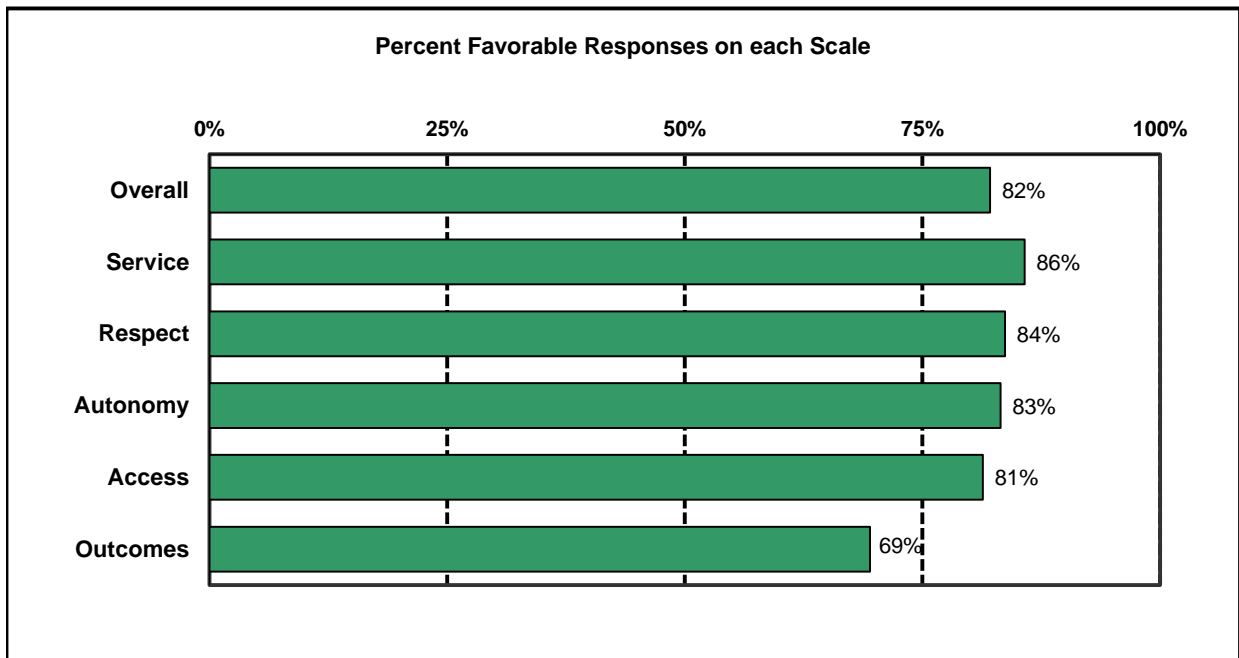
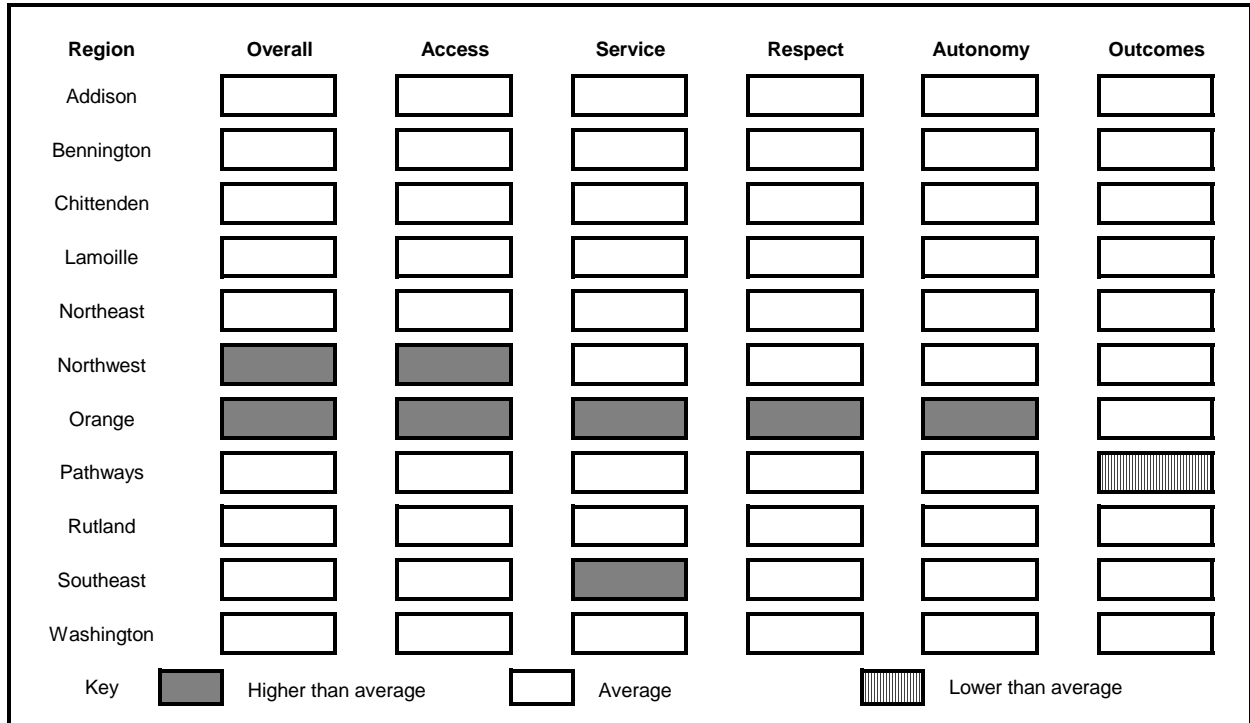


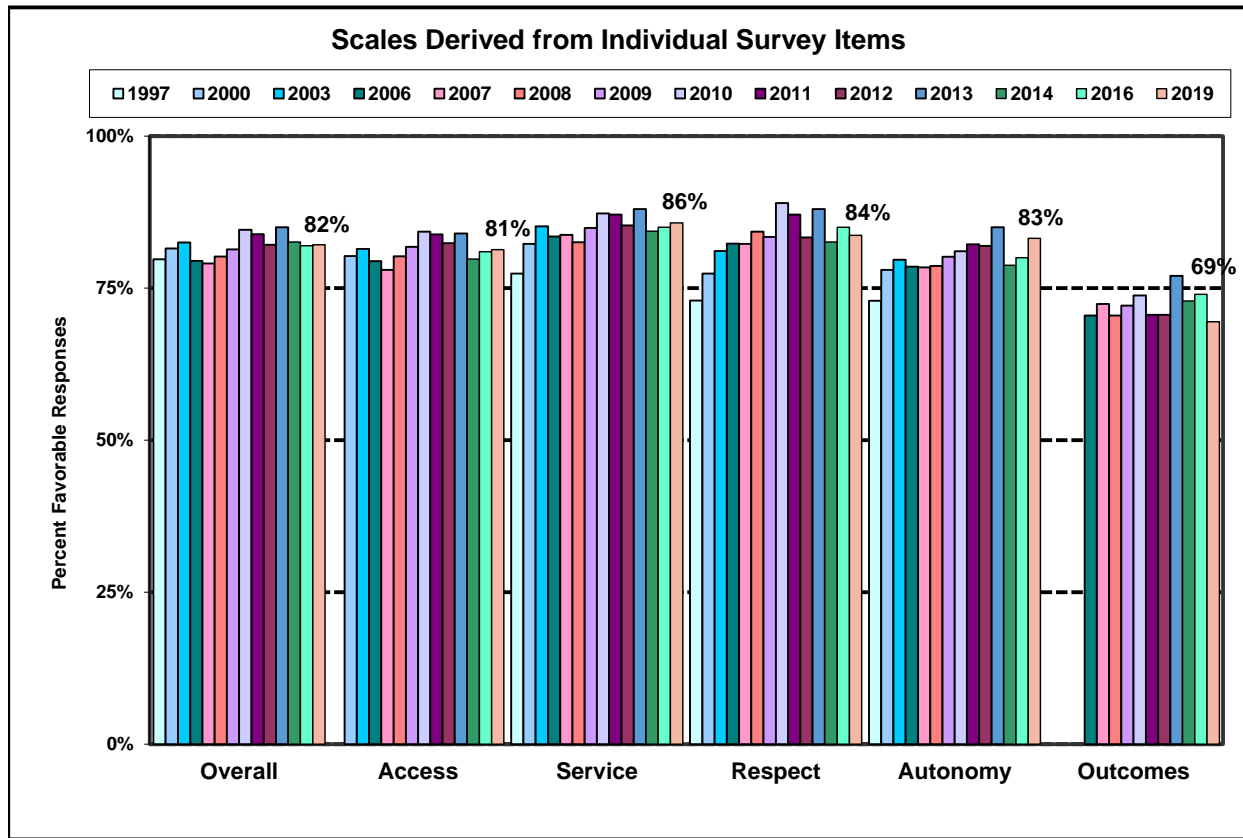
Favorable Consumer Evaluation of Community Rehabilitation and Treatment Programs in Vermont: 2019



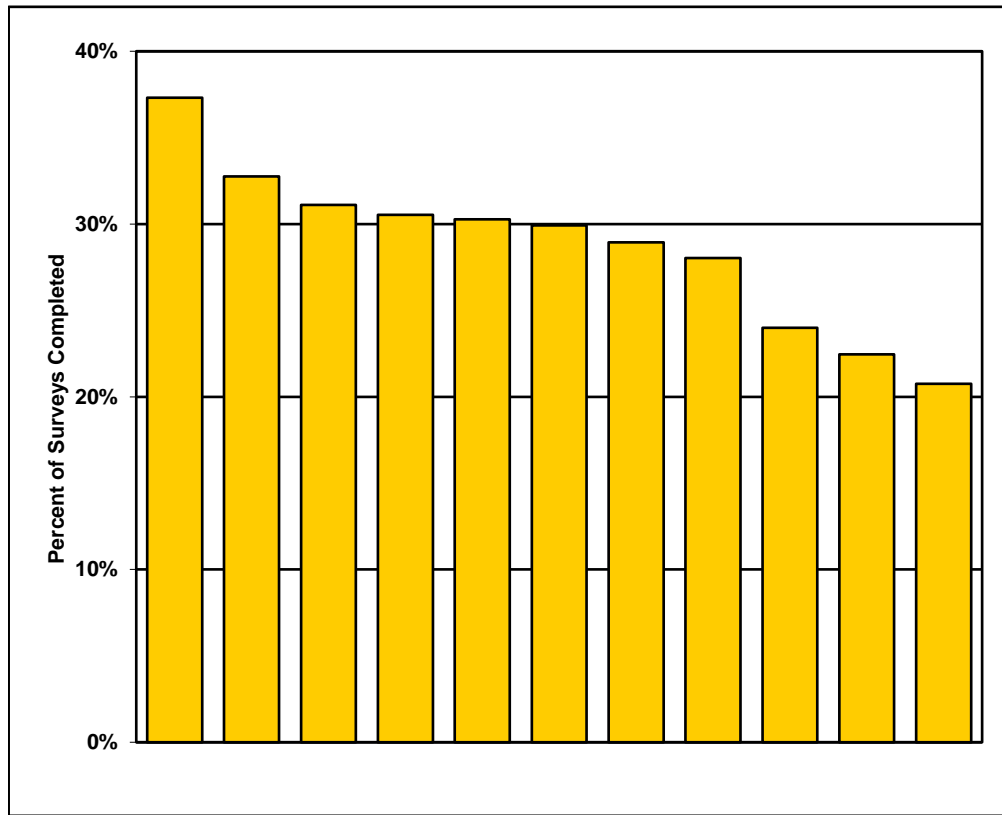
Positive Consumer Evaluation of Community Rehabilitation and Treatment Programs in Vermont: 2019



Favorable Consumer Evaluation of Community Rehabilitation and Treatment Programs in Vermont



Response Rates by CRT Program in Vermont: FY2019



Region/Agency	Surveys		Response Rate
	Delivered	Completed	
Statewide	1,390	414	30%
NCSS - Northwest	134	50	37%
HCRS - Southeast	174	57	33%
CMC - Orange	45	14	31%
CSAC - Addison	95	29	31%
RMHS - Rutland	152	46	30%
NKHS - Northeast	127	38	30%
WCMH - Washington	197	57	29%
HC - Chittenden	339	95	28%
PATH - Pathways	25	6	24%
UCS - Bennington	49	11	22%
LCMH - Lamoille	53	11	21%

	<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>Pathways</u>	<u>Rutland</u>	<u>Southeast</u>	<u>Washington</u>
23. <i>Most of the services I get are helpful.</i>	89%	83%	91%	89%	73%	84%	96%	93%	100%	91%	91%	88%
25. <i>Staff treat me with respect.</i>	88%	79%	91%	86%	73%	84%	96%	100%	67%	89%	93%	91%
1. <i>I like the services that I receive.</i>	88%	86%	82%	85%	82%	84%	98%	100%	83%	85%	93%	88%
24. <i>Staff I work with are competent and knowledgeable.</i>	88%	83%	91%	87%	73%	76%	94%	100%	100%	89%	91%	88%
19. <i>Staff respect my wishes about who is, and is not, to be given information about my treatment.</i>	86%	75%	80%	82%	90%	84%	94%	100%	67%	86%	89%	88%
4. <i>The location of the services is convenient (parking, public transportation, distance, etc.).</i>	85%	76%	82%	82%	82%	82%	94%	100%	67%	87%	91%	82%
28. <i>Staff encourage me to adopt and maintain a healthy life style.</i>	85%	79%	73%	84%	82%	76%	90%	93%	80%	86%	91%	87%
15. <i>Staff respect my rights.</i>	85%	83%	73%	79%	70%	80%	92%	100%	67%	87%	88%	89%
17. <i>Staff encourage me to take responsibility for how I live my life.</i>	84%	86%	64%	81%	100%	76%	88%	93%	83%	87%	84%	89%
14. <i>I have been given information about my rights.</i>	84%	86%	80%	79%	56%	82%	84%	100%	83%	89%	88%	89%
8. <i>Services are available at times that are good for me.</i>	84%	79%	73%	84%	80%	76%	92%	100%	83%	83%	86%	82%
3. <i>I would recommend this agency to a friend or family member.</i>	84%	82%	90%	79%	82%	84%	94%	100%	83%	83%	85%	77%
12. <i>My questions about treatment and/or medication are answered to my satisfaction.</i>	83%	79%	73%	78%	70%	82%	92%	92%	83%	83%	89%	84%
26. <i>Staff help me to solve problems when they arise.</i>	83%	76%	82%	80%	73%	79%	90%	100%	83%	80%	89%	82%
11. <i>Staff believe that I can grow, change and recover.</i>	82%	76%	64%	79%	90%	79%	88%	100%	83%	84%	88%	77%
21. <i>Staff are sensitive to my cultural background (race, religion, language, etc.).</i>	82%	76%	55%	86%	82%	74%	86%	100%	80%	79%	84%	81%
2. <i>If I had other choices, I would still get services from this agency.</i>	82%	79%	91%	78%	82%	81%	94%	93%	83%	73%	87%	75%
27. <i>Staff and services are responsive to my changing needs.</i>	81%	79%	64%	77%	73%	78%	82%	100%	83%	87%	82%	80%
30. <i>I am better able to control my life.</i>	80%	79%	73%	79%	73%	73%	80%	86%	67%	91%	81%	83%
20. <i>I, not staff, decide my treatment goals.</i>	80%	75%	64%	79%	82%	66%	92%	86%	100%	72%	82%	86%
5. <i>Staff are willing to see me as often as I feel it is necessary.</i>	80%	79%	55%	76%	73%	73%	88%	100%	83%	82%	81%	81%
29. <i>I deal more effectively with daily problems.</i>	80%	70%	82%	77%	64%	74%	84%	100%	67%	82%	84%	82%
Overall Average	78%	74%	69%	75%	72%	73%	84%	92%	72%	79%	80%	79%

(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>Pathways</u>	<u>Rutland</u>	<u>Southeast</u>	<u>Washington</u>
16. <i>I am encouraged to use consumer run programs (support groups, drop-in centers, crisis lines etc).</i>	79%	83%	55%	76%	82%	63%	90%	86%	80%	84%	85%	79%
7. <i>Staff return my calls within 24 hours.</i>	79%	79%	64%	73%	82%	68%	94%	86%	83%	85%	84%	74%
13. <i>I feel free to complain.</i>	79%	83%	73%	73%	70%	65%	82%	93%	100%	80%	82%	86%
22. <i>Staff help me get the information I need so that I can take charge of managing my illness.</i>	79%	79%	55%	78%	73%	79%	88%	100%	83%	78%	76%	75%
38. <i>I am better able to take care of my needs.</i>	78%	75%	70%	73%	64%	74%	82%	100%	50%	89%	76%	82%
6. <i>I am satisfied with my progress in terms of growth, change and recovery.</i>	77%	75%	91%	70%	64%	63%	84%	100%	83%	83%	86%	75%
9. <i>I am able to get the services I need.</i>	77%	72%	64%	75%	64%	66%	84%	100%	83%	78%	81%	77%
10. <i>I am able to see a psychiatrist when I want to.</i>	76%	72%	82%	72%	82%	76%	86%	79%	83%	65%	74%	81%
31. <i>I am better able to deal with a crisis.</i>	74%	74%	73%	72%	64%	58%	81%	86%	80%	74%	71%	82%
37. <i>I do things that are more meaningful to me.</i>	73%	71%	64%	74%	64%	59%	82%	92%	67%	80%	74%	70%
35. <i>My housing situation has improved.</i>	72%	48%	64%	72%	91%	65%	83%	86%	33%	74%	72%	77%
41. <i>I am happy with the friendships I have.</i>	72%	66%	64%	65%	82%	69%	82%	79%	67%	75%	73%	73%
18. <i>Staff tell me what medication side effects to watch for.</i>	71%	83%	45%	67%	70%	65%	69%	77%	60%	80%	71%	73%
44. <i>In a crisis, I would have the support I need from family or friends.</i>	70%	64%	64%	58%	55%	70%	83%	79%	67%	78%	77%	74%
42. <i>I have people with whom I can do enjoyable things.</i>	69%	57%	55%	63%	80%	79%	67%	71%	50%	69%	74%	80%
40. <i>I am better able to do things that I want to do.</i>	69%	64%	64%	66%	64%	63%	79%	92%	50%	64%	67%	78%
32. <i>I am getting along better with my family.</i>	68%	61%	55%	60%	40%	80%	71%	86%	50%	70%	68%	81%
36. <i>My symptoms are not bothering me as much.</i>	68%	61%	64%	62%	73%	68%	73%	92%	50%	76%	65%	72%
39. <i>I am better able to handle things when they go wrong.</i>	68%	64%	73%	74%	64%	63%	71%	86%	50%	67%	60%	69%
33. <i>I do better in social situations.</i>	65%	64%	45%	64%	67%	68%	58%	86%	67%	69%	60%	73%
43. <i>I feel I belong in my community.</i>	61%	45%	64%	59%	73%	61%	60%	71%	50%	58%	61%	71%
34. <i>I do better at work and/or school.</i>	54%	40%	30%	57%	25%	52%	47%	83%	40%	62%	55%	64%
Overall Average	78%	74%	69%	75%	72%	73%	84%	92%	72%	79%	80%	79%