

# Older Adult Consumer Perception Survey - Superior Region

## Total Number of RECEIVED Superior Region Surveys

SurveyPeriod	Frequency
November 2005	206
May 2006	208
November 2006	159

## Total Number of COMPLETED Superior Region Surveys

SurveyPeriod	Frequency
November 2005	146
May 2006	157
November 2006	126

## Demographic Data

### Gender

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	Female	94	64.4
		Male	52	35.6
		Total	146	100.0
May 2006	Valid	Female	109	69.4
		Male	48	30.6
		Total	157	100.0
November 2006	Valid	Female	89	70.6
		Male	37	29.4
		Total	126	100.0

### Ethnicity

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	African American	2	1.4
		Asian/Pacific Islander	2	1.4
		Hispanic	3	2.1
		Native American	5	3.4
		White	122	84.1
		Other	3	2.1
		More than 1 race	8	5.5
		Total	145	100.0
		Missing	1	
		Total	146	
May 2006	Valid	African American	1	.7
		Asian/Pacific Islander	2	1.3
		Hispanic	7	4.6
		Native American	2	1.3
		White	132	86.8
		Other	2	1.3
		More than 1 race	6	3.9
		Total	152	100.0
		Missing	5	
		Total	157	
November 2006	Valid	African American	2	1.7
		Asian/Pacific Islander	4	3.3
		Hispanic	9	7.5
		Native American	1	.8
		White	97	80.8
		Other	2	1.7
		More than 1 race	5	4.2
		Total	120	100.0
		Missing	6	
		Total	126	

### Age Categories

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	60 - 69 years old	114	78.1
		70 - 79 years old	27	18.5
		80 - 89 years old	5	3.4
		Total	146	100.0
May 2006	Valid	60 - 69 years old	133	84.7
		70 - 79 years old	15	9.6
		80 - 89 years old	9	5.7
		Total	157	100.0
November 2006	Valid	60 - 69 years old	103	81.7
		70 - 79 years old	20	15.9
		80 - 89 years old	3	2.4
		Total	126	100.0

### Service-Related Data

**How long have you received services here?**

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	This is my first visit here	2	1.8
		> 1 visit, but < one month	2	1.8
		1 to 2 months	7	6.3
		3 to 5 months	5	4.5
		6 months to 1 year	11	9.9
		More than 1 year	84	75.7
		Total	111	100.0
	Missing	35		
Total			146	
May 2006	Valid	This is my first visit here	1	.8
		> 1 visit, but < one month	1	.8
		1 to 2 months	7	5.9
		3 to 5 months	11	9.3
		6 months to 1 year	11	9.3
		More than 1 year	87	73.7
		Total	118	100.0
	Missing	39		
Total			157	
November 2006	Valid	> 1 visit, but < one month	3	3.8
		1 to 2 months	5	6.4
		3 to 5 months	3	3.8
		6 months to 1 year	6	7.7
		More than 1 year	61	78.2
		Total	78	100.0
	Missing	48		
Total			126	

**Were the services you received provided in the language you prefer?**

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	No	4	3.1
		Yes	125	96.9
		Total	129	100.0
	Missing	Unknown	17	
	Total			146
May 2006	Valid	No	2	1.4
		Yes	136	98.6
		Total	138	100.0
	Missing	Unknown	19	
Total			157	
November 2006	Valid	No	3	2.7
		Yes	108	97.3
		Total	111	100.0
	Missing	Unknown	15	
	Total			126

**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?**

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	No	3	2.3
		Yes	125	97.7
		Total	128	100.0
	Missing	Unknown	18	
	Total		146	
May 2006	Valid	No	2	1.5
		Yes	135	98.5
		Total	137	100.0
	Missing	Unknown	20	
	Total		157	
November 2006	Valid	No	5	4.7
		Yes	101	95.3
		Total	106	100.0
	Missing	Unknown	20	
	Total		126	

**What was the primary reason you became involved with this program?**

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	I decided to come in on my own	63	48.1
		Someone else recommended that I come in.	63	48.1
		I came in against my will.	5	3.8
		Total	131	100.0
	Missing		15	
Total		146		
May 2006	Valid	I decided to come in on my own	81	59.6
		Someone else recommended that I come in.	46	33.8
		I came in against my will.	9	6.6
		Total	136	100.0
	Missing		21	
Total		157		
November 2006	Valid	I decided to come in on my own	45	43.3
		Someone else recommended that I come in.	57	54.8
		I came in against my will.	2	1.9
		Total	104	100.0
	Missing		22	
Total		126		

**Who helped in completing the Survey?**

**I did not need any help.**

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	No	36	24.7
		Yes	110	75.3
		Total	146	100.0
May 2006	Valid	No	54	34.4
		Yes	103	65.6
		Total	157	100.0
November 2006	Valid	No	49	38.9
		Yes	77	61.1
		Total	126	100.0

**A mental health advocate / volunteer helped me.**

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	No	141	96.6
		Yes	5	3.4
		Total	146	100.0
May 2006	Valid	No	144	91.7
		Yes	13	8.3
		Total	157	100.0
November 2006	Valid	No	116	92.1
		Yes	10	7.9
		Total	126	100.0

**Another mental health consumer helped me.**

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	No	145	99.3
		Yes	1	.7
		Total	146	100.0
May 2006	Valid	No	155	98.7
		Yes	2	1.3
		Total	157	100.0
November 2006	Valid	No	122	96.8
		Yes	4	3.2
		Total	126	100.0

**A member of my family helped me.**

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	No	141	96.6
		Yes	5	3.4
		Total	146	100.0
May 2006	Valid	No	148	94.3
		Yes	9	5.7
		Total	157	100.0
November 2006	Valid	No	115	91.3
		Yes	11	8.7
		Total	126	100.0

**A professional interviewer helped me.**

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	No	144	98.6
		Yes	2	1.4
		Total	146	100.0
May 2006	Valid	No	154	98.1
		Yes	3	1.9
		Total	157	100.0
November 2006	Valid	No	125	99.2
		Yes	1	.8
		Total	126	100.0

**My clinician / case manager helped me.**

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	No	143	97.9
		Yes	3	2.1
		Total	146	100.0
May 2006	Valid	No	149	94.9
		Yes	8	5.1
		Total	157	100.0
November 2006	Valid	No	122	96.8
		Yes	4	3.2
		Total	126	100.0

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

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	No	141	96.6
		Yes	5	3.4
		Total	146	100.0
May 2006	Valid	No	151	96.2
		Yes	6	3.8
		Total	157	100.0
November 2006	Valid	No	121	96.0
		Yes	5	4.0
		Total	126	100.0

**Someone else helped me.**

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	No	141	96.6
		Yes	5	3.4
		Total	146	100.0
May 2006	Valid	No	150	95.5
		Yes	7	4.5
		Total	157	100.0
November 2006	Valid	No	124	98.4
		Yes	2	1.6
		Total	126	100.0

**Language of instrument**

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	English	145	99.3
		Spanish	1	.7
		Total	146	100.0
May 2006	Valid	English	156	99.4
		Spanish	1	.6
		Total	157	100.0
November 2006	Valid	English	124	98.4
		Spanish	1	.8
		Chinese	1	.8
		Total	126	100.0

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

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	Refused	37	66.1
		Impairment	7	12.5
		Language	8	14.3
		Other	4	7.1
		Total	56	100.0
	Missing	4		
Total			60	
May 2006	Valid	Refused	23	51.1
		Impairment	7	15.6
		Language	12	26.7
		Other	3	6.7
		Total	45	100.0
	Missing	6		
Total			51	
November 2006	Valid	Refused	19	61.3
		Impairment	2	6.5
		Language	7	22.6
		Other	3	9.7
		Total	31	100.0
	Missing	2		
Total			33	

## Satisfaction with Services

### Perception of Access to Services

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	Dissatisfied	2	1.4
		Somewhat Dissatisfied	2	1.4
		Neutral	14	9.9
		Satisfied	70	49.3
		Very Satisfied	54	38.0
	Total	142	100.0	
Missing	4			
Total			146	
May 2006	Valid	Somewhat Dissatisfied	3	1.9
		Neutral	13	8.4
		Satisfied	73	47.1
		Very Satisfied	66	42.6
		Total	155	100.0
	Missing	2		
Total			157	
November 2006	Valid	Dissatisfied	1	.8
		Somewhat Dissatisfied	2	1.6
		Neutral	14	11.5
		Satisfied	50	41.0
		Very Satisfied	55	45.1
	Total	122	100.0	
Missing	4			
Total			126	

**Perception of Quality & Appropriateness**

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	Somewhat Dissatisfied	4	2.9
		Neutral	15	11.0
		Satisfied	75	55.1
		Very Satisfied	42	30.9
		Total	136	100.0
	Missing	10		
Total			146	
May 2006	Valid	Somewhat Dissatisfied	1	.7
		Neutral	21	13.8
		Satisfied	71	46.7
		Very Satisfied	59	38.8
		Total	152	100.0
	Missing	5		
Total			157	
November 2006	Valid	Dissatisfied	1	.8
		Somewhat Dissatisfied	3	2.5
		Neutral	11	9.3
		Satisfied	57	48.3
		Very Satisfied	46	39.0
	Total	118	100.0	
Missing	8			
Total			126	

**Perceptions of Participation in Treatment Planning**

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	Dissatisfied	1	.7
		Somewhat Dissatisfied	2	1.5
		Neutral	25	18.4
		Satisfied	68	50.0
		Very Satisfied	40	29.4
	Total	136	100.0	
Missing	10			
Total			146	
May 2006	Valid	Dissatisfied	1	.7
		Somewhat Dissatisfied	4	2.7
		Neutral	25	17.1
		Satisfied	60	41.1
		Very Satisfied	56	38.4
	Total	146	100.0	
Missing	11			
Total			157	
November 2006	Valid	Dissatisfied	2	1.8
		Somewhat Dissatisfied	3	2.6
		Neutral	24	21.1
		Satisfied	46	40.4
		Very Satisfied	39	34.2
	Total	114	100.0	
Missing	12			
Total			126	

### Outcomes

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	Somewhat Dissatisfied	7	5.5
		Neutral	31	24.2
		Satisfied	66	51.6
		Very Satisfied	24	18.8
		Total	128	100.0
	Missing	18		
	Total		146	
May 2006	Valid	Dissatisfied	1	.7
		Somewhat Dissatisfied	6	4.2
		Neutral	47	33.1
		Satisfied	58	40.8
		Very Satisfied	30	21.1
	Total	142	100.0	
Missing	15			
	Total		157	
November 2006	Valid	Dissatisfied	1	.9
		Somewhat Dissatisfied	10	9.0
		Neutral	16	14.4
		Satisfied	57	51.4
		Very Satisfied	27	24.3
	Total	111	100.0	
Missing	15			
	Total		126	

### General Satisfaction

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	Somewhat Dissatisfied	4	2.7
		Neutral	9	6.2
		Satisfied	67	45.9
		Very Satisfied	66	45.2
		Total	146	100.0
May 2006	Valid	Somewhat Dissatisfied	2	1.3
		Neutral	17	10.8
		Satisfied	60	38.2
		Very Satisfied	78	49.7
		Total	157	100.0
November 2006	Valid	Dissatisfied	1	.8
		Somewhat Dissatisfied	2	1.6
		Neutral	15	11.9
		Satisfied	49	38.9
		Very Satisfied	59	46.8
		Total	126	100.0

**Descriptive Statistics for the Satisfaction with Services Subscales**

SurveyPeriod		N	Minimum	Maximum	Mean	Std. Deviation
November 2005	accscale	142	1.40	5.00	4.2103	.70469
	appscales	136	2.14	5.00	4.1269	.64482
	txscale	136	1.00	5.00	4.1949	.70494
	outscales	128	1.80	5.00	3.8288	.72347
	satscales	146	1.67	5.00	4.3288	.70628
	Valid N (listwise)	118				
May 2006	accscale	155	2.00	5.00	4.2933	.64758
	appscales	152	2.00	5.00	4.2185	.63746
	txscale	146	1.50	5.00	4.2568	.72928
	outscales	142	1.50	5.00	3.8048	.78562
	satscales	157	2.00	5.00	4.3641	.69153
	Valid N (listwise)	134				
November 2006	accscale	122	1.50	5.00	4.2678	.76052
	appscales	118	1.44	5.00	4.1853	.70553
	txscale	114	1.00	5.00	4.1798	.80959
	outscales	111	1.00	5.00	3.8887	.86232
	satscales	126	1.00	5.00	4.3135	.77161
	Valid N (listwise)	102				

**Quality of Life Survey Data**

**QOL\_1. How do you feel about your life in general?**

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	Terrible	4	3.1
		Unhappy	10	7.6
		Mostly Dissatisfied	11	8.4
		Mixed	41	31.3
		Mostly Satisfied	37	28.2
		Pleased	19	14.5
		Delighted	9	6.9
		Total	131	100.0
		Missing	15	
		Total	146	
May 2006	Valid	Terrible	7	4.8
		Unhappy	14	9.5
		Mostly Dissatisfied	9	6.1
		Mixed	47	32.0
		Mostly Satisfied	33	22.4
		Pleased	24	16.3
		Delighted	13	8.8
		Total	147	100.0
		Missing	10	
		Total	157	
November 2006	Valid	Terrible	7	5.8
		Unhappy	6	5.0
		Mostly Dissatisfied	10	8.3
		Mixed	43	35.8
		Mostly Satisfied	30	25.0
		Pleased	20	16.7
		Delighted	4	3.3
		Total	120	100.0
		Missing	6	
		Total	126	

**Descriptive Statistics for the Living Situation Subscales**

SurveyPeriod		N	Minimum	Maximum	Mean	Std. Deviation
November 2005	Average: Living Situation	132	1.00	7.00	4.8775	1.36599
	Valid N (listwise)	132				
May 2006	Average: Living Situation	149	1.00	7.00	4.9732	1.39753
	Valid N (listwise)	149				
November 2006	Average: Living Situation	123	1.00	7.00	4.7615	1.55047
	Valid N (listwise)	123				

**Descriptive Statistics for the Daily Activities and Functioning Subscales**

SurveyPeriod		N	Minimum	Maximum	Mean	Std. Deviation
November 2005	Average: Daily Activities & Functioning	132	1.00	7.00	4.4842	1.17460
	Valid N (listwise)	132				
May 2006	Average: Daily Activities & Functioning	148	1.00	7.00	4.6250	1.30024
	Valid N (listwise)	148				
November 2006	Average: Daily Activities & Functioning	121	1.00	7.00	4.5723	1.29247
	Valid N (listwise)	121				

**Descriptive Statistics for the Family Relations Subscales**

SurveyPeriod		N	Minimum	Maximum	Mean	Std. Deviation
November 2005	Average: Family Relations	123	1.00	7.00	4.6992	1.70791
	Valid N (listwise)	123				
May 2006	Average: Family Relations	134	1.00	7.00	4.6045	1.47163
	Valid N (listwise)	134				
November 2006	Average: Family Relations	110	1.00	7.00	4.7818	1.54226
	Valid N (listwise)	110				

**Descriptive Statistics for the Social Relations Subscales**

SurveyPeriod		N	Minimum	Maximum	Mean	Std. Deviation
November 2005	Average: Social Relations	123	1.00	7.00	4.7033	1.27454
	Valid N (listwise)	123				
May 2006	Average: Social Relations	139	1.00	7.00	4.6637	1.38670
	Valid N (listwise)	139				
November 2006	Average: Social Relations	108	1.00	7.00	4.6404	1.33000
	Valid N (listwise)	108				

**QOL\_6A. In the past month, were you the victim of any violent crimes such as assault, rape, mugging or robbery?**

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	No	124	95.4
		Yes	6	4.6
		Total	130	100.0
	Missing	16		
	Total	146		
May 2006	Valid	No	137	93.2
		Yes	10	6.8
		Total	147	100.0
	Missing	10		
	Total	157		
November 2006	Valid	No	115	96.6
		Yes	4	3.4
		Total	119	100.0
	Missing	7		
	Total	126		

**QOL\_6B. 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?**

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	No	112	88.9
		Yes	14	11.1
		Total	126	100.0
	Missing		20	
		Total	146	
May 2006	Valid	No	119	82.6
		Yes	25	17.4
		Total	144	100.0
	Missing		13	
		Total	157	
November 2006	Valid	No	102	87.2
		Yes	15	12.8
		Total	117	100.0
	Missing		9	
		Total	126	

**QOL\_7. In the past month, how many times have you been arrested for any crimes?**

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	No arrests	120	100.0
	Missing		26	
	Total		146	
May 2006	Valid	No arrests	138	100.0
	Missing		19	
	Total		157	
November 2006	Valid	No arrests	110	100.0
	Missing		16	
	Total		126	

**Descriptive Statistics for the Legal & Safety Subscales**

SurveyPeriod		N	Minimum	Maximum	Mean	Std. Deviation
November 2005	Average: Legal & Safety	130	1.00	7.00	5.0846	1.39122
	Valid N (listwise)	130				
May 2006	Average: Legal & Safety	145	1.00	7.00	4.9977	1.31981
	Valid N (listwise)	145				
November 2006	Average: Legal & Safety	116	1.00	7.00	4.9986	1.31665
	Valid N (listwise)	116				

**QOL\_9. In general, would you say your health is \_\_\_\_?**

SurveyPeriod			Frequency	Valid Percent
November 2005	Valid	Excellent	7	10.3
		Very Good	12	17.6
		Good	19	27.9
		Fair	23	33.8
		Poor	7	10.3
		Total	68	100.0
		Missing	78	
Total			146	
May 2006	Valid	Excellent	6	10.7
		Very Good	12	21.4
		Good	16	28.6
		Fair	15	26.8
		Poor	7	12.5
		Total	56	100.0
		Missing	101	
Total			157	
November 2006	Valid	Excellent	5	10.4
		Very Good	3	6.3
		Good	15	31.3
		Fair	21	43.8
		Poor	4	8.3
		Total	48	100.0
		Missing	78	
Total			126	

**Descriptive Statistics for the Health Subscales**

SurveyPeriod		N	Minimum	Maximum	Mean	Std. Deviation
November 2005	Average: Health	134	1.00	7.00	4.1903	1.29280
	Valid N (listwise)	134				
May 2006	Average: Health	146	1.00	7.00	4.1473	1.49962
	Valid N (listwise)	146				
November 2006	Average: Health	115	1.00	7.00	4.0812	1.43463
	Valid N (listwise)	115				