

## **Perception of Care/Satisfaction Surveys**

The Department of Children and Families (“DCF”/“Department”) has contracted with the University of Connecticut’s Department of Public Policy to administer surveys to assess the quality of care within DCF funded behavioral health services. At present, the survey is being piloted with the Village for Children and Families, Community Health Resources, Inc., and Wheeler Clinic. The survey will be extended to all DCF funded behavioral health providers over the course of the next several months.

During upcoming visits to your local mental health service providers, you may be approached to sign a release that will permit the University of Connecticut to call you about the quality of behavioral health services in which a foster child in your care has received. The Department will complete the consent process required for each DCF committed child, which allows you to decide if you wish to participate in the survey as the child’s caregiver.

The University of Connecticut will call you at home, or at another location, depending on the contact information that you provide. The telephone survey takes no more than 10 minutes. The University of Connecticut will keep your individual survey answers confidential.

Please know that the results of this survey are important to the Department and its service providers. In addition to aiding DCF and providers in improving the behavioral health service system, the surveys supports funding for behavioral health services through the Federal Mental Health Block Grant. Thus it is hoped that you will take the time to complete the needed release of information and participate in the survey process.

Should you have any questions about this survey and its administration, please do not hesitate to contact Susan R. Smith, DCF Bureau of Behavioral Health, Medicine and Education (860.550.6695) or Joan Twiggs, DCF Division of Grants Development and Contract Management (860.560.5091)