

# *Adult Survey*

## *Southern California 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 14,430 Southern California Region Adult Surveys submitted, a total of 11,771 were considered “completed,” as they had at least one response to MHSIP or QOL sections.**

**TOTAL NUMBER OF SURVEYS SUBMITTED (SOUTHERN CALIFORNIA REGION)**

A total of 14,430 Adult Surveys were submitted for the Southern California Region.

**Southern California Region**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Southern California	14430	100.0	100.0	100.0

**GENDER**

For those who responded to the question – “What is your gender? – 58.8% identified themselves as Female, 40.6% as Male and 0.6% as Other. Additionally, 14.8% of the consumers did not respond to this item.

**What is your gender?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	5903	50.1	58.8	58.8
	Male	4072	34.6	40.6	99.4
	Other	56	.5	.6	100.0
	Total	10031	85.2	100.0	
No Response		1740	14.8		
Total		11771	100.0		

**AGE CATEGORY\***

For those who responded to the question – “What is your date of birth?” – 0.4% were under age 18, 10.9% were 18-25, 22.0% were 26-35, 29.7% were 36-45, 32.4% were 46-59 and 4.5% were age 60 or older. Additionally, 24.8% of the consumers did not respond to this item.

**Age Category**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 18	38	.3	.4	.4
	18-25	969	8.2	10.9	11.4
	26-35	1947	16.5	22.0	33.4
	36-45	2629	22.3	29.7	63.1
	46-59	2870	24.4	32.4	95.5
	60+	398	3.4	4.5	100.0
	Total	8851	75.2	100.0	
<b>No Response</b>		<b>2920</b>	<b>24.8</b>		
<b>Total</b>		<b>11771</b>	<b>100.0</b>		

**SERVICE LENGTH**

For those who responded to the question – “How long have you received services here?” – 2.2% reported that it was their first visit; 3.9% reported that they had had more than one visit, but that they had received services for less than one month; 7.5% reported having received services for 1-2 months; 10.8% reported having received services for 3-5 months; 16.3% reported receiving services for 6 months to 1 year and 59.4% reported receiving services for more than one year. Additionally, 34.2% 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	170	1.4	2.2	2.2
	> 1 visit, but < one month	302	2.6	3.9	6.1
	1 to 2 months	581	4.9	7.5	13.6
	3 to 5 months	834	7.1	10.8	24.4
	6 months to 1 year	1262	10.7	16.3	40.6
	More than 1 year	4598	39.1	59.4	100.0
	Total	7747	65.8	100.0	
<b>No Response</b>		<b>4024</b>	<b>34.2</b>		
<b>Total</b>		<b>11771</b>	<b>100.0</b>		

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\* 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, 25.9% 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	6083	51.7	51.7	51.7
	Yes	3050	25.9	25.9	77.6
	Unknown	2638	22.4	22.4	100.0
	Total	11771	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, 42.3% of the consumers identified themselves as being “White / Caucasian.”

**Is your race White / Caucasian?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	6789	57.7	57.7	57.7
	Yes	4982	42.3	42.3	100.0
	Total	11771	100.0	100.0	

On the Adult Survey, 15.1% of the consumers identified themselves as being “Black / African American.”

**Is your race Black / African American?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	9990	84.9	84.9	84.9
	Yes	1781	15.1	15.1	100.0
	Total	11771	100.0	100.0	

On the Adult Survey, 4.4% of the consumers identified themselves as being “Asian.”

**Is your race Asian?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11258	95.6	95.6	95.6
	Yes	513	4.4	4.4	100.0
	Total	11771	100.0	100.0	

On the Adult Survey, 4.5% 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	11243	95.5	95.5	95.5
	Yes	528	4.5	4.5	100.0
	Total	11771	100.0	100.0	

On the Adult Survey, 0.9% 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	11662	99.1	99.1	99.1
	Yes	109	.9	.9	100.0
	Total	11771	100.0	100.0	

On the Adult Survey, 13.8% of the consumers identified themselves as being of another race.

**Other Race?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	10142	86.2	86.2	86.2
	Yes	1629	13.8	13.8	100.0
	Total	11771	100.0	100.0	

On the Adult Survey, 1.6% of the consumers were not able to identify their race.

**Unknown Race?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11586	98.4	98.4	98.4
	Yes	185	1.6	1.6	100.0
	Total	11771	100.0	100.0	

**LANGUAGE OF SURVEY**

On the Adult Survey, 89.8% of the consumers responded using the English version of the Adult Survey; 0.2% used the Chinese version; 0.6% used the Korean version; 9.5% used the Spanish version and 0.0% used the Tagalog version of the Adult Survey.

**Language of instrument**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Chinese	18	.2	.2	.2
	English	10567	89.8	89.8	89.9
	Korean	67	.6	.6	90.5
	Spanish	1114	9.5	9.5	100.0
	Tagalog	5	.0	.0	100.0
	Total	11771	100.0	100.0	

**PREFERRED LANGUAGE**

On the Adult Survey, 97.1% of the consumers responded that the services they received were provided in the language they preferred and 95.1% responded that written information was available in their preferred language. Additionally, 15.4% and 16.9% 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	286	2.4	2.9	2.9
	Yes	9668	82.1	97.1	100.0
	Total	9954	84.6	100.0	
<b>No Response</b>		<b>1817</b>	<b>15.4</b>		
Total		11771	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	478	4.1	4.9	4.9
	Yes	9308	79.1	95.1	100.0
	Total	9786	83.1	100.0	
<b>No Response</b>		<b>1985</b>	<b>16.9</b>		
Total		11771	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?” – 41.7% reported that they decided to come in on their own, 54.5% reported that someone else recommended that they come in and 3.8% reported that they came in against their will. Additionally, 18.0% 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	4031	34.2	41.7	41.7
	Someone else recommended that I come in.	5260	44.7	54.5	96.2
	I came in against my will.	365	3.1	3.8	100.0
	Total	9656	82.0	100.0	
No Response		2115	18.0		
Total		11771	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, 65.2% 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	4092	34.8	34.8	34.8
	Yes	7679	65.2	65.2	100.0
	Total	11771	100.0	100.0	

For the May 2005 survey period, 4.5% 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	11243	95.5	95.5	95.5
	Yes	528	4.5	4.5	100.0
	Total	11771	100.0	100.0	

For the May 2005 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	11509	97.8	97.8	97.8
	Yes	262	2.2	2.2	100.0
	Total	11771	100.0	100.0	

For the May 2005 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	11066	94.0	94.0	94.0
	Yes	705	6.0	6.0	100.0
	Total	11771	100.0	100.0	

For the May 2005 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	11475	97.5	97.5	97.5
	Yes	296	2.5	2.5	100.0
	Total	11771	100.0	100.0	

For the May 2005 survey period, 4.2% 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	11274	95.8	95.8	95.8
	Yes	497	4.2	4.2	100.0
Total		11771	100.0	100.0	

For the May 2005 survey period, 3.9% 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	11307	96.1	96.1	96.1
	Yes	464	3.9	3.9	100.0
Total		11771	100.0	100.0	

For the May 2005 survey period, 2.5% 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	11481	97.5	97.5	97.5
	Yes	290	2.5	2.5	100.0
Total		11771	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 14,430 consumers who were expected to complete an Adult Survey, 2,659 (18.4%) did not. Of these, 65.4% were reported to have Refused the survey, 11.2% were reported to have had an Impairment, 9.7% did not have a survey available in their Language and 13.7% were marked as having an “Other” reason for non-completion. Additionally, 8.6% 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	1589	59.8	65.4	65.4
	Impairment	272	10.2	11.2	76.6
	Language	235	8.8	9.7	86.3
	Other	334	12.6	13.7	100.0
	Total	2430	91.4	100.0	
No Response		229	8.6		
Total		2659	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](http://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, 39.0% reported that they were Very Satisfied, 45.4% reported they were Satisfied, 13.2% were Neutral, 2.1% were Somewhat Dissatisfied and 0.3% were Dissatisfied. Additionally, for 5.5% 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	38	.3	.3	.3
	Somewhat Dissatisfied	232	2.0	2.1	2.4
	Neutral	1469	12.5	13.2	15.6
	Satisfied	5044	42.9	45.4	61.0
	Very Satisfied	4337	36.8	39.0	100.0
	Total	11120	94.5	100.0	
<b>No Response</b>		<b>651</b>	<b>5.5</b>		
<b>Total</b>		<b>11771</b>	<b>100.0</b>		

### 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, 40.6% reported that they were Very Satisfied, 46.5% reported they were Satisfied, 11.5% were Neutral, 1.2% were Somewhat Dissatisfied and 0.2% were Dissatisfied. Additionally, for 7.9% 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	27	.2	.2	.2
	Somewhat Dissatisfied	127	1.1	1.2	1.4
	Neutral	1243	10.6	11.5	12.9
	Satisfied	5037	42.8	46.5	59.4
	Very Satisfied	4403	37.4	40.6	100.0
	Total	10837	92.1	100.0	
<b>No Response</b>		<b>934</b>	<b>7.9</b>		
<b>Total</b>		<b>11771</b>	<b>100.0</b>		

### 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, 32.9% reported that they were Very Satisfied, 43.7% reported they were Satisfied, 19.8% were Neutral, 2.9% were Somewhat Dissatisfied and 0.6% were Dissatisfied. Additionally, for 12.5% 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	66	.6	.6	.6
	Somewhat Dissatisfied	299	2.5	2.9	3.5
	Neutral	2043	17.4	19.8	23.4
	Satisfied	4497	38.2	43.7	67.1
	Very Satisfied	3392	28.8	32.9	100.0
	Total	10297	87.5	100.0	
<b>No Response</b>		<b>1474</b>	<b>12.5</b>		
<b>Total</b>		<b>11771</b>	<b>100.0</b>		

### OUTCOMES

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 22.1% reported that they were Very Satisfied, 43.1% reported they were Satisfied, 27.4% were Neutral, 6.4% were Somewhat Dissatisfied and 1.0% were Dissatisfied. Additionally, for 11.0% 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	108	.9	1.0	1.0
	Somewhat Dissatisfied	667	5.7	6.4	7.4
	Neutral	2872	24.4	27.4	34.8
	Satisfied	4514	38.3	43.1	77.9
	Very Satisfied	2317	19.7	22.1	100.0
	Total	10478	89.0	100.0	
<b>No Response</b>		<b>1293</b>	<b>11.0</b>		
<b>Total</b>		<b>11771</b>	<b>100.0</b>		

**GENERAL SATISFACTION**

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 49.8% reported that they were Very Satisfied, 39.5% reported they were Satisfied, 8.5% were Neutral, 1.6% were Somewhat Dissatisfied and 0.6% were Dissatisfied. Additionally, for 4.0% 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	70	.6	.6	.6
	Somewhat Dissatisfied	178	1.5	1.6	2.2
	Neutral	960	8.2	8.5	10.7
	Satisfied	4470	38.0	39.5	50.2
	Very Satisfied	5628	47.8	49.8	100.0
	Total	11306	96.0	100.0	
No Response		465	4.0		
Total		11771	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 4.23; 11,120 responses), the Quality & Appropriateness of treatment (indicated by a subscale score of 4.24; 10,837 responses), Participation in Treatment Planning (indicated by a subscale score of 4.20; 10,297 responses), Outcomes (indicated by a subscale score of 3.81; 10,178 responses) and services generally (General Satisfaction; indicated by a subscale score of 4.36; 11,306 responses).

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	11120	1.00	5.00	4.23	.70
Average: Perception of Quality & Appropriateness	10837	1.00	5.00	4.24	.67
Average: Perception of Treatment Planning	10297	1.00	5.00	4.20	.75
Average: Outcomes	10478	1.00	5.00	3.81	.84
General Satisfaction	11306	1.00	5.00	4.36	.72
Valid N (listwise)	9584				

## 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?” – 6.5% were Delighted, 15.8% were Pleased, 20.6% were Mostly Satisfied, 33.9% were Mixed, 7.9% were Mostly Dissatisfied, 11.0% were Unhappy and 4.4% were Terrible. Additionally, 10.5% 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	465	4.0	4.4	4.4
	Unhappy	1155	9.8	11.0	15.4
	Mostly Dissatisfied	828	7.0	7.9	23.2
	Mixed	3578	30.4	33.9	57.2
	Mostly Satisfied	2167	18.4	20.6	77.7
	Pleased	1664	14.1	15.8	93.5
	Delighted	683	5.8	6.5	100.0
	Total	10540	89.5	100.0	
No Response		1231	10.5		
Total		11771	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 4.55 (10,511 responses) was calculated, indicating “Satisfied” feelings regarding living situation.

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Living Situation	10511	1.00	7.00	4.55	1.50
Valid N (listwise)	10511				

## 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 4.38 (10,470 responses) was calculated, indicating “Mixed” feelings regarding daily activities & functioning.

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Daily Activities & Functioning	10470	1.00	7.00	4.38	1.36
Valid N (listwise)	10470				

**FAMILY RELATIONS**

For those who responded to the question – “In general, how often do you get together with a member of your family?” – 32.1% reported At Least Once a Day, 21.7% reported At Least Once a Week, 16.3% reported At Least Once a Month, 12.5% reported Less than Once a Month, 12.6% reported Not At All and 4.0% reported No Family / Not Applicable. Additionally, 16.1% 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	1246	10.6	12.6	12.6
	Less than once a month	1235	10.5	12.5	25.1
	At least once a month	1611	13.7	16.3	41.4
	At least once a week	2146	18.2	21.7	63.2
	At least once a day	3172	26.9	32.1	95.3
	No family / Not applicable	468	4.0	4.7	100.0
	Total	9878	83.9	100.0	
No Response		1893	16.1		
Total		11771	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 4.58 (9,695 responses) was calculated, indicating “Satisfied” feelings regarding family relations.

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Family Relations	9695	1.00	7.00	4.58	1.64
Valid N (listwise)	9695				

**SOCIAL RELATIONS**

For those who responded to the question – “About how often do you visit with someone who does not live with you?” – 15.2% reported At Least Once a Day, 33.1% reported At Least Once a Week, 20.1% reported At Least Once a Month, 12.3% reported Less than Once a Month, 15.5% reported Not At All and 3.8% reported Not Applicable. Additionally, 13.5% 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	1578	13.4	15.5	15.5
	Less than once a month	1248	10.6	12.3	27.8
	At least once a month	2042	17.3	20.1	47.8
	At least once a week	3373	28.7	33.1	81.0
	At least once a day	1545	13.1	15.2	96.2
	Not applicable	391	3.3	3.8	100.0
	Total	10177	86.5	100.0	
No Response		1594	13.5		
Total		11771	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?” – 23.7% reported At Least Once a Day, 18.4% reported At Least Once a Week, 10.1% reported At Least Once a Month, 6.4% reported Less than Once a Month, 25.8% reported Not At All and 15.7% reported Not Applicable. Additionally, 17.0% 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	2521	21.4	25.8	25.8
	Less than once a month	622	5.3	6.4	32.2
	At least once a month	983	8.4	10.1	42.2
	At least once a week	1799	15.3	18.4	60.6
	At least once a day	2319	19.7	23.7	84.3
	Not applicable	1530	13.0	15.7	100.0
	Total	9774	83.0	100.0	
No Response		1997	17.0		
Total		11771	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 4.51 (9,651 responses) was calculated, indicating “Satisfied” feelings regarding social relations.

#### Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Social Relations	9651	1.00	7.00	4.51	1.35
Valid N (listwise)	9651				

### FINANCES

On the Adult Survey, 76.0% of the consumers reported that they generally had enough money to cover food expenses. Additionally, 11.9% 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	2484	21.1	24.0	24.0
	Yes	7882	67.0	76.0	100.0
	Total	10366	88.1	100.0	
No Response		1405	11.9		
Total		11771	100.0		

On the Adult Survey, 58.9% of the consumers reported that they generally had enough money to cover clothing expenses. Additionally, 12.6% 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	4232	36.0	41.1	41.1
	Yes	6059	51.5	58.9	100.0
	Total	10291	87.4	100.0	
No Response		1480	12.6		
Total		11771	100.0		

On the Adult Survey, 77.0% of the consumers reported that they generally had enough money to cover housing expenses. Additionally, 13.1% 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	2350	20.0	23.0	23.0
	Yes	7884	67.0	77.0	100.0
	Total	10234	86.9	100.0	
<b>No Response</b>		<b>1537</b>	<b>13.1</b>		
Total		11771	100.0		

On the Adult Survey, 61.1% of the consumers reported that they generally had enough money to cover transportation expenses. Additionally, 13.5% 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	3965	33.7	38.9	38.9
	Yes	6221	52.9	61.1	100.0
	Total	10186	86.5	100.0	
<b>No Response</b>		<b>1585</b>	<b>13.5</b>		
Total		11771	100.0		

On the Adult Survey, 41.3% of the consumers reported that they generally had enough money to cover social activity expenses. Additionally, 13.5% 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	5976	50.8	58.7	58.7
	Yes	4207	35.7	41.3	100.0
	Total	10183	86.5	100.0	
<b>No Response</b>		<b>1588</b>	<b>13.5</b>		
Total		11771	100.0		

**LEGAL & SAFETY**

For the May 2005 survey period, 94.0% of the consumers reported that they were NOT a victim of any violent crimes in the month prior to completing the Adult Survey. Additionally, 12.0% 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	9735	82.7	94.0	94.0
	Yes	620	5.3	6.0	100.0
	Total	10355	88.0	100.0	
No Response		1416	12.0		
Total		11771	100.0		

For the May 2005 survey period, 88.4% 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, 12.8% 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	9069	77.0	88.4	88.4
	Yes	1191	10.1	11.6	100.0
	Total	10260	87.2	100.0	
No Response		1511	12.8		
Total		11771	100.0		

For the May 2005 survey period, 97.2% of the consumers reported that they had NOT been arrested for any crimes in the month prior to completing the Adult Survey. Additionally, 14.8% 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	9758	82.9	97.2	97.2
	1 arrest	149	1.3	1.5	98.7
	2 arrests	53	.5	.5	99.3
	3 arrests	19	.2	.2	99.5
	4 or more arrests	55	.5	.5	100.0
	Total	10034	85.2	100.0	
No Response		1737	14.8		
Total		11771	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 4.60 (10,302 responses) was calculated, indicating “Satisfied” feelings regarding legal & safety issues.

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Legal & Safety	10302	1.00	7.00	4.60	1.43
Valid N (listwise)	10302				

**HEALTH**

For the consumers who completed at least 2/3 of the items that comprise the “Health” subscale, an average score of 4.01 (10,365 responses) was calculated, indicating “Mixed” feelings regarding health status.

**Descriptive Statistics**

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Health	10365	1.00	7.00	4.01	1.50
Valid N (listwise)	10365				