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# WISCONSIN'S ANNUAL MENTAL HEALTH SATISFACTION SURVEY INITIATIVE

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# Wisconsin's MH System

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- County-based public system (72) as well as 11 federally-recognized tribes
- MH system is primarily funded by Medicaid and local county tax levy
- State and MHBG funding primarily used as seed money for development and transformation
- Counties responsible by State statute
- Counties decide which services in the continuum they will offer and state certifies them

# Basic State Mental Health Service Continuum

Program Type	# of Certified Programs
Institutions	2
Inpatient	44
Community Support Programs (based on ACT)	80
Psychosocial rehabilitation	20
Outpatient	842



# Overview of Wisconsin's Satisfaction Survey Initiative

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- MHSIP Survey for adults and parents of youth
- Random statewide sample
- Consumers with an SMI/SED
- Mail survey method
- Close university partnerships to conduct survey
- Relatively high response rate for mail survey
- Relatively modest satisfaction levels overall



# Relative Results

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- Wisconsin response rate for mail survey = 41%
- 2 of 11 states/territories with higher response rates for purely mail surveys
- Wisconsin adult “General Satisfaction” level = 73%
- 50 of 54 states/territories with higher levels of “General Satisfaction”