



WHAT IS THE MHSIP SURVEY?

During October 2012, the Office of Behavioral Health (OBH) conducted a survey, the MHSIP to hear from adults (18+) who received services at the community mental health agencies across Colorado. These surveys were handed out when consumers came in for an appointment. They were asked to rate on a scale of 1 to 5 whether they agreed or disagreed with 36 statements about the services they received.

The Office of Behavioral Health (OBH) is dedicated to strengthening the health, resiliency, and recovery of Coloradans through quality and effective behavioral health prevention, intervention, and treatment. The MHSIP helps us achieve those goals.

A summary of the results is reflected in this paper. The full report can be found on the OBH website: www.colorado.gov/cs/Satellite/CDHS-BehavioralHealth/CBON/1251583731618.

MHSIP CONSUMER SURVEY RESULTS FOR FY2013

WHO ANSWERED?

Of the 3,338 consumers who completed a survey:

- ◆ 63% were female, 36% male
- ◆ 21% identified as Hispanic/Latino(a)
- ◆ 74% identified as Caucasian, 7% as Multi-Racial, and 5% as Other
- ◆ 55% were between the ages of 31 and 64 years old

WHAT DID THEY SAY?

The MHSIP captures satisfaction within 5 domains: Access, Appropriateness, Outcomes, Participation, and General Satisfaction. The following percentages represent the consumers' positive feelings in each category.

Reporting Positively about:	Percent
Access	84.8
Quality/ Appropriateness	90.7
Outcomes	64.7
Participation	80.8
General Satisfaction	90.1

• 3 out of 5 people agreed they were functioning better overall.

• 9 out of 10 consumers were satisfied with the quality and appropriateness of services they received.

The MHSIP also includes a section for comments. The following are excerpts from this year's survey.

- ◆ *"[My therapist] has a straight forward approach...she very strongly encourages me to handle my life issues head on, gives me skills to do so, and doesn't let me cop out."*
- ◆ *"I feel much less depressed and have more self-esteem since I started treatment."*
- ◆ *"I've established trust with my therapist, to be completely open and not feel criticized."*
- ◆ *"I want to be seen as a person, not an illness by staff ..."*

Have Questions? Please call Adrienne Jones, M.A., MHSIP Project Coordinator, at 303-866-7400 or call Toll Free at 1-800-811-7648.