

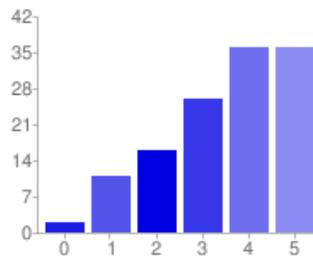
# MHSA Provider Communication Survey

## Summary of 127 Responses

August 17, 2010

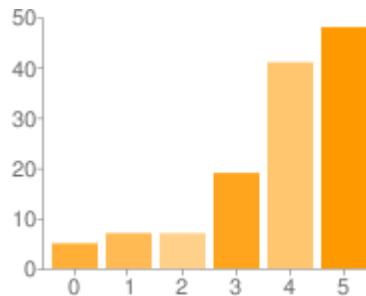
The Mental Health and Substance Abuse Division (MHSA) is dedicated to maintaining a collaborative partnership with its diverse group of funded providers. This initial evaluation will enable us to develop ways in which to improve our overall communication to the field. The division appreciates your unique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

### I know which MHSA area or staff to contact when I have a question or problem.



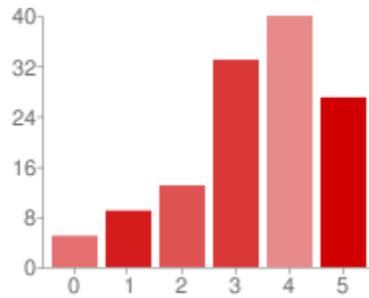
0 Not Applicable	2	2%
1	11	9%
2	16	13%
3	26	20%
4	36	28%
5 Strongly Agree	36	28%

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



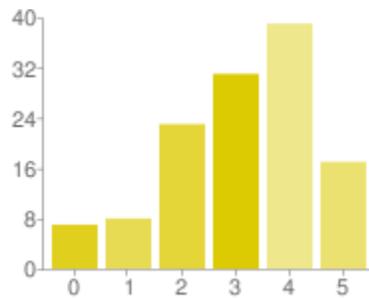
0 Not Applicable	5	4%
1	7	6%
2	7	6%
3	19	15%
4	41	32%
5 Strongly Agree	48	38%

**MHSA staff responses to my inquiries are timely and informative.**



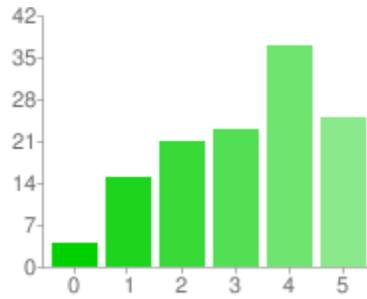
0 Not Applicable	5	4%
1	9	7%
2	13	10%
3	33	26%
4	40	31%
5 Strongly Agree	27	21%

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



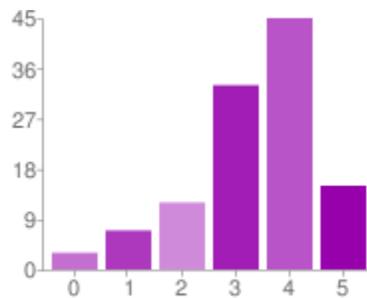
0 Not Applicable	7	6%
1	8	6%
2	23	18%
3	31	25%
4	39	31%
5 Strongly Agree	17	14%

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



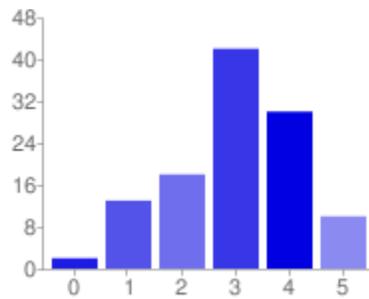
0 Not Applicable	4	3%
1	15	12%
2	21	17%
3	23	18%
4	37	30%
5 Strongly Agree	25	20%

**Broadcast communications from MHSA are clear and easy to understand.**



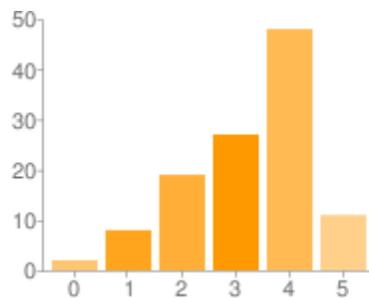
0 Not Applicable	3	3%
1	7	6%
2	12	10%
3	33	29%
4	45	39%
5 Strongly Agree	15	13%

**I receive broadcast communications in plenty of time to respond and take necessary action.**



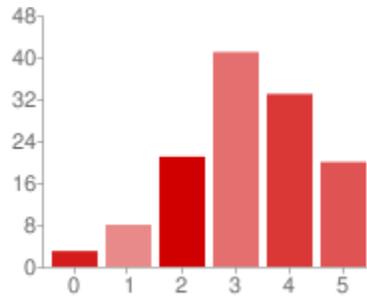
0 Not Applicable	2	2%
1	13	11%
2	18	16%
3	42	37%
4	30	28%
5 Strongly Agree	10	9%

**Information on funding opportunities is shared with my organization in a timely fashion.**



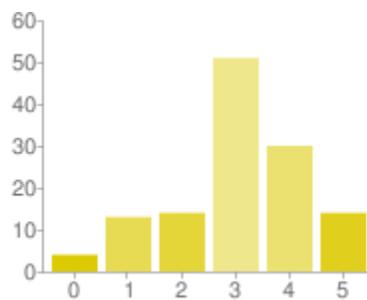
0 Not Applicable	2	2%
1	8	7%
2	19	17%
3	27	23%
4	48	42%
5 Strongly Agree	11	10%

**Information about DSHS policies and procedures that affect my organization is easily accessible.**



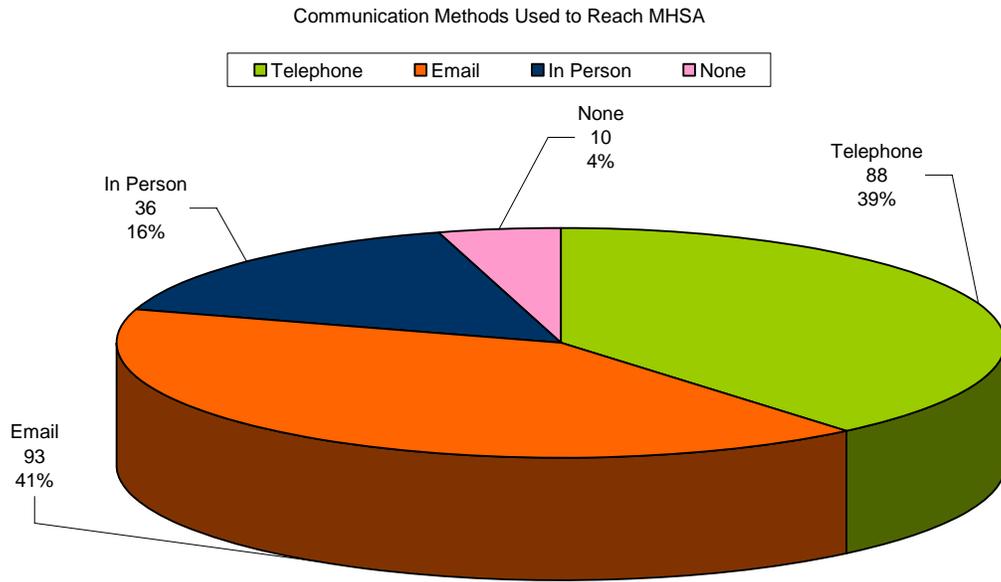
0 Not Applicable	3	2%
1	8	6%
2	21	17%
3	41	33%
4	33	26%
5 Strongly Agree	20	16%

**MHSA solicits and is responsive to my input on agency initiatives and activities.**

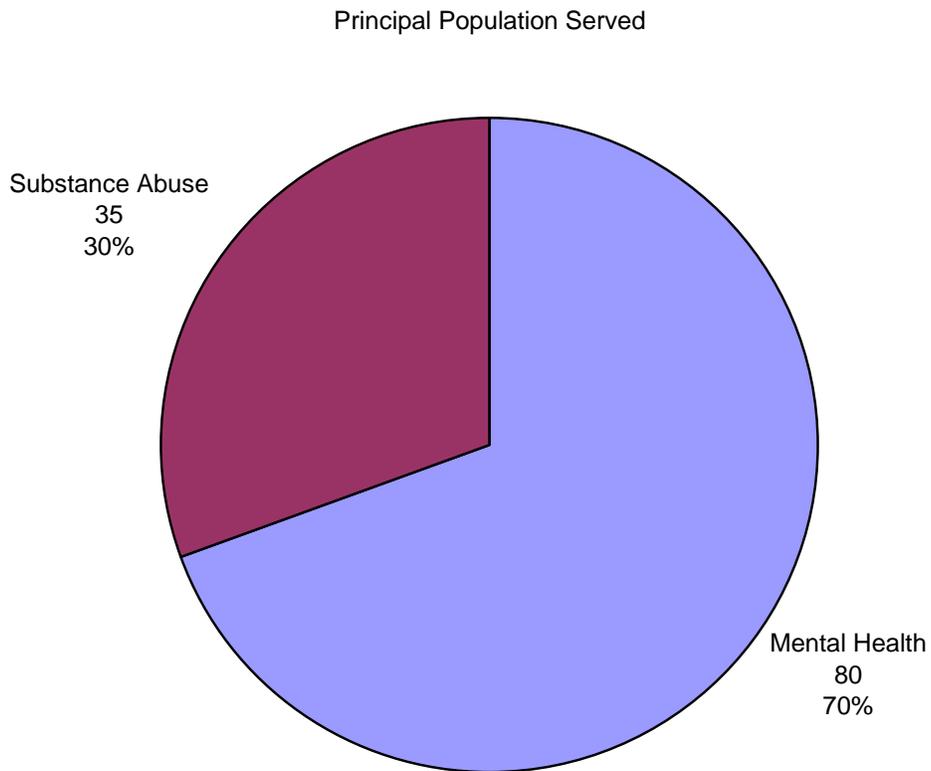


0 Not Applicable	4	3%
1	13	10%
2	14	11%
3	51	40%
4	30	24%
5 Strongly Agree	14	11%

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



**\*What population does your agency principally serve?**



*\*Respondents could check more than one answer, so totals may be greater than 100%*

# In what region is your agency located?

Number of Respondents by Region

