/2 of dose at the Program, 1/2 of dose as a daily take-home to drink later in the day. As it stands, the lowest therapeutic level of methadone...
- Client said "they should stop hiring so many pretty girls.

I get distracted looking at them." (Client was assisted in completing the questionnaire by a member of the peer support team.)

- Clients should be able to receive more than one incoming phone call.
- Close during snow storms. Think about client and staff safety
- Coffee should be more available for those who drink it. 2nd and 3rd shift should be more in communication with 1st shift about my dressing changes, and changes in those dressing procedures. More transportation for wheelchair patients
- Communication needs to be improved
- Could be better.
- Could I have a one by one section
- Counselors are indifferent. No real interest in me. Use time poorly. They should ask more questions and take control of the session.
- Counselors need to encourage people to get off program when they feel a person could succeed by themselves. I have been on program and Drug Free For Five Years. Not once has my counselor encouraged me to get off....
- Daily meeting at 5:15 pm too exhaustive. Should be a weekly function.
- Dave is a great clinician and there should be more social gatherings, like dances, or something.
- Distance from garage to clinic to long for disabled people to walk.
- Do a better job at housing.
- Do better at volunteer/ work. My ride is waiting, sorry. But something have to change with Dr. confidentiality!
- Do not punish the whole group for the actions of a few.
- Do they have a quit smoking medication
- Do to according to the individual's needs.
- Don't let young people stay on too long!!!!
- During medicating if people can't work good as a team they shouldn't be working at all!!!
- Each person needs to have financial security even if it is in a stranger's house provided by agency at no cost. People unable to work should have adequate shelter, food, rest, etc.
- Environment
- Environment can be better.
- Establish profiles for Consumer interests and provide those services, so that Consumers can participate in the community.
- Evening transportation would be helpful. I could also use more opportunity to see the psychiatrist.
- Everything is pretty good maybe a little more snacks.
- Expect me to come dispute whether staff is incapable of accessing the doctor from any other team.
- Faster Treatment
- Feels that confidentiality is not kept. Facilitator did not handle situation appropriate when person got out of line. I'm concerned that the staff should be more tolerant for alcoholics who are having outbursts difficulties.
- Female clinician needed desperately
- Females need a female counselor/therapist desperately
- Find more options for housing. Find client advocate pertaining to housing.
- Food bank sends food that is sometimes very outdated. I think I should be given at least forty dollars for my baby's choice of foods. Thanks.
- Food services needs improvement, need of personal hygiene products, pillows, blankets and linens for new

- comers. Also need dinner ware, such as bowls, plates, silverware, cups, etc...
- For picking up prescriptions, there should be access to parking in parking lot.
 - Furthering our education has been eliminated here. They say they offer it but they don't. Mental health issues should be taken more seriously. Counseling should be a priority.
 - Get me a new car!
 - Get more employees. Try listening to patients more for their meds.
 - Get rid of \$25 financial fee.
 - Getting copies of med. records is not professional. . Your mental health dept. is great. Your med. records and reports being sent to referring doctors could use a lot of improvement.
 - Give me a tea bag and sugar
 - Give us a choice to see who is working with us with the working schedule.
 - Giving rights
 - Great job. The state should give money for more times during the week that social clubs can be open. Also we should have a club in Rockville.
 - Groups should go on trips in the beginning of every month more often.
 - Have a group for women at a appropriate time where we all can attend something of interest
 - Have a little more patience because I am the best client there is "you know".
 - Have been detoxed but I need more education about my disease.
 - have more people incorporated (patients) with more time being sober or mental well being (ex: 3 years sober patient) (ex: Many years grounded in the community)
 - Have some housing issues.
 - Have written policy how to handle personal possessions, no disposing of w/o permission of client. Increase rather than cut mental health budgets.
 - Having housing will help relieve pressure
 - Hire more staff, they are overworked. Open a social club in Bristol. Provide transportation. CMHA needs to find ways to support all of our clients needs. Thanks
 - Hopefully with my new therapist, I'll be able to move up and along with my life. I need to be on a level Plane financially and socially. IE driver's license and relationships.
 - Hot Meals
 - Housing needs to improve
 - I am aware of the rules concerning work and/or volunteering my time, but I feel that after coming from another program that I should be considered for another module. Thank you very much.
 - I am hoping that my sister does what she says and moves to Alaska with me. My air conditioner broke worse and worse from June to September and I need a 10,000 BTU air conditioner this April.
 - I am not giving up for now. I need help to get a phone to get help.
 - I am not under a doctor's care in your agency until 7/27/07. Medications need to be discussed-some do not work at all, some do. I need to speak to the doctor on 7/27/07.
 - I am somewhat satisfied with the services, but I still need more guidance and support from the program. I am seeing improvements, but they are not lasting. Some things improve, others don't. I am grateful for the services and would like to see them...
 - I am very critical of myself and have extremely high standards and wish positive outcomes would come faster than what's happening. Yes, I can be impatient with myself. Time management skills are also what I need to work on.
 - I appreciate the help, I have budgeting but I wish it would extend to food shopping.
 - I believe one of our counselors here takes his job a little too serious and causes most patients to have a lot of distraught with him.
 - I believe that case manager has too many clients and cannot operate positively towards helping things happen.
 - I believe that more counseling at night would be beneficial. Staff is overwhelmed with clients. More chairs are needed immediately in the cafeteria. This problem has not been addressed in a month.
 - I believe that we as the paying client should be able to have the med. being given counted out in front of each client not hidden behind a wall. Where we are not allowed to see how much or what is being given to us. Other than this I enjoy the staff.
 - I believe there should be more investigation in hiring more therapeutic staff in their involvement to providing mental stable and compassionate recovery. They are not specialized in that field.
 - I believe that payments can be lower. We are paying every week and it is a burden on me and most working families. When I first got on the program it was free. Over the years it steadily increased the amount of patients has also increased...
 - I came from the court, please explain more in the beginning.
 - I continue to wish for more contact between the staff (other than the kitchen and maintenance staff at Fellowship Place...)
 - I could have a better doctor.
 - I could use more help in being assertive in dealing with a codependency problem.
 - I do feel that I have control in my cm treatment but not in my medication management treatment due to lack of availability. Medication mgmt should collaborate & communicate more w/me as I'm taking the medications
 - I do have other interests outside the mental health agency. I don't like to be categorized as sick. I like people, writing, sports.
 - I DO NOT LIKE MOST OF THE STAFF!!!! I THINK THE MAN IN RUNS THIS PLACE SHOULD LET SOME OF THE STAFF GO EVEN HIMSELF
 - I don't feel the urge to use anymore so I need to get a job before I start doing the same things that landed me here.
 - I don't get enough sociability in my life but I'm not able to deal with that now. Symptoms of my illness- anxious around people-. Thank you for addressing this at this time; you are dealing with this appreciated.
 - I don't get to go camping and never got to go to the Durham Fair. I would like to do more activities.
 - I don't think case managers should have to come on a weekly basis for people who have over 2 years of recovery, maybe once a month!
 - I don't understand why there isn't any kind of services or housing for people without any kind of dependencies. There should be services for us such as transportation to job related situations and security deposit to get an apartment.

- I feel everything in general is wonderful. the only complaint I have is checking in that waiting 10 - 15 minutes makes me late for my appointments.
- I feel one on one treatment would help.
- I would like it if there were more Hispanic people (in the agency) so one can speak face to face with.
- I feel that counselors should be more on 1st shift not on at 4pm to 12 after business hours. I did not benefit from my counselor Melissa.
- I feel that there should be more support from a professional psychologist to supervise some of the therapies.
- I feel that we should as patients be able to miss 3 appointments if there is other emergency that arrive such as children being ill or other appt more important. Some things happen without warning and need to be addressed.
- I feel that when the counselors are out there should be a counselor for the day, so that patients don't have to wait for their counselors to come in. This would be especially helpful in the case of an emergency such as a death or something important
- I feel the group should be longer
- I feel that the services here are ok but sometimes it can cause a problem. I like to be treated fairly and I like to be treated as an adult. I enjoying coming here. I think the people here are nice and friendly. I would still like to continue coming
- I feel that the treatment component here could be stronger and I also feel that allowing clients in house to be on methadone takes away from effective treatment.
- I feel the meetings are too long. I work full-time and after spending 3+ hours 3 nights a week here I am exhausted. When I get home I have a hard time winding down and going to sleep.
- I feel the services of CT Outreach West have been satisfactory despite a few minor problems and in the future I would like to either get part-time employment/full-time employment, and have more control over my own funds , ex. collecting my own checks
- I feel there should be more counselors on duty.
- I feel there should be separate groups for gay men/women
- I feel things need to be better in some areas. Food and some of the staff needs to be change or check out more. There's a lot of things going on in here that need to be changed. The way that we're treated.
- I feel though staff is taken away too much. There needs to be an accounting of course each staff missing. Today 3 staff are missing x amount time member same." When some is out there need to be accountability
- I feel we should have more access to jobs and transportation to help us relocate in the community. Also there should be a transition available to community with funded sober houses available.
- I have had a lot of problems with my case worker with regards to my family and moving to an apartment that I really need, my child, etc, family. Would like a new one and given my parents age and problems and child and place to live
- I have medication issues-cannot receive the right services. I wish I had another doctor. more responsive to my feelings, not Dr. G. He is not like a concerned friendly doctor. I miss my other doctor
- I heard Lorenzo was the man who ruined my pants and shirt. I filed a grievance, but I need to follow-up on them. Back ground checks on credentials.
- I hope and pray that the Transportation system continues for as long as Reliance House is open, because I heavily rely on the transportation to keep doctor's appointments.
- I hope that in the future there will be more to do about "FALSE POSITIVE" as in urine analysis problems....
- I just want one day off Friday off DPHP
- I just wish they had more availability for group meeting. I need to come here once a week, and the only 2 times that they have tend to interfere with my work/school schedules.
- I know computers and I would like to know them on high school level
- I like it but wish I could see my therapist more.
- I like my counselor, but I don't feel as though I can't figure out my own problems. Thank you for your concern
- I like my stay here and in the future would like to move into my own apartment.
- I like some of the people that attend here, but the ones that are negative shouldn't be here at all.
- I like the staff but some staff re a little abrasive - they can use some training.
- I like the staff but sometimes communication between them can be a little better. Also clients should not have to wait excessively long for pickups especially when they are known about ahead of time.
- I merit the right to have team on my side. Good job making themselves available. Wished they worked weekends. I want to be the driver of my recovery.
- I need 1on 1 counseling.
- I need a one on one therapist and see the doctor twice a month.
- I need a part time job.- for money, housecleaning and or companion
- I need a stove and my dining room and kitchen painted! AMEN
- I need an apartment and roommate.
- I need faster results with the case manager but everything works out okay.
- I need help in helping my clinician help me.
- I need help managing my social aspects
- I need more assistance in different areas
- I need more feedback from treaters and therapists here much more frequently.
- I need more help in improving my physical and spiritual well being as may relate to my mental health.
- I need more individual time with my counselor.
- I need more love.
- I need more of a social life.
- I need more of myself power
- I need more room in the refrigerator and freezer
- I need more time alone
- I need staff to help me, please!
- I need the residential service. I need to be monitored ADLS and apartment cleanliness maintained. Victor monitored my needs to talk and stay well in the community
- I need to be heard about my treatment, they don't always agree and I'm in a good frame of mind!
- I need to be in charge of my detox now that I am in good standing. I hate dealing with the other patients who talk about drugs, sell drugs, Etc. - I am 46. I want to detox I just got my weekend bottle 3 weeks ago. Please I need not be around these

- I need to bring back the group to continue my treatment and empty all my problems that they're growing on me. So please do anything to do groups.
- I need to get more help in my depression treatment support groups having friends who have the same mental problems like me. I wish my family will be more helpful to me through the situation. I wish I had better control of my life
- I need to know better what my own limits with treatments here are.
- I need to participate more consistently. Also need to work more closely w/ my worker and doctors.
- I need to start from scratch with my computer knowledge. I never even took typing.
- I need to work on my independence in areas. I'm hopeful that this program will help me to recover which is the main objective.
- I need treatment for pain in my back. My mother, stepdaughter and sister are born again in Jesus and my whole family cannot believe what I say to them. I am totally cured, thank you Marian. God bless you and everyone helping me. I love all of you
- I NEED YOU TO STILL BE HERE WHEN I NEED YOUR LOVE
- I never received the services that I really needed.
- I personally think staff could emphasized a little more and I also personally think the food could be better.
- I personally think the program can be better.
- I really would like to keep the counselor I have so that why I can release all the bad for the good in my life. I look up to her as a big sister I never had, and I need her right now so I can do the right thing for me.
- I really appreciate the services here. I only wish the group could be 2x per month. I also miss one-on-one contact with Kathy.
- I recently stayed at CSP and there is no toothpaste, spoons, deodorant, razors, etc. I would like to see more individual therapy at Rushford. Just because you like more money doing groups doesn't mean there isn't a need for individual treatment sessions.
- I STARTED THIS PROGRAM WITH NICK. IT WAS EXCELLENT. NOW WE HAVE NANCY WHO IS ALSO EXCELLENT. I WOULD LIKE TO HAVE NANCY RUN THE GROUP FULL TIME. I NEED TO BE ABLE TO TALK TO SOME ONE MORE OR LESS ON A DAILY BASIS.
- I still wish that Chrysalis CRS could (somehow) participate in or even start a consumer dating service (of some kind) like a video dating service, etc. (for only consumers who would like to be a part of it). It's extremely hard to date...
- I strongly recommend this program for those who knows nothing about it. I also think that we should get more programs on the computers such as online and educational games to learn.
- I suggest more clients w/emotional problems are referred to Southwest by my methadone program.
- I THINK AFTER SEVERAL CLEAN URINES WE SHOULD BE ALLOWED MORE TAKE HOMES THAN EVERY THREE MONTHS.
- I think if I was listened to a little more, I'd recover a little more. The staff here is well worth my price, they would be great with my needs if they let me take a little more control of my own life, but I'm happy with what they do.
- I think in terms of medicating people, providers should think "outside the box" more & treat people and symptoms individually and not just according to what they are labeled as.
- I think meetings (Narcotics Anonymous) should play a bigger role in my recovery from drug abuse. I think they are extremely important in recovery.
- I think staff need to go out of their way to help more people.
- I think that if you had months (many of them) they would have more of the picture in group meetings to talk, discuss events, daily responses or more personal views
- I think that there should be more funding and attention given to mental health and addiction services.
- I think the faster a person can start the better it is! I also think if there were some type of buddy system for new club members that are shy, people might be more relaxed by shadowing an old member for a day or so.
- I think the financial system needs to operate better. If you make a payment you should be able to get a copy of the computer read out at all times. The receipt should show your current balance.
- I think the services here are poor, ridiculous. They should set up appointments for people, not this medication clinic stuff. I don't feel safe here the people are very doped up also. This clinic should be on a 1st floor the elevator should be fixed.
- I think they should give the house their food stamps so that we can learn to shop for our own food due to we don't get what we order. We need to do our own shopping. We need to do our shopping with our food stamps.
- I think they should start giving us lunch again because it helps peers stay here for groups and keeps us off the streets.
- I think visiting hours should be extended on holidays.
- I think we should be able to do our own shopping for the house with our food stamps. What we ask for we never get. We should all be able to do our house shopping together.
- I think we should be able to eat be able to eat more kinds of foods and snacks.
- I think we should be able to go to outside meetings sooner and move frequent and I also believe we should be able to go to work earlier depending on circumstances or needs.
- I think we should concentrate more on the problem at hand. and less on petty trivial little things. To much pressure is put on trying to abide "By the rules"
- I think when dealing with anybody with a mental illness being upfront and honest with them is the best policy. A psychological approach is not always a good idea. Treat everybody equally, no favoritism.
- I want to go to school, work, parties, dancing.
- I want to marry Zaida and want to do it on her time. I want to share everything I have with her. I need her to be my wife. I can't do it without her.
- I was recently in crisis and the DR. who handles my meds was so packed with pts that I couldn't see her, so I was sent home still in crisis. My therapist did everything she could do but you need more doctors to control meds.
- I want more respect! I'm 21.
- I want more support from Reliance House.
- I want peace and quiet.
- I want them to like me. I like me.
- I want a companion.
- I want a job as soon as possible. Money involved I don't like being poor. I WANT TO WORK

- I want to learn relapse prevention
- I want to live in a facility for people with ASD not mental illness.
- I was wondering things are a little hard on me because I live in a shelter and I don't have a job. So I am wondering if I could see somebody that's willing to give me a job.
- I waste too much time with only one washer and one dryer
- I will probably need the same services or increased services as I age and do not know whether such services will be available. Also, I think the first step towards "recovery" would be having a car.
- I wish classes/ programs were more intensive. I should be able to see a doctor on site to deal with meds. In some classes I feel staff are under trained and unprepared to teach
- I wish for more focused individual attention.
- I wish I had more of my rights to my opinion about my medication and more consideration from the doctor about my requests for medications. Thanks.
- I wish I had more support from my therapist and fellow group members.
- I wish I knew ahead of time that I would be seeing a resident I would of rather of seen a psychiatrist, not that the residents aren't good. I'm handicapped and there are not enough handicap parking spaces.
- I wish I was allocated more money. I know I made bad mistakes up till 5/13/05 but I'd like more opportunities now.
- I wish it did not have to end!
- I wish it was closer to home - Guilford
- I wish longer individual therapy appointments were available or more than one a week. I wish I had more knowledge on what is wrong with me other than trauma. I want to know more about my illness-disorder.
- I wish my doctor was available more.
- I wish people would give me their feedback on my request a little faster so I have a idea what's going or not going to happen
- I wish staff could spend more time with me. They never come to my room and talk to me since James left Nov. 6th I miss him
- I wish that Capitol Region would bring back the lunch program.
- I wish that you would try and get more people/members involved in provoke and not just let them sit around.
- I wish the food was more healthy and that nobody smoked cigarettes in the courtyard.
- I wish the program was closer to the center of town
- I wish the staff would stay longer. I'm tired of switching primary counselors. I get used to one and then they assign me another.
- I wish the therapist would have a better memory of what I tell him or her, despite having many patients. I wish they would redecorate the reception room and put couches in all therapy rooms. Thank you for your consideration
- I wish there was a little more personal involvement (one to one) about my dysfunction.
- I wish there was more activities that I can afford so that I can be more involved.
- I wish there was more funding for youth services for additional care, treatment and programs. I wish employees had more authority to reach us, provide for us, and treat us.
- I wish there was more time for individual contact with a therapist even though time does not allow for it and I know I can see one if I have a crisis.
- I wish there were AA meetings here.
- I wish there were an easier way to transition from this type of managed care to another once your dose and treatment have progressed to an agreed upon STAGE-making your further treatment more In Line with your advanced In Life...
- I wish they could put people in the correct classes - ex. DUIs with DUIs
- I wish they had some kind of leeway-like if you forgot your box they can give you your bottles in an envelope w/ a New Era label placed on it. Or if you don't have a lock on your box let it slide. What's a lock going to prevent anyways?
- I wish they would accept different types of insurances or lower the cash fees for those of us who cannot afford the fees.
- I wish they would return my calls and keep my appointments.
- I wish this program could give more to help us out.
- I wish to live on my own. I have my own resources. Silver Manor is denying me my income and cigarettes. My income is large enough to live in a private residence. I wish to cook my own food.
- I wish we could still go every Wednesday. I would appreciate that.
- I wish we had two staff on both 1st and 2nd shift seven days a week. Other than that I'm very happy.
- I would like a group for people w/ abuse issues- Please post in Cafeteria Bring back 2-4 cart w/ coffee + (illegible) DBT courses?
- I would like a nice deli sandwich and real juice for lunch
- I would like another chance.
- I would like big better helper for them or she at doing good deep smart not waste time willing soon percent! Smile happy us support for the Deaf and Hard Hearing.
- I would like Common Ground to implement trade classes to help consumers obtain financial independence so they don't stay here forever.
- I would like further treatment (rehab)
- I would like individual time spent and transportation provided
- I would like MHAC to help me find a job in the future and lose weight
- I would like more client run groups.
- I would like more control of my family involvement in treatment
- I would like more groups to learn how to help my emotions. Mane and improve appointments. Would like a group for DBT and learn social topics.
- I would like more stuff and the return of the kitchen back for lunch.
- I would like my friend to enjoy the services here at SMHA. She has been denied official membership at SMHA
- I would like my therapist to have his own office. I was also told that Bridges does not have a lot of funding. Is this true? I feel that I have found someone that can help me with my issues.
- I would like not to feel so judged I love being here I am awake for the first time in 25 yr on my way and (illegible) and God giving me my strength with your help to be strong. Please do not give up on me. I am on my way up...

- I would like our funding back for Easter Seals and CRMHC to help people go back to school.
- I would like people to treat me with respect and I strongly think people around me (everyone in general) not so rude.
- I would like staff and regular attendees feel more welcome.
- I would like the office I go to should have more than 1 day a week I can see Dr. H.
- I would like the staff RA's to be more sensitive about our needs. Sometime an important phone call need to be made they want let you make them
- I would like three times a week to discuss treatment plans, advancement things I need to correct and things that is needed to be addressed in a party of three instead of one to ease to lose paper trail the other day
- I would like to be back to my normal self. Feel like the strong woman I used to be and in control of my life in everything that I do.
- I would like to be more involved in what is important to me. I really like the way the program is helping me with the tools to make it out there.
- I would like to be out of mental health one day and healed of all illness.
- I would like to be released from Conservatorship
- I would like to be seen a bit more often.
- I would like to become a better person and I hope to build up to great tolerance of resistance against drugs.
- I would like to become a special.
- I would like to continue all of my therapy as long as possible.
- I would like to extend my thanks and appreciation the staff at Mercy housing for an outstanding job and to this day they remain consistent my God continue to Bless all of you.
- I would like to find the best medication for my symptoms.
- I would like to get a divorce.
- I would like to get a therapist so I can talk over my problems and also get some advice about life.
- I would like to get better - my wrist hurts
- I would like to get more involved more, that is going out with Lori more.
- I would like to get more than a dollar a day. Maybe 3 or 4
- I would like to get my finances in order and write my will. The breakfast and dinner groups are wonderful. I appreciate the help with cooking. I would like to learn more about taking care of my health.
- I would like to go back to school and get a part-time job. I need services from RVS to help me. I would like to work and/or get training to work like they do at Gilead.
- I would like to go out on more outings and meet more people who have what I have.
- I would like to go shopping and I would like to take a walk to the park with Jake.
- I would like to go to my old program(Palmino). Am going to find out if I can have more than one day there. I have one day of Arts & Crafts.
- I would like to have bottle privileges despite the employment requirements since I have been in good standings for many months.
- I would like to have breakfast and not lunch every day at F.S. DuBois
- I would like to have family group at night time.
- I would like to have magazines and music in the building. I need for my doctor to call me back in a more timely manner.
- I would like to have more and willing staff available.
- I would like to have more control over my dose.
- I would like to have stayed with my former counselor.
- I would like to hear more about client rights. I don't know who our client rights officer is.
- I would like to help in getting benefits of job and have a place of my own. Maybe section 8 or something so that my children can be a part of my life again.
- I would like to know better about what Genesis has to offer as a whole. I would like to speak with case managers.
- I would like to know more about my depression disease.
- I would like to learn more on how drugs and alcohol affect the body.
- I would like to lock my bedroom with key.
- I would like to move on to Ohio as soon as possible.
- I would like to pursue treatment for Lyme Disease, pain in feet, joints and disability. Thanks.
- I would like to receive help to travel to not country.
- I would like to recover from my illness and get better
- I would like to see a schedule posted. Staff more available for 1 on 1 treatment. More alone time for residents, not constantly involved- it adds to stress.
- I would like to see clients receive bottle privileges more often for persons to be responsible for themselves the opportunity to take responsibility for compliance & so important the ability to go spend time with my family who lives on the South East Coast
- I would like to see if I can live on my own. In an apartment.
- I would like to see more groups.
- I would like to see more productivity in housing and job market
- I WOULD LIKE TO SEE STAFF OFFER THEIR SERVICES SUCH AS A CHRISTMAS BONUS OR A FREE LUNCH ON THE COMPANY AT LEAST ONCE A MONTH
- I would like to see staff provide more solutions to difficult mental health issues.
- I would like to see the West Haven mental health clinic have a guard on duty during the hours it is open
- I would like to see those that are more advanced in recovery help those that are less advanced in their recovery and see those who are advanced holding more groups.
- I would like to shop more.
- I would like to speak to my therapist.
- I would like to stay at Fellowship Inn for I can learn more and give back to the community
- I would like to stay at my present address for a very long time. I get great amount of respect by getting along with my roommates.
- I would like to tell APT Foundation to make sure every member abides by the rules and regulations.
- I would like to use my experience to give back to the community
- I would love it if Robert would get it into his head to become more active in the club since he had his knee replaced I can't get him to enjoy life anymore. When my uncles were forced to retire from the [?] they went fishing more often!
- I would prefer to take a van versus public transportation. many times I can not come in because I have to take the bus.
- I would really like to move on to better things like

- having my own apartment again
- I'D LIKE TO DO BETTER BUT IT IS HARD FOR ME.
- I'd like it a lot if someone at DMHAS would consider a program to help people with mental illness learn algebra or other higher education skills. Many of us had our education interrupted or had crises which prevented finishing high school or college.
- I'd like my phone calls to be returned they never are.
- I'd like to get more involved with staff, activities, sports with PTH.
- I'd like staff to adhere to the published schedule of groups/activities (when possible). Those of us who do not have visitors during visiting hours feel badly enough; to close the smoking room during visiting hours makes the time even more unbearable
- I'd like to get into housing. I would like to fire my case manager and request a male.
- If your staff turnover wasn't so frequent and your reception staff were a little more experienced with the type of population they served. I have not been happy with a lot of my experiences.
- If that could do more for the way I do my recovery
- If a person or persons need help, "they should come for help", you will get the help you need or other person or persons needed! Thanks
- If I were in control there would be an outpatient I could attend.
- If tell client to provide services - do it right away.
- I'm having trouble dealing with my mother's death. I obsess over it unnaturally. I need more help dealing with my grief.
- I'm homeless; this puts an awkward side on situations for this survey. Everything is affected by this. My personal situations have been affected unfairly from a legal standpoint. The services here have been generally helpful, interrupted by chaos.
- Implement more services for higher functioning clients. More parking is needed for Leak Hall.
- Improve On-Call Answering service. On two occasions, I called the answering service and did not receive a call back.
- In general I'm happy with the service. Calls need to be returned within 24 hours. Also, I was told I had to get exact change to pay my co-pay - not my responsibility!
- In my opinion staff needs to get more control of the groups they facilitate. To much cross talk- you can't hear others share.
- IN MY OPINION, I BELIEVE SHELTER PLUS CARE SHOULD BE A QUICKER PROCESS BECAUSE THERE ARE NOT PLENTY OF OPENS FOR SHELTER. THERE ARE ALOT OF HOMELESS PEOPLE.
- Information should be provided as to what types of services are offered.
- It takes patience and work to stay well in here. I feel much more can be done about the way we are treated in the clubhouse. Many more things should be spoken about. If this happens it would be nice.
- It took a long time to obtain a counselor I was told. There isn't enough help here for the needs of many. Also, I think there needs to be more doctors available to speak with about medications instead of APRN.
- It took many months to be seen in this clinic. This should be rectified as soon as possible.
- It would be good to find a program that caters to low income families who cannot afford the fees rather than detox them off the program.
- It would be nice if the smoking area were hosed down every now and then.
- It would be nice if the time for class was after work hours. I like my job and these class hours are making it hard to keep it, and losing my job would be a big trigger. Thank you.
- It would be helpful if a brochure was available to help family understand stigma
- it would be helpful if a secretary would call to confirm appts as a reminder for the therapist as well as the doctor.
- It would be nice if there were more staff so that we could agree on a set time to meet.
- It would be nice if you could have trips to the beach etc. on Thurs. when my wife has off from hope depot or trips to the Meriden Mall every two weeks on Friday when my wife gets paid at work.
- It's nice that they point the way to solve some problem, but maybe they can go a step further and help for example "get the number, talk through and explain what to do, etc."
- It's ok but I could use more biofeedback and constructive criticism-there's more than just listening sometimes-also-instead of just always suggesting medication all the time-because people need to deal with their problems constructively-and effectively
- Just for the CAs to have consideration on our kids because they are just kids and this is a women and child program we don't need the CAs to tell us how to treat our kids. Because parenting teach us very good. Thank you for your time.
- Just keep up the good job. We need more activities and more trips.
- Kate needs to get group in control.
- Keep case manager straight about who is drinking or not drinking, etc
- LCCT should be the model for all DMHAS programs. All of the staff is top notch and the doctor is a very good psychiatrist. She is a valuable asset to RVS
- Length of time to get therapist if one is requesting help is ridiculous. Tell state of CT to pay to hire more therapists.
- Less dayshift intervention
- Like Dr. G. Need more.
- Like I said - there should be a more younger generation of people so the other young generation people would be able to hang out and play sports for activities and do what the younger generation would be able to do.
- Maybe I need more money once a week. I get \$20.00 a week but I need \$25.00 a week because prices have gone up - inflation.
- Maybe it would be nice to have cars for clients to learn how to drive. Maybe lesser rent.
- Maybe staff would take us to the mall or borders or stew Leonard's
- More about the lack thereof. I will discuss at length with someone in control.
- More activities, more time spent to learn adjusting with all different kinds of people
- More activities, amusement parks, etc.
- More Activities
- More advocate for clients.
- More anger management for ages 40 and up. More food nutrition groups, more ethnic groups, more spirituality groups. Need cleaner bathrooms, bedrooms. More supervision on medicines. More education for doctors.
- More attention to patients. Long waiting time for

- treatment. Suggestions for IPP and other treatments.
- More care for the children more activities with children. We should be able to leave the in day care if needed. Also some staff don't act like and they should sometimes cause trouble between the clients by telling what other ones said.
- More cigarette breaks or at least have more than one cigarette per breaks.
- More communications!
- More community money for outside social events.
- More contact with ep.
- More food, closer trips and more parties.
- More fruit at night would be healthy for future clients. We did receive fruit at night but not on a nightly basis.
- More funds for activities!
- More Groups
- More groups for Black Men and a Women on culture, environment, family.
- More intensive treatment groups needed.
- More nutrition, garden group, poetry group, drama group, quilting group, anger management, DBT, swimming group, walking group, go to YMCA, go to beach, go to work study, go to art gallery, go to concerts.
- More parking!!
- More pills that are effective
- More separation in groups regarding illness and addiction. Not everyone is addicted to drugs/alcohol and have mental issues/problems that are just as serious.
- More time needed in groups
- More time to relax. I have not been giving any information about my T.S. Why?
- More time with staff would be good
- More training in PTSD for all staff and also in Al-Anon and co-dependency from growing up in an alcohol family TREM more often- Thanks
- More weekend access to services
- Most of the necessary functions of the agency would be of more use with an actual connection to the state agencies...need way better vet connections and need a better approach to borderline cases (short term needs, short term care)
- My counselor is unable to see me as frequently as I feel I need to be seen, because the case load is so large. She is a wonderful therapist and I would very much like (and need) more frequent sessions.
- My experience is alright. I feel that it could be better much better.
- My head is fine. I need my back operation
- My medical ins. should be accepted. I'm attending thru another's sessions. This seems discriminatory. I am in need of services, but can't afford it
- My son is incarcerated and I need help understanding the system and talking to my son's counselor.
- Need a doorbell to ring for the handicapped while they arrive.
- Need a female clinician
- Need a lot more help with things to get where need I be done faster.
- Need better parking. Building needs a major face lift.
- Need better psych doctors. Someone who has time to listen and these have too many patients.
- Need flexible hours if and when I return to work!
- Need help with certain problems, family, work.
- Need information from pharmacy on meds I am taking.
- Need insurance form: processing/friendship club
- Need more activities and trips.
- Need more diabetic cooking groups, anger management and arts & crafts.
- Need more doctors less waiting time. One more doctor on Thursdays for example would help many here so much
- Need more funding
- Need more information about college education.
- Need more job and more money
- Need more outdoor walks or trips.
- Need more washers and dryers to share. Need better parking especially with snow.
- Need more women here!
- Need staff to call back sooner
- Need to be able to go to NA/AA meeting. Staff won't allow.
- Need to clean AKA (bleach) germs on door knobs.
- Need to have a steady worker who will stay with my needs.
- Need to show more respect for each other.
- Need Transportation
- Need transportation in the evening.
- Night desk reception can be much friendlier.
- No I feel I am doing good right now although I would like a medical transportation in the winter.
- No they need to give Christmas Bottle coming on Sunday is ridiculous
- Not all staff is on same page. The blue folder we receive is illegible can't read looks like a ditto from the 70's. They should use the Chemical Dependency one that Art gave me it's easy to read understand and less overwhelming for new people.
- Not enough one on one need more flexibility in treatment with medication
- Not enough parking
- Not everyone in the program is trying to change & I think they should be thrown-out. they bring other people down with them.
- Not the fault of the agency I just need more treatment to deal with my issues. I wish there were more therapists to see me more than once a week in a group I need individual but due to cut backs.
- Nursing staff needs to stick to nursing and let administration handle the problems on the compound.
- Outside meeting. more smoking.
- Paper work needs to move a little more faster for basic needs waiting period is to long for people that need help right away
- Paper work was the same all the time day after day. All was good help.
- Parking, sometimes I can't find a parking space.
- Parking is not on 103 South Main St nor is there a comfortable place to stop and drop off clients on 103 South Main, may I suggest you put on the business cards that parking and drop off is on Hubbard Street, and a number to go with it.
- People should take an economics course to improve skills. People that work in a Mental Health Facility need to be more understanding.
- Phone calls?
- Pick up the phone when I call - (lines are always so busy -- I can't reach anyone
- Plan more trips and to have the lunch program back.
- Please consider making changes in regards to your security personnel & the matter in which they interact w/ staff + especially patients + visitors.
- Please continue program you have no idea how many

- lives it has changed and saved!
- Please explain how emotional/mental health fits into the standards. Nobody is going to help me emotionally. Please help me, help us because we have problems. Don't add something else for document reasons only. Thank you.
- Please give everybody a good raise! I like everybody here!
- Please give more money to keep the people that help me work.
- PLEASE HELP ME MY LIFE WITH NEW LIFE WITH MY WIFE. THANK YOU
- Please keep funding this program. Good especially for women.
- Please keep up this vital work
- PLEASE LET KNOW THE THERAPY BE MORE OPEN MINDED WITH CLIENTS OR PATIENT'S. THANK YOU F.G.
- PLEASE TRY TO MAKE IT DIFFICULT FOR PEOPLE WHO DO NOT HAVE BE MEDICATED EARLY MORNING - 5:45 AM. SO PEOPLE WHO HAVE TO WORK EARLY OR TRAVEL FAR DON'T HAVE TO WAIT UNNECESSARY.
- PTH needs to watch the security of important personal info, e.g. soc. sec. #'s!"
- Put a better a CIA unit at Yale
- Put a psychiatric general in Washington D.C. to protect my rights as a patient.
- RVS teaches me to express feelings; could improve on anger management.
- See the doctors more for discussions on meds, soon.
- Serve more food!
- Services are fine. I'd like to have more "fun" with money; to buy things for my apartment. Staff are professional and never compromise that.
- Services can be improved a great deal, staff sometime want to be left alone.
- Services could be better if you hired more people. HOAP is a good program for me and understanding my needs.
- Services here are fine- If I had a job, I would have the life I want, not in despite of my disease/disorder. I just need another chance in life, despite my police records. I would feel more alive and proud.
- Services here should be talked more with the young adults at here with there problems in their life
- Should give the right worker with the experience to people needs.
- Should have a written document for all first time patients!
- Small groups are better
- Social workers need to follow-up with clients.
- Some of the staff should learn how to talk to the people who are here!!!
- Some younger generation staff could help by understanding more and respecting more the older generation and understanding drug and health sensitivities better. Job services do's and don'ts could be better explained from the beginning and made clear
- Sometimes if we could have more one on one groups
- Sometimes RVS staff is negative and doesn't care about what I say I want to do. They also don't forgive and/or forget past client outbursts. We need to be given a second chance.
- Sometimes you have a long wait to see your doctor. It's good when they can help with transportation to offsite medical appointments.
- Somewhere in the future, I would enjoy going to driving school. But they only offer evening classes. Specialing times could be earlier. Better communication between staff
- Staff especially director should be more involved in groups to see results. Should implement quality control inside and medical adherence. Also, the medical psychiatrist and nurses should be able at least once every two weeks for medication.
- Staff has to take more interest in medical equipment to make sure blood pressure machine is calibrated and other medical equipment what needs to be calibrated.
- Staff is great but I think they should all be on the same page.
- Staff need more help from members that come here.
- Staff needs more information regarding title 19 and what is available for these people, ie housing, permanent or temporary
- Staff needs to have involuntary psychological testing for/of people with suspected criminal personality disorders!!! (i.e. moral insanity, APD, psychopathy, sociopathy, malignant narcissism, Munchausen's by proxy).
- Staff needs to not let clients wait over 45 minutes in the waiting area to be seen.
- Staff was not sensitive in my sexual preference. We need more activities and money that includes more staff and clients.
- Staffers seem to give different orders on the job. Viktor sent me home early cause he thought I was not working 11/20/2006, which isn't true. Then you can't find them when you're looking for them. They show up 15 min. late and then expect me to work
- Stop babying people!
- Suggest a comment on auto/voice that explains why lost in a "loop" may be because all lines are busy. Thank you.
- Suggest swimming at the YMCA
- Supply SSI checks
- Take care of my need for time changes. Bev has done a great job.
- Talk with people before hospitalizing them.
- Thank you for bathroom construction, now keep them clean. Security is fine.
- That this program should have more input in recovery.
- That we can return to having lunch back at CRMHC again.
- The clinicians are very helpful but it might help if they were more of them
- The community has daily issues that need to be addressed. More on a one to one basis
- The food department needs improvement. The food sucks.
- The food is way too fatty and starchy. Not good food for recovery. Very little fruit.
- The insurance company need to leave diagnosis and duration of treatment in the hands of treatment facility Rushford
- The medicator should listen more to my symptoms. I felt as he doesn't listen and therefore I'm not getting medicated properly. I still feel my symptoms.
- The only problem I have with Reliance House is that as "payee" they do not pay ALL of my bills, for example cable and taxes. Other than that, I am very satisfied with the services I receive.
- The only thing I would change is the practice of "deadweight" chair. I believe it to be archaic and non-conducive to positive therapy. Also, we need new

- cushions in the living room.
- The only thing that I disagree with is that we can not have coffee in the middle of the day. Otherwise this program has been very therapeutic for me. P.S. Counselors do have too much paperwork to do to give us what I want too, for 1 on 1.
- The parking situation should be reviewed and expanded
- The parking problem could be addressed in a timely fashion. Also, a phone reminder for groups I have attended for months/years is kind of overkill. While I recognize Bridges is trying to be more efficient in some cases this seems to be counterproductive
- The program is excellent. The one suggestion I have is that if they expand the hospital (John Dempsey), they should make a better location for the program, with more comfortable rooms, furnishings, and better and larger office space for staff.
- The program in my opinion lacks structure, discipline and a sufficient amount of community involvement to effectuate a meaningful form of tx. There is too much idle time that can be filled with volunteer work, outside meetings, etc...
- The restrooms should be cleaner.
- The security guards totally suck and should be fired.
- The services are fine here it's just the bottle situation here that needs changing
- The services are good. people are good. more staff. staff needs more help.
- The services I receive are good but I am in need some time of extra help
- The services rendered need more time to be effectively administered. More coffee, snacks, and pertinent reading material with a quiet room for reading, study, homework, and meditation.
- The session with the psychiatrist is not long enough. Would like longer sessions.
- The staff could be more considerate
- The staff needs to be informed as how much money you can make and how it affects your SSI and SSD income. Every staff here should be trained here should be trained in this area.
- There are some questions I have that I replied neutral agree and strongly agree. I feel coming here for over four years has helped me feel that there is treatment that is good for me including classes. I do need help getting my family involved.
- There could be more to do (re: internet) access for clients instead of them just sitting around doing nothing.
- There is a need for a higher functioning group for people like myself.
- There is always room for growth here.
- There needs to be an increase in counselors time spent here or the number of actual counselors. Maybe a look at other programs to see what works and what doesn't to modify the services offered. Hopefully for the better.
- There needs to be better control in group.
- There needs to be more parking spaces available for those of us that drive. Staff needs to park their cars in a different location to leaving parking for the clients
- There needs to be more support with our supposedly independent living "CLS". The RIDE program needs to have better communication skills. And stick with what they say.
- There should be a more better way or ways to weed out the people who will not get serious about this program. It's hard to get involved or serious if only a small handful of men get involved.
- There should be a permanent staff member such as Scott B of course in addition to a rotating fellow
- There should be a scheduled time when you can review all your treatments with your manager.
- There should be house smokes for us poor people!
- There should be individual therapy as well as groups. Individual therapy is a vital part of healing. Respite needs to provide toiletries. I recently stayed there and I don't smoke, eat out, etc. I could not afford to buy samples...
- There should be more groups about drug addiction and coping groups.
- There should be more parking
- There should be more transportation options for people seeking work.
- There should be music in the waiting room.
- They are connected, but if they had other agencies willing to offer employment to ex-felons, people in general with or without skills giving them chine would be as I guess we all know opening a Big door for all people
- They _____. No one helps me when I need a place to live. They expect me to do things for them when they need to do things for me. Set me free or help me 100%.
- They do not know how to treat menopausal women. At the very least, an immediate connection should be established between any woman (between ages 35-55), her gynecologist, and this department to rule out PHYSICAL factors that may be contributing...
- They need a cafeteria in here instead of across the street because some people have a tough time crossing the street due to leg problems.
- They need more Breathalyzers!!
- They need to get busy to help me find things I need.
- They need to revamp their bottle take home policy. I've had no dirty urines for over two years. I fulfill all my commitments. I'm respectful to everyone but yet I only receive week-ends. A client should be judged on his record...
- They need to use a lab that is much better at testing urines. They can't figure out what was in my urine when it came out from my body. what does that tell you.
- They really help me to control my problems.
- They should always have their door closed when they are meeting with someone. But everyone is very nice.
- They should base take home privileges on like 3 or 4 clean urines instead of a mandatory 90 days each time. I think that is just way too long for a minor slip up.
- They should get their own apartments.
- They should give us lunch.
- They should have classes or groups in the Cafe- there are a lot of great people with such diversity who won't talk, yet around in the circle they will talk plenty.
- They should treat all situations the same. Maybe when 1 client do something wrong 1 punishment should apply to all clients
- They shouldn't detox people that been on methadone for a long period of time
- They/the services are very helpful and productive and I feel that there could be more services and improvements if there were more funding for youth services.
- Things have changed for the better, but more change is needed to improve.

- This is a great program and we need to be fed a lot more than we do.
- This is just from a detox point of view. I feel that some staff treat us much lesser than an average person. When asking medication questions I feel I have the right to look at the packaging instead being answered what are you giving me.
- This place needs some changing
- This program needs more money.
- This survey for me is 3 yrs in the span, I would have liked 1 counselor but did well when change was needed - I like my present worker, if she doesn't know an answer - she will get it. Your administration needs to get its act together (incomplete)
- Tight house is an unjust, cruel, unusual and irresponsible disciplinary action. Individuals should be held responsible for their own actions instead of harshly punishing all the clients at once.
- To be less discreet about such a mental condition that I have. It would be nice to be on the same page as doctors and nurses.
- To increase snacks and to have us do commitments downstairs.
- To make people feel like it's gonna be alright, if I fall please pick me up. Not in 2 weeks. Things take time.
- To provide more snacks and sweets for detox and better food quality.
- To be on time for group
- To control some of the member's behavior.
- Too many assumptions, not being treated as an individual, assumed because I'm in this program I'm an addict...
- Too much movies, not enough visiting hours, not enough outside involvement to adjust to outside environment. Not enough services for computer experience, not enough resources to get acclimated to outside society factors.
- Too short of a visit with my doctor. Would like more time to discuss my problems.
- Transportation is a big issue for me.
- Transportation to continue to be available. I am older and can't do it by myself.
- Upper level people to join in client area once in awhile (administration).
- Use the computers more time
- Very bad program when it comes to making us stay level headed. Complaining about the disease of addictions should focus more on the clients and not the counselors drinking coffee & doing nothing.
- Very nice people! I would like to lose weight & work & be w/ people eventually in my recovery. I would like to ask for staff's help individually (no group would help) 1on1. Could GDMHA provide 1on1 counsel to help lose weight or make info available?
- Videos suck. Need more chicks.
- Waiting for my apartment. I strongly feel that I have met my goals to move into my apartment.
- WAKE EVERYONE UP FOR SMOKE BREAK, BREAKFAST, LUNCH AND DINNER
- Want language support for medical appointment and transportation.
- Watch TV during the week- news, educational stuff. Find speakers to help inform us of what to do around towns, program availability.
- We as a group of people would like our cafeteria back so we can get to know each other better and also share our thoughts. Some people don't feel they should have to go other places to eat lunch. Some take medication that makes them talk to theirs
- We desperately need a female clinician to attend to women's specific needs, emotions and sensitive issues.
- We here in the community as a whole need more services such as the ones this Agency offers. In turn everyone within the community benefits from the positives we consumers received.
- We need a female clinician
- We need activity money. I want my son and family back. I need money and would like to go to this summer on activities.
- We need better meals for supper time.
- We need computer and language (i.e. Spanish) classes.
- We need lunch.
- We need more bus tokens.
- We need more help from staff and more sensitivity from staff. Some staff don't care.
- We need more individualize attention about our mental illness to severe in help us better to become a better independent human being the mental illness.
- We need more information about detox.
- We need more of a younger generation of people girls/boys - ages of 18 to 26-27 yrs old - so we that are already who are young can hang out together.
- We need more physical activities namely a weight set
- We need more places like this in the world
- We need more staff. They should be kind, energetic, enthusiastic, patient, understanding, eager to help, talkative, respectful, and funny.
- We need more TV programs
- We need to have more afternoon activities in the peer center like cooking.
- We should have more food vouchers, more (bus) tokens, and groups on health and hygiene.
- We should have more transportation services.
- We the ct need more services and treatment. The staff always been kind with me and others.
- Week end hours would be nice
- What this nonsense about giving back? I paid my taxes for 20 years and I am receiving services. That cigarette tax paying citizen should receive.
- Why is there no pick up at 5:00 or 6:00 pm - week days.
- Wish there were more staff working at three brothers
- Wish: Access to talk Therapy
- Would it be possible if I can get a campion. It is on the wrist, you press the button and the paramedics came. I can call staff too. Can my worker check into this.
- Would like a stress management group.
- Would like for clinician to more readily return her calls. And respond to left messages on her voice mail.
- Would like more chances to exercise and healthier food.
- Would like more communication with ideas & problems
- Would like more transportation to the club from Portland (2x a wk instead of once)
- Would like to look into other medical treatment.
- Would like to move someday. But like my staff.
- Would like to see a wellness program, arts & crafts, painting, writing workshop and cooking workshops. Would like to see Alicia more. More help cleaning personal area. Wants to work with animals
- Would like to see decaf coffee, Lactaid milk, sugar free and fat free items to each during the survey taking process.
- Would like to spend more time on Step Work of which

- there was none and also after care treatment planning.
- Would eventually like to try the acupuncture.
- Would prefer to be able to revoke a release
- Would very much appreciate seeing more women. Don't get me wrong. Men are nice but would now like an even balance. As of late, the major problem was the cigarette issue. After struggling for two weeks, have now decided - not worth the aggravation.
- Yes as I have TB! I sometimes forget app. It would be nice if someone from here would call the day of Doc app.
- Yes when do I get discharged?
- You guy need to change the whole program!
- You need to have furniture that is more easily cleaned/and be kept clean. Keep smokers from blocking outside doorways & creating toxic clouds in the entryways.
- Your meals for lunch, although economical, are not nutritious enough for a diabetic. 50% of USA is diabetic. Please improve your meals.
- Youth Challenge has been a blessing in my life. They have helped me to restore myself. I would just like to know what rights and benefits I have being a patient of DMHAS?

Concerns

- Wrong meds for years - Emotions were ignored - Staff kept telling her mom to dial 911
- [My counselor] sucks.
- 1 bathroom on the 2nd floor, if house was completely full there'd be a madhouse on the 2nd floor in the A.M. I feel uncomfortable with mental people at the building. I don't drive my car to parking lot anymore because too many gun shooting there. I hope to get more to protesting people.
- A little bit of favoritism
- Access of services is difficult when first through intake, services available by not informed of services available and then scheduling always a problem due to lack of staff for individual counseling which is most beneficial to recovery.
- Am leaving before I feel ready
- Angela is a nice person, but I think that I am not "mentally ill" as some people believe. it was not necessary for me to be hospitalized and I am angry about that.
- At one time I needed housing through Laurel House but I was told I was too high functioning but as I know there are other higher functioning members in Laurel House housing.
- At this time all I have is a case manager
- At this time I am unable to commit to going to group sessions. this is basically due to the time that group sessions are held.
- Because of being gay I feel marginalized by most of the people here and I don't feel comfortable at the Social Club.
- Behavioral (more than one person, more like 15 at Coventry CRMHC) good luck.
- Being deaf women can make things harder for me communication.
- Certain staff often act as if there is no time to talk to you unless you make an appt., which doesn't help if you need to resolve an issue sooner
- Client says she feels unsafe here.
- Communication problems at times.
- Consultation on one-to-one basis is helpful. Some medications are bad-will not help situations. I never took them!
- DBT has changed and it sucks now. You should go back to the "old way" - it was much more effective. I love Marie Sweeney and that's why I'll stay here for now. Too much turn over w/ DBT Therapists. Program changed and isn't effective.
- Difficulty getting staff to complete forms for DSS
- Discussion and increases of medications without making me aware of side effects.
- Doctor was not concerned about my back pain for 3 weeks and nothing, still nothing is being done.
- During late 2005 and early 2006, I was in a crisis situation and CT Renaissance and Pilots were neglectful with me and with my health and living needs period. If it were not because of my mom and dad, I would not have made it through my crisis...
- Everyone suffers for one persons actions and I don't agree with it, I am not alone on this one...Trust me.
- Everyone was great, thorough, compassionate, responsible, relaxed. The facility itself was a little uncomfortable, cold, institutionalized.
- Everything is fine I don't mind doing this for court but all the other things are just crazy like more meeting for DMV and all the other things I have to do if I was not working full time and already wasn't trying to be straight I wouldn't mind it
- Except for one or two, the staff here are great. I think people with children should have better control of them. People should be able to have some quiet time after 8PM. That is not the case now.
- Extremely strict program. Little time to relax and unwind. Unnecessarily stressful in an already stressful environment.
- Family is seeking services for child at another agency as a result of being discharged from ER recently. Felt like services were too focused on me, not my child.
- Feel more comfortable with staff but not with members.
- flawed urine test
- For the most part I feel happy with the way things have gone, but I don't do well with sudden change. I really appreciate LM and VD whenever I need to talk, they are there. When my social workers changed it was hard Very stressful
- For your own info nobody likes group, but no one will speak up. Barbara D. was my clinician and I feel she did well with me and understanding of me and working with me and my illness.
- Getting to actually see the doctor is so frustrating...teamwork and prescription refills are an ongoing challenge.
- Great staff, except for two people, in particular one staff member, DARCIE..... 4 instances on which she rude and uncooperative with me, but never told you.
- Group therapy sessions - excellent Obtaining meds in a timely fashion and/or reliability of "Medline" system - v.poor Staff repeatedly cancels appointments making obtaining necessary meds difficult.
- Hear voices
- Housing is understandably slow, but I completely realize the difficult issues staff have to go through to provide safe, reliable housing.
- I am a good client, and want to be treated with respect
- I am afraid to complain.
- I am beginning discharge as of 6/1. Mr. L feels that I am not paying him enough money. I work 35 hours per

week...

- I am crippled by years of weight gain. It's been an uphill battle because medications are prescribed such as lithium not taking into account. The injury of feet arguably lowering self esteem further.
- I am disappointed about being here so long to receive medical treatment.
- I am discouraged about the cancellations since my beginning. I have had 3 and since Care Plus finished Jan. 7 - I have seen someone 2, one intake and one med session. I would need a one on one therapist. I need my appointments to be consistent
- I am meds compliant but I may never recover because staff does not enable it, tragically.
- I am not fun at receiving services. I want to be left alone. I do not like people asking me questions.
- I am not getting my rights addressed. Staff not responding to my requests. Staff was not open about it. I am disabled, but the future looks good and hopeful!
- I am not happy with Gilead house.
- I am not leading the life I want to lead.
- I am still not comfortable on my meds and I've been here over a year.
- I am too sad at this time.
- I am upset that sometimes when I come back to the Halfway House the door is bolted and I can't get in, even to go to the bathroom.
- I am very happy with my clinician Dennis G but feel that the psychiatrist does very little to help me and has little to no time to understand my issues.
- I believe that they're not fair to all the people they serve, am called a name of someone I am not raised well by someone named Marge I will be totally honest
- I can't do anything- I'm helpless. My race makes it very hard to be in recovery. I grew up in church and my disability makes it very hard to be healed. I feel trapped here.
- I did not want to work on discharge planning so soon.
- I do but it wouldn't help any. In my experience here most needs aren't met.
- I do not agree with the methods of treatment. they will not let you set up your own medical appointments and if you do it on your own they punish you like you used drugs or something. I do not agree with these methods
- I do not feel I will ever recover....
- I do not like filling out forms and being a part of a survey. But, I'll answer a few, this time. (Re Safety): I don't come to the SMHA building too often. Only when I have to see the doctor. Other times I stay away .Don't like the building too much.
- I DO NOT LIKE INVOLVEMENT IN THIS PROGRAM.
- I do not like they confidential rule because they don't keep their mouth shut! They, now everyone problems down here! The other problem is jealous and transportation because some people can't get to AA meeting! Jealousy is a problem with people
- I do not receive the recommended daily allowances of vitamins, proteins and minerals. The food here is lousy.
- I do not think the staff encourage client to be upwardly mobile and independent.
- I don't agree with some of the female staff because some of them dress provocatively.
- I don't believe I have an illness, but suffer from some PTSD somewhat imposed by doctors and staff in the state system.
- I don't feel it is necessary for me to be here so some of

these questions I can not effectively answer.

- I don't feel this place has helped me at all. Any progress I have made I credit to myself only. The only reason I still come is because my husband wants me to.
- I don't have much to do with this agency. They are good at what they do, but I pursue another agency if needed.
- I don't know why they keep me here so many years.
- I don't like having to wait for my appointments.
- I don't like how word spreads around here.
- I don't like it here. I would like to be ??
- I don't like the Drop In
- I don't like the way we sign in other people can see my name and I don't want other people to see my name on the list.
- I don't like the witches that answer the phone and they know who they are!
- I don't like waiting for my appointment.
- I don't like when things re said to staff and their only seems to be one side and that is it. Very unfair. and get sanctioned for something I feel is completely unfair!! It definitely interferes with my treatment. Thank you
- I don't think the administration realizes or appreciates how potentially unsafe PTH is for some members. I hope there is not a rude awakening someday. Also, the vital information for members is not secure.
- I don't understand why my roommate has to move out now that I've found a good roommate
- I don't want to come here but it is necessary for my status as being mentally ill
- I feel disappointed that I don't know when I'm going to be leaving.
- I feel discouraged.
- I feel I do not get one on one. Once in a while something is bothering me and I feel I need to get it off my shoulder. I feel Bridge House does not provide this. I have learned to accept it. Maybe I need to learn to cope with it on my own.
- I feel in the beginning dealing with the Act Team, my telephone calls to them were answered, but not that I have been a part of them for a while, my telephone calls go unanswered. I also feel that my illness is not going to go away...
- I feel like I am not doing really good because of situations that are going on. But I am learning how to do things differently then how I would have dealt with it before. Plus I feel like I really don't belong here but right now I have to be here.
- I feel like I'm not there example I have a problem I tell my counselor or another the next day they forgot all about me - every time.
- I feel like when I speak it's on deaf ears. They always want me to listen to them, but they don't ever hear what I'm saying. And that's what I see a lot around here.
- I feel my civil rights for refusing medicine may have been violated. It is my civil right to refuse the medicine and I feel throughout my treatment certain medicines were pushed on me.
- I feel my mood group is unnecessary.
- I feel my symptoms are worse particularly side effects that are not healthy to me.
- I feel staff are not sensitive to some of my problems. Not caring enough.
- I feel staff doesn't believe that we are on their human

level. I don't feel that I have the right to express myself even when it is appropriate: the staff turn that around and say we're disrespectful. There aren't enough staff participated groups.

- I feel that DMHAS is too intrusive, voting in general elections has no to nil affect on policy of the three branches of government toward those with brain, body, mind, disorders
- I feel that I have been coming here and nobody has done anything for me!
- I feel that the psychiatrist doesn't prescribe the correct medication and doesn't respect my opinion on my treatment. Therapist is ok.
- I feel that the upper level staff focuses too much on minor issues, also there is a lot of favoritism toward different clients. Punishment should be doled out equally.
- I feel they (staff) are overworked and understaffed
- I feel very depressed, crying every day. My brother and sister both died within 2 yrs. Neither had any idea they were sick-cancer, heart problem. I can't seem to get over it. Things have never been so bad. I sometimes am afraid for my own safety
- I feel like I was talked about by the women in the front but when I told my therapist I was told it was my sickness. I don't agree. I love Edie, she was always there for me.. I don't know about Ginny yet.
- I feel at times that I'm pushed aside because I do have some intelligence and my needs henceforth aren't met and promises get broken. I do however enjoy being a part of this program as does my family.
- I felt as if a particular staff member was irresponsible with my care. She did not confront me when necessary in relapse prevention.
- I felt the mental health treatment was not good and they weren't sensitive to my needs.
- I get better from a combination of agencies- not just here. Doctor doesn't listen to my requests for med reduction. I feel DMHAS pushes people to be discharged early.
- I had an appointment w/my clinician and wanted approx 15 min as receptionist at desk was on the telephone and did not inform my clinician that I was here! My clinician just happened to walk by and noticed I was present!
- I have a problem with not being able to contact family also you telling me it has to be blood related but it can't be uncle's that are and I grew up with me. I didn't have a father.
- I have been asking to get off of trileptel for months it makes me walk around like a zombie (I need a change in my medication)
- I have better days than this, sorry, folks
- I have completed work assignments in the past, but I have had difficulty with work for four years.
- I have difficulty obtaining van rides on some of the days I'd like to attend.
- I have family that receives treatment at different center, her treatment is anywhere close to what BCC gives and if had to fill out their form it would have SD right down the line
- I have had a positive experience with all staff members. but have been disappointed with the turnover after establishing a relationship.
- I have had problems with communication between Dr. and pharmacy regarding renewing prescriptions on time.

- I have Hep C which is the reason for so many neutral answers. Staff has been quite responsive to my disease and symptoms but there is only so much they can do.
- I have misgivings about the staff doesn't really focus on my skills and strength.
- I have no disease. My case managers have been rude with respect to keeping appts with me, and being on time.
- I have only been here 4 or 5 sessions in IOP and can't honestly say I see myself any different.
- I have some ""issues"" that I've been dealing with Dr. N for several months.
- I Like it here at SFS instead of North Central in Enfield, Because I was pushed from one counselor to the next.
- I like my counselor Marisol. that is why I come here from Milford instead of going to Stratford. But the doctors don't listen to you or let you decide about your treatment they only care about the money. Why would they want you to get off the medication
- I loved the services I received from NCCS. The only thing that I didn't like was that the program kept changing. I went through a parent aid and two counselors due to either program changes or cancellations.
- I miss my former therapist. Changing has been very difficult.
- I miss my real family
- I REALLY WANTED TO GO TO YOUR REHAB (MCDONOUGH) BUT MY INSURANCE (MEDICAID) IS UNACCEPTABLE.
- I receive my medications at a very good time around 8:30 each evening. I get my medications too late in the morning.
- I still have some problems with my illness.
- I strongly disagree with the (unable to read word) that we've had to come on Sunday because of the Holidays and the way they fall
- I THINK SOME OF THE STAFF HERE IS VERY PHONY, AND SOMETIMES MAKE ME FEEL PRESSURED AND UNCOMFORTABLE!
- I think that the programs are now being geared toward the younger population and the older ones are being pushed out and ignored. This is unfair practice due to illness are the same and we deserve the right to be treated equally
- I think that the receptionist is completely unprofessional. It seems they engage in personal conversations with the other receptionist all day long. In addition I have seen them looking up accessories online. Its time to act professional for them.
- I told the police I had two vodka martinis within a period of three hours and pulled a 0.64. My experience is that there are others in the group with far more serious ailments and additions that are truly getting the help they need.
- I tried to see the doctors. Wrote five slips and still haven't seen them.
- I used to like the treatment services from Waterbury Mental Health but I have trouble from too many of the people there sometimes and I really do not trust them the amount of time that goes by is ridiculous before they do something.
- I verbalized that the center is to pay for all [illegible] services including rent
- I want to come back and I can't come back due to successful discharge.

- I want to work but the vocational person hasn't helped me yet on Team B!
- I was dropped and received hardly any help.
- I was referred by BCC. I contacted HH, but they never got back to me after the general intake and they did not return phone calls. If found it very easy to talk about my problems at BCC
- I was required to take these series of classes/counseling by the court system for a "one-time incident". I do not feel that I have an "addiction" to cure.
- I was told as a patient to be open and honest with my treatment team. The team does me a disservice by keeping "professional" decision-making amongst themselves. If the team would be open and honest I could be more grounded with my recovery...
- I was told this was voluntary then very strongly encouraged to do this. I felt pressured.
- I'm very glad that I am here in the morning Debra is a great leader and she honestly cares about helping others. Big difference from the night. She's bi-polar and just down right nasty.
- I've had to rely on client to tell me about the schedule, obligation and general rules of the place. Clinician has been helpful
- I'm angry that I had a urine pulled on me and it was clean. In a way it was good because it keeps me honest
- I'm disabled so I can't deal with problems... meds doesn't help (insomnia)
- I'm embarrassed about my life and feelings and I feel like I can't be honest about myself or others while in group because I don't want to trigger anyone or hurt anybody's feelings. Also I feel that I'm not a Dr. nor am I qualified to speak on anyone
- I'm extremely disappointed in the lack of respect the CMHC shows to its clients. The 2nd floor waiting room is a health hazard! No staff member would ever dream of sitting on them. So why do they expect a patient to sit on them? Shame on you all.
- I'm not happy with the therapist or the med doctor. My ex-husband and I found out yesterday that both the kids have ADD
- I'm quite disappointed about the reduction in the amount of appointments I am able to with my therapist went from seeing my therapist on a weekly basis (and as needed) to every other week or two weeks. It is disruptive to the therapeutic process...
- In the 5 years I've been here my counselor, therapist wasn't a whole lot of help. Dr. D, however, was very patient with me when medicine needed adjusted or completely
- Inadequate parking
- Inappropriate medication is prescribed
- Inconsistent one to one's in the past
- Intake took over 12 hours to process I felt that was very long time
- It is my opinion that certain staff members are not working towards the better of the patients.
- It is terrible
- It is too bad they cannot handle the disabled better as far as steps, parking, no elevator, it is hard to get in for me sometimes.
- It seems that the staff that is higher up in ranks don't have time for the clients about anything! Stuff being stolen, etc. Also, it is tough to get serious when probably over half the people aren't really here for themselves!!
- It's a shame people cannot see a clinician individually and weekly.
- It's great, but my mental illness is really working my brain too, too hard. My meds are kicking my butt and I can't work and they aren't working for me well!!!
- It's important to listen and ask good questions, instead of just reading a client's chart and making assumptions/pass judgment.
- It's taking a long time to receive the services I need even though I was told I would receive them quickly.
- It's too expensive, bills are confusing and come long after services were used.
- I've been becoming more and more frustrated because of the lack of jobs I can really do due to my illness.
- I've been referred to several helpful places, but haven't felt I've gotten much out of my individual sessions
- I've tried to stay committed to recovery. I was told that I was getting into program for a year. In fact, I've begged for help constantly telling staff and clients, I don't want to go on the street. I was just told that I can't get in anywhere and I must
- Kitchen staff are rude and ineffective. My doctor has me on double portions and half the time I never receive it because they tell me there is not enough.
- letters were never answered. Simple questions were not answered. I was not believed or taken seriously. my cries for help were ignored
- Lousy
- Mandated AA meetings are a pain in the (butt) if you don't live near any meetings (for example, Portland) and have no transportation.
- Marisol is an excellent counselor and is the main reason I continue my treatment here as opposed to a closer facility. The doctors here are extremely difficult to deal with and assume they know the answer to situation prior to hearing you out.
- Maybe they are understaffed, but sometimes staff lacked in making sure parole or probation got progress reports.
- Medical issues are not met or too much of a concern to them finding the needs and knowledge to get the help from resources is not there, very vague on necessary funds and help to get better.
- Medical Services, counseling and paying bills are good. Some fun things are better than average. Housing is good. Food stamps are lacking.
- medication not being called in when I tell them I need a refill
- meds required have not been an option
- Messages from the outside are not given in a timely manner and most of the time the clients do not receive messages at all.
- Most of the counselor are very happy to help me with anything that I need I do not like to be yelled at for something when one counselor tells me to do
- My case manager dose. The only one that is helpful is my case manger Just me and wife with no help
- My concern with the time that we waste in F.S DuBois. There is no structure, I'm sorry that I had to but these bad situations.
- My Dr. is blatantly using my addictive personality to make her own feelings on my meds known without even caring what it will do to my life. This woman didn't even prescribe it 3 other Dr.'s did so I am very disgusted about that.
- My medical services was slow but it is going to get

- better after 8 mos, thank you
- My medication does not seem to help
 - My meds scare me a little bit
 - My one complaint is that I began therapy with someone who I loved (Betty). She did not tell me that she was leaving until our last session. This was pretty awful in my situation (more loss), I had to start over with another counselor
 - My only complaint is sometimes if people (or me) run out of meds because missed appointments (or any reason), the facility is unable to get meds or appointments right away. I'm sure I don't have to tell anyone how important it is to be med compliant
 - My rent amount is not flexible enough to reflect it when my job pays less than expected.
 - My services were good, however I feel the questionnaire is retarded.
 - My therapist will be terminated if I don't participate with attendance restrictions. This is difficult! Uncomfortable.
 - my wallet was stolen here
 - My wishes are not respected- confidentiality is not kept. A bill to be sent Why did you blow out my banking account by having a debt paid? I do not get along with my case management worker.
 - no consistency in staff, no answers to questions
 - No discussion about my dx, not even any questions to help determine what the most accurate dx might be. Through major med changes you never have the opportunity to see the Psychiatrist as much as needed.
 - No one is perfect. Just because someone is employed at RVS doesn't mean they are not deceitful and aren't hiding mental and/or emotional short comings or are not human.
 - No one told me about a lot of services that could be provided here.
 - No! No one here cares what I want. I love my case manager, Crystal, but Dr. C hates me.
 - Not enough one on one
 - Not enough time in the next 50 yrs., but someone seriously needs to reconsider this survey!
 - not getting employment fair amount of time.
 - Not happy, not so much with services, but the community sucks
 - Nov 1st 1970 I was tortured. I believe they were the cause of it. I have been under drug therapy for 44 years.
 - Often my checks get lost so I am going for direct deposit
 - Often, I have to wait 10-15 minutes before my counselor comes to take me in - but the session always ends on the hour.
 - Old routine. Not much support with alternatives or ? difficulties; would avoid Mobile Crisis entirely. Mixed tuck with case management; some negative conservatorship; reduced access to and quality of services; legal support inadequate; no psychotherapy
 - On two occasions, I came in for my appointment when the Doctor was out for the day. I would have appreciated a phone call informing me that we needed to reschedule, instead of having me come in unnecessarily.
 - Only been here 1 week - still haven't assigned a counselor.
 - Only group counseling when I require one on one a therapist or psychiatrist
 - Only that I feel that the service is being cut off before I am placed on stable ground. This will put me in a position where all their positive work will be destroyed.
 - Only thing I don't like is that I have had more therapists here than I would have liked due to the therapists leaving and most were interns.
 - our case manager has had one meeting with me in 4 months - an intake is rarely here & he has not helped me but, when he is around he is very nice & tries, but his other interests get in the way of his job.
 - Over the last few years it seemed like there was a lot of Dr turnover. I have abandonment issues and it has been difficult emotionally stopping and starting all over again with new people
 - Parking is a problem
 - Parking is an issue.
 - Parking is horrible
 - Parking is not convenient
 - Parking is terrible.
 - Parking is terrible. No parking available for program.
 - Parking is too limited
 - Parking situation is wicked stressful especially if you are running a minute or 2 late. Stress is what I am here for so it makes things worse
 - Parking space is limited.
 - Patients sometime smell and we all have to sit together. People at front will spray bad smells away but don't think of some of us in waiting room
 - People don't care and they are very judgmental.
 - People don't listen.
 - People should do what they get paid to do. Some people I've met don't even have enough social skills to work at burger king, let alone a mental health program
 - Please don't pick at my past. Rather not discuss. I just look towards the future and take life one day at a time
 - Primarily one day I wore a sweater on a summer day & Alicia told me to change into a t-shirt or I would go back to CVH. Tim & I get along very well. I don't like Mike. Tim is most helpful. So is Gerard. And I would like to stay here for as long as I dream
 - Problem when I get ready to eat sometimes. It looks like a big disturbance.
 - Problem with confidentiality in groups with peers
 - Problem with getting snacks whenever I want to from the kitchen. It's open until 11:00 but no snacks are available.
 - Problems
 - Program is too long.
 - Public transit not available
 - Race - (Mixed) please revise this category it is dismissive/disrespectful
 - restrictions on time on passes make it impossible to take care of needed business finding a place to live, legal business, etc.
 - Right now the side effects. (Will) talk to Donna about meds.
 - Services were much better before budget cuts and the increase of paperwork and caseloads staff are expected to carry.
 - Services were not rendered in a timely fashion which led to a lapse in my entitlements
 - Some case workers have a snotty attitude about my friends. Also I have doctor problems but the people in charge of me think I'm full of crap and won't take me to the doctors. Just some not all.
 - Some office staff are rude, terse, unfriendly. Some phone call unreturned.
 - Some people get treated better. I know people who

are still using and get their bottles filled before ones who are not. Thank you.

- Some services like choices I think involved my family too much.
- Some staff members take their authority to far
- Some staff RA forget where they come from and have multiple attitude. They are also very bias with clients
- Some staff really have attitude problems and are insensitive to other peoples problems. Even though there dealing with MHA patients.
- Some workers have showed compassion towards me, while others are short w/me. (not necessarily rude).
- Someone I allowed to get info on me couldn't
- Something and another yells at me for it
- Sometime I'm not told early enough about changes in my treatment.
- Sometimes feel not seen enough. Less than monthly. Rigidity on some meds, but my net dose has decreased over years. Hard to get phone calls. Minor quibbles.
- Sometimes I don't get returned calls. All other services are excellent.
- Sometimes I feel ignored.
- Sometimes I feel that I'm not really getting any therapy (illegible) help.
- Sometimes I feel that the groups may be too large to open and bring closure to more intimate issues.
- Sometimes I feel the only difference between now and when I was using is that I'm drug free. Other areas are still trouble sleeping. Even after 3 years.
- sometimes it's hard for staff to call back but they try
- Sometimes my MD is not here, but I can get services
- Sometimes people fall thru the cracks resulting in poor or not treatment
- Sometimes the staff is rude and when you bring it up they say to bad or "It is what it is" and they don't give us a change to defend ourselves whether we are right or wrong.
- Sometimes when I try to get meds I call 2 days ahead of time, no one will call me back and I have to keep after some of the receptionists about still trying to get my meds after 2 days and some catch an attitude.
- Sometimes won't listen
- Staff does their best to take care of clients but are strapped by their budget.
- Staff for the most part has been co-operative with me. There has been only one person that has had issues with me & me with her.
- Staff got over-involved and interfered in my court case. My case worker, she was out of line, butted in and it upset me.
- Staff help but I am not doing what I need to do.
- Staff kept changing. I had 3 clinicians in less than a year. So I got annoyed and left came back only at my mother's insistence. I don't do drugs but staff assumes if you're a teen you do.
- Staff lacks emotions.
- Staff Negative
- Staff tries very hard to work with us but many times they are bogged down in red tape.
- Strict on parking. Surveys good/helpful. Life is better.
- Symptoms / sometimes overwhelming physically
- Thanks Janet S, Pat R, Jim S and your self Mr. Kirk
This is not enough. What I was thought left me marks in my life, emotionally, my self esteem is down. I am experience left out . It's a shame that the animals have more respect.
- That I had to write a comment slip 3 or 4 times to get

help. I would like to say that there are certain wonderful staff members here and on the other hand there are staff members that I don't see how they have jobs here with the way they treat patients

- That it will be better to go to a pass and the food sucks.
- That sometimes when I don't want to do something my Case Manager says that "If you don't do what you are told I may go back to jail. So I would like to take charge but I don't think that is going to happen. And I hope it WILL CHANGE" Thank You
- The administrative department and various studies are good but the clinicians that I dealt with didn't or I feel like they didn't want to help me the way they were trained to. They put corporate 1st instead of clients.
- The billing person don't realize I have insurance the I renew every 6 months every week she send me a bill every time week I have to show my proof of insurances
- The call backs when having a problem was 3-4 days and it wasn't the nurse quick response to med problems was bad.
- the changes in location and therapist I no longer use their services
- The clinician takes off a lot.
- The clinicians could honor their appointments instead of canceling so often
- The clozeral group is too hard to understand.
- The doctor that I saw for mental health was very rude and made me feel low.
- The front desk when you call for the psychiatrist D tell you they'll put a note in her mail box - they DON'T Do IT. And it was urgent & didn't get solved for 3 days. On the 3rd day front desk took me serious and gave Dr. D my message...
- The groups lack structure, there seems to be no game plan (lesson plan). The goal of the groups seems to be to promote the use of AA or NA, otherwise there seems to be no point to the group at all. I jokingly describe the program as "AA light".
- The IOP class is too long. Three hours out of a day for four days a week is too long.
- The IOP meetings are too long.
- The meth is less strong then its Been in 5 years I'm on 130 and still wake up sick
- The music in the waiting room is too mellow.
- The new way of doing things is terrible. Bring back Dean, Karen, Claudette, Lucy and Judy. Obtaining good and proper appointment times is difficult
- The noise of the highway and the railroad is a problem here. Trash pick up is a problem and my mail doesn't come as regularly. My room is really small. We make do the best we can.
- The nurse Denise she had a bad attitude with clients and I lot people don't get along with her.
- The nurses in the psych ward are terrible! (pushy, moody, too controlling, terrible at communication, play mind games) this refers to no one specific just the whole ward in general
- The only problem I encountered was the services of the case manager.
- The only thing I wish was different is the way they can throw people"
- The only thing I would eliminate is the BRS Connection, which is utterly useless.
- the parking for the mental health clinic is in need of attention. If I ever have an appointment in the morning I have to parking the rear of the hospital near the peds

center to avoid a parking notice that they will place on my car

- the parking here sucks. It's all drs by mental health building or the birthing center
- The parking is a real problem.
- The people do not respect confidentiality.
- The program is very unorganized when a newcomer comes in, nobody tells then the routine. What papers to sign, the sequence of groups, how to see the RA or psychiatrist. I felt the first few days
- The reasons I put for pursuing interests & I can have a life I want is because I'm still very depressed & still in a lot of pain due to my illness. Until they get me on the correct medication without the horrible side effects then is when I will pro
- The service here at VMHC is not the best. It seems like they don't care too much about your personal problems.
- The services here are for torturing you and for holding you down. And to make you fear everything . I still don't trust any one here except maybe some voices.
- The services here are well to my liking. Some of MHW were great other were nasty and had bad attitudes and I thought were lazy
- The staff were helpful but only approached some clients, everyone else was invisible. The area was dangerous with the gangs and people were selling or giving drugs out in the bathroom. (not good!!!) Hope you can help clear this up at CMHA
- The therapists, APRNs and most staff are very friendly, professional, caring individuals. Some receptionists seem as though not very understanding or sympathetic to the types of patients who come here. Come across as very cold.
- The time is not working out
- The waters kind of cold when we take showers The program to giveth yet taketh away Happiness.
- The worker I had first "Mary Ellen" I found to be very pushy, would not listen to my problems without giving her opinion "very strong" even though I didn't agree. It was her way or no way, but I am very happy with new worker!
- The workers at the front desk are extremely rude! Their negativity may harm my treatment.
- The zyprexa issue Zyprexa probably caused diabetes; if I knew this 4 or 5 yrs. ago I might have taken more exercise, keeping my weight, dieting
- There are parking problems for patients that go to the clinic
- There are times when the surroundings and the people are negative.
- There is too much favoritism and some staff are very rude, and don't take their jobs serious, the place is very dirty and we give them our food stamps, and always eat the same thing over and over again. Never gets any snacks.
- There was a disagreement about whether or not I was actually in this program (employment services). They have not kept in touch with me . They have not guided me.
- There way or the highway
- They are completely fair with me about everything. I think and believe that I should never have my association with the GRO program terminated.
- They are terrible, not being met, little to none effort involved in treatment. This place went to dogs.
- They control me. I don't have a life unless they allow

it. They are purposely targeting me by punishing me even when I am the victim. They don't listen to me. They favor certain clients because they are younger or newer.

- They couldn't find me a job.
- This form I didn't want to fill out, they made me do so please when I say no I mean no!
- This place doesn't have much tolerance for the fine gospel of Jesus Christ, for example I can't give a gospel message at the clubhouse.
- This place is very slow in getting me the things, clothes, shoes, etc.
- This program is very very strict. We can't do anything we want its groups all day. 50 minutes of rec. Then I go upstairs with everybody else its so strict you can't even play cards before you go to sleep.
- This specific DBT program is inflexible - You are not allowed in the group if you are not in individual DBT therapy and vice versa - a combination of psychotherapy & DBT is not allowed. No individualization.
- This unit doesn't meet my needs. My illness got worse. I will follow up with my current health professional who are better able to meet my needs rather than this unit
- To be in this business you need to have heart and understanding. And also patience. Something SCADD knows very little about.
- Too much drama needs to be taken care of people; people are deliberately pushing others button
- Too many controlling freaks
- Too locked down here.
- Too many (or frequent doctor charges)
- Too many caseworkers come and go
- Too much hours!!
- Took longer to get started than I expected. Getting people to react to my first call was a disappointment.
- Transferring to a different level of care - staff were very helpful. I have some difficulty with my new staff members w/religious issues, but this is limited to one or two staff members. My "new" therapist is extremely helpful - she has helped me
- Twice as much money per week for cash paying clients than any other program in the State "why"?
- Two much time in but non said.
- Two other case managers; not exactly extraordinary in helping in my sense of knowledge to let me be an important crusader in my use of self help and education
- Typically DMHAS provides services for mental illness, however, there is little that they provide for clients they haven't picked up on.
- Unnecessarily extended too long
- Upon entering this program I was not informed of who my clinician or case manager would be
- Wage falls short in area of job development. I am ambitious with high IQ not likely to be satisfied washing dishes or gluing glitter onto pine cones-8.50 per hour is not acceptable to me-I have after all a BS
- Washing dishes an issue
- Well I am happy with the service except when I call to change appointments they don't return call or they will call & remind me of the appointments I have!
- When a student clinician leaves it is sometime before a client is situation so continuity of tx is interrupted.
- When I disagree about treatment it was in the past, especially when breaking confidentiality and therapy several years ago.
- When I first came to RVS I did not receive information

about my rights or my meds or side effects to meds and had no say about my treatment plan. However, when I researched all that information and I got an advocate, I got better treatment and when

- When I leave a message to, for example, re-schedule an appointment because I cant make it is sometimes 2-3 days, even a week before I get a call back.
- When I make judgment, sometimes it's taken too personal.
- When I receive phone calls I am never informed where they are calling me from (not mentioning they are from Hockanum Valley), Not being informed I was going to receive random drug screenings which is perfectly fine but would have liked to have been I
- When I see my worker I want to know that I can have time with her to talk, ask about things and have confidential time with her. I want to know how much time I have to do this. ... I get very depressed and wished that I had a little more time.
- When my private therapist was too sick to see me, yet did not tell me so soon enough, I wish I could have been seen here.
- When will it end
- When you show up, appointment times (Promptness)
- Why does Methadone have to be part of this survey? I strongly object of this medication.
- why is there no "I am an American" to check in the ethnicity question? Is this form just for groups outside of the United States? I feel discriminated against because of this.
- Would not disclose all side effects.
- Would not recommend to a person who has never been to a program before. too intense
- Yes I do not believe that it is necessary for me to be here. Although I do not hate the group itself, I feel that there is no further reason for my continuing on here George L. (Illegible)
- Yes I feel as if there is a lot of favoritism in this building and some of staff feel they can talk to you like you are lower than them and my stronger needs are not being met.
- yes I think most of this questionnaire does not apply to me or Columbus House because it's not a treatment center it is a homeless shelter, I didn't become homeless because of lack of job, lack of money and child support. There are a lot of other reasons
- Yes this program has many faults in it especially with staff. There is a lot of racism and tune of favoritism. They talk to us like we are trash and use horrible words to us and about our actions. now because of this letter I will be sent back to jail
- Yes, but to - would give away my identity
- Yes, I don't think it's fair that I'm being punished, when I did not have a dirty urine in 2 yrs. Meaning doubling up my meetings w/my counselor. NOT FAIR!!
- Yes, I'm on 90 ml of med, I'm also HIV +. I have been for quite some time. Now the medicine I'm on east my methadone. I guess I was just hoping my meth would have been raised 4 weeks ago when we had planned on it. Its really to start my HIV regimen
- yes, too much of a wait to see doctor to get proper meds that work for me as in times past.
- You are told to come in at one time for meds. You show up at that time and am told to come back later. Or they send out nurses to your home who are useless to your needs. My family has helped me more with my health than the visiting nurses.

- You made me get into a car crash because you said my meds were safe to drive with.

Thank You

- All staff are very friendly, no one looks down on me. They actually feel like family or close friends. They've really gone the extra mile for me. Thanks.
- All the staff are genuinely professional and are concerned for our safety - such as fires and missing persons and work well with the community! Thank you!
- Although I have a huge plate full in front of me--I appreciate the patience of all the parties @ SFS facing long jail term and planning an estate before hand is very trying and hard thank you
- Although of some side affects on things I find myself doing so much better a five years of treatment I come a very long ways thanks to C.M.H.C and doctors + staff which I have so much to be grateful for Thank you
- Am very glad that I get help here for my disorder. Thank you.
- As stated before if it weren't for the staff and the director I wouldn't be here and getting well. Thanks I can do it because of you.
- Chris M has been an excellent counselor/therapist. He has helped me along my path as a sober happy woman. I thank him very much.
- CMHWH does a real good job! [name], [name] and [name] are very professional and on the money! Thanks
- Elaine O is the best case manager I have had in the years I have been a client, thanks for her
- Even though I relapsed while I was here. I feel I have made a huge change. I appreciate everything that has been done and offered to me. I honestly can't complain about one thing. I want to thank everyone here for helping me. thank you
- Everyone has helped me in my stay here staff helped me with everything some clients were there for me when I need them or when I was struggling. Thank you
- Everything has been fine so far thank you
- Excellent, jubilant, fabulous staff - they give so generously - trying so hard to lift us up - even as they have numerous demands - as they multi - task in powerful positivity and energy thank you profusely
- Great agency also want to heal me. Thank you for all your help
- Happy to be at Fellowship, thank you.
- Haydee's community talk was excellent. She really helped me think more positive and made me feel more better about my self Thank You. P.S. I appreciate everything the staff has done for me, by giving me a warm welcome.
- I am a nurse that was attacked by a dog white during a home visit. I am a responsible recovering addict. Thanks to P House life is worth living.
- I am able to reason out a problem better than before. I am also better with the medications I am on. They help me to reason.
- I am blessed to have Marisol as my counselor, she gives me hope that I can stay clean and stay out of trouble. Thank you.
- I am more confident and energetic due to medication and talking to the doctor and reps. Thank you.
- I have been coming here for many years. I would like

- to thank my therapist Cheryl C Dr. B & Joann for the help & kindness I have received through the years.
- I just wanna say thank you for your services, and that your staff members, counselors were very professional about everything- thank you.
 - I just want to commend and thank my therapist Barbara E. She has been a tremendous help. Because of her tx and counseling I have grown to love myself. Please tell Barbara she has been a blessing in my life.
 - I like it here because they are very flexible and understood and I feel very happy and comfortable. Thanks
 - I like the condition of my new health heart, liver transplants THANK YOU
 - I like the service and it help me a lot and I thank everyone for their help
 - I like to thank everyone for helping me and for helping me to find my strong points and week points. I'd especially like to thank my awesome counselor Lori. I love coming here you all help me so much. You are all good to me and thank you all for helping me. You are there when I need you.
 - I love Fellowship. It's made the difference between can't do and can do. Please support it forever. Thanks
 - I love you guys. you help me out so much. due to you and your sincerity I'm clean. thank you
 - I never understood why I was using until I got here and learned about my drug and drinking problem. I'm happy I came to Viewpoint to get help I needed. thank you
 - I now feel that I'm capable to take control of my life and stop using. Although I have a ways to go I know that now I will become the person I know I can be. I just want to thank all staff for their help and support.
 - I really appreciate the love and support from all the staff at Grant St. Everyone made me feel like family. I really did get a lot out of being here not just about my addiction but learning how to love myself again. Thanks Theresa
 - I really like & enjoy coming being part of Genesis. The staff has helped me through the rough times in my life. Since day one along the road. Thanks Genesis.
 - I really like this program and the services I have received here have helped me a lot. Thanks!
 - I thank all of you for being there when I need you.
 - I thank all the staff for helping me thank you all again.
 - I thank every and all staff for their support. The Director Terry was very fair and non-judgmental and non-biased.
 - I thank Fellowship for allowing me to work in different dept. I enjoy them all. It's helping me not think about me issues. I give thanks to that's been there for me in time of need of support.
 - I thank God Every Day for the Women In Treatment Program and to have the staff aboard that has been here through the years. I would always like to thank Kim for all her help and time for always taking the time For caring. Thank you Lisa V
 - I thank God for having a service for me. Thank you
 - I thank God that I found Connecticut Counseling Centers for my recovery!
 - I thank God that I'm doing group and maintain my services.
 - I thank my counselor for giving me the time and attention that I needed. thank you.
 - I thank the lord for your help. If it weren't for Continuum I would still be in the shelter
 - I thank them for giving me another chance at a sober lifestyle.
 - I thank this agency and staff for their kindness, professionalism, and the respect and consideration toward my needs.
 - I thank you for accepting me.
 - I think Catholic Charities does well at my situations of my treatment in very good counseling and assistance. 0-5 thank you for each of your thoughts of answering me for the questions of healing of my recovering illness
 - I think that I will do Better at work and I do believe that I will be more productive. I do and will strive to give back to my family and community. Thank you
 - I think the computer classes are great. I learned a lot. I am able to use my computer skills on my new job. thank you Search for Change.
 - I think this program really works, the other program I was on seemed like they didn't care if I had a dirty urine they didn't say much over here ids more like a family and for the first time I see the light at the end of the tunnel. Thanks.
 - I thought I was being treated with a great deal of respect and really liked the staff members. I would come back here in the future if necessary. Thank you again
 - I truly enjoy coming to SATU. I have always felt very welcomed by all the staff + I've felt they were ever judging me. Thank you for all you do
 - I used to think it was too late for me to turn my life around. Thanks to this program I know I was totally wrong. And I am not given up.
 - I want to thank all of the staff and members at Laurel House because they gave me support and gave me at Courtland Gardens and they have helped me a lot. Also I want to thank Laurel House because they gave me an apartment and a good roommate.
 - I want to thank everyone who supports my treatment
 - I want to thank my counselor for helping me through this crisis in my life. She showed me a better way to deal with my problems--being drug free.
 - I want to thank my counselor for the encouragement he's given me and helping me deal with myself and others.
 - I want to thank SCS for being here for people in need like myself. thank you
 - I want to thank staff for being cool with me.
 - I want to thank you for trying to keep me as calm as you can!
 - I was not willing at first to deal with my problems but the staff helped me to do just that so I would thank everybody who help me.
 - I was transferred here from Backus Mental Health - about a year ago I feel I've made much more progress here in a shorter period of time. Thank you!
 - I will like to thanks to all staff- esp. my clinician. God bless you all
 - I wish I didn't have to be here. Thank You Sincerely Patient
 - I would just like to thank everyone: Jeff, Ilene, Perry, Ned, Walt, etc. I got just what I needed here. There is not many long term treatment. I feel very lucky to have this chance. Thank you very much.
 - I would just like to thank Richard and the staff for helping me find a job. it is working out great
 - I would like to extend my thanks and appreciation to the staff at mercy housing for an out standing job. and to this day they remain consistence. May God continue

- to Bless all of you.
- I would like to give a special thanks to the staff for believing in me and making me believe that I can achieve my goals and make my dreams come true . Thanks Farrell !
- I would like to say how grateful I am to the staff at New Era. My counselor Crystal S has been a key part of my recovery. I feel blessed to have her as a counselor. There have been many challenges that I have had to overcome in my two years
- I would like to say that it not been strongly with Nicole and the staff here I could ok! and God first I would not had done it. Thank you staff Thank you God
- I would like to say that RVS has really been a blessing to me throughout the time that I was here. They helped me with some of the most important things that was needed in my life. They helped make possible for me to get my dog back. God Bless You
- I would like to say that this program helped me better understand and how to deal with my disease. I would also strongly recommend this program anyone from friend to family.
- I would like to tell you about your service at the pine's I think it is very good!
- I would like to thank all staff members including the nurse and secretary for all of their kindness when I was in crisis& need. They listened when I needed to be listened to they never said no to my needs.
- I would like to thank CHD for helping and believing and trusting me with APTRM again regardless my past thank you all staff
- I would like to thank Dr. H for everything
- I would like to thank my counselor Lori. She was great and helped me so much and the staff was great. Thank you.
- I would like to thank Oliver for not giving up on me while we found a job that suited me.
- I WOULD LIKE TO THANK THE STAFF FOR ALL YOUR HELP AND SUPPORT.
- I would like to thank the staff for giving me back my life thank you!!
- I would like to thank the staff on the outstanding job they do for me because they really give me reasons to keep coming. Thank you.
- I would like to thank them.
- I would like to thank Women's Recovery for their support because it a great thing to help people like myself. It very supportive. Help you get back on track with your life.
- I would recommend this facility to family and or friends with mental/drug addiction. Thank you very much
- I would to help myself and others with problems when I or other people have them and to gain employment in the future. Thank you.
- I'm very grateful for the help I'm getting and that its helping me feel so much better and make me feel so good about myself so for that I thank you from the bottom of my heart
- I'm appreciative of the quality effort of the services elected available and encourage stellar results from within to being as a result of experience with this agency that goals may be accomplished. Thanks
- I'm glad to have a place that I could go to better my life and to talk a someone when I need to. Thank U.
- I'm good. TV and chats for leisure activities, lots of sleep nights (meals) etc are good. Thanks.
- I'm Happy I chose this treatment service. I was here in the past cause I always felt very comfortable. The nurses & staff are very supportive and nice. Thanks
- I'm happy to be at Fellowship, thank you.
- I'm heading in the right place thanks to Crossroads.
- I'm in control more now than before. Thanks New Era.
- I'm right where I need to be and want to be thank you
- I'm starting to feel more better about myself. Thank you.
- I'm thankful for the program's assistance.
- I'm very thankful for Prime Time House
- in spite of the staff turnover I am appreciative of the services I receive.
- Interlude has been essential to my well being and an anchor to my existence this year. Thank God for Interlude and especially my case manager.
- It has helped me 100 % in all aspects of my life. Thank You.
- It very great and I love it. Thank you.
- It's been the best thing I could do is be at the Glen - For myself the time the place. and the experience I believe I have a solid foundation to carry on - Thanks T.G.
- It's a good program I feel very completed. Thank you
- It's been a long battle with my illness but thanks to you guys and girls, I'm still around today. Thanks for all your help.
- I've just got here and so far so good. You have a wonderful staff and the personnel is very uplifting as far as needs and concerns are. Thanks
- I've read every question and answered honestly and to the best of my ability. I will take with me definitely more information for my own needs thanks to Blue Hills and the staff.
- Just a simple Thank You :)
- Just a very thanks for all your help
- Just thank you all!
- Just thanks!
- Just Thanx.
- Just that I realize that I made the best decision of my life by coming to this program, it's really helping me with my problems and I feel a lot better than before coming here. Thank you!
- Just to say "thank-you" for a chance at life.
- Kate and Dr. Meyers have helped me a lot and I thank them very much.
- Katie has helped me a great deal while in this program and even after discharge she is a great therapist.. Thanks for everything.
- Keep the good work you're the best program I ever being. thank you for you time and effort.
- Many of the doctors and practitioners are very concerned with the well-being of the individual - thank you
- Me and my family are very happy with my recovery and with the program in general and thank you all for everything you have done for me and my children. I can't thank you enough for giving me my life back. The staff have always been very good to me.
- Mercy Housing is one of the best resources God has ever placed in my life. I thank God for Mercy Housing and Shelter. Especially special thanks Keisha S, Yolanda P, Garlene D
- Milestone has helped me in every aspect of my being. I thank you all.
- Most staff is caring and professional thanks to those who care
- My case manager is great help and everybody is more

than friendly. I hope that one day I'll be able to move on the hopefully recover. Thank you everyone in every program.

- No I have nothing to say at this moment. Thank you
- no thank you
- no thanks, you do enough
- No that's everything thank you - have a nice day!
- Prime Time House Inc. is a constant source of encouragement for me . 24-7. Thank you!
- Problems counseling recovery AND problems in general. THANKFUL
- Services are 10 + on a scale of 1 to 10. Thank You
- Services have been great, thank you.
- She always has positions for me to apply for. I thank her very much. She is friendly and easy to talk to.
- Since I have to go on- I was able to wait the time it took to get a placement. I'm happy about that so I feel better - working with the clients here for as long as they need - with a little patience - a person can better themselves. Thank you
- Since I started here at Northside I have been better able to handle the stresses in my life. Thank you to the staff of Northside.
- Since I'm in such early recovery and have mental issues I still feel very fragile & not nearly 100%, but I had a lovely experience. Thank you for the services.
- Sound Community has helped me with everything I would just like to say thank you.
- Staff did a excellent job. Thanks!
- Staff has been very helpful. Terry is brilliant in his presence. Staff has too much paperwork from what I see. Other than that I wouldn't change a thing. thank you.
- Staff is great and doesn't get enough recognition. They put their all into helping with our recovery and u should know that. Thank You
- Staff is great when I see them and they are concern about my well being. Thanks
- Staff is very courteous, respectful, friendly, they make sure everyone is attended and taken care of. Thank you to all the staff.
- Staff: Thanks for helping open up and learning more about my self. I believed I have a much greater chance at having a good life. Thank you Farrell House.
- Thank God for all of you.
- Thank God I'm Here
- Thank you
- Thank you !Merry xmas!
- Thank you - God Bless
- Thank you !
- Thank you ! and I am very grateful
- Thank you 4 my life God-Bless
- Thank you all for helping me and being always there for me.
- Thank you all.
- Thank you and god for your help
- Thank you Dr. A
- Thank you for being there for the hard times in my life right at this time
- Thank you for a great beginning.
- THANK YOU FOR A SECOND CHANCE AND A HEARTFELT THANKS TO ALL THE STAFF
- Thank you for all of your help.
- Thank you for all your help and support.
- Thank you for all your help!!!
- Thank you for being there for me and others.
- Thank you for caring!

- Thank you for giving me a chance!
- Thank you for Grant St it worked for me I don't know about others but for me it worked.
- Thank you for having me.
- Thank you for helping me Carl G.
- Thank you for helping me deal with life!
- Thank you for helping me out.
- Thank you for letting me achieve my goals.
- Thank you for my support in being here for my dual addiction. Staff was great and accurate.
- Thank you for taking care of my mom. The staff is excellent and the facility seems like an excellent place to learn and understand yourself
- Thank you for the help. I wish that Mr. J did not leave us. he was great help and support to me. I know that he is gonna be great help to anyone wherever he is. Ms. Judy is always there whenever I need her and helps me greatly. Beth also is great
- Thank you for the service I received through out the years.
- Thank you for understanding my situation and the advice given when and how to deal with certain situations.
- thank you for working with me and not for me as though I were helpless. I know what is best for me. only I have been in these shoes for 33 years.
- Thank you for your help
- Thank you for your help and continued support.
- Thank you for your help so far
- Thank you for your professional help and also your genuine friendliness. I am really enjoying my recovery process with my dual diagnosis
- Thank You For Your Service
- Thank you for your time and services.
- Thank you guys for everything. I did good just cause you did a really good job. Thank you.
- Thank you lots! Deb N is my case manager and she is great.
- Thank you Mary and all of the staff for giving me a chance and allowing me to stay here.
- Thank you so much!
- Thank you to all the people who work with me.
- Thank you to all the staff!
- thank you very much because I thought I lose everything.
- Thank you very much for all your services.
- Thank you very much!
- Thank you very much.
- Thank you! My life is better and always progressing to learn more about myself and my disease.
- thank you! For a pleasant stay.
- Thank you!!
- Thankful about services provided in my own language.
- Thankful the program is available
- Thanks
- Thanks - believe that you probably help others too.
- Thanks Farrell For your help keep the good work up .
- Thanks for being here
- Thanks for everything
- Thanks for having me!
- Thanks for saving my life.
- Thanks for the help.
- Thanks for your help! God Bless APT
- Thanks to my treatment team and other services I am stable for the first time in my life.
- Thanks to staff and John P for all that you've done for me. Love you all

- Thanks to these services I am fine and will continue the same.
- Thanks to this program now I'm becoming again a new person and more strong minded about how to deal with my problem and I'm glad this program is helping me so much and I just want to stay clean.
- Thanks you so much Mercy Housing.
- THANKS.
- That at first I didn't think this program was good for me. But after I talked to staff & They talked to me gave me positive input I gave the program a chance and I'm happy I stayed here. Thank you to all staff
- That I'm very much thankful for the help and respect that his program has giving me thank you.
- The Mental Health Clinic helped me get my life back. Thank You!
- the people here really care about their people on a one to one basis and if I ever need help I would like to come here and I would tell family and friends about these services. Thank you very much
- The people that help me do a very good job and I appreciate everything that they have done. Thank you.
- The program helps me to feel better about myself and my disability. Thank you for your help Easter Seals.
- The service that I have received here is the thing that has happened to me. I feel like I can do the things I've always wanted to do in life. Thank you.
- The services given here has given Me My Life back the support from All Staff on All levels is greatly Appreciated. Thank you All
- The services has been good to me and I would like to thank you for all you have done.
- The services here is great thank you!
- The services I received were great and the staff was great. Thank you for everything.
- The staff at Pilots has helped me and supported me immeasurably. They have encouraged me and offered support and recognized my strengths when having difficulty recognizing my own. I can't thank them enough.
- The staff here at Halie House are very patient nice understanding. God bless them all. I'm thankful to be here.
- The staff here tried as best as they can to help those who want the help. I recommend this place to anyone going through what I have. Thank you renaissance.
- The staff were wonderful and the superbowl party surpassed my expectations. Thank you very much
- The work of our team has been rewarding to entire family. Thanks.
- These cannot be my most personal views because I would need no aid to confess inner most man in public facility weekly ensuring cash transactions but thanks, dmw
- This hospital has really help me this time around. Thank you! Keep up the excellent work, and god bless always.
- This is a great place. I'm glad I'm able to come here. I don't have that much money and they still let me come here. Thanks!!
- This place has been good for me I helps me be able to be productive member in my family. Thank you.
- This place helped me a lot. And thank you very much for that to get my life back.
- This program has helped me in many ways. I felt alone in many ways even though I had the help of my family. Now I am an all around better person and I have this program to thank for it.
- This program is very comfortable for me and my child. They help me a lot. There is a lot of structure so when I get ready to leave I will be ready for the real world. Thank you.
- This program showed me who I am and who I could be if I don't do the right thing. Thank you sincerely for changing my life.
- This residential program is the best. I've learned how to budget my time and that for me there is no such thing as later. Thank you
- To the Act Team: I just want to thank you for everything you have done for throughout the year.
- Very effective - very understanding Thank you very much!
- Very pleased with service. thank you
- Very satisfied. Thank you
- When I first came to RVS I was just leaving DCF. I was a hell raiser but throughout my struggles I can honestly say that the staff at RVS as a whole have had a lot of influence on me.
- Will went the extra mile for me and I thank him for all his hard work
- With the help of my Counselor I feel well looked after. Also she enables me to be calm and use my mind in a positive way. She is an asset to the apt foundation. I sincerely thank you all.
- Yes I am a better person and I can do better with my communication and my family. Thank you.
- Yes I had a good time everything went the way I wanted to I participated. I had a nice time. Thank you.
- Yes Thank you very much
- Yes. Fellowship and Norman has helped me with Social Anxiety problems! Facing people and much more. I can't thank you enough. Thank you; J.P.
- You did all the best that you could. Thank you.
- You guys were great !!! Thank You.
- You helped me open my eyes and take charge of my situation. Thank You.

General Comments

- This has been the most effective, professional, educational program I ever attended for dual dx.
- Church Great counselors, very comfortable. Can say what's on your minds. Very positive!
- Kind, compassionate and caring staff...
- After calling over 10 agencies, I finally found one that helped me with both addiction and mental health. If has been and continues to be a wonderful experience.
- After coming to each meeting, I'm glad I came.
- All staff members were professional, friendly and eager to help clients.
- All the staff here is very nice, professional and courteous. Although I've had a bit of trouble finding just the right group to fit into I'm sure that somewhere along the way the team here will find just the right group that will suit my needs.
- Although situations change daily I seem to keep strength to handle situations better, allowing myself to be expressive and know that past experiences are made to learn from and to make your life better as a educational process as well as history.
- Anything is great and my recovery going good because myself, family and my counselor.
- Appreciate all the help, comments, groups and counselors.

- As long as you want it, the help in this program can help you to the fullest extent
- At first I hated it but then I appreciated it here, and benefits of services.
- At PTH I'm given the opportunity to learn & grow. Members & staff believe in me & help me believe in myself. Since being a member of PTH I've learned a lot, become more confident, gained another family, realized I could accomplish my goals & so I did."
- At this moment, no. I have to think on a few things!
- Been excellent, no complaints
- Before Mental Health, I didn't know myself
- Best services, I receive also this had help me with work situations, Plus meeting with my boss for communications respond my needs, support too. Help me find a way deal with health issues. They help me with some ideas to make my work easy.
- Brian W was an excellent, effective, and very influential case worker.
- Bridge House is a great place, and is a great influence in my life and recovery. Fellow members and staff are very interacting, I have an awesome time here. I enjoy working in the food unit and cooking, Gladys is very nice, she always brings sunshine
- Bridge House is a service that I never know of. To be able to come to a place with people who I can relate to ad speak about almost anything make this place a better place then most. I like Bridge House, it very educational and I learn a lot of this
- Came here for mental health, but ended up w/ alcohol treatment. Which ultimately will help me w/ my mental health. Had I not came here I wouldn't have gotten to the bottom of the things that I want to.
- Carl upheld and maintained the integrity of this facility, and was a pleasure to visit with
- Charlise S is the best besides Sharon Boyd that ever happen to me as far as getting what I need, good advice, good services, etc. I love both of them dearly. There is nothing in this world they would not do for me at any given time.
- Cheryl H, Claudia O, Phil and the kitchen staff are great! Race was great too Oasis is wonderful and fits into my schedule. I like socializing with everyone. First Step helped me find adequate housing, furniture, taught me how to get transportation
- Comfortable and welcoming, look forward to coming.
- Common Ground. I love the staff and members here. if I need help they are there to help people who are injured. also, they give me free comfortable where it stay in area.
- Continuum is the best thing that happened to me. I don't know where I would be right now in my life & recovery if it hadn't been for your services. Thank you all very much especially Gretchen, John and Nina
- Counselors drop everything in order to help me + or other members of the community. I think this program has changed my life. I have become a new person, this was the first time I ever got this far.
- Counselors and staff at Milestone seem to me to be very involved in the personal needs of the clients in regards to recovery and aftercare. Also, clients at Milestone receive the respect and attention needed during this time of crisis.
- Crossroads is the place to go to, if you have an addiction, there are great.
- Cynthia G, Mental Health Clinician in the Partial Hospital Program and Rita B, case management and therapy, have been wonderful, insightful, and instrumental in my treatment. Both from UConn psych.
- Dave, Juan, and Mark really helped me in my recovery and getting on with my life by helping me with my treatment and preparing me for leaving.
- Deb and Tammy have been the most knowledgeable, kind, and caring, yet firm counselors I have ever encountered. Wheeler made me feel that their sole interest was in helping me.
- Deb N, Kim W, and Renee L are great.
- Dr. C is a good doctor at group, advise and encouraging me.
- Ella T has been particularly helpful. Doctor K kept me waiting at my appt. times so I asked to be switched however now I can deal with it and it isn't so much a prob. Also, I am going to go to Keystone or Search for Change.
- ELLA, DEE HAVE HELPED ME A LOT TO UNDERSTAND AARP, MEDICARE, MEDICAID BETTER.
- Even though you are assigned a case manager to work with you, other staff including the directors are more than happy to listen.
- Ever since I came to Bridge House, there has been a big improvement in my life, and I strongly believe that I'm glad I came to Bridge House. I enjoy my time with the staff and members
- Everyone is fantastic, very caring. Great place to be
- Everyone is very caring, my worker supervisor, everyone has a big heart. I know and times I could be aggressive but they bring me back to reality
- Everything is good at this time, no complaints at this time.
- Excellent service, I couldn't have asked for anything better, then the help I am receiving now.
- excellent services and doctors, can't ask for better. the director is very nice and kind
- Excellent! Because of the services I receive, my life is in a very good place with family and community.
- EXCELLENT, WOULD DEFINITELY MAKE A REFERRAL(S).
- Facility clean, bright, felt at home here. Food was good at parties.
- Fellowship Place has enabled me to believe in my god through one clergyman on its staff. I have been helped to believe in myself and they have given me a vision of gregariousness and the light to see myself as a functional, happy, well-adjusted...
- For the length of time that I have been here, I have been receiving my therapies and feeling better about myself.
- From the receptionist, my counselor, Dr. and Director, Branford Counseling is a quality service with many positive intangibles
- Genesis helps and assists, the treatment service has solved a lot.
- Getting treatment here for a very long time. Now I want to get her own apartment, so that she can be more comfortable in life. When she sees her doctor and manage her meds more efficiently.
- Glad it is available, think it is a very good program
- Glory is a very good person to me. She have given me a very good out look, Spiritual , love
- Good primaries, good directors, good counselors
- Good, but finances are bad.
- Good, concerned staff
- Great service, nice staff, well organized, great people. The second wind club house.

- Happy with Olsen Transportation, staff calls to arrangement pick up times for treatment
- Hard work on my health and body will help me at this time. If I went back to groups, I'd be further along.
- Have a good attitude about people and things, one day at a time, what's the function friends and other
- I have been in the program for almost eleven years and I am getting better and better."
- Having a job coach helps me with any situation concerning work, my health and food.
- I am very appreciative of everybody (staff and groups) for listening, giving honest feedback to me when I needed to confront my disease, my abuse, reasons why I kept living an unmanageable lifestyle, and steps I needed to take to regain control.
- I have been going to Dr. [name] for over 4 years and she is my clinician and a big help to me. My Dr. [name] who is my psychiatrist, I have known longer and they both try to help me in every area of my life, esp. [name]. She is my only friend and support
- When I first came here I was not sure if I liked it or if I would like it or fit in, but I've gotten a lot out of this place.
- I am ok with the services, no complaints
- I am only involved in your housing program. I am bipolar and on disability. I get my mental health treatment at Bennett Behavioral Health Center, at the Tully Center in Stamford. That's doctor, medication, etc.. I am grateful for the help...
- I am pleased that we are more socially active from the distractions of the electronic equipment to vegetate and promote drug, alcohol, and lifestyles which when misunderstood can destroy lives and civilizations.
- I am receiving treatment. It's just I feel not able to deal with stuff, things or people. Just yet maybe in the future, I will try.
- I am so glad I came here, I travel a little further, about 45 minutes, but it's worth it. I wouldn't go any were else. Things are so much better in my life since I came here. It was a God sent. There the best and they treat me with respect.
- I am so grateful to have a place like CCC, Inc. to come to. It truly is a life saver.
- I am treated respectfully on a peer type level (in my opinion, I feel comfortable with my case manager + options made to me making me aware of services that will benefit me.
- I am very comfortable, I enjoy my visits here. Everyone is always warm and pleasant.
- I am very glad to be involved w/ the CPAS program. Stephanie has been more than absolutely wonderful. She has been very personable, knowledgeable, informative and very supportive of me with this treatment process
- I am very impressed with the service that is given here, when so many people need your services. This is the best place I've been, all my needs are met.
- I am very pleased with the services I obtain here. Everyone is always willing to help me in any way possible whether it be making payment to Mary, or asking the nurses a question about my methadone. My counselor, Kathy, is everything I would want...
- I am very pleased to be with Interlude. They are a caring group of people, and part of my family as my son, daughter, brother and sister don't live locally. I have made a lot of connections with supports in the community.
- I am very pleased with my case manager, Liz T, she is kind and courteous and is always ready to help me with anything I need.
- I am very pleased with the services I am receiving and the manner in which the staff treat me. They are sensitive, caring, professional and knowledgeable.
- I am very satisfied w/the service I receive here. I have a great relationship w/my clinician and APRN, by coming to HBH I feel more confident about myself and my future.
- I appreciate the open door policy @ WHMH. Anytime in crisis or even services outside of this office , always immediate response with caring people.
- I believe my drug addiction is like cancer, it's in remission and can start up anytime, day or year. With the help of the Lord and the tools Apt has give me (Edward) I feel the best I have in a long Time. Robert B
- I both like and respect the entire staff at ISLP. Continuum people have always considered me as voice within their community by allowing access at all levels, they have respected most of my complaints as circumstances allowed...
- I can see the changes I made, but I still have anger/impulsivity problems.
- I cannot complete this except to say I just had surgery and I am not completely myself. All my services have been greatly appreciated. Debra N has always been a very big help. Considerate, compassionate and responsible.
- I come once a week, has fun, groups are good.
- I enjoy my time here very much and I think all the clinicians are very nice, friendly, supportive people
- I enjoy seeing people that care and who like their job. Nice place, friendly faces.
- I enjoyed the group I was in, and I liked meeting the other women in it. It was nice to share and connect with them.
- I feel as though all the WCP staff, peers, and their kids teach me new things everyday. They all meet my wishes and concerns with family, addiction, mental health, physical, and emotional needs. This is a loving and caring environment.
- I feel comfortable here. I feel as it people in charge of my treatment want to help me, but also respect my boundaries.
- I feel comfortable here. I fit in. I am grateful for the opportunity to make new friends. I appreciate the low key, unrushed pace that allows for better acclamation of new behaviors and skills that work toward my goals.
- I feel comfortable talking openly to my therapist.
- I feel good about the treatment I have received, and I am pursuing further interests in life. I love Sound Community Services.
- I feel that my doctor has always been concerned about my treatment and care. Also, the help and concern of the staff while I was here for five weeks.
- I feel that this agency has been a wonderful support system to me, and are great helping with my daily needs. The agency is very supportive of us.
- I feel the program here at Help, Inc. is working for me and helps me see where I need help in my recovery.
- I feel strongly about the respect I get as a consumer, my education, my occupation, and serving in the United States Military and ethnic background.
- I felt comfortable and was able to put my fears aside in order to work on my issues. I am sad to be leaving, but

- will take the skills I learned with me.
- I find my therapist has been the best person who has helped me. She is congenial, caring, supportive; gets things done that (eligible) filling out applications, i.e., housing, food stamps
 - I forget the past time but today present of now sometime I feel good, sometime I think no good. Because I'm always forget. I need anybody help for my health is better. The rest time of my life is too short one year or too year.
 - I fully respect the services that I received in this program. I strongly agree that staff help clients when in need of medical or physical situations, but my services here are accepted for what I feel that is necessary to me...
 - I had multiple surgeries last year and I thought MaryEllen was outstanding during the duration of my illness. She always took my calls, even if she was busy.
 - I had the absolutely greatest time at St John's and would strongly recommend it to anyone who needed their services. Hoorah St John's, I loved it.
 - I had to switch therapists so I am just starting new again, so, perhaps my not showing signs of feeling better is because of that.
 - I have XXXX tremendously while in the care of the program and I am comfortable with my team. My case Manager DH is amazing and I owe her the world for her dedication, thoughtfulness and consideration while making my everyday life...
 - I have been coming to PRS for the past four years, and I feel like staff were very perfect for me and my lost self. The whole PRS staff were as pleasant as a Georgia Peach on a Holiday.
 - I have been through a lot of programs to no avail. I have gained a lot of insight from this program. This program changed my life, I am truly grateful and love program.
 - I have been very fortunate to work with CRMHC since 2000. These folks have helped me, some of my answers do not attack the professionals I've worked with. When I am out of sorts it's because I'm not sharing with these people...
 - I have Carol M as my worker. She is an exceptional person who is so kind and wonderful to me and everyone she is around. I look forward to being with her and enjoying her company. She puts her all in to each day's work.
 - I have help, my life is very good.
 - I have no complaints about the program. For me, it's the best.
 - I have no complaints. Staff has done a good job with my bills, etc. My light in the kitchen has been fixed. This was done with a lot of advocating from staff.
 - I have nothing but praise for my first counselor Jimmy, 2nd Audrey and John + Joe.
 - I have only been in this agency a short time on meds 3 days Again, I have only been in contact with this agency a short time but I am satisfied.
 - I haven't had many incidences here, but the one I did have was resolved very professionally and considerably on the other person's behalf and I appreciated that.
 - I honestly feel that the staff at CCC, Inc. really care about my recovery, my future, and my wellbeing. I feel that my counselor takes the extra time with me when I need it.
 - I just want to say that I want my life back and I understand that going to take a lot of work, but I'm ok with hard work.
 - I know that everything happens for a reason, god is not going to give me something that I can't handle
 - I learned a lot in here, They make me see things inside of me that I didn't now or see. If I will have to shoes against I will shoes this program again
 - I like budget classes, bingo, case worker help me very much, and like all staff. Help me stay clean.
 - I like getting the Haldol injection once a month from the visiting nurse, and I thank God I'm doing well.
 - I like my case manager. I like the services you provide for me when I need it (tokens, food bank).
 - I like my treatment team. They help me a lot, I'm learning to understand, how things work
 - I like the fact that a member can come up here and participate on a daily, or regular basis to see people or to help out with work or to use the facilities, plus there is a lot of things that a member can do up here on any given day.
 - I like the program at Glenlunan because it helps me what I need. The workers/ staff and the all the others and talking to them as well, to help them get out to the outside.
 - I like the services that I receive here, sometimes I just don't want to be bothered with going to meetings. That is more on me though, I know that Ruoppolo is there when I need them.
 - I like the services, has helped me a lot.
 - I like the Social Hour, I like the games.
 - I like the staff. If I were to do it all over again, I would choose Ruoppolo
 - I like to help myself, too.
 - I love Amethyst House this program helps me in recovery, reunifying with my kids, and my family. Love you Amethyst
 - I love everyone at Bridge House, and coming here makes me feel just fine and I am going to get my GED, it doesn't matter how long it takes as long as I get it, love always
 - I love everyone who is employed here, etc.
 - I love it here, it's comfortable, affordable and I I feel as though the staff here do their job.
 - I love my caseworker, she has been as essential positive in my recovery.
 - I love my therapist, she's great she's worth coming each week.
 - I love Northside I 'm glad I came when I did
 - I love the people here, it helps to have understanding people who have had the same mental illness to help me work it out in a positive way for myself, and to have professional people with knowledge to teach me skills to cope with my illness.
 - I love the staff, I love this place
 - I love the way me case manger is handling my problem, and talking to me on a real leave ha.
 - I love them - they are so very, very wonderful.
 - I love to come to Fellowship Place. The people, staff, and my friends here are very enjoyable to be around.
 - I might still go to Gilead even though I have relocated to Berlin & am in New Britain counseling service. I signed up in Team Time Social Club. I haven't gone much yet, because of no transportation. I also have a case manager.
 - I not only learned from the instructor, I learned from the people in my group. From their experiences and problems.
 - I really appreciate how the Mobile Crisis team

participates with me. They make everything feel like it would be OK if you only believe it would. Then it means it could keep an open mind, and I should be alright.

- I really appreciate the love and support from all the staff at Grant St.
- I really appreciate the staff, and the agency, Peace
- I really enjoy talking to Sue Brown. I just want everyone involved to know that I have very bad panic attacks I have no control over them. I am not nuts. no one knows what one feels like
- I really enjoy working with Jennifer. She is very good at what she does, especially in the area of finding jobs that match my interest.
- I really enjoy, respect, and appreciate all the time effort and understanding my counselor has shown me. I look forward to our sessions and leave with a renewed sense of balance, happiness and motivation towards life.
- I really feel that the counselors here care about me and my recovery, and that makes coming here and enjoyable experience.
- I really like my therapists, Sherri G & now Karen G, Terrific ladies.
- I really like this agency, and especially my case manager she really helps me with every thing.
- I recommend YC International this is phenomenal treatment. I had an issue with not receiving enough personal time, but that's no longer an issue. I realized this is one of my problems being worked out. I sincerely recommend Youth Challenge to anyone in need
- I sat with the crisis treatment, therapist & doctor. I feel that I can get help when needed.
- I started this group as a condition of probation but will continue because it has helped me so much. Dr. K is an outstanding clinician. She truly makes a difference in people's lives.
- I strongly believe that I was meant to be here at TMC, during the time here several staff members as well as clients, have made an enormous impact on my life for the better. Being my first extended treatment I could not have asked for anything more
- I struggle with schizophrenia, but feel the treatment team here has helped me as much as is possible to this date.
- I take five medications epilepsy, seizures, fits, etc. I collapsed 4 times a while ago from epilepsy but I got up four times & kept on walking from the restaurant.
- I think I have problems of remembering things. Sometimes I just can't think straight. I have learning disabilities, slow thinking. Did a lot of damage in accident and drinking
- I think Kuhn is the best place one can receive help. They work with you and all things. I will tell people about Kuhn, cause they are the best.
- I think that Bridge House is one of the few good places left in Bridgeport, CT.
- I think that the Kennedy Center has and is helping me a lot with work and school. I also get rides from the Kennedy Center, which helps me a lot also.
- I think the services, I get is pretty good.
- I think this is the best services that anyone can get here. I will tell other people about this services here, they help me when I needed it.
- I think this program has helped me a lot. Love the way its run. I have a lot to look forward too; my life, my

family. I know that this house e is going to make my life a better one.

- I want to say that coming here and being treated here and being treated here is one of the best things that has happened to me. Since coming here I have with the help of staff, doctors, counselors. I feel hope for the future which I never had before.
- I was a mess when I first got here, but now I'm much better thanks to the therapy I've received.
- I was involved in music & movie recording ... and feel that the checks were sent by those honest organizations, but stolen by neighbors. They can be traced by the checks' serial #'s in banking computers and reclaimed by me with a signature check.
- I wish I could stop f---ing up my life. However, S.C.S. has helped me without prejudice. Nurse L is the best. I also like the informality. Basically though, everyone does a good job.
- I would never go anywhere else, you guys are great as a whole!
- I would tell my family and friends that I like the company and trips. About social education about mental illness and games, places like the mail services
- If anyone wants to, you can
- If it wasn't for this CAP, I wouldn't be as capable as I find myself today.
- I'm currently with DBT in the clinic, because I seem to have a hard time controlling my emotions.
- I'm here because I have to attend this class. My strength comes from God, not this class, but it has helped me in learning about depression and moods medication.
- I'm interest in (?) and I not so I'm moving on and I'm not going to get married. Otherwise, I'm staying with (?).
- I'm learning to deal with problem, and how others would handle it.
- I'M LOOKING FOR GOD TO BE IN CONTROL OF MY LIFE!!
- I'm more comfortable with Susan, and am doing much more work than with anyone I have worked with in the past.
- I'm satisfied with services here, and grateful to still be apart of.
- I'm satisfied with the good staff. It's like going to church, because of the spirit. Good people here.
- I'm taking 103 pills a week. I think that's too many but it helps me breathe better, not drowsy.
- I'm very happy with that service. I have the best doctor and receptionists # 1 in my book !
- I'm very new here, so this is a first impression.
- In general, good
- It has been a long road, but with the knowledge I have gained it doesn't seem so long. The counselors, clients, and staff members all seemed to work w/ a unified goal, my individual treatment. I have learned so much from the people at Milestone.
- It is too premature for me to reply to this questions however at this point in my recovery my concerns are my housing and my future career, I have no idea as to where I am going to reside or what strengths I have to work towards a career goal.
- It's good if you ask questions, and apply yourself.
- I've been here less than 2 months, so it's hard to tell how treatment is affecting me.
- I've been pleased with all three of my counselors that I've been assigned to here at apt. my complaint is with

other employees mainly the tech staff. I'm a full-time employee, my hours are 8am - 4:30am. Almost every morning (DPAS not allowing more TV

- Just that Crossroads gave me a good jump start. And I thanks God for that, I really needed that.
- Keystone has been a good outlet, I like the staff here especially Brina, Richard and Chip. Keystone is in a good location.
- Martha is a very considerate person. She will go out of her way to make sure her clients are all right. She is very pleasant to work with. A very hard worker who enjoys what she does helping people in our are of mental health, etc.
- Methadone was the answer for me. Also, making sure that I attend my groups and meet with my counselor is very important for my well being.
- More confident, good job and respect, God Bless
- My perspective of things in general is different "unique" and I think of things by how I was raised. Changing to a northern attitude is difficult, and I think TIC has been a crucial part of that...
- My service is ok here. I have an individual person that listen to me, also my treatment keep me alright focus but I can't control my problem because someone out of my reach. when I'm in a crisis I tend to call my worker for help in need of talk.
- My services her do help me, not only re-think and choose a better course in life, but my services here also help push me towards re-organizing and rebuilding what I have lost through my addiction.
- My services here were a good learning experience, helped me learn a lot about myself and gave me tools that will help me for the rest of my life.
- My social worker has always had the best things about and for me in mind, and the process has been as needed and always appropriate
- My treatment is going very well, however my wife's treatment has met a stone wall with her APRN & that tends to bring me down.
- New Perceptions provides support when I feel a crisis, supportive of my feelings. I appreciate all they have done.
- No complaints, everything is going good. This is the only program that works. I'm happy to stick to the program I have.
- No matter how upset I am, I feel free to call and always get the help I need
- I really enjoy the class.
- I am just here. It is my second time here. If every day works out I will sign up with Bill G for alcohol program.
- I like it just the way it is.
- My treatment is very good here.
- They cover all situations
- No matter what other people say, I feel that the services here are very good for what they have to work with
- The people I have worked with up to date have been very caring, sincere, kind and importantly helpful.
- The only reason they sent me to Battell is because they thought I was in danger of myself and others.
- Over all, they have helped me.
- Pain without tracing pain causes my personality would have all humanity. Devoid of activities, mentality would be hanging by a thread. There is light at the end of the tunnel after all.
- Pray more, think positive
- Prompt, pleasant, they have to put up with program

that don't provide what is claimed.

- Ray K. pushed me to do things that I don't think I can do. Come to find out, I can.
- Read mail, fill out form, interpreting services.
- REMARKABLE PEOPLE, ALL OF THEM
- Search for change has helped me grow as a person. The staff is Norwalk is lovely. I feel the stability of clients like me, grow by knowing what to expect from SFC staff.
- Seeing doctor every month, taking medications on time & doing better with that. Making all my appointments, making meetings, no alcohol, going to church on a regular basis.
- Services are good, I have no complaints
- Services are great here. I never feel like the "patient". Staff is welcoming and warm. They look to the positive aspect of my life.
- Services are very good, I been clean for the years so far on this program.
- Sharon attends every other group meeting which includes social worker, case management, my mom and self. This all benefits me. I feel that Sharon takes the time to contact the above people.
- Since I relocated down to the shoreline, RVS in Old Saybrook and all of the staff members have been extremely wonderful and supportive. I am so grateful to have them on my side. If it wasn't for them, I couldn't have come as far as I have in my treatment
- Since my referral here from DCF I have learned acceptance, patience and gratitude from the professional staff here. My life was unmanageable and I have been thru Hell. My team has been supportive, educational, and accepting of every aspect of my life
- Since my therapist (Nancy L) APRN is working in the Old Saybrook office now and continuing to see a few clients(on Thursdays) at the Middletown office, I sincerely hope this will remain this way, as she is the only therapist that I have been able
- So far so great! They've done their part and continue to do so, a lot is up to me.
- SO FAR THEY HAVE BEEN REALLY NICE, THE PEOPLE HERE ARE NICE AND FRIENDLY.
- Some people told me that they didn't like the program; however, I enjoy it very much and look forward to coming every day. The counselors make you feel comfortable and like a human being.
- Sometime issues come and go, but I'm very happy, I'm awake and can deal with the trials & tribulations of life, on a positive path. Have an excellent day.
- Overall I'm thrilled at the TX rec'd from med and staff personnel. I'm grateful.
- Sometimes I get angry that I am not given or getting my money when I ask for it, but due to alcohol and drugs I can understand. Currently I have not consumed alcohol or taken drugs for 63 days. I am trying to remain sober for the new year.
- Sorry, nothing yet. I'm a neophyte here, so I've only just begun seeing the various any lists necessary to keep me from being some gonzo loony- and while that might get me the job of "war czar", that's really not much of a compensation.
- Staff are always truthful, honest and kind.
- Staff is always friendly, supportive and willing to help or answer questions for me.
- Staff is compassionate, caring and helps me to know there is someone out there who cares when you don't have anybody or family for support.

- Staff is easy to get along with, and Keystone is an easy way to pass the time.
- Staff is great! They really like to hear people's thoughts. I was not told of side effects of medication, class is getting better now that I'm more involved.
- Staff is open, friendly, and makes me feel comfortable when I am here. =)
- Staff is very informative in getting information I need to better my lifestyle. Also, they are very supportive with most of my needs.
- Staff is very willing to help if someone is having a problem, they have a great sense of caring.
- Staff members are very friendly, including reception, registration and appointment scheduling
- Staff overall has been very nice. I understand not all needs for everyone can always be met, but I think the staff does really care.
- Staff treats me well, and helps me manage meds.
- Staff was very good, and time for you no matter what
- Still some confused thinking that needs therapy, but there is improvement due to having some experience with treatment.
- That I Learn who Wilma J is and I find out that I'm a mother and a sister, daughter, a lovely person and a child of God
- That the client isn't always the problem, more at fault someone in recovery
- The 3 groups I am in all work together wonderfully. Each one is ESSENTIAL to my recovery: Creative Recovery has taught me positive things to replace negative behaviors, trains my mind to focus, and helps me practice my DBT skills...
- The accountant early in (illegible) twice a year about my finances. The case manager talks to me when I go to DSS, Social Security and appointments. How can you possibly learn if you're not finding out about your assets and personal information.
- The altruism house is a very good & helpful step in my recovery & in merging back into society. Although some clients can make it difficult by abusing rules & regs. All in all, the altruism house is & always has been a very effective tx fac.
- The Dr. said I'm better & improving physically. I'm trying to be more motivated emotionally in particular, being myself, and being comfortable. Non co-dependent on others!
- The entire staff at Project Reward has been wonderful. They are truly concerned about the well being of their clients. In addition, they have been resourceful in helping with very difficult situations.
- The first day I arrived at Fellowship I was an addict and I didn't want to be here and I left for nine months. But any way I've been here since 97 and left in 2005 and came back and I have been clean for 8 years and I am back answering the phones, etc
- The people (workers) here are very sensitive, and I have made new friends with them.
- The people here are very compassionate to show their patient a better way to live. Receiving support I have been able to do all the things I couldn't do before. I am very grateful and very happy to have started therapy here, it has changed my life
- The people were all very nice, friendly.
- The therapy here is exemplary, it is I who is lacking in the recovery process.
- There's never an end to issues, new ones come up and it's not the fault of the staff, but me.
- Things are okay as they have "onward through the fog"
- This agency has opened my eyes, mind and has opened many doors for me to cope with my mental illness. I can have meaningful relationships and meaningful work. I love my life now.
- This agency is vital, if the help was not available to me, I'm afraid I would have succeeded with my suicide plan
- This is my first experience with the mental health agencies. I am hopeful as of this date, lets keep this a productive journey that has a productive ending.
- This is the longest period I have spent in treatment. I made it through, 4 mos. and my counselor, I would never have traded him in, he made me see things in a whole new, correct, perspective! Even your C/As made the days more tolerant and appreciative!
- This is the only program that has helped me stay off illicit drugs, and I thank God I came here.
- This is the way I feel at this point, but each passing day it changes and down the line I will get control of my life and get in my family's lives. This program is my stepping stone, and I will utilize what's available.
- This program is great I'm trying hard - just been sick a long time and starting anew here - Peace and Hugs, Jean M
- This program is great. I feel that the treatment is customized to my needs, and staff members are caring and supportive.
- This program is more secure. They ask for ID and are close and they don't make us pay if we forget our bottles. This program so far is a very good program, they don't make me wait 90 days to give me my privileges back but only 30 days since I had privileges
- Timing is everything. Do not miss opening, starts, finishing, ending. Try new things.
- Today was my first day in the relapse prevention but, from my past I was here before, and I benefited from this program
- Treatment ongoing, symptoms still bothering me, but not without trying to treatment.
- Trinity Glen has made me a better person in many ways. I have never come this far before in my attempts to recover, and so successfully, willingly, by help from counselor building me up self esteem and being treated with respect here at the Glen.
- U.S. has changed my life-the belief from everyone has given me strength, courage & tenacity to change; to be the best person I can be & they are challenging me to access myself on a daily basis.
- Well, this is a good program I've been clean since I got on except for one dirty urine, so this has worked well for me but I'm not planning on staying on methadone past 3 years over all this is a great program.
- With great help from Barbara T and her group therapy, she has encouraged me to be positive and have goals to keep me focused on staying off my illness and living my life abundantly.
- I am today, learning, looking for work and independent. More focused.
- Yes it a very good program. We have to take the first step, life is good today knowing we have support of all kinds.
- Yes there is the group I was in helped me a lot just because it's all ages, races, and drugs of choice.
- Yes, CSP has helped me tremendously helping me realize that I'm capable of a great many things. SD is a nice person.

- Yes, I was sick and got help when needed. Given a job in our kitchen and serving food. Put in charge of relations group, play bingo. I get motivated in club activities.
- Yes, I'd like to say that every time I need to speak to my counselor whether good or bad she finds the time immediately and take me in her office.
- You caught me in a good mood, my reverend told me concentrate on me not anyone else. It's difficult being a customer service person being anything but a people person is like asking me to be a whole other being.
- You only get out of the program what you work for, you control your own destiny.
- They may not like what I give back, but I do give back.
- I am doing better in social situations. (verbal) There but there participation is deliberately bad.
- A chance to socialize over the last 25 years or so in the Oasis Clubhouse + 1st Step - Sound Community.
- A+!
- Able to solve problems as they occur during the day and/or evening.
- Ada A is the best staff member at SMHA and deserves some sort of award.
- Adonia does a great job
- After numerous programs completing and than failing-relapsing-I was clean outside but broken inside. I went back to using to fill the void I filled with worldly things and the don't last. I have found what lasts forever through the help of JC- Jesus.
- All I can say is that given time and the desire to change it will be done. With the help from God I am becoming a better in every way possible!
- All in all my life has change for the better.
- Anticipating more results in terms of my housing situation.
- As long as I have a support network I can better improve my life.
- As long as the person is completely addicted the program is the best thing that can happen
- At first when I came back I was upset. I feel allot better now
- Be aware of how honest you are about yourself. Sometimes it will blowup back in your face.
- Been here just a month so it takes time for my recovery.
- Been in service for my life.
- Being here has helped me to understand that I don't have control of certain situations that occur in my life. I have to believe in God and let him control what is happening with my family. This place has given me the tools to deal with situations.
- Believes in recovery and supports me.
- Besides one episode that had from you guys here. The services are very helpful to me in helping to live a better life.
- By far this is the best program I've been in
- Choices is the best! They have helped put me back to work and school.
- Clean
- Client assists the community through working at a school and with keeping a public restaurant facility clean.
- Club house as good references
- Come to therapy group and going [illegible] for employment.
- Coming from the trauma group to the empowerment group was a great transition. The empowerment group gives us a chance to discuss our issues & work thru them. Talking about the problems and seeing how others deal with them does help me feel better
- Coming here helps me to deal better with things as they occur in my day to day life.
- Convenient. Listens to me if something is bothering me. Applicable.
- CRMHC will help me get better and get well.
- Crossroads show me and made me feel that I was worth it and that I'm capable of doing everything in society and community. Today is all about me and my recovery!!!!!!
- DBT classes are helpful
- DBT has been extremely helpful to me.
- different situations with other tenants
- Due to the counseling and counselors you have its the best program I ever been on. they care at least my counselor did.
- doing things right.
- done
- Don't want to stop. Need group in my life. Tell my family about it.
- Feel my counselor helps a lot or helped me a lot to better my life.
- First floor staff were very respectable and did their job
- For the amount of time that I have been here I have learned a lot about myself and my addiction. I have learned how to deal with a lot of things in my life.
- For the past 10 to 12 years I stood out of hospital. I still think I can get by on my own sooner or later but I am 64 years old.
- For the past ten to twelve years I stood out of the hospital. I sill think I can get by on my own sooner or later but I am 64 years old.
- Get involved.
- Going into the hospital helps with MHAC assistance
- Going to this service it help take life further by going back to school to further my education.
- Good Luck
- Good place
- Good place for the community and people in need. For guys that come from the inside out
- good program
- Good program gives me an opportunity to discuss my substance abuse/mental health issues without the pressure of a 12 step program
- Good program I have become clean while being on New Era program. I started working also and now built a better relationship with my family.
- Good program...learned the tools I will need for my recovery and have better confidence and self esteem.
- Good worker and good cou
- Good.
- Happy new year.
- Have a few months to go
- Have a nice day.
- Have learned and gathered my tools to help in my addiction and recovery fell a lot more positive not negative in coping anger management and life on life terms. Very recommendable place program
- Haven't been here long enough to answer all questions.
- Haven't been involved long enough to see any changes
- Help me financially in a timely fashion.
- help staff about talk better improve live.
- Helps me to work because I have a place to live
- He's very good and I really need this service to keep on with my life

- how long going to be in group and will it help me to better myself
- HRD has helped me out a lot with my problems and work.
- I am a Jedi Knight
- I am active in the club
- I am appreciative of the treatment but feel I require more time here
- I am being helped by the group meetings
- I AM BEING HELPED WITH THE CLEANING CREW. I ENJOY THE PEER COMPANION PROGRAM.
- I am closer to my final weight control
- I am comfortable with and feel helped by my counselor. I appreciate the services and look forward to my weekly visit.
- I am comfortable with my services
- I am currently transitioning into the program.
- I am easily dismissed when I complain. Angry voice of retort was used last time I complained to someone other than my counselor
- I am extremely mentally healthy today. The one thing I ponder about is the wish of going on vacation to Spain/Italy as seeing (for) with my own eyes might bring my illness to a straight stop.
- I am growing in areas and not as shy. I voice myself more now and can talk with Karen open and honest.
- I am having trouble finding a place to go when I get out of here.
- I am homeless. I stay with a friend in Bridgeport but due to money for gas I cannot keep my appts. It would be nice if the agency would let my case manager come get me or see me.
- I am in a state of confusion.
- I AM IN THE BEGINNING STAGES OF THERAPY/PSYCHOTHERAPY HERE AND HOPE TO LIVE A PRODUCTIVE LIFE ONE DAY.
- I am just standing here.
- I am nervous about coming here but staff is nice and I am starting to feel more comfortable in attending sessions.
- I am on medication for an illness. Some people do not understand that.
- I am so glad that FP offers extensive access to the Internet and other computer services.
- I am still adjusting to staff and my new home.
- I am strongly a person that agrees and complied with everything rather than just pretend they don't exist.
- I AM THE FIRST OF # ONE IN MYSELF
- I believe that the services here are great. I feel that everyone treats me and
- I believe all in all I am treated very fairly and that I can be a pain in the shade anyway no complaints with the program
- I came from Ansonia CT three years ago This is a better run organization.
- I didn't believe I had an illness but have learned a lot from coming here.
- I do like this service coming here does help in this community.
- I enjoy working in the communications network here. My parents are disappointed that a lot of times my work doesn't get published. I need to find out about the
- I feel different with people - notI stronglywith.....
- I feel does their best to help us all individually and always gives us support.
- I feel I came here lacking some things which I feel I've gotten. Now it's up to me to make my life work.
- I feel over all service is great. treatment slow process-question 24-28 should not be reflection of service
- I feel standards to be met are high. I need to learn multi-tasking.
- I feel strongly that treatment is very good here.
- I feel that my case worker will listen to what I got on my mind because its all about me and not him and I need to speak on this with someone that will listen.
- I feel that there is a good Fellowship ment.
- I feel this agency is important for my mental health and emotional needs
- I feel that I can explain what I am feeling and my inner fears to my doctor in confidence.
- I have always care with the IC.
- I have just returned to Laurel House and want to contribute as I used to.
- I have not been there in a month or so do to illness, but have an appointment at end of March, hoping to make it there. I glad that they understand why I haven't been able to get there.
- I have only been in the program for 4 weeks just being clean and sober is what I am today working on.
- I have only had two sessions
- I have received a lot of help and feel relieved to be able to express my feelings.
- I have too many religious thoughts and I am sorry for my disturbances
- I have treatment in my home. My therapist is very good and I have no idea how I would handle his leaving. I didn't do well the last time. I do know if he left my treatment would cease outside if a select few NWMHA wishes they would never eyes have to there when I need them.
- I haven't been here long enough to answer some of the questions.
- I haven't been here long enough to notice any changes
- I haven't had enough services to really say yet [what results I have seen from services]
- I help out as much as I can and the Clubhouse doesn't run without the members.
- I hope the center never closes
- I hope they can continue (insurance problems). Will call billing.
- I just began coming here.
- I just couldn't take it anymore.
- I just like the help that I received here because it helps me deal with troubling problems without picking up.
- I just started so I can't determine what services I still need.
- I just started so I really haven't been able to get all I can get.
- I just started this program and I heard nothing but good stuff about this place from family and friends
- I keep looking forward to either a treatment [illegible] a strong family that would let me live with them. [illegible]
- I like Dr. M
- I like DuBois Staff.
- I like em
- I like everyone I work with and never miss an appointment.
- I like getting involved in certain things that could improve and benefit my future for a better start as going forward and hope to accomplish and succeed in it

- for the best of my ability if God willing as possible.
- I like going to Manchester Clubhouse it's good.
- I like going to prime time
- I like group
- I like it here.
- I like it here. I like being here.
- I like it the way it is.
- I like Laurel House housing also their school of their employment and I like everybody.
- I like my 2 jobs. My job coach helps me out. This work is good therapy for me. If I didn't work I would be very bored.
- I like my apartment
- I like my case manager at Reliance House.
- I like my case manager Joyce very much. she is kind and puts up with a lot of latent hostility; so does Tyler. they both accept me as good as I can attain to be and work hard to shape me in that direction.
- I like my services.
- I like my social worker's counseling.
- I like my worker.
- I like participating in group because it helps me keep my sobriety.
- I like schizophrenias anonymous group.
- I like service, very understanding, always trying to help!
- I like Teamworks because it is helpful. It is fun and they have good food.
- I like the atmosphere and the convenience of the public transportation.
- I like the atmosphere here and I like coming here
- I like the friends I have here and the emergency food pantry.
- I like the IC.
- I like the lively atmosphere at Laurel House and the free wheeling spirit too. It's one of the best clubhouses I've found for my diagnosis which is Asperger's syndrome. So that's good.
- I like the members of Kuhn. They work with their clients. They help you get a job.
- I like the people and the workers.
- I like the people here; they are very friendly and nice. They make you feel comfortable.
- I like the program and it helped me in my life!
- I like the program. They help me out a lot.
- I like the services here because of the day by day caring and it teaches me to take it one day at a time.
- I like the services here. I like coming to the clubhouse everyday.
- I like the services I am receiving. they are good. my case manager is good. She works very hard.
- I like the services I get at my agency
- I like the services I get here
- I like the services I receive and I like this place!
- I like the services I receive.
- I like the services that are provided.
- I like the services that you have.
- I like the services.
- I like the service fine. Hopefully it goes both ways. that's fair give and take
- I like the staff and services.
- I like the staff I have. They are good to me. How can SMHA improve client safety? Nothing.
- I like the staff they are very helpful in time of need.
- I like the support and help I get from the agency and also depend on it.
- I like the therapist I have
- I like the transportation program.
- I like the treatment I am getting.
- I like the treatment I get It is the best I've gotten in my life
- I like the walking and exercise group. I like watching movies with the other clients and the relaxation group.
- I like the way I'm treated.
- I like the way of problem solving I learn here. None of my other counselors used the techniques that I've learned here.
- I like the work I'm putting in to this program and I also like the feed back from the workers.
- I like them and I would recommend it to anyone.
- I like they way that staff encourage people to strive for better
- I like this group a lot. Both staff and patients are very nice and make you real very comfortable
- I like this place. I'm scared about moving from this place.
- I like this place a lot
- I like this place it helped me with my problems. And that give me support.
- I like this place. Don't want to leave one more week would do me a world of good.
- I like this program a lot. And you guys are wonderful.
- I like this service a lot I would go to this place only and no other.
- I like to be here because it helps me stay out of trouble.
- I like to come here for getting help for job and for work.
- I like to hear other people share and to share myself.
- I like to manage my own money. Give me my meds on time.
- I like to play card(sic) like poker rummy 500 cribbage pinochle monopoly walking group men's group
- I like to read and sketch and there is a place for that there.
- I like to talk about my treatment and explain to staff; staff helps me.
- I like what is going on here and the way things are going with me and my life!
- I like when people surround me.
- I like going to Prime Time to meet people here.
- I look forward to a stable relationship w/consistency in who/+ / when I see my clinician/social worker and physician Candace B/+ / Dr B
- I look forward to coming here. It is an important part of my recovery.
- I look forward to moving on to a more independent lifestyle.
- I look forward to the sessions.
- I love [name]
- I love and appreciate the help from Dwight House staff
- I love CAP and everyone in it.
- I love Chrysalis.
- I love CMHC because they help you. This is a good hospital for people with mental problems.
- I love coming to Bridge House. I been coming here 18 years now
- I love coming to therapy and talking to my therapist!
- I love Conn. mental health it save my life.
- I love Dr. V. she is great. I just began therapy so I couldn't answer the questions above but I know I will learn a lot of how to care for myself.
- I love everybody

- I love everybody at the clubhouse
- I love everything here. I am very grateful for everything the program has done for me. I just wish the program was closer to where I live.
- I love it here my Whole Life Changed
- I love it here! I love New Heights! I love my family.
- I love it. I love my group and counselors. I love everything about Bridges.
- I love Judy!
- I love my care here.
- I love my clinician and would not want to come here if she was changed! [name] is the best of the rest!
- I love my counselor Katie.
- I love my social worker.
- I love my therapist because she helps me a lot to try to change my life.
- I love R. I was sad when she was out sick
- I love Ray K
- I love Reliance House.
- I love that I am clean today.
- I love the art class.
- I LOVE THE COLUMBUS HOUSE CODE RED
- I love the camaraderie here.
- I love the fact that I do not feel like I'm being treated like a prisoner.
- I love the job club. They have good food and good people come to the event
- I love the job they give once per month. We have a lot of fun. I like to meet others who are working. They get good food.
- I love the Peer Support Center and their staff.
- I love the people who work here and the program
- I love the service offered me transportation, advocate support. but above all I love my case manager Luz.
- I love the services here and I love everyone who works here they are awesome
- I love the staff at Teamworks Clubhouse. My life would have ended by my own hand if not for the caring people here.
- I love the work that you do and keep up the good job.
- I love this group. I wish we could do it for longer. It's very helpful.
- I love this place.
- I love this program and staff
- I love to work with computers.
- I love you guys and I would recommend this place to anyone
- I love you guys and keep o doing well.. Stay strong staff. The staff deserve more respect and all the credit for the awesome job they do.
- I love you guys.
- I made many friends and I couldn't have come to a better place than here.
- I made some nice friends.
- I MET A LOT OF GOOD PEPOLE
- I miss Judy.
- I most definitely would refer someone or anymore to this program
- I never thought I would have learned as much as I have while here.
- I never wanted these services nor due I wish to continue. MY anger about being forced to receive these services has influenced my responses to these questions.
- I only wish I could get more money from state assistance for I live pay check to pay check- looking for training where I can make between \$ 12-17 an hour to afford medication.
- I pass by at least 3 programs to come here. So I would say that this program is very competent and very fair.
- I personal feel that the staff here has been very person & respectful of me & my problems and the staff is always there 4 me (always)
- I prefer to participate in IOP in Avon vs. Htfd.
- I put myself out there to receive. I accept the friendships and love extended to me.
- I put neutral because I was getting my services in PHP until today.
- I really appreciate the help I receive here. My counselor really helps me out with my recovery. And I'm grateful to have a counselor like Jose because every time I pop in is office he never turn me down. Always willing to listen to anything I had to say
- I really appreciate the help I've gotten.
- I really appreciate the information that Crossroads has provided me with. And I would recommend anyone in my family that has a drug problem to Crossroads drug treatment.
- I really appreciate the opportunity that was given to me by the staff here. I will this time use the support given to me by the staff as well as my peers so that I will never be in this situation again.
- I really appreciate the services provided. They have helped me better than any private practice I have gone to.
- I really enjoy coming here for all the treatment that I receive. I feel so comfortable and I am so relieved and happy when I leave here.
- I really enjoy having Deb as my group counselor. She is understanding and she gives great advice that proves to work actually! I enjoy coming to IOP.
- I really enjoy my groups
- I really enjoy people here.
- I really enjoy this program. It lets me express myself in a positive manner and gives confidence in speaking to present my ideas.
- I really feel good knowing there is someone to talk to 24/7 if I need to. That's really a wonderful thing.
- I really feel more relax and able to go on with my life and getting along with others.
- I really felt comfortable and adjusted as the weeks went on. I felt self assured when I left.
- I really learned so much at this program including copying skills and release prevention would recommend it to anyone
- I really like Betsy and David. they are wonderful people and they are great to me.
- I really like coming here and being with Mark.
- I really like coming here. I'm new and still trying to deal with my issues on a day to day basis.
- I really like my counselor who is there for me whenever I need her and has helped me out a lot with some of my serious issues.
- I really like my counselor.
- I really like my daily living coach and she hear what I have to say and what I would like to do in my future. And that is getting my children out of high school and into College and them doing for myself.
- I really like the culinary skills course that they have here.
- I really like the staff.
- I really like the treatment I am getting out of this program
- I really want to work but they haven't helped me find a

job yet. I had an evaluation so that I can work but I'm still not. It's very frustrating.

- I recommend Crossroads to anybody.
- I receive good service here.
- I recently started tx so it's too soon to be able to say if any improvement is happening
- I recommend this PHP to anyone and would be happy to be called as a referral.
- I see Isabel Bren and I think she's just great.
- I sincerely appreciate everything this treatment program has done for me and my family. I plan to continue using its services for my after care and/or follow-up.
- I started just coming here
- I still continue to come because it keeps me straight and dealing with problems in my life as they come.
- I take the series. Here and the staff wife and familiar close to my and friend
- I think being here has built up my confidence. I am more outgoing than I was before. I am more grateful for the things I have in my life.
- I think Dale is doing a great job. Listens well and understands individuals problems. He is always able to come up with the right answers to anyone's questions.
- I think I was blessed to be led to the Fellowship Club.
- I think it's a good service
- I think it's the best place I've ever been except Hartford.
- I think Katie R is the best social worker I've ever had.
- I think Laurel House has done many good things for me.
- I think Maryann is a very good counselor
- I think River Valley Services are very professional and organized.
- I think Southwest is a pillar to the community.
- I think staff here does a very good job and is through
- I think staff is wonderful. I will always remember them and my group.
- I think that everybody is doing a great job here at Capitol Region.
- I think that GALS is very helpful and that they care for me.
- I think that Garry M is the best.
- I think that Harbor Health and OPTIONS is the best organization
- I think that Judy H. is a great person. She makes you feel like someone. She listen and understands the things that we may be going through.
- I think that Mandy is the best counselor that works here in my opinion
- I think that Mary G is very well educated and does her job well. She should be considered an asset to your establishment.
- I think that new groups are great improvement and will help us clients.
- I think that OPTIONS is a great place to come and meet new friends
- I think that services are outstanding
- I think that the staff are good people all around.
- I think that the staff here is very compassionate and they're honest people.
- I think that the Staff here is very professional as well as detailed. The help I have received here has been consistent and I am understanding so much more about myself and my disease
- I think that the staff is what makes HHS work so well. Literally and figuratively. I know they care about me

and all of us

- I think that they strongly care about my feelings and I would like to recommend them to friends.
- I think the Birmingham Group is a very good program. It gives me something to do.
- I think the counselors was great keep up the good work
- I think the hospital does a very good job. The answers in 24 - 28 are a reflection of my own limitations.
- I think the services are good here because the staff care about how they treat their clients. I have been coming here for a long time and I feel that the staff are good people.
- I think the services here are outstanding. I have learned many tools and things. It is my problem personally not being able to always use them. I feel that the counselors more than their part to help me. I feel that I still need to work on myself
- I think the staff and doctors are polite and understanding.
- I think the staff goes out of their way to help the clients. Staff has been a big help to me.
- I think the staff here are truly committed to helping us achieve sobriety.
- I think their services are good and helps my in my day to day recovery.
- I think they are great.
- I think they do a fantastic job.
- I think this is a good program and I would recommend it to other people that have substance abuse problems.
- I think this will turn out just great.
- I think very highly of the mental health clinic. I have been in 3 other mental health clinic & I wish all clinics could provide the opportunities to cope and progress with our condition. I have improved so very much and I owe it to this clinic & staff
- I THINK YOUR STAFF IS GREAT... THEY ALL REALLY CARE AND THAT'S A VERY GOOD FEELING
- I think your very nice. have a good head on your shoulders and agree to whatever is good for myself
- I thought all of the services were excellent
- I thought they were fantastic. (MKRP)
- I truly believe that the Murphy Center has been a tremendous influence on building my foundation for a successful Recovery.
- I understand that sometimes the problems are difficult or simple but here I have received a lot of help I don't complain about the services at ADRC.
- I understand the language because people are the same age and culture. I have stayed off drugs and alcohol.
- I very much appreciate my nurse practitioner Ellen V and my therapist Ina W.
- I want to be stronger my self. My therapist and my doctor is a wonderful person and help me a lot.
- I want to be working in the community and I hope going to groups will acclimate me to achieve my goals. I love Fellowship.
- I want to get more friendly with people.
- I want to make more out of my life.
- I want to pursue my situations. I want to control my treatment.
- I want to work in good health.
- I was completely against coming here but I'm glad I did it.
- I was given the benefit of the doubt on two occasions and am grateful for that. The chance and support

- helped me to believe and achieve my sobriety.
- I was glad to receive fast service with working on getting a job.
 - I was thinking of getting a job at Dunkin Donuts.
 - I was treated kindly (not like the treatment I received in the court- they were unkind and unfeeling) and I felt they cared about my treatment.
 - I was treated very good.
 - I was treated with respect and it made me happy.
 - I will be forever grateful for the excellent support and guidance I have received.
 - I will do better when I go back (22). I will be involved (24).
 - I will miss each and everyone of you.
 - I willingly waited 4 months to get in here between prison and AIC in New Haven when other places offered and accepted me. I was here in 2001 and remained clean and sober for 4 years. I know this place works.
 - I wish I could give as much as CMHC has given me
 - I wish I could use myself more.
 - I would come again.
 - I would have to say that being in this program is such a blessing and they have been there every step of the way. I love it!
 - I would highly recommend the services that I received here to anyone who needs help and support with their problems.
 - I would hope they give the option to start lowering your dose so that eventually you can get off of the program
 - I would like the people to know they are doing a great job
 - I would never change my therapist
 - I would not go anywhere else if can't come to the clinic and see the same people they have been helping me for years
 - I would not speak bitterly about this program. I would want others to be able to have the same chances I was afforded!
 - I would not want to lose the people who help me and I would not want to lose this program.
 - I would rather be here than home alone. Being with people who relate to me is great.
 - I would recommend this program to anyone in need of treatment.
 - I would recommend Blue Hills Hospital to who ever I know that has a drug problem. The staff here are very nice and very understanding
 - I would recommend this agency to a friend or family member or whenever asked my advice for additional mental health help
 - I would recommend this agency to a friend/family member if the situation were appropriate. After 7 days, I felt comfortable enough to ask questions. Some staff were sensitive to my cultural/ethnic background. The following ones listed are sensitive, while
 - I would recommend UConn to anyone with mental health issues.
 - I would say that it has helped me with my life a lot.
 - I would suggest it to anyone.
 - I would tell anyone who in help to go to the agency.
 - I would very much like Liz D. as my worker. She is always ready to talk to me when I need to talk to someone.
 - I am completely satisfied with the services.
 - I'm glad that I have had the help from the people here.
- I've wouldn't have gotten this treatment for medication that I used drugs for substitute. Now I glad I found my defeats so I can deal with the problem and not hide behind the drug and I owe a
- IC helped me find affordable housing, has always managed my prescriptions, and is willing to help me in times of crisis and family issues.
 - IC is good for social activities.
 - If I am and agree I would recommend.
 - If I could do a lot more I would. I can't do everything I want if could do. I want a lot more. I'd be a lot happy more now.
 - If it wasn't for Keystone I would isolate in my house so Keystone gives me the opportunity to be independent
 - I'm a better off person with Teamworks.
 - I'm a better person. They didn't give up on me when I wanted to give up on myself.
 - I'm a new participant so in time I can better answer these questions.
 - I'm a lot better
 - I'm comfortable with the services that I receive here at Crossroads. I have no complaints as far as staff is concerned.
 - I'm doing good
 - I'm extremely pleased with Julie H. This is the best agency for me, I receive excellent care. Very satisfied with services at North Central Counseling Services.
 - I'm fairly new to the program. So far I am extremely happy and grateful to all of the other participants and staff members.
 - I'm finally free from chasing after drugs!
 - I'm fine here. I like coming to groups and socializing.
 - I'm getting along as I go by a the program.
 - I'm glad I have confidence that Pete V is supportive of me to continue working at X-pect.
 - I'm glad that BGHS is here for me!
 - I'm glad that I'm here to get help from staff and other people that would help me out.
 - I'm glad that they finally decided to get cable :)
 - I'm grateful for all the help that's been given by the doctors and staff through the years.
 - I'm grateful for this company and services.
 - I'm grateful that Milestone was here for me when I needed it.
 - I'm grateful this service is available
 - I'M GRATEFUL & HAPPY I HAVE THEM.
 - I'm happy here.
 - I'm happy with them.
 - I'm impressed and pleased with this class
 - I'm in agreement with the treatment here and the respect I get from the staff
 - I'm involved in this program and JRI and I think the people and services are a lot better and more professional here
 - I'm just glad to be coping with my problems and ADT Legion Clinic has really influenced my decision to stop using.
 - I'm looking how can I be me my self and I. Without group of spice and ostiquerous intimidation in the house.
 - I'm lucky to be in this program.
 - I'm not as strong physical or mentally as I want to be.
 - I'm not continuing to use methadone after my treatment at Blue Hills by my request. I am doing something different.
 - I'm not in a hospital or Jail and I got through(sic) school because of Bridges

- I'm pleased with Genesis it's good.
- I'm ready to go.
- I'm really getting along with everyone nicely.
- I'm really happy I got treatment from here. These services were extremely helpful to me in my recovery
- I'm satisfied with the services.
- I'm seeking relocation and I strongly believe in another agency that I feel is not available here at GSP
- I'm still dealing with a lot of problems. I'm sure the services I received will help me along the way.
- I'm taken care of.
- I'm very comfortable. I think the services are great.
- I'm very grateful for my case manager Monique. she helped my roommate and I find an apartment. she went above and beyond by helping us.
- I'm very happy with my counselor which is Derek!
- I'm very happy with my services from this agency.
- I'm very pleased with my services from you.
- I'm very satisfied
- In the beginning of my treatment I didn't feel staff had an understanding or sensitivity to my issues. This has since changed.
- In the past 8 years things are good living here.
- Initially its tough to admit the facts. But in the weeks to come I feel that its going to help me more than I thought was possible. Its going to take time.
- Invaluable
- IOP was great for me. I am sober and will continue to do so.
- Is all right to have people that care for you and me and share their services with anyone that need the help.
- ISLP is great whatever your age ! I am so grateful to be here. I only wish I had known about it a lot sooner (but sometimes it seems like things get swept under the rug)
- It a good department. God bless y'all
- It a dependable and solid [illegible] of help.
- It could be better but staff are busy all the time.
- It feels like a hospital.
- It has been a good experience.
- It has been wonderful. I have received all the support I can get from Bridges.
- It has worked good for me because I have bettered myself.
- It help me out a lot because I can things better than before.
- It helped me a lot. New Perceptions changed my life.
- It helps me a lot.
- It helps me in every way.
- It is a Blessing
- It is a friendly place to be.
- It is a good thing. I am welcomed every time I come and feel loved by other members and staff.
- It is a miracle that I could see a new life.
- It is a pleasure working with HRD
- It is a really hard program sometimes I don't agree with what they do here but It is ok.
- It is a very comfortable atmosphere to be in.
- it is a very good program that is working for me
- It is a very good program to be involved with.
- It is a very good program.
- It is all very helping and helpful and I consider myself fortunate to receive it.
- It is amazing to see such wonderful people - doing such hard work to help us - I'm trying hard to get my life in sync and find my way here in the north with my family and the vast physical + mental illness I have.
- It is Cindy Lee and Dr. D that help me and really care what happens to me.
- it is great
- It is nice and friendly here.
- it is perfect.
- It is very good so far.
- It is very good.
- It is very important to have services for me. I believe outside of here there are no services for the deaf.
- It is very institutional and pleasant it feels like college w/internship very great feeling and have good aspirations at the Bridge House.
- It is very nice.
- It makes me happy to be here with women - & especially Donna.
- It really bothers me when I hear negative things about this program. I think that when you are ready to be drug free this is the place to do it. I have a new life because of this program.
- It really helped me get my life together.
- It seems to be very beneficial to the group.
- It was a good group
- It was good for me to be here because it helped me to not focus on my problems and gave me the chance to make plans for my future.
- It was good for me to be here. I respect the program and the department.
- It was good.
- It was great and really helped me to get back on my feet. Safety: Continue counseling to prevent crisis.
- It was quick convenient and fast other than any other program
- It was very good
- It was very good. The staff is great. I am glad I came here.
- It was very nice and pleasant here. The staff was very friendly.
- It works if you work the program
- It works if you let it.
- it works if you work it
- It works.
- It works. I like the way things are set up really easy to do what you are told.
- It's a good place and it helps me a lot.
- It's a good place to be.
- It's a good program hard but it work for me in recovery.
- Its a good program.
- It's a great place.
- It's a great program and I'm happy to know I'm leaving with useful information
- Its A Grouping Process! The Program has served its Purpose for me. MP
- Its a nice place to go
- It's a very fine place to learn a lot about recovery
- Its a very good positive place for those who want to better themselves.
- It's a very good program and I'm glad it's here to help people like me who have a program problem.
- It's a very good services. It makes me feel real good about myself.
- It's a very nice place. I would recommend it.
- It's a wonderful place to be.
- It's a wonderful program...and I regret the changes they are making in reference to our case managers not being able to transport and take us out on outings.
- Its all good.

- It's been a life saver.
- It's been a long time coming and I have hung in there because the staff has hung in there with me especially doctor and therapist. Two persons in my family have mental issues and are not dealing well but has put more pressure and stress in my life...
- It's been a pretty good program.
- It's been helpful. Since I started I feel like I'm making progress a little at a time.
- Its beneficial to my life and situations
- It's comfortable atmosphere
- It's good
- it's good here
- It's good to have a place to talk openly about my feelings and opinions about every day issues and life's challenges and to hear of others experiences. it helps me to get it all out of my system.
- It's great
- It's hard getting used to the changes in staff.
- It's impeccable all the way around staff and support.
- It's nice to know there's somewhere to go when you don't want to be home alone.
- It's not the service here not helping me its just that I have a lot going on in my life recently and its getting hard to get back on my feet
- It's ok for right now
- It's OK!
- It's one of the best places I really like.
- it's open for discussion, recovery, kind service.
- It's real good.
- It's really good. And it's helping me more. Really helping.
- It's rewarding
- It's safe and peaceful here.
- It's the best.
- it's very good
- Its very good services.
- it's what I needed when necessary
- I've been at Bridge House for a number of years and I think the services are great
- I've become a positive role model in the community. The staff is great - caring & understanding.
- I've been here almost a year and I've been treated very good and it's been helping me a lot with myself esteem and depression.
- I've been involved in this center when I was younger as well and really think this center helps me and my family a lot.
- I've been involved with SCSJ for quite a number of years - most of which have been productive and rewarding. I have a new case manager who ..assist me find other housing as the need arose. I know I can receive the help with my emotional well being.
- I've been to about 6-7 outpatient programs this is the first one that I stuck with because of Diane C
- I've learned a lot from coming here from the program that I'm in even though I'm only here for court reasons.
- I've met a lot of special people a the IC.
- I've only been here for 3 days so far. However I can already tell I like the program and I feel it is a great place and atmosphere to get a foundation in my recovery.
- I've only been here once so far but really like my management person
- I've only utilized the services for the short time that I've been here. That limits my full evaluation. (2 1/2 weeks)
- Izola is still my strongest most reliable source of support & encouragement
- Jack is the man!!!
- Jackie has been a star player in my recovery back into the mainstream of life and earning my livelihood. I really truly believe that she is dedicated 100% to helping to helping her clients anyway she can. She should really be commended.
- Jack's the man!!
- Jane and Beverly are fantastic and very caring people.
- Janette and John are awesome
- Jenefer is a good lady she help me a lot with my problem and listen to me God Bless Her (Illegible)
- Jesus Reigns
- Jim's leadership provided all participants with a sense of self worth and camaraderie. Kudos!!
- JoAnn K has always been there for me. She is the best!
- Joe does a great job as a case worker and calls and makes time to see me.
- Jon doing fine job helping me with support of agency.
- Jonathan is real good.
- Judith is an excellent counselor.
- Judy and Bob are the best
- Judy L is the best counselor!
- Just because I do NOT feel well physically yet does NOT mean the great services were not available & did not help. It is great to be here.
- Just good service.
- Just got here (6/13/07)
- Just keep up the good work.
- Just knowing I have these services has given me peace of mind. Reducing my stress level. My workers Leah/Liz are the best in the world. Very efficient and caring.
- Just more time to have a new life drug free
- Just short of perfect.
- Just started treatment.
- Just started.
- Just that all the staff here are very supportive and understanding and always bring a smile to my face
- Just that everyone here makes you feel as though they are here for you and that I matter which is saying a lot.
- Just that I am very happy with it.
- Just that I really think I'm getting the cure I need and its nice to talk to someone on a regular basis.
- Just that my services I am happy
- Just that my therapist understands me deeply and cares for me when nobody else would. I like how she reminds me of appointments or anything else I need to do.
- Just that Zoradia A is the Case Manager anyone can ask for.
- Just to say that the services are good and I can say what is on my mind and feel comfortable sharing my feelings.
- Karin does a great job what she do and she cares to much about people
- Kate is awesome!
- Kathy C has helped me tremendously with my problems. She is very smart and has gone out of her way to help me. She also returns my calls and is very insightful as to who I am.
- Keep doing a good job.
- Keep getting people with illness on the right path.
- keep it going for us
- Keep it up!

- Keep listening to her problems
- Keep the OPTIONS building open near Harbor Health Services building
- Keep the program at any cost.
- KEEP THE PROGRAMS YOU HAVE.
- Keep up the good job!
- Keep up the good work. I am very satisfied with service.
- Keep up the great work!
- Kerry M is the best!
- Kevin C is my counselor. he is very supportive and proactive. He's timely in response to my calls and is genuinely a nice guy.
- Keystone has changed my life. I really appreciate the amount of time Keystone has invested in me (10 years). It has really paid off in terms of my sobriety and leading a productive life.
- Keystone has helped me a lot and Homestead and my disorder and situation got a lot better.
- Kuhn has made a difference in my life
- Kuhn helps a lot but as a client I also had to push myself.
- Lack of long term non-specific therapy is a disappointment.
- Laurel House has had a great affect on my life in getting back into society. It's a great experience and Clubhouse. A better fit for me than Fountain House was.
- Laurel House is a great support system.
- Laurel House is Great!
- Laurel House takes into account what community members say, but I can see more growth with the communication between staff and community,
- Laurel House is an excellent place to come to. It helps me a lot.
- Leadership and individuals are a blessing and could never receive enough credit.
- Lebanon Pines is a good place.
- Lebanon Pines is an excellent program for men trying to get their lives together. Work therapy is very beneficial also. Staff here is excellent.
- Lebanon Pines was a positive move in my life.
- Life is better. Dealing with everyday life much better. Able to hold my head up.
- Like location. If moved not sure if I would still get services here. Convenient.
- Like the services here.
- Lisa S supported me all through this program. I can say she went the extra mile.
- Lise helped me learn to deal with tough situations.
- Lise is a great clinician.
- Looking for a good shrink
- Louisa has helped me a lot and I love coming here!
- LOVE IT
- Magnet schooling creating jobs.
- Mandy M is my therapist and I have been able to take charge of my life again after my addiction. She is open minded and full of great conversation and wonderful suggestions.
- Many a time crises (weather self-induced or beyond my causation) were resolved to a good degree of satisfaction
- Marisol has been a great help. She is always concerned about me and easy to talk to.
- Martha has been extremely positive and supportive during a tough point of my recovery. She encouraged me to stay focused.
- Martha M is very caring and understanding. I'm so glad I made the decision to come here.
- Maybe I have not felt better because its the beginning. I'm sure in the future I can agree to these questions.
- McAuliffe Manor is the best program to work on yourself and recovery. The staff here respects me as a person and they are always willing to help me with any problem that I face, and I am so grateful for them.
- MCCA is a solid program
- Medical illness has the control over everything in my life.
- Medication group treatment team is the best asset I could ever have!
- Mental health is a good program
- Mental illness x depression comes x 90. I doing my best to deal with it. Merry Christmas and A very Happy New Year! 07
- Met great people.
- Methadone + my treatment here at Apt. has given me my life back.
- Methadone has helped my greatly.
- MHAC has been wonderful to me
- MHAC helps me with problems and life problems.
- MHAC staff gets back to consumers in a timely manner. I feel MHAC is considerate
- Michelle is very helpful as are many of the people that work here.
- Mike J is the best Therapist here that I've had he understands me and I receive very good advice.
- Mike J is the best therapist in building.
- Mike makes us all feel as comfortable as we with to be. He doesn't force anything on us and he is understanding to our problems.
- Most counselors are not as good as Queen she helps you out
- Most of my experiences were positive at times staff did not follow things as they should have. Most staff are great.
- Most of these are because I had just come here so I'm still trying to get used to this program and all in All I like this place.
- Most workers are very efficient..
- Mr. C & Ms. Maggie and Ms. Nadine are doing a great job. I have no complaints.
- Much better program than others I've attended
- Much better than last time. Counselor much better.
- My 10 yr. old son started treatment 12/06. We are still new to your program. So far your program has given us much hope and comfort. I felt defeated and a failure to my son. How could I have not recognized that he had problems.
- My 3 1/2 months at TMC have been very productive due to the structure the program offers and the professional and caring help the staff demonstrated. The staff were always willing to talk to me when I felt the need to discuss an issue.
- My answers reflect the fact that I have only been here 64 days.
- My case manage is very helpful and supportive. She is very sensitive to my needs.
- My Case Manager goes out of her way for me
- My case manager has been a strong influence in my recovery. She was sensitive to my symptoms and fears. She helped me slowly grow more confident in my actions. I started to do things I haven't done in months. My recovery has led me to do things...
- My case manager is a very good listener. I've taken

the steps to be less dependent upon friends as far as attention seeking goes.

- My case manager is great.
- My case manager is very kind and honest with me he gives me the feeling freedom and honest. Some thing I did have for a long time he is very professional and I love very. God bless the Mercy house
- My case worker is great.
- My caseworker has been really good with me. Always gets back to me and has helped me with a lot of stuff that was backed up
- My caseworker helps me a lot.
- My clinician Audrey Tyson is great. She is supportive and knows me well. She helps me work towards my goals
- My clinician does her very best to help me attain the things I want out of my life. Here I feel I'm not the only person in my position. I try to use all the services I am entitled to.
- My clinician helps a lot he's always there for me
- My clinician is a very nice person good bless her soul
- My clinician is Ismael S and he is a good clinician. I come to Dame La Mano groups Mondays and Tuesdays and they are helpful.
- My clinician is very kind loving and caring
- My clinician therapist is always late
- My counselor Ellen S Is the best Person That I have met. And Gina C is a big help also when she is needed By Tina K
- My counselor's name is Crystal and she's the best because if I need help there no questions she's there for me and at anytime I can call her or on her for advice she's reliable and dependable she's very patient and that's what I need!!!
- My counseling has been great. His name is Willie and he has always been there for me. and Jeanette at the front desk has been great.
- My counselor (PC) is on my side + she listens
- My counselor has been monumental in my success.
- My counselor has helped me a great deal and I can not ask more of her than that. She is super and a great help.
- My counselor has worked to customize my treatment and motivate me to try harder.
- MY COUNSELOR IS GREAT - A REAL HELP & HAS POSITIVE ATTITUDES
- My counselor is really good and helped me through a lot!!
- My counselor is sticking by me
- My Counselor is very king + works very well with me + fits well with my wk plan. My counselor listens to me + helps
- My counselor Sarah is very understanding and helps me a lot. She is great.
- My counselor Susan was very helpful!
- My counselor was the best. I find her groups very informative and she takes the time to help me. She is a big support for me.
- My counselor was very well and talked very good.
- My counselor is amazing? The best I have ever have?
- My daughter and I both had a positive experience. The sessions helped give my daughter a better understanding of what counseling entails and who are candidates to receive counseling. Our termination is due to monetary restrictions.
- My daughter is the one who is getting therapy. She is doing great now. She seems happier and plays better

with her sister... Life is good!!

- My DBT therapist with MPACT has been extremely helpful to me and very supportive.
- My doctor is the best psych. I've ever had
- My doctor takes my treatment on a one on one basis and that makes me feel good about my services and treatment.
- My Employment Specialist has helped me gain successful employment in which I am satisfied.
- My family is so very grateful for the treatment I am receiving.
- My first day is today
- My life has improved greatly since working with ACT
- My life is good now. work is as good as it can be
- My life right now is very bad cuz I hate thing in life now. I want to be happy again and also go with life in general. please help me find life happy again for me.
- My new counselor Christine B is excellent. I am doing so much better now that she is my therapist. Dr. V is a very good psychiatrist as well
- My new job makes money for me. The staff helped me with my job. They came to the job with me and helped me when my supervisor yelled at me. I am comfortable with all of those guys.
- My personal therapist deserves a raise.
- My problems are better when I take my meds. I still have good and bad day. I suffer with a bad disc problem that causes a lot of my mental mood because of severe pain.
- My service here are excellent
- my service here is excellent and I always feel I can voice my opinion and be heard
- My service is very good here.
- My services are good and complete as far as every living. The rest is up to my recovery and deterrentos.
- My services are good right now.
- My services are really at a level that I didn't expect it to be ADRC really doesn't cease to amaze me
- My services have been met. I'm concerned about the increase in the electric bill. I am able to work out my bills with my case manager. I'm getting along with all of my peers.
- My services have been of great benefit and I'm beginning to feel wholesome about who I am.
- My services here are at a neutral involvement. Being of service here at this agency is at an average participant. I've learned here not to over-do your service involvement due to the lack of others. To keep the focus on self.
- My services here at the Amethyst House are really good if I ever which I hope not need treatment again I will come back here.
- My services here have been more productive than any where else. I have done my best here.
- My social service team is both respectful and kind in providing services for me.
- My therapist Ginny is the most thoughtful trust person. I would not go to no one else. Sara B is the most kindest person and nicest friend any one could have. Pat knows her job more than anyone and will sit and listen and has a heart like no 1
- My therapist has always been there when I needed him.
- MY THERAPIST IS MIKE J AND I FEEL VERY CONFORTABLE AND ABLE TO TALK TO HIM ABOUT MY PROBLEMS AND ANYTHING ELSE. THAT IS REALLY AMAZING AND NEEDS TO BE GIVEN A PLAQUE FOR

OUTSTANDINGNESS BECAUSE HE GOES OUT OF HIS WAY .

- My therapist is the best. She really cares about me.
- My therapist supports me in being active in AA and yoga. She has no conflict of interest in wanting to see me more often or longer than I need to.
- My time here at Respite has been satisfactory and the treatment plan was logical and worked good enough for me.
- My treatment at CRMHC is really good. All my providers are women including my doctor. I have the four wise women supporting me.
- My treatment is more reality oriented.
- My wife and I both came here from Griffin Outpatient Treatments and we both appreciate the (illegible) of CMHC>
- My worker is the best!
- New in treatment here
- Nice
- Nice job
- Nice people work at Search for Change. They are patient with me. the staff let me make up my own mind about the type I work I do.
- Nick is a awesome and very professional counselor.
- The people that work here are very supportive and they have helped me a lot with my grades and getting along with my family.
- Everything is going well and I'm willing to keep my self involved with the program
- No fault of CMHC (regarding question 21) I am just not at this point in my recovery.
- I like all of your services!!
- I feel satisfactory
- Like my counselor Nick.
- No other agency has done what Reliance House has done for me...thumbs up.
- The staff are very cool.
- There's nothing else about my services here because everything is getting taken care of like it is supposed to.
- They treated me good
- I am happy here.
- I'm alright with myself.
- I am still struggling with my attitude and my behavior. The service here has been more than helpful.
- It seems to me that the staff here actually cares and that makes it easier to talk to the doctors about my problems. I haven't been coming her that long but the potential is there to get the help I need.
- Of significant importance while having illness is having ability to sever and choose which relationships to get involved in with a person having sensitivity to receiving help.
- Offers good programming
- On the whole this has been a good program to refocus myself after my relapse and get back into a productive life.
- Only that I am 60 percent better.
- Only that I have just started treatment but I do expect I will have great process.
- Open communication with honesty and possibilities has been shared by the staff to me from NWMHA
- OPTIONS is a great way to meet new friends and keep in contact with old ones.
- Our group on Thursday is becoming a big part in my recovery. I feel very good by being able to share about how my week has been good or bad.

- Outstanding - team effort
- Overall a positive program
- OVERALL I HAVE RECOMMENDED STAFF FAMILY SERVICES TO 3 INDIVIDUALS. I FIND THE TREATMENT FAR SURPASSES THE RESULTS I HAVE GOTTEN ELSEWHERE. EXCELLENT GROUP. I HAVE HAD 4 THERAPISTS HERE AND FOUND 3 OF THEM GREAT!!
- overall services here have been great. I have grown in all my trouble areas
- Pathways is a leader in providing people with goals to achieve and support in providing results that may make a difference in their course of treatment
- Patients would benefit with more group meetings and one-on-one treatment.
- People are very nice.
- People at the Crescent building are great. Always willing to go extra mile for you. God bless the entire staff.
- Perhaps THE BEST agency I have ever been involved with. Has made a great difference in my life --for the better.
- positive in general
- Prime Time has been essential in my recovery and constant support system.
- Prime Time House provided services for me when no other agency would.
- Prime time rules
- Priscilla is great in her position.
- Programs like this help people with court cases involving alcohol and drugs instead of going to jail.
- Prompt service and I felt comfortable with my clinician. Worked with my situation (work etc) worked very well.
- Re:17 this question cannot apply because the agency is great! but my thyroid condition throws off my emotions. my condition creates my physical and emotional to always be waxing & waning. the agency has helped me to get through a lot of these issues.
- Really enjoy the services.
- Reception personnel are always polite and courteous. My therapist is nice.
- Recommended After Care
- Recovery is first and everything else is second.
- Reliance House has been for me through crisis.
- Reliance House is doing a great job!
- Reliance House is fabulous.
- Richard B is awesome
- River Valley Services are excellent. My case manager and doctor are excellent. I'm very happy with River Valley Services.
- Robin W is an excellent clinician
- Rosemary is easy to confide in without any negativity.
- Ruoppolo has helped me with my struggles and issues
- RVS has helped a lot of people and some of the staff here are excellent. They care and take care of the RVS patients and take care of everything and are very satisfactory.
- RVS let me see in myself that I am a good person. I can do good and have a good life.
- SA says it all!
- Samantha is wonderful.
- Samantha M. and Dr. K are a great combination of services to deal with all my issues at hand.
- Sandy gives good advice
- Sandy rocks!
- Satisfied
- Search for Change helped me get a good job. I love all

- of the staff. They are good to me. I feel like they are my friends.
- service are excellent
 - Service has been exceptional. Keep up the good work.
 - Service is excellent.
 - Service is good.
 - Service is very good.
 - Services are all I can expect.
 - Services are excellent and the people really care and very helpful. It is good to come to a place where people care about your treatment and issues you may have.
 - Services are excellent!
 - Services are generally good considering there is a great amount of people serviced here. Yes we do suffer for it.
 - Services are good here.
 - Services are good. I'm well taken care of. My needs are met. The staff are really nice to me.
 - Services are thorough and dedicated
 - Services are well appreciated!
 - services are wonderful
 - Services have been great. I do however have a hard time with/money management.
 - Services here are very good. I would recommend this program.
 - Services here are very helpful and I'm grateful to have it.
 - Services here is very good I strongly recommend
 - Services I have receive over the years are excellent
 - Services are all right!
 - Services regarding my mental illness are great.
 - Shirley has really helped me!
 - Shirley is great.
 - Since coming here I feel I am doing better in my life
 - Since I am in the beginning of my treatment I can't really give an insightful assessment however, thus far I have been very respected and proactive in my treatment.
 - Since I been here at treatment my respective level went up. I respect everyone around me. The motivation I have to wake up in the morning is strong. It gives me a better view on life and responsibility. I love to work and do chores...
 - Since I went DMH Dr. [name] he help talk [illegible] me 1995 [name] talk help me also we with doctor talk question answer me every six month and [name] with me 12 years.
 - Since I've been a client here I got a lot more understanding about my illness.
 - Since I've been coming here I've been helped with my problems and situations. Since I've been here I have been very happy.
 - SMHA has improved and changed my life and w/out services I would be lost. SMHA is a wonderful agency.
 - So far everything is great.
 - So far I like it it's just to far from where I live.
 - So far I really like the services
 - So far so good!!!
 - So far the case manager that I have she is the look out or helping me in my life.
 - So far you seem very nice
 - Social and (?communal?) interaction is not being largely address due to own lack of interest.
 - Some questions should've been answered differently because it's not the clinic fault I still feel the way I do. I just haven't grown so fast.
 - Sometimes I'm bad at talking to people.
 - Sound Community is... orderly; like I am mentally and physically. I enjoy myself on outings. I enjoy MIRP and morning and evening activity and group awareness and activity.
 - Staff- keep sane in this world cuz you all make a difference in my life. Staff are able to assist me with my medical condition treatment diagnosed medication twice a week
 - Staff are honest and respect us
 - Staff at ADRC I thought was very caring and were willing to help me in every aspect of my recovery
 - Staff at Genesis helped me adjust to being at the Genesis Club House.
 - Staff does its best
 - Staff goes above and beyond to help and accommodate their clients. I am very happy being a client of WRSP.
 - Staff has been great to me and all my needs. If I shall ever have any needs I would feel comfortable about calling.
 - Staff has been supportive of my getting successful eye operations and being healed of my lameness.
 - Staff have all been very professional and personable.
 - Staff here are kind and understanding. I think CMHC is a good mental hospital.
 - Staff here have given me an opportunity to live again.
 - Staff here is very friendly and do their jobs in a professional manner.
 - Staff here really in tune with problems.
 - Staff is able to listen no matter what my problem is. They don't make me feel embarrassed.
 - Staff is always there for my needs even though I'm not the most reliable in meeting my appts. I feel comfortable in continuing my sessions and treatments.
 - Staff is caring. Women's group is a strong support system.
 - Staff is cool
 - Staff is courteous and alert
 - Staff is courteous and willing to listen to problems or concerns with the program. The program director is very proficient and has genuine interest in helping all clients with all problems and questions.
 - Staff is excellent and fair.
 - Staff is fair and good
 - Staff is friendly and comfortable to talk to. I use the Peer Support resource room.
 - Staff is great here. Shirley has helped me and genuinely cares about me and my recovery.
 - Staff is great!
 - Staff is here for me any time I need them.
 - Staff is highly skilled and compassionate. They create an atmosphere which is conducive to risking being unlovable and trying new behaviors.
 - Staff is personable and responsible.
 - Staff is personable.
 - staff is very prompt! and respectful.
 - Staff is well maintained and courteous
 - Staff is willing to go the extra mile and is genuinely concerned about us.
 - Staff Positive
 - Staff really cares about their clients -- especially caring during personal/family crisis and supportive.
 - staff very helpful to me
 - Staff was caring and considerate and showed the desire to assist in the problems shared in groups
 - Staff was excellent.
 - Staff was professional and compassionate. A good

- group of employees.
- Staff was there when ever I needed them.
- Staff was very supportive of me at all times.
- Staff will try to meet my schedule for medications
- Stay in contact
- Stephanie has been a tremendous help to me in achieving my sobriety.
- Stephanie is a wonderful therapist.
- Stephanie is very easy to talk to and a great counselor
- Steven is a strong true person that I've been looking for to genuinely care for what I have to say and gives me the honest answers I wanted. I am proud to have met him in my life.
- Still I'm getting the treatment I suppose to get.
- still working
- Such a nice place.
- Sue is the best
- Surprised by level of commitment from staff. It was well above my level of expectations.
- Survey questions 17-23 are not where I/We would like. This is because I still am in the process of getting there with my counselors help.
- Tammy M is the best case manager.
- That I appreciate the assistance immensely. The staff and everything else.
- That I was given a chance! Because at first it was the little things I had to work on like moving my chip sign in and out.
- That is a great question.
- That it is a nice service to have.
- That it works keep coming
- That my counselor is very good at his job. He really likes to listen and to help.
- That the people are nice
- That the staff is great and I have no complaints about any of you. God Bless You
- That's all folks
- That's comfortable most of the time!
- That is a great question???
- The agency helped me VERY MUCH!
- the best place I have been to. the staff listen, while in other places, you are just given meds but no involvement.
- The case manager at the overflow shelter seem to genuinely care about my well. Being not as much with resident staff.
- The change from one to one to group therapy was good; and clinicians and psychiatrist were respectful and responsive to my needs and concerns.
- The club house is like my family
- THE COLUMBUS HOUSE HAS HELPED ME A LOT MORE THEN I THOUGHT IT WOULD
- the computer instructor did a good job.
- The counselors are excellent and always are there for us.
- The counselors are very fair and balanced.
- The counselors are very good.
- the computer class is really good. The teacher is smart. The training is helping me at me job as a clerk. I plan to stay with Search for Change for many years.
- The Director of this program is a very caring and respectful person she believes in her clients there is none better in my opinion
- The doctor and RN do very well (excellent) work for me.
- The doctor is a good help. He's very caring and I'm comfortable with his treatment. They've helped me
- move ahead in my life.
- THE DOCTORS ARE VERY PATIENT WITH ME. I AM LUCKY TO HAVE THEM.
- The education helps me outsmart the desire
- The entire staff is pleasant and I'm getting good treatment here.
- The fact that FP has a great computer lab is extremely important.
- The Farrell House is one of the best inpatient program that I've been too the staff is the best because they work with you and they care.
- The feed back from group members is helpful.
- The fella running the group is great!
- The food is very good.
- The food was very good and there was plenty of it. the building was kept very clean.
- The group that I belong to is very supportive and the group leaders are very caring and have helped so much in each of our growth. At first I was very leery of being in a group but due to the leaders I feel very comfortable in sharing/participating
- The groups and my counselor have been very helpful in my recovery
- The groups at CCBH are helping me find my way back
- The help me with No-letters etc. They are good.
- The HOAP team helped me with my goals in less than 2 months.
- The Housing Office worked very fast in getting me housed.
- The job club has good food and is fun. I get to see people that I know
- The last time I was in treatment in the program of CMHA I found their services very helpful and that they service are in your best interest.
- The meds I receive have not changed for more than ten years and are exactly right.
- The mental health staff were very supportive with me and my mental illness.
- The nurse and health care here at Liberation House is very good.
- The nurse that comes to see me is very helpful in my health and well-being by giving me suggestions to better my life.
- The office looks great. everyone is nice. sometimes I arrive early they won't see me until exact time of appt. even though I know there is no one in with them. but at least they don't rush through appt. they take their time with you.
- The only reason I disagree on these questions is because we haven't found the right medication
- The outpatient program is helping me more than the inpatient program.
- The people and staff are extremely honest and open. I feel free to talk about anything I need to.
- The people are beautiful and all the staff
- The people are nice to me.
- The people are understanding and nice and help me.
- The people at SSAP go above and beyond any other program I have been involved with. The clubhouse has been a strong support for me.
- The people here help me a lot from the beginning and throughout
- The people that welcome you are very nice!
- The people that work at Harbor Health that have worked with me are very patient
- The people who work here got a good job for me. I am happy now that I get a pay check.

- The place helps me
- The place is really nice the food is good. I feel my life is better I really like it here. I'm lucky to be here instead of jail. This place is great for my recovery and all the staff are nice.
- The program has helped me
- The program helped me get my life back
- The program I am every single staff is great!!!!
- The program is great especially the work ethic.
- The program is helping me and is good for me.
- The program is helping me stay on track and giving me a meaning in my life.
- The program is letting me learn how to live a normal sober life.
- The program is really reliable and very resourceful. I would recommend Fellowship to anyone.
- The program is worth participating in its a good program.
- The program was very useful. Stephanie was wonderful.
- The program has helped me a lot
- The reason I circled NA is because I haven't been in treatment long enough this time to answer. But in the past VMHC has helped me a great deal.
- The renaissance team puts extraordinary effort into making me succeed in recovery.
- The RIDE program is very helpful.
- The services here are very helpful and I will recommend to a friend
- The service here is good and the staff is very nice and I like them all
- THE SERVICE HERE IS GREAT WHEN I CAME I WANTED TO DIE EVERYDAY. I AM NOT FEELING THAT AS MUCH. I RECENTLY WENT THROUGH A LARGE PROBLEM WITH MY WIFE AND I STARTED TO THINK OF WAYS TO KILL MYSELF. I BROUGHT IT TO GROUP AND I AM FEELING A LITTLE BETTER.
- The service here is helpful and I will recommended to a friend
- The service is fine
- The service is great
- The Service I've received here is the best Service I've received in any other place
- The service was the best. God Bless you all.
- The services I have received in the past four years have been nothing but excellent.
- The services were able to help me understand my addiction and help we develop a plan to deal with it.
- THE SERVICES AND PEOPLE HERE HAS REALLY HELPED ME
- The services are all good.
- The services are good and satisfactory
- The services are good and staff are good with me. I have learned to keep my anger in control. I have been clean and sober for a good time. I feel good about myself.
- The services are good for people like me that have this problem.
- The services are good here and it helps me to learn about myself and my addiction.
- The services are good here. I just have a lot of issues that I need to deal with.
- The services are great.
- The services are readily available
- The services are reliable but often I'm focused on the conclusions of misery.
- the services are there when you need them
- the services are very good.
- THE SERVICES ARE VERY HELPFUL TO ME AND I'M ON THE RIGHT ROAD TO RECOVERY
- The services are very nice and rewarding.
- The services have helped me out in a lot of ways.
- The services here are excellent and please keep up the good work.
- The services here are good and I like my group.
- The services here are good for the future of my new job and the new productiveness of my life.
- The services here are great
- The services here are great and I enjoy coming.
- The services here are great and the Social Club is good here also.
- The services here are open and honest. Staff here are very sensitive towards my needs and family situation. They taught me a lot of steps to follow for the look out of relapse sign and way of occupying my time
- The services here are top notch. The rooms are comfortable and create an intimate confidential atmosphere.
- The services here are very well @ hand and I would not give it up for the world. I do truly enjoy all people that I know here.
- The services here are wonderful. The staff is wonderful and I couldn't ask for anything more.
- the services here have been just great. Dr. S has been on track with my medications. also the front customer service has been great as well.
- The services here have been life changing in a positive way.
- The services here I receive really changed my life for the better.
- The services here is good
- The services I get here are real help to me. I have not had any problems since I been here and that is a good thing for me because when I got here I was a nervous wreck but now I'm in a place where I'm comfortable.
- The services I get here are very professional.
- The services I have received are very good. The staff here have been very responsible and have fulfilled my needs very respectfully.
- The services I have received here have given me back my life. A productive member of society.
- The services I receive here is a five star program
- The services I receive here is very good. I come here 4-5 days a week
- The services is GREAT. I don't know where I would be if this program wasn't around. I just love it. P.S. my counselor is the B-E-S-T
- The Services is very cool.
- The services it is good
- The services offered here are excellent. My recovery is just a slow process.
- The services that are provided here are so valuable and necessary.
- The services that Chrysalis Center provides are Indispensable!
- the services that I get here. since I been here for five years are good. Never had a problem with the services.
- The services that I receive are very good and educational.
- The services that I receive here are the best that I can receive
- The services that I've got were good. staff is helpful
- The services were real good

- The social worker takes time to help you. And sometimes calls your home to check up on you.
- The staff are easy to get along with and they all care about us.
- The staff are friendly and are serious to help us get on the right track.
- The staff are good people and good to know.
- The staff are nice
- The staff are there for me when I need them. They all have helped to a great extent.
- The staff are very caring and nice and ask if there is anything I need to help me with my program
- The staff are very committed and dedicated to my needs as well as others.
- The staff are very friendly.
- The staff are very good to talk to.
- The staff are very nice and give attention to the client.
- The staff at NC is very respectful of my treatment and they are a good staff of caring people.
- The staff at search for change is very supportive.
- The staff has always been kind and on top of things.
- The staff has always treated me very well and have tried to help me in any way they could.
- The staff here at CHS are very nice people. they respect you I like coming here because they listen to you
- The staff help me and said I do good cooking eggs and I do better cooking.
- The staff helped me a lot with my disease.
- The staff here are great they give great support when you ask for it they are very helpful to the clients
- The staff here are very kind and is helping me along my way to recovery. I am very grateful to how this 3rd chance. Where I am actually getting something out of it instead of being forced.
- The staff here does from their hearts. They really and honestly go all out for the clients. They give their all and all! God bless them!
- The staff here gives the feeling that they care about us and try their best to help us. I want to continue coming here several days a week. I very much wish to continue to pursue goals and access to people and agencies who can help me reach them.
- The staff here handle themselves in a very professional manner. Am sad to part from some of them. They have helped me immensely. I am grateful that God put this program in my path. God Bless everyone in this here program.
- The staff here has always been very cordial and courteous.
- The staff here is a great help to everyone.
- The staff here is so helpful and when we need something there would between for us.
- THE STAFF HERE IS WONDERFUL AND GO THE EXTRA LENGTH TO HELP PEOPLE.
- The staff here really tries to help me.
- The staff including my clinicians worked with me. Through their time and efforts I feel like a whole new man and understand myself better than I ever have.
- The staff is always willing to help me in whatever and that I may need assistance
- The staff is appropriate as per keeping us busy and socialization is strongly stressed. Staff also instill hope and hope for a better life. In our own we all love each other. The executive director Steve D is exceptional.
- THE STAFF IS GREAT
- The staff is great they are always there when I need to talk out an issue & handle house issues in a professional but sensitive way. I would definitely recommend this house it has really changed my life.
- The staff is great.
- The staff is very friendly and they care about my needs.
- The staff is what makes this agency good. They care about all the clients and want the best for us all
- The staff members are amazing-caring. I've never felt so comfortable in this type of setting.
- The staff on a whole is good but some staff treat the clients as if they were immature teens.
- The staff really listens to what is said.
- The staff represents me well.
- the staff taught me how to write a cover letter and how to interview. I got the job that I applied for. Search for Change is a great place to come and learn about life.
- The staff was quite accommodating, friendly, and willing to listen and appropriate input to any concerns I had.
- The staff was very considerate and warm.
- The staff was very helpful and everyone made me feel comfortable
- The staff will help you out any way they can to see that your needs are met. It's wonderful that volunteers come out to help the house and residents. I enjoy residing here for my services and safe housing.
- The staff respected my wishes even when I am in a bad mood this agency is # 1 in my book. Behavioral health staff is always smiling
- The symptoms I'm dealing with I have had ever since the beginning. It's going to take time to see drstic results. I think the treatment I'm getting for them here is the best I've ever had. I am learing more than ever. I am very happy.
- The teachers in this class seem like they really care about what happens to the students and listen to us like we are equal to them which is an excellent quality.
- THE THERAPIST I HAVE HAS GIVEN ME CHOICES TO MAKE . JUDY THE RECEPTIONIST IS WONDERFUL LADY. MY THERAPIST BOSS IS GREAT TOO. BUT RIGHT NOW I COULDN'T GET BY WITHOUT THEM.
- The therapy is good and all the clinicians are nice.
- The thing is I can't say enough good about these services. I wish to stay with them a long time.. They have helped me and I will recommend them to others with mental health problems.
- The treatment has been a long term issue with the latest part being the stabilization of the illness and an improved lifestyle.
- The treatment has helped my relationship with my girlfriend and family. I have also learned a lot about my two illnesses.
- The whole staff was more concerned for me than I was
- The Windham House has helped me to grow. I have been treated with respect and understanding. I am very grateful for all the help I have received at Windham House.
- The Women's Group is great! Carol & Andrea are wonderful!
- The Women's IOP is well run and I feel comfortable sharing in this group since I have some sensitive issues to discuss here. So far everything is going well.
- The workers are very polite and kind and go out on the limb for you.
- They're always ready to help. Even when not needed!
- Their services are very much appreciated!

- They're THE BEST
- Therapist was awesome! Fantastic. I felt I was finally getting the help I needed for my son's problems after five years of searching different clinics/services.
- Therapist was fantastic and helpful. Services were very helpful. Still applying the techniques learned.
- Therapy great.
- There are an exemplary group of helpful people at Southeastern Mental Health Authority.
- There are people of my race and ethnicity. They understand my language. They have my food I can eat.
- There are some great staff that work here.
- They're great.
- There is not a lot of places to go to. Too get help but I feel the department of mental health and addiction services is the one place you can count on for help. There is nothing like them.
- There isn't any long waiting list for services and that is a good thing.
- There used to be therapist here that I didn't care for didn't think they were good at their jobs. I don't have them myself. Perhaps now these people are no longer working here. I feel more hopeful about being able to overcome severe problems.
- There's twenty four hour services if I need help so staff is always there.
- These last two sections are rough because I can't agree with most of them at the present time. but there was a time that the answers to 17-28 would have all been SA. That is however why I'm here. So I'm not answering them at this point.
- These people do very well here They really care.
- These services are good and I am pleased with them.
- These services are valuable to recovery from emotional/mental issues are what you make of them.
- These services greatly helped to see things more clearly and let me see what changes I needed to make.
- These services have helped me not to want to use drugs/alcohol anymore and I appreciate the encouragement given to me so I can learn new ways to cope in my everyday struggle for sober life. I been able to find other ways to deal other than drugs.
- They are the best I ever had
- THEY ARE A BIG HELP TO ME IN GETTING WHAT I NEED DONE.
- They are a great help for me whenever I need something they're always willing to help me. I am very bless to be here. The staff here is great I feel love or/and care for.
- They are all I can afford. I am fortunate that my mental illness has not decompensated me to such a degree that I cannot tell when I am being taken advantage of by inappropriate or poorly trained professionals. I thank God for that.
- They are always there for us.
- They are beautiful people they feel like family I know that I can always count on them because they really care.
- They are doing a good job with me.
- They are doing very well with helping me with my illness. very pleased
- they are good and I like them
- They are good I have a great clinician whom I enjoy doing therapy with he has helped me a great deal.
- They are good some days better than others of course. I am developing an effective support system
- They are good.
- They are good. Enjoy seeing CW come over.
- They are great and have helped me to better myself!
- They are great.
- They are not interested in helping. I don't like being used as a guinea pig.
- They are so wonderful. I would recommend them to anyone I know. Just go for it.
- They are the best I ever had
- They are tremendous.
- They are very compassionate to the needs of the clients
- They are very good services that I am getting.
- They are very good. The best I have seen.
- They are very helpful and respectful
- They are very helpful here.
- They are very supportive and caring and I know I can talk to them day or night.
- They are wonderful
- They are wonderful and very supportive and always going out of their way to help me.
- They come to the job site to give you support while you are applying.
- They cover all situations
- They discharge people before they feel they are ready
- They do a great job.
- They do a outstanding job. I don't really have any complaints right now. Maybe in the near future but I hope not.
- They do not support and try to help so I can do on myself.
- They do the minimum and always leave for more pay.
- They don't give crap about us!!
- They have helped me a lot.
- They have helped me here and I feel fine (Aqui se me a escuchado y mesiento a busto.).
- They have helped me keep my job
- They have very good services here. Very helpful.
- They have woken me up
- They help me much in group therapy. They will get out their way to find services I need.
- They help me with my problems.
- They help me with meds!
- They help me.
- They helped a lot in my treatment.
- they make me feel good about myself so I can hold a good job
- They move too slow.
- They seem to be concerned about my life and my getting well.
- The staff have been very good to me
- They strongly get involved in trying to help everyone
- They treat me good.
- They treat me with respect.
- They understand me
- They very good. GREAT JOB
- They were here for me when I needed them.
- They were very good. I enjoyed my time here and am proud of the knowledge I've gained.
- They will get you a good lawyer and an apartment that I can smoke in.
- They work for me and are pretty good to me. I think Reliance House is a great organization and have helped me a lot.
- They worked me through a violent death of a family member and were supportive to me even when they were off the clock. They called me at home.

- They're great.
- They're helping the short time I've been here and strongly I will continue to grow
- They're very helpful and very positive in planning for the future.
- They've all been great!
- They've helped me out immensely. She [case manager] has done a lot of good in my life.
- Things are moving along nicely.
- Things have always been great here.
- Things have been going well.
- This a wonderful program and the staff here are supportive & caring especially Carolyn A. This program has taught me a lot and I will bring it with me in my daily routines.
- This agency is helping me to repair my life and reintegrate into the community.
- This agency is very supportive to me. Staff provides tremendous care and supports to me as an individual and other clients they serve I greatly appreciate their services.
- This facility is the reason why I am sober today. Because of this place and the staff here I have a chance at a long and fulfilling life. I will be forever grateful for everything I have received here.
- This has been a very positive place for me. I will miss being here very much. Everyone has been great and I was treated very well. I do appreciate this with all my heart.
- This has been helping a lot to learn and grow. I'm learning things about myself that I haven't realized before now.
- This institution has helped me to hold on to myself- believe in myself- and keep strong so I can try to make it through
- This is a good organization and like any organization there are people who your are able to connect with more that others. Bottom line: Good Program
- This is a great clubhouse one of the best in the state.
- This is a great place for those who have life hindering psychological symptoms who have trouble interacting socially.
- This is a great program for anyone that needs it
- This is a great program for everyone.
- This is a great source to socialize with people.
- This is a great treatment program and the staff including Kathy helped save my life. My clinician and case manager Merlin and Christine were great.
- This is a nice place and nice people.
- This is a valuable resource in mental health restoration.
- This is a very good treatment center. And I like being here very much. And I will recommend this agency to a friend. And a family member
- This is a wonderful program.
- This is all I can say because I was only here for 1 day!
- This is all true
- This is an Excellent agency.
- This is based on seeing the doctor!
- This is my first time in treatment. I used for approx. 28 yrs. I believe I will have all the tools I need to get back in the community with positive input. The staff here gives 100% caring time and teaching what you want to learn.
- this is my initial visit so therefore I reserve judgment until a later time
- This is my second visit so I really feel no change. I know therapy will help me and people who recommended me to come here are satisfied by their outcome. I am trusting in the therapists hand to help me deal with my problems and hope for very good
- This is only my second week so I feel I could not answer this questionnaire as well as you would have liked
- This is the best program I have ever had. They have helped me more than I can say. I appreciate everything that they said and done for me.
- This is the first time I'm involved in RAWP- I feel positive and look forward to beginning classes next session
- This office is really good. The staff here has really helped me through tough times
- This particular organization helps nurture people's (client's) special talents and helps them to grow more secure in their dealing with the world outside.
- This place has been a great to me and if I keep that I really can beat my drug problem
- This place is a gift from God.
- This place is a God sent.
- This place is good at medicating and groups are fun.
- This place is good.
- This place is great for adults and children alike. Great job!
- This place saved my life!
- This program has helped me and it can help others.
- THIS PROGRAM HAS HELPED ME STAY CLEAN & SET SOME REALISTIC GOALS FOR MYSELF
- This program has helped me very much and I am very content with the services.
- This program helps me in dealing with my issues.
- This program is an improvement in my life and I am grateful that I was given the opportunity to become a better person.
- This program is helping me a lot to identify the problems within myself. Right now I am doing the program and dealing with my problems in the Hogar - If not I wouldn't be here
- This program is helping me dramatically
- This program is really helping me to handle my issues. It's a long program and sometimes it gets monotonous but the big picture is good.
- This program is the beginning of a new life for me. I am grateful.
- This program is the best program I've been in. It meets all my needs. I am able to talk honest and to open up. It is showing me the new way of living. how to be responsible and countable for my time.
- This program is wonderful and the staff here are a godsend.
- This program really changed my life.
- This program really works and they are really very helpful.
- This program was helpful.
- This response reviewed by members is helpful in forming options for the club.
- This service has help me find work and the staff listens to my problems
- This service is helping me out and giving me a good strong start to my recovery.
- This service is perfect for people who need help.
- This services is so so good
- This service is of vital importance to me and I suppose others in my condition. I hope and pray that things can keep going the way they are.
- This time around the program is a more positive move

- for me and I am committing to it more than before. I am working through it more head on than before.
- This treatment I have been receiving has been top of the chain in my 10yrs of rehab.
 - This was and is the best detox and help I have ever received with my drug and emotional problems.
 - This was and is the perfect place for someone trying to get their life together. Those things that I disagree with on this page IE # 26 have nothing to do with staff of their treatment. It has to do with a physical ailment for which they have no control over.
 - They have helped me deal with structure for my kids better
 - TIV has a very good program for the clients
 - Too early to determine outcome of service at Sound Comm.
 - To get more involved the recovery people life and get fair service to fix their life to be much better.
 - To get much better like is it.
 - To get through this mentally.
 - To give a commitment to detox. When rehab clients go to detox to share about being in rehab is a benefit.
 - Today is my first day. But I am optimistic about the services that I may receive from this program.
 - Today is only my 3rd day.
 - Tom M is the Bomb
 - Top Notch people working here
 - Treatment
 - Treatment with agency has been a challenge for me to achieve my personal goals and to conquer my fears to step forward into society. I hope things in my life are obtainable on my own. Been a pleasure to ensure my capability of success in life.
 - Trinity Glen is a beautiful facility. and has excellent staff & counselors!
 - Good people here!
 - Two thumbs up
 - Very appreciative for the services received here.
 - Very comfortable here wish to continue.
 - Very comfortable I was able to find myself here calm down and be patient
 - Very decent!
 - Very efficient and knowledgeable staff
 - Very glad and grateful that I have services here
 - Very good
 - Very good agency
 - Very good over all One of the better or best treatment programs I've been involved in.
 - Very good program.
 - Very good service- quality of product is good. I feel a lot more able.
 - Very good services. I'm looking for another change at life.
 - very good staff members
 - Very good to me...if I need something my case manager is there for me.
 - Very good.
 - Very happy with program.
 - Very happy with services.
 - very happy with staff and treatment
 - Very important to have Oasis for people who are challenged from emotional & mental disorder.
 - very interested in employment to some degree
 - Very kind and treatment from Sarah H that makes me feel well mentally and physically - sound in mind and sound in body!
 - Very large range of services
 - Very patient with me.
 - Very pleased w/staff.
 - Very professional and accommodating very supportive.
 - Very proud to have Also-Cornerstone as a part of my life. B.W.
 - Very satisfied
 - Vinny My counselor He is Excellent
 - WAGE has given me more confidence in seeking a more suitable work environment. talking over problems with staff has helped me to work out some difficulties.
 - Want to keep going forward
 - Wanted child to be seen more.
 - Was impressed with Bridges response to a crisis.
 - We all have a great concern to live a reasonable life so growth will allow people to be wise to keep building peace. A smart person to grow is to find a man to deal with the life itself. We live to compromise the doors will open.
 - We you not need help call my telephone of Gloria
 - Well all I have to say is that I was only attending 8 weeks sections I decided to do more.
 - Well Done!
 - What does recover mean to you? Recover and take medication still; or recover and be completely medication (drug) free?
 - What is there for the long run?
 - When and if you need help this place goes to bat for you.
 - When I got to a question that left me a little room for hesitancy I marked neutral, I would have needed more qualifying statements to agree or disagree
 - When I have trouble figuring something out staff is there helping me get things together.
 - When I moved back to CT from VT I had great svc in VT and was concerned about services I might receive here. I was pleasantly surprised that all staff working with me listened to my requests and met my expectations
 - When I needed an emergency visit staff tried to help me
 - When I put strongly disagree under #2 it has nothing to do with this facility or the staff. It has to do with if I could get therapy from someone from my church I would want that more.
 - while at Cornerstone I learned to respect even if its the person I think because they are my sister and brother.
 - Will has helped me a lot !!
 - Will helps me out a lot but lets me be independent as well and I like this
 - Will is always there to help me when I need him
 - Will is cool and he understands me
 - Will is great to work with. He is flexible with me and patient and good with my boss
 - Will is very flexible and willing to modify his schedule to fit yours- is very easy to talk to and always returns my calls promptly
 - With Keystone House over the years I deal with my illness better then if I were on my own. I like the program and am proud of my progress over the years.
 - With my scheduled meds I feel satisfied on the weekly and monthly treatment.
 - Without Northside my life would be in shambles.
 - Wonderful
 - Wonderful place! I lost my counselor of 5 years to cancer again feel connected as before with Danielle.
 - Work on better transportation.
 - Working w/. Dr. K has been a great experience for me.

The dr. is able to help us better see who we are and we want to and can be. Her insight into people in crisis is keen and her dedication to us has been an inspiration to me and I am grateful

- Working with [name] has been a miracle.
- Works well with me
- YAS is pretty good.
- Glad I can be here to vent my feelings
- Yes But my spelling is very POOR!
- Yes I am grateful that I am in a place like here and very very grateful that my counselor is a very understanding person.
- Yes my services here is much needed to grow to stay focus.
- Yes these services helped me a lot in my employment search.
- Yes very good place Northside
- Yes, staff seems caring and interested in patients.
- Yes. staff is very nice to me and accommodating too.
- You are good
- You can count on them for anything
- You did a great job helping me. I felt a lot stronger and very happy.
- You guys are the best - I like you.
- You guys/gals are great people. Keep up the good work.
- You have excellent service
- You have helped me with my problem despite my disagreements.
- You have to take it day by day. When you are tired of doing drugs you will change your life.
- You people are great here this place changed my life I'm going to always come here
- You people been very good to me for 2 years coming here also the best services.
- You want changed Change will take place.
- You're definitely peach
- You're great I have super counselor give him huge raise.
- Your services are getting much better than when I first started. Now I can control my life to a point where I can be happy and understand much better what's important.
- Your services are well appreciated.
- Your Services is excellent.
- Your staff very good
- You're the greatest.
- Youth Challenge is the best thing that ever happened to me.
- Youth Challenge Mission for Women helped me to get my mind back. I had a break down and lost my mind.
- Youth Challenge's way of treatment goes straight to the problems & root causes we take upon ourselves. They give an answer to it all.

Spanish Comments (Verbatim translations.)

- Well services are excellent. They understand when I need them and are with me.
- Services and Mrs. Luz are tremendous. She is a great public servant.
- I think services are very good. Our problems take long time.
- I wish to express my feelings. I'm grateful; the staff is doing their best to serve the community.
- Since I began treatment, I met very good people. People that treat us like human beings.

- Since I began treatment am feeling better, people are good little by little am getting out of the crisis.
- Parking is bad.
- Parking is a problem.
- Treatment is not good. When there are so many problems, nothing is good.
- In many occasions my therapist calls me for the appts. Also does not permit my family to know about my treatment.
- In this moment I thank the program for changing me in all aspects. I think Crossroads should continue providing services forever. Thank you.
- The best in my life is like being re-born. I do not know what would have happened in my life without your help. My heart tells me you gave me now I have to give to others.
- It is a very good program.
- This program helps me to improve my life. I understand I cannot do as I wish; the program helps me every moment.
- I agreed with the services, they treat well. Thank you very much.
- I'm grateful for what they do with me. I cannot pay but God will for what you do for me. God bless you.
- I'm grateful for the services here.
- I'm very grateful for the program.
- I'm very grateful for the services. Thank you.
- I'm very satisfied with the services at Blue Hills.
- I agreed and feel grateful for the services offered by this agency.
- I'm satisfied with the services I was offered. Thank you.
- Thanks to the Hispanic Clinic I'm better.
- Thanks to the people here I'm better.
- Thanks to the people that work to help people that need them.
- There is confusion here about different races.
- In the past I had problems with my therapist. Nothing personal but they keep living and I need one.
- Before there were groups for parents, therapeutically helping men and women.
- Well with services sometimes I feel better. I feel ok with the staff and the medicine.
- I think and in my personal opinion they need more counselors. The work they do is exceptional, with more counselors it will get better.
- Crossroads is a program that really helps and is full of unconditional support. It gives strength to fight and triumph in life.
- The staff should give respectful examples, so we could respect them also.
- I'm very grateful for the help am receiving, God bless them today, tomorrow and always. Thanks.
- Thank you for the help. They help with the treatment.
- I'm happy because I managed to overcome my depression.
- What I have to say is that the program helps, but there are some individuals that are not about that. It confuses me and I don't know where I stand.
- The services, at times they are imprudent and racist with Latinos and it should not be like that.
- The support groups are excellent. I hope it continues because they are important for my recovery. That there be more Hispanic meetings to helps us with our problems.
- It helps me to come here, because I changed mi life, a place to talk listening to advices. The services are good.

- Personally I need more help.
- In my opinion the program works for whoever set out to do it. I'm setting out to do it.
- Regardless of mi illness the program is helping me a lot.
- St' Raphael Hospital, I would like to continue with my treatment in the Hospital. Thanks.
- I want the services to be less quick; I would like to have it one time every 3 weeks.
- For my daughter every 2 weeks, for my son I feel he needs it more.
- Well I feel a little distant but I come and I'm in harmony with my comrade.
- I would service closer to my house.
- Problems with parking, they are reserved and we are told to move.
- Really grateful with the services of the clinic, it helps me. Now I feel better with the treatment I hope it could continue help people.
- Youth challenge is a perfect program.
- To open the doors on Wednesday at 5:30, nor at 5: 40 because of the cold weather.
- They are excellent face life, daily living and to resolved problems. The support group is very good.
- They are pleasant and treat patients with kindness and respect.
- All the staff in the agency has a spiritual capacity to help
- All is well, thank you for your help.
- All is fine, thank you.
- All the employees are kind and treat you kindly. I'm confident and I will stay with them.
- They all treat me well.
- They are attentive and helpful always help with all they can.
- A very professional service, thanks for the service.
- Only that is a grand help for people without housing.