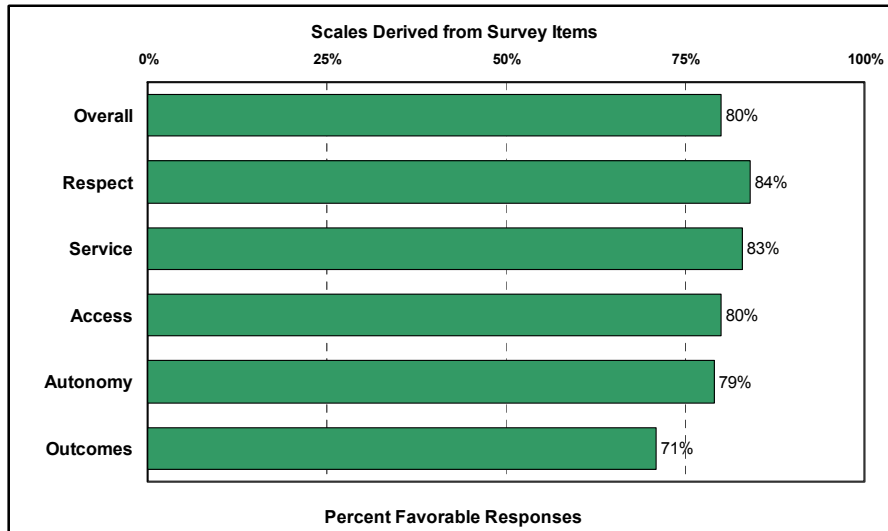


Executive Summary

Consumer Evaluation Of Community Rehabilitation and Treatment Programs Vermont: FY2008



Mental Health Research and Statistics Unit

Vermont Agency of Human Services
Department of Mental Health
108 Cherry Street
Burlington, Vermont 05401

July 2009

The authors of this report thank all who have contributed to this project. This work could not have been completed without the help of the staff of the Adult Unit and the Quality Management Team of the Vermont Department of Mental Health (DMH). DMH thanks the consumers who took the time to evaluate and comment on the Community Rehabilitation and Treatment services provided by the Community Mental Health Centers in Vermont.

Copies of this report and other reports describing consumer and stakeholder evaluations of community mental health programs in Vermont are available online at: <http://healthvermont.gov/mh/docs/res-eval/research-evaluation.aspx>

Consumer Evaluation of Community Rehabilitation and Treatment Programs in Vermont

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 community mental health centers. This survey is the sixth evaluation by consumers of CRT services provided by community mental health centers in Vermont, following similar consumer surveys in 1997, 2000, 2003, 2006 and 2007.

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 community mental health programs. The combined results of these evaluations allow consumers and 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 of community mental health 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://healthvermont.gov/mh/docs/res-eval/research-evaluation.aspx>.

This approach to program evaluation assumes that program 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.

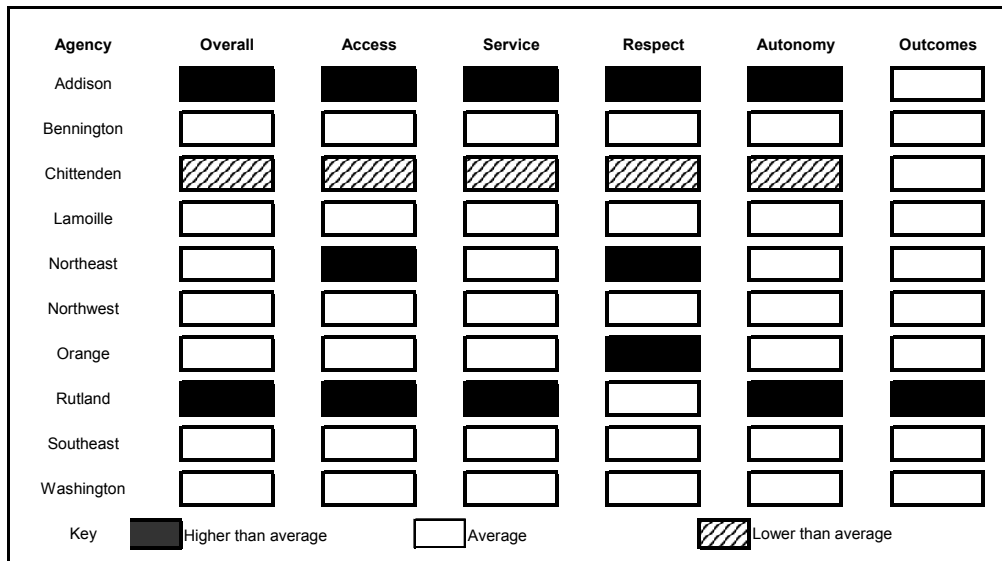
Overall Results

The majority of consumers served by CRT programs in Vermont rated their programs favorably. On the *overall* measure of program performance, 80% of the respondents evaluated the programs positively. Some aspects of program performance, however, were rated more favorably than other aspects. The survey items related to *respect* (84% favorable) and *service* (83% favorable) received more favorable responses than items related to *access* (80% favorable), *autonomy* (79% favorable), or *outcomes* (71% favorable).

Differences among Programs in 2008

In order to compare consumers' evaluations in 2008 of CRT programs in the ten regional Community Mental Health Centers, scores on each of the six scales were compared to the statewide average for each scale. The results of the 2008 survey indicate that there were significant differences in consumers' evaluations of some of the state's ten CRT programs.

Positive Consumer Evaluation of Community Rehabilitation and Treatment Programs: FY2008



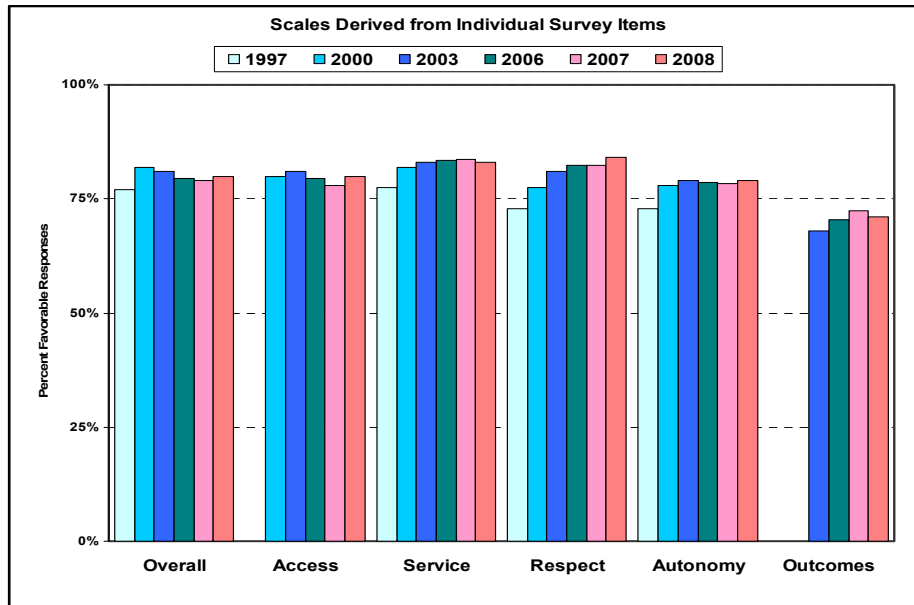
The CRT program in the Addison region received significantly higher scores than the statewide average on five of the six scales based on fixed-alternative items (*overall*, *access*, *service*, *respect*, and *autonomy*). The CRT program in the Rutland region also received significantly higher scores than the statewide average on five of the six scales (*overall*, *access*, *service*, *autonomy*, and *outcomes*). The CRT program in the Northeast Kingdom region received significantly higher scores than the statewide average on two scales (*access* and *respect*), and the CRT program in the Orange County region received significantly higher scores on one scale (*respect*). The CRT program in the Chittenden County region received significantly lower scores on five of the six scales based on fixed-alternative items (*overall*, *access*, *service*, *respect*, and *autonomy*). Consumer evaluations of the CRT programs in the Bennington, Lamoille, Northwestern, Rutland, Southeastern and Washington County regions were not significantly different from the statewide average on any of these scales.

The most favorably rated item was “*Staff treated me with respect*,” with 92% of consumers agreeing or strongly agreeing with that item. Other favorably rated aspects of care were “*Most of the services I get are helpful*” (87% favorable), “*Staff respect my rights*” (87% favorable), and “*Staff encourage me to adopt and maintain a healthy life style*” (87% favorable). The least favorably rated items were related to outcomes of treatment. Fifty-six percent felt that “*I do better at work and/or in school*.” Sixty-one percent indicated that “*I feel I belong in my community*,” and 62% indicated that “*I do better in social situations*.”

Comparison with Previous CRT Surveys

Statewide, scale scores for *respect* show steady increases from 1997 to 2008. There has been very little change in consumers’ evaluations of CRT programs in Vermont on any of the other scales.

Favorable Consumer Evaluation of Community Rehabilitation and Treatment Programs in Vermont



Methodology

In August 2008, 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 severe and persistent mental illness in Vermont's ten Community Mental Health Centers. A random sample of 75% of all consumers who received services from these programs during July through December of 2007 were sent questionnaires that asked for their opinion of various aspects of these services. A total of 759 consumers (40% of deliverable surveys) returned completed questionnaires.

The CRT survey consists 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 as a result of input from Vermont stakeholders.

In order to facilitate comparison of Vermont's ten CRT programs, the consumers' responses to forty-four fixed-alternative items were combined into six scales. The 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 community programs. Reports of significance are at the 95% confidence level ($p < .05$). Additional comments about program performance were offered by 23% of respondents: 14% of respondents made positive comments only, 6% made negative comments only, and 3% made both positive and negative comments.

Response Rates by CRT Program

Region/Provider ¹	Number					Response Rate
	Mailed	Deliverable	No Response	Returned	Useable Survey	Analyzed ²
Statewide	2,133	1,879	1,104	775	759	40%
Addison - CSAC	124	115	64	51	50	43%
Bennington - UCS	128	113	57	56	56	50%
Chittenden - HC	462	414	244	170	163	39%
Lamoille - LCMH	95	80	54	26	26	33%
Northeast - NKHS	254	224	136	88	88	39%
Northwest - NCSS	165	139	71	68	67	48%
Orange - CMC	126	111	73	38	37	33%
Rutland - RMHS	204	179	95	84	84	47%
Southeast - HCRS	265	230	134	96	95	41%
Washington - WCMH	310	274	176	98	93	34%

¹ Appendix VI gives the full name and location of each of the ten designated CMHCs.

² Questionnaires that were deliverable, completed and used for analysis.

Positive Responses to Individual Items by CRT Program

	<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>
<i>Staff treat me with respect.</i>	92%	100%	93%	88%	80%	95%	95%	97%	95%	90%	89%
<i>Most of the services I get are helpful.</i>	87%	98%	85%	83%	85%	92%	91%	94%	89%	83%	84%
<i>Staff respect my rights.</i>	87%	96%	91%	80%	77%	94%	88%	94%	92%	86%	85%
<i>Staff encourage me to adopt and maintain a healthy life style.</i>	87%	94%	89%	79%	84%	87%	94%	97%	90%	86%	85%
<i>Staff I work with are competent and knowledgeable.</i>	86%	94%	87%	83%	73%	91%	88%	81%	88%	84%	88%
<i>I have been given information about my rights.</i>	86%	90%	93%	75%	77%	91%	88%	92%	90%	87%	89%
<i>I like the services that I receive.</i>	86%	96%	83%	76%	80%	89%	90%	95%	93%	84%	87%
<i>Staff respect my wishes about who is, and is not, to be given information about my treatment.</i>	86%	96%	89%	73%	73%	89%	94%	89%	96%	82%	87%
<i>Staff encourage me to take responsibility for how I live my life.</i>	85%	96%	85%	78%	81%	77%	94%	92%	90%	84%	88%
<i>Services are available at times that are good for me.</i>	84%	94%	80%	78%	85%	90%	86%	86%	87%	83%	83%
<i>Staff help me to solve problems when they arise.</i>	84%	96%	82%	80%	80%	82%	89%	94%	89%	84%	79%
<i>The location of the services is convenient (parking, public transportation, distance, etc.).</i>	84%	92%	84%	81%	81%	77%	85%	92%	92%	83%	80%
<i>I would recommend this agency to a friend or family member.</i>	82%	90%	78%	73%	62%	89%	84%	86%	91%	82%	83%
<i>Staff are willing to see me as often as I feel it is necessary.</i>	81%	87%	75%	71%	81%	88%	80%	86%	85%	84%	84%
<i>I am able to get the services I need.</i>	80%	90%	75%	72%	69%	86%	85%	86%	89%	76%	83%
<i>Staff are sensitive to my cultural background (race, religion, language, etc.).</i>	80%	92%	73%	75%	72%	83%	84%	81%	93%	79%	74%
<i>Staff believe that I can grow, change and recover.</i>	80%	94%	74%	72%	77%	79%	86%	83%	88%	82%	81%
<i>My questions about treatment and/or medication are answered to my satisfaction.</i>	80%	98%	82%	73%	65%	86%	75%	89%	93%	75%	74%
<i>Staff and services are responsive to my changing needs.</i>	80%	90%	71%	71%	84%	80%	83%	94%	89%	76%	83%
<i>I feel free to complain.</i>	79%	92%	82%	72%	77%	84%	88%	78%	83%	74%	76%
<i>I deal more effectively with daily problems.</i>	78%	92%	77%	74%	72%	77%	81%	82%	81%	75%	81%
<i>I am encouraged to use consumer run programs (support groups, drop-in centers, crisis lines etc).</i>	78%	86%	83%	66%	84%	67%	85%	92%	89%	82%	78%
Average	77%	87%	74%	71%	73%	79%	81%	80%	85%	75%	77%

Positive Responses to Individual Items by CRT Program *(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>Rutland</u>	<u>Southeast</u>	<u>Washington</u>
<i>I am better able to take care of my needs.</i>	77%	88%	74%	71%	75%	76%	84%	82%	88%	74%	76%
<i>Staff help me get the information I need so that I can take charge of managing my illness.</i>	77%	92%	76%	72%	64%	83%	81%	81%	83%	67%	80%
<i>If I had other choices, I would still get services from this agency.</i>	77%	86%	75%	70%	65%	82%	81%	78%	82%	77%	80%
<i>I am better able to control my life.</i>	75%	84%	68%	73%	68%	73%	81%	68%	84%	74%	77%
<i>I, not staff, decide my treatment goals.</i>	75%	86%	73%	70%	67%	79%	79%	73%	87%	67%	76%
<i>Staff return my calls within 24 hours.</i>	75%	82%	68%	63%	73%	86%	84%	78%	84%	73%	73%
<i>I am satisfied with my progress in terms of growth, change and recovery.</i>	75%	86%	71%	68%	81%	74%	88%	78%	81%	71%	69%
<i>I have people with whom I can do enjoyable things.</i>	74%	80%	77%	67%	84%	76%	79%	82%	79%	69%	70%
<i>I am better able to deal with a crisis.</i>	74%	86%	70%	69%	76%	76%	69%	79%	78%	72%	71%
<i>I am able to see a psychiatrist when I want to.</i>	74%	88%	66%	70%	77%	72%	70%	68%	81%	83%	66%
<i>I do things that are more meaningful to me.</i>	73%	85%	66%	68%	71%	74%	72%	71%	84%	67%	77%
<i>I am happy with the friendships I have.</i>	73%	73%	71%	67%	76%	75%	84%	70%	77%	73%	70%
<i>I am better able to do things that I want to do.</i>	72%	76%	74%	63%	60%	74%	74%	76%	81%	67%	76%
<i>In a crisis, I would have the support I need from family or friends.</i>	71%	80%	68%	62%	76%	78%	79%	65%	79%	74%	66%
<i>I am getting along better with my family.</i>	70%	73%	71%	62%	71%	74%	68%	68%	80%	70%	70%
<i>Staff tell me what medication side effects to watch for.</i>	70%	84%	74%	62%	69%	77%	69%	67%	79%	63%	70%
<i>My housing situation has improved.</i>	70%	80%	73%	66%	65%	66%	71%	74%	78%	67%	65%
<i>I am better able to handle things when they go wrong.</i>	69%	80%	65%	64%	72%	71%	74%	74%	79%	57%	70%
<i>My symptoms are not bothering me as much.</i>	66%	73%	58%	62%	71%	65%	70%	64%	74%	64%	63%
<i>I do better in social situations.</i>	62%	69%	52%	62%	52%	57%	61%	64%	68%	63%	64%
<i>I feel I belong in my community.</i>	61%	66%	57%	56%	68%	58%	74%	58%	66%	58%	61%
<i>I do better at work and/or school.</i>	56%	77%	48%	57%	57%	44%	52%	46%	66%	52%	58%
Average	77%	87%	74%	71%	73%	79%	81%	80%	85%	75%	77%