

March 18, 2024

February 26, 2024, meeting follow-up # 1

- CDPH Consumer Satisfaction Survey
- CDPH 590 Grantee Coordination Survey
- Treatment Not Trauma Community Survey
- Treatment Not Trauma Working Group: Community Consultant Survey
- Maternal mental health survey provider survey
- The Kennedy Forum/Sage Health Strategy Community Input Survey
- New Arrival Shelter Activation Survey
- Tobacco Interventions & Cessation Services Survey
- National Outcome Measures (NOMs)

At the February 26, 2024, meeting, we discussed ways to get input about CDPH services from people currently served. We asked about current participant surveys.

- Prior to 2012, CDPH collected and reported on mental health center participant surveys.
- CDPH used to employ a [peer] program coordinator to facilitate survey collection.
- CDPH surveyed participants in 2018, but a tally or analysis, if done, was not made available.
- In 2019 and 2020, CDPH was asked about the status of center participant surveys. Here is a link to the CDPH 2020 Consumer Survey form: [consumer_survey_final_2020.pdf](#)
- When COVID moved most CDPH mental health services to telephone and videoconferencing, we asked whether participants were surveyed about access to the internet as well as consumer visit preferences.

Via Freedom of Information, CDPH has provided a copy of the [participant survey](#) in use as well as a summary of 2023 surveys of center participants.

- [CDPH 2023 Participant Satisfaction Survey.docx](#)
- [Consumer Survey Final 1021.xlsx](#)

Assessment/Plan: pending board review.

Links to other recent survey forms are below.

CDPH should make these survey results available, too.

[CDPH 590 Grantee Coordination Survey](#)

<https://redcap.dph.illinois.gov/surveys/?s=8T9WKDTC4CTJFCJH>

Some Illinois Department of Human Services Chicago area 590 mobile crisis grantees have client surveys. CDPH has not responded to a question (October 2022 and again in January 2024) about whether it is obtaining similar feedback from the folks it assisted via CARE Teams.

- [A few Illinois Department of Human Services 590 Program client surveys](#) :Trilogy, HRDI, Thresholds

Treatment Not Trauma Working Group: Community Consultant Survey

[https://chicagomentalhealth.files.wordpress.com/2024/03/treatment-not-trauma-working-group - community-consultant-survey.pdf](https://chicagomentalhealth.files.wordpress.com/2024/03/treatment-not-trauma-working-group-community-consultant-survey.pdf)

[Treatment Not Trauma Community Survey](#)

<http://bit.ly/tnt-sessions>

[Maternal mental health survey provider survey](#)

<https://cdphrc.chicago.gov/surveys/?s=ARLXERLFRHEWJNLW>

- Info requested from CDPH in November 2023 and again in February 2024. Under Freedom of Information, a copy of the survey was given. [This is the summary.](#)

[New Arrival Shelter Activation Survey](#)

<https://forms.office.com/pages/responsepage.aspx?id=qc02cC0GUUGBRJfdxW5wJwiE3PNO419Puo4Rf1udXvhUQk1VOFg3STFZVU9SV0tLT1hPRkI3SEc5Vy4u>

Tobacco Interventions & Cessation Services Survey

“The Chicago Department of Public Health actively seeks to connect Chicagoans with tobacco interventions and cessation services, focusing on the South and West Side, where the vast amount of smoking data cluster. CDPH is contacting health systems to garner interest in building tobacco cessation programming and learning more about your organization's existing cessation programming.”

<https://cdphrc.chicago.gov/surveys/?s=KHLKRX7PHYKEXHHE>

Community Input Survey-Kennedy Forum/Sage Health Strategy

From the October 2023 CDPH Delegate Newsletter:

“CDPH, in partnership with The Kennedy Forum (KF), invites you to participate in a community input survey to help guide the city of Chicago leaders as they work to improve access to behavioral health services. Your opinion is valuable as we gather insights into current mental health and substance use disorder services in Chicago. The survey is focused on prevention, treatment, crisis intervention, and long-term services and support. The survey is entirely anonymous, you must be 18 years or older to participate, and it will only take 15 minutes to complete. Once the survey has been completed, there is an opportunity to enter your contact information to be included in a raffle for a \$100 gift card. Your voice matters, and your participation can truly make a difference. Use this link to access the survey: <https://www.surveymonkey.com/r/RWLSQ5G>”

CDPH should make available results of all surveys listed above.

Others

Center for Mental Health Services (CMHS) - National Outcome Measures (NOMs)

https://spars.samhsa.gov/sites/default/files/2023-06/SPARS-CMHS-NOMS_QxQ.pdf

<https://spars.samhsa.gov/content/cmhs-noms-client-level-services-qxq-guide-spanish>

<https://spars.samhsa.gov/sites/default/files/2023-02/CMHSNOMSToolEnglish.pdf>

MHSIP CONSUMER SURVEY

<https://www.samhsa.gov/sites/default/files/mhbg-mhsip-consumer-survey.pdf>

Facilities

Redacted spreadsheet from ancient times of quarterly mental health center surveys (~2007/08) showing that CDPH reported on facility health and safety, too.

<https://chicagomentalhealth.files.wordpress.com/2024/03/statsmhcquarterlysurveys-redacted.pdf>

MOPD ADA Title II 2023 Survey list from the Mayor's Office of People with Disabilities

[2023 MOPD Title II Facility Surveys.xlsx](#)

CMHBC 3/18/2024