

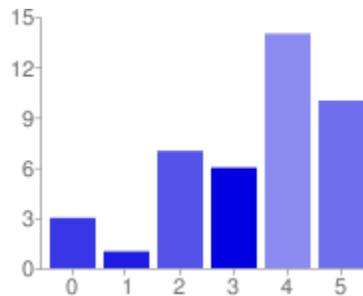
# MHSA Stakeholder Communication Survey

## Summary of 41 Responses

August 17, 2010

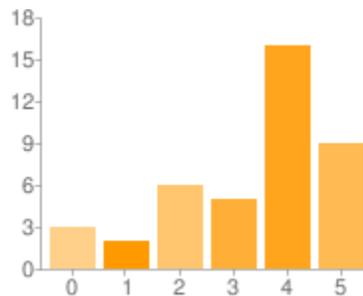
The Mental Health and Substance Abuse Division (MHSA) is dedicated to maintaining a collaborative partnership with its diverse group of contracted providers. This initial evaluation will enable us to develop ways in which to improve our overall communication to the field. The division appreciates your unique perspective, and will continue to build upon this feedback through subsequent surveys.

### Stakeholder meetings I have attended have been well-organized and productive.



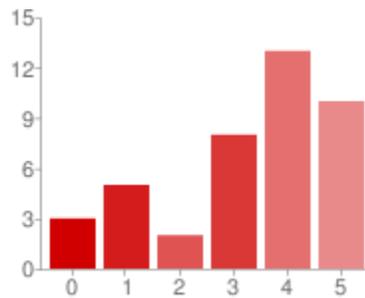
0 – Not Applicable	3	7%
1	1	2%
2	7	17%
3	6	15%
4	14	34%
5 – Strongly Agree	10	24%

### Stakeholder meetings I have attended had a clear and meaningful purpose.



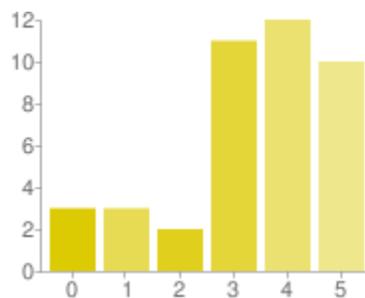
0 – Not Applicable	3	7%
1	2	5%
2	6	15%
3	5	12%
4	16	39%
5 – Strongly Agree	9	22%

**The frequency and length of stakeholder meetings I have attended was appropriate.**



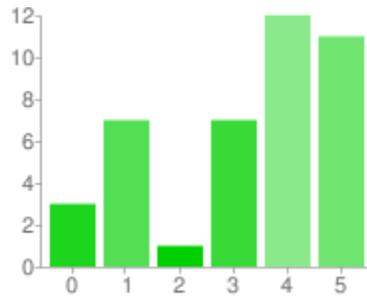
0 – Not Applicable	3	7%
1	5	12%
2	2	5%
3	8	20%
4	13	32%
5 – Strongly Agree	10	24%

**Meeting participants are a diverse and appropriate representation of external stakeholders.**



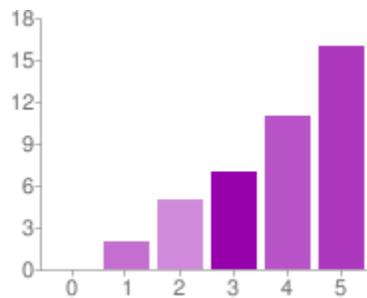
0 – Not Applicable	3	7%
1	5	12%
2	2	5%
3	8	20%
4	13	32%
5 – Strongly Agree	10	24%

**I feel that these meetings welcomed participation throughout, and that MHSA will use this feedback in developing initiatives and recommendations.**



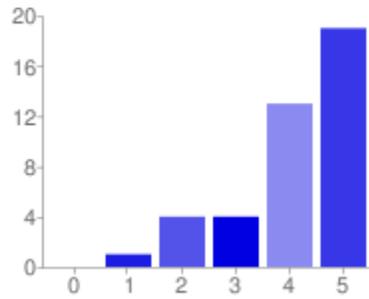
0 – Not Applicable	3	7%
1	1	17%
2	1	2%
3	7	17%
4	12	29%
5 – Strongly Agree	11	27%

**I know which MHSA staff person to contact when I have a question or problem.**



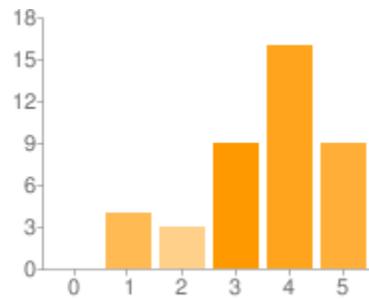
0 – Not Applicable	0	0%
1	2	5%
2	1	2%
3	7	17%
4	11	27%
5 – Strongly Agree	16	39%

**MHSA staff is professional and respectful when I communicate with them.**



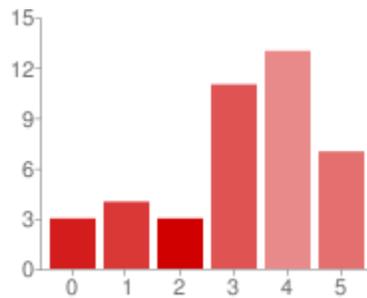
0 – Not Applicable	0	0%
1	2	5%
2	4	10%
3	4	10%
4	13	13%
5 – Strongly Agree	19	46%

**MHSA responses to my inquires are timely and informative.**



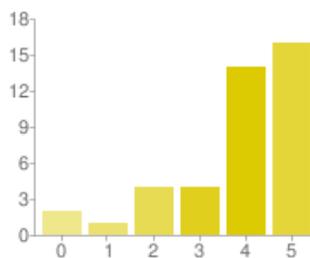
0 – Not Applicable	0	0%
1	4	10%
2	3	7%
3	9	22%
4	16	39%
5 – Strongly Agree	9	22%

**The DSHS Mental Health and Substance Abuse web pages are easy to navigate and provide valuable information to me/my agency.**



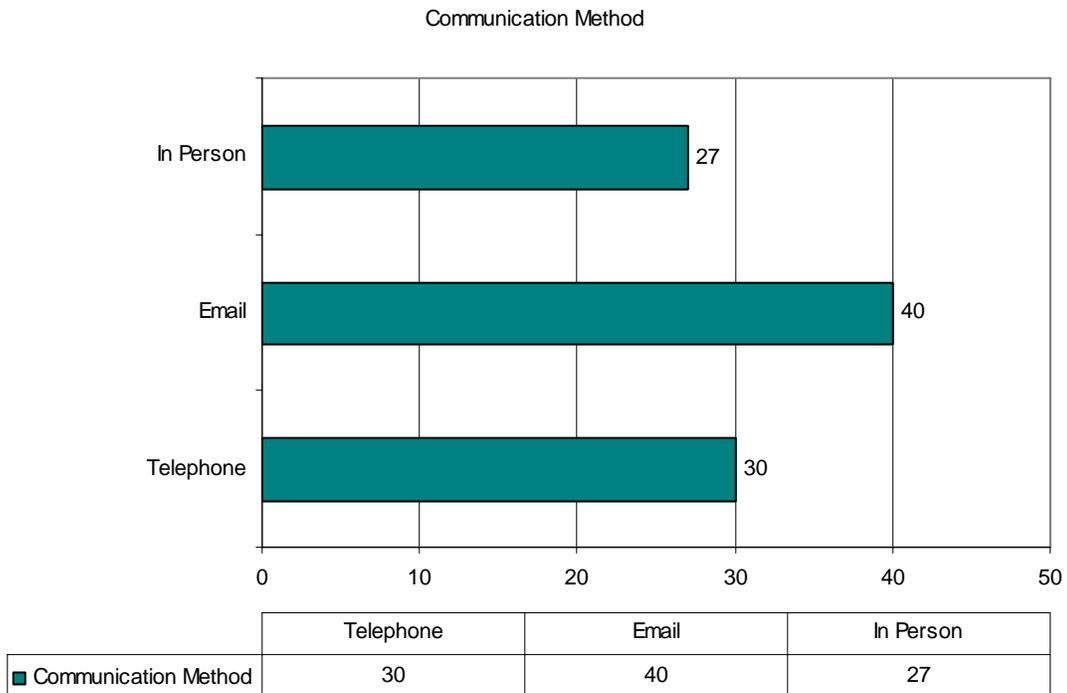
0 – Not Applicable	3	7%
1	4	10%
2	3	7%
3	11	27%
4	13	32%
5 – Strongly Agree	7	17%

**I am aware of how to sign up for email updates on the Mental Health and Substance Abuse web pages to learn about MHSA web updates.**

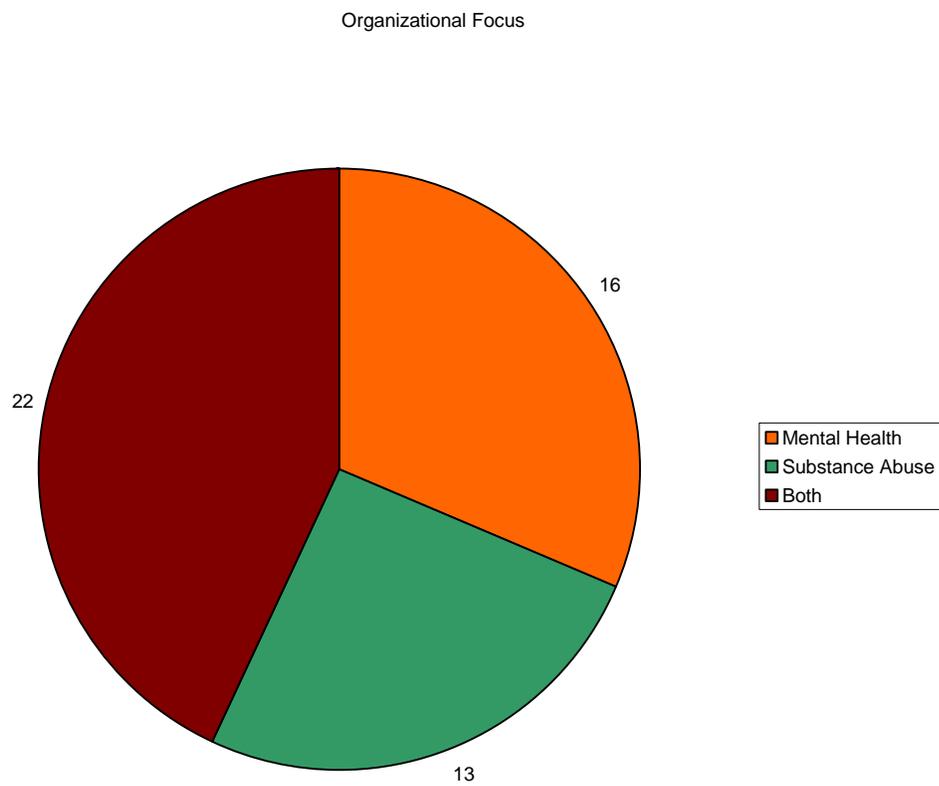


0 – Not Applicable	2	5%
1	1	2%
2	4	10%
3	4	10%
4	14	34%
5 – Strongly Agree	16	39%

**\*Which communication methods have you used to reach MHSA?**

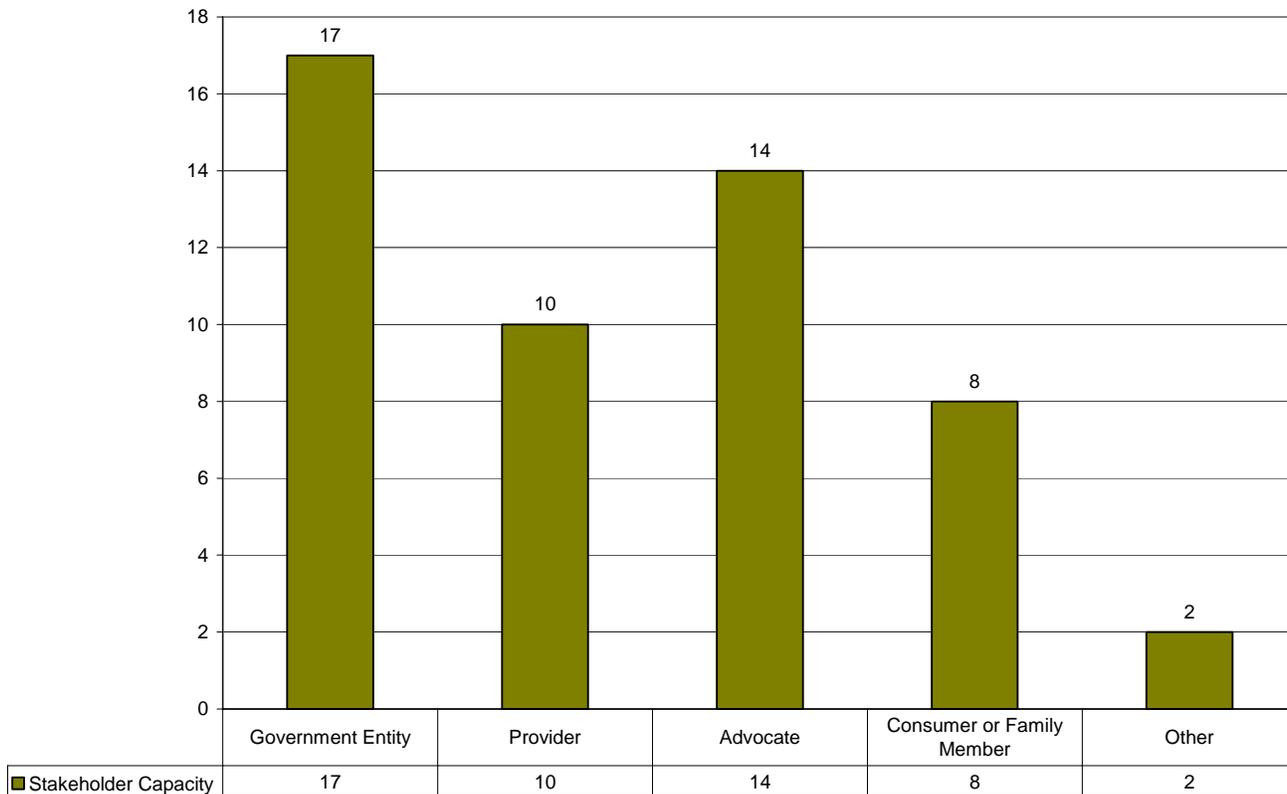


**\*I or my organization are mostly focused on items pertaining to:**



**\*In which capacity are you a stakeholder?**

Stakeholder Capacity



*\*Respondents can check more than one box, so response totals may be over 100%.*