TO: DMHAS-OPERATED FACILITIES, LOCAL MENTAL HEALTH AUTHORITIES, AND PRIVATE NON-PROFIT PROVIDERS
FROM: MICHAEL GIRLAMO, LMSW, DIRECTOR, EVALUATION, QUALITY MANAGEMENT, AND IMPROVEMENT DIVISION
SUBJECT: CONSUMER SURVEY FOR FISCAL YEAR 2020
DATE: SEPTEMBER, 2019

The DMHAS Consumer Satisfaction Survey for FY 2020 is ready to begin.

Please read the enclosures carefully, and distribute them to the people in your organization responsible for the Consumer Satisfaction Survey process. You can also find these documents on our website at this address: http://www.ct.gov/dmhas/consumersurvey

The final deadline for survey data submission will be June 30, 2020.

Here are some suggestions from our staff for a successful survey cycle:

- Begin the survey process early. Try not to wait until the end of the year to do this.
- Check that relevant staff users are set up to perform data entry as soon as possible. Applications for new user accounts may take up to two weeks to process. Visit this page for information about obtaining user access and tokens: http://www.ct.gov/dmhas/cwp/view.asp?a=2900&q=423042

As in past years, all materials related to the Consumer Satisfaction Survey for FY 2020 will be posted on the DMHAS website at http://www.ct.gov/dmhas, with a link under “Featured Links”, or by direct link to http://www.ct.gov/dmhas/consumersurvey.

If you have any questions about the survey or its process, please contact Karin Haberlin, EQMI Program Manager, at Karin.Haberlin@ct.gov or (860) 418-6842 and she will assist you.

I want to thank you for your ongoing commitment to quality in the services you provide to the people in recovery throughout the state of Connecticut. The Consumer Satisfaction Survey provides us with crucial information, directly from the people we serve. It is an irreplaceable component of our quality improvement efforts.

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