

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: June 5, 2009

RE: 2008 CRT Consumer Survey Response Rates

This week's PIP provides information on variation in the rate at which people served by Vermont's Community Rehabilitation and Treatment (CRT) programs for adults with serious mental illness responded to the August, 2008 CRT consumer survey. Response rates are widely interpreted as the result of a complex interplay of survey research design and consumer ability and/or willingness to respond. This analysis was conducted to provide a measure of our annual consumer survey's utility for supporting one of the guiding principles of the first Vermont CRT consumer survey in 1997:

*"The Vermont consumer survey was designed to give consumers a voice
and to provide a situation in which that voice would be heard...."*

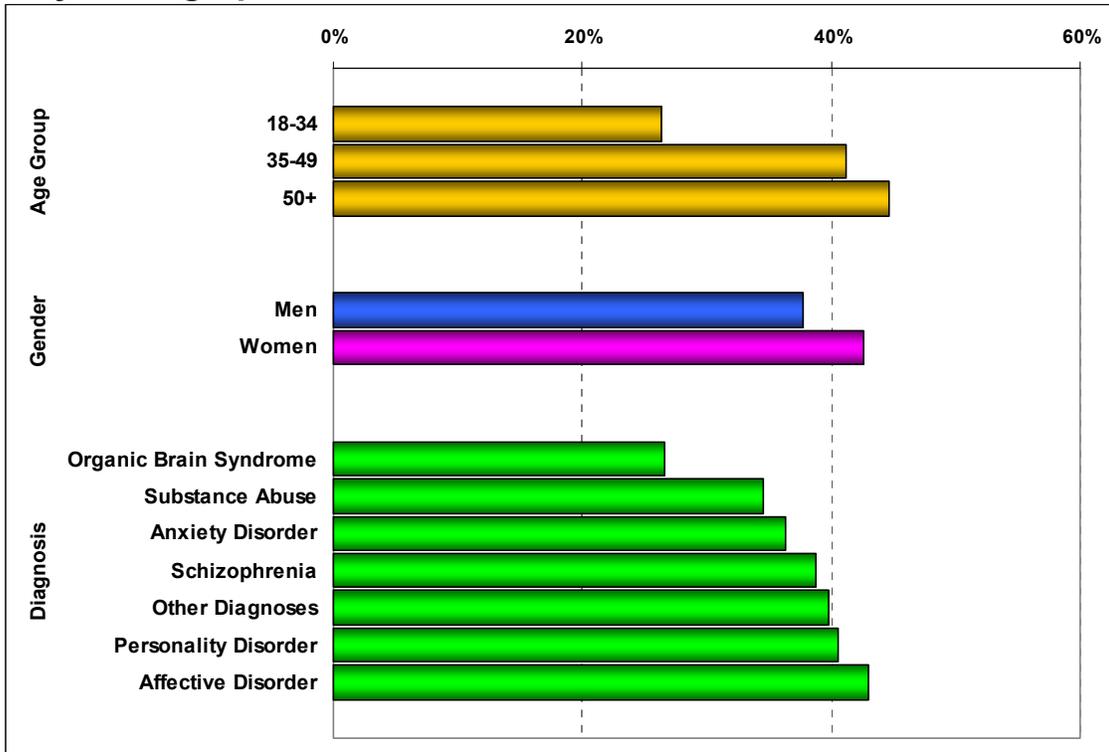
We believe the response rates for consumers in different age, gender, and diagnostic groups can provide an interesting measure of the degree to which we are achieving that goal for CRT clients in each of 12 basic demographic and clinical categories.

As you will see, 40% of all CRT service recipients who received a survey responded to that survey. Response rates were highest for CRT clients in the 50+ age group (45%), compared to 41% for the 35-49 age group and 26% for people under 35 years of age. Women were somewhat more likely than men to respond (43% vs. 38% respectively).

Among diagnostic categories, people with Affective Disorders and Personality Disorders had the highest response rates (43% and 41% respectively), and people with Organic Brain Syndrome had the lowest response rate (27%).

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

CRT Consumer Survey Response Rates by Demographic and Clinical Characteristics: Vermont FY2008



	Number		Response Rate	Non-response Rate
	Delivered	Responded		
Statewide	1,879	759	40%	60%
Age Group				
18-34	303	80	26%	74%
35-49	695	286	41%	59%
50+	881	393	45%	55%
Gender				
Men	863	326	38%	62%
Women	1,016	433	43%	57%
Diagnosis				
Organic Brain Syndrome	30	8	27%	73%
Substance Abuse	552	191	35%	65%
Anxiety Disorder	402	146	36%	64%
Schizophrenia	844	327	39%	61%
Other Diagnoses	181	72	40%	60%
Personality Disorder	348	141	41%	59%
Affective Disorder	777	334	43%	57%

Analysis is based on the 2008 Vermont Department of Mental Health survey of individuals served by Community Rehabilitation & Treatment (CRT) programs for adults with serious mental illness. Clients may receive more than one diagnosis. These clients are reported under more than one diagnostic group. For this reason, the total number of diagnoses exceeds the total number of clients served.

Analysis conducted by the Vermont Mental Health Performance Indicator Project