

## **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: January 14, 2011

RE: Consumer Evaluation of FY2010 CRT Programs (attached)

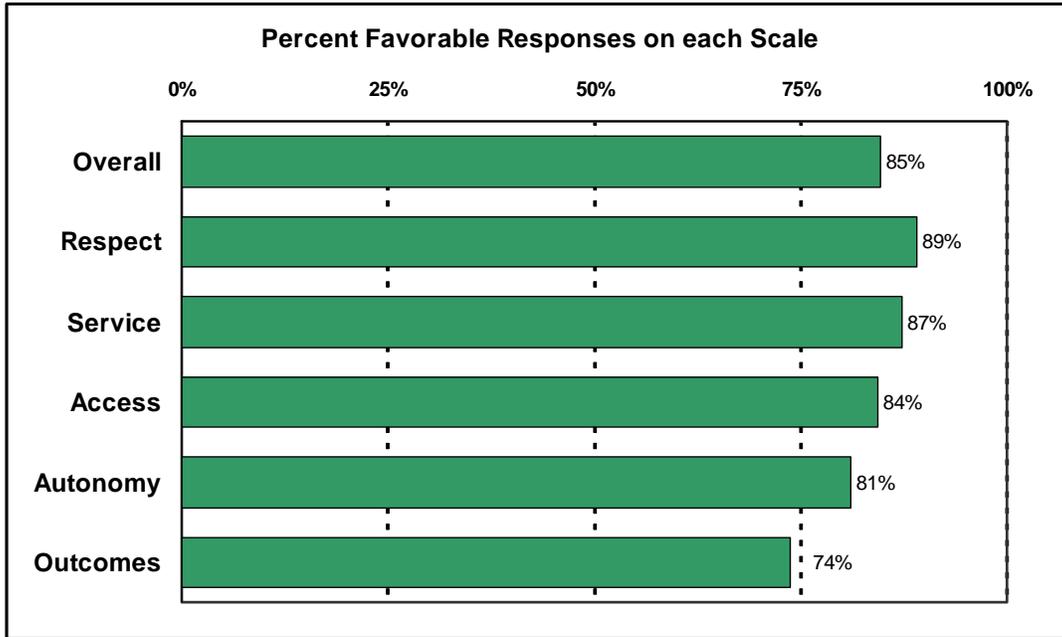
The attached executive summary provides an overview of findings of the 2010 Consumer Evaluation of Community Rehabilitation and Treatment (CRT) programs in Vermont.

The full report on the 2010 Consumer Evaluation of CRT programs in Vermont is available at <http://mentalhealth.vermont.gov/report/survey> . Findings from the 1997, 2000, 2003, 2006, 2007, 2008 and 2009 surveys of CRT consumer satisfaction are also available at the same website.

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@ahs.state.vt.us](mailto:pip@ahs.state.vt.us) or 802-241-4049.

# Executive Summary

## Consumer Evaluation of Community Rehabilitation and Treatment Programs Vermont: FY2010



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The authors of this report thank all who have contributed to this project. The authors thank the consumers who took the time to evaluate and comment on the Community Rehabilitation and Treatment services provided by the ten designated agencies in Vermont. This work could not have been completed without the help of Melinda Murtaugh and Jessica Whitaker of the Vermont Department of Mental Health (DMH).

Copies of this report and other reports describing consumer and stakeholder evaluations of community mental health programs in Vermont are available online at: <http://mentalhealth.vermont.gov/report/survey>

## **Consumer Evaluation of Community Rehabilitation and Treatment Programs Vermont: FY2010**

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 designated agencies. The 2010 CRT survey is the eighth evaluation by consumers of CRT services provided by designated agencies in Vermont, following similar consumer surveys in 1997, 2000, 2003, 2006, 2007, 2008 and 2009.

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 CRT programs. The combined results of these evaluations allow consumers and other 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 CRT 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 at <http://mentalhealth.vermont.gov/report/pip>.

This approach to program evaluation assumes that 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.

### **Statewide Results**

More than 70% of Vermont's FY2010 Community Rehabilitation and Treatment (CRT) program consumer survey respondents rated their programs favorably on each of six scales. Eighty-five percent of respondents rated programs favorably *Overall*. Some aspects of program performance, however, were rated more favorably than other aspects. The survey items related to *Respect* (89% favorable), *Service* (87% favorable), *Access* (84% favorable) and *Autonomy* (81% favorable) received more favorable responses than items related to *Outcomes*, which received the least favorable responses (74%).

Statewide, the most favorably rated items were related to staff and services.

- “*Staff treated me with respect,*” with 92% of consumers agreeing or strongly agreeing with that item,
- “*I have been given information about my rights*” (89% favorable),
- “*Staff respect my rights*” (89% favorable),
- “*Staff encourage me to adopt and maintain a healthy life style*” (89% favorable),
- “*Services are available at times that are good for me*” (89% favorable), and
- “*I like the services that I receive*” (88% favorable).

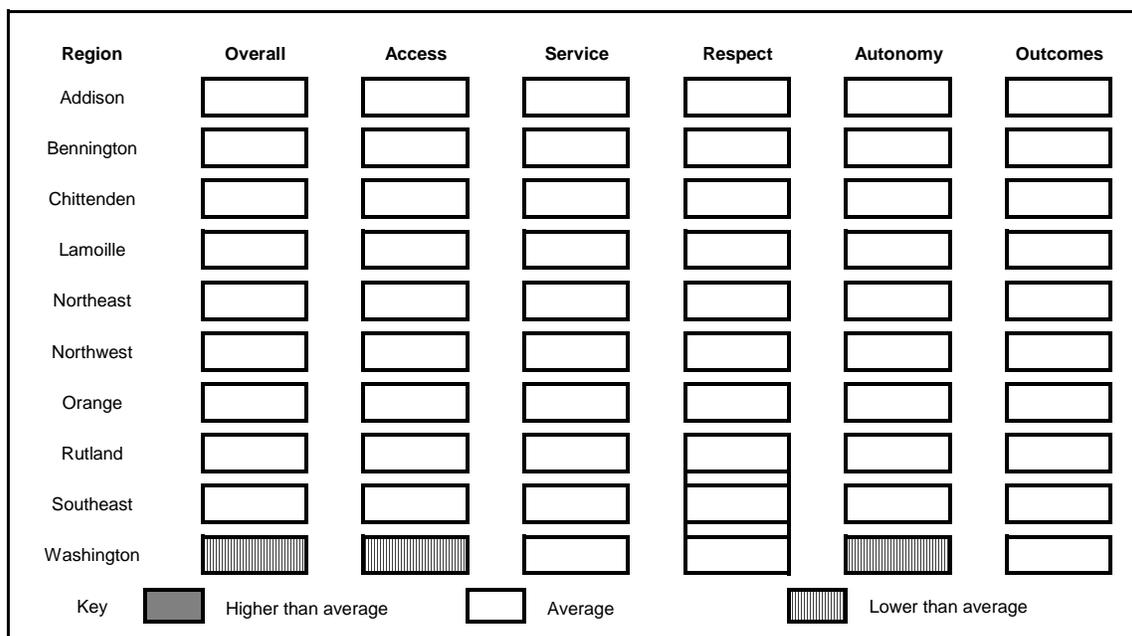
Statewide, the least favorably rated items were related to outcomes of treatment.

- "I do better at work and/or school" (58% favorable),
- "I feel I belong in my community" (62% favorable),
- "My symptoms are not bothering me as much" (64% favorable), and
- "I do better in social situations" (67% favorable).

### Differences among Agencies

In order to compare consumers' 2010 evaluations of CRT programs in the ten designated agencies, consumer ratings of each program were compared to the statewide average for each of the scales. These comparisons showed little variation among agencies. The CRT program in the Washington region received significantly lower scores than the statewide average on three of the six scales (*Overall*, *Access* and *Autonomy*). Consumer evaluations of the other nine CRT programs in the Addison, Bennington, Chittenden, Lamoille, Northeast, Northwest, Orange, Rutland and Southeast regions were not significantly different from the statewide average on any of these scales.

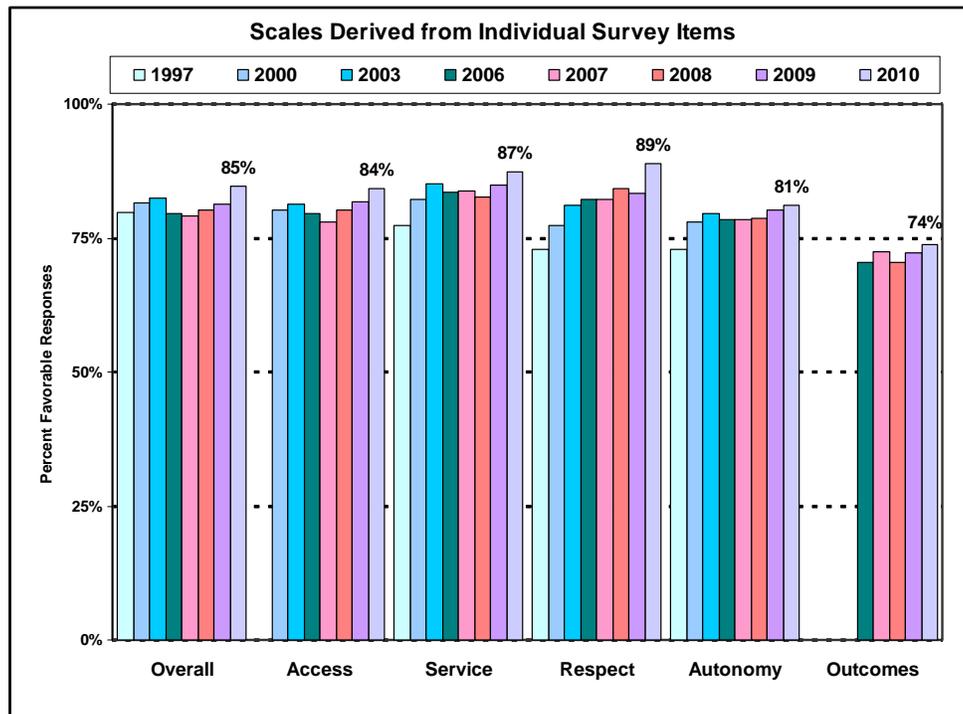
### Positive Consumer Evaluation of Community Rehabilitation and Treatment Programs: FY2010



### Comparison with Previous Surveys

Statewide, scale scores for *Respect* show the largest increase from 1997 to 2010. There have been small variations over time in consumers' evaluations of CRT programs in Vermont on the other five scales, and all scales showed slight increases from 2009.

## Favorable Consumer Evaluation of Community Rehabilitation and Treatment Programs in Vermont



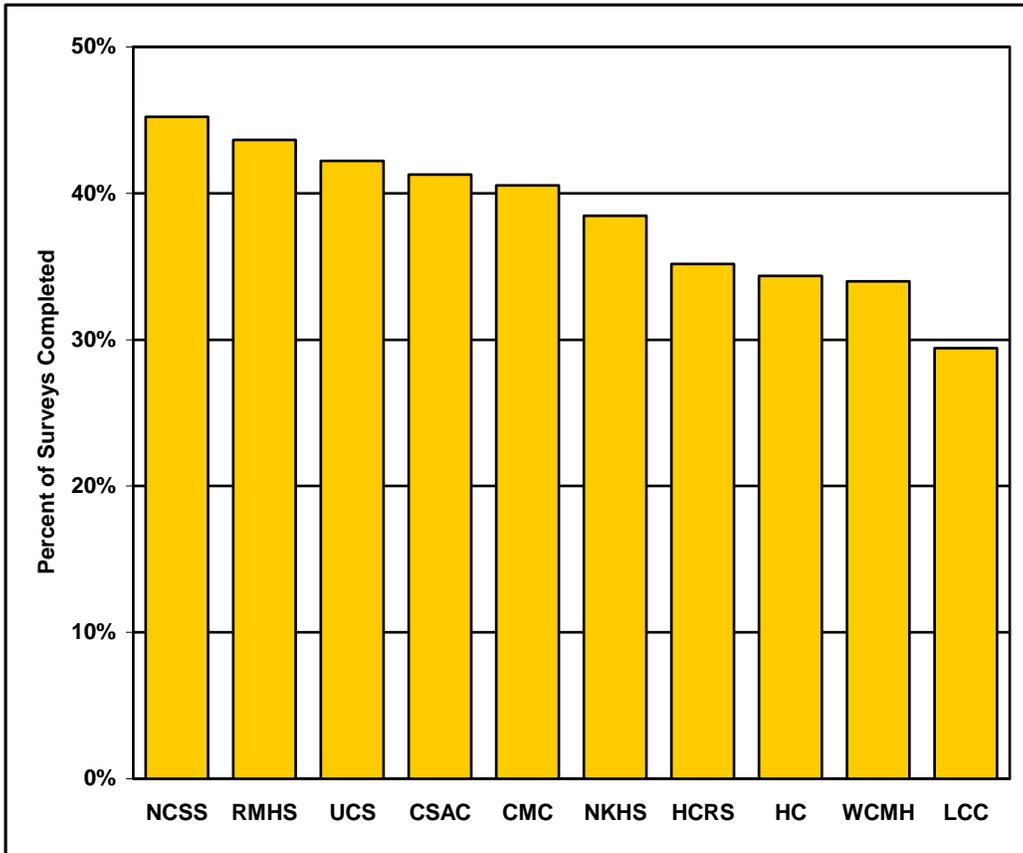
### Methodology

In August 2010, 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 serious mental illness in Vermont's ten designated agencies. A random sample of 75% of all consumers who received services from these programs during January through June of 2010 were sent questionnaires that asked for their opinion of various aspects of these services. A total of 701 consumers (38% of deliverable surveys) returned completed questionnaires.

The CRT survey consisted 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 that were added in response to input from Vermont stakeholders.

In order to facilitate comparison of Vermont's ten CRT programs, the consumers' responses to the forty-four fixed-alternative items were combined into six scales. These 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 designated agencies. All scale scores include measures of statistical significance at the 95% confidence level ( $p < .05$ ). Additional comments about program performance were offered by 22% of respondents: 14% of respondents made only positive comments, 6% made only negative comments, and 2% made both positive and negative comments.

## Response Rates by CRT Program in Vermont: FY2010



Region/Agency	Surveys		Response Rate
	Delivered	Completed	
Statewide	1,858	701	38%
NCSS - Northwest	157	71	45%
RMHS - Rutland	181	79	44%
UCS - Bennington	109	46	42%
CSAC - Addison	109	45	41%
CMC - Orange	111	45	41%
NKHS - Northeast	221	85	38%
HCRS - Southeast	236	83	35%
HC - Chittenden	390	134	34%
WCMH - Washington	259	88	34%
LCC - Lamoille	85	25	29%

**Favorable Responses to Individual Items by CRT Program in Vermont: FY2010  
Ordered by Statewide Percent Favorable Responses**

	<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>
25. <i>Staff treat me with respect.</i>	92%	98%	96%	90%	92%	95%	88%	95%	92%	91%	92%
14. <i>I have been given information about my rights.</i>	89%	84%	87%	84%	92%	92%	97%	98%	92%	94%	81%
15. <i>Staff respect my rights.</i>	89%	98%	89%	89%	88%	88%	89%	89%	91%	92%	81%
28. <i>Staff encourage me to adopt and maintain a healthy life style.</i>	89%	95%	93%	86%	92%	89%	90%	86%	94%	84%	88%
8. <i>Services are available at times that are good for me.</i>	89%	82%	89%	86%	80%	94%	87%	93%	94%	93%	84%
1. <i>I like the services that I receive.</i>	88%	93%	91%	83%	88%	93%	87%	87%	92%	88%	86%
24. <i>Staff I work with are competent and knowledgeable.</i>	88%	86%	89%	84%	84%	92%	92%	84%	94%	85%	86%
23. <i>Most of the services I get are helpful.</i>	88%	82%	91%	82%	80%	94%	89%	87%	91%	88%	90%
17. <i>Staff encourage me to take responsibility for how I live my life.</i>	87%	87%	87%	80%	80%	90%	91%	86%	91%	85%	91%
26. <i>Staff help me to solve problems when they arise.</i>	86%	93%	87%	83%	92%	88%	91%	81%	91%	83%	78%
5. <i>Staff are willing to see me as often as I feel it is necessary.</i>	85%	84%	82%	79%	96%	86%	83%	91%	88%	90%	80%
21. <i>Staff are sensitive to my cultural background (race, religion, language, etc.).</i>	85%	91%	87%	86%	76%	86%	90%	79%	86%	79%	83%
19. <i>Staff respect my wishes about who is, and is not, to be given information about my treatment.</i>	84%	91%	87%	83%	72%	92%	85%	80%	84%	84%	78%
4. <i>The location of the services is convenient (parking, public transportation, distance, etc.).</i>	84%	73%	91%	84%	76%	88%	87%	91%	87%	84%	75%
3. <i>I would recommend this agency to a friend or family member.</i>	84%	80%	87%	78%	83%	90%	83%	86%	86%	86%	82%
12. <i>My questions about treatment and/or medication are answered to my satisfaction.</i>	84%	89%	82%	75%	78%	87%	86%	91%	90%	84%	81%
27. <i>Staff and services are responsive to my changing needs.</i>	83%	84%	82%	83%	80%	87%	83%	81%	91%	83%	78%
9. <i>I am able to get the services I need.</i>	83%	84%	78%	78%	80%	87%	85%	84%	89%	83%	83%
22. <i>Staff help me get the information I need so that I can take charge of managing my illness.</i>	81%	84%	76%	77%	84%	84%	85%	78%	92%	83%	72%
7. <i>Staff return my calls within 24 hours.</i>	81%	83%	78%	71%	88%	88%	92%	83%	88%	80%	73%
38. <i>I am better able to take care of my needs.</i>	81%	74%	84%	79%	88%	88%	81%	63%	92%	75%	80%
2. <i>If I had other choices, I would still get services from this agency.</i>	81%	82%	78%	73%	76%	89%	86%	84%	85%	84%	72%
<b>Overall Average</b>	<b>79%</b>	<b>78%</b>	<b>78%</b>	<b>77%</b>	<b>80%</b>	<b>84%</b>	<b>80%</b>	<b>81%</b>	<b>85%</b>	<b>77%</b>	<b>77%</b>

*(continued)*

(continued)

**Favorable Responses to Individual Items by CRT Program in Vermont: FY2010  
Ordered by Statewide Percent Favorable Responses**

	<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>
13. <i>I feel free to complain.</i>	80%	84%	76%	75%	84%	81%	86%	84%	81%	85%	75%
30. <i>I am better able to control my life.</i>	79%	69%	80%	78%	80%	89%	81%	86%	83%	74%	74%
11. <i>Staff believe that I can grow, change and recover.</i>	79%	78%	78%	75%	72%	82%	87%	84%	82%	74%	76%
29. <i>I deal more effectively with daily problems.</i>	79%	75%	80%	79%	84%	83%	74%	76%	82%	73%	80%
16. <i>I am encouraged to use consumer run programs (support groups, drop-in centers, crisis lines etc).</i>	78%	70%	80%	73%	72%	75%	90%	77%	82%	82%	79%
6. <i>I am satisfied with my progress in terms of growth, change and recovery.</i>	78%	74%	84%	75%	64%	85%	77%	77%	90%	70%	74%
20. <i>I, not staff, decide my treatment goals.</i>	77%	88%	79%	72%	88%	80%	77%	79%	84%	72%	69%
37. <i>I do things that are more meaningful to me.</i>	77%	69%	73%	75%	84%	81%	78%	79%	84%	67%	79%
10. <i>I am able to see a psychiatrist when I want to.</i>	76%	71%	76%	78%	71%	80%	80%	80%	82%	79%	61%
31. <i>I am better able to deal with a crisis.</i>	76%	71%	78%	77%	76%	78%	75%	74%	84%	68%	73%
41. <i>I am happy with the friendships I have.</i>	75%	67%	78%	73%	88%	80%	75%	73%	77%	68%	80%
42. <i>I have people with whom I can do enjoyable things.</i>	74%	70%	73%	70%	92%	73%	75%	79%	76%	68%	79%
40. <i>I am better able to do things that I want to do.</i>	74%	68%	57%	74%	80%	87%	73%	76%	78%	67%	72%
44. <i>In a crisis, I would have the support I need from family or friends.</i>	73%	70%	64%	71%	68%	73%	75%	89%	78%	69%	72%
35. <i>My housing situation has improved.</i>	72%	68%	67%	68%	84%	85%	58%	64%	77%	72%	78%
32. <i>I am getting along better with my family.</i>	71%	60%	57%	71%	68%	80%	68%	71%	78%	71%	71%
39. <i>I am better able to handle things when they go wrong.</i>	70%	60%	61%	71%	80%	76%	74%	68%	78%	61%	65%
18. <i>Staff tell me what medication side effects to watch for.</i>	70%	75%	72%	65%	72%	81%	73%	72%	74%	59%	62%
33. <i>I do better in social situations.</i>	67%	61%	64%	66%	63%	70%	67%	83%	76%	60%	64%
36. <i>My symptoms are not bothering me as much.</i>	64%	54%	58%	72%	71%	67%	60%	59%	72%	57%	64%
43. <i>I feel I belong in my community.</i>	62%	51%	55%	62%	75%	67%	61%	62%	69%	57%	66%
34. <i>I do better at work and/or school.</i>	58%	56%	58%	60%	63%	64%	48%	50%	70%	43%	65%
<b>Overall Average</b>	<b>79%</b>	<b>78%</b>	<b>78%</b>	<b>77%</b>	<b>80%</b>	<b>84%</b>	<b>80%</b>	<b>81%</b>	<b>85%</b>	<b>77%</b>	<b>77%</b>