

Older Adult Survey
Statewide 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 STATEWIDE 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 STATEWIDE 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 2,492 Statewide Older Adult Surveys submitted, a total of 1,799 were considered “completed,” as they had at least one response to MHSIP or QOL sections.**

TOTAL NUMBER OF SURVEYS SUBMITTED (STATEWIDE)

A total of 2,492 Older Adult Surveys were submitted to the state.

Statewide

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Statewide	2492	100.0	100.0	100.0

GENDER

For those who responded to the question – “What is your gender?” – 64.1% identified themselves as Female, 34.9% as Male and 1.0% as Other. Additionally, 13.6% of the consumers did not respond to this item.

What is your gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	996	55.4	64.1	64.1
	Male	543	30.2	34.9	99.0
	Other	16	.9	1.0	100.0
	Total	1555	86.4	100.0	
No Response		244	13.6		
Total		1799	100.0		

AGE CATEGORY *

For those who responded to the question – “What is your date of birth?” – 31.2% were under age 60, 46.3% were 60-69, 17.2% were 70-79, 5.2% were 80-89, 0.1% were 90-99 and 0.0% were age 100 or older. Additionally, 24.1% of the consumers did not respond to this item.

Age Category

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 60	426	23.7	31.2	31.2
	60-69	632	35.1	46.3	77.5
	70-79	235	13.1	17.2	94.7
	80-89	71	3.9	5.2	99.9
	90-99	1	.1	.1	100.0
	Total	1365	75.9	100.0	
No Response		434	24.1		
Total		1799	100.0		

SERVICE LENGTH

For those who responded to the question – “How long have you received services here?” – 1.4% reported that it was their first visit; 2.4% reported that they had had more than one visit, but that they had received services for less than one month; 4.9% reported having received services for 1-2 months; 7.2% reported having received services for 3-5 months; 13.8% reported receiving services for 6 months to 1 year and 70.3% reported receiving services for more than one year. Additionally, 34.0% 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	17	.9	1.4	1.4
	> 1 visit, but < one month	28	1.6	2.4	3.8
	1 to 2 months	58	3.2	4.9	8.7
	3 to 5 months	85	4.7	7.2	15.8
	6 months to 1 year	164	9.1	13.8	29.7
	More than 1 year	835	46.4	70.3	100.0
	Total	1187	66.0	100.0	
No Response		612	34.0		
Total		1799	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, 21.0% 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	1035	57.5	57.5	57.5
	Yes	377	21.0	21.0	78.5
	Unknown	387	21.5	21.5	100.0
	Total	1799	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, 50.7% of the consumers identified themselves as being “White / Caucasian.”

Is your race White / Caucasian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	887	49.3	49.3	49.3
	Yes	912	50.7	50.7	100.0
	Total	1799	100.0	100.0	

On the Older Adult Survey, 8.6% of the consumers identified themselves as being “Black / African American.”

Is your race Black / African American?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1644	91.4	91.4	91.4
	Yes	155	8.6	8.6	100.0
	Total	1799	100.0	100.0	

On the Older Adult Survey, 8.1% of the consumers identified themselves as being “Asian.”

Is your race Asian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1654	91.9	91.9	91.9
	Yes	145	8.1	8.1	100.0
Total		1799	100.0	100.0	

On the Older Adult Survey, 3.3% 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	1740	96.7	96.7	96.7
	Yes	59	3.3	3.3	100.0
Total		1799	100.0	100.0	

On the Older 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	1782	99.1	99.1	99.1
	Yes	17	.9	.9	100.0
Total		1799	100.0	100.0	

On the Older Adult Survey, 10.6% of the consumers identified themselves as being of another race.

Other Race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1608	89.4	89.4	89.4
	Yes	191	10.6	10.6	100.0
Total		1799	100.0	100.0	

On the Older Adult Survey, 1.4% of the consumers were not able to identify their race.

Unknown Race?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	1773	98.6	98.6	98.6
	Yes	26	1.4	1.4	100.0
	Total	1799	100.0	100.0	

LANGUAGE OF SURVEY

On the Older Adult Survey, 81.0% of the consumers responded using the English version of the Older Adult Survey; 2.8% used the Chinese version; 1.3% used the Korean version; 14.3% used the Spanish version and 0.6% used the Tagalog version of the Older Adult Survey.

Language of instrument

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Chinese	51	2.8	2.8	2.8
	English	1457	81.0	81.0	83.8
	Korean	24	1.3	1.3	85.2
	Spanish	257	14.3	14.3	99.4
	Tagalog	10	.6	.6	100.0
	Total	1799	100.0	100.0	

PREFERRED LANGUAGE

On the Older Adult Survey, 97.2% of the consumers responded that the services they received were provided in the language they preferred and 94.6% responded that written information was available in their preferred language. Additionally, 16.9% and 18.1% 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	42	2.3	2.8	2.8
	Yes	1453	80.8	97.2	100.0
	Total	1495	83.1	100.0	
	No Response	304	16.9		
Total		1799	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	80	4.4	5.4	5.4
	Yes	1394	77.5	94.6	100.0
	Total	1474	81.9	100.0	
	No Response	325	18.1		
Total		1799	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?” – 40.1% reported that they decided to come in on their own, 55.7% reported that someone else recommended that they come in and 4.2% reported that they came in against their will. Additionally, 17.7% 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	594	33.0	40.1	40.1
	Someone else recommended that I come in.	825	45.9	55.7	95.8
	I came in against my will.	62	3.4	4.2	100.0
	Total	1481	82.3	100.0	
No Response		318	17.7		
Total		1799	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, 55.0% 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	809	45.0	45.0	45.0
	Yes	990	55.0	55.0	100.0
	Total	1799	100.0	100.0	

For the May 2005 survey period, 6.6% 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	1681	93.4	93.4	93.4
	Yes	118	6.6	6.6	100.0
	Total	1799	100.0	100.0	

For the May 2005 survey period, 2.7% 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	1751	97.3	97.3	97.3
	Yes	48	2.7	2.7	100.0
	Total	1799	100.0	100.0	

For the May 2005 survey period, 8.6% 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	1645	91.4	91.4	91.4
	Yes	154	8.6	8.6	100.0
	Total	1799	100.0	100.0	

For the May 2005 survey period, 2.7% 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	1751	97.3	97.3	97.3
	Yes	48	2.7	2.7	100.0
	Total	1799	100.0	100.0	

For the May 2005 survey period, 10.6% 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	1608	89.4	89.4	89.4
	Yes	191	10.6	10.6	100.0
	Total	1799	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	1707	94.9	94.9	94.9
	Yes	92	5.1	5.1	100.0
	Total	1799	100.0	100.0	

For the May 2005 survey period, 2.9% 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	1746	97.1	97.1	97.1
	Yes	53	2.9	2.9	100.0
	Total	1799	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 2,492 consumers who were expected to complete an Older Adult Survey, 693 (27.8%) did not. Of these, 36.1% were reported to have Refused the survey, 26.2% were reported to have had an Impairment, 18.3% did not have a survey available in their Language and 19.4% were marked as having an “Other” reason for non-completion. Additionally, 5.3% 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	237	34.2	36.1	36.1
	Impairment	172	24.8	26.2	62.3
	Language	120	17.3	18.3	80.6
	Other	127	18.3	19.4	100.0
	Total	656	94.7	100.0	
No Response		37	5.3		
Total		693	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 STATEWIDE 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, 47.5% reported that they were Very Satisfied, 43.2% reported they were Satisfied, 8.2% were Neutral, 1.0% were Somewhat Dissatisfied and 0.1% were Dissatisfied. Additionally, for 4.8% 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	2	.1	.1	.1
	Somewhat Dissatisfied	17	.9	1.0	1.1
	Neutral	140	7.8	8.2	9.3
	Satisfied	740	41.1	43.2	52.5
	Very Satisfied	813	45.2	47.5	100.0
	Total	1712	95.2	100.0	
No Response		87	4.8		
Total		1799	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, 45.5% reported that they were Very Satisfied, 45.9% reported they were Satisfied, 7.8% were Neutral, 0.7% were Somewhat Dissatisfied and 0.1% 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	2	.1	.1	.1
	Somewhat Dissatisfied	12	.7	.7	.8
	Neutral	129	7.2	7.8	8.6
	Satisfied	760	42.2	45.9	54.5
	Very Satisfied	754	41.9	45.5	100.0
	Total	1657	92.1	100.0	
No Response		142	7.9		
Total		1799	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, 38.3% reported that they were Very Satisfied, 43.3% reported they were Satisfied, 16.2% were Neutral, 1.8% were Somewhat Dissatisfied and 0.4% were Dissatisfied. Additionally, for 13.3% 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	6	.3	.4	.4
	Somewhat Dissatisfied	28	1.6	1.8	2.2
	Neutral	252	14.0	16.2	18.3
	Satisfied	676	37.6	43.3	61.7
	Very Satisfied	598	33.2	38.3	100.0
	Total	1560	86.7	100.0	
No Response		239	13.3		
Total		1799	100.0		

OUTCOMES

For the consumers who completed at least 2/3 of the items that comprise the “Outcomes” subscale, 30.5% reported that they were Very Satisfied, 45.3% reported they were Satisfied, 20.1% were Neutral, 3.6% were Somewhat Dissatisfied and 0.4% were Dissatisfied. Additionally, for 11.1% 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	7	.4	.4	.4
	Somewhat Dissatisfied	58	3.2	3.6	4.1
	Neutral	322	17.9	20.1	24.2
	Satisfied	724	40.2	45.3	69.5
	Very Satisfied	488	27.1	30.5	100.0
	Total	1599	88.9	100.0	
No Response		200	11.1		
Total		1799	100.0		

GENERAL SATISFACTION

For the consumers who completed at least 2/3 of the items that comprise the “General Satisfaction” subscale, 56.5% reported that they were Very Satisfied, 36.8% reported they were Satisfied, 5.3% were Neutral, 1.1% were Somewhat Dissatisfied and 0.2% were Dissatisfied. Additionally, for 3.0% 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	4	.2	.2	.2
	Somewhat Dissatisfied	20	1.1	1.1	1.4
	Neutral	93	5.2	5.3	6.7
	Satisfied	642	35.7	36.8	43.5
	Very Satisfied	986	54.8	56.5	100.0
	Total	1745	97.0	100.0	
No Response		54	3.0		
Total		1799	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 4.37; 1,712 responses), the Quality & Appropriateness of treatment (indicated by a subscale score of 4.33; 1,657 responses), Participation in Treatment Planning (indicated by a subscale score of 4.31; 1,560 responses), Outcomes (indicated by a subscale score of 4.02; 1,599 responses) and services generally (General Satisfaction; indicated by a subscale score of 4.48; 1,745 responses).

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Perception of Access to Services	1712	1.00	5.00	4.37	.63
Average: Perception of Quality & Appropriateness	1657	1.00	5.00	4.33	.62
Average: Perception of Treatment Planning	1560	1.00	5.00	4.31	.71
Average: Outcomes	1599	1.00	5.00	4.02	.77
General Satisfaction	1745	1.00	5.00	4.48	.63
Valid N (listwise)	1437				

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 STATEWIDE 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?” – 8.9% were Delighted, 18.6% were Pleased, 25.6% were Mostly Satisfied, 27.8% were Mixed, 7.7% were Mostly Dissatisfied, 8.3% were Unhappy and 3.2% 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	52	2.9	3.2	3.2
	Unhappy	134	7.4	8.3	11.5
	Mostly Dissatisfied	124	6.9	7.7	19.1
	Mixed	451	25.1	27.8	47.0
	Mostly Satisfied	414	23.0	25.6	72.5
	Pleased	301	16.7	18.6	91.1
	Delighted	144	8.0	8.9	100.0
	Total	1620	90.1	100.0	
No Response		179	9.9		
Total		1799	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 4.83 (1,644 responses) was calculated, indicating “Satisfied” feelings regarding living situation.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Living Situation	1644	1.00	7.00	4.83	1.45
Valid N (listwise)	1644				

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 4.65 (1,609 responses) was calculated, indicating “Satisfied” feelings regarding daily activities & functioning.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Daily Activities & Functioning	1609	1.00	7.00	4.65	1.29
Valid N (listwise)	1609				

FAMILY RELATIONS

For the consumers who completed at least 2/3 of the items that comprise the “Family Relations” subscale, an average score of 4.83 (1,443 responses) was calculated, indicating “Satisfied” feelings regarding family relations.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Family Relations	1443	1.00	7.00	4.83	1.54
Valid N (listwise)	1443				

SOCIAL RELATIONS

For the consumers who completed at least 2/3 of the items that comprise the “Social Relations” subscale, an average score of 4.79 (1,536 responses) was calculated, indicating “Satisfied” feelings regarding social relations.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Social Relations	1536	1.00	7.00	4.79	1.34
Valid N (listwise)	1536				

LEGAL & SAFETY

For the May 2005 survey period, 95.8% 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, 10.8% 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	1536	85.4	95.8	95.8
	Yes	68	3.8	4.2	100.0
	Total	1604	89.2	100.0	
No Response		195	10.8		
Total		1799	100.0		

For the May 2005 survey period, 89.7% 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, 12.3% 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	1415	78.7	89.7	89.7
	Yes	162	9.0	10.3	100.0
	Total	1577	87.7	100.0	
No Response		222	12.3		
Total		1799	100.0		

For the May 2005 survey period, 98.6% of the consumers reported that they had NOT been arrested for any crimes in the month prior to completing the Older Adult Survey. Additionally, 18.2% 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	1452	80.7	98.6	98.6
	1 arrest	12	.7	.8	99.5
	2 arrests	2	.1	.1	99.6
	3 arrests	3	.2	.2	99.8
	4 or more arrests	3	.2	.2	100.0
	Total	1472	81.8	100.0	
No Response		327	18.2		
Total		1799	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 4.84 (1,609 responses) was calculated, indicating “Satisfied” feelings regarding legal & safety issues.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Legal & Safety	1609	1.00	7.00	4.84	1.35
Valid N (listwise)	1609				

HEALTH

For those who responded to the question – “In general, would you say your health is” –8.3% were Excellent, 12.4% were Very Good, 30.6% were Good, 32.9% were Fair and 15.8% were Poor. Additionally, 19.2% 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	120	6.7	8.3	8.3
	Very Good	181	10.1	12.4	20.7
	Good	445	24.7	30.6	51.3
	Fair	478	26.6	32.9	84.2
	Poor	230	12.8	15.8	100.0
	Total	1454	80.8	100.0	
No Response		345	19.2		
Total		1799	100.0		

For the consumers who completed at least 2/3 of the items that comprise the “Health” subscale, an average score of 4.24 (1,611 responses) was calculated, indicating “Mixed” feelings regarding health status.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Average: Health	1611	1.00	7.00	4.24	1.38
Valid N (listwise)	1611				