

Vermont Mental Health Performance Indicator Project

Agency of Human Services, Department of Mental Health
103 South Main Street, Waterbury, Vermont 05671

MEMORANDUM

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

FROM: John Pandiani and Barbara Carroll

DATE: December 25, 2009

RE: Consumer Survey Methodology and Results for Northeastern States

This week's report compares Vermont's CRT consumer survey results for 2008 with results for eleven other northeastern states. The evaluations of community mental health services presented here are based on consumer survey results submitted to the federal Center for Mental Health Services (CMHS) as part of the Uniform Reporting System (URS) requirement of the states' Data Infrastructure Grants for Quality Improvement. (A report on survey results for 2007 was distributed on September 26, 2008.¹) Detailed data for all participating states regarding consumer satisfaction and other measures are available online at the SAMHSA web site.²

As you will see, Vermont ranked near the average on all scales for the six northeastern states that used random sampling methods, but ranked below the average on all scales for the six states that used "convenience" sampling methods. In considering these results, it is important to be aware of methodological differences among states. Six northeastern states (including Vermont) surveyed a random sample of consumers while the other northeastern states surveyed a "convenience" sample of self-selected consumers. For purposes of this report, we have presented states that used random sampling methods separate from states that used "convenience" sampling methods. The average scores for states that used random sampling were significantly lower than the average scores for states that used "convenience" sampling for all five scales.

In addition, five northeastern states (Connecticut, Delaware, Maryland, New Jersey, and New York) included both adults with serious mental illness (SMI) and other adult mental health service recipients in their surveys. The Vermont adult mental health consumer survey focused only on adults with SMI, as did six other northeastern state surveys. Six states (Connecticut, the District of Columbia, Maine, Maryland, New Hampshire, and Rhode Island) used the standard CMHS survey while six (including Vermont) expanded the standard CMHS survey to address their local needs. These differences could also influence findings.

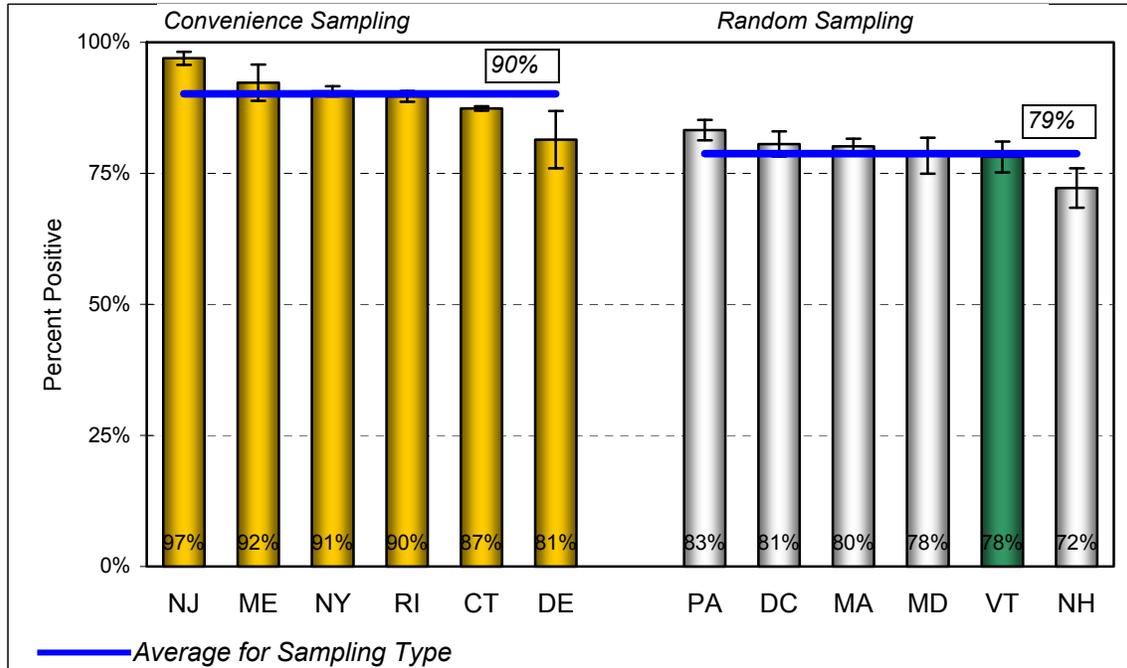
We look forward to your questions, comments, and requests for further analysis. As always, we can be reached at pip@vdh.state.vt.us or 802-241-4049.

¹ http://mentalhealth.vermont.gov/sites/dmh/files/pip/DMH-PIP_Sept_26_2008.pdf

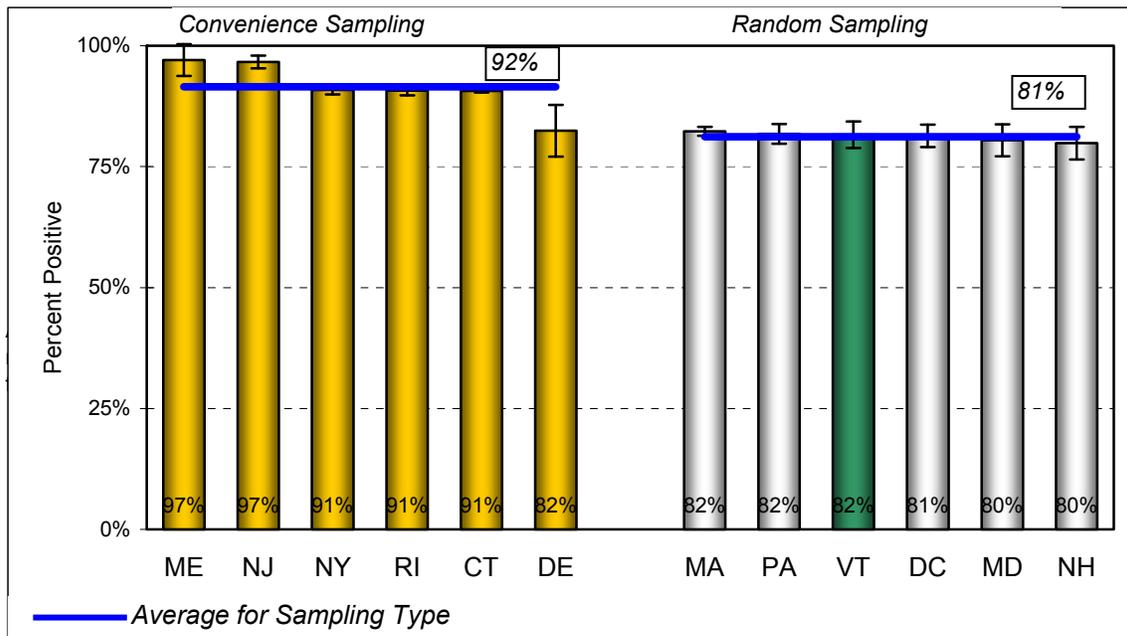
² <http://mentalhealth.samhsa.gov/cmhs/MentalHealthStatistics>

Adult Consumer Survey Results for Northeastern States Positive Scale Scores by Sampling Method

Access



Quality and Appropriateness

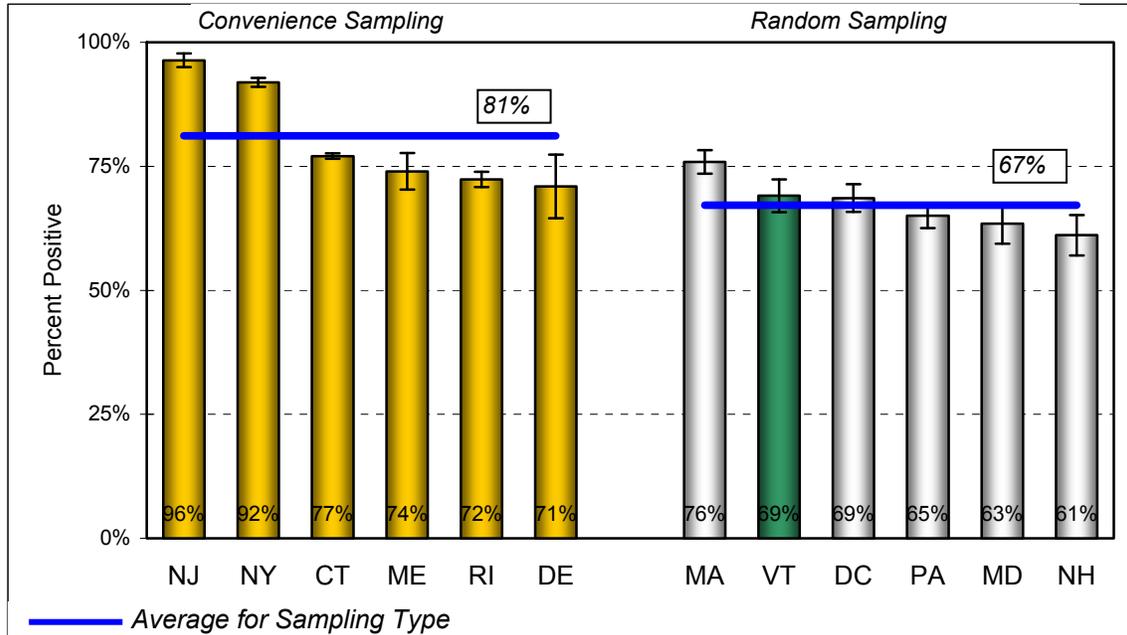


Based on FY2008 CMHS Uniform Reporting System measures.

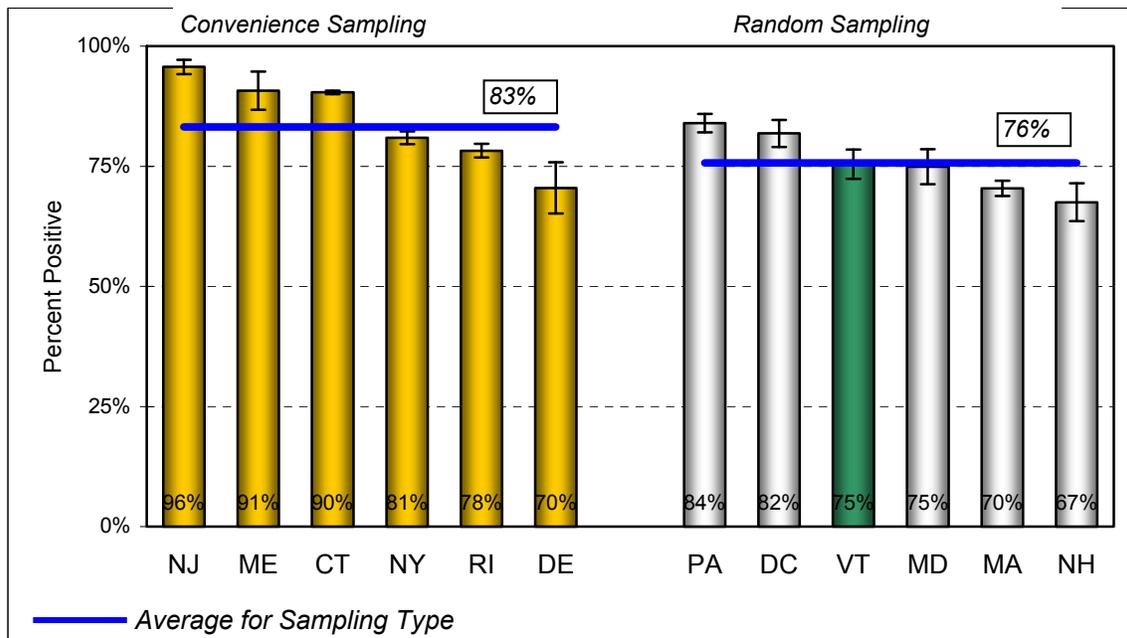
Analysis by Vermont Performance Indicator Project

Adult Consumer Survey Results for Northeastern States Positive Scale Scores by Sampling Method

Outcomes



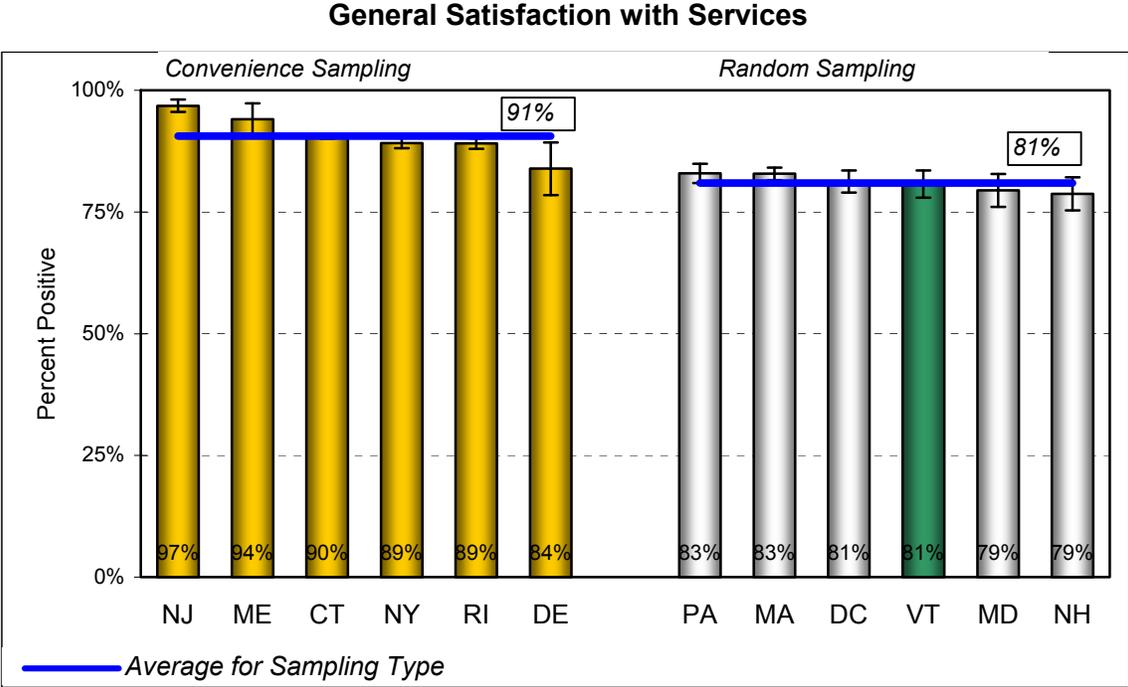
Participation in Treatment Planning



Based on FY2008 CMHS Uniform Reporting System measures.

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Adult Consumer Survey Results for Northeastern States Positive Scale Scores by Sampling Method



Based on FY2008 CMHS Uniform Reporting System measures.

Analysis by Vermont Performance Indicator Project