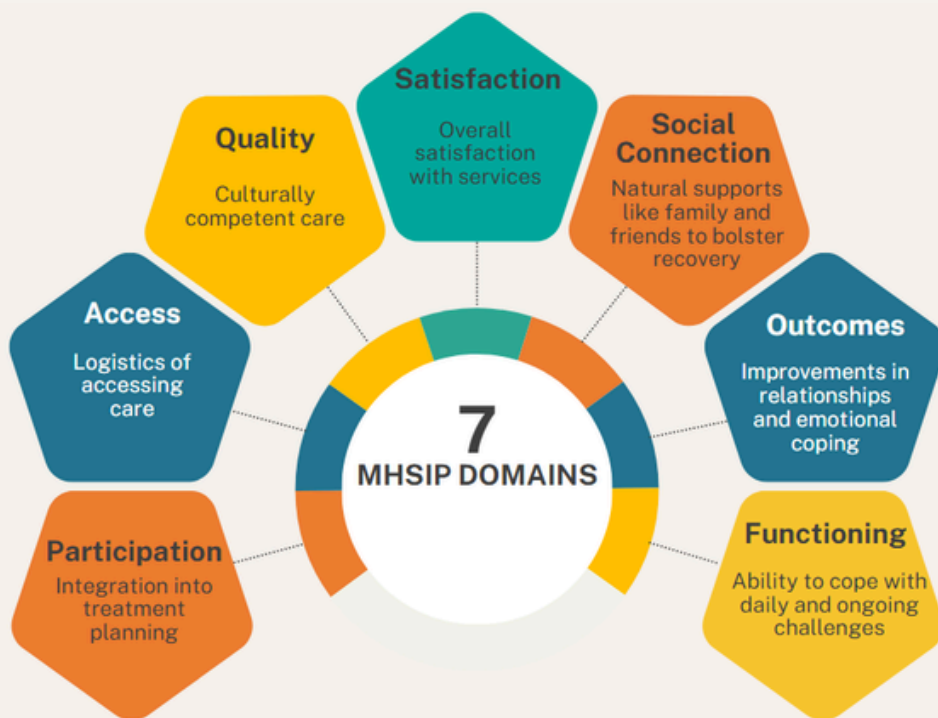


Behavioral Health Participant Satisfaction Survey Results, 2025



Introduction

Dane County Department of Human Services (DCDHS) contracts with dozens of community agencies and providers to deliver behavioral health services to residents. Providers deliver services across the spectrum of behavioral health care, including crisis services, outpatient therapy, residential and inpatient treatment, psychiatry, case management, vocational support, and more.

In 2025, Dane County's public behavioral health care system served over 11,000 individuals.

Sample Overview

- 1,748 people surveyed¹
- 250 participants responded
- 14.3% Response Rate
- Older adults (60+) were more likely to respond than young adults (18-29).
- White participants were more likely to respond than non-white participants.
- Respondents by service type:²
 - CSP: 41%
 - Case Management: 20%
 - Outpatient: 17%
 - Peer Support: 7%
 - Other: 14%

Surveying Overview

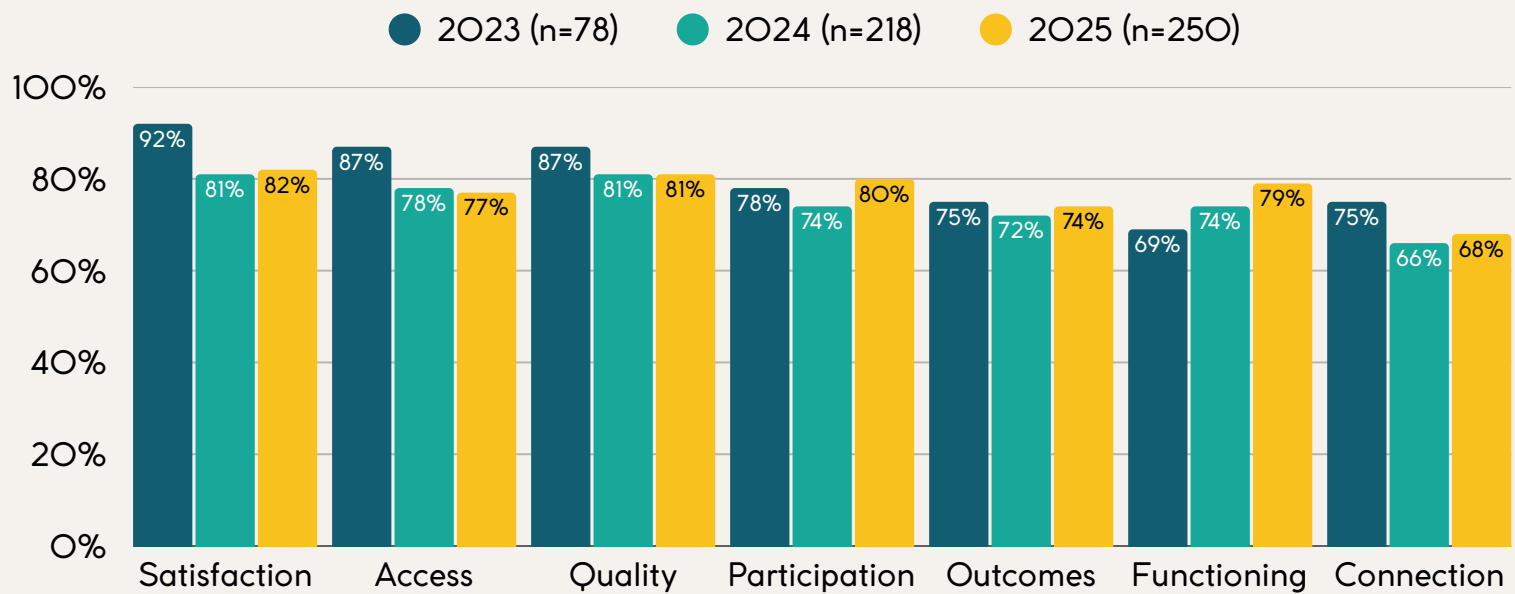
The Mental Health Statistical Improvement Project (MHSIP) Adult survey instrument measures key outcomes related to satisfaction, access, quality of services, participation in treatment, functioning and outcomes, and social connection. For more information about the survey tool and administration, view the Wisconsin [DHS Participant Guide](#) and the [MHSIP survey instrument](#).

Overall Perception of Care

Domain Scores by Year, 2023-2025

- Domain scores remain consistent across all domains from the previous year (2024).
- The variations in scores across years on these domains are directional but not statistically different, which means the changes could be because of chance or other individual-level factors that do not rise to population-level change.
- There were no significant differences in domain scores between mental health program participants and substance use program participants.

Percentages in charts represent the percentage of respondents who reported positively on each item.



Key Findings³

- Participants in case management services and community support programs (CSP)s reported higher scores on the all domains compared to outpatient services and peer support services, but small group sizes limit the ability to draw conclusions about differences in outcomes by service type.⁴
- Participants in peer support programs reported the highest scores on the Quality of Services domain, indicating participants in these programs feel respected and valued by staff to grow and recover on their journey.
- The majority of participants in outpatient (73%) and case management programs (73%) and CSPs (73%) reported better social-emotional outcomes on the Outcomes domain.
- Older adults (60+) generally reported higher scores than young adults (18-29) and middle-age adults (30-59).
- Unless otherwise noted, there were no significant differences in scoring by race, gender, age, or service type.
- Participants in urgent care programs were not surveyed.⁵

“ Everyone has been great! I feel well-supported and encouraged to be my most authentic self and really feel I am thriving in the community. ⁶ ”



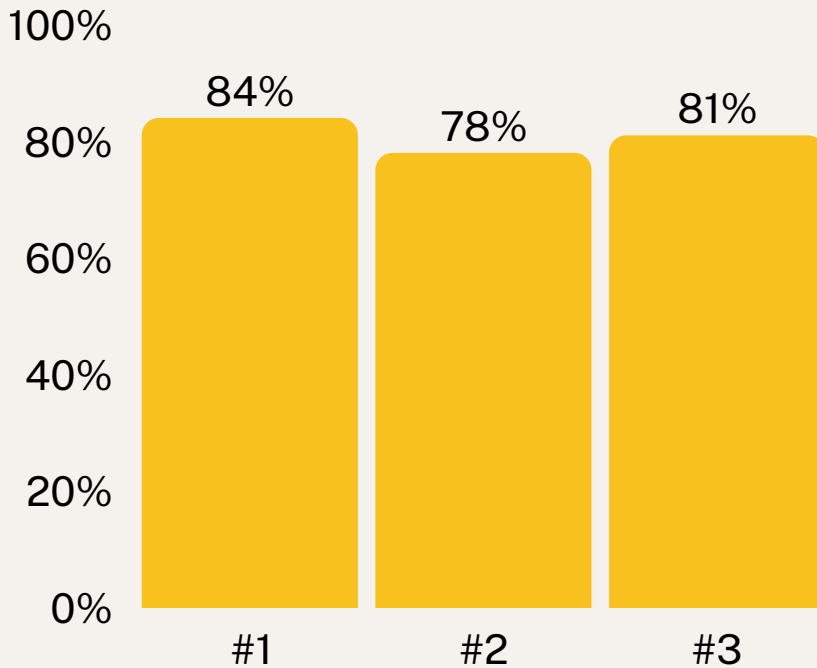
82%

Overall satisfaction with services.

Satisfaction

This domain measures overall satisfaction with services.

- #1 I like the services that I received here.
- #2 If I had other choices, I would still get services from this agency.
- #3 I would recommend this agency to a friend or family member.



“ With routine connections from [my provider] I have a happier, continual feeling of satisfaction [and] better lifestyle. ”

“ I am so grateful for how much my life has improved and I feel so much happier because of my services. ”

Key Takeaways

- Satisfaction domain score (82%) is similar to the previous year (81% in 2024) after a significant decrease from 2023 (92%).⁷
- About 8 in 10 participants report positively on each domain items, indicating participants across the service array are feeling satisfied overall with their experience.

Interested in results from prior years?

Reading the [2024 report](#) and [2023 report](#).



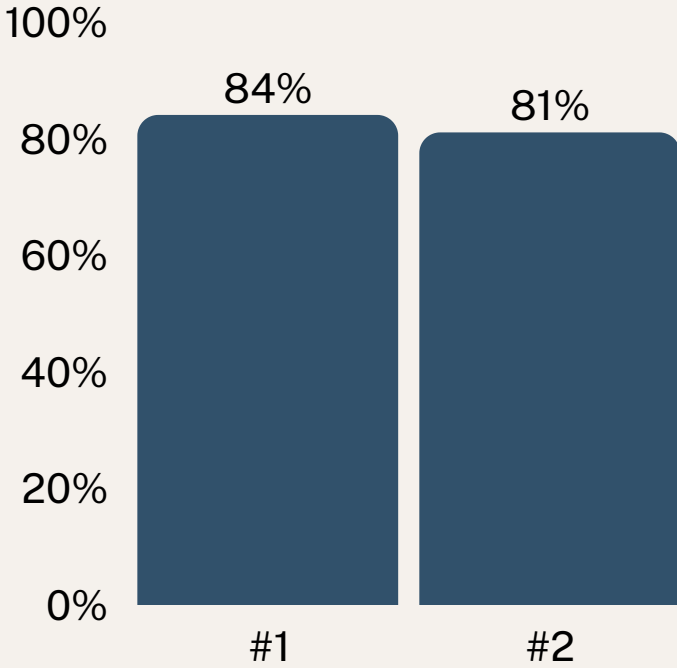
80%

Participant engagement in treatment planning

Participation

This domain measures how well participants were integrated into their treatment planning.

- #1 I felt comfortable asking questions about my treatment and medication.
- #2 I, not staff, decided my treatment goals.



Recovery is driven by empowered participants actively engaged in their treatment planning.⁸

“ [My provider] has been absolutely amazing and has helped me so much. She is always willing to give me different options and makes me feel in control of my care. She has really helped me process a lot of traumatic events in a way that feels empowering and that equips me to move forward and handle future situations better. I don't know where I'd be without her. ”

Key Takeaways

- Participation scores overall remained consistent to the prior year (74%). Item scores were also similar to recent years.
- Participants in case management (83%) and CSPs (80%) reported the highest scores on this domain, followed by Outpatient program participants (76%) and Peer Support participants (62%).
- Participants across program types reported highly on the item “I felt comfortable asking questions about my treatment and medication,” indicating that staff are supporting an environment that is person-first and recovery-centered.
- Older adults (age 60+) reported 100% positive scores on this domain.



77%

Timely, convenient, and accessible services



Scheduling



Location



Transportation

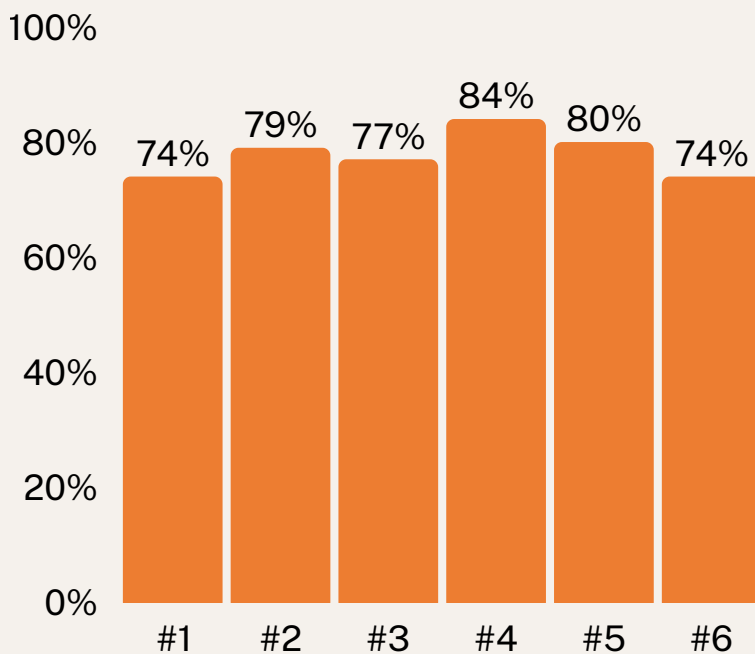


Availability

Access

This domain measures the logistical and operational components of services.

- #1 The location of the services was convenient.
- #2 Staff were willing to see me as often as I felt was necessary.
- #3 Staff returned my calls within 24 hours.
- #4 Services were available at times that were good for me.
- #5 I was able to get all the services I thought I needed.
- #6 I was able to see a psychiatrist when I wanted to.



“ My case manager has stepped up her support for me. Scheduling is most difficult to find the time I need. My needs are increasing with my age and the progress I'm making.

“ The service I'm receiving is excellent, especially the support from the staff. [My provider] is professional, kind, respectful, and listens to my concerns and tries to find solutions. Love it!

Key Takeaways

- Access scores overall remained consistent to the prior year (78% in 2024). Item scores were also similar to recent years.
- CSP participants reported the highest scores on all items in this domain, indicating the CSP programs are doing incredibly well at being consistently available and responsive to participants.
- CSP and case management program participants reported significantly higher scores on the item “I was able to see a psychiatrist when I needed to” (about 78%) compared to peer support and outpatient programs (about 60%).⁹ While it is expected that long-term case management-based programs will have more structured support for psychiatry services, one area for system improvement may be bridge prescribing support to participants in lower-intensity services like outpatient therapy.



81%

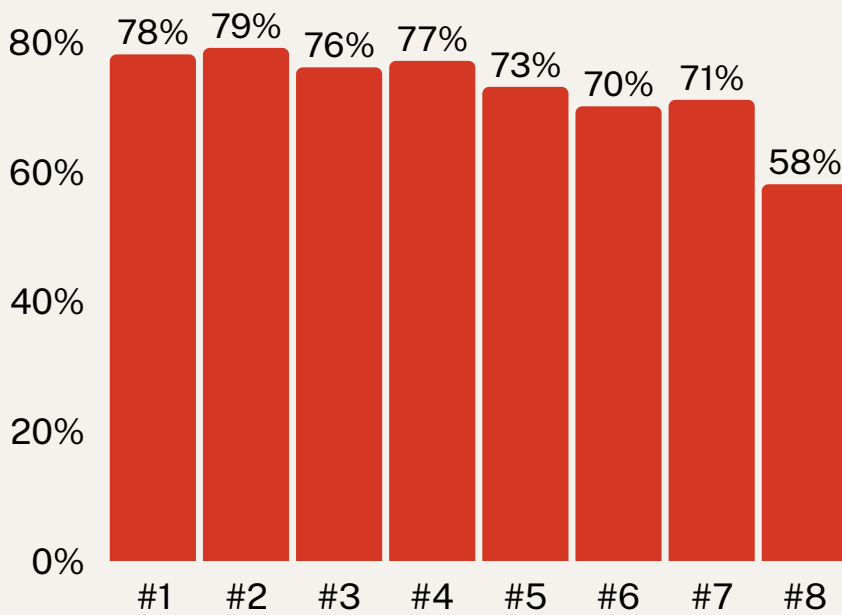
Improvements in emotional and behavioral outcomes

Improvements in long-term emotional and behavioral health can be challenging to measure and sustain.

Outcomes

This domain measures changes in emotional and behavioral outcomes targeted by intervention and treatment.

- #1 I am better able to control my life.
- #2 I deal more effectively with daily problems.
- #3 I am better able to deal with crisis.
- #4 I do better in social situations.
- #5 My housing situation has improved.
- #6 I am getting along better with my family.
- #7 I do better in school and/or work.
- #8 My symptoms are not bothering me as much.



“The help I have received, the support saved my life more than once and I don’t have the right words to express how essential my team has been in my healing and continuing recovery.”

“The service provided through the parent support group has helped me manage issues around my child’s school and home environment. They have provided me with resources to help with my own well-being and mental health.”

Key Takeaways

- The Outcomes domain score increased significantly from the prior year (81% in 2025 from 72% in 2024).¹⁰ Item scores were similar from the prior year.
- The lowest scoring item on this domain across most service types was “my symptoms are not bothering me as much,” indicating that while participants feel their treatment program is accessible and responsive to their needs, they are still struggling to manage their symptoms.
- While participants struggle with symptom management, many are reporting that their coping skills are improving, especially on items like dealing more effectively with daily problems, feeling in control of their life, and feeling better able to deal with crisis, where scores ranged from 73% to 84% for participants in case management programs, CSPs, and Outpatient programs.



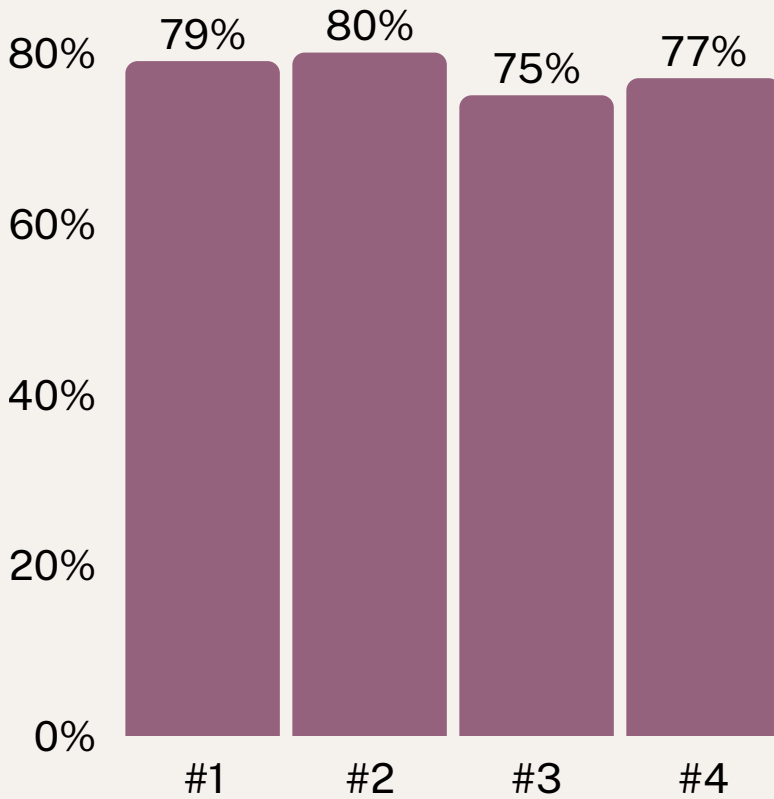
79%

Impact of treatment on day-to-day coping.

Functioning

This domain measures the extent to which services have a positive impact on participant's coping skills and regulation, both in acute crises and daily challenges.

- #1 I do things that are more meaningful to me.
- #2 I am better able to take care of my needs.
- #3 I am better able to handle things when they go wrong.
- #4 I am better able to do things that I want to do.



“ [My provider] has really been here for me through all of my mental health needs. I love the people and the environment. I don't know where I would be now if I didn't get help from them! ”

“ I have grown and developed in many aspects of my mental health. I am so much healthier than before I joined group therapy and individual therapy at my provider. ”

Key Takeaways

- The Functioning domain score rose slightly (79%) from the previous year (74%). Most item scores were also similar to recent years.
- Participants scored significantly higher on the item “I am better able to handle when things go wrong” (75%) compared to the prior year (65%).¹¹
- CSP participants and case management participants consistently scored higher on these items than outpatient and peer support participants.



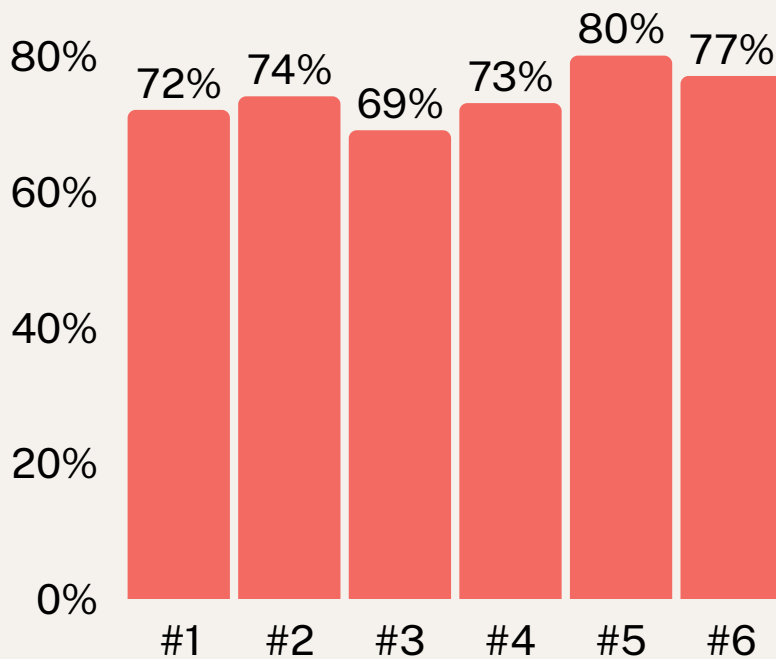
68%

Connections to social support from loved ones and community

Connectedness

This domain measures formal and informal supports in place from loved ones and participants' communities that bolster and sustain recovery.

- #1 I am happy with the friendships I have.
- #2 I have people with whom I can do enjoyable things.
- #3 I feel I belong in my community.
- #4 In a crisis, I would have the support I need from family or friends.
- #5 I know people who will listen and understand me when I need to talk.
- #6 I have people that I am comfortable talking with about my problems.



“ I couldn't be more pleased with the services I received! Everyone was very nice and willing to work with me to attain my goals. I learned a lot and I am better able to coordinate my activities, joining in with things I enjoy with the learned abilities to say no, or not overcommit, when it is not necessary. Kudos to all!! ”

“ [My provider] helps me with clubs and services to fit my needs. They are very supportive to me. ”

Key Takeaways

- The Social Connectedness domain score (68%) remained consistent to the prior year (66% in 2024).
- The lowest scoring item on this domain across all service types was “I feel I belong in my community.” This suggests a need for inclusion and integration for people with lived experience with mental illness and substance use disorder.
- The highest scoring item was “I know people who will listen and understand me when I need to talk,” indicating that while participants do not feel connected to their larger community, they do find support and connection in close relationships with loved ones.
- The item scores on this domain were the lowest overall compared to all other domains.



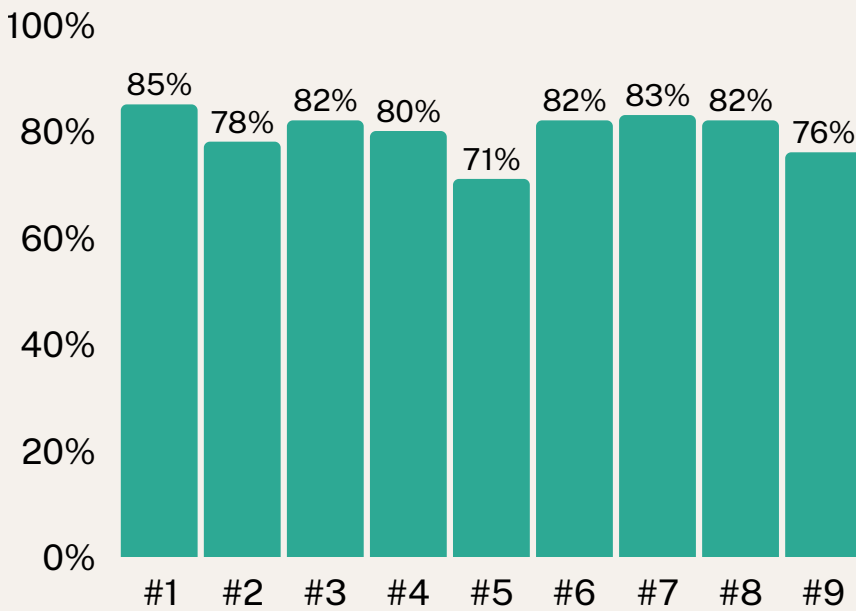
81%

Cultural sensitivity, acceptance, and empowering participants

Quality & Appropriateness

This domain measures participant interactions with staff and providers' culture of acceptance and empowerment of participants.

- #1 Staff believed that I could grow, change, and recover.
- #2 I felt free to complain.
- #3 I was given information about my rights.
- #4 Staff encouraged me to take responsibility for how I live my life.
- #5 Staff told me what side effects to watch out for.
- #6 Staff respected my wishes about who is and who is not to be given information about my treatment.
- #7 Staff were sensitive to my cultural background.
- #8 Staff helped me obtain the info I needed so that I could take charge of managing my mental health and/or substance use condition.
- #9 I was encouraged to use consumer-run programs.



“ [My team] was invaluable during our experience. They were so generous with their time, were always willing to answer our questions and their knowledge was incredible. They should be commended for their dedication to helping those in need through a difficult journey. ”

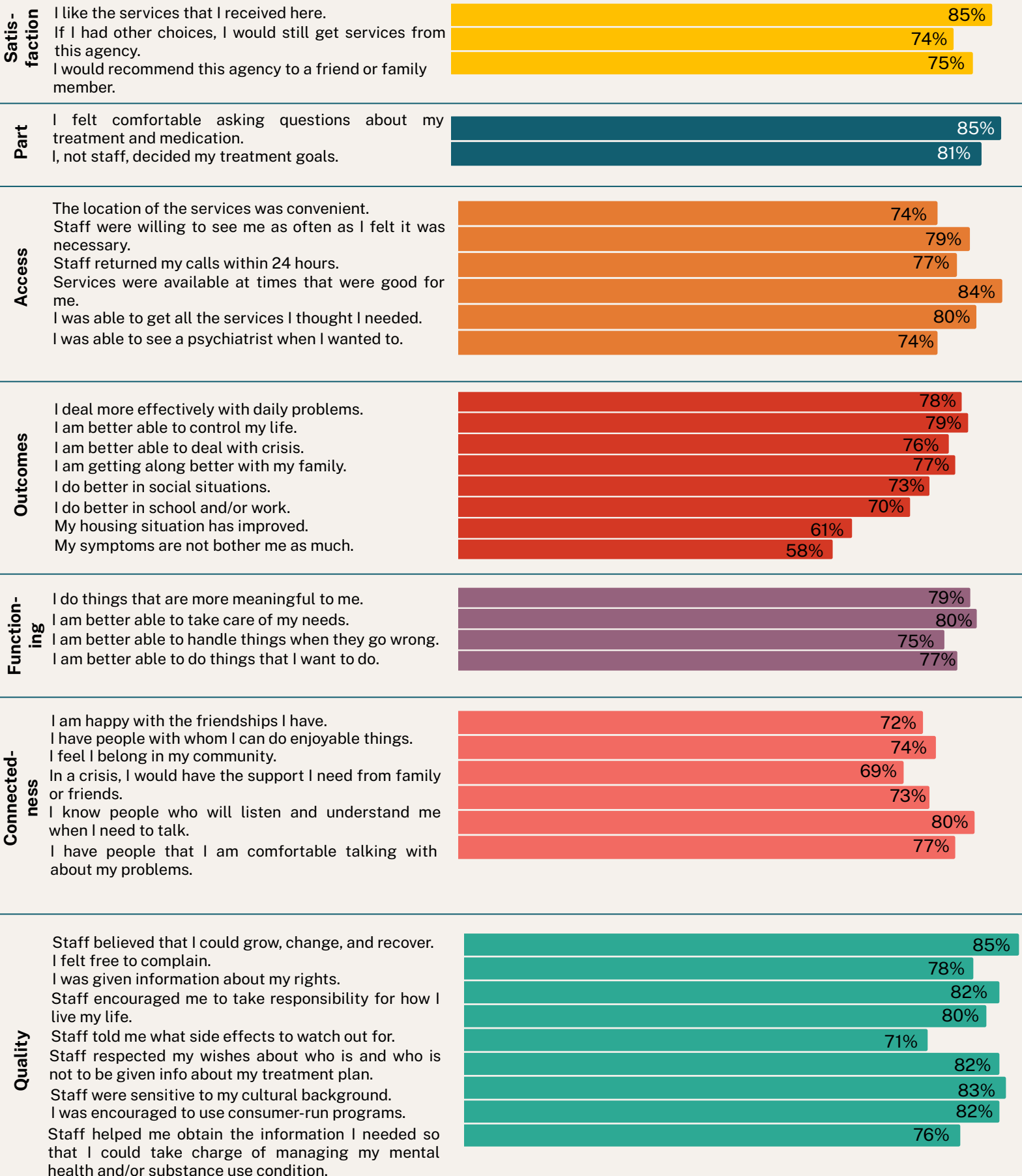
“ I have been able to focus and grow my career with this space I have been given. ”

Key Takeaways

- The Quality domain score (81%) was the same as the prior year. Item scores were also similar to recent years.
- The majority of participants across the behavioral health array report high scores on these items, indicating many feel supported and empowered by staff, regardless of the type(s) of service they receive.

Appendix A - All Responses

Percent of Respondents Rating Item "Strongly Agree" or "Agree"



Footnotes

1. Comprehensive Community Services (CCS) participants are not included in this sample population. For a summary of 2025 MHSIP survey results for CCS participants, visit the [CCS Resources](#) website.
2. Services in the Other category include programs like residential substance use disorder (RSDU) room and board, housing assistance, group homes, and benefit navigation assistance programs.
3. Unless otherwise noted, there were no statistically significant differences on domain or item scores by race, age, or gender.
4. Services are grouped by four core types: case management services, community support programs, peer support services, and outpatient services. Case management services include targeted case management (TCMs) and other case management programs. Peer support services includes peer support programs in mental health and substance use programs. Outpatient services include individual and/or group therapy services.
5. The MHSIP survey tool is validated to survey any mental health program. However, the item questions are structured to measure long-term change in emotional and behavioral goals, which is markedly more difficult in short-term, high-intensity services like crisis intervention and even short-term services like peer support. The MHSIP tool, by design, will not be able to capture the nuances of what “success” looks like for these types of services in the way that it can for longer-term, recovery-oriented programs.
6. Wording within the quotes may have been altered to protect personal information, including personally identifying information, agency and staff member names, locations, or other protected health information that could inadvertently identify the respondent.
7. $z = 2.82, p < 0.005$
8. Substance Use and Mental Health Services Administration (SAMHSA), [Working Definition of Recovery](#). February 2012. Retrieved March 10, 2025.
9. $z = 2.27, p < 0.05$
10. $z = 2.31, p < 0.05$
11. $z = 2.40, p < 0.05$