

Adult Survey

Bay Area Region Summary Report for the May 2005 Data Collection Period

ADULT PERFORMANCE OUTCOMES



**Broad-Based Evaluation
Consumer Perception Survey**

DECEMBER 2005

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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 May 2-13, 2005 survey period. To assist with the interpretation of this summary report, brief narratives are provided before each table is presented. County tables can be downloaded from each county's Information Technology Web Services (ITWS) folder, accessible to authorized ITWS users at <https://mhhitws.cahwnet.gov/>.

Consumer Demographic & Descriptive Items
Summary Report

The following tables reflect aggregated REGIONAL data and highlight the Adult Survey demographic items, as well as several additional descriptive items, that were reported by consumers who received services during the May 2-13, 2005 survey period. Results of these Adult Survey consumer-completed items are highlighted in yellow, and exclude surveys that had no responses for either the MHSIP portion of the Adult Survey, the QOL portion, or both. **Out of 7,794 Bay Area Region Adult Surveys submitted, a total of 5,325 were considered “completed,” as they had at least one response to MHSIP or QOL sections.**

TOTAL NUMBER OF SURVEYS SUBMITTED (BAY AREA REGION)

A total of 7,794 Adult Surveys were submitted for the Bay Area Region.

Bay Area Region

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Bay Area Region	7794	100.0	100.0	100.0

GENDER

For those who responded to the question – “What is your gender? – 46.2% identified themselves as Female, 52.8% as Male and 1.0% as Other. Additionally, 12.5% of the consumers did not respond to this item.

What is your gender?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Female	2458	40.4	46.2	46.2
Male	2813	46.2	52.8	99.0
Other	54	.9	1.0	100.0
Total	5325	87.5	100.0	
No Response	760	12.5		
Total	6085	100.0		

AGE CATEGORY*

For those who responded to the question – “What is your date of birth?” – 0.2% were under age 18, 8.2% were 18-25, 17.7% were 26-35, 29.1% were 36-45, 39.7% were 46-59 and 5.1% were age 60 or older. Additionally, 21.7% of the consumers did not respond to this item.

Age Category

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 18	10	.2	.2	.2
	18-25	392	6.4	8.2	8.4
	26-35	845	13.9	17.7	26.2
	36-45	1386	22.8	29.1	55.2
	46-59	1892	31.1	39.7	94.9
	60+	241	4.0	5.1	100.0
	Total	4766	78.3	100.0	
No Response		1319	21.7		
Total		6085	100.0		

SERVICE LENGTH

For those who responded to the question – “How long have you received services here?” – 2.8% reported that it was their first visit; 3.1% reported that they had had more than one visit, but that they had received services for less than one month; 6.9% reported having received services for 1-2 months; 9.3% reported having received services for 3-5 months; 12.4% reported receiving services for 6 months to 1 year and 65.6% reported receiving services for more than one year. Additionally, 39.8% 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	103	1.7	2.8	2.8
	> 1 visit, but < one month	112	1.8	3.1	5.9
	1 to 2 months	251	4.1	6.9	12.7
	3 to 5 months	339	5.6	9.3	22.0
	6 months to 1 year	453	7.4	12.4	34.4
	More than 1 year	2403	39.5	65.6	100.0
	Total	3661	60.2	100.0	
No Response		2424	39.8		
Total		6085	100.0		

* Although Adults are defined as being 18 - 59 years of age, this table reflects that DMH received “adult” surveys from consumers younger than 18 and older than 60 years of age. Consumers may have, inadvertently, been given the wrong survey form to complete, or may have unintentionally filled out the item with an invalid date of birth. Also, for a number of surveys received “date of birth” was not completed.

MEXICAN / HISPANIC / LATINO ORIGIN

On the Adult Survey, 14.6% 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	3804	62.5	62.5	62.5
	Yes	887	14.6	14.6	77.1
	Unknown	1394	22.9	22.9	100.0
	Total	6085	100.0	100.0	

RACE

Consumers were permitted to identify as many race categories as they felt were applicable; therefore, each race category is reported individually and, due to potential overlap, the numbers will not collectively add up to 100%. Each race 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.

On the Adult Survey, 47.8% of the consumers identified themselves as being “White / Caucasian.”

Is your race White / Caucasian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	3174	52.2	52.2	52.2
	Yes	2911	47.8	47.8	100.0
	Total	6085	100.0	100.0	

On the Adult Survey, 15.7% of the consumers identified themselves as being “Black / African American.”

Is your race Black / African American?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5167	84.9	84.9	84.9
	Yes	918	15.1	15.1	100.0
	Total	6085	100.0	100.0	

On the Adult Survey, 11.5% of the consumers identified themselves as being “Asian.”

Is your race Asian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5386	88.5	88.5	88.5
	Yes	699	11.5	11.5	100.0
	Total	6085	100.0	100.0	

On the Adult Survey, 5.0% 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	5778	95.0	95.0	95.0
	Yes	307	5.0	5.0	100.0
	Total	6085	100.0	100.0	

On the Adult Survey, 2.1% 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	5956	97.9	97.9	97.9
	Yes	129	2.1	2.1	100.0
	Total	6085	100.0	100.0	

On the Adult Survey, 10.0% of the consumers identified themselves as being of another race.

Other Race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5478	90.0	90.0	90.0
	Yes	607	10.0	10.0	100.0
	Total	6085	100.0	100.0	

On the Adult Survey, 1.8% of the consumers were not able to identify their race.

Unknown Race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	5973	98.2	98.2	98.2
	Yes	112	1.8	1.8	100.0
	Total	6085	100.0	100.0	

LANGUAGE OF SURVEY

On the Adult Survey, 92.8% of the consumers responded using the English version of the Adult Survey; 2.3% used the Chinese version; 0.3% used the Korean version; 4.0% used the Spanish version and 0.6% used the Tagalog version of the Adult Survey.

Language of instrument

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Chinese	142	2.3	2.3	2.3
	English	5644	92.8	92.8	95.1
	Korean	19	.3	.3	95.4
	Spanish	243	4.0	4.0	99.4
	Tagalog	37	.6	.6	100.0
	Total	6085	100.0	100.0	

PREFERRED LANGUAGE

On the Adult Survey, 96.3% of the consumers responded that the services they received were provided in the language they preferred and 94.1% responded that written information was available in their preferred language. Additionally, 13.2% and 14.5% 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	193	3.2	3.7	3.7
	Yes	5086	83.6	96.3	100.0
	Total	5279	86.8	100.0	
	No Response	806	13.2		
Total		6085	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	305	5.0	5.9	5.9
	Yes	4895	80.4	94.1	100.0
	Total	5200	85.5	100.0	
	No Response	885	14.5		
Total		6085	100.0		

PRIMARY REASON INVOLVED WITH PROGRAM

For those who responded to the question – “What was the primary reason you became involved with this program?” – 38.5% reported that they decided to come in on their own, 55.3% reported that someone else recommended that they come in and 6.2% reported that they came in against their will. Additionally, 15.4% 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	1982	32.6	38.5	38.5
	Someone else recommended that I come in.	2849	46.8	55.3	93.8
	I came in against my will.	317	5.2	6.2	100.0
	Total	5148	84.6	100.0	
No Response		937	15.4		
Total		6085	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.

For the May 2005 survey period, 64.9% 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	2134	35.1	35.1	35.1
	Yes	3951	64.9	64.9	100.0
	Total	6085	100.0	100.0	

For the May 2005 survey period, 5.3% 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	5765	94.7	94.7	94.7
	Yes	320	5.3	5.3	100.0
	Total	6085	100.0	100.0	

For the May 2005 survey period, 2.6% 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	5925	97.4	97.4	97.4
	Yes	160	2.6	2.6	100.0
	Total	6085	100.0	100.0	

For the May 2005 survey period, 3.1% 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	5894	96.9	96.9	96.9
	Yes	191	3.1	3.1	100.0
	Total	6085	100.0	100.0	

For the May 2005 survey period, 2.9% 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	5907	97.1	97.1	97.1
	Yes	178	2.9	2.9	100.0
	Total	6085	100.0	100.0	

For the May 2005 survey period, 8.4% 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	5571	91.6	91.6	91.6
	Yes	514	8.4	8.4	100.0
	Total	6085	100.0	100.0	

For the May 2005 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	5796	95.3	95.3	95.3
	Yes	289	4.7	4.7	100.0
	Total	6085	100.0	100.0	

For the May 2005 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	5918	97.3	97.3	97.3
	Yes	167	2.7	2.7	100.0
	Total	6085	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 the 7,794 consumers who were expected to complete an Adult Survey, 1,709 (21.9%) did not. Of these, 37.1% were reported to have Refused the survey, 21.3% were reported to have had an Impairment, 14.9% did not have a survey available in their Language and 26.7% were marked as having an “Other” reason for non-completion. Additionally, 3.2% of the Adult Surveys that were not completed did not have a “Reason” response.

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Refused	614	35.9	37.1	37.1
	Impairment	352	20.6	21.3	58.4
	Language	247	14.5	14.9	73.3
	Other	441	25.8	26.7	100.0
	Total	1654	96.8	100.0	
No Response		55	3.2		
Total		1709	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 survey was developed through the collaborative efforts of the federally funded Mental Health Statistics Improvement Program (www.mhsip.org), that included the direct assistance and feedback of consumers, their families, and mental health advocates. The MHSIP Consumer Survey is currently used in a most states across the United States.

It is important to remember that the ratings on the MHSIP survey 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 May 2005 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 for interpretation, the national benchmark for satisfaction is an overall scale score above 3.5.

For the tables reflecting categorical groupings of MHSIP survey averages and MHSIP subscale averages, total frequencies may differ depending on how many items on each scale consumers completed. 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 no response). The results are shaded.

The average scores for each of the MHSIP subscales are reported below.

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, 36.5% reported that they were Very Satisfied, 47.7% reported they were Satisfied, 13.6% were Neutral, 1.8% were Somewhat Dissatisfied and 0.4% were Dissatisfied. Additionally, for 4.5% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Access to Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	22	.4	.4	.4
	Somewhat Dissatisfied	104	1.7	1.8	2.2
	Neutral	792	13.0	13.6	15.8
	Satisfied	2774	45.6	47.7	63.5
	Very Satisfied	2119	34.8	36.5	100.0
	Total	5811	95.5	100.0	
No Response		274	4.5		
Total		6085	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, 36.0% reported that they were Very Satisfied, 48.2% reported they were Satisfied, 13.6% were Neutral, 1.9% were Somewhat Dissatisfied and 0.3% were Dissatisfied. Additionally, for 7.1% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Quality & Appropriateness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	15	.2	.3	.3
	Somewhat Dissatisfied	107	1.8	1.9	2.2
	Neutral	770	12.7	13.6	15.8
	Satisfied	2723	44.7	48.2	64.0
	Very Satisfied	2037	33.5	36.0	100.0
	Total	5652	92.9	100.0	
No Response		433	7.1		
Total		6085	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, 28.9% reported that they were Very Satisfied, 43.7% reported they were Satisfied, 22.8% were Neutral, 3.6% were Somewhat Dissatisfied and 0.9% were Dissatisfied. Additionally, for 11.9% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Perception of Participation in Treatment Planning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	48	.8	.9	.9
	Somewhat Dissatisfied	195	3.2	3.6	4.5
	Neutral	1224	20.1	22.8	27.4
	Satisfied	2345	38.5	43.7	71.1
	Very Satisfied	1550	25.5	28.9	100.0
	Total	5362	88.1	100.0	
No Response		723	11.9		
Total		6085	100.0		

OUTCOMES

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 23.1% reported that they were Very Satisfied, 47.4% reported they were Satisfied, 24.9% were Neutral, 4.0% were Somewhat Dissatisfied and 0.6% were Dissatisfied. Additionally, for 9.3% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

Outcomes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	34	.6	.6	.6
	Somewhat Dissatisfied	220	3.6	4.0	4.6
	Neutral	1373	22.6	24.9	29.5
	Satisfied	2615	43.0	47.4	76.9
	Very Satisfied	1275	21.0	23.1	100.0
	Total	5517	90.7	100.0	
No Response		568	9.3		
Total		6085	100.0		

GENERAL SATISFACTION

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 45.0% reported that they were Very Satisfied, 42.0% reported they were Satisfied, 10.2% were Neutral, 2.0% were Somewhat Dissatisfied and 0.8% were Dissatisfied. Additionally, for 3.4% of the surveys, less than 2/3 of the necessary items were completed, thus no subscale score could be calculated.

General Satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	46	.8	.8	.8
	Somewhat Dissatisfied	116	1.9	2.0	2.8
	Neutral	601	9.9	10.2	13.0
	Satisfied	2471	40.6	42.0	55.0
	Very Satisfied	2646	43.5	45.0	100.0
	Total	5880	96.6	100.0	
No Response		205	3.4		
Total		6085	100.0		

AVERAGE MHSIP SUBSCALE SCORES

Average scores were calculated for the surveys within which at least 2/3 of the items that comprise each of the subscales were completed. Overall, respondents indicated that they were “Satisfied” with Access to Services (indicated by a subscale score of 4.21; 5,811 responses), the Quality & Appropriateness of treatment (indicated by a subscale score of 4.16; 5,652 responses), Participation in Treatment Planning (indicated by a subscale score of 4.11; 5,362 responses), Outcomes (indicated by a subscale score of 3.90; 5,517 responses) and services generally (General Satisfaction; indicated by a subscale score of 4.28; 5,880 responses).

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	5811	1.00	5.00	4.21	.69
Average: Perception of Quality & Appropriateness	5652	1.00	5.00	4.16	.70
Average: Perception of Treatment Planning	5362	1.00	5.00	4.11	.78
Average: Outcomes	5517	1.00	5.00	3.90	.77
General Satisfaction	5880	1.00	5.00	4.28	.75
Valid N (listwise)	5028				

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 May 2005 Adult Survey. Most of the QOL items are rated on a seven-point scale, with "7" indicating the greatest satisfaction regarding quality of life. Some of the results reflect frequencies of ratings 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 average score ranges: 1 – 2.5 = 'Very Dissatisfied', 2.5001 – 3.5 = 'Dissatisfied', 3.5001 – 4.5 = 'Mixed', 4.5001 – 5.5 = 'Satisfied' and 5.5001 – 7.0 = 'Very Satisfied'. As a general guideline, an overall scale score over 4.5 indicates that consumers were satisfied. For the tables reflecting the QOL subscale averages, total frequencies may differ depending on how many items on each scale consumers completed. 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 no response).

All QOL results are shaded.

GENERAL LIFE SATISFACTION

For those who responded to the question – “How do you feel about your life in general?” – 9.4% were Delighted, 17.4% were Pleased, 23.3% were Mostly Satisfied, 30.5% were Mixed, 7.2% were Mostly Dissatisfied, 8.2% were Unhappy and 4.0% were Terrible. Additionally, 8.9% 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	222	3.6	4.0	4.0
	Unhappy	457	7.5	8.2	12.2
	Mostly Dissatisfied	400	6.6	7.2	19.5
	Mixed	1689	27.8	30.5	49.9
	Mostly Satisfied	1291	21.2	23.3	73.2
	Pleased	962	15.8	17.4	90.6
	Delighted	523	8.6	9.4	100.0
	Total	5544	91.1	100.0	
No Response		541	8.9		
Total		6085	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 4.66 (5,564 responses) was calculated, indicating “Satisfied” feelings regarding living situation.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Living Situation	5564	1.00	7.00	4.66	1.50
Valid N (listwise)	5564				

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 4.59 (5,537 responses) was calculated, indicating “Satisfied” feelings regarding daily activities & functioning.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Daily Activities & Functioning	5537	1.00	7.00	4.59	1.33
Valid N (listwise)	5537				

FAMILY RELATIONS

For those who responded to the question – “In general, how often do you get together with a member of your family?” – 22.1% reported At Least Once a Day, 21.5% reported At Least Once a Week, 17.3% reported At Least Once a Month, 15.2% reported Less than Once a Month, 16.9% reported Not At All and 7.0% reported No Family / Not Applicable. Additionally, 13.8% 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	885	14.5	16.9	16.9
	Less than once a month	798	13.1	15.2	32.1
	At least once a month	908	14.9	17.3	49.4
	At least once a week	1126	18.5	21.5	70.9
	At least once a day	1160	19.1	22.1	93.0
	No family / Not applicable	368	6.0	7.0	100.0
	Total	5245	86.2	100.0	
No Response		840	13.8		
Total		6085	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 4.66 (4,951 responses) was calculated, indicating “Satisfied” feelings regarding family relations.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Family Relations	4951	1.00	7.00	4.66	1.60
Valid N (listwise)	4951				

SOCIAL RELATIONS

For those who responded to the question – “About how often do you visit with someone who does not live with you?” – 15.0% reported At Least Once a Day, 32.5% reported At Least Once a Week, 20.0% reported At Least Once a Month, 10.8% reported Less than Once a Month, 15.3% reported Not At All and 5.6% reported Not Applicable. Additionally, 10.2% 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	836	13.7	15.3	15.3
	Less than once a month	588	9.7	10.8	26.0
	At least once a month	1091	17.9	20.0	46.0
	At least once a week	1777	29.2	32.5	78.5
	At least once a day	870	14.3	15.9	94.4
	Not applicable	305	5.0	5.6	100.0
	Total	5467	89.8	100.0	
No Response		618	10.2		
Total		6085	100.0		

For those 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?” – 18.8% reported At Least Once a Day, 17.9% reported At Least Once a Week, 9.9% reported At Least Once a Month, 6.6% reported Less than Once a Month, 27.8% reported Not At All and 19.0% reported Not Applicable. Additionally, 14.0% 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	1455	23.9	27.8	27.8
	Less than once a month	346	5.7	6.6	34.4
	At least once a month	520	8.5	9.9	44.4
	At least once a week	936	15.4	17.9	62.3
	At least once a day	982	16.1	18.8	81.0
	Not applicable	992	16.3	19.0	100.0
	Total	5231	86.0	100.0	
No Response		854	14.0		
Total		6085	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 4.66 (5,214 responses) was calculated, indicating “Satisfied” feelings regarding social relations.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Social Relations	5214	1.00	7.00	4.66	1.33
Valid N (listwise)	5214				

FINANCES

On the Adult Survey, 77.3% of the consumers reported that they generally had enough money to cover food expenses. Additionally, 9.2% 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	1256	20.6	22.7	22.7
	Yes	4271	70.2	77.3	100.0
	Total	5527	90.8	100.0	
No Response		558	9.2		
Total		6085	100.0		

On the Adult Survey, 63.3% of the consumers reported that they generally had enough money to cover clothing expenses. Additionally, 10.0% 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	2008	33.0	36.7	36.7
	Yes	3468	57.0	63.3	100.0
	Total	5476	90.0	100.0	
No Response		609	10.0		
Total		6085	100.0		

On the Adult Survey, 81.4% of the consumers reported that they generally had enough money to cover housing expenses. Additionally, 10.3% 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	1016	16.7	18.6	18.6
	Yes	4444	73.0	81.4	100.0
	Total	5460	89.7	100.0	
No Response		625	10.3		
Total		6085	100.0		

On the Adult Survey, 66.4% of the consumers reported that they generally had enough money to cover transportation expenses. Additionally, 10.6% 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	1829	30.1	33.6	33.6
	Yes	3614	59.4	66.4	100.0
	Total	5443	89.4	100.0	
No Response		642	10.6		
Total		6085	100.0		

On the Adult Survey, 47.3% of the consumers reported that they generally had enough money to cover social activity expenses. Additionally, 10.7% 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	2863	47.1	52.7	52.7
	Yes	2573	42.3	47.3	100.0
	Total	5436	89.3	100.0	
No Response		649	10.7		
Total		6085	100.0		

LEGAL & SAFETY

For the May 2005 survey period, 92.6% of the consumers reported that they were NOT a victim of any violent crimes in the month prior to completing the Adult Survey. Additionally, 9.0% 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	5124	84.2	92.6	92.6
	Yes	411	6.8	7.4	100.0
	Total	5535	91.0	100.0	
No Response		550	9.0		
Total		6085	100.0		

For the May 2005 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, 10.0% 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	4732	77.8	86.4	86.4
	Yes	744	12.2	13.6	100.0
	Total	5476	90.0	100.0	
No Response		609	10.0		
Total		6085	100.0		

For the May 2005 survey period, 96.4% of the consumers reported that they had NOT been arrested for any crimes in the month prior to completing the Adult Survey. Additionally, 12.4% 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	5135	84.4	96.4	96.4
	1 arrest	107	1.8	2.0	98.4
	2 arrests	19	.3	.4	98.7
	3 arrests	27	.4	.5	99.2
	4 or more arrests	41	.7	.8	100.0
	Total	5329	87.6	100.0	
No Response		756	12.4		
Total		6085	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 4.69 (5,502 responses) was calculated, indicating “Satisfied” feelings regarding legal & safety issues.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Legal & Safety	5502	1.00	7.00	4.69	1.42
Valid N (listwise)	5502				

HEALTH

For the consumers who completed at least 2/3 of the items that comprise the “Health” subscale, an average score of 4.33 (5,546 responses) was calculated, indicating “Mixed” feelings regarding health status.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Health	5546	1.00	7.00	4.33	1.45
Valid N (listwise)	5546				