

# *Adult Survey*

## *Statewide 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 STATEWIDE 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 STATEWIDE 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 32,166 Statewide Adult Surveys submitted, a total of 24,124 were considered “completed,” as they had at least one response to MHSIP or QOL sections.**

**TOTAL NUMBER OF SURVEYS SUBMITTED (STATEWIDE)**

A total of 32,166 Adult Surveys were submitted to the State.

**Total Number of Statewide Surveys**

|       |           | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------|-----------|---------|---------------|--------------------|
| Valid | Statewide | 32166     | 100.0   | 100.0         | 100.0              |

**GENDER**

For those who responded to the question – “What is your gender?” – 55.8% identified themselves as Female, 43.6% as Male and 0.6% as Other. Additionally, 13.9% of the consumers did not respond to this item.

**What is your gender?**

|             |        | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------------|--------|-----------|---------|---------------|--------------------|
| Valid       | Female | 11585     | 48.0    | 55.8          | 55.8               |
|             | Male   | 9042      | 37.5    | 43.6          | 99.4               |
|             | Other  | 133       | .6      | .6            | 100.0              |
|             | Total  | 20760     | 86.1    | 100.0         |                    |
| No Response |        | 3364      | 13.9    |               |                    |
| Total       |        | 24124     | 100.0   |               |                    |

**AGE CATEGORY\***

For those who responded to the question – “What is your date of birth?” – 0.4% were under age 18, 10.0% were 18-25, 20.6% were 26-35, 29.6% were 36-45, 34.8% were 46-59 and 4.5% were age 60 or older. Additionally, 21.4% of the consumers did not respond to this item.

**Age Category**

|                    |          | Frequency    | Percent      | Valid Percent | Cumulative Percent |
|--------------------|----------|--------------|--------------|---------------|--------------------|
| Valid              | Under 18 | 74           | .3           | .4            | .4                 |
|                    | 18-25    | 1903         | 7.9          | 10.0          | 10.4               |
|                    | 26-35    | 3905         | 16.2         | 20.6          | 31.0               |
|                    | 36-45    | 5619         | 23.3         | 29.6          | 60.7               |
|                    | 46-59    | 6598         | 27.4         | 34.8          | 95.5               |
|                    | 60+      | 854          | 3.5          | 4.5           | 100.0              |
|                    | Total    | 18953        | 78.6         | 100.0         |                    |
| <b>No Response</b> |          | <b>5171</b>  | <b>21.4</b>  |               |                    |
| <b>Total</b>       |          | <b>24124</b> | <b>100.0</b> |               |                    |

**SERVICE LENGTH**

For those who responded to the question – “How long have you received services here?” – 2.7% 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; 10.2% reported having received services for 3-5 months; 14.8% reported receiving services for 6 months to 1 year and 60.9% reported receiving services for more than one year. Additionally, 36.8% 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 | 407          | 1.7          | 2.7           | 2.7                |
|                    | > 1 visit, but < one month  | 601          | 2.5          | 3.9           | 6.6                |
|                    | 1 to 2 months               | 1143         | 4.7          | 7.5           | 14.1               |
|                    | 3 to 5 months               | 1559         | 6.5          | 10.2          | 24.3               |
|                    | 6 months to 1 year          | 2252         | 9.3          | 14.8          | 39.1               |
|                    | More than 1 year            | 9296         | 38.5         | 60.9          | 100.0              |
|                    | Total                       | 15258        | 63.2         | 100.0         |                    |
| <b>No Response</b> |                             | <b>8866</b>  | <b>36.8</b>  |               |                    |
| <b>Total</b>       |                             | <b>24124</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, 20.6% 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      | 13801     | 57.2    | 57.2          | 57.2               |
|       | Yes     | 4959      | 20.6    | 20.6          | 77.8               |
|       | Unknown | 5364      | 22.2    | 22.2          | 100.0              |
| Total |         | 24124     | 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, 48.9% of the consumers identified themselves as being “White / Caucasian.”

**Is your race White / Caucasian?**

|       |     | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----|-----------|---------|---------------|--------------------|
| Valid | No  | 12328     | 51.1    | 51.1          | 51.1               |
|       | Yes | 11796     | 48.9    | 48.9          | 100.0              |
| Total |     | 24124     | 100.0   | 100.0         |                    |

On the Adult Survey, 13.0% of the consumers identified themselves as being “Black / African American.”

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

|       |     | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----|-----------|---------|---------------|--------------------|
| Valid | No  | 20997     | 87.0    | 87.0          | 87.0               |
|       | Yes | 3127      | 13.0    | 13.0          | 100.0              |
| Total |     | 24124     | 100.0   | 100.0         |                    |

On the Adult Survey, 5.7% of the consumers identified themselves as being “Asian.”

**Is your race Asian?**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No    | 22746     | 94.3    | 94.3          | 94.3               |
|       | Yes   | 1378      | 5.7     | 5.7           | 100.0              |
|       | Total | 24124     | 100.0   | 100.0         |                    |

On the Adult Survey, 5.2% 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    | 22869     | 94.8    | 94.8          | 94.8               |
|       | Yes   | 1255      | 5.2     | 5.2           | 100.0              |
|       | Total | 24124     | 100.0   | 100.0         |                    |

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

**Is your race Native Hawaiian / Other Pacific Islander?**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No    | 23834     | 98.8    | 98.8          | 98.8               |
|       | Yes   | 290       | 1.2     | 1.2           | 100.0              |
|       | Total | 24124     | 100.0   | 100.0         |                    |

On the Adult Survey, 11.7% of the consumers identified themselves as being of another race.

**Other Race?**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No    | 21298     | 88.3    | 88.3          | 88.3               |
|       | Yes   | 2826      | 11.7    | 11.7          | 100.0              |
|       | Total | 24124     | 100.0   | 100.0         |                    |

On the Adult Survey, 1.7% of the consumers were not able to identify their race.

**Unknown Race?**

|       |       | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No    | 23713     | 98.3    | 98.3          | 98.3               |
|       | Yes   | 411       | 1.7     | 1.7           | 100.0              |
|       | Total | 24124     | 100.0   | 100.0         |                    |

## LANGUAGE OF SURVEY

On the Adult Survey, 92.4% of the consumers responded using the English version of the Adult Survey; 0.7% used the Chinese version; 0.4% used the Korean version; 6.4% used the Spanish version and 0.2% used the Tagalog version of the Adult Survey.

Language of instrument

|       |         | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|---------|-----------|---------|---------------|--------------------|
| Valid | Chinese | 167       | .7      | .7            | .7                 |
|       | English | 22292     | 92.4    | 92.4          | 93.1               |
|       | Korean  | 86        | .4      | .4            | 93.5               |
|       | Spanish | 1535      | 6.4     | 6.4           | 99.8               |
|       | Tagalog | 44        | .2      | .2            | 100.0              |
|       | Total   | 24124     | 100.0   | 100.0         |                    |

## PREFERRED LANGUAGE

On the Adult Survey, 96.9% of the consumers responded that the services they received were provided in the language they preferred and 94.9% responded that written information was available in their preferred language. Additionally, 14.6% and 15.9% 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          | 638       | 2.6     | 3.1           | 3.1                |
|       | Yes         | 19972     | 82.8    | 96.9          | 100.0              |
|       | Total       | 20610     | 85.4    | 100.0         |                    |
|       | No Response | 3514      | 14.6    |               |                    |
| Total |             | 24124     | 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          | 1029      | 4.3     | 5.1           | 5.1                |
|       | Yes         | 19248     | 79.8    | 94.9          | 100.0              |
|       | Total       | 20277     | 84.1    | 100.0         |                    |
|       | No Response | 3847      | 15.9    |               |                    |
| Total |             | 24124     | 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?” – 41.8% reported that they decided to come in on their own, 53.3% reported that someone else recommended that they come in and 4.9% reported that they came in against their will. Additionally, 16.9% 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           | 8390      | 34.8    | 41.8          | 41.8               |
|             | Someone else recommended that I come in. | 10691     | 44.3    | 53.3          | 95.1               |
|             | I came in against my will.               | 977       | 4.0     | 4.9           | 100.0              |
|             | Total                                    | 20058     | 83.1    | 100.0         |                    |
| No Response |  | 4066      | 16.9    |               |                    |
| Total       |  | 24124     | 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, 65.9% 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    | 8228      | 34.1    | 34.1          | 34.1               |
|       | Yes   | 15896     | 65.9    | 65.9          | 100.0              |
|       | Total | 24124     | 100.0   | 100.0         |                    |

For the May 2005 survey period, 4.8% 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    | 22977     | 95.2    | 95.2          | 95.2               |
|       | Yes   | 1147      | 4.8     | 4.8           | 100.0              |
|       | Total | 24124     | 100.0   | 100.0         |                    |

For the May 2005 survey period, 2.4% 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    | 23545     | 97.6    | 97.6          | 97.6               |
|       | Yes   | 579       | 2.4     | 2.4           | 100.0              |
|       | Total | 24124     | 100.0   | 100.0         |                    |

For the May 2005 survey period, 4.9% 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    | 22933     | 95.1    | 95.1          | 95.1               |
|       | Yes   | 1191      | 4.9     | 4.9           | 100.0              |
|       | Total | 24124     | 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    | 23522     | 97.5    | 97.5          | 97.5               |
|       | Yes   | 602       | 2.5     | 2.5           | 100.0              |
|       | Total | 24124     | 100.0   | 100.0         |                    |

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For the May 2005 survey period, 5.1% 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    | 22887     | 94.9    | 94.9          | 94.9               |
|       | Yes   | 1237      | 5.1     | 5.1           | 100.0              |
|       | Total | 24124     | 100.0   | 100.0         |                    |

For the May 2005 survey period, 4.0% 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    | 23151     | 96.0    | 96.0          | 96.0               |
|       | Yes   | 973       | 4.0     | 4.0           | 100.0              |
|       | Total | 24124     | 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    | 23468     | 97.3    | 97.3          | 97.3               |
|       | Yes   | 656       | 2.7     | 2.7           | 100.0              |
|       | Total | 24124     | 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 32,166 consumers who were expected to complete an Adult Survey, 8,042 (25.0%) did not. Of these, 43.3% were reported to have Refused the survey, 11.8% were reported to have had an Impairment, 17.9% did not have a survey available in their Language and 27.0% were marked as having an “Other” reason for non-completion. Additionally, 4.7% 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    | 3320      | 41.3    | 43.3          | 43.3               |
|             | Impairment | 903       | 11.2    | 11.8          | 55.1               |
|             | Language   | 1375      | 17.1    | 17.9          | 73.0               |
|             | Other      | 2066      | 25.7    | 27.0          | 100.0              |
|             | Total      | 7664      | 95.3    | 100.0         |                    |
| No Response |            | 378       | 4.7     |               |                    |
| Total       |            | 8042      | 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 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 STATEWIDE 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, 36.6% reported that they were Very Satisfied, 46.4% reported they were Satisfied, 14.3% were Neutral, 2.3% were Somewhat Dissatisfied and 0.4% 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          | 90        | .4      | .4            | .4                 |
|             | Somewhat Dissatisfied | 525       | 2.2     | 2.3           | 2.7                |
|             | Neutral               | 3266      | 13.5    | 14.3          | 17.0               |
|             | Satisfied             | 10580     | 43.9    | 46.4          | 63.4               |
|             | Very Satisfied        | 8345      | 34.6    | 36.6          | 100.0              |
|             | Total                 | 22806     | 94.5    | 100.0         |                    |
| No Response |                       | 1318      | 5.5     |               |                    |
| Total       |                       | 24124     | 100.0   |               |                    |

**PERCEPTION OF QUALITY & APPROPRIATENESS**

For the consumers who completed at least 2/3 of the items that comprise the “Perception of Quality and Appropriateness” subscale, 38.2% reported that they were Very Satisfied, 47.5% reported they were Satisfied, 12.6% were Neutral, 1.5% were Somewhat Dissatisfied and 0.3% 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       | Dissatisfied          | 58        | .2      | .3            | .3                 |
|             | Somewhat Dissatisfied | 325       | 1.3     | 1.5           | 1.7                |
|             | Neutral               | 2795      | 11.6    | 12.6          | 14.3               |
|             | Satisfied             | 10572     | 43.8    | 47.5          | 61.8               |
|             | Very Satisfied        | 8514      | 35.3    | 38.2          | 100.0              |
|             | Total                 | 22264     | 92.3    | 100.0         |                    |
| No Response |                       | 1860      | 7.7     |               |                    |
| Total       |                       | 24124     | 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, 30.7% reported that they were Very Satisfied, 43.9% reported they were Satisfied, 21.3% were Neutral, 3.3% were Somewhat Dissatisfied and 0.8% were Dissatisfied. Additionally, for 12.2% 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          | 169       | .7      | .8            | .8                 |
|             | Somewhat Dissatisfied | 705       | 2.9     | 3.3           | 4.1                |
|             | Neutral               | 4512      | 18.7    | 21.3          | 25.4               |
|             | Satisfied             | 9300      | 38.6    | 43.9          | 69.3               |
|             | Very Satisfied        | 6504      | 27.0    | 30.7          | 100.0              |
|             | Total                 | 21190     | 87.8    | 100.0         |                    |
| No Response |                       | 2934      | 12.2    |               |                    |
| Total       |                       | 24124     | 100.0   |               |                    |

**OUTCOMES**

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 21.8% reported that they were Very Satisfied, 44.0% reported they were Satisfied, 27.1% were Neutral, 6.1% were Somewhat Dissatisfied and 0.9% were Dissatisfied. Additionally, for 10.6% 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          | 203       | .8      | .9            | .9                 |
|             | Somewhat Dissatisfied | 1324      | 5.5     | 6.1           | 7.1                |
|             | Neutral               | 5850      | 24.2    | 27.1          | 34.2               |
|             | Satisfied             | 9496      | 39.4    | 44.0          | 78.2               |
|             | Very Satisfied        | 4690      | 19.4    | 21.8          | 100.0              |
|             | Total                 | 21563     | 89.4    | 100.0         |                    |
| No Response |                       | 2561      | 10.6    |               |                    |
| Total       |                       | 24124     | 100.0   |               |                    |

**GENERAL SATISFACTION**

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 47.2% reported that they were Very Satisfied, 40.9% reported they were Satisfied, 9.5% were Neutral, 1.8% were Somewhat Dissatisfied and 0.7% were Dissatisfied. Additionally, for 4.1% 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          | 160       | .7      | .7            | .7                 |
|             | Somewhat Dissatisfied | 419       | 1.7     | 1.8           | 2.5                |
|             | Neutral               | 2187      | 9.1     | 9.5           | 12.0               |
|             | Satisfied             | 9457      | 39.2    | 40.9          | 52.8               |
|             | Very Satisfied        | 10908     | 45.2    | 47.2          | 100.0              |
|             | Total                 | 23131     | 95.9    | 100.0         |                    |
| No Response |                       | 993       | 4.1     |               |                    |
| Total       |                       | 24124     | 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 4.19; 22,806 responses), the Quality & Appropriateness of treatment (indicated by a subscale score of 4.20; 22,264 responses), Participation in Treatment Planning (indicated by a subscale score of 4.15; 21,190 responses), Outcomes (indicated by a subscale score of 3.81; 21,563 responses) and services generally (General Satisfaction; indicated by a subscale score of 4.32; 23,131 responses).

**Descriptive Statistics**

|  | N     | Minimum | Maximum | Mean | Std. Deviation |
|--|-------|---------|---------|------|----------------|
| Average: Perception of Access to Services        | 22806 | 1.00    | 5.00    | 4.19 | .71            |
| Average: Perception of Quality & Appropriateness | 22264 | 1.00    | 5.00    | 4.20 | .68            |
| Average: Perception of Treatment Planning        | 21190 | 1.00    | 5.00    | 4.15 | .77            |
| Average: Outcomes                                | 21563 | 1.00    | 5.00    | 3.81 | .82            |
| General Satisfaction                             | 23131 | 1.00    | 5.00    | 4.32 | .73            |
| Valid N (listwise)                               | 19772 |         |         |      |                |

## 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 STATEWIDE 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 shaded.

**GENERAL LIFE SATISFACTION**

For those who responded to the question – “How do you feel about your life in general?” – 7.3% were Delighted, 16.0% were Pleased, 21.6% were Mostly Satisfied, 33.0% were Mixed, 7.6% were Mostly Dissatisfied, 10.1% were Unhappy and 4.4% were Terrible. Additionally, 9.9% 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            | 950       | 3.9     | 4.4           | 4.4                |
|             | Unhappy             | 2190      | 9.1     | 10.1          | 14.4               |
|             | Mostly Dissatisfied | 1661      | 6.9     | 7.6           | 22.1               |
|             | Mixed               | 7171      | 29.7    | 33.0          | 55.1               |
|             | Mostly Satisfied    | 4703      | 19.5    | 21.6          | 76.7               |
|             | Pleased             | 3478      | 14.4    | 16.0          | 92.7               |
|             | Delighted           | 1590      | 6.6     | 7.3           | 100.0              |
|             | Total               | 21743     | 90.1    | 100.0         |                    |
| No Response |                     | 2381      | 9.9     |               |                    |
| Total       |                     | 24124     | 100.0   |               |                    |

**LIVING SITUATION**

For the consumers who completed at least 2/3 of the items that comprise the “Living Situation” subscale, an average score of 4.60 (21,768 responses) was calculated, indicating “Satisfied” feelings regarding living situation.

**Descriptive Statistics**

|                           | N     | Minimum | Maximum | Mean | Std. Deviation |
|---------------------------|-------|---------|---------|------|----------------|
| Average: Living Situation | 21768 | 1.00    | 7.00    | 4.60 | 1.51           |
| Valid N (listwise)        | 21768 |         |         |      |                |

**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 4.43 (21,664 responses) was calculated, indicating “Mixed” feelings regarding daily activities & functioning.

**Descriptive Statistics**

|   | N     | Minimum | Maximum | Mean | Std. Deviation |
|---|-------|---------|---------|------|----------------|
| Average: Daily Activities & Functioning | 21664 | 1.00    | 7.00    | 4.43 | 1.36           |
| Valid N (listwise)                      | 21664 |         |         |      |                |

**FAMILY RELATIONS**

For those who responded to the question – “In general, how often do you get together with a member of your family?” – 29.5% reported At Least Once a Day, 21.7% reported At Least Once a Week, 16.4% reported At Least Once a Month, 13.6% reported Less than Once a Month, 13.7% reported Not At All and 5.0% reported No Family / Not Applicable. Additionally, 14.9% 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                 | 2818      | 11.7    | 13.7          | 13.7               |
|             | Less than once a month     | 2788      | 11.6    | 13.6          | 27.3               |
|             | At least once a month      | 3373      | 14.0    | 16.4          | 43.8               |
|             | At least once a week       | 4457      | 18.5    | 21.7          | 65.5               |
|             | At least once a day        | 6051      | 25.1    | 29.5          | 95.0               |
|             | No family / Not applicable | 1031      | 4.3     | 5.0           | 100.0              |
|             | Total                      | 20518     | 85.1    | 100.0         |                    |
| No Response |                            | 3606      | 14.9    |               |                    |
| Total       |                            | 24124     | 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 (19,955 responses) was calculated, indicating “Satisfied” feelings regarding family relations.

**Descriptive Statistics**

|                           | N     | Minimum | Maximum | Mean | Std. Deviation |
|---------------------------|-------|---------|---------|------|----------------|
| Average: Family Relations | 19955 | 1.00    | 7.00    | 4.58 | 1.63           |
| Valid N (listwise)        | 19955 |         |         |      |                |

**SOCIAL RELATIONS**

For those who responded to the question – “About how often do you visit with someone who does not live with you?” – 16.5% reported At Least Once a Day, 33.5% reported At Least Once a Week, 19.6% reported At Least Once a Month, 11.7% reported Less than Once a Month, 14.7% reported Not At All and 4.1% reported Not Applicable. Additionally, 12.2% 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             | 3111      | 12.9    | 14.7          | 14.7               |
|             | Less than once a month | 2481      | 10.3    | 11.7          | 26.4               |
|             | At least once a month  | 4145      | 17.2    | 19.6          | 46.0               |
|             | At least once a week   | 7094      | 29.4    | 33.5          | 79.4               |
|             | At least once a day    | 3495      | 14.5    | 16.5          | 95.9               |
|             | Not applicable         | 864       | 3.6     | 4.1           | 100.0              |
|             | Total                  | 21190     | 87.8    | 100.0         |                    |
| No Response |                        | 2934      | 12.2    |               |                    |
| Total       |                        | 24124     | 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?” – 23.3% reported At Least Once a Day, 17.8% reported At Least Once a Week, 9.8% reported At Least Once a Month, 6.5% reported Less than Once a Month, 26.3% reported Not At All and 16.3% reported Not Applicable. Additionally, 15.8% 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             | 5339      | 22.1    | 26.3          | 26.3               |
|             | Less than once a month | 1311      | 5.4     | 6.5           | 32.7               |
|             | At least once a month  | 1992      | 8.3     | 9.8           | 42.5               |
|             | At least once a week   | 3619      | 15.0    | 17.8          | 60.3               |
|             | At least once a day    | 4742      | 19.7    | 23.3          | 83.7               |
|             | Not applicable         | 3319      | 13.8    | 16.3          | 100.0              |
|             | Total                  | 20322     | 84.2    | 100.0         |                    |
| No Response |                        | 3802      | 15.8    |               |                    |
| Total       |                        | 24124     | 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 4.54 (20,181 responses) was calculated, indicating “Satisfied” feelings regarding social relations.

**Descriptive Statistics**

|                           | N     | Minimum | Maximum | Mean | Std. Deviation |
|---------------------------|-------|---------|---------|------|----------------|
| Average: Social Relations | 20181 | 1.00    | 7.00    | 4.54 | 1.35           |
| Valid N (listwise)        | 20181 |         |         |      |                |

**FINANCES**

On the Adult Survey, 76.4% of the consumers reported that they generally had enough money to cover food expenses. Additionally, 10.8% 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    | 5079      | 21.1    | 23.6          | 23.6               |
|             | Yes   | 16435     | 68.1    | 76.4          | 100.0              |
|             | Total | 21514     | 89.2    | 100.0         |                    |
| No Response |       | 2610      | 10.8    |               |                    |
| Total       |       | 24124     | 100.0   |               |                    |

On the Adult Survey, 60.5% of the consumers reported that they generally had enough money to cover clothing expenses. Additionally, 11.5% 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    | 8423      | 34.9    | 39.5          | 39.5               |
|             | Yes   | 12919     | 53.6    | 60.5          | 100.0              |
|             | Total | 21342     | 88.5    | 100.0         |                    |
| No Response |       | 2782      | 11.5    |               |                    |
| Total       |       | 24124     | 100.0   |               |                    |

On the Adult Survey, 78.6% of the consumers reported that they generally had enough money to cover housing expenses. Additionally, 12.0% 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    | 4533        | 18.8        | 21.4          | 21.4               |
|                    | Yes   | 16698       | 69.2        | 78.6          | 100.0              |
|                    | Total | 21231       | 88.0        | 100.0         |                    |
| <b>No Response</b> |       | <b>2893</b> | <b>12.0</b> |               |                    |
| Total              |       | 24124       | 100.0       |               |                    |

On the Adult Survey, 62.4% of the consumers reported that they generally had enough money to cover transportation expenses. Additionally, 12.3% 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    | 7959        | 33.0        | 37.6          | 37.6               |
|                    | Yes   | 13201       | 54.7        | 62.4          | 100.0              |
|                    | Total | 21160       | 87.7        | 100.0         |                    |
| <b>No Response</b> |       | <b>2964</b> | <b>12.3</b> |               |                    |
| Total              |       | 24124       | 100.0       |               |                    |

On the Adult Survey, 42.8% of the consumers reported that they generally had enough money to cover social activity expenses. Additionally, 12.3% 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    | 12097       | 50.1        | 57.2          | 57.2               |
|                    | Yes   | 9063        | 37.6        | 42.8          | 100.0              |
|                    | Total | 21160       | 87.7        | 100.0         |                    |
| <b>No Response</b> |       | <b>2964</b> | <b>12.3</b> |               |                    |
| Total              |       | 24124       | 100.0       |               |                    |

**LEGAL & SAFETY**

For the May 2005 survey period, 93.5% of the consumers reported that they were NOT a victim of any violent crimes in the month prior to completing the Adult Survey. Additionally, 10.9% 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    | 20117     | 83.4    | 93.5          | 93.5               |
|             | Yes   | 1389      | 5.8     | 6.5           | 100.0              |
|             | Total | 21506     | 89.1    | 100.0         |                    |
| No Response |       | 2618      | 10.9    |               |                    |
| Total       |       | 24124     | 100.0   |               |                    |

For the May 2005 survey period, 87.3% 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, 11.7% 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    | 18589     | 77.1    | 87.3          | 87.3               |
|             | Yes   | 2711      | 11.2    | 12.7          | 100.0              |
|             | Total | 21300     | 88.3    | 100.0         |                    |
| No Response |       | 2824      | 11.7    |               |                    |
| Total       |       | 24124     | 100.0   |               |                    |

For the May 2005 survey period, 96.9% of the consumers reported that they had NOT been arrested for any crimes in the month prior to completing the Adult Survey. Additionally, 13.6% 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        | 20211     | 83.8    | 96.9          | 96.9               |
|             | 1 arrest          | 357       | 1.5     | 1.7           | 98.6               |
|             | 2 arrests         | 101       | .4      | .5            | 99.1               |
|             | 3 arrests         | 59        | .2      | .3            | 99.4               |
|             | 4 or more arrests | 123       | .5      | .6            | 100.0              |
|             | Total             | 20851     | 86.4    | 100.0         |                    |
| No Response |                   | 3273      | 13.6    |               |                    |
| Total       |                   | 24124     | 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 4.67 (21,381 responses) was calculated, indicating “Satisfied” feelings regarding legal & safety issues.

**Descriptive Statistics**

|                         | N     | Minimum | Maximum | Mean | Std. Deviation |
|-------------------------|-------|---------|---------|------|----------------|
| Average: Legal & Safety | 21381 | 1.00    | 7.00    | 4.67 | 1.42           |
| Valid N (listwise)      | 21381 |         |         |      |                |

**HEALTH**

For the consumers who completed at least 2/3 of the items that comprise the “Health” subscale, an average score of 4.10 (21,538 responses) was calculated, indicating “Mixed” feelings regarding health status.

**Descriptive Statistics**

|                    | N     | Minimum | Maximum | Mean | Std. Deviation |
|--------------------|-------|---------|---------|------|----------------|
| Average: Health    | 21538 | 1.00    | 7.00    | 4.10 | 1.49           |
| Valid N (listwise) | 21538 |         |         |      |                |