

**Department of Mental Health and Addiction Services
Consumer Satisfaction Survey**

Agency			Program			
Gender	<input type="radio"/> Male <input type="radio"/> Female	For each box, put an X in the circle that applies to you.	Age	<input type="radio"/> 20 and under <input type="radio"/> 21-24 <input type="radio"/> 25-34	<input type="radio"/> 35-54 <input type="radio"/> 55-64 <input type="radio"/> 65 and older	
Race	<input type="radio"/> White <input type="radio"/> American Indian/ Alaskan	<input type="radio"/> Black/ African American <input type="radio"/> Native Hawaiian/ Pacific Islander	<input type="radio"/> Asian <input type="radio"/> Mixed	Ethnicity	<input type="radio"/> Puerto Rican <input type="radio"/> Other Hispanic or Latino	<input type="radio"/> Mexican <input type="radio"/> Not Hispanic

For each item, circle the answer that matches your view.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
1.	I like the services that I received here.	SA	A	N	D	SD	NA
2.	If I had other choices, I would still get services from this agency.	SA	A	N	D	SD	NA
3.	I would recommend this agency to a friend or family member.	SA	A	N	D	SD	NA
4.	The location of services was convenient (parking, public transportation, distance, etc.)	SA	A	N	D	SD	NA
5.	Staff was willing to see me as often as I felt was necessary.	SA	A	N	D	SD	NA
6.	Staff returned my calls within 24 hours.	SA	A	N	D	SD	NA
7.	Services were available at times that were good for me.	SA	A	N	D	SD	NA
8.	Staff here believes that I can grow, change, and recover.	SA	A	N	D	SD	NA
9.	I felt comfortable asking questions about my services, treatment or medication	SA	A	N	D	SD	NA
10.	I felt free to complain.	SA	A	N	D	SD	NA
11.	I was given information about my rights.	SA	A	N	D	SD	NA
12.	Staff told me what side effects to watch out for.	SA	A	N	D	SD	NA
13.	Staff respected my wishes about who is, and who is not, to be given information about my treatment and/or services.	SA	A	N	D	SD	NA
14.	Staff was sensitive to my cultural/ethnic background (race, religion, language, etc.)	SA	A	N	D	SD	NA
15.	Staff helped me obtain information I needed so that I could take charge of managing my illness.	SA	A	N	D	SD	NA
16.	My wishes are respected about the amount of family involvement I want in my treatment.	SA	A	N	D	SD	NA

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For each item, circle the answer that matches your view.		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
<i>For office use only: questions # 17 through # 23 have been removed for residential/inpatient detoxification programs only. Adjust data entry accordingly to ensure accurate entry.</i>							
17.	-----						
18.	-----						
19.	-----						
20.	-----						
21.	-----						
22.	-----						
23.	-----						
In general . . .							
24.	I am involved in my community (for example, church, volunteering, sports, support groups, or work).	SA	A	N	D	SD	NA
25.	I am able to pursue my interests.	SA	A	N	D	SD	NA
26.	I can have the life I want, despite my disease/disorder.	SA	A	N	D	SD	NA
27.	I feel like I am in control of my treatment.	SA	A	N	D	SD	NA
28.	I give back to my family and/or community.	SA	A	N	D	SD	NA

For questions about Connecticut’s English and Spanish versions of the MHSIP survey please contact:
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