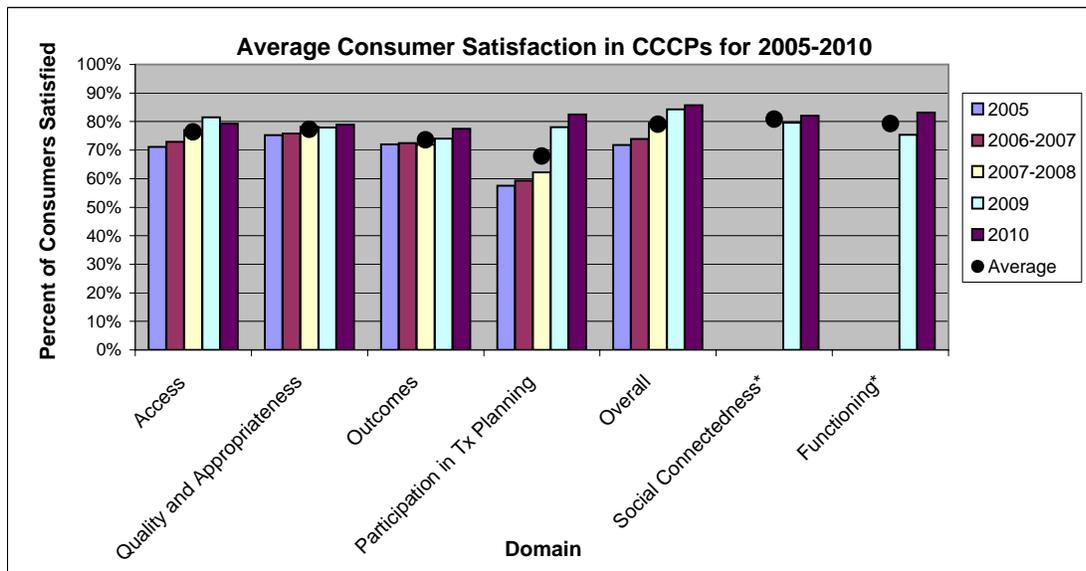




Consumer Satisfaction in Mental Health Providers for 2005-2010

CCCPs

Average for all CCCPs across SFY 2005-2010						
Domain	2005	2006-2007	2007-2008	2009	2010	Average
Access	71.1%	73.0%	77.0%	81.5%	79.2%	76.4%
Quality and Appropriateness	75.2%	75.8%	78.1%	77.9%	79.0%	77.2%
Outcomes	72.0%	72.5%	71.9%	74.0%	77.5%	73.6%
Participation in Tx Planning	57.5%	59.4%	62.2%	78.0%	82.5%	67.9%
Overall	71.8%	74.0%	79.5%	84.2%	85.7%	79.1%
Social Connectedness*				79.6%	82.1%	80.8%
Functioning*				75.4%	83.2%	79.3%



Treatment Unit ID	Treatment Unit Name	2005	2006-2007	2007-2008	2009	2010
Access						
106101-04	FHR CCCP	73.2%	74.2%	76.5%	78.3%	77.3%
100010-03	Horizon House CCCP	79.2%	77.6%	72.0%	84.4%	75.9%
100015-04	Connections CCCP	61.9%	69.5%	75.3%	79.6%	78.6%
100125-00	PSI (MH - Dover) CCCP	70.1%	70.5%	84.3%	83.6%	85.1%
Average		71.1%	73.0%	77.0%	81.5%	79.2%
Quality and Appropriateness						
106101-04	FHR CCCP	83.7%	80.0%	89.8%	73.5%	87.5%
100010-03	Horizon House CCCP	82.2%	76.9%	73.3%	78.9%	73.0%
100015-04	Connections CCCP	67.8%	65.7%	75.0%	82.6%	76.2%
100125-00	PSI (MH - Dover) CCCP	67.2%	80.8%	74.4%	76.7%	79.1%
Average		75.2%	75.8%	78.1%	77.9%	79.0%
Outcomes						
106101-04	FHR CCCP	88.4%	75.9%	78.6%	72.3%	76.1%
100010-03	Horizon House CCCP	67.3%	68.7%	68.0%	74.4%	80.3%
100015-04	Connections CCCP	70.3%	71.4%	66.4%	76.3%	74.4%
100125-00	PSI (MH - Dover) CCCP	62.1%	74.0%	74.7%	73.0%	79.1%
Average		72.0%	72.5%	71.9%	74.0%	77.5%
Participation in Treatment Planning						
106101-04	FHR CCCP	71.4%	66.7%	63.2%	74.4%	83.0%
100010-03	Horizon House CCCP	55.7%	58.5%	59.1%	77.1%	81.8%
100015-04	Connections CCCP	45.2%	55.6%	70.1%	86.6%	81.8%
100125-00	PSI (MH - Dover) CCCP	57.6%	56.6%	56.3%	74.0%	83.3%
Average		57.5%	59.4%	62.2%	78.0%	82.5%
Overall Satisfaction						
106101-04	FHR CCCP	79.1%	74.2%	91.8%	88.0%	88.6%
100010-03	Horizon House CCCP	76.4%	75.6%	74.8%	78.3%	88.3%
100015-04	Connections CCCP	70.0%	70.4%	79.2%	82.9%	81.2%
100125-00	PSI (MH - Dover) CCCP	61.8%	75.6%	72.3%	87.8%	84.8%
Average		71.8%	74.0%	79.5%	84.2%	85.7%
Social Connectedness*						
106101-04	FHR CCCP				79.5%	78.4%
100010-03	Horizon House CCCP				78.8%	87.5%
100015-04	Connections CCCP				81.6%	78.8%
100125-00	PSI (MH - Dover) CCCP				78.4%	83.6%
Average					79.6%	82.1%
Functioning*						
106101-04	FHR CCCP				78.3%	81.8%
100010-03	Horizon House CCCP				79.4%	83.8%
100015-04	Connections CCCP				70.9%	80.6%
100125-00	PSI (MH - Dover) CCCP				73.0%	86.6%
Average					75.4%	83.2%

*These domains were added in 2009.

