

Older Adult Survey

*Southern California Region Summary Report
for the
May 2005 Data Collection Period*

OLDER 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 Older Adult Survey. This report is a REGIONAL summary of the Older 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 Older 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 Older Adult Survey consumer-completed items are highlighted in yellow, and exclude surveys that had no responses for either the MHSIP portion of the Older Adult Survey, the QOL portion, or both. **Out of 932 Southern California Region Older Adult Surveys submitted, a total of 711 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 932 Older Adult Surveys were submitted to the state.

		Region			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Southern California	932	100.0	100.0	100.0

GENDER

For those who responded to the question – “What is your gender?” – 68.1% identified themselves as Female, 30.8% as Male and 1.2% as Other. Additionally, 15.5% of the consumers did not respond to this item.

What is your gender?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	409	57.5	68.1	68.1
	Male	185	26.0	30.8	98.8
	Other	7	1.0	1.2	100.0
	Total	601	84.5	100.0	
No Response		110	15.5		
Total		711	100.0		

AGE CATEGORY *

For those who responded to the question – “What is your date of birth?” – 42.5% were under age 60, 44.9% were 60-69, 11.2% were 70-79, 1.4% were 80-89, 0.0% were 90-99 and 0.0% were age 100 or older. Additionally, 30.8% of the consumers did not respond to this item.

Age Category

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 60	209	29.4	42.5	42.5
	60-69	221	31.1	44.9	87.4
	70-79	55	7.7	11.2	98.6
	80-89	7	1.0	1.4	100.0
	Total	492	69.2	100.0	
No Response		219	30.8		
Total		711	100.0		

SERVICE LENGTH

For those who responded to the question – “How long have you received services here?” – 2.3% reported that it was their first visit; 1.7% reported that they had had more than one visit, but that they had received services for less than one month; 5.3% reported having received services for 1-2 months; 6.4% reported having received services for 3-5 months; 14.3% reported receiving services for 6 months to 1 year and 70.0% reported receiving services for more than one year. Additionally, 33.9% 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	11	1.5	2.3	2.3
	> 1 visit, but < one month	8	1.1	1.7	4.0
	1 to 2 months	25	3.5	5.3	9.4
	3 to 5 months	30	4.2	6.4	15.7
	6 months to 1 year	67	9.4	14.3	30.0
	More than 1 year	329	46.3	70.0	100.0
Total		470	66.1	100.0	
No Response		241	33.9		
Total		711	100.0		

* Although Older Adults are defined as being 60 years of age and older, this table reflects that DMH received “older adult” surveys from consumers younger 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 Older Adult Survey, 30.4% 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	343	48.2	48.2	48.2
	Yes	216	30.4	30.4	78.6
	Unknown	152	21.4	21.4	100.0
Total		711	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 Older Adult Survey and “no” if the consumer did not mark the bubble.

On the Older Adult Survey, 47.0% of the consumers identified themselves as being “White / Caucasian.”

Is your race White / Caucasian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	377	53.0	53.0	53.0
	Yes	334	47.0	47.0	100.0
Total		711	100.0	100.0	

On the Older Adult Survey, 6.2% of the consumers identified themselves as being “Black / African American.”

Is your race Black / African American?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	667	93.8	93.8	93.8
	Yes	44	6.2	6.2	100.0
Total		711	100.0	100.0	

On the Older Adult Survey, 5.1% of the consumers identified themselves as being “Asian.”

Is your race Asian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	675	94.9	94.9	94.9
	Yes	36	5.1	5.1	100.0
Total		711	100.0	100.0	

On the Older Adult Survey, 2.5% 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	691	97.2	97.2	97.2
	Yes	20	2.8	2.8	100.0
Total		711	100.0	100.0	

On the Older Adult Survey, 0.6% 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	707	99.4	99.4	99.4
	Yes	4	.6	.6	100.0
Total		711	100.0	100.0	

On the Older Adult Survey, 12.9% of the consumers identified themselves as being of another race.

Other Race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	619	87.1	87.1	87.1
	Yes	92	12.9	12.9	100.0
Total		711	100.0	100.0	

On the Older Adult Survey, 1.3% of the consumers were not able to identify their race.

Unknown Race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	702	98.7	98.7	98.7
	Yes	9	1.3	1.3	100.0
Total		711	100.0	100.0	

LANGUAGE OF SURVEY

On the Older Adult Survey, 72.2% of the consumers responded using the English version of the Older Adult Survey; 0.6% used the Chinese version; 3.0% used the Korean version; 24.2% used the Spanish version and 0.1% used the Tagalog version of the Older Adult Survey.

Language of instrument

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Chinese	4	.6	.6	.6
	English	513	72.2	72.2	72.7
	Korean	21	3.0	3.0	75.7
	Spanish	172	24.2	24.2	99.9
	Tagalog	1	.1	.1	100.0
	Total	711	100.0	100.0	

PREFERRED LANGUAGE

On the Older Adult Survey, 97.1% of the consumers responded that the services they received were provided in the language they preferred and 93.2% responded that written information was available in their preferred language. Additionally, 17.9% and 19.1% 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	17	2.4	2.9	2.9
	Yes	567	79.7	97.1	100.0
	Total	584	82.1	100.0	
	No Response	127	17.9		
Total		711	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	39	5.5	6.8	6.8
	Yes	536	75.4	93.2	100.0
	Total	575	80.9	100.0	
	No Response	136	19.1		
Total		711	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?” – 43.6% reported that they decided to come in on their own, 52.9% reported that someone else recommended that they come in and 3.5% reported that they came in against their will. Additionally, 19.4% 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	250	35.2	43.6	43.6
	Someone else recommended that I come in.	303	42.6	52.9	96.5
	I came in against my will.	20	2.8	3.5	100.0
	Total	573	80.6	100.0	
No Response		138	19.4		
Total		711	100.0		

ASSISTANCE COMPLETING SURVEY

Consumers were permitted to identify all of the individuals who assisted them in completing the Older 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 Older Adult Survey and “no” if the consumer did not mark the bubble.

For the May 2005 survey period, 57.8% of the consumers responded that they did not need any help in completing the Older Adult Survey.

I did not need any help.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	300	42.2	42.2	42.2
	Yes	411	57.8	57.8	100.0
	Total	711	100.0	100.0	

For the May 2005 survey period, 7.5% of the consumers responded that a mental health advocate / volunteer helped them complete the Older Adult Survey.

A mental health advocate / volunteer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	658	92.5	92.5	92.5
	Yes	53	7.5	7.5	100.0
	Total	711	100.0	100.0	

For the May 2005 survey period, 3.2% of the consumers responded that another mental health consumer helped them complete the Older Adult Survey.

Another mental health consumer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	688	96.8	96.8	96.8
	Yes	23	3.2	3.2	100.0
	Total	711	100.0	100.0	

For the May 2005 survey period, 8.7% of the consumers responded that a member of their family helped them complete the Older Adult Survey.

A member of my family helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	649	91.3	91.3	91.3
	Yes	62	8.7	8.7	100.0
	Total	711	100.0	100.0	

For the May 2005 survey period, 3.5% of the consumers responded that a professional interviewer helped them complete the Older Adult Survey.

A professional interviewer helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	686	96.5	96.5	96.5
	Yes	25	3.5	3.5	100.0
	Total	711	100.0	100.0	

For the May 2005 survey period, 7.5% of the consumers responded that a clinician / case manager helped them complete the Older Adult Survey.

My clinician / case manager helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	658	92.5	92.5	92.5
	Yes	53	7.5	7.5	100.0
	Total	711	100.0	100.0	

For the May 2005 survey period, 5.1% of the consumers responded that a staff member other than their clinician or case manager helped them complete the Older Adult Survey.

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	675	94.9	94.9	94.9
	Yes	36	5.1	5.1	100.0
	Total	711	100.0	100.0	

For the May 2005 survey period, 3.2% of the consumers responded that someone else helped them complete the Older Adult Survey.

Someone else helped me.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	688	96.8	96.8	96.8
	Yes	23	3.2	3.2	100.0
	Total	711	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 Older Adult Survey. Of the 932 consumers who were expected to complete an Older Adult Survey, 221 (23.7%) did not. Of these, 53.0% were reported to have Refused the survey, 19.2% were reported to have had an Impairment, 16.2% did not have a survey available in their Language and 11.6% were marked as having an “Other” reason for non-completion. Additionally, 10.4% of the Older 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	105	47.5	53.0	53.0
	Impairment	38	17.2	19.2	72.2
	Language	32	14.5	16.2	88.4
	Other	23	10.4	11.6	100.0
	Total	198	89.6	100.0	
No Response		23	10.4		
Total		221	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 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 Older 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 Older 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, 51.3% reported that they were Very Satisfied, 40.2% reported they were Satisfied, 7.2% were Neutral, 1.2% were Somewhat Dissatisfied and 0.0% were Dissatisfied. Additionally, for 4.9% 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	Somewhat Dissatisfied	8	1.1	1.2	1.2
	Neutral	49	6.9	7.2	8.4
	Satisfied	272	38.3	40.2	48.7
	Very Satisfied	347	48.8	51.3	100.0
	Total	676	95.1	100.0	
Missing		35	4.9		
Total		711	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, 48.6% reported that they were Very Satisfied, 43.8% reported they were Satisfied, 6.9% were Neutral, 0.8% were Somewhat Dissatisfied and 0.0% were Dissatisfied. Additionally, for 7.7% 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	Somewhat Dissatisfied	5	.7	.8	.8
	Neutral	45	6.3	6.9	7.6
	Satisfied	287	40.4	43.8	51.4
	Very Satisfied	319	44.9	48.6	100.0
	Total	656	92.3	100.0	
No Response		55	7.7		
Total		711	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, 41.1% reported that they were Very Satisfied, 41.4% reported they were Satisfied, 15.2% were Neutral, 1.8% were Somewhat Dissatisfied and 0.5% were Dissatisfied. Additionally, for 12.4% 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	3	.4	.5	.5
	Somewhat Dissatisfied	11	1.5	1.8	2.2
	Neutral	95	13.4	15.2	17.5
	Satisfied	258	36.3	41.4	58.9
	Very Satisfied	256	36.0	41.1	100.0
	Total	623	87.6	100.0	
No Response		88	12.4		
Total		711	100.0		

OUTCOMES

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 30.7% reported that they were Very Satisfied, 45.7% reported they were Satisfied, 18.6% were Neutral, 4.1% were Somewhat Dissatisfied and 0.8% were Dissatisfied. Additionally, for 11.7% 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	5	.7	.8	.8
	Somewhat Dissatisfied	26	3.7	4.1	4.9
	Neutral	117	16.5	18.6	23.6
	Satisfied	287	40.4	45.7	69.3
	Very Satisfied	193	27.1	30.7	100.0
	Total	628	88.3	100.0	
No Response		83	11.7		
Total		711	100.0		

GENERAL SATISFACTION

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 60.1% reported that they were Very Satisfied, 34.6% reported they were Satisfied, 4.1% were Neutral, 1.2% were Somewhat Dissatisfied and 0.0% 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	Somewhat Dissatisfied	8	1.1	1.2	1.2
	Neutral	28	3.9	4.1	5.2
	Satisfied	238	33.5	34.6	39.9
	Very Satisfied	413	58.1	60.1	100.0
	Total	687	96.6	100.0	
No Response		24	3.4		
Total		711	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 4.42; 676 responses), the Quality & Appropriateness of treatment (indicated by a subscale score of 4.36; 656 responses), Participation in Treatment Planning (indicated by a subscale score of 4.34; 623 responses), Outcomes (indicated by a subscale score of 4.01; 628 responses) and services generally (General Satisfaction; indicated by a subscale score of 4.54; 687 responses).

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	676	1.83	5.00	4.42	.61
Average: Perception of Quality & Appropriateness	656	1.89	5.00	4.36	.61
Average: Perception of Treatment Planning	623	1.00	5.00	4.34	.71
Average: Outcomes	628	1.00	5.00	4.01	.81
General Satisfaction	687	2.00	5.00	4.54	.58
Valid N (listwise)	579				

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, 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 Older 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 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, 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 Older 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?” – 7.6% were Delighted, 16.2% were Pleased, 22.3% were Mostly Satisfied, 34.2% were Mixed, 8.6% were Mostly Dissatisfied, 7.0% were Unhappy and 4.1% were Terrible. Additionally, 9.8% 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	26	3.7	4.1	4.1
	Unhappy	45	6.3	7.0	11.1
	Mostly Dissatisfied	55	7.7	8.6	19.7
	Mixed	219	30.8	34.2	53.8
	Mostly Satisfied	143	20.1	22.3	76.1
	Pleased	104	14.6	16.2	92.4
	Delighted	49	6.9	7.6	100.0
	Total	641	90.2	100.0	
No Response		70	9.8		
Total		711	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 4.69 (644 responses) was calculated, indicating “Satisfied” feelings regarding living situation.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Living Situation	644	1.00	7.00	4.69	1.50
Valid N (listwise)	644				

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 4.52 (627 responses) was calculated, indicating “Satisfied” feelings regarding daily activities & functioning.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Daily Activities & Functioning	627	1.00	7.00	4.52	1.30
Valid N (listwise)	627				

FAMILY RELATIONS

For the consumers who completed at least 2/3 of the items that comprise the “Family Relations” subscale, an average score of 4.70 (575 responses) was calculated, indicating “Satisfied” feelings regarding family relations.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Family Relations	575	1.00	7.00	4.70	1.55
Valid N (listwise)	575				

SOCIAL RELATIONS

For the consumers who completed at least 2/3 of the items that comprise the “Social Relations” subscale, an average score of 4.65 (600 responses) was calculated, indicating “Satisfied” feelings regarding social relations.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Social Relations	600	1.00	7.00	4.65	1.38
Valid N (listwise)	600				

LEGAL & SAFETY

For the May 2005 survey period, 96.5% of the consumers reported that they were NOT a victim of any violent crimes in the month prior to completing the Older Adult Survey. Additionally, 11.8% 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	605	85.1	96.5	96.5
	Yes	22	3.1	3.5	100.0
	Total	627	88.2	100.0	
No Response		84	11.8		
Total		711	100.0		

For the May 2005 survey period, 91.5% of the consumers reported that they were NOT a victim of any non-violent crimes in the month prior to completing the Older 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	567	79.7	91.5	91.5
	Yes	53	7.5	8.5	100.0
	Total	620	87.2	100.0	
No Response		91	12.8		
Total		711	100.0		

For the May 2005 survey period, 99.0% of the consumers reported that they had NOT been arrested for any crimes in the month prior to completing the Older Adult Survey. Additionally, 18.3% 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	575	80.9	99.0	99.0
	1 arrest	3	.4	.5	99.5
	2 arrests	1	.1	.2	99.7
	3 arrests	1	.1	.2	99.8
	4 or more arrests	1	.1	.2	100.0
	Total	581	81.7	100.0	
No Response		130	18.3		
Total		711	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 4.73 (627 responses) was calculated, indicating “Satisfied” feelings regarding legal & safety issues.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Legal & Safety	627	1.00	7.00	4.73	1.40
Valid N (listwise)	627				

HEALTH

For those who responded to the question – “In general, would you say your health is” –7.6% were Excellent, 11.3% were Very Good, 30.6% were Good, 34.6% were Fair and 15.9% were Poor. Additionally, 20.4% of the consumers did not respond to this item.

QOL_9. In general, would you say your health is ____?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	43	6.0	7.6	7.6
	Very Good	64	9.0	11.3	18.9
	Good	173	24.3	30.6	49.5
	Fair	196	27.6	34.6	84.1
	Poor	90	12.7	15.9	100.0
	Total	566	79.6	100.0	
No Response		145	20.4		
Total		711	100.0		

For the consumers who completed at least 2/3 of the items that comprise the “Health” subscale, an average score of 4.07 (627 responses) was calculated, indicating “Mixed” feelings regarding health status.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Health	627	1.00	7.00	4.07	1.39
Valid N (listwise)	627				