

**Western Connecticut Mental Health Network
Cultural Diversity/Affirmative Action Advisory Committee
Performance Improvement Project
Building Survey**

The Western Connecticut Mental Health Network's Cultural Diversity/Affirmative Action Advisory Committee (CD/AAAC) formed a workgroup consisting of members and additional staff from the administrative office and three Local Mental Health Authorities (LMHAs) to conduct a Building Survey to evaluate and promote a cultural, trauma, and recovery sensitive environment across the Network.

Adapting a pre-existing tool, the workgroup developed a 21-item 4-likert-scale Building Survey. The Building Survey was distributed to staff, visitors, and consumers at the administrative office and the three LMHAs beginning in November 2007. Surveys were collected anonymously from November to mid December of 2007. Respondents submitted surveys anonymously via sealed boxes (one for staff respondents and the other for consumers/visitors) at each site. Comments were also solicited from respondents.

This report describes the outcomes at each of the four locations surveyed. Those locations are:

Network Administrative Offices, Rowland State Government Center
55 West Main Street, Suite 410, Waterbury, CT 06702

Greater Danbury Mental Health Authority
64 West Street, Danbury, CT 06810

Greater Waterbury Mental Health Authority
95 Thomaston Avenue, Waterbury, CT 06702

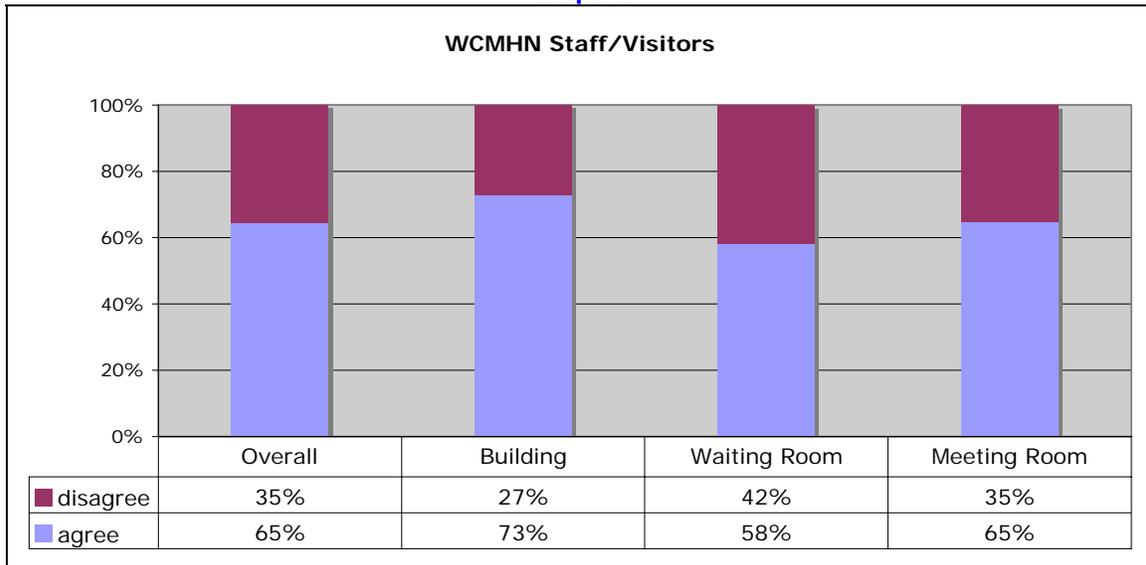
Northwest Mental Health Authority
249 Winsted Road, Torrington, CT 06790

This report illustrates survey outcomes for three domains: Building, Waiting Room and Meeting Room. The LMHA surveys have been grouped into two categories, staff and consumers/visitors. The network administrative office has been analyzed as one group due to the small number of respondents.

Network Administrative Offices

Nineteen staff and consumers/visitors responded to the Building Survey at the Network Administrative Offices. As illustrated in Graph 1 below, 65% of respondents favor the environment. The Building domain was rated the highest, followed by Meeting Room. Waiting Room received the lowest score.

Graph 1



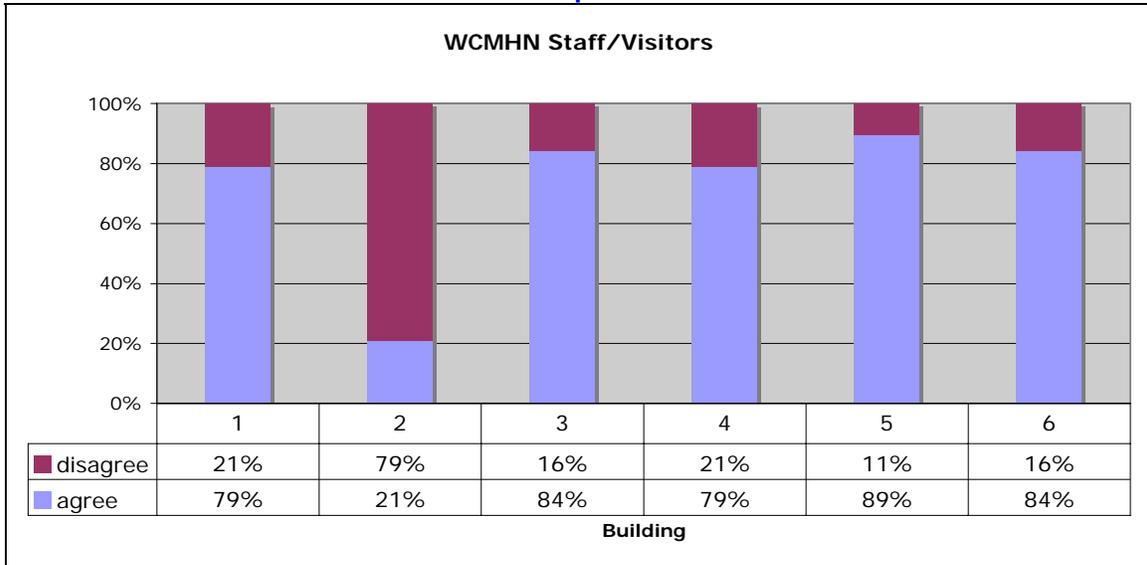
WCMHN Strengths:

- The Building is considered accessible, safe, easy to find, clean and user-friendly for people with physical challenges (see Graph 2).
- The Waiting Room and Meeting Room areas were seen as respectful, supportive, accepting, clean, quiet, safe, and welcoming (see Graphs 3 and 4).

WCMHN Areas for Improvement:

- 81% of respondents felt that the waiting room and reception area lacked printed materials or magazines that are of interest and/or reflect one's cultural background (see Graph 3).
- 79% of respondents disagreed that the parking is adequate (see Graph 2).
- The surveys reflect a common concern regarding the temperature of the waiting room and meeting room areas (see Graphs 3 and 4).
- 67% of respondents indicated a need for improvement in personal space and privacy (see Graph 3).

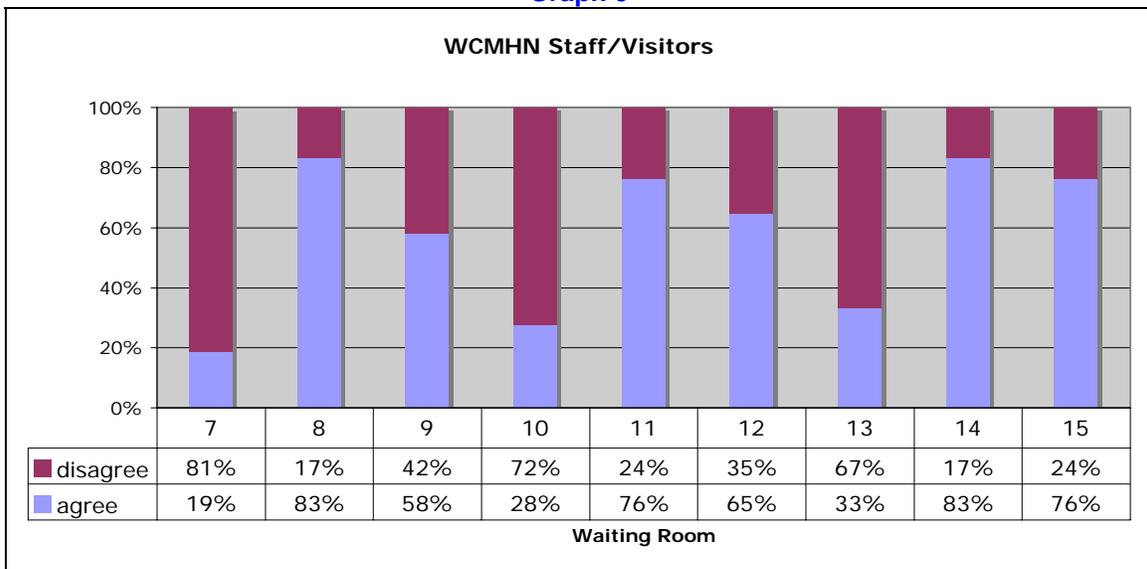
Graph 2



Building Key:

- 1 The location of the building is accessible and safe.
- 2 The parking is adequate.
- 3 The building entrance and exit is easy to find.
- 4 Building doors are easily accessible.
- 5 The bathrooms are clean and accessible.
- 6 The building is accessible for people with physical challenges.

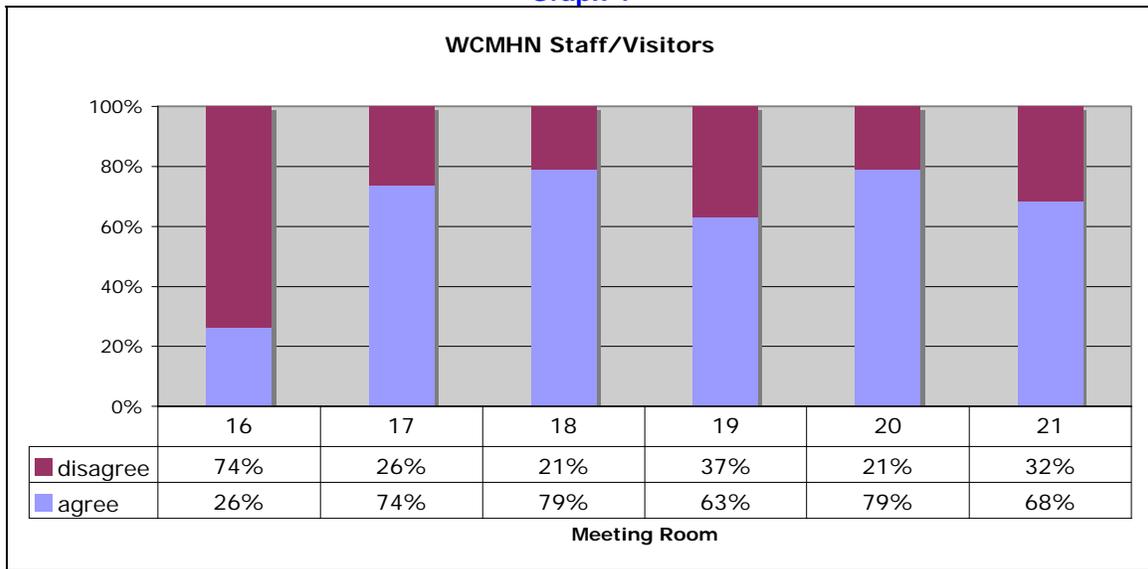
Graph 3



Waiting Room Key:

- 7 Have magazines or other printed material that are of interest and reflect my cultural background.
- 8 The atmosphere is respectful, supportive and accepting.
- 9 There is posted information on available translator and interpreter services.
- 10 The temperature is comfortable.
- 11 The lighting and wall color are pleasing.
- 12 There is enough furniture that is comfortable and size appropriate.
- 13 There is adequate personal space and privacy.
- 14 It is clean, quiet, and safe.
- 15 The receptionist and staff greet people in a welcoming manner.

Graph 4



Meeting Room Key:

- 16** The temperature is comfortable.
- 17** The lighting and wall color are pleasing.
- 18** Rooms are clean, quiet and safe.
- 19** There is enough furniture that is comfortable and size appropriate.
- 20** Doors are easily accessible.
- 21** Meeting and groups are held in rooms that are private and confidential.

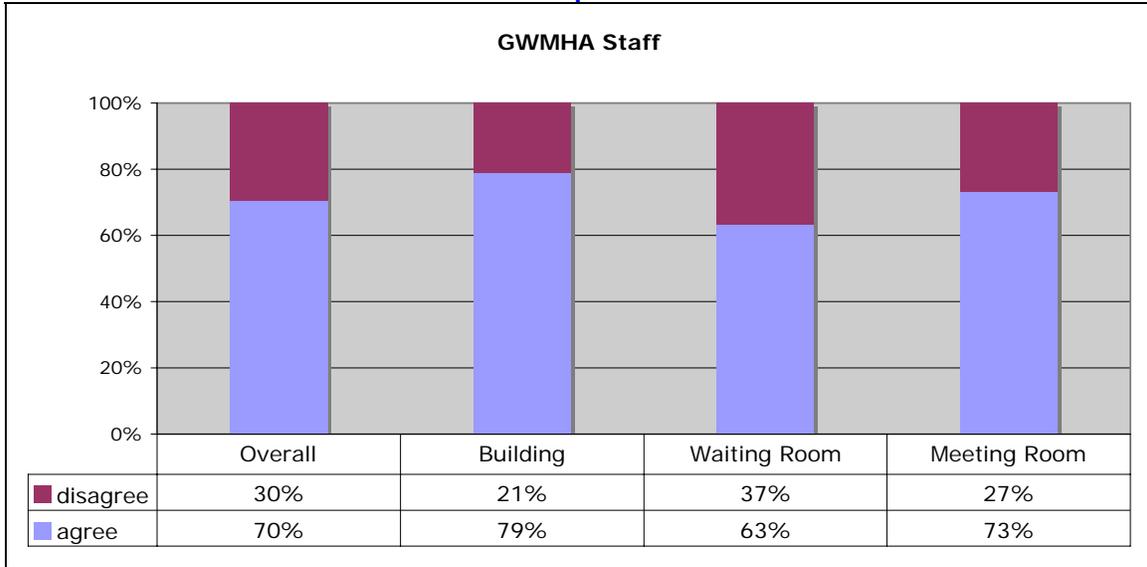
WCMHN Comments:

- “More parking needs to have easy access under building for all staff, not 3 blocks away.”
- “Waiting area needs to be more defined.”
- “Voices carry very well through the walls and often confidential meetings can be heard by the person sitting in the adjoining cubby/office.”
- “The receptionist is often overpowering, and somewhat demanding. Also in an attempt to greet people invades the borders of personal space.”
- “Many times, comments are overheard that should not be and personal frustrations are verbalized so that others can hear. Due to the openness of the cubby environment people should be more careful.”

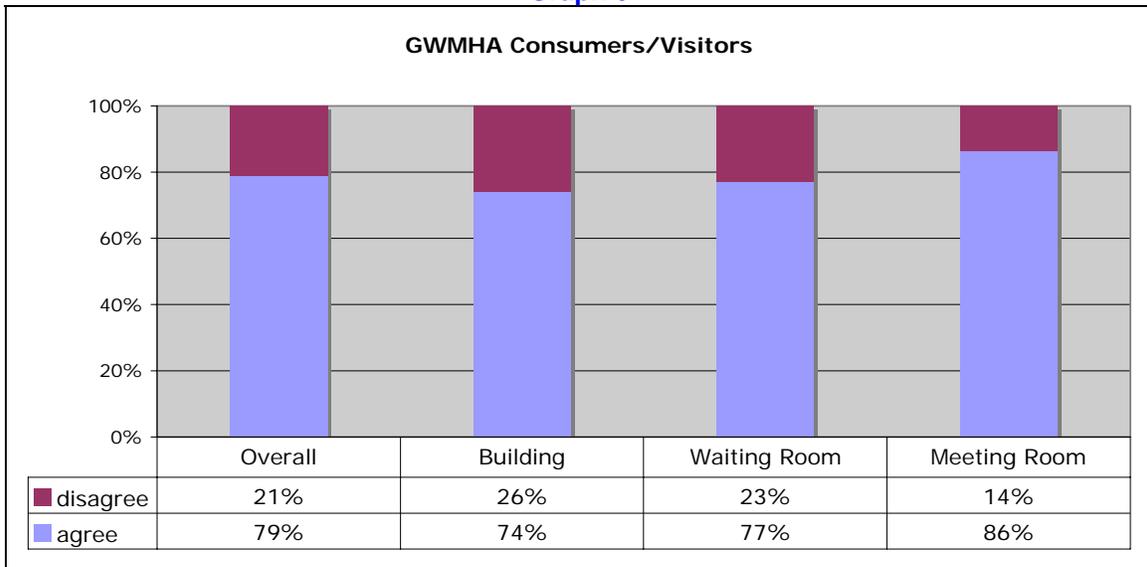
Greater Waterbury Mental Health Authority

Twenty-eight staff and 32 consumers/visitors responded to the Building Survey. As illustrated in Graph 5 and 6 below, staff and consumers/visitors share similar perceptions toward the site. More than 70% of respondents in both groups rated the overall environment favorably. Staff responded most favorably to the items in the Building domain where as this domain was rated least favorably by consumers/visitors. Consumers/visitors rated the Waiting Room and Meeting Room domains more favorably than staff.

Graph 5



Graph 6



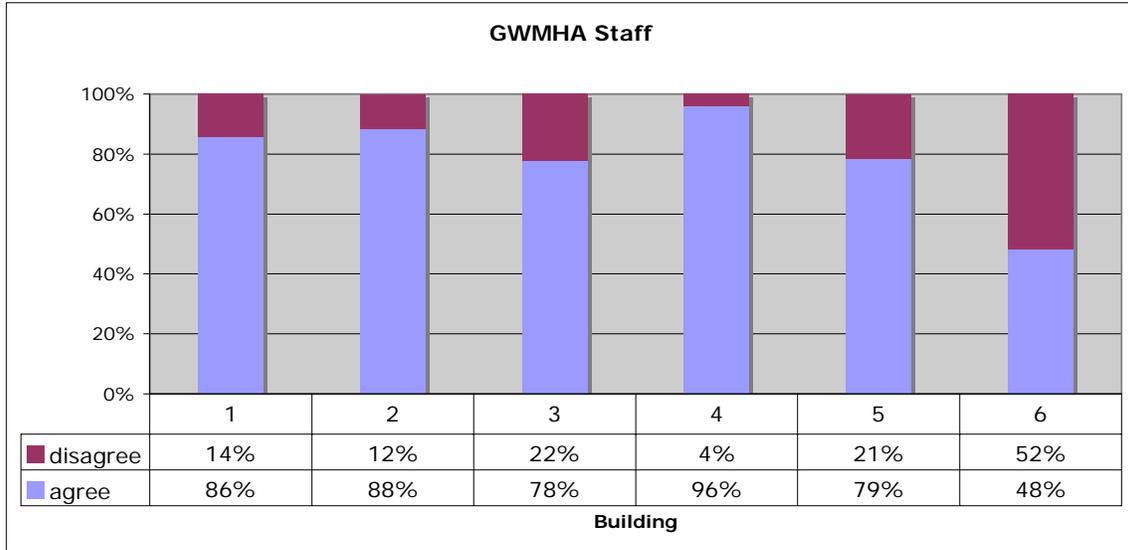
GWMHA Strengths:

- Staff feel the building is accessible, safe, the entrance is easy to find, and has adequate parking (see Graph 7).
- Both staff and consumers/visitors indicate that the receptionist and staff greet people in a welcoming manner (see Graphs 9 and 10).
- Consumers/visitors perceive the waiting room area's atmosphere as respectful, supportive and accepting (see Graph 10).
- Consumers/visitors responded favorably to all questions related to meeting room area's temperature, cleanliness, quietness, safety, accessibility, privacy, confidentiality and comfort (see Graph 12).

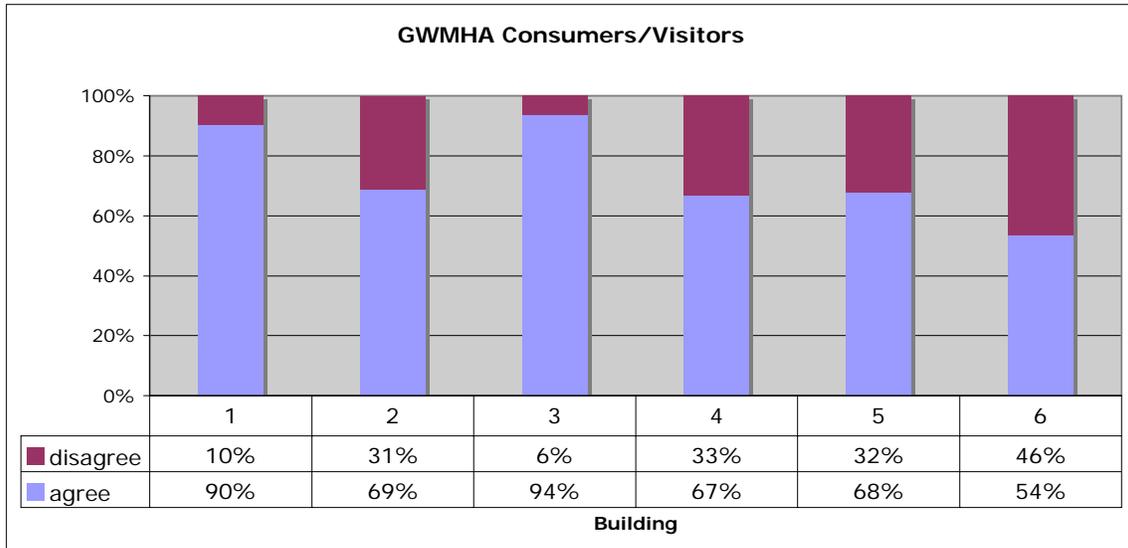
GWMHA Areas for Improvement:

- Staff and consumers/visitors share a similar concern about building accessibility for people with physical challenges (see Graphs 7 and 8).
- Over 30% of consumers/visitors disagreed that the parking is adequate and that the building's doors and bathrooms are easily accessible (see Graph 8).
- Over 50% of staff and consumers/visitors do not feel that waiting room areas have printed material that are of interest and/or reflect one's cultural background (see Graphs 9 and 10).
- Many staff disagreed that the temperature of waiting room and meeting room areas were comfortable (see Graphs 9 and 11).
- Staff were less favorable than consumers/visitor's regarding privacy, personal space, cleanliness and quietness of waiting room areas (see Graphs 9 and 11). Notably, 74% of staff indicated that the waiting room area did not have adequate personal space or privacy.

Graph 7



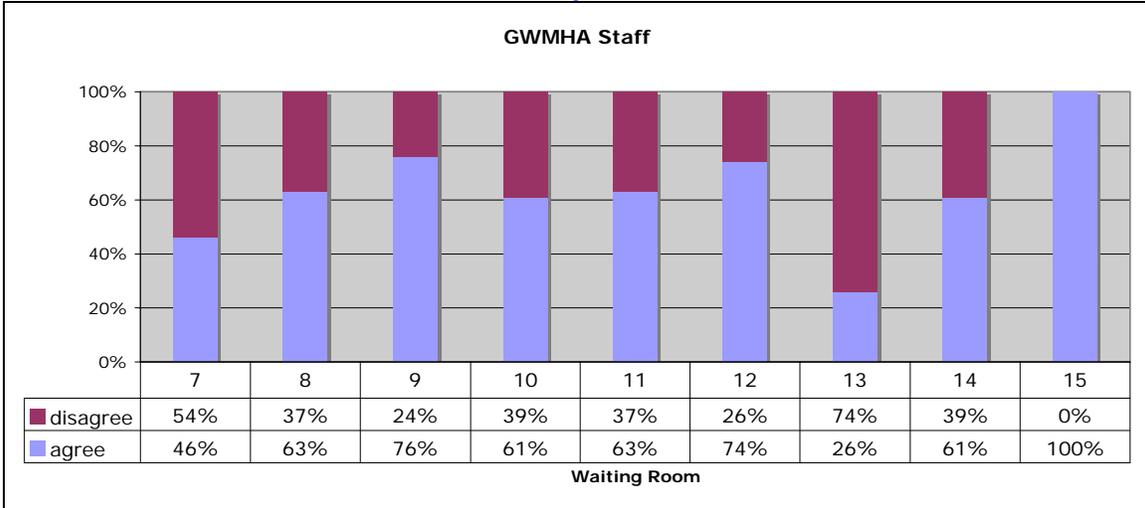
Graph 8



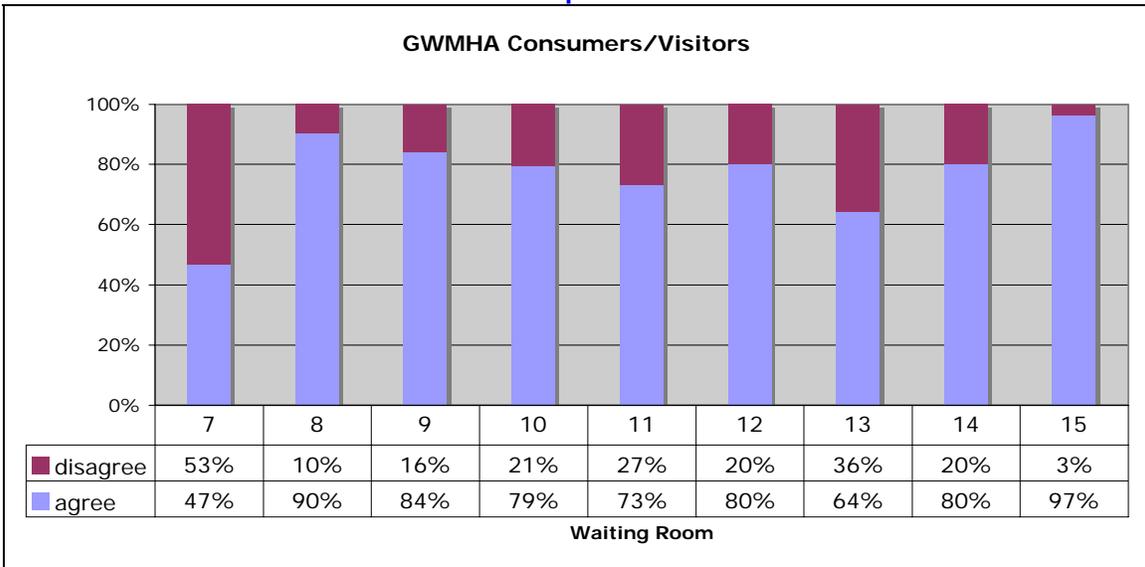
Building Key:

- 1 The location of the building is accessible and safe.
- 2 The parking is adequate.
- 3 The building entrance and exit is easy to find.
- 4 Building doors are easily accessible.
- 5 The bathrooms are clean and accessible.
- 6 The building is accessible for people with physical challenges.

Graph 9



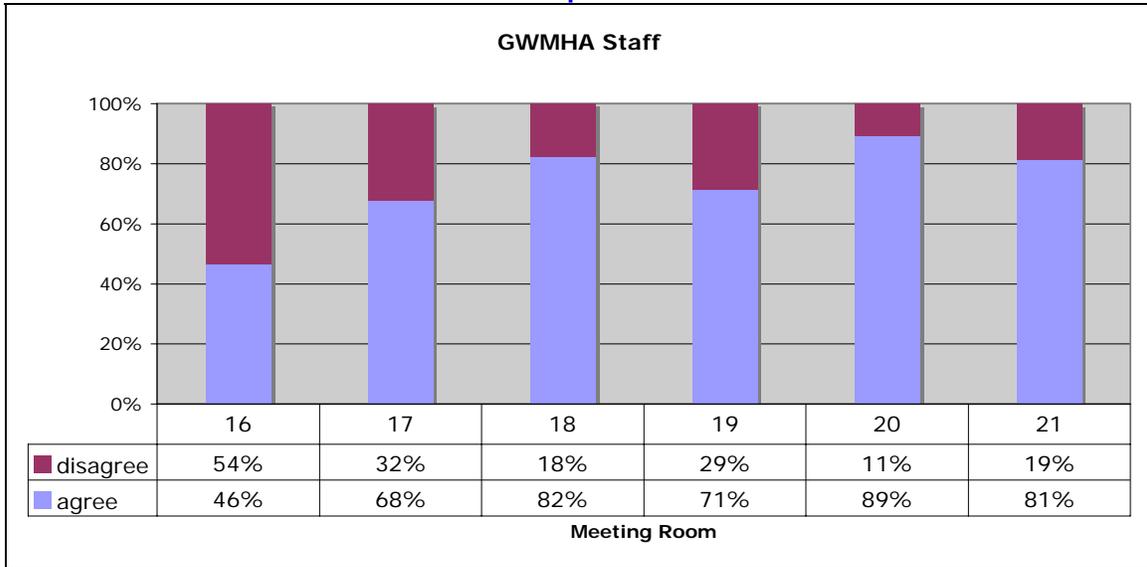
Graph 10



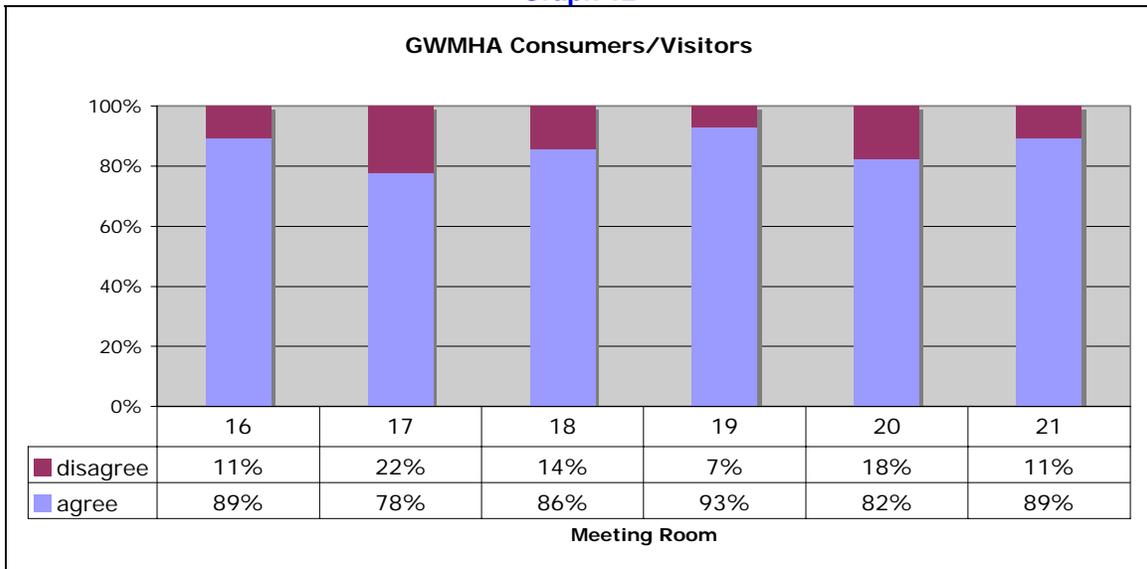
Waiting Room Key:

- 7** Have magazines or other printed material that are of interest and reflect my cultural background.
- 8** The atmosphere is respectful, supportive and accepting.
- 9** There is posted information on available translator and interpreter services.
- 10** The temperature is comfortable.
- 11** The lighting and wall color are pleasing.
- 12** There is enough furniture that is comfortable and size appropriate.
- 13** There is adequate personal space and privacy.
- 14** It is clean, quiet, and safe.
- 15** The receptionist and staff greet people in a welcoming manner.

Graph 11



Graph 12



Meeting Room Key:

- 16** The temperature is comfortable.
- 17** The lighting and wall color are pleasing.
- 18** Rooms are clean, quiet and safe.
- 19** There is enough furniture that is comfortable and size appropriate.
- 20** Doors are easily accessible.
- 21** Meeting and groups are held in rooms that are private and confidential.

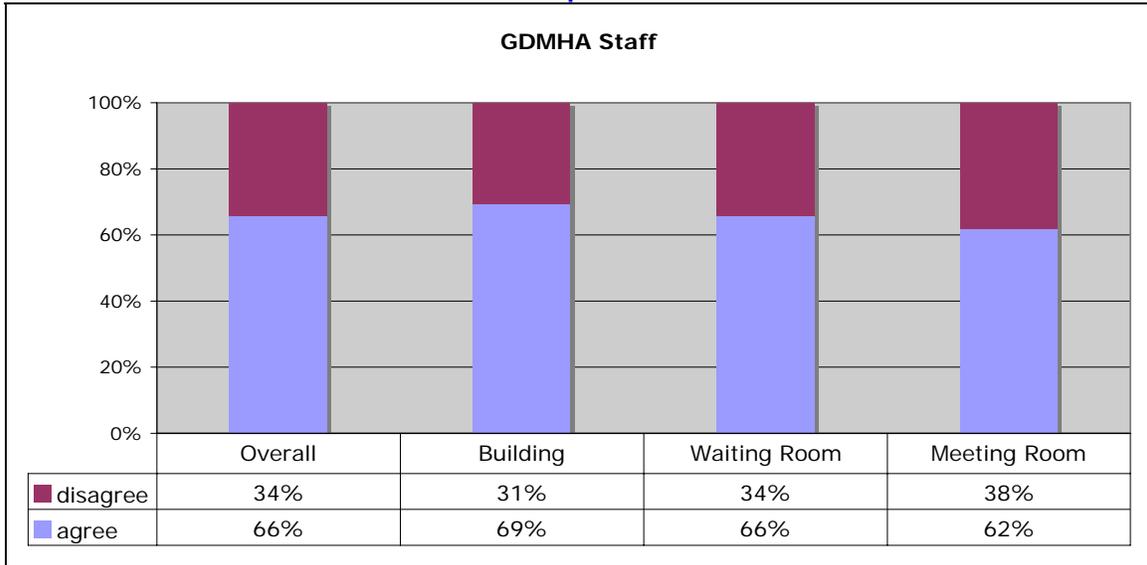
GWMHA Comments:

- “The sign in the handicap bathroom upstairs is rude and not the message we want to be give people visiting here.”
- “It seem that some people with wheelchairs have a hard time because one side of the doors is usually locked.”
- “Pretty Please!! Get the elevator going.”
- “Insufficient parking”
- “Safety is a concern when people existing the plaza race through over parking area.”
- “Consumers still roam around the second floor looking for their workers.”
- “The reception area is not welcoming or visitor friendly because the receptionist sits in darkness, she is not visible until one approaches.”
- “The ‘reception’ sign needs to be placed higher so it is visible.”
- “There are no magazines to speak of. There is no visible clock.”
- “There is no sign indicating medications pick-up hours.”
- “It has been hazardous walking through the reception area because the low lounge chairs encourage sprawling, they are difficult for large and disabled folks to rise from with dignity and grace.”
- “There needs to be higher chairs and tables on which forms can be signed.”
- “Rooms are not confidential and conversations can be easily overheard throughout the building.”
- “Interview rooms are starting to look shabby- they definitely are not quiet with out conversations coming from open-door offices and meeting – traffic in the hallways.”
- “Sometimes too much furniture accumulates in these small rooms making it unsafe.”
- “If the phones were mounted on the falls there would be less cord entanglement and smaller tables, like from the Hope room, would then accommodate the accumulated furniture.”
- “The locked doors that needs 2 hands to open cannot be considered to be easily accessible.”

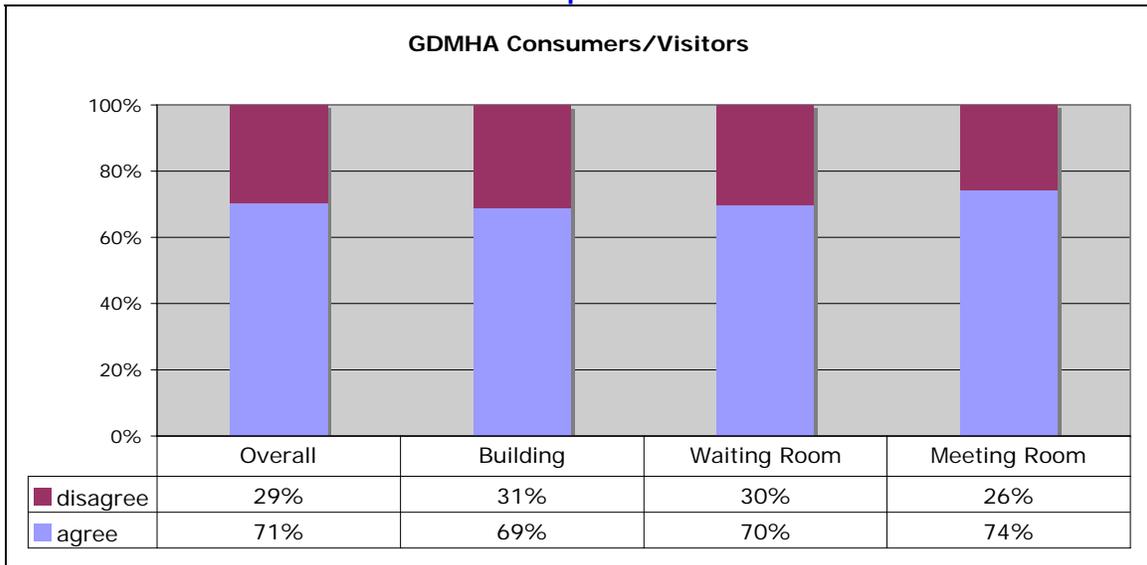
Greater Danbury Mental Health Authority

Twenty-eight staff and 12 consumers/visitors responded to the Building Survey. As illustrated in Graphs 13 and 14 below, respondents share similar perceptions toward the site, notably the Building domain scored a 69% approval rating. However, consumers/visitors are more favorable than staff regarding the domains of Waiting Room and Meeting Room.

Graph 13



Graph 14



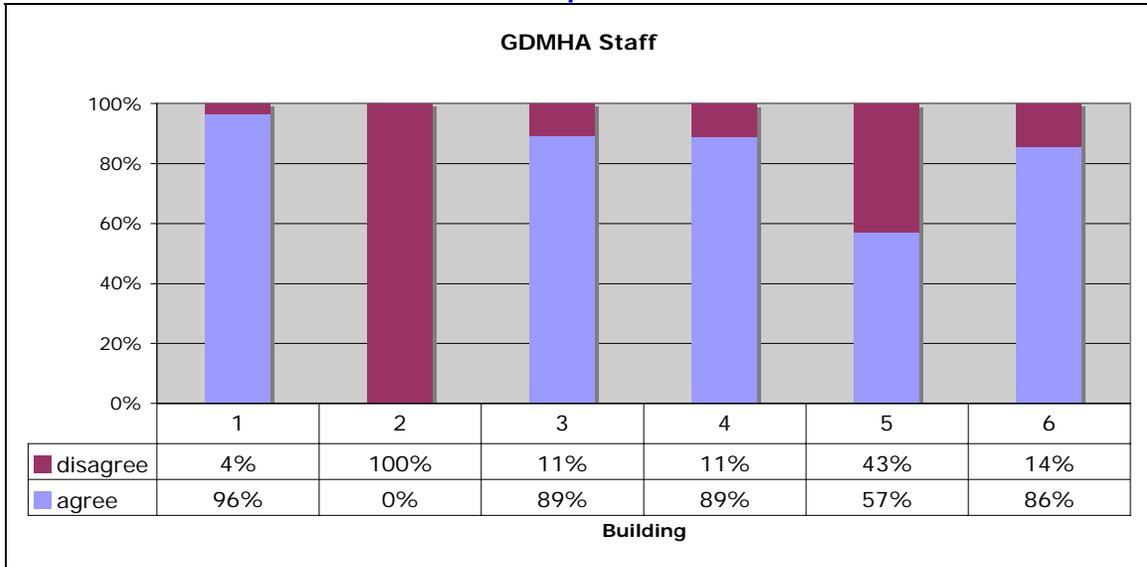
GDMHA Strengths:

- Staff and consumers/visitors agree that the building is accessible, the entrance and exit are easy to find, and the doors are easily accessible (see Graphs 15 and 16).
- 90% of consumers/visitors agree that the Waiting Room area receptionist and staff greet people in a welcoming manner (see Graphs 17 and 18).
- A majority of staff agreed that the waiting room atmosphere is respectful, supportive, accepting and that translator and interpreter information is available (see Graph 17).
- Consumers/visitors responded more favorably than staff regarding Waiting Room temperature, lighting, wall color, and being clean, quiet and safe (see Graphs 17 and 18).
- Consumers/visitors responded favorably regarding Meeting Room furniture being comfortable and size appropriate, and Meeting Room doors being accessible (see Graph 20).

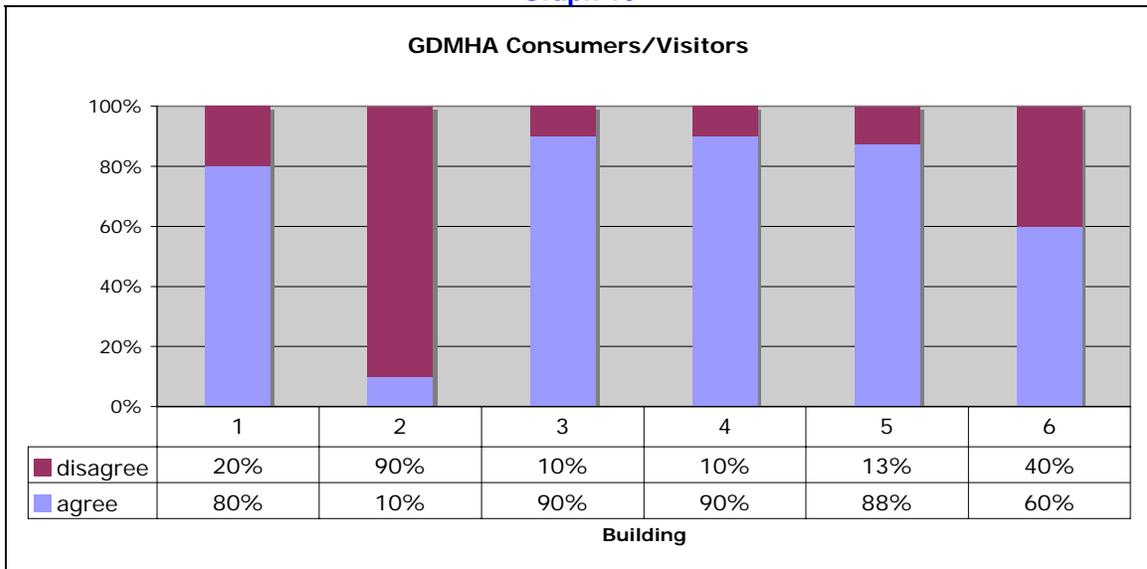
GDMHA Areas for Improvement:

- Staff and consumers/visitors agree that the parking is inadequate (see Graphs 15 and 16).
- A large percentage of staff indicate that the bathrooms are not clean or easily accessible (see Graph 15).
- A large percentage of consumers/visitors feel that the building is not accessible to people with physical challenges (see Graph 16).
- Over 50% of staff and consumers/visitors indicate that there is not adequate personal space or privacy in Waiting Room areas (see Graphs 17 and 18).
- Over 30% of staff and consumers/visitors feel that the waiting room area's magazines or other printed material, are not of interest or do they reflect one's cultural background (see Graphs 17 and 18).
- Consumers/visitors indicate that the furniture is neither comfortable nor size appropriate and that interpreter services information is not posted (see Graphs 17 and 18).
- Both Staff and consumers/visitors share a concern about the temperature of the building, the lighting, the wall color, privacy and confidentiality (see Graphs 19 and 20).

Graph 15



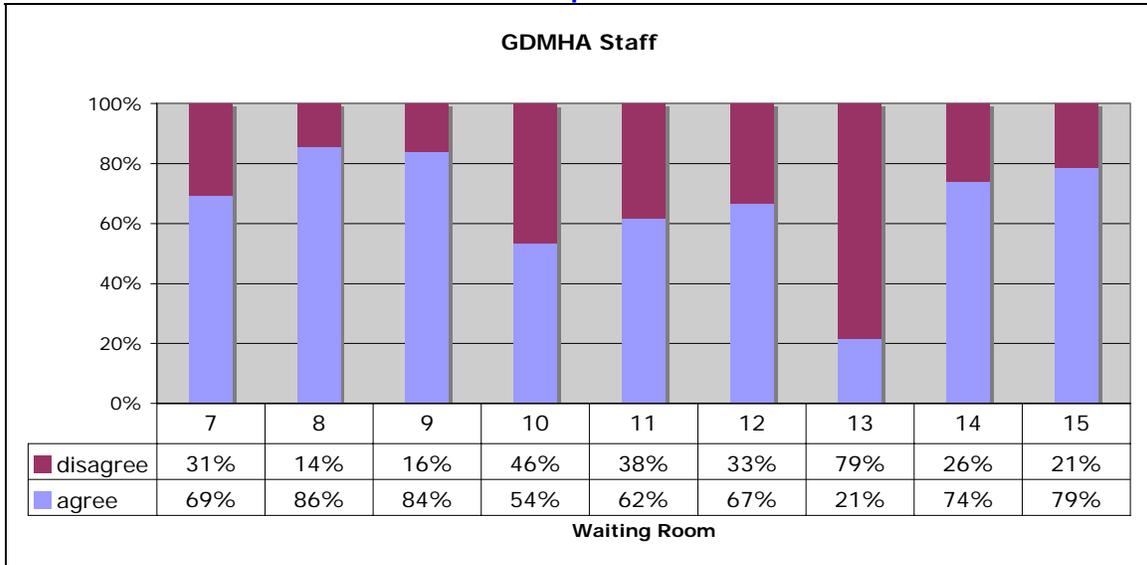
Graph 16



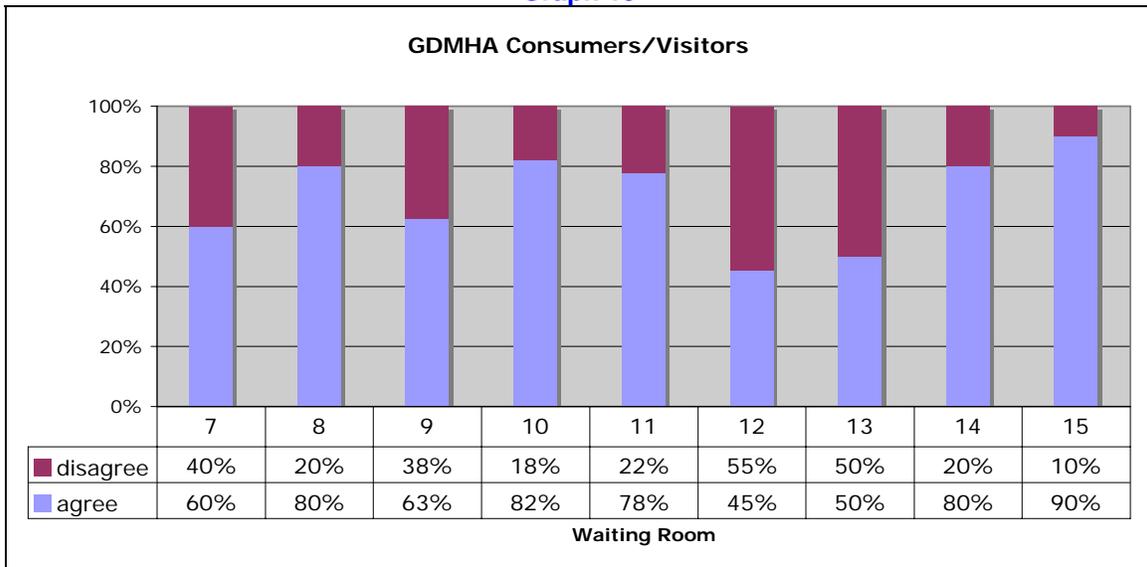
Building Key:

- 1 The location of the building is accessible and safe.
- 2 The parking is adequate.
- 3 The building entrance and exit is easy to find.
- 4 Building doors are easily accessible.
- 5 The bathrooms are clean and accessible.
- 6 The building is accessible for people with physical challenges.

Graph17



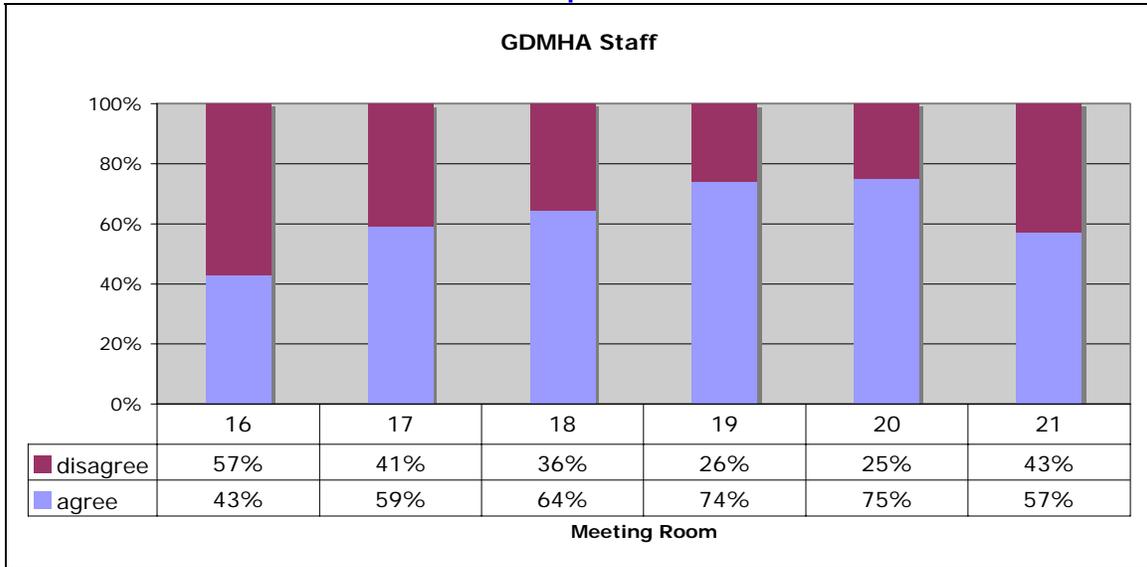
Graph 18



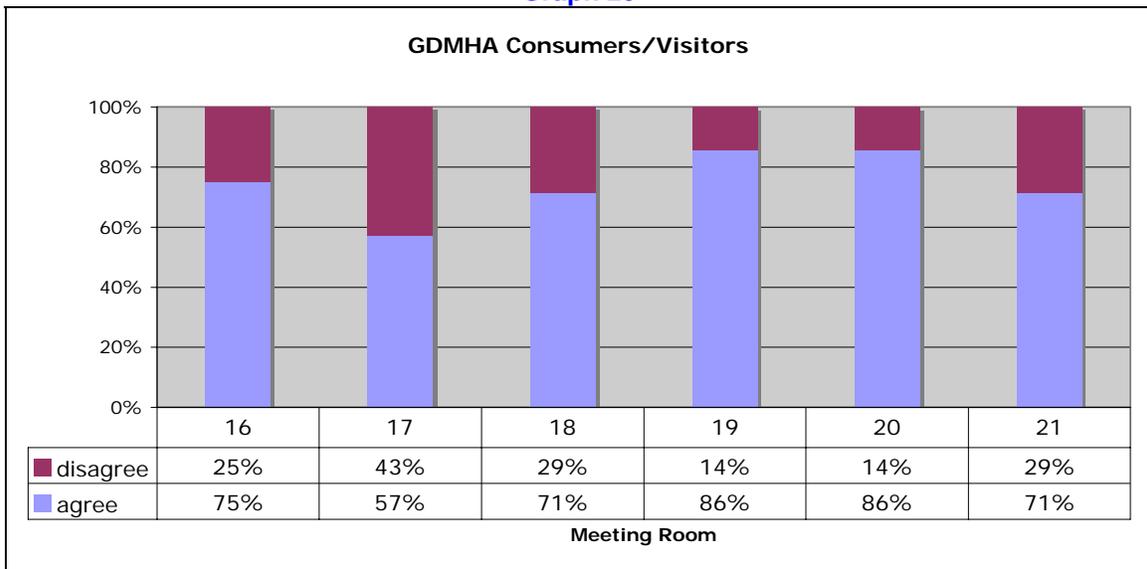
Waiting Room Key:

- 7** Have magazines or other printed material that are of interest and reflect my cultural background.
- 8** The atmosphere is respectful, supportive and accepting.
- 9** There is posted information on available translator and interpreter services.
- 10** The temperature is comfortable.
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- 12** There is enough furniture that is comfortable and size appropriate.
- 13** There is adequate personal space and privacy.
- 14** It is clean, quiet, and safe.
- 15** The receptionist and staff greet people in a welcoming manner.

Graph 19



Graph 20



Meeting Room Key:

- 16** The temperature is comfortable.
- 17** The lighting and wall color are pleasing.
- 18** Rooms are clean, quiet and safe.
- 19** There is enough furniture that is comfortable and size appropriate.
- 20** Doors are easily accessible.
- 21** Meeting and groups are held in rooms that are private and confidential.

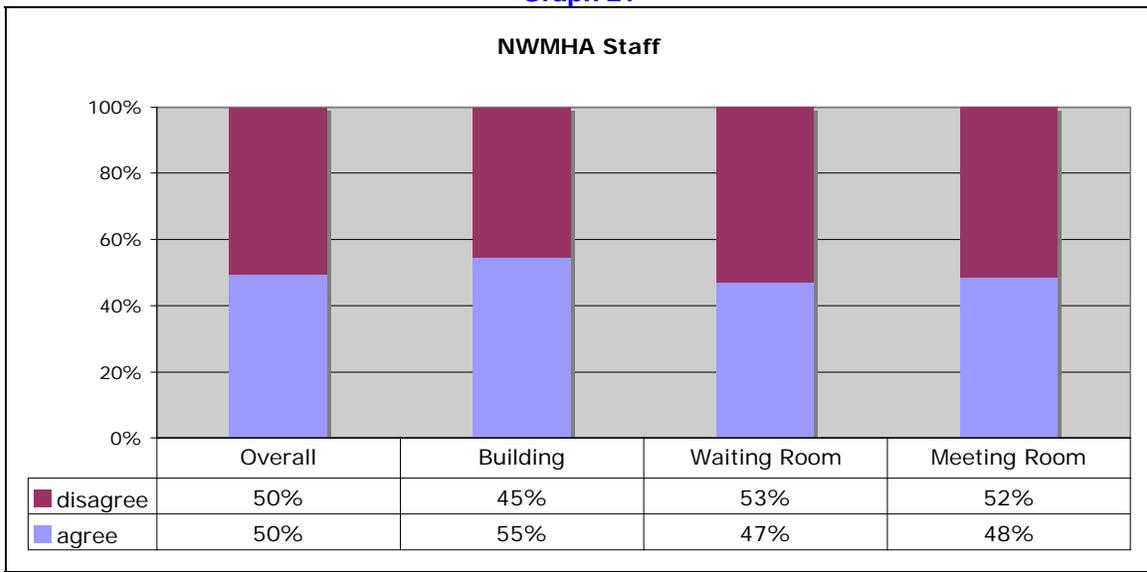
GDMHA Comments:

- "Parking is a big problem."
- "Bathrooms are clean but are at the end of the building."
- "Bathrooms are scary at times and folks have to walk through the whole building to get to them."
- "Was not seen as scheduled, and waited an hour which created anxiety in the waiting room,"
- "Need info pamphlet with 1-800 numbers or local numbers,"
- "Should be a bench outside for those who must wait for rides & bus,"
- "Have a fountain in the waiting room is important."
- "The walls are too thin to hear the conversation in the next room,"
- "Have another color on the walls besides white,"
- "Offices have no windows (most),"
- "Temperature is all over the place,"
- "Mold and mildew is really bad on allergies,"
- "Daylight/sunlight is as essential as air and water, especially when some of us spend 8 hrs/day in these offices,"
- "Sadly, there are not always enough private rooms to accommodate meeting with clients,"
- "ACTT cubicles to the hallway creates opportunity for severe confidentiality breaches for clients entering, for those spoken to over the phone, or those discussed privately in the bullpen area,"
- "The nurses station should use painting in a brighter color as we report there for meds,"
- "Offering juice as well as water in the nurses' station."

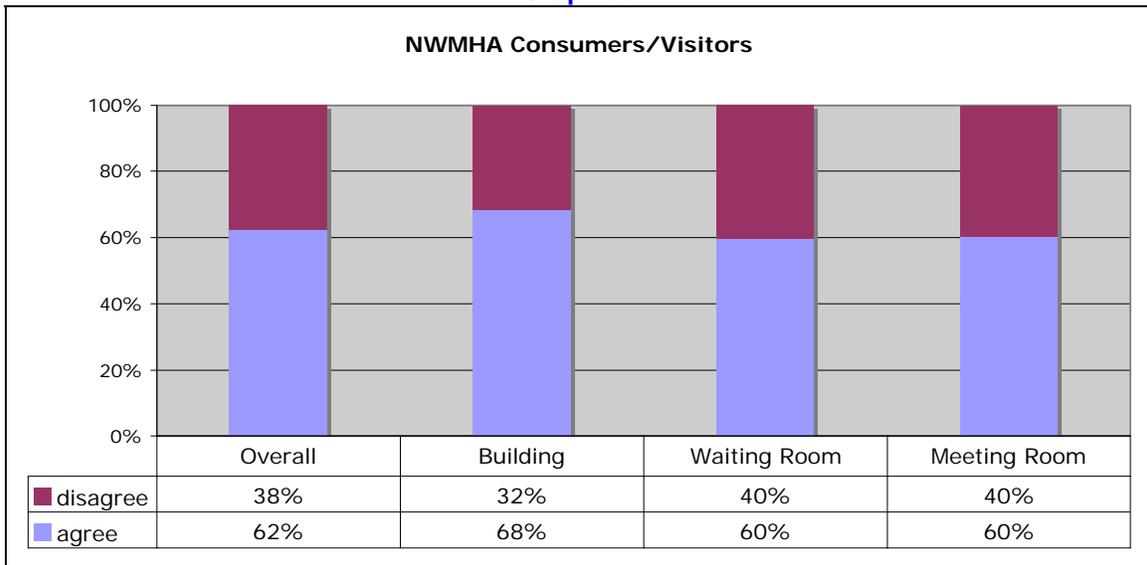
Northwest Mental Health Authority

Fifty staff and 22 consumers/visitors responded to the Building Survey. As illustrated in Graphs 21 and 22, staff and consumers/visitors share similar perceptions toward the site. Specifically, 50% of staff and 62% of consumers/visitors favor the overall environment. In each domain, consumers/visitors rated the environment more favorably than staff.

Graph 21



Graph 22



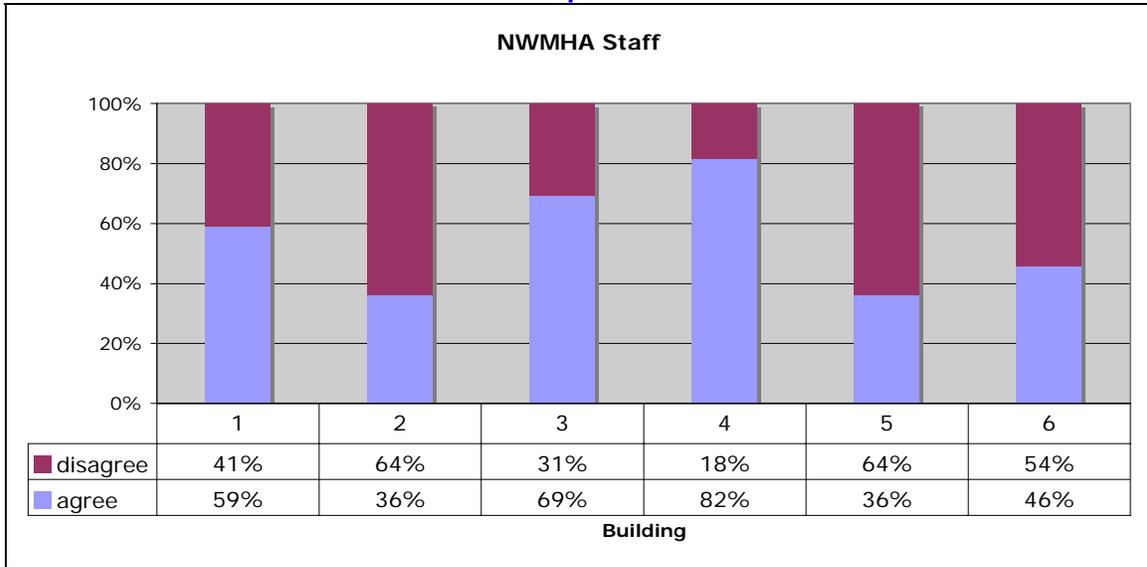
NWMHA Strengths:

- Consumers/visitors agree that the building is accessible and safe, the entrance and exit are easy to find, and that those doors are accessible (see Graph 24).
- A large majority of staff and consumers/visitors indicated that the receptionist and staff greet people in a welcoming manner (see Graphs 25 and 26).
- 91% of consumers/visitors agreed that the atmosphere is respectful, supportive and accepting (see Graph 26).
- 91% of consumers/visitors indicated that the meeting room doors are easily accessible (see Graph 28).
- Staff and consumers/visitors indicated that they are aware that the agency is currently undergoing a building remodeling project. Respondent's feedback indicates they are looking forward to seeing positive changes in the environment of the agency. A list of all comments received by respondents is contained at the end of this section.

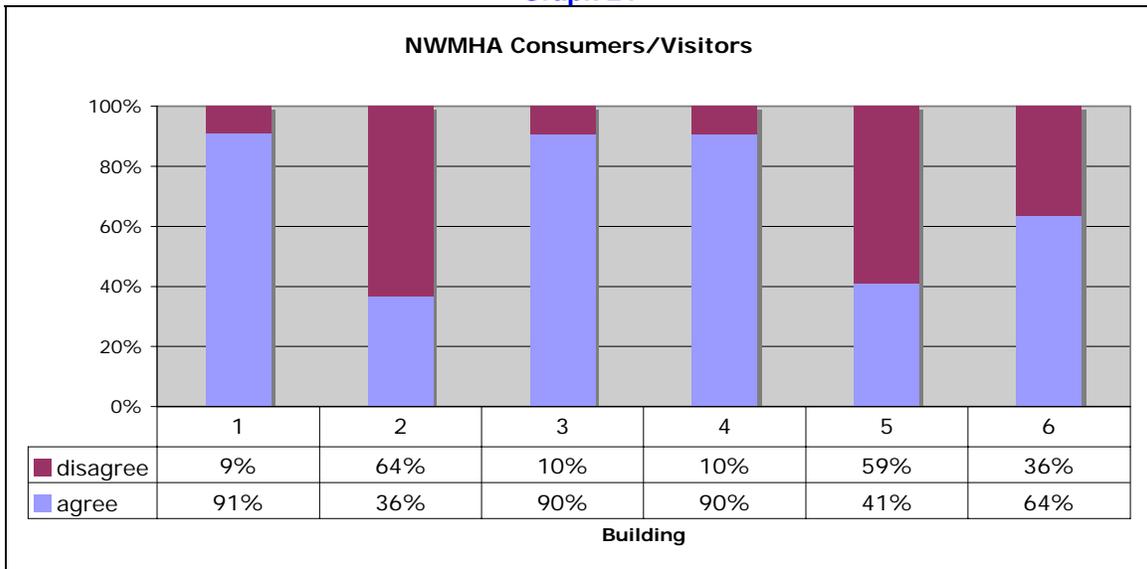
NWMHA Areas for Improvement:

- Both staff and consumers/visitors disagreed that parking is adequate, and that the bathrooms are clean and accessible (see Graphs 23 and 24).
- A majority of staff and many clients disagreed that the building is accessible for people with physical challenges (see Graphs 23 and 24).
- Consumers/visitors and staff share common concerns regarding the Waiting Room including lack of personal space and privacy (See Graphs 25 and 26).
- Staff responses also reflect concerns regarding the waiting room temperature and availability of printed material that reflect interests and cultural background (See Graph 25).
- A majority of consumers/visitors disagreed that there is enough comfortable and size appropriate furniture (See Graph 26).

Graph 23



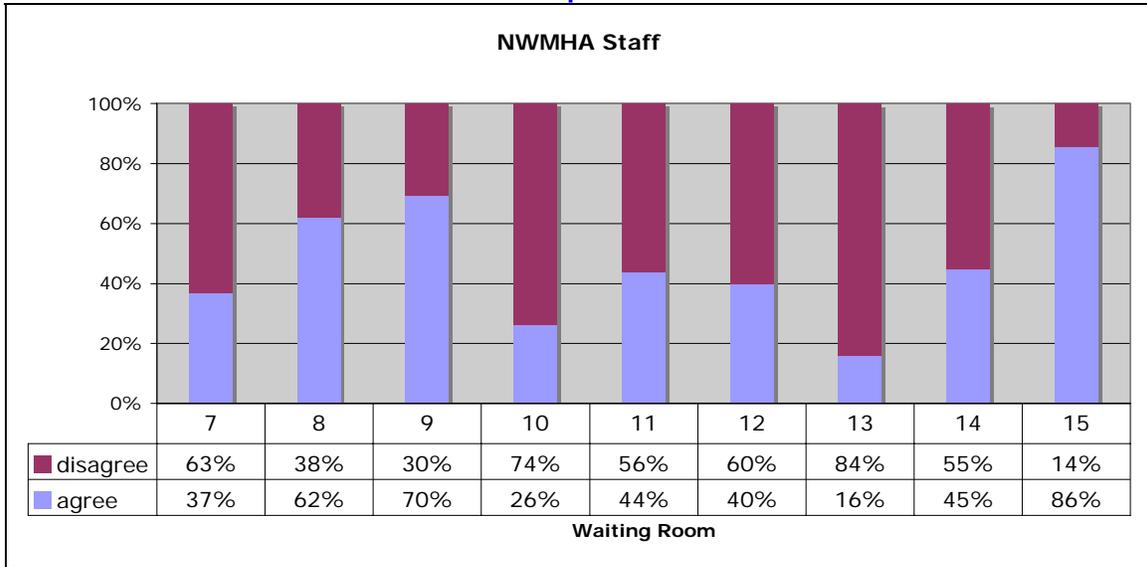
Graph 24



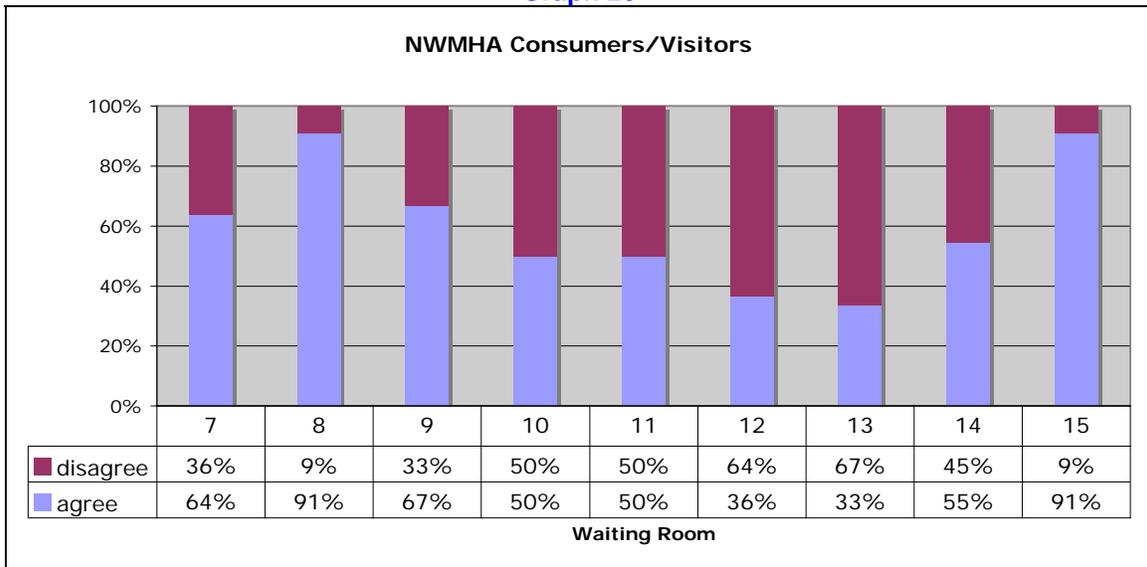
Building Key:

- 1 The location of the building is accessible and safe.
- 2 The parking is adequate.
- 3 The building entrance and exit is easy to find.
- 4 Building doors are easily accessible.
- 5 The bathrooms are clean and accessible.
- 6 The building is accessible for people with physical challenges.

Graph 25



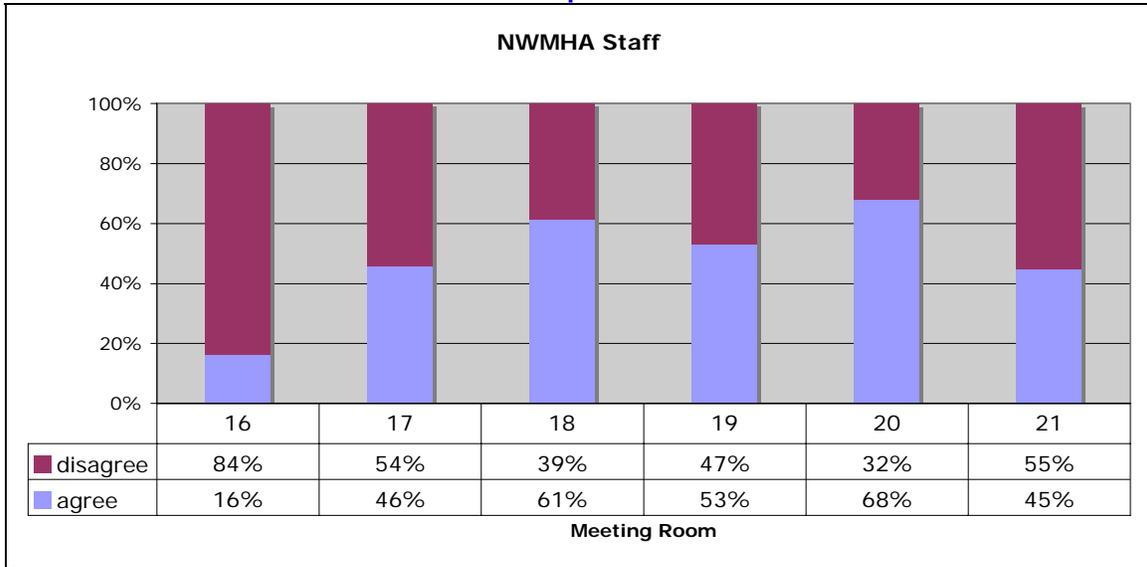
Graph 26



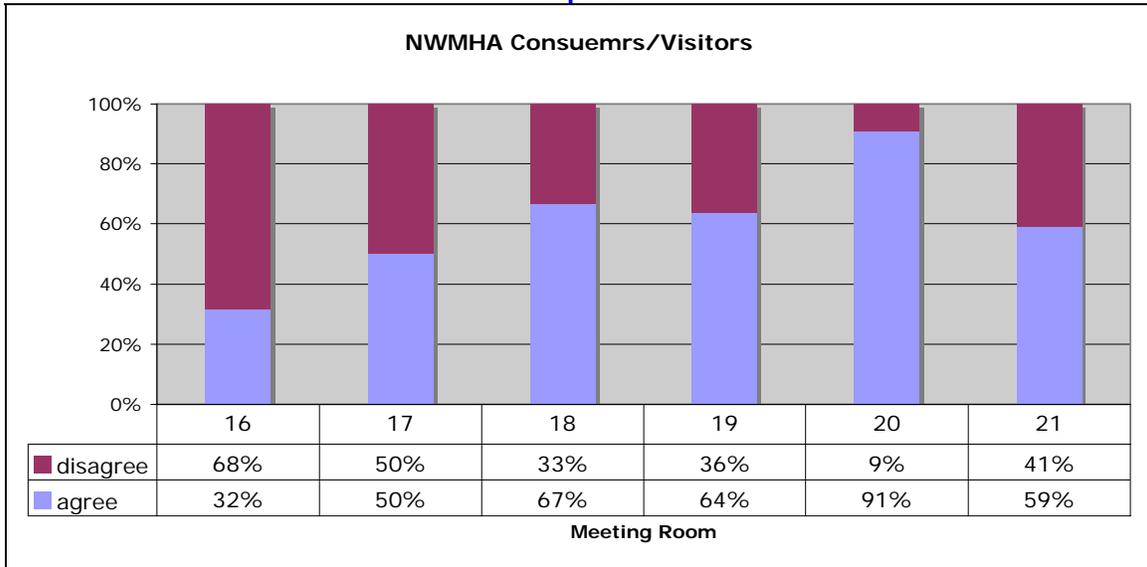
Waiting Room Key:

- 7** Have magazines or other printed material that are of interest and reflect my cultural background.
- 8** The atmosphere is respectful, supportive and accepting.
- 9** There is posted information on available translator and interpreter services.
- 10** The temperature is comfortable.
- 11** The lighting and wall color are pleasing.
- 12** There is enough furniture that is comfortable and size appropriate.
- 13** There is adequate personal space and privacy.
- 14** It is clean, quiet, and safe.
- 15** The receptionist and staff greet people in a welcoming manner.

Graph 27



Graph 28



Meeting Room Key:

- 16** The temperature is comfortable.
- 17** The lighting and wall color are pleasing.
- 18** Rooms are clean, quiet and safe.
- 19** There is enough furniture that is comfortable and size appropriate.
- 20** Doors are easily accessible.
- 21** Meeting and groups are held in rooms that are private and confidential.

NWMHA Comments:

- “Existing to road need light for safety,”
- “Getting out is bad,”
- “Not accessible for people with wheelchair, elevator is small, front door can’t be opened from a wheelchair,”
- “Handicapped parking in front without a ramp to get up on side walk to the building,”
- “Need more parking,”
- “Parking lot needs sweeping and cleaning more,”
- “Staff bathroom (women’s) has a door to hallway which doors need close by itself,”
- “There are no sanitary receptacles for feminine products in the women’s lavatory on the 3rd floor,”
- “The building, especially the bathrooms, is dirty, point is scuffed, carpet’s worn & stained, the entrance/exit driveway is narrow, lights are dim so it’s hard to see the opening,”
- “Constant problems with the heating and cooling system,” “
- “Several of the windows cannot be closed completely so there is always a draft – very uncomfortable in winter,”
- “Very dim and gloomy lighting in rear parking lot,”
- “Snow plow company could do better,”
- “Water run off from upper parking lot,”
- “Heat pumps /air conditioning and the temperature control system constantly malfunctions,”
- “Windows – some do not have screens and most do not go up and down properly,”
- “Overhead lights are always burning out,”
- “Building could be cleaner and needs hire a cleaning service.”
- “Have to wait for secretaries to call because they ignore clients,”
- “Should be bigger and more inviting,”
- “Waiting room is very busy, loud and not clean,”
- “There is not enough rooms to meet with staff that are confidential,”
- “There needs to be a couple of more larger meeting rooms,”
- “Squeezing into ‘the Center’ is very uncomfortable,”
- “Client meetings/Group are often interrupted by staff going to wrong room because they don’t know where the meeting is or don’t have a room pre-signed out for meeting,”
- “There is very little privacy – no space to meet with clients that is private- have to meet in a work area,”
- “For the amount of groups and meetings that occur there is not enough space – doors are thin and can be easily heard through,”
- “Space clients congregate in areas where groups are being held,”
- “Temperature is not regulated well,”
- “Individual session meeting rooms are not confidential, conversations cane be overheard from adjoining rooms,”
- “Sharing offices makes for interrupted sessions and does not support confidentiality for clients,”
- “Room should be bigger and more chairs,”
- “Need more rooms to meet,”
- “The meeting rooms are not quite,”