

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: September 26, 2008

RE: Adult MH Consumer Survey Results for Northeastern States

Following our August 15, 2008 PIP report on the results of the 2007 Consumer Evaluation of CRT Programs, Jeff Rothenberg, CRT program director at the Clara Martin Center, asked if there were external benchmarks to which Vermont's results could be compared. This report, which was prepared in response to Jeff's request, provides 2006 consumer survey results for 12 northeastern states.

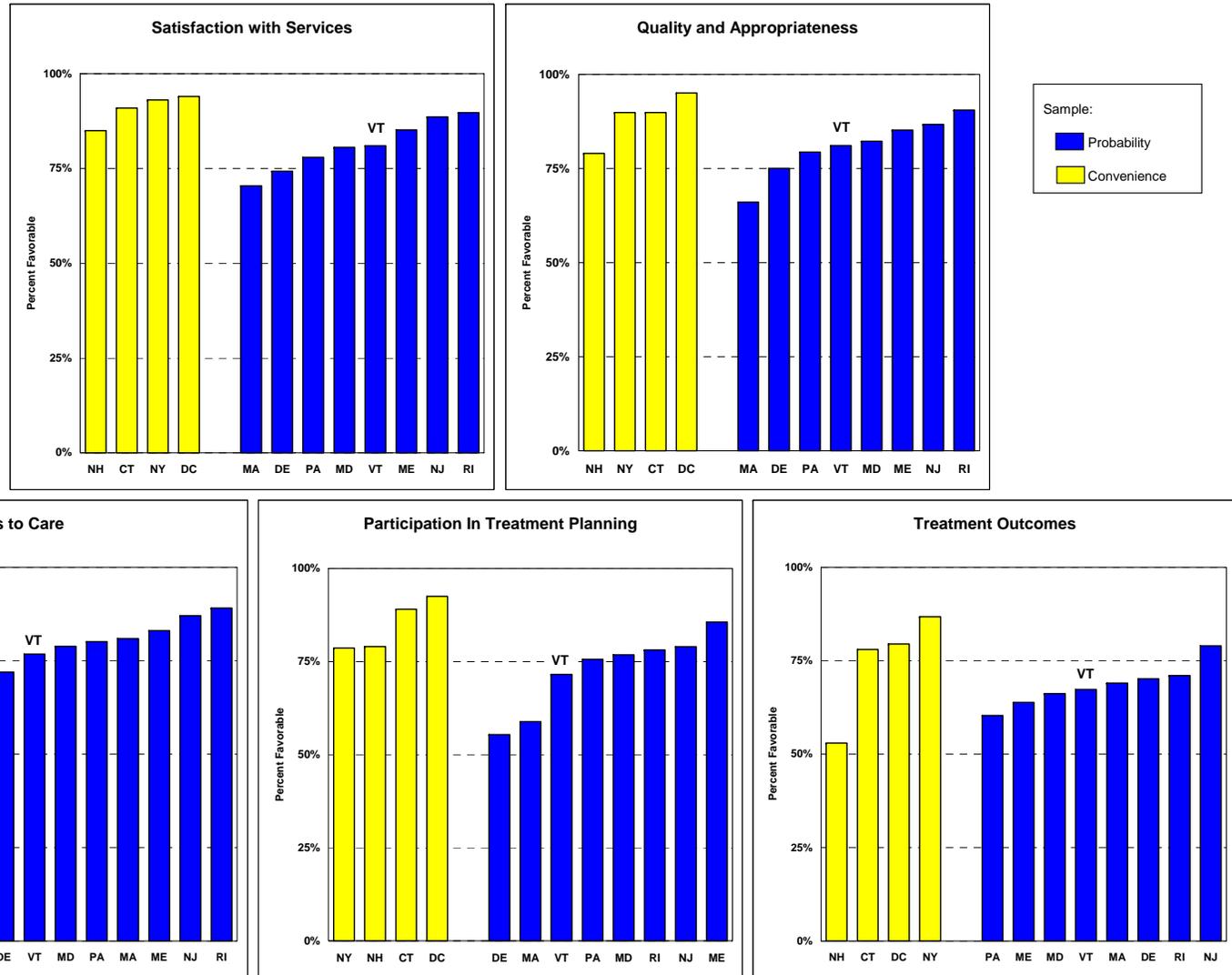
The consumer evaluations of community mental health services presented here are based on consumer survey results submitted to the federal Center for Mental Health Services (CMHS) as part of the Uniform Reporting System (URS) requirement of the states' Data Infrastructure Grants for Quality Improvement. Detailed data for all participating states regarding consumer satisfaction and other measures are available online.¹ It is important to note methodological differences among states. First, the Vermont adult mental health consumer survey focused only on adults with serious mental illness (SMI), as did eight other northeastern state surveys. Three northeastern states (Connecticut, Maryland and Pennsylvania) included both SMI and non-SMI adult mental health service recipients in their surveys. Second, eight of the twelve northeastern states (including Vermont) expanded the standard CMHS survey to address their local needs, while four states (New Hampshire, Maine, Maryland, and Rhode Island) used the standard CMHS survey. These differences could have an impact on findings.

As you will see, Vermont ranked near the middle of eight northeastern states that used representative sampling techniques. Vermont ranked fourth among these states on satisfaction with services, ranked fifth on service quality and appropriateness and on treatment outcomes, ranked sixth on participation in treatment planning, and ranked seventh on access to care.

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 802-863-7249.

¹ <http://mentalhealth.samhsa.gov/cmhs/MentalHealthStatistics/URS2006.asp>

Evaluations of Adult Mental Health Programs By Recipients of Community Mental Health Services in Northeastern States: 2006



This report is 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. Detailed data for all participating states regarding consumer satisfaction and other measures are available online at <http://mentalhealth.samhsa.gov/cmhs/MentalHealthStatistics/URS2006.asp>

Analysis by the Vermont Mental Health Performance Indicator Project

Evaluations of Adult Mental Health Programs
By Recipients of Community Mental Health Services in Northeastern States: 2006

Survey Results

Indicators	1. Percent Reporting Positively About Access	2. Percent Reporting Positively About Quality and Appropriateness for Adults	3. Percent Reporting Positively About Outcomes	6. Percent of Adults Reporting on Participation In Treatment Planning	7. Percent of Adults Positively about General Satisfaction with Services
Connecticut	87%	90%	78%	89%	91%
Delaware	72%	75%	70%	55%	74%
District of Columbia	93%	95%	79%	93%	94%
Maine	83%	85%	64%	86%	85%
Maryland	79%	82%	66%	77%	81%
Massachusetts	81%	66%	69%	59%	70%
New Hampshire	81%	79%	53%	79%	85%
New Jersey	87%	87%	79%	79%	89%
New York	90%	90%	87%	79%	93%
Pennsylvania	80%	79%	60%	76%	78%
Rhode Island	89%	91%	71%	78%	90%
Vermont	77%	81%	67%	72%	81%
Average	83%	83%	70%	77%	84%

This report is 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. Detailed data for all participating states regarding consumer satisfaction and other measures are available online at <http://mentalhealth.samhsa.gov/cmhs/MentalHealthStatistics/URS2006.asp>

Analysis by the Vermont Mental Health Performance Indicator Project