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CONSUMER SURVEY OVERVIEW

The DMHAS Consumer Survey is an annual satisfaction survey, administered to clients by the majority of DMHAS funded providers and programs. The participation requirement is determined by programs’ level of care. Each agency has a specific number of surveys to collect, determined by an algorithm using information about the agency’s caseload in the previous State Fiscal Year.

The DMHAS survey is based upon a commonly used questionnaire that most other states use. Collection of these data helps DMHAS compare Connecticut outcomes with those from other states.

Agencies may opt to collect information on the provider level (client’s opinion of the agency) or on the program level (client’s opinion on specific program(s)). Many agencies collect these data on the program level for evaluation purposes.

The survey is anonymous. The client will provide some demographic characteristics and answers to questions, but there will be no linking to individual client records. The surveys will be kept in a completely separate table from client demographics and episode data.

However, in order for the survey to be useful, the anonymous responses must be linked to the correct agency and/or program(s) through program and provider keys.

The data entry screens are accessible through the DDaP front end.

There are four major sections of the Consumer Survey:

1. The initial screen, where basic demographics will be entered, and where the system will assign a number to the new record.
2. The Consumer Survey itself, consisting of 28 questions.
3. The optional WHO Quality of Life (WHO-QoL) instrument, consisting of 26 questions.
4. The optional Health Related Outcomes section, which consists of 8 questions.

ADDITIONAL INFORMATION

1. You can access additional information regarding the Consumer Survey on the Tools menu on the Side bar in the Consumer Survey under INFORMATIONAL LINKS.
2. The DMHAS Consumer Survey User’s Guide can be found in the Tools menu on the Side bar in the Consumer Survey under DOCUMENTATION.
3. See the following pages for details on how to access this additional information.
HOW TO ACCESS THE CONSUMER SURVEY

Log into the DMHAS Data Performance System as follows:

1. Boot-up the pc to the Windows desktop screen.
3. For VPN users, once VPN or Nortel has run, enter password and Token number. Launch Internet Explorer; an icon will display.
4. Launch Internet Explorer.
5. Enter the DDaP IP address.
6. The Log In screen will be displayed:

7. Enter the following information in the Log In window:
   - **User Name:** Enter your user name.
   - **Password:** Enter your password.
8. Add the DDaP website to your **Favorites**.
9. Point and click on the Log In button.

**Note:** ‘Please be sure to log out of DDaP after completing your work.’ will display at the bottom of the Log In screen as a reminder to be sure to log out after completing your work.

The **DMHAS Suite of Applications** window will display.

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Only authorized users with a system assigned login name and password may access the DMHAS Data Performance System (DDaP). Contact the Help Desk at 860-262-5058 or email **DMHAS.INFO@ct.gov** for questions regarding login information.
The DMHAS Suite of Applications view will display only the applications to which a particular user has access.

1. Select the DMHAS Consumer Survey link to access the Consumer Survey.
2. The Consumer Survey Summary screen will display.

Select INFORMATIONAL LINKS and then the links listed to view information on the Consumer Survey.

Select DOCUMENTATION and then the link to view the Consumer Survey User’s Guide.
CONSUMER SURVEY SUMMARY

1. Select the **Agency** from the drop list. *Note: Users’ options will be limited to their security clearance. Most users will only have their home agency as an option.*

2. Select the current **Fiscal Year** from the drop list.

3. Any existing surveys for that year will display. If there are no consumer surveys for that year, the following message will display: **No consumer surveys found**....

4. Select the **CREATE NEW CONSUMER SURVEY** button at the bottom of the screen to create a new survey.

5. The **Consumer Survey Demographics** screen will display.
To COMPLETE A DMHAS CONSUMER SURVEY, follow the steps below:

1. Select the **Agency** from the Agency list. *(REQUIRED field.)*
2. Select the **appropriate Program(s) OR All** for all programs, from the **Program(s) list.**
3. Enter the **Date Completed** (the date form was completed) in the correct DD/MM/YYYY date format or select the date from the calendar. *(REQUIRED field.)* If you do not know the exact day, enter 01 for day and current month and year for month and year.
4. Select the **Fiscal Year** from the drop list. *(REQUIRED field.)* The field will default to the current fiscal year.
5. Complete the **Client Refused** field as noted below:

<table>
<thead>
<tr>
<th>CLIENT REFUSED TO ANSWER SURVEY QUESTIONS</th>
<th>REQUIRED field. Click on the Yes or No radio button.</th>
</tr>
</thead>
</table>

6. If **Yes** is selected for the **Client Refused** question, the survey is done. Select the **CONFIRMATION** button at the bottom of the screen to complete the survey.

   If Yes is selected for the **Client Refused** question and the **Agency, Date Completed and Fiscal Year** fields are not completed, error messages will display. These are required fields and need to be completed accordingly.

7. If **No** is selected for the **Client Refused** question, complete the **DEMOGRAPHICS** section of the survey as noted on the following page and continue on with the survey.
## DEMOGRAPHICS

8. Complete the Demographics fields as noted below. *Leave items unselected if the relevant information is missing:*

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>GENDER</td>
<td>Click on the Male or Female radio button to identify the consumer’s gender.</td>
</tr>
<tr>
<td>AGE</td>
<td>Click on the AGE range radio button that identifies the consumer’s age range.</td>
</tr>
<tr>
<td>RACE</td>
<td>Click the appropriate RACE check boxes to identify the consumer’s race. <em>Check all that apply.</em></td>
</tr>
<tr>
<td>ETHNICITY</td>
<td>Click on the appropriate radio button to identify the consumer’s ETHNICITY.</td>
</tr>
<tr>
<td>PRIMARY REASON FOR RECEIVING SERVICES</td>
<td>Click on the appropriate radio button to identify the consumer’s primary reason for receiving services.</td>
</tr>
<tr>
<td>LENGTH OF SERVICE</td>
<td>Click on the appropriate radio button to identify the consumer’s length of service.</td>
</tr>
</tbody>
</table>

9. Select the **Consumer Survey** button to go to the next page. (Select the **Cancel** button to cancel and not complete the survey.)

10. Page 1 of the Consumer Survey will display when the **CONSUMER SURVEY** button is selected.
11. Click on the appropriate radio button to enter the consumer’s rating of statements 1 - 15.

12. Click on the Page 2 tab at the top of the Consumer Survey. The second page of the form will be displayed.
13. Click on the appropriate radio button to enter the consumer’s rating of statements 16 - 28.

14. After question 28 is completed, enter any narrative comments the client may have provided in the ‘Is there anything else that you would like to tell us about your services here?’ field. Leave this field blank if no comments were offered.

15. Select the QUALITY OF LIFE button at the bottom of the screen. (Select the DEMOGRAPHICS button to go back to the DEMOGRAPHICS screen.)

The Quality of Life (items 29 through 33) section is OPTIONAL. If this step does not apply to your agency, skip to the next section by clicking the HEALTH RELATED OUTCOMES button.

Once the QUALITY OF LIFE button is selected, the screen and fields will display.
QUALITY OF LIFE – Page 1

1. Click on the appropriate radio button to enter the consumer’s rating of statements 1 - 3.

2. Click on the Page 2 tab at the top of the Quality of Life form. Page 2 will display.

3. Click on the appropriate radio button to enter the consumer’s rating of statements 4 – 12.
4. Click on the **Page 3** tab at the top of the **Quality of Life** form. Page 3 will display.

5. Click on the appropriate radio button to enter the consumer’s rating of statements 13 – 20.

6. Click on the **Page 4** tab at the top of the **Quality of Life** form. Page 4 will display.

7. Click on the appropriate radio button to enter the consumer’s rating of statements 21 - 25.

8. Click on the appropriate radio buttons (Yes or No) for question 26 and for the ‘Did someone help you to fill out this form?’ question.

9. Select the **HEALTH RELATED OUTCOMES** button if completing this section of the survey.
The Health Related Outcomes section is **OPTIONAL**. If this step does not apply to your agency, click on the CONFIRMATION button to complete the survey.

**HEALTH RELATED OUTCOMES**

1. When the **HEALTH RELATED OUTCOMES** button is selected, the health related questions will display. (Select the **CONSUMER SURVEY** button to go back to the **Consumer Survey** screen.)

2. Click on the appropriate radio button to enter the Health-Related Outcomes, questions 1 - 8.

3. Scroll down in the screen to complete the remaining questions.

4. Once the questions are completed, select the CONFIRMATION button at the bottom of the screen.
The Consumer Survey is complete. The Consumer Survey **Confirmation** screen will display and green check marks will display for each form that was completed for the client:

- Select the [Create a New Consumer Survey](#) link to go back to the Consumer Survey / Demographics screen and complete another survey.
- Select Return to [DMHAS Home link](#) to go back to the DMHAS Suite of Applications screen.
- Select the [Consumer Survey Summary](#) link to go back to locate and view Existing Survey(s).
UPDATING A CONSUMER SURVEY

1. Select the folder icon 📄 to open and view or update the consumer survey.

2. The Demographics screen information will display. Make any necessary updates.

3. Select the CONSUMER SURVEY button to go to the next page and make updates. (Select the CANCEL button to cancel updates and go back to the Consumer Survey search screen.)

4. Continue through the screens to make any other necessary updates and select the CONFIRMATION button to save the updates.
DELETING A CONSUMER SURVEY

1. Select the X icon to delete a survey.

![Image of DMHAS Consumer Survey grid]

2. A message box will display asking ‘Are you are sure you would like to delete…?’

3. Select OK. (Select the Cancel button if you do not want to delete the survey.)

![Image of confirmation message]

4. The survey will no longer display in the grid.

![Image of updated grid without selected survey]
DDaP PASSWORDS

To CHANGE YOUR PASSWORD ANYTIME, follow the steps below:

4. Click on the **Tools** menu on the **Side bar** on the **DMHAS Suite of Applications** Home page.
5. Select the **Change Password** option. DDaP will display the **Change Your Password** window:

<table>
<thead>
<tr>
<th>Change Your Password</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Password:</td>
</tr>
<tr>
<td>New Password:</td>
</tr>
<tr>
<td>Confirm New Password:</td>
</tr>
</tbody>
</table>

3. Enter your **Current Password** and your **New Password**.
4. Enter your **New Password** again to **Confirm**.
5. Select the **Change Password** button. (Select **Cancel** to close out of the window.)
6. The **Change Password Complete** window will display.

<table>
<thead>
<tr>
<th>Change Password Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your password has been changed!</td>
</tr>
<tr>
<td>Continue</td>
</tr>
</tbody>
</table>

7. Select the **Continue** button. Select **DMHAS Data Performance (DDaP)** to get into the DDaP application, or **Log out** to log out of the application (See ‘Logging out’ below.)

LOGGING OUT OF THE DMHAS DATA PERFORMANCE SYSTEM

*When you are finished working in the DMHAS Data Performance System (DDaP), you must log out to ensure the confidentiality of the client data.*

To logout, follow the steps below:

1. Click on the **Home** link on the Side Bar.
2. Once back on the **DMHAS Suite of Applications** screen, select **Log out** on the Side Bar.
3. Click on close (X) button on the upper right end of the screen.