

Vermont Mental Health Performance Indicator Project
Agency of Human Services, Department of Health, Department of Mental Health
108 Cherry Street, Burlington, Vermont 05401

TO: Vermont Mental Health Performance Indicator Project
Advisory Group and Interested Parties

FROM: John Pandiani and Barbara Carroll

DATE: April 18, 2008

RE: CRT Consumer Survey Results for 1997, 2000, 2003 and 2006

This week's PIP provides an overview of the results of consumer satisfaction survey ratings of Vermont's ten regional Community Rehabilitation and Treatment (CRT) programs for adults with serious mental illness over the past 10 years. This report was prepared in response to a question from Frank Reed, DMH's Director of Operations.

Although there have been small changes in the questionnaire and the research protocol over the past ten years, the Vermont consumer survey project remains committed to the guiding principles stated in the report of findings of the first Vermont CRT survey in 1997:

"The Vermont consumer survey was designed with two goals in mind. First, the project was designed to provide an assessment of programs performance that would allow a variety of stakeholders to compare the performance of CRT programs in Vermont. These stakeholders, who are the intended audience of this report, include consumers, program administrators, funding agencies, and members of the general public. Second, this project was designed to give consumers a voice and to provide a situation in which that voice would be heard..."

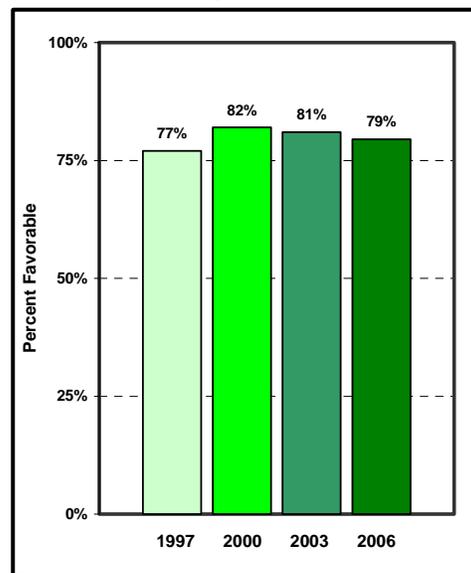
The results of this consumer evaluation of CRT programs in Vermont need to be considered in conjunction with other measures of program performance in order to obtain a balanced picture of the quality of care provided to people with a severe and persistent mental illness in Vermont."

As you will see, favorable overall evaluations of CRT programs in Vermont varied somewhat across programs and over time, from a low of 70% in Chittenden (HC) in 1997 to a high of 88% in both Addison (CSAC) and Northeast (NKHS) in 2006.

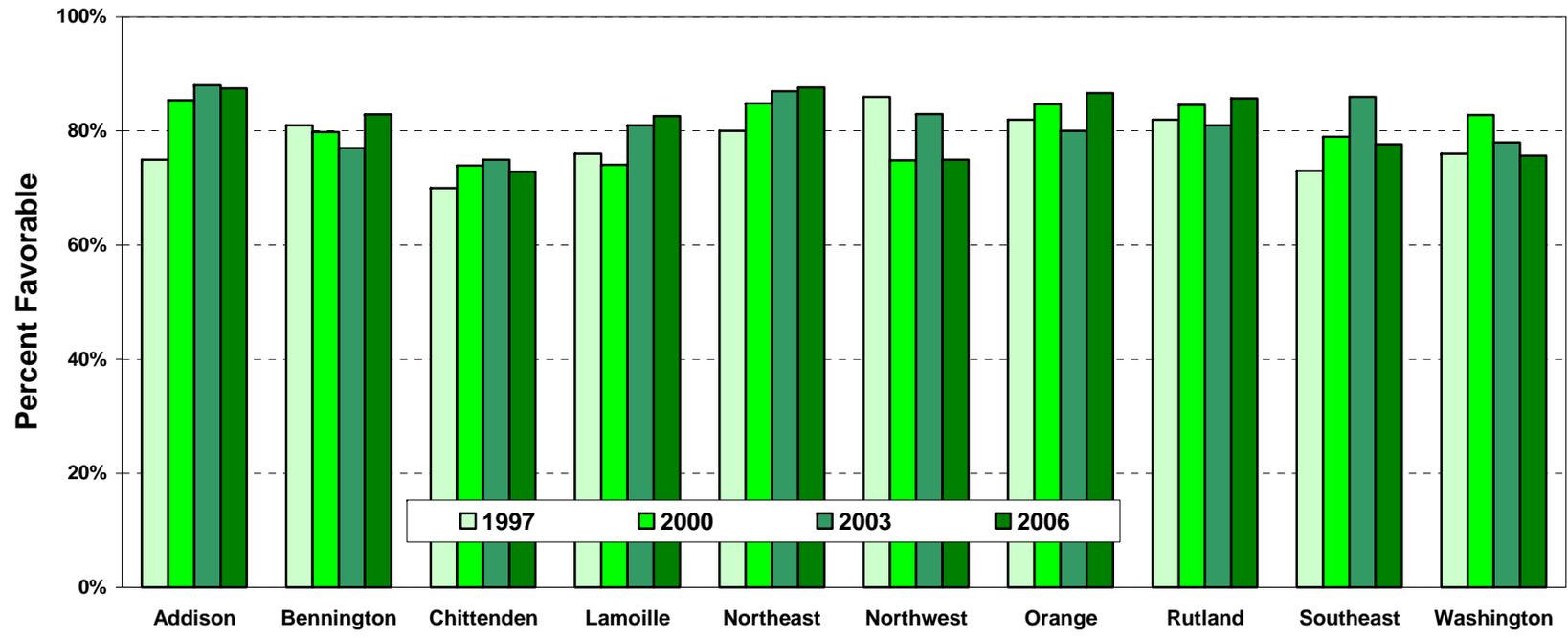
Findings from the 1997, 2000, 2003 and 2006 surveys of CRT consumer satisfaction are available at: <http://healthvermont.gov/mh/docs/res-eval/satisfaction-report.aspx>.

We look forward to your questions and comments about this report, and your suggestions for further analyses of these data. As always, we can be reached at pip@vdh.state.vt.us or 802-863-7249.

**Consumer Evaluation
of CRT Programs in Vermont**



Consumer Evaluation of CRT Programs Vermont: 1997, 2000, 2003 and 2006



Survey	Total	Addison (CSAC)	Bennington (UCS)	Chittenden (HC)	Lamoille (LCMH)	Northeast (NKHS)	Northwest (NCSS)	Orange (CMC)	Rutland (RMHS)	Southeast (HCRS)	Washington (WCMH)
1997	77%	75%	81%	70%	76%	80%	86%	82%	82%	73%	76%
2000	82%	85%	80%	74%	74%	85%	75%	85%	85%	79%	83%
2003	81%	88%	77%	75%	81%	87%	83%	80%	81%	86%	78%
2006	79%	88%	83%	73%	83%	88%	75%	87%	86%	78%	76%

Analysis is based on responses to confidential consumer satisfaction surveys administered to CRT clients in 1997, 2000, 2003 and 2006 by the Vermont Department of Health.

Analysis conducted by the Vermont Mental Health Performance Indicator Project.