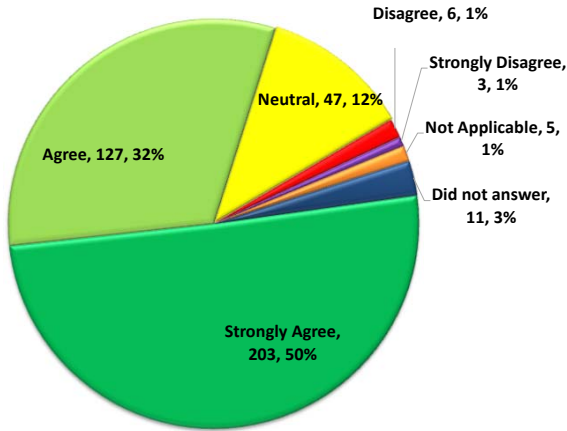


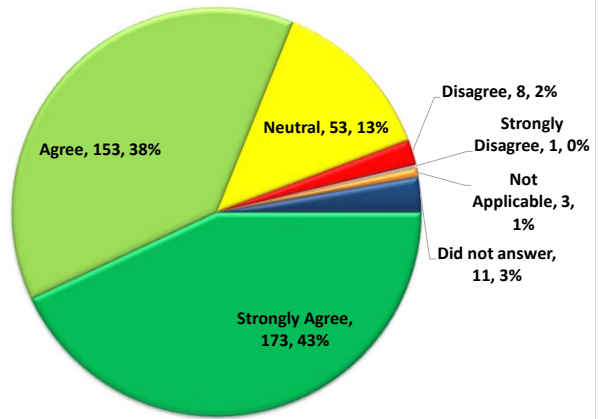
**Connecticut Balance of State (CT BOS) 2022  
DMHAS Consumer Satisfaction Survey Report**

I like the services that I receive here



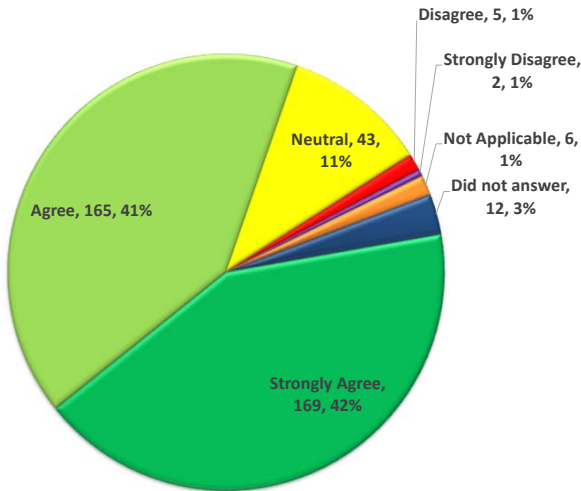
Strongly Agree Agree Neutral Disagree Strongly Disagree Not Applicable Did not answer

Staff was willing to see me as often as I felt was necessary.



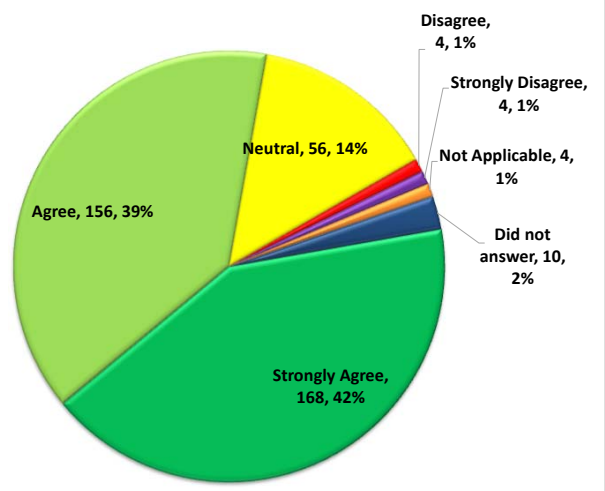
Strongly Agree Agree Neutral Disagree Strongly Disagree Not Applicable Did not answer

Staff returned my calls within 24 hours.



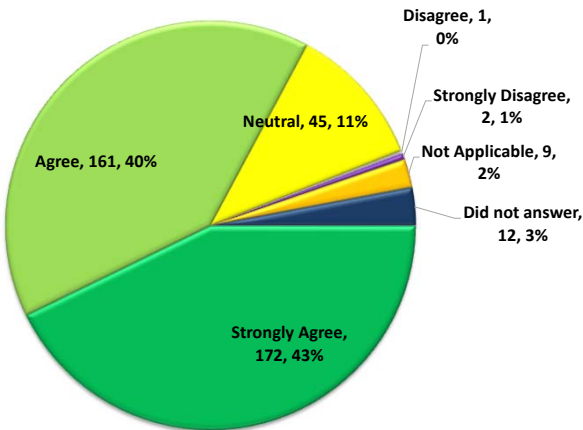
Strongly Agree Agree Neutral Disagree Strongly Disagree Not Applicable Did not answer

Services were available at times that were good for me.



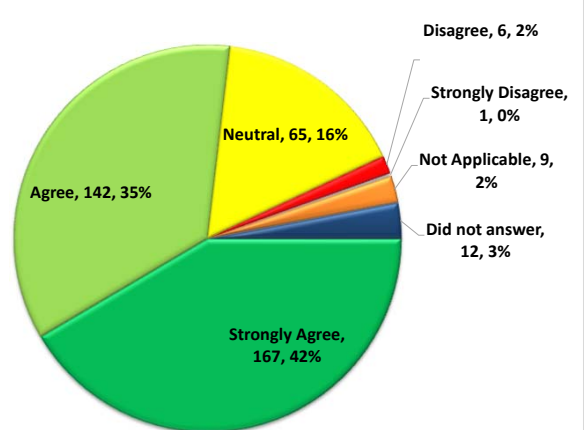
Strongly Agree Agree Neutral Disagree Strongly Disagree Not Applicable Did not answer

Staff here believes that I can grow, change, and recover.



Strongly Agree Agree Neutral Disagree Strongly Disagree Not Applicable Did not answer

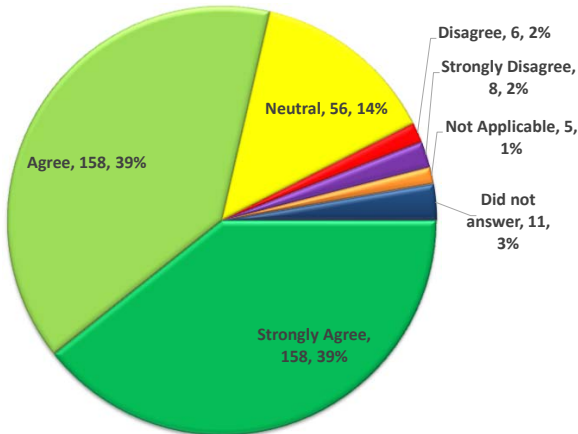
I felt comfortable asking questions about my services, treatment or medication



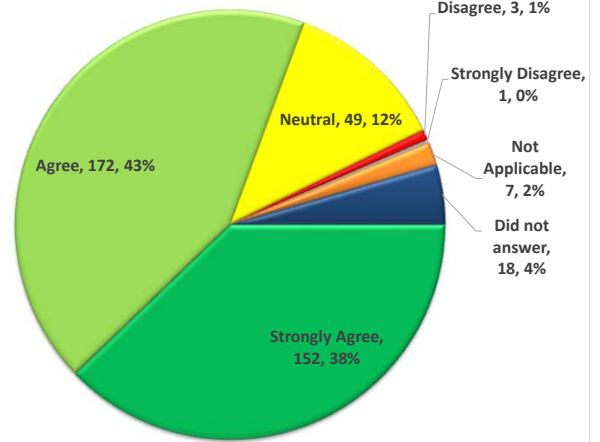
Strongly Agree Agree Neutral Disagree Strongly Disagree Not Applicable Did not answer

**Connecticut Balance of State (CT BOS) 2022  
DMHAS Consumer Satisfaction Survey Report**

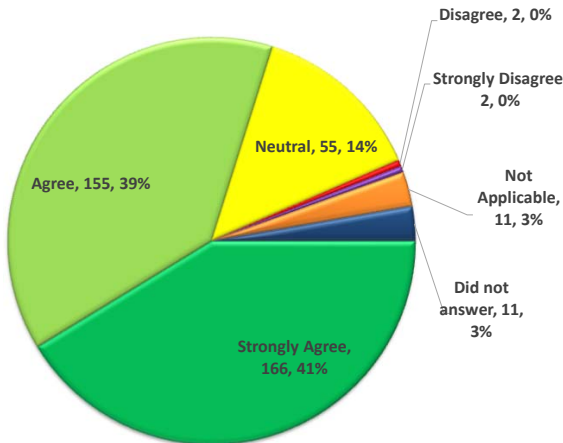
I felt free to complain.



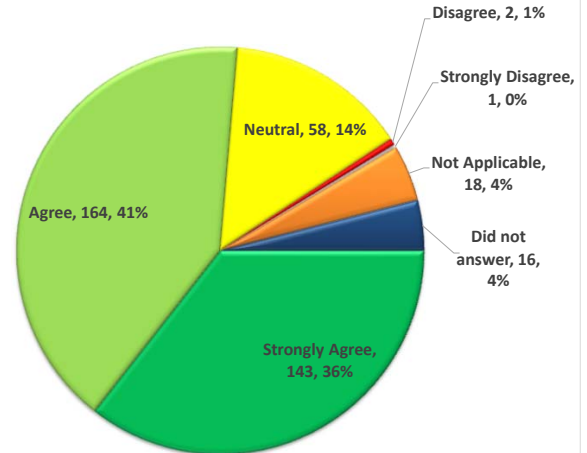
I was given information about my rights.



Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services.

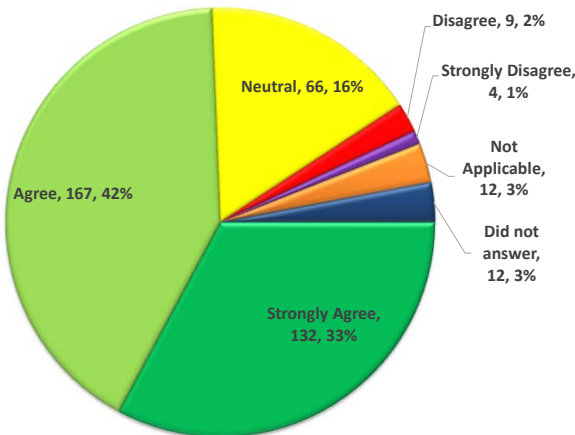


Staff was sensitive to my cultural/ethnic background (race, religion, language, etc.)



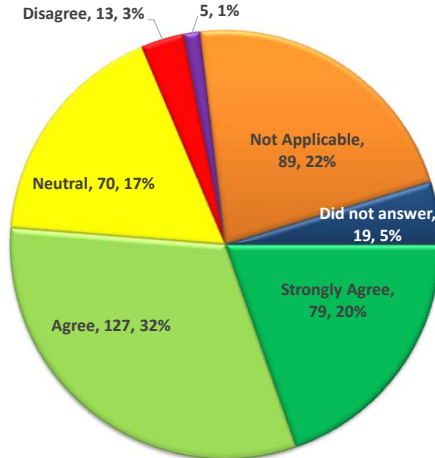
As a result of services I have received from this agency:

I deal more effectively with daily problems.



As a result of services I have received from this agency:

I do better in school and / or work



**Connecticut Balance of State (CT BOS) 2022  
DMHAS Consumer Satisfaction Survey Report**

N = 402

	Male		Female		Transgender		Did not Answer											
Gender	57.2%	230	32.3%	130	0.0%	0	10.4%	42										
	20 and Under		21-24		25-34		35-54		55-64		65 and older		Did not Answer					
Age	0.0%	0	1.5%	6	8.5%	34	35.6%	143	33.6%	135	11.9%	48	9.0%	36				
	Emotional / Mental Health		Alcohol or Drugs		Emotional / Mental Health and Alcohol or Drugs		Did not Answer											
Primary reason for receiving services	44.8%	180	7.2%	29	30.1%	121	17.9%	72										
	White / Caucasian		Unknown		Black / African American		American Indian /		Native Hawaaian /		Asian		Mixed		Other		Did not Answer	
Race	34.1%	137	20.9%	84	20.6%	83	1.0%	4	0.7%	3	1.7%	7	1.0%	4	6.5%	26	13.4%	54
	Hispanic-Puerto Rican		Hispanic-Mexican		Hispanic-Cuban		Unknown		Hispanic-Other		Non Hispanic		Did not Answer					
Ethnicity	8.7%	35	0.0%	0	0.2%	1	25.6%	103	5.5%	22	42.0%	169	17.9%	72				
	Less than 1 year		12 months to 2 years		2 years to 5 years		More than 5 years		Did not Answer									
Length of Service	10.9%	44	15.2%	61	34.1%	137	26.4%	106	13.4%	54								

**Connecticut Balance of State (CT BOS) 2022  
DMHAS Consumer Satisfaction Survey Report**

N = 402

	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Not Applicable		Did not answer	
Q2. If I had other choices, I would still get services from this agency.	44.5%	179	37.1%	149	10.7%	43	2.2%	9	0.7%	3	2.2%	9	2.5%	10
Q3. I would recommend this agency to a friend or family member.	45.5%	183	37.6%	151	11.2%	45	0.7%	3	0.5%	2	1.7%	7	2.7%	11
Q4. The location of services was convenient (parking, public transportation, distance, etc.)	39.1%	157	40.3%	162	12.4%	50	2.0%	8	1.0%	4	2.2%	9	3.0%	12
Q12. Staff told me what side effects to watch out for.	25.6%	103	35.1%	141	14.9%	60	2.5%	10	0.7%	3	16.2%	65	5.0%	20
Q15. Staff helped me obtain information I needed so that I could take charge of managing my illness.	34.1%	137	38.6%	155	15.2%	61	1.2%	5	0.5%	2	5.0%	20	5.5%	22
Q16. My wishes are respected about the amount of family involvement I want in my treatment.	35.6%	143	39.8%	160	11.9%	48	1.5%	6	0.5%	2	6.0%	24	4.7%	19
<b>As a result of services I have received from this agency:</b>														
Q18. I am better able to control my life.	31.6%	127	44.8%	180	14.9%	60	2.5%	10	1.0%	4	2.0%	8	3.2%	13
Q19. I am better able to deal with crisis.	27.6%	111	45.3%	182	15.7%	63	4.7%	19	1.2%	5	2.2%	9	3.2%	13
Q20. I am getting along better with my family.	26.6%	107	39.6%	159	18.2%	73	4.5%	18	0.5%	2	6.0%	24	4.7%	19
Q21. I am better in social situations.	23.1%	93	40.3%	162	23.1%	93	4.5%	18	1.0%	4	4.0%	16	4.0%	16
Q23. My symptoms are not bothering me as much.	21.9%	88	34.8%	140	22.6%	91	6.0%	24	2.7%	11	8.2%	33	3.7%	15

**Connecticut Balance of State (CT BOS) 2022  
DMHAS Consumer Satisfaction Survey Report**

In general ...	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		Not Applicable		Did not answer	
	%	n	%	n	%	n	%	n	%	n	%	n	%	n
Q24. I am involved in my community (for example, church, volunteering, sports, support groups, or work.)	19.7%	79	37.3%	150	20.6%	83	6.0%	24	2.2%	9	10.2%	41	4.0%	16
Q25. I am able to pursue my interests.	24.4%	98	47.0%	189	17.2%	69	5.0%	20	1.2%	5	2.2%	9	3.0%	12
Q26. I can have the life I want, despite my disease / disorder.	23.9%	96	42.5%	171	20.1%	81	3.5%	14	2.2%	9	4.2%	17	3.5%	14
Q27. I feel like I am in control of my treatment.	25.1%	101	46.8%	188	15.9%	64	2.7%	11	1.0%	4	5.0%	20	3.5%	14
Q28. I give back to my family and / or community.	25.1%	101	42.5%	171	17.7%	71	3.0%	12	1.2%	5	5.0%	20	5.5%	22
Q29. I am satisfied with the inclusion of my personal beliefs in my recovery plan. (Ex: Cultural values, religious beliefs, personal lifestyle choices).	25.9%	104	40.3%	162	13.2%	53	0.0%	0	0.5%	2	4.7%	19	15.4%	62
Q30. I'm satisfied with the support I receive to access services here. (Ex: transportation, evening and weekend hours, child care, drop-in services).	29.4%	118	35.6%	143	13.9%	56	0.2%	1	0.7%	3	4.5%	18	15.7%	63
Q31. I'm satisfied with the language supports I received to access services here. (Ex: interpreters, bilingual staff, brochures, bulletin boards and signs in my preferred language).	23.6%	95	33.8%	136	12.4%	50	0.2%	1	0.2%	1	13.4%	54	16.2%	65
Q32. I'm satisfied with the services and technology provided here to help me with my other disabilities. (Ex: visual, deaf/hard of hearing speaking, reading/writing, learning).	23.4%	94	31.3%	126	15.4%	62	1.0%	4	0.2%	1	12.7%	51	15.9%	64

**Connecticut Balance of State (CT BOS) 2022  
DMHAS Consumer Satisfaction Survey Report**

**Is there anything else that you would like to tell us about your services here?**

I am better than what I was from when I first started.

I want to thank Celeste for being there for me when I'm most in need. Celeste: you are a awesome person. Thank you!!!!

Male staff creates hostile environment by harassing and bullying tenants. Staff also contributes to illegal activity by selling drugs to tenants and buying from tenants their stolen items and food stamps.

Client refused. Made several attempts. Scheduled several meetings. Client would not come or meet to complete.

I am very happy with the services and the counselors this program is a blessing.

Great workers, very good.

Workers work together to meet the needs of the clients.

Thank you

I appreciate all you have done for me! Thank you all!

My peers are the best! I've been so blessed and I thank you all, will never forget you and surely will miss you so much - much love!

I wish that the program would not just be in Waterbury and expand to other surrounding towns.

Basically, I'm the same as most others, the sooner we get back to "normal" lifestyles the better. Don't know any other treatment which may help. At mercy of my mental and physical condition.

The covid situation has prevented involvement with others.

I am 90 years old. Victoria Gardens is excellent. Stanley Apartment 330

Covid made it tough to manage my mental health while in quarantine

Donations/gift cards

More donations, holiday baskets

Would like access to donations, giftcards, bus passes

I'm happy

Amber does a thorough and conscientious job as my case management and is the GOAT

He didn't know we had the Middletown location. He said Hartford is too far.

Thank you all so much. These services have probably saved my life in many ways.

They have been great to myself and my husband for a while thank you

My case manager Rebbeca Angeloff is one incredible helpful and positive individual. Don't ever lose her!

This is all baseless and only holds back change within our community

I have been so grateful for the workers at my housing. They have helped me to where I am today.

We have the best Cmha supportive housing worker I could possibly ask for. Allyssia listens to our concerns and goes above and beyond to address any and all issues that arise

Yes i want to thank u all for what u do for people ...

# Connecticut Balance of State (CT BOS) 2022 DMHAS Consumer Satisfaction Survey Report

## Programs that submitted DMHAS version surveys

CT BOS 2022 DMHAS CT0011 Columbus House	11
CT BOS 2022 DMHAS CT0023 Capitol Regional Mental Health Center - My Sisters' Place	15
CT BOS 2022 DMHAS CT0028 YWCA of Hartford Region	11
CT BOS 2022 DMHAS CT0066 Chrysalis Center	32
CT BOS 2022 DMHAS CT0121 Center For Human Development	23
CT BOS 2022 DMHAS CT0122 Center For Human Development	25
CT BOS 2022 DMHAS CT0123 St. Vincent DePaul Mission of Waterbury	20
CT BOS 2022 DMHAS CT0131 Chrysalis Center	12
CT BOS 2022 DMHAS CT0135 YWCA of Hartford Region	18
CT BOS 2022 DMHAS CT0139 Chrysalis Center	19
CT BOS 2022 DMHAS CT0141 Center For Human Development	21
CT BOS 2022 DMHAS CT0154 Capitol Regional Mental Health Center - Mercy Housing and Shelter Corp.	8
CT BOS 2022 DMHAS CT0161 Community Mental Health Affiliates	15
CT BOS 2022 DMHAS CT0171 Columbus House	12
CT BOS 2022 DMHAS CT0172 Capitol Regional Mental Health Center - My Sisters' Place	3
CT BOS 2022 DMHAS CT0186 Friendship Service Center	18
CT BOS 2022 DMHAS CT0246 Mercy Housing and Shelter Corp.	11
CT BOS 2022 DMHAS CT0265A Chrysalis Center	11
CT BOS 2022 DMHAS CT0265B Chrysalis Center	3
CT BOS 2022 DMHAS CT0265C Chrysalis Center	9
CT BOS 2022 DMHAS CT0265J DMHAS - WRCC	8
CT BOS 2022 DMHAS CT0286A WCMHN - Center For Human Development	13
CT BOS 2022 DMHAS CT0286B WCMHN - Center For Human Development	20
CT BOS 2022 DMHAS CT0286D Chrysalis Center	12
CT BOS 2022 DMHAS CT0286E Chrysalis Center	10
CT BOS 2022 DMHAS CT0286F Chrysalis Center	11
CT BOS 2022 DMHAS CT0294A Mercy Housing and Shelter Corp.	13
CT BOS 2022 DMHAS CT0306 Mercy Housing and Shelter Corp.	11
CT BOS 2022 DMHAS CT0340D Chrysalis Center	7
<b>Total</b>	<b>402</b>