

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

**MEMORANDUM**

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

FROM: John Pandiani and Barbara Carroll

DATE: August 15, 2008

RE: 2007 Consumer Evaluation of CRT Programs

This week's PIP provides an overview of findings of the 2007 Consumer Evaluation of Community Rehabilitation and Treatment (CRT) programs in Vermont. This overview was prepared for distribution to the 150+ CRT consumers who requested a summary of the findings when they responded to the survey.

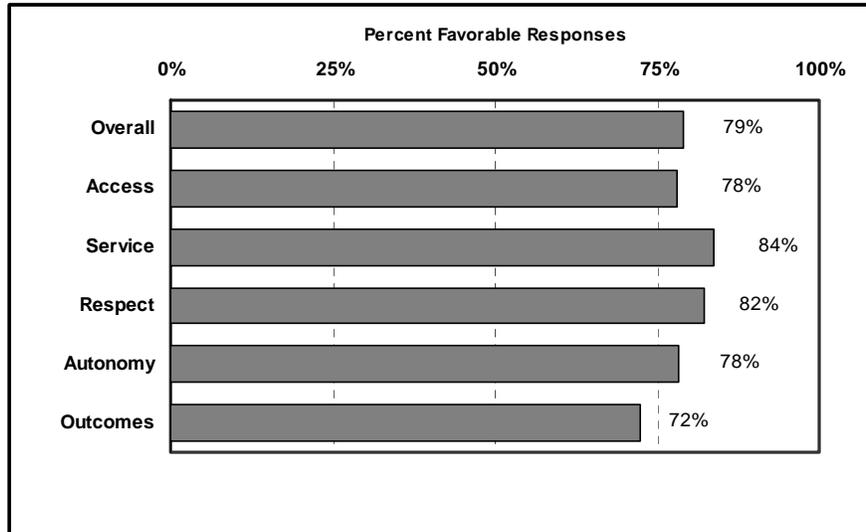
A copy of the full report on the 2007 Consumer Evaluation of CRT programs in Vermont is available at: <http://healthvermont.gov/mh/docs/res-eval/satisfaction-research/07CRTtechnicalreport.pdf>.

Findings from the 1997, 2000, 2003 and 2006 surveys of CRT consumer satisfaction are also 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](mailto:pip@vdh.state.vt.us) or 802-863-7249.

# Executive Summary

## Consumer Evaluation of Community Rehabilitation and Treatment Programs Vermont: FY2007



Mental Health Research and Statistics Unit

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

June 2008

The authors of this report thank all who have contributed to this project. This work could not have been completed without the help of the staff of the Adult Unit of the Department of Mental Health (DMH). DMH thanks the consumers who took the time to evaluate and comment on the Community Rehabilitation and Treatment Programs provided by the Community Mental Health Centers in Vermont.

Copies of this report and other reports describing consumer and stakeholder evaluations of community mental health programs in Vermont are available online at:

[HTTP://HEALTHVERMONT.GOV/MH/DOCS/RES-EVAL/RESEARCH-EVALUATION.ASPX](http://healthvermont.gov/mh/docs/res-eval/research-evaluation.aspx)

## **CONSUMER EVALUATION COMMUNITY REHABILITATION AND TREATMENT PROGRAMS IN VERMONT**

Community mental health services for consumers with severe and persistent mental illness in Vermont are provided by Community Rehabilitation and Treatment (CRT) Programs administered by ten community mental health centers. This survey is the fifth evaluation by consumers of CRT services provided by community mental health centers in Vermont, following similar consumer surveys in 1997, 2000, 2003 and 2006.

The results of these surveys are used in conjunction with measures of program performance drawn from existing databases to provide a more complete picture of the performance of local community mental health programs. The combined results of these evaluations allow consumers and stakeholders to compare the performance of community-based mental health programs in Vermont, and to support local programs in their quality-improvement process.

The results of this survey should be considered in light of previous consumer- and stakeholder-based evaluations of community mental health programs in Vermont, and in conjunction with the results of consumer and stakeholder surveys that will be conducted in the future. These evaluations should also be considered in light of measures of access to care, service delivery patterns, service system integration, and treatment outcomes that are based on analyses of administrative databases. Many of these indicators are published in the annual Department of Mental Health (DMH) Statistical Reports and weekly Performance Indicator Project reports (PIPs), available online at <http://healthvermont.gov/mh/docs/res-eval/research-evaluation.aspx>.

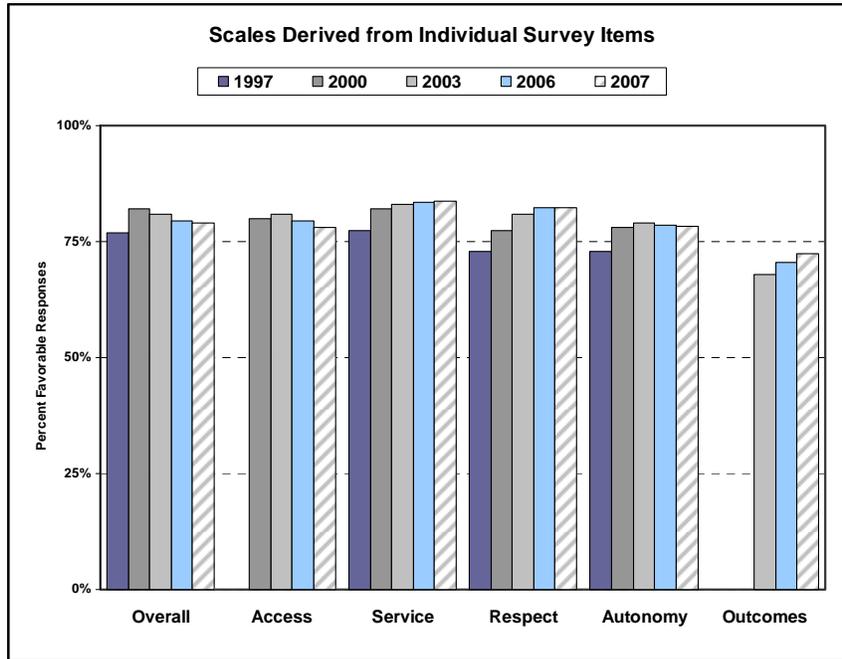
This approach to program evaluation assumes that program performance is best understood on the basis of a variety of indicators that focus on different aspects of program performance. This report focuses on one very important measure of the performance of Vermont's CRT programs, the subjective evaluations of the consumers who were served.

### **Overall Results**

The majority of consumers served by CRT programs in Vermont rated their programs favorably. On the *Overall* measure of program performance, 79% of the respondents evaluated the programs positively. Some aspects of program performance, however, were rated more favorably than other aspects. The survey items related to *Service* received more favorable responses (84% favorable) than items related to *Respect* (82% favorable), *Access* (78% favorable), *Autonomy* (78% favorable), or *Outcomes* (72% favorable).

There has been incremental improvement in consumer ratings of CRT programs from 1997 to 2007 (see Figure 1). Ratings for *Overall* program performance increased from 77% in 1997 to 82% in 2000, and then declined gradually to 79% in 2007. Ratings for *Service* increased steadily from 77% in 1997 to 84% in 2007. Ratings for *Respect* increased from 73% in 1997 to 82% in 2007, and ratings for *Autonomy* increased from 73% to 78% during this time period. Ratings for the *Access* scale were first calculated in 2000, initially increased slightly from 80% to 81% on 2003, and then decreased to 78% in 2007. Ratings for *Outcomes* were first calculated in 2003, and increased from 68% in 2003 to 72% in 2007.

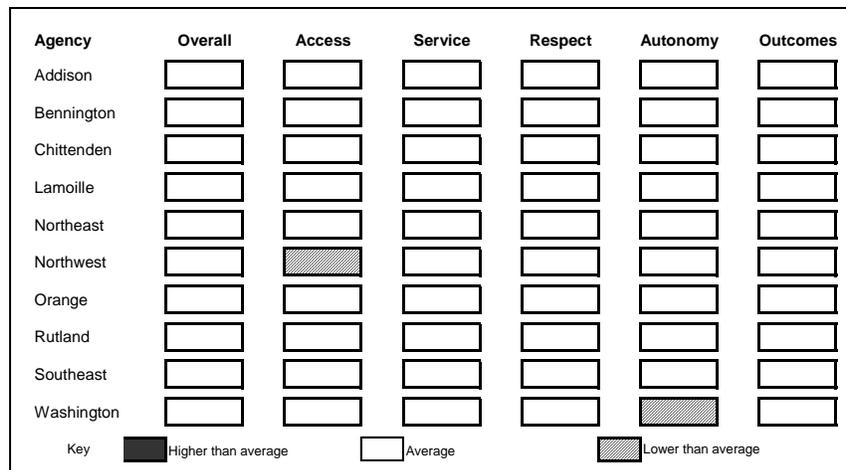
**Figure 1**  
**Favorable Consumer Evaluation of**  
**Community Rehabilitation and Treatment Programs in Vermont: 2007**



**Differences among Programs in 2007**

In order to compare consumers' evaluations in 2007 of CRT programs in the ten regional Community Mental Health Centers, scores on each of the six composite scales were compared to the statewide average for each scale. The results of the 2007 survey indicate that there were few significant differences in consumers' evaluations of the state's ten CRT programs (see Figure 2).

**Figure 2**  
**Positive Consumer Evaluation of**  
**Community Rehabilitation and Treatment Programs: 2007**



The CRT program in the Northwest region received significantly lower scores than the statewide average on the *Access* scale, and the CRT program in the Washington region received significantly lower scores on the *Autonomy* scale. Consumer evaluations of the remaining regions were not significantly different from the statewide average on any of these scales. None of the ten regional community mental health centers received scores that were significantly higher than the statewide average on any of these scales.

## **Methodology**

In October 2007, the Adult Unit of the Vermont Department of Mental Health (DMH) asked consumers to evaluate the Community Rehabilitation and Treatment (CRT) Programs for adults with severe and persistent mental illness in Vermont's ten Community Mental Health Centers. A random sample of 75% of all consumers who received services from these programs during July through December of 2006 were sent questionnaires that asked for their opinion of various aspects of these services. A total of 420 consumers (19% of deliverable surveys) returned completed questionnaires.

The CRT survey consists of forty-four fixed-alternative questions and one open-ended question designed to provide information that would help stakeholders to compare the performance of CRT programs in Vermont. The survey instrument is based on the Mental Health Statistics Improvement Program (MHSIP) Consumer Survey developed by a multi-state work group, with additional items as a result of input from Vermont stakeholders.

In order to facilitate comparison of Vermont's ten CRT programs, the consumers' responses to forty-four fixed-alternative items were combined into six scales. The scales focus on *Overall* consumer evaluation of program performance, and evaluation of program performance with regard to *Access*, *Service*, *Respect*, *Autonomy* and *Outcomes*. In order to provide an unbiased comparison across programs, survey results were statistically adjusted to remove the effect of dissimilarities among the client populations served by different community programs. Reports of significance are at the 95% confidence level ( $p < .05$ ). Additional comments about program performance were offered by 32% of respondents. These written comments were reviewed by appropriate DMH staff but were not coded for analysis in this report.

## Positive Responses to Individual Questions by CRT Program

|  | <u>Statewide</u> | <u>Addison</u> | <u>Bennington</u> | <u>Chittenden</u> | <u>Lamoille</u> | <u>Northeast</u> | <u>Northwest</u> | <u>Orange</u> | <u>Rutland</u> | <u>Southeast</u> | <u>Washington</u> |
|--|------------------|----------------|-------------------|-------------------|-----------------|------------------|------------------|---------------|----------------|------------------|-------------------|
| <i>Staff treat me with respect.</i>  | 89%              | 83%            | 89%               | 85%               | 81%             | 89%              | 77%              | 100%          | 93%            | 98%              | 88%               |
| <i>Staff respect my rights.</i>  | 87%              | 86%            | 81%               | 83%               | 88%             | 88%              | 77%              | 96%           | 90%            | 94%              | 85%               |
| <i>Staff I work with are competent and knowledgeable.</i>  | 86%              | 83%            | 83%               | 87%               | 81%             | 89%              | 74%              | 96%           | 90%            | 94%              | 78%               |
| <i>Staff encourage me to adopt and maintain a healthy life style.</i>                                | 86%              | 79%            | 86%               | 78%               | 75%             | 86%              | 81%              | 100%          | 90%            | 91%              | 89%               |
| <i>I have been given information about my rights.</i>  | 85%              | 70%            | 86%               | 77%               | 94%             | 91%              | 90%              | 96%           | 93%            | 92%              | 76%               |
| <i>Staff encourage me to take responsibility for how I live my life.</i>                             | 84%              | 79%            | 85%               | 76%               | 94%             | 78%              | 84%              | 93%           | 90%            | 90%              | 86%               |
| <i>Most of the services I get are helpful.</i>   | 84%              | 83%            | 89%               | 80%               | 75%             | 85%              | 74%              | 96%           | 90%            | 79%              | 86%               |
| <i>Staff respect my wishes about who is, and is not, to be given information about my treatment.</i> | 83%              | 67%            | 86%               | 76%               | 88%             | 83%              | 84%              | 96%           | 90%            | 91%              | 78%               |
| <i>Services are available at times that are good for me.</i>   | 83%              | 79%            | 85%               | 77%               | 93%             | 81%              | 81%              | 100%          | 88%            | 88%              | 77%               |
| <i>I like the services that I receive.</i>   | 83%              | 88%            | 75%               | 78%               | 69%             | 89%              | 73%              | 93%           | 90%            | 83%              | 86%               |
| <i>Staff are sensitive to my cultural background (race, religion, language, etc.).</i>               | 82%              | 74%            | 75%               | 80%               | 94%             | 87%              | 77%              | 92%           | 86%            | 87%              | 77%               |
| <i>Staff help me to solve problems when they arise.</i>  | 82%              | 87%            | 86%               | 80%               | 81%             | 81%              | 77%              | 96%           | 85%            | 79%              | 79%               |
| <i>Staff and services are responsive to my changing needs.</i>                                       | 81%              | 74%            | 81%               | 80%               | 88%             | 82%              | 74%              | 100%          | 85%            | 79%              | 77%               |
| <i>I would recommend this agency to a friend or family member.</i>                                   | 81%              | 79%            | 81%               | 72%               | 81%             | 88%              | 68%              | 93%           | 90%            | 83%              | 78%               |
| <i>I am better able to control my life.</i>  | 80%              | 78%            | 75%               | 78%               | 69%             | 77%              | 80%              | 96%           | 88%            | 77%              | 79%               |
| <i>If I had other choices, I would still get services from this agency.</i>                          | 79%              | 75%            | 83%               | 72%               | 69%             | 94%              | 68%              | 81%           | 79%            | 85%              | 80%               |
| <i>Staff are willing to see me as often as I feel it is necessary.</i>                               | 79%              | 71%            | 74%               | 73%               | 81%             | 77%              | 81%              | 93%           | 90%            | 88%              | 70%               |
| <i>Staff help me get the information I need so that I can take charge of managing my illness.</i>    | 79%              | 75%            | 78%               | 73%               | 69%             | 85%              | 77%              | 93%           | 86%            | 85%              | 69%               |
| <i>Staff return my calls within 24 hours.</i>  | 78%              | 79%            | 79%               | 69%               | 69%             | 89%              | 73%              | 93%           | 78%            | 85%              | 72%               |
| <i>My questions about treatment and/or medication are answered to my satisfaction.</i>               | 78%              | 83%            | 81%               | 75%               | 63%             | 85%              | 68%              | 93%           | 88%            | 78%              | 66%               |
| <i>I feel free to complain.</i>  | 77%              | 58%            | 74%               | 75%               | 69%             | 82%              | 77%              | 85%           | 83%            | 81%              | 78%               |
| <i>The location of the services is convenient (parking, public transportation, distance, etc.).</i>  | 77%              | 87%            | 89%               | 69%               | 81%             | 64%              | 87%              | 85%           | 86%            | 74%              | 75%               |
| <i>I am able to get the services I need.</i>   | 77%              | 78%            | 75%               | 69%               | 75%             | 81%              | 62%              | 96%           | 83%            | 81%              | 77%               |
| <b>Total</b>   | <b>76%</b>       | <b>70%</b>     | <b>77%</b>        | <b>73%</b>        | <b>72%</b>      | <b>75%</b>       | <b>75%</b>       | <b>86%</b>    | <b>83%</b>     | <b>81%</b>       | <b>73%</b>        |

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## Positive Responses to Individual Questions by CRT Program (continued)

|  | <u>Statewide</u> | <u>Addison</u> | <u>Bennington</u> | <u>Chittenden</u> | <u>Lamoille</u> | <u>Northeast</u> | <u>Northwest</u> | <u>Orange</u> | <u>Rutland</u> | <u>Southeast</u> | <u>Washington</u> |
|--|------------------|----------------|-------------------|-------------------|-----------------|------------------|------------------|---------------|----------------|------------------|-------------------|
| <i>Staff believe that I can grow, change and recover.</i>  | 76%              | 70%            | 78%               | 74%               | 69%             | 75%              | 74%              | 78%           | 88%            | 77%              | 72%               |
| <i>I, not staff, decide my treatment goals.</i>  | 76%              | 67%            | 71%               | 81%               | 69%             | 77%              | 72%              | 81%           | 76%            | 87%              | 64%               |
| <i>I am better able to take care of my needs.</i>  | 75%              | 70%            | 82%               | 71%               | 63%             | 74%              | 77%              | 81%           | 85%            | 76%              | 74%               |
| <i>I deal more effectively with daily problems.</i>  | 75%              | 63%            | 78%               | 74%               | 75%             | 70%              | 74%              | 93%           | 83%            | 77%              | 72%               |
| <i>I am encouraged to use consumer run programs (support groups, drop-in centers, crisis lines etc).</i> | 75%              | 74%            | 81%               | 73%               | 69%             | 60%              | 83%              | 85%           | 78%            | 88%              | 68%               |
| <i>In a crisis, I would have the support I need from family or friends.</i>                              | 74%              | 74%            | 69%               | 73%               | 47%             | 75%              | 86%              | 73%           | 78%            | 84%              | 73%               |
| <i>I am better able to deal with a crisis.</i>   | 74%              | 63%            | 74%               | 71%               | 88%             | 67%              | 77%              | 89%           | 83%            | 81%              | 66%               |
| <i>I have people with whom I can do enjoyable things.</i>  | 74%              | 68%            | 68%               | 75%               | 67%             | 67%              | 87%              | 80%           | 80%            | 69%              | 76%               |
| <i>I am happy with the friendships I have.</i>   | 74%              | 55%            | 78%               | 70%               | 67%             | 69%              | 87%              | 77%           | 76%            | 70%              | 84%               |
| <i>I am satisfied with my progress in terms of growth, change and recovery.</i>                          | 74%              | 71%            | 78%               | 70%               | 63%             | 70%              | 71%              | 74%           | 80%            | 79%              | 76%               |
| <i>I do things that are more meaningful to me.</i>   | 72%              | 70%            | 77%               | 69%               | 63%             | 60%              | 80%              | 81%           | 85%            | 79%              | 66%               |
| <i>I am able to see a psychiatrist when I want to.</i>   | 72%              | 65%            | 83%               | 65%               | 69%             | 65%              | 73%              | 81%           | 76%            | 89%              | 62%               |
| <i>I am better able to do things that I want to do.</i>  | 70%              | 68%            | 72%               | 68%               | 69%             | 67%              | 74%              | 80%           | 73%            | 67%              | 66%               |
| <i>I am getting along better with my family.</i>   | 69%              | 58%            | 76%               | 70%               | 47%             | 73%              | 73%              | 69%           | 83%            | 72%              | 58%               |
| <i>My housing situation has improved.</i>  | 69%              | 50%            | 74%               | 63%               | 58%             | 66%              | 67%              | 78%           | 77%            | 74%              | 75%               |
| <i>Staff tell me what medication side effects to watch for.</i>  | 68%              | 46%            | 78%               | 67%               | 75%             | 64%              | 55%              | 81%           | 83%            | 73%              | 62%               |
| <i>I do better in social situations.</i>   | 67%              | 52%            | 69%               | 68%               | 56%             | 62%              | 72%              | 71%           | 70%            | 73%              | 69%               |
| <i>I am better able to handle things when they go wrong.</i>   | 66%              | 59%            | 64%               | 65%               | 63%             | 62%              | 68%              | 64%           | 83%            | 66%              | 60%               |
| <i>I feel I belong in my community.</i>  | 64%              | 43%            | 72%               | 59%               | 67%             | 52%              | 73%              | 77%           | 68%            | 64%              | 72%               |
| <i>My symptoms are not bothering me as much.</i>   | 64%              | 48%            | 71%               | 61%               | 50%             | 63%              | 74%              | 67%           | 80%            | 61%              | 58%               |
| <i>I do better at work and/or school.</i>  | 60%              | 50%            | 61%               | 61%               | 42%             | 56%              | 44%              | 60%           | 83%            | 64%              | 55%               |
| <b>Total</b>   | <b>76%</b>       | <b>70%</b>     | <b>77%</b>        | <b>73%</b>        | <b>72%</b>      | <b>75%</b>       | <b>75%</b>       | <b>86%</b>    | <b>83%</b>     | <b>81%</b>       | <b>73%</b>        |