

Adult Survey

*Central Region Summary Report
for the
November 2003 Data Collection Period*

ADULT PERFORMANCE OUTCOMES



**Broad-Based Evaluation
Consumer Perception Survey**

AUGUST 2004

Prepared by:
Performance Outcomes and Quality
Improvement Unit
California Department of Mental Health (DMH)
Systems of Care
1600 9th Street
Sacramento CA 95814

Purpose of this report

The purpose of this report is to provide performance outcomes data on consumer satisfaction (using items from the 28-item Mental Health Statistics Improvement Program Consumer Perception Survey (MHSIP)) and quality of life (QOL), as measured by the California State Department of Mental Health’s Adult Survey. This report is a REGIONAL summary of the Adult Survey (see Attachment A) data that were collected during the November 3-17, 2003 survey period. To assist with the interpretation of this summary report, brief narratives are provided before each table presented. County reports that are similar to this REGIONAL report can be downloaded from each county’s Information Technology Web Services (ITWS) folder, which can be accessed by authorized ITWS users at <https://mhitws.cahwnet.gov/>.

Consumer Demographic & Descriptive Items
Summary Report

The following tables highlight the Adult Survey demographic items, as well as several additional descriptive items, that were reported by consumers who received services during the November 3-17, 2003, survey period and reflect aggregated REGIONAL data. Results of these Adult Survey consumer-completed items are highlighted in yellow (missing data are highlighted in green), and exclude surveys that had all items missing on either the MHSIP portion of the Adult Survey, the QOL portion, or both. **Out of 6,317 Central Region Adult Surveys submitted, a total of 4,304 had valid data.**

TOTAL NUMBER OF SURVEYS SUBMITTED (CENTRAL VALLEY REGION)

A total of 6,317 Adult Surveys were submitted for the Central Valley Region.

Central Valley Region

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Central Valley Region	6317	100.0	100.0	100.0

GENDER

For the consumers who responded to the question – “What is your gender?” – 60.4% identified themselves as Female, 39.2% as Male and 0.4% as Other. Additionally, 8.4% of the consumers did not respond to this item.

What is your gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	2381	55.3	60.4	60.4
	Male	1545	35.9	39.2	99.6
	Other	15	.3	.4	100.0
	Total	3941	91.6	100.0	
Missing	9	363	8.4		
Total		4304	100.0		

AGE CATEGORY

For the consumers who responded to the question – “What is your date of birth?” – 0.4% were under age 18, 11.6% were 18-25, 20.9% were 26-35, 32.0% were 36-45, 31.9% were 46-59 and 3.1% were age 60 or older. Additionally, 14.8% of the consumers did not respond to this item.

Age Category

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 18	15	.3	.4	.4
	18-25	425	9.9	11.6	12.0
	26-35	766	17.8	20.9	32.9
	36-45	1175	27.3	32.0	64.9
	46-59	1171	27.2	31.9	96.9
	60+	115	2.7	3.1	100.0
	Total	3667	85.2	100.0	
Missing	System	637	14.8		
Total		4304	100.0		

SERVICE LENGTH

For the consumers who responded to the question – “How long have you received services here?” – 4.0% reported that it was their first visit; 4.5% reported that they had had more than one visit, but that they had received services for less than one month; 8.1% reported having received services for 1-2 months; 11.0% reported having received services for 3-5 months; 16.0% reported receiving services for 6 months to 1 year and 56.4% reported receiving services for more than one year. Additionally, 31.3% of the consumers did not respond to this item.

How long have you received services here?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	This is my first visit here	117	2.7	4.0	4.0
	> 1 visit, but < one month	133	3.1	4.5	8.5
	1 to 2 months	240	5.6	8.1	16.6
	3 to 5 months	326	7.6	11.0	27.6
	6 months to 1 year	474	11.0	16.0	43.6
	More than 1 year	1668	38.8	56.4	100.0
	Total	2958	68.7	100.0	
Missing	9	1346	31.3		
Total		4304	100.0		

MEXICAN / HISPANIC / LATINO ORIGIN

On the Adult Survey, 20.1% of the consumers identified themselves as being “of Mexican / Hispanic / Latino Origin.”

Are you of Mexican / Hispanic / Latino origin?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2655	61.7	61.7	61.7
	Yes	864	20.1	20.1	81.8
	Unknown	785	18.2	18.2	100.0
Total		4304	100.0	100.0	

ETHNICITY

Consumers were permitted to identify as many ethnic categories as they felt were applicable; therefore, each ethnic category is reported individually and, due to potential overlap, the numbers will not collectively add up to 100%. Each ethnic category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the Adult Survey and “no” if the consumer did not mark the bubble. As such, there are no missing values for this item.

On the Adult Survey, 59.4% of the consumers identified themselves as being “White / Caucasian.”

Is your race White / Caucasian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1746	40.6	40.6	40.6
	Yes	2558	59.4	59.4	100.0
Total		4304	100.0	100.0	

On the Adult Survey, 9.2% of the consumers identified themselves as being “Black / African American.”

Is your race Black / African American?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	3910	90.8	90.8	90.8
	Yes	394	9.2	9.2	100.0
Total		4304	100.0	100.0	

On the Adult Survey, 4.1% of the consumers identified themselves as being “Asian.”

Is your race Asian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4128	95.9	95.9	95.9
	Yes	176	4.1	4.1	100.0
Total		4304	100.0	100.0	

On the Adult Survey, 7.6% of the consumers identified themselves as being “American Indian / Alaskan Native.”

Is your race American Indian / Alaskan Native?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	3975	92.4	92.4	92.4
	Yes	329	7.6	7.6	100.0
Total		4304	100.0	100.0	

On the Adult Survey, 1.2% of the consumers identified themselves as being “Hawaiian / Other Pacific Islander.”

Is your race Native Hawaiian / Other Pacific Islander?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4251	98.8	98.8	98.8
	Yes	53	1.2	1.2	100.0
Total		4304	100.0	100.0	

On the Adult Survey, 11.2% of the consumers identified themselves as being “Other.”

Is your race Other?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	3821	88.8	88.8	88.8
	Yes	483	11.2	11.2	100.0
Total		4304	100.0	100.0	

On the Adult Survey, 1.5% of the consumers identified themselves as being “Unknown.”

Is your race Unknown?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4239	98.5	98.5	98.5
	Yes	65	1.5	1.5	100.0
Total		4304	100.0	100.0	

LANGUAGE OF SURVEY

On the Adult Survey, 96.0% of the consumers responded using the English version of the Adult Survey and 4.0% used the Spanish version. *Note: The Adult Survey was only available in English and Spanish for the November 3-17, 2003, survey period.*

Language of instrument

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	4131	96.0	96.0	96.0
	Spanish	173	4.0	4.0	100.0
	Total	4304	100.0	100.0	

PREFERRED LANGUAGE

On the Adult Survey, 96.9% of the consumers responded that the services they received were provided in the language they preferred and 94.7% responded that written information was available in their preferred language. Additionally, 9.3% and 9.9% of the consumers did not respond to these items, respectively.

Were the services you received provided in the language you prefer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	120	2.8	3.1	3.1
	Yes	3784	87.9	96.9	100.0
	Total	3904	90.7	100.0	
Missing	Unknown	400	9.3		
Total		4304	100.0		

Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	204	4.7	5.3	5.3
	Yes	3672	85.3	94.7	100.0
	Total	3876	90.1	100.0	
Missing	Unknown	428	9.9		
Total		4304	100.0		

PRIMARY REASON INVOLVED WITH PROGRAM

For the consumers who responded to the question – “What was the primary reason you became involved with this program?” – 43.5% reported that they decided to come in on their own, 51.3% reported that someone else recommended that they come in and 5.2% reported that they came in against their will. Additionally, 12.8% of the consumers did not respond to this item.

What was the primary reason you became involved with this program?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I decided to come in on my own	1631	37.9	43.5	43.5
	Someone else recommended that I come in.	1926	44.7	51.3	94.8
	I came in against my will.	194	4.5	5.2	100.0
	Total	3751	87.2	100.0	
Missing	9	553	12.8		
Total		4304	100.0		

ASSISTANCE COMPLETING SURVEY

Consumers were permitted to identify all of the individuals who assisted them in completing the Adult Survey; therefore, more than one person may have provided assistance and, due to potential overlap, the numbers will not collectively add up to 100%. Each category was presented as a “yes/no” option: “yes” if the consumer marked the bubble on the Adult Survey and “no” if the consumer did not mark the bubble. As such, there are no missing values for this item.

For the November 2003 survey period, 67.6% of the consumers responded that they did not need any help in completing the Adult Survey.

I did not need any help.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1394	32.4	32.4	32.4
	Yes	2910	67.6	67.6	100.0
	Total	4304	100.0	100.0	

For the November 2003 survey period, 7.6% of the consumers responded that a mental health advocate / volunteer helped them complete the Adult Survey.

A mental health advocate / volunteer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	3975	92.4	92.4	92.4
	Yes	329	7.6	7.6	100.0
Total		4304	100.0	100.0	

For the November 2003 survey period, 3.2% of the consumers responded that another mental health consumer helped them complete the Adult Survey.

Another mental health consumer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4167	96.8	96.8	96.8
	Yes	137	3.2	3.2	100.0
Total		4304	100.0	100.0	

For the November 2003 survey period, 5.0% of the consumers responded that a member of their family helped them complete the Adult Survey.

A member of my family helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4087	95.0	95.0	95.0
	Yes	217	5.0	5.0	100.0
Total		4304	100.0	100.0	

For the November 2003 survey period, 2.8% of the consumers responded that a professional interviewer helped them complete the Adult Survey.

A professional interviewer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4182	97.2	97.2	97.2
	Yes	122	2.8	2.8	100.0
Total		4304	100.0	100.0	

For the November 2003 survey period, 3.9% of the consumers responded that a clinician / case manager helped them complete the Adult Survey.

My clinician / case manager helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4135	96.1	96.1	96.1
	Yes	169	3.9	3.9	100.0
Total		4304	100.0	100.0	

For the November 2003 survey period, 4.7% of the consumers responded that a staff member other than their clinician or case manager helped them complete the Adult Survey.

A staff member other than my clinician or case manager helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4102	95.3	95.3	95.3
	Yes	202	4.7	4.7	100.0
Total		4304	100.0	100.0	

For the November 2003 survey period, 4.2% of the consumers responded that someone else helped them complete the Adult Survey.

Someone else helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4125	95.8	95.8	95.8
	Yes	179	4.2	4.2	100.0
Total		4304	100.0	100.0	

REASON WHY SURVEY NOT COMPLETED (if applicable)

County staff were expected to complete a “Reason” item if a consumer who met the criteria for the target population did not complete an Adult Survey. Of those consumers who were expected to complete an Adult Survey, but did not, 43.5% of the consumers were reported to have Refused to complete the survey, 5.4% were reported to have an Impairment, 43.5% did not have a survey available in their Language and 7.6% were marked as having an “Other” reason for not completing the survey. Additionally, 3.4% of the Adult Surveys were missing a “Reason” response.

If the instrument is not completed, the PRIMARY reason must be indicated.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused	845	42.0	43.5	43.5
	Impairment	105	5.2	5.4	48.9
	Language	846	42.0	43.5	92.4
	Other	148	7.4	7.6	100.0
	Total	1944	96.6	100.0	
Missing		69	3.4		
Total		2013	100.0		

MHSIP Consumer Survey *Summary Report*

About the MHSIP Consumer Survey

The MHSIP is a 28-item consumer-completed survey designed to obtain participant perceptions of 1) access to services, 2) quality and appropriateness of services received, 3) consumer participation in treatment planning, 4) service outcomes and 5) general satisfaction. The MHSIP was developed through the collaborative efforts of the federally funded Mental Health Statistics Improvement Program (www.mhsip.org), and included the direct assistance and feedback of consumers and their families, as well as advocates for mental health services. The MHSIP Consumer Survey is currently used in a number of states across the United States.

It is important to remember that the ratings on the MHSIP represent a participant's perceptions. Some data exist to suggest that satisfaction with services, in and of itself, does not necessarily correlate with outcomes. However, the MHSIP provides a good source of information to ensure that consumers have the opportunity to shape and improve their services.

The following tables present REGIONAL data that were collected and aggregated from the MHSIP portion of the November 2003 Adult Survey. The MHSIP items are rated on a five-point scale, with "5" indicating the greatest satisfaction.

The items that comprise each of the MHSIP subscales (i.e., access to services, quality and appropriateness of services received, consumer participation in treatment planning, service outcomes and general satisfaction) were averaged and then grouped into the following categories: 1.0 - 1.5 = 'Dissatisfied', 1.5001 - 2.5 = 'Somewhat Dissatisfied', 2.5001 - 3.5 = 'Neutral', 3.5001 - 4.5 = 'Satisfied' and 4.5001 - 5 = 'Very Satisfied'. As a general guideline, an overall scale score over 3.5 indicates that consumers were satisfied.

Additionally, the average scores for each of the MHSIP subscales are also reported below.

For the tables reflecting categorical groupings of the MHSIP averages and the MHSIP subscale averages, total frequencies may differ depending on how well consumers completed the items on the Adult Survey that comprised each scale's calculation. Averages were only calculated for those Adult Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have data missing). The results are highlighted in yellow (incomplete and/or missing data are highlighted in green).

PERCEPTION OF ACCESS TO SERVICES

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Access to Services” subscale, 32.0% reported that they were Very Satisfied, 48.1% reported they were Satisfied, 15.5% were Neutral, 3.4% were Somewhat Dissatisfied and 1.0% were Dissatisfied. Additionally, 3.7% of the data on this subscale had at least 1/3 of the items missing.

Perception of Access to Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	42	1.0	1.0	1.0
	Somewhat Dissatisfied	140	3.3	3.4	4.4
	Neutral	643	14.9	15.5	19.9
	Satisfied	1992	46.3	48.1	68.0
	Very Satisfied	1328	30.9	32.0	100.0
	Total	4145	96.3	100.0	
Missing	System	159	3.7		
Total		4304	100.0		

PERCEPTION OF QUALITY & APPROPRIATENESS

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Quality and Appropriateness” subscale, 35.3% reported that they were Very Satisfied, 48.5% reported they were Satisfied, 13.8% were Neutral, 1.5% were Somewhat Dissatisfied and 0.9% were Dissatisfied. Additionally, 6.1% of the data on this subscale had at least 1/3 of the items missing.

Perception of Quality & Appropriateness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	37	.9	.9	.9
	Somewhat Dissatisfied	60	1.4	1.5	2.4
	Neutral	556	12.9	13.8	16.2
	Satisfied	1962	45.6	48.5	64.7
	Very Satisfied	1428	33.2	35.3	100.0
	Total	4043	93.9	100.0	
Missing	System	261	6.1		
Total		4304	100.0		

PERCEPTION OF PARTICIPATION IN TREATMENT PLANNING

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Participation in Treatment Planning” subscale, 28.1% reported that they were Very Satisfied, 43.1% reported they were Satisfied, 23.1% were Neutral, 4.1% were Somewhat Dissatisfied and 1.6% were Dissatisfied. Additionally, 10.0% of the data on this subscale had at least 1/3 of the items missing.

Perceptions of Treatment Planning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	62	1.4	1.6	1.6
	Somewhat Dissatisfied	159	3.7	4.1	5.7
	Neutral	894	20.8	23.1	28.8
	Satisfied	1669	38.8	43.1	71.9
	Very Satisfied	1089	25.3	28.1	100.0
	Total	3873	90.0	100.0	
Missing	System	431	10.0		
Total		4304	100.0		

OUTCOMES

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 20.3% reported that they were Very Satisfied, 42.3% reported they were Satisfied, 28.1% were Neutral, 7.7% were Somewhat Dissatisfied and 1.7% were Dissatisfied. Additionally, 7.7% of the data on this subscale had at least 1/3 of the items missing.

Outcomes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	68	1.6	1.7	1.7
	Somewhat Dissatisfied	306	7.1	7.7	9.4
	Neutral	1115	25.9	28.1	37.5
	Satisfied	1679	39.0	42.3	79.7
	Very Satisfied	805	18.7	20.3	100.0
	Total	3973	92.3	100.0	
Missing	System	331	7.7		
Total		4304	100.0		

GENERAL SATISFACTION

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 45.9% reported that they were Very Satisfied, 41.0% reported they were Satisfied, 9.9% were Neutral, 2.0% were Somewhat Dissatisfied and 1.2% were Dissatisfied. Additionally, 2.6% of the data on this subscale had at least 1/3 of the items missing.

General Satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	51	1.2	1.2	1.2
	Somewhat Dissatisfied	85	2.0	2.0	3.2
	Neutral	414	9.6	9.9	13.1
	Satisfied	1718	39.9	41.0	54.1
	Very Satisfied	1925	44.7	45.9	100.0
	Total	4193	97.4	100.0	
Missing	System	111	2.6		
Total		4304	100.0		

AVERAGE MHSIP SUBSCALE SCORES

Average scores were calculated for the consumers who completed at least 2/3 of the items that comprise each of the subscales. Respondents indicated that, overall, they were “Satisfied” with their Access to Services (indicated by a subscale score of 4.10; 4,145 responses), the Quality & Appropriateness of their treatment (indicated by a subscale score of 4.14; 4,043 responses), their Participation in Treatment Planning (indicated by a subscale score of 4.07; 3,873 responses), their Outcomes (indicated by a subscale score of 3.74; 3,973 responses) and were Generally Satisfied with their services (indicated by a subscale score of 4.28; 4,193 responses).

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	4145	1.00	5.00	4.10	.77
Average: Perception of Quality & Appropriateness	4043	1.00	5.00	4.14	.72
Average: Perception of Treatment Planning	3873	1.00	5.00	4.07	.83
Average: Outcomes	3973	1.00	5.00	3.74	.87
General Satisfaction	4193	1.00	5.00	4.28	.78
Valid N (listwise)	3671				

Quality of Life (QOL) Summary Report

About the QOL

The QOL is designed to measure quality of life from a consumer’s self-reported perspective. The subscales measured include: general life satisfaction, living situation, daily activities and functioning, family and social relationships, finances, legal and safety, and health.

It is important to remember that the ratings on the QOL represent a consumer’s perceptions. A variety of factors can affect a consumer’s quality of life and many of these are out of the control of service providers. However, in our efforts to continually improve services, the QOL can be used as a source of information on issues that are important to consumers.

The following tables present REGIONAL data that were collected and aggregated from the QOL portion of the November 2003 Adult Survey. Most of the QOL items are rated on a seven-point scale, with “7” indicating the greatest satisfaction regarding their quality of life. Some of the results reflect the frequency reported for particular QOL items while others reflect averages of the items that comprise each of the QOL subscales (i.e., general life satisfaction, living situation, daily activities and functioning, family and social relationships, finances, legal and safety, and health). Using the seven-point response options as a guide, the QOL subscale results can be interpreted using the following: 1.0 – 3.9 = 'Dissatisfied', 4.0 - 4.9 = 'Mixed' and 5.0 – 7.0 = 'Satisfied'. As a general guideline, an overall scale score over 5.0 indicates that consumers were satisfied. For the tables reflecting the QOL subscale averages, total frequencies may differ depending on how well consumers completed the items on the Adult Survey that comprised each scale’s calculation. Averages were only calculated for those Adult Surveys where at least 2/3 of the items in the particular domain were completed (i.e., only 1/3 of the items could have data missing).

All QOL results are highlighted in yellow (incomplete and/or missing data are highlighted in green).

GENERAL LIFE SATISFACTION

For the consumers who responded to the question – “How do you feel about your life in general?” – 6.5% were Delighted, 15.8% were Pleased, 20.0% were Mostly Satisfied, 33.7% were Mixed, 7.6% were Mostly Dissatisfied, 10.5% were Unhappy and 5.8% were Terrible. Additionally, 7.6% of the consumers did not respond to this item.

QOL_1. How do you feel about your life in general?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Terrible	232	5.4	5.8	5.8
	Unhappy	418	9.7	10.5	16.3
	Mostly Dissatisfied	304	7.1	7.6	24.0
	Mixed	1340	31.1	33.7	57.7
	Mostly Satisfied	797	18.5	20.0	77.7
	Pleased	627	14.6	15.8	93.5
	Delighted	260	6.0	6.5	100.0
	Total	3978	92.4	100.0	
Missing	9	326	7.6		
Total		4304	100.0		

LIVING SITUATION

For the consumers who completed at least 2/3 of the items that comprise the “Living Situation” subscale, an average score of 4.60 (4,027 responses) was calculated, indicating “Mixed” feelings regarding living situation.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Living Situation	4027	1.00	7.00	4.60	1.51
Valid N (listwise)	4027				

DAILY ACTIVITIES & FUNCTIONING

For the consumers who completed at least 2/3 of the items that comprise the “Daily Activities & Functioning” subscale, an average score of 4.32 (4,005 responses) was calculated, indicating “Mixed” feelings regarding daily activities & functioning.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Daily Activities & Functioning	4005	1.00	7.00	4.32	1.41
Valid N (listwise)	4005				

FAMILY RELATIONS

For the consumers who responded to the question – “In general, how often do you get together with a member of your family?” – 32.0% reported At Least Once a Day, 22.9% reported At Least Once a Week, 16.7% reported At Least Once a Month, 12.0% reported Less than Once a Month, 12.0% reported Not At All and 4.3% reported No Family / Not Applicable. Additionally, 11.5% of the consumers did not respond to this item.

QOL_4. In general, how often do you get together with a member of your family?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	459	10.7	12.0	12.0
	Less than once a month	458	10.6	12.0	24.1
	At least once a month	638	14.8	16.7	40.8
	At least once a week	872	20.3	22.9	63.7
	At least once a day	1219	28.3	32.0	95.7
	No family / Not applicable	164	3.8	4.3	100.0
	Total	3810	88.5	100.0	
Missing	9	494	11.5		
Total		4304	100.0		

Average Quality of Life Indicator: Family Relations

For the consumers who completed at least 2/3 of the items that comprise the “Family Relations” subscale, an average score of 4.47 (3,769 responses) was calculated, indicating “Mixed” feelings regarding family relations.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Family Relations	3769	1.00	7.00	4.47	1.67
Valid N (listwise)	3769				

SOCIAL RELATIONS

For the consumers who responded to the question – “About how often do you visit with someone who does not live with you?” – 17.9% reported At Least Once a Day, 34.2% reported At Least Once a Week, 19.9% reported At Least Once a Month, 10.4% reported Less than Once a Month, 14.3% reported Not At All and 3.3% reported Not Applicable. Additionally, 9.5% of the consumers did not respond to this item.

QOL_6A. About how often do you visit with someone who does not live with you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	556	12.9	14.3	14.3
	Less than once a month	404	9.4	10.4	24.7
	At least once a month	776	18.0	19.9	44.6
	At least once a week	1333	31.0	34.2	78.8
	At least once a day	698	16.2	17.9	96.7
	Not applicable	127	3.0	3.3	100.0
	Total	3894	90.5	100.0	
Missing	9	410	9.5		
Total		4304	100.0		

For the consumers who responded to the question – “About how often do you spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?” – 27.6% reported At Least Once a Day, 16.8% reported At Least Once a Week, 9.7% reported At Least Once a Month, 5.8% reported Less than Once a Month, 25.1% reported Not At All and 15.0% reported Not Applicable. Additionally, 13.0% of the consumers did not respond to this item.

QOL_6B. About how often do you spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	941	21.9	25.1	25.1
	Less than once a month	217	5.0	5.8	30.9
	At least once a month	364	8.5	9.7	40.7
	At least once a week	628	14.6	16.8	57.4
	At least once a day	1032	24.0	27.6	85.0
	Not applicable	561	13.0	15.0	100.0
	Total	3743	87.0	100.0	
Missing	9	561	13.0		
Total		4304	100.0		

Average Quality of Life Indicator: Social Relations

For the consumers who completed at least 2/3 of the items that comprise the “Social Relations” subscale, an average score of 4.44 (3,764 responses) was calculated, indicating “Mixed” feelings regarding social relations.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Social Relations	3764	1.00	7.00	4.44	1.40
Valid N (listwise)	3764				

FINANCES

On the Adult Survey, 74.6% of the consumers reported that they generally had enough money to cover food expenses. Additionally, 7.0% of the consumers did not respond to this item.

QOL_8A. During the past month, did you generally have enough money to cover food?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1019	23.7	25.4	25.4
	Yes	2985	69.4	74.6	100.0
	Total	4004	93.0	100.0	
Missing	9	300	7.0		
Total		4304	100.0		

On the Adult Survey, 58.6% of the consumers reported that they generally had enough money to cover clothing expenses. Additionally, 7.8% of the consumers did not respond to this item.

QOL_8B. During the past month, did you generally have enough money to cover clothing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1643	38.2	41.4	41.4
	Yes	2326	54.0	58.6	100.0
	Total	3969	92.2	100.0	
Missing	9	335	7.8		
Total		4304	100.0		

On the Adult Survey, 78.6% of the consumers reported that they generally had enough money to cover housing expenses. Additionally, 8.3% of the consumers did not respond to this item.

QOL_8C. During the past month, did you generally have enough money to cover housing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	846	19.7	21.4	21.4
	Yes	3101	72.0	78.6	100.0
	Total	3947	91.7	100.0	
Missing	9	357	8.3		
Total		4304	100.0		

On the Adult Survey, 60.0% of the consumers reported that they generally had enough money to cover transportation expenses. Additionally, 8.8% of the consumers did not respond to this item.

QOL_8D. During the past month, did you generally have enough money to cover traveling around for things like shopping, medical appointments, or visiting friends and relatives?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1570	36.5	40.0	40.0
	Yes	2357	54.8	60.0	100.0
	Total	3927	91.2	100.0	
Missing	9	377	8.8		
Total		4304	100.0		

On the Adult Survey, 39.3% of the consumers reported that they generally had enough money to cover social activity expenses. Additionally, 9.2% of the consumers did not respond to this item.

QOL_8E. During the past month, did you generally have enough money for social activities like movies or eating in restaurants?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2373	55.1	60.7	60.7
	Yes	1536	35.7	39.3	100.0
	Total	3909	90.8	100.0	
Missing	9	395	9.2		
Total		4304	100.0		

LEGAL & SAFETY

For the November 2003 survey period, 93.6% of the consumers reported that they were NOT a victim of any violent crimes in the month prior to completing the Adult Survey. Additionally, 7.3% of the consumers did not respond to this item.

QOL_9A. In the past month, were you the victim of any violent crimes such as assault, rape, mugging or robbery?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	3735	86.8	93.6	93.6
	Yes	255	5.9	6.4	100.0
	Total	3990	92.7	100.0	
Missing	9	314	7.3		
Total		4304	100.0		

For the November 2003 survey period, 86.4% of the consumers reported that they were NOT a victim of any non-violent crimes in the month prior to completing the Adult Survey. Additionally, 7.8% of the consumers did not respond to this item.

QOL_9B. In the past month, were you the victim of any non-violent crimes such as burglary, theft of your property or money, or being cheated?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	3430	79.7	86.4	86.4
	Yes	539	12.5	13.6	100.0
	Total	3969	92.2	100.0	
Missing	9	335	7.8		
Total		4304	100.0		

For the November 2003 survey period, 96.1% of the consumers reported that they had NOT been arrested for any crimes in the month prior to completing the Adult Survey. Additionally, 10.1% of the consumers did not respond to this item.

QOL_10. In the past month, how many times have you been arrested for any crimes?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No arrests	3719	86.4	96.1	96.1
	1 arrest	78	1.8	2.0	98.1
	2 arrests	25	.6	.6	98.8
	3 arrests	15	.3	.4	99.2
	4 or more arrests	32	.7	.8	100.0
	Total	3869	89.9	100.0	
Missing	9	435	10.1		
Total		4304	100.0		

Average Quality of Life Indicator: Legal & Safety

For the consumers who completed at least 2/3 of the items that comprise the “Legal & Safety” subscale, an average score of 4.74 (3,977 responses) was calculated, indicating “Mixed” feelings regarding legal & safety issues.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Legal & Safety	3977	1.00	7.00	4.74	1.42
Valid N (listwise)	3977				

HEALTH

For the consumers who completed at least 2/3 of the items that comprise the “Health” subscale, an average score of 3.98 (3,996 responses) was calculated, indicating “Dissatisfied” feelings regarding health status.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Health	3996	1.00	7.00	3.98	1.54
Valid N (listwise)	3996				

ADULT SURVEY

Please help our agency make services better by answering some questions. Your answers are confidential and will not influence current or future services you receive. **For each survey item below, please fill in the circle that corresponds to your choice. Please fill in the circle completely.** *EXAMPLE:* Correct ● Incorrect ✗ ✓

Approximately, how long have you received services here?

- This is my first visit here. 1 - 2 Months More than 1 year
- I have had more than one visit but I have received services for less than one month. 3 - 5 Months 6 months to 1 year

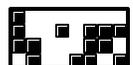
MHSIP Consumer Survey*:

Please answer the following questions based on the last 6 months OR if you have not received services for 6 months, just give answers based on the services you have received so far. Indicate if you **Strongly Agree**, **Agree**, are **Neutral**, **Disagree**, or **Strongly Disagree** with each of the statements below. If the question is about something you have not experienced, fill in the circle for **Not Applicable** to indicate that this item does not apply to you.

	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	Not Applicable
1. I like the services that I received here.	<input type="radio"/>					
2. If I had other choices, I would still get services from this agency.	<input type="radio"/>					
3. I would recommend this agency to a friend or family member.	<input type="radio"/>					
4. The location of services was convenient (parking, public transportation, distance, etc.).	<input type="radio"/>					
5. Staff were willing to see me as often as I felt it was necessary.	<input type="radio"/>					
6. Staff returned my calls within 24 hours.	<input type="radio"/>					
7. Services were available at times that were good for me.	<input type="radio"/>					
8. I was able to get all the services I thought I needed.	<input type="radio"/>					
9. I was able to see a psychiatrist when I wanted to.	<input type="radio"/>					
10. Staff here believe that I can grow, change and recover.	<input type="radio"/>					
11. I felt comfortable asking questions about my treatment and medication.	<input type="radio"/>					
12. I felt free to complain.	<input type="radio"/>					
13. I was given information about my rights.	<input type="radio"/>					
14. Staff encouraged me to take responsibility for how I live my life.	<input type="radio"/>					
15. Staff told me what side effects to watch out for.	<input type="radio"/>					
16. Staff respected my wishes about who is, and who is not to be given information about my treatment.	<input type="radio"/>					
17. I, not staff, decided my treatment goals.	<input type="radio"/>					
18. Staff were sensitive to my cultural background (race, religion, language, etc.).	<input type="radio"/>					
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	<input type="radio"/>					
20. I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	<input type="radio"/>					

*The MHSIP Consumer Survey was developed through a collaborative effort of consumers, the Mental Health Statistics Improvement Program (MHSIP) community, and the Center for Mental Health Services.

- A - E N -



As a direct result of the services I received:

Strongly Agree Agree I am Neutral Disagree Strongly Disagree Not Applicable

- 21. I deal more effectively with daily problems. Strongly Agree Agree I am Neutral Disagree Strongly Disagree Not Applicable
- 22. I am better able to control my life. Strongly Agree Agree I am Neutral Disagree Strongly Disagree Not Applicable
- 23. I am better able to deal with crisis. Strongly Agree Agree I am Neutral Disagree Strongly Disagree Not Applicable
- 24. I am getting along better with my family. Strongly Agree Agree I am Neutral Disagree Strongly Disagree Not Applicable
- 25. I do better in social situations. Strongly Agree Agree I am Neutral Disagree Strongly Disagree Not Applicable
- 26. I do better in school and /or work. Strongly Agree Agree I am Neutral Disagree Strongly Disagree Not Applicable
- 27. My housing situation has improved. Strongly Agree Agree I am Neutral Disagree Strongly Disagree Not Applicable
- 28. My symptoms are not bothering me as much. Strongly Agree Agree I am Neutral Disagree Strongly Disagree Not Applicable

29. Please provide comments here and /or on the back of this form, if needed. We are interested in both positive and negative feedback.

Quality of Life Questions:

Please answer each of the following questions by filling in the circle that best describes your experience or how you feel. Please fill in only one circle for each question. For some questions you may choose **Not Applicable** if the question does not apply to you.

General Life Satisfaction

Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted

- 1. How do you feel about your life in general? Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted

Living Situation

2. Think about your current living situation.

How do you feel about:

Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted

- A. The living arrangements where you live? Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted
- B. The privacy you have there? Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted
- C. The prospect of staying on where you currently live for a long period of time? Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted

Daily Activities & Functioning

3. Think about how you spend your spare time.

How do you feel about:

Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted

- A. The way you spend your spare time? Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted
- B. The chance you have to enjoy pleasant or beautiful things? Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted
- C. The amount of fun you have? Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted
- D. The amount of relaxation in your life? Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted

Family

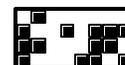
4. In general, how often do you get together with a member of your family?

- at least once a day at least once a month not at all
- at least once a week less than once a month no family / not applicable

5. How do you feel about: Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted Not Applicable

- A. The way you and your family act toward each other? Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted Not Applicable
- B. The way things are in general between you and your family? Terrible Unhappy Mostly Dissatisfied Mixed Mostly Satisfied Pleased Delighted Not Applicable

--	--	--	--	--	--	--	--	--	--



Social Relations

6. About how often do you do the following?

- A. Visit with someone who does not live with you?
 at least once a day at least once a month not at all
 at least once a week less than once a month not applicable
- B. Spend time with someone you consider more than a friend, like a spouse, a boyfriend or a girlfriend?
 at least once a day at least once a month not at all
 at least once a week less than once a month not applicable

7. How do you feel about:

- | | Terrible | Unhappy | Mostly Dissatisfied | Mixed | Mostly Satisfied | Pleased | Delighted | Not Applicable |
|--|-----------------------|-----------------------|----------------------------|-----------------------|-------------------------|-----------------------|-----------------------|-----------------------|
| A. The things you do with other people? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| B. The amount of time you spend with other people? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| C. The people you see socially? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| D. The amount of friendship in your life? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Finances

8. During the past month, did you generally have enough money to cover the following items?

- | | No | Yes |
|--|-----------------------|-----------------------|
| A. Food? | <input type="radio"/> | <input type="radio"/> |
| B. Clothing? | <input type="radio"/> | <input type="radio"/> |
| C. Housing? | <input type="radio"/> | <input type="radio"/> |
| D. Traveling around for things like shopping, medical appointments, or visiting friends and relatives? | <input type="radio"/> | <input type="radio"/> |
| E. Social activities like movies or eating in restaurants? | <input type="radio"/> | <input type="radio"/> |

Legal & Safety

9. In the past MONTH, were you a victim of:

- | | No | Yes |
|---|-----------------------|-----------------------|
| A. Any violent crimes such as assault, rape, mugging or robbery? | <input type="radio"/> | <input type="radio"/> |
| B. Any nonviolent crimes such as burglary, theft of your property or money, or being cheated? | <input type="radio"/> | <input type="radio"/> |

10. In the past MONTH, how many times have you been arrested for any crimes?

- No arrests 1 arrest 2 arrests 3 arrests 4 or more arrests

11. How do you feel about:

- | | Terrible | Unhappy | Mostly Dissatisfied | Mixed | Mostly Satisfied | Pleased | Delighted |
|--|-----------------------|-----------------------|----------------------------|-----------------------|-------------------------|-----------------------|-----------------------|
| A. How safe you are on the streets in your neighborhood? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| B. How safe you are where you live? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| C. The protection you have against being robbed or attacked? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Health

12. How do you feel about:

- | | Terrible | Unhappy | Mostly Dissatisfied | Mixed | Mostly Satisfied | Pleased | Delighted |
|-------------------------------|-----------------------|-----------------------|----------------------------|-----------------------|-------------------------|-----------------------|-----------------------|
| A. Your health in general? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| B. Your physical condition? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| C. Your emotional well-being? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

--	--	--	--	--	--	--	--	--	--



Please answer the following questions to let us know a little about you.

1. What is your gender? Female Male Other
2. Are you of Mexican / Hispanic / Latino origin? Yes No Unknown
3. What is your race? (Please check all that apply.)
 - White / Caucasian American Indian / Alaskan Native Unknown
 - Black / African American Native Hawaiian / Other Pacific Islander
 - Asian Other
4. What is your date of birth? (Write it in the boxes AND fill in the circles that correspond. See Example.)

Date of Birth (mm-dd-yyyy)

		-			-				
--	--	---	--	--	---	--	--	--	--

EXAMPLE: Date of birth on April 30, 1967:

1. Write in your date of birth → **04 - 30 - 1967**

2. Fill in the corresponding circles

0									
1									
2									
3									
4									
5									
6									
7									
8									
9									
5. Were the services you received provided in the language you prefer? Yes No
6. Was written information (e.g., brochures describing available services, your rights as a consumer, and mental health education materials) available to you in the language you prefer? Yes No
7. What was the primary reason you became involved with this program? (choose one)
 - I decided to come in on my own.
 - Someone else recommended that I come in.
 - I came in against my will.
8. Please identify who helped you complete any part of this survey (choose all that apply):
 - I did not need any help.
 - A mental health advocate / volunteer helped me.
 - Another mental health consumer helped me.
 - A member of my family helped me.
 - A professional interviewer helped me.
 - My clinician / case manager helped me.
 - A staff member other than my clinician or case manager helped me.
 - Someone else helped me. Who?: _____

Thank you for taking the time to answer these questions!

FOR OFFICE USE ONLY:

Date of Survey Administration:

1	1
---	---

 -

--	--

 -

2	0	0	3
---	---	---	---

County Question #1: 01 02 03 04 05 06 07 08 09 10
 11 12 13 14 15 16 17 18 19 20

County Question #2: 01 02 03 04 05 06 07 08 09 10
 11 12 13 14 15 16 17 18 19 20

County Question #3: 01 02 03 04 05 06 07 08 09 10
 11 12 13 14 15 16 17 18 19 20

CSI County Client Number

--	--	--	--	--	--	--	--	--	--

0									
1									
2									
3									
4									
5									
6									
7									
8									
9									

Reason:
 Ref Imp Lan Oth

--	--	--	--	--	--	--	--	--	--

