

Adult Survey

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

ADULT PERFORMANCE OUTCOMES



**Broad-Based Evaluation
Consumer Perception Survey**

AUGUST 2004

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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 9,355 Southern Region Adult Surveys, a total of 7,993 had valid data.**

TOTAL NUMBER OF SURVEYS SUBMITTED (SOUTHERN REGION)

A total of 9,355 Adult Surveys were submitted from the Southern California Region.

Southern California Region

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Southern California Region	9355	100.0	100.0	100.0

GENDER

For the consumers who responded to the question – “What is your gender?” – 57.9% identified themselves as Female, 41.6% as Male and 0.5% as Other. Additionally, 11.3% of the consumers did not respond to this item.

What is your gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	4107	51.4	57.9	57.9
	Male	2951	36.9	41.6	99.5
	Other	34	.4	.5	100.0
	Total	7092	88.7	100.0	
Missing	9	901	11.3		
Total		7993	100.0		

AGE CATEGORY

For the consumers who responded to the question – “What is your date of birth?” – 0.6% were under age 18, 11.0% were 18-25, 21.5% were 26-35, 32.2% were 36-45, 31.0% were 46-59 and 3.7% were age 60 or older. Additionally, 21.0% of the consumers did not respond to this item.

Age Category

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 18	37	.5	.6	.6
	18-25	695	8.7	11.0	11.6
	26-35	1355	17.0	21.5	33.1
	36-45	2035	25.5	32.2	65.3
	46-59	1959	24.5	31.0	96.3
	60+	231	2.9	3.7	100.0
	Total	6312	79.0	100.0	
Missing	System	1681	21.0		
Total		7993	100.0		

SERVICE LENGTH

For the consumers who responded to the question – “How long have you received services here?” – 2.5% reported that it was their first visit; 4.6% reported that they had had more than one visit, but that they had received services for less than one month; 6.8% reported having received services for 1-2 months; 11.5% reported having received services for 3-5 months; 15.8% reported receiving services for 6 months to 1 year and 59.0% reported receiving services for more than one year. Additionally, 37.8% 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	122	1.5	2.5	2.5
	> 1 visit, but < one month	228	2.9	4.6	7.0
	1 to 2 months	336	4.2	6.8	13.8
	3 to 5 months	570	7.1	11.5	25.3
	6 months to 1 year	785	9.8	15.8	41.0
	More than 1 year	2931	36.7	59.0	100.0
	Total	4972	62.2	100.0	
Missing	9	3021	37.8		
Total		7993	100.0		

MEXICAN / HISPANIC / LATINO ORIGIN

On the Adult Survey, 26.1% 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	4439	55.5	55.5	55.5
	Yes	2090	26.1	26.1	81.7
	Unknown	1464	18.3	18.3	100.0
	Total	7993	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, 47.1% of the consumers identified themselves as being “White / Caucasian.”

Is your race White / Caucasian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4229	52.9	52.9	52.9
	Yes	3764	47.1	47.1	100.0
	Total	7993	100.0	100.0	

On the Adult Survey, 13.6% of the consumers identified themselves as being “Black / African American.”

Is your race Black / African American?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	6906	86.4	86.4	86.4
	Yes	1087	13.6	13.6	100.0
	Total	7993	100.0	100.0	

On the Adult Survey, 4.2% of the consumers identified themselves as being “Asian.”

Is your race Asian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	7654	95.8	95.8	95.8
	Yes	339	4.2	4.2	100.0
Total		7993	100.0	100.0	

On the Adult Survey, 5.1% 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	7587	94.9	94.9	94.9
	Yes	406	5.1	5.1	100.0
Total		7993	100.0	100.0	

On the Adult Survey, 0.8% 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	7927	99.2	99.2	99.2
	Yes	66	.8	.8	100.0
Total		7993	100.0	100.0	

On the Adult Survey, 15.5% of the consumers identified themselves as being “Other.”

Is your race Other?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	6757	84.5	84.5	84.5
	Yes	1236	15.5	15.5	100.0
Total		7993	100.0	100.0	

On the Adult Survey, 1.7% of the consumers identified themselves as being “Unknown.”

Is your race Unknown?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	7856	98.3	98.3	98.3
	Yes	137	1.7	1.7	100.0
Total		7993	100.0	100.0	

LANGUAGE OF SURVEY

On the Adult Survey, 91.1% of the consumers responded using the English version of the Adult Survey and 8.9% 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	7282	91.1	91.1	91.1
	Spanish	711	8.9	8.9	100.0
	Total	7993	100.0	100.0	

PREFERRED LANGUAGE

On the Adult Survey, 96.8% 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, 11.6% and 13.0% 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	229	2.9	3.2	3.2
	Yes	6835	85.5	96.8	100.0
	Total	7064	88.4	100.0	
Missing	Unknown	929	11.6		
Total		7993	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	371	4.6	5.3	5.3
	Yes	6579	82.3	94.7	100.0
	Total	6950	87.0	100.0	
Missing	Unknown	1043	13.0		
Total		7993	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?” – 55.7% reported that someone else recommended that they come in and 4.1% reported that they came in against their will. Additionally, 15% 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	2731	34.2	40.2	40.2
	Someone else recommended that I come in.	3784	47.3	55.7	95.9
	I came in against my will.	279	3.5	4.1	100.0
	Total	6794	85.0	100.0	
Missing	9	1199	15.0		
Total		7993	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, 68.0% 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	2557	32.0	32.0	32.0
	Yes	5436	68.0	68.0	100.0
Total		7993	100.0	100.0	

For the November 2003 survey period, 5.0% 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	7594	95.0	95.0	95.0
	Yes	399	5.0	5.0	100.0
Total		7993	100.0	100.0	

For the November 2003 survey period, 2.2% 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	7814	97.8	97.8	97.8
	Yes	179	2.2	2.2	100.0
Total		7993	100.0	100.0	

For the November 2003 survey period, 6.0% 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	7510	94.0	94.0	94.0
	Yes	483	6.0	6.0	100.0
Total		7993	100.0	100.0	

For the November 2003 survey period, 2.5% 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	7794	97.5	97.5	97.5
	Yes	199	2.5	2.5	100.0
Total		7993	100.0	100.0	

For the November 2003 survey period, 3.5% 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	7717	96.5	96.5	96.5
	Yes	276	3.5	3.5	100.0
Total		7993	100.0	100.0	

For the November 2003 survey period, 4.1% 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	7664	95.9	95.9	95.9
	Yes	329	4.1	4.1	100.0
Total		7993	100.0	100.0	

For the November 2003 survey period, 2.7% 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	7776	97.3	97.3	97.3
	Yes	217	2.7	2.7	100.0
Total		7993	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, 43.0% of the consumers were reported to have Refused to complete the survey, 8.1% were reported to have an Impairment, 38.0% did not have a survey available in their Language and 10.9% were marked as having an “Other” reason for not completing the survey. Additionally, 5.9% 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	551	40.5	43.0	43.0
	Impairment	104	7.6	8.1	51.1
	Language	487	35.8	38.0	89.1
	Other	140	10.3	10.9	100.0
	Total	1282	94.1	100.0	
Missing		80	5.9		
Total		1362	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, 36.7% reported that they were Very Satisfied, 46.1% reported they were Satisfied, 14.6% were Neutral, 2.2% were Somewhat Dissatisfied and 0.4% were Dissatisfied. Additionally, 3.6% 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	28	.4	.4	.4
	Somewhat Dissatisfied	168	2.1	2.2	2.5
	Neutral	1128	14.1	14.6	17.2
	Satisfied	3550	44.4	46.1	63.3
	Very Satisfied	2831	35.4	36.7	100.0
	Total	7705	96.4	100.0	
Missing	System	288	3.6		
Total		7993	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, 38.3% reported that they were Very Satisfied, 47.6% reported they were Satisfied, 12.5% were Neutral, 1.3% were Somewhat Dissatisfied and 0.3% were Dissatisfied. Additionally, 5.9% 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	20	.3	.3	.3
	Somewhat Dissatisfied	95	1.2	1.3	1.5
	Neutral	942	11.8	12.5	14.1
	Satisfied	3579	44.8	47.6	61.7
	Very Satisfied	2883	36.1	38.3	100.0
	Total	7519	94.1	100.0	
Missing	System	474	5.9		
Total		7993	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, 31.0% reported that they were Very Satisfied, 43.8% reported they were Satisfied, 21.5% were Neutral, 2.9% were Somewhat Dissatisfied and 0.8% were Dissatisfied. Additionally, 10.4% 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	57	.7	.8	.8
	Somewhat Dissatisfied	210	2.6	2.9	3.7
	Neutral	1539	19.3	21.5	25.2
	Satisfied	3137	39.2	43.8	69.0
	Very Satisfied	2216	27.7	31.0	100.0
	Total	7159	89.6	100.0	
Missing	System	834	10.4		
Total		7993	100.0		

OUTCOMES

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 21.9% reported that they were Very Satisfied, 42.8% reported they were Satisfied, 27.5% were Neutral, 6.5% were Somewhat Dissatisfied and 1.3% were Dissatisfied. Additionally, 8.0% of the data on this subscale had at least 1/3 of the items missing.

Outcomes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	95	1.2	1.3	1.3
	Somewhat Dissatisfied	478	6.0	6.5	7.8
	Neutral	2020	25.3	27.5	35.3
	Satisfied	3148	39.4	42.8	78.1
	Very Satisfied	1609	20.1	21.9	100.0
	Total	7350	92.0	100.0	
Missing	System	643	8.0		
Total		7993	100.0		

GENERAL SATISFACTION

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 49.7% reported that they were Very Satisfied, 39.3% reported they were Satisfied, 8.9% were Neutral, 1.6% were Somewhat Dissatisfied and 0.5% were Dissatisfied. Additionally, 2.2% 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	40	.5	.5	.5
	Somewhat Dissatisfied	127	1.6	1.6	2.1
	Neutral	695	8.7	8.9	11.0
	Satisfied	3071	38.4	39.3	50.3
	Very Satisfied	3887	48.6	49.7	100.0
	Total	7820	97.8	100.0	
Missing	System	173	2.2		
Total		7993	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 4.19; 7,705 responses), the Quality & Appropriateness of their treatment (indicated by a subscale score of 4.21; 7,519 responses), their Participation in Treatment Planning (indicated by a subscale score of 4.16; 7,159 responses), their Outcomes (indicated by a subscale score of 3.79; 7,350 responses) and were Generally Satisfied with their services (indicated by a subscale score of 4.36; 7,820 responses).

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	7705	1.00	5.00	4.19	.71
Average: Perception of Quality & Appropriateness	7519	1.00	5.00	4.21	.67
Average: Perception of Treatment Planning	7159	1.00	5.00	4.16	.76
Average: Outcomes	7350	1.00	5.00	3.79	.84
General Satisfaction	7820	1.00	5.00	4.36	.72
Valid N (listwise)	6713				

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 be different 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?” – 6.8% were Delighted, 15.6% were Pleased, 19.6% were Mostly Satisfied, 34.5% were Mixed, 6.9% were Mostly Dissatisfied, 11.3% were Unhappy and 5.4% were Terrible. Additionally, 7.0% 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	398	5.0	5.4	5.4
	Unhappy	839	10.5	11.3	16.6
	Mostly Dissatisfied	515	6.4	6.9	23.6
	Mixed	2565	32.1	34.5	58.1
	Mostly Satisfied	1457	18.2	19.6	77.7
	Pleased	1159	14.5	15.6	93.2
	Delighted	502	6.3	6.8	100.0
	Total	7435	93.0	100.0	
Missing	9	558	7.0		
Total		7993	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 4.56 (7,391 responses) was calculated, indicating “Mixed” feelings regarding living situation.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Living Situation	7391	1.00	7.00	4.56	1.55
Valid N (listwise)	7391				

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 4.35 (7,371 responses) was calculated, indicating “Mixed” feelings regarding daily activities & functioning.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Daily Activities & Functioning	7371	1.00	7.00	4.35	1.41
Valid N (listwise)	7371				

FAMILY RELATIONS

For the consumers who responded to the question – “In general, how often do you get together with a member of your family?” – 32.8% reported At Least Once a Day, 21.2% reported At Least Once a Week, 15.4% reported At Least Once a Month, 12.4% reported Less than Once a Month, 13.3% reported Not At All and 4.8% reported No Family / Not Applicable. Additionally, 13.2% 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	926	11.6	13.3	13.3
	Less than once a month	860	10.8	12.4	25.7
	At least once a month	1068	13.4	15.4	41.1
	At least once a week	1474	18.4	21.2	62.4
	At least once a day	2274	28.4	32.8	95.2
	No family / Not applicable	335	4.2	4.8	100.0
	Total	6937	86.8	100.0	
Missing	9	1056	13.2		
Total		7993	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 4.56 (6,896 responses) was calculated, indicating “Mixed” feelings regarding family relations.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Family Relations	6896	1.00	7.00	4.56	1.65
Valid N (listwise)	6896				

SOCIAL RELATIONS

For the consumers who responded to the question – “About how often do you visit with someone who does not live with you?” – 16.1% reported At Least Once a Day, 32.8% reported At Least Once a Week, 19.8% reported At Least Once a Month, 11.8% reported Less than Once a Month, 15.6% reported Not At All and 3.9% reported Not Applicable. Additionally, 9.9% 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	1126	14.1	15.6	15.6
	Less than once a month	849	10.6	11.8	27.4
	At least once a month	1423	17.8	19.8	47.2
	At least once a week	2361	29.5	32.8	79.9
	At least once a day	1163	14.6	16.1	96.1
	Not applicable	283	3.5	3.9	100.0
	Total	7205	90.1	100.0	
Missing	9	788	9.9		
Total		7993	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?” – 24.2% reported At Least Once a Day, 18.0% reported At Least Once a Week, 9.4% reported At Least Once a Month, 6.2% reported Less than Once a Month, 26.6% reported Not At All and 15.4% reported Not Applicable. Additionally, 14.3% 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	1823	22.8	26.6	26.6
	Less than once a month	426	5.3	6.2	32.8
	At least once a month	647	8.1	9.4	42.3
	At least once a week	1236	15.5	18.0	60.3
	At least once a day	1660	20.8	24.2	84.6
	Not applicable	1058	13.2	15.4	100.0
	Total	6850	85.7	100.0	
Missing	9	1143	14.3		
Total		7993	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 4.52 (6,847 responses) was calculated, indicating “Mixed” feelings regarding social relations.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Social Relations	6847	1.00	7.00	4.52	1.39
Valid N (listwise)	6847				

FINANCES

On the Adult Survey, 75.9% of the consumers reported that they generally had enough money to cover food expenses. Additionally, 7.9% 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	1777	22.2	24.1	24.1
	Yes	5588	69.9	75.9	100.0
	Total	7365	92.1	100.0	
Missing	9	628	7.9		
Total		7993	100.0		

On the Adult Survey, 58.2% of the consumers reported that they generally had enough money to cover clothing expenses. Additionally, 8.3% 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	3065	38.3	41.8	41.8
	Yes	4263	53.3	58.2	100.0
	Total	7328	91.7	100.0	
Missing	9	665	8.3		
Total		7993	100.0		

On the Adult Survey, 76.8% of the consumers reported that they generally had enough money to cover housing expenses. Additionally, 9.3% 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	1682	21.0	23.2	23.2
	Yes	5567	69.6	76.8	100.0
	Total	7249	90.7	100.0	
Missing	9	744	9.3		
Total		7993	100.0		

On the Adult Survey, 60.4% of the consumers reported that they generally had enough money to cover transportation expenses. Additionally, 8.7% 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	2888	36.1	39.6	39.6
	Yes	4412	55.2	60.4	100.0
	Total	7300	91.3	100.0	
Missing	9	693	8.7		
Total		7993	100.0		

On the Adult Survey, 42.1% of the consumers reported that they generally had enough money to cover social activity expenses. Additionally, 8.8% 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	4222	52.8	57.9	57.9
	Yes	3064	38.3	42.1	100.0
	Total	7286	91.2	100.0	
Missing	9	707	8.8		
Total		7993	100.0		

LEGAL & SAFETY

For the November 2003 survey period, 94.1% of the consumers reported that they were NOT a victim of any violent crimes in the month prior to completing the Adult Survey. Additionally, 7.8% 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	6932	86.7	94.1	94.1
	Yes	437	5.5	5.9	100.0
	Total	7369	92.2	100.0	
Missing	9	624	7.8		
Total		7993	100.0		

For the November 2003 survey period, 87.1% 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, 8.4% 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	6376	79.8	87.1	87.1
	Yes	943	11.8	12.9	100.0
	Total	7319	91.6	100.0	
Missing	9	674	8.4		
Total		7993	100.0		

For the November 2003 survey period, 97.5% 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	7005	87.6	97.5	97.5
	1 arrest	111	1.4	1.5	99.1
	2 arrests	18	.2	.3	99.3
	3 arrests	23	.3	.3	99.6
	4 or more arrests	27	.3	.4	100.0
	Total	7184	89.9	100.0	
Missing	9	809	10.1		
Total		7993	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 4.68 (7,296 responses) was calculated, indicating “Mixed” feelings regarding legal & safety issues.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Legal & Safety	7296	1.00	7.00	4.68	1.45
Valid N (listwise)	7296				

HEALTH

For the consumers who completed at least 2/3 of the items that comprise the “Health” subscale, an average score of 4.03 (7,359 responses) was calculated, indicating “Mixed” feelings regarding health status.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Health	7359	1.00	7.00	4.03	1.51
Valid N (listwise)	7359				

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

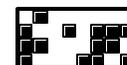
4. In general, how often do you get together with a member of your family?

- 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

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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"/> |

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