

# Adult Consumer Perception Survey Data - Central Region - May 2007

## Total Number of RECEIVED Central Region Surveys

		Frequency
Valid	May 2007	7172

## Total Number of COMPLETED Central Region Surveys

		Frequency
Valid	May 2007	4042

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

		Frequency	Valid Percent
Valid	Refused	1145	39.0
	Impairment	147	5.0
	Language	569	19.4
	Other	1072	36.5
	Total	2933	100.0
Missing		197	
Total		3130	

## Demographic Data

### Gender

		Frequency	Valid Percent
Valid	Female	2210	56.1
	Male	1719	43.7
	Other	7	.2
	Total	3936	100.0
Missing		106	
Total		4042	

### Ethnicity

		Frequency	Valid Percent
Valid	African American	363	9.5
	Asian/Pacific Islander	139	3.6
	Hispanic	901	23.5
	Native American	88	2.3
	White	2039	53.2
	Other	120	3.1
	More than 1 race	184	4.8
	Total	3834	100.0
Missing		208	
Total		4042	

### Age Categories

	Frequency	Valid Percent
Valid		
18 - 25 years old	450	12.0
26 - 35 years old	776	20.7
36 - 45 years old	1139	30.4
46 - 59 years old	1380	36.8
Total	3745	100.0
Missing	297	
Total	4042	

### Service-Related Data

How long have you received services here?

	Frequency	Valid Percent
Valid		
This is my first visit here	143	4.2
> 1 visit, but < one month	228	6.7
1 to 2 months	311	9.1
3 to 5 months	402	11.8
6 months to 1 year	484	14.2
More than 1 year	1837	54.0
Total	3405	100.0
Missing	637	
Total	4042	

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

	Frequency	Valid Percent
Valid		
I decided to come in on my own	1422	44.6
Someone else recommended that I come in.	1597	50.0
I came in against my will.	172	5.4
Total	3191	100.0
Missing	851	
Total	4042	

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

	Frequency	Valid Percent
Valid		
No	110	3.5
Yes	3045	96.5
Total	3155	100.0
Missing	Unknown	887
Total	4042	

**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	Valid Percent
Valid	No	155	5.0
	Yes	2947	95.0
	Total	3102	100.0
Missing	Unknown	940	
Total		4042	

**Language of instrument**

		Frequency	Valid Percent
Valid	Chinese	1	.0
	English	3660	96.3
	Russian	13	.3
	Spanish	128	3.4
	Total	3802	100.0
Missing		240	
Total		4042	

**Who helped in completing the Survey?**

**I did not need any help.**

		Frequency	Valid Percent
Valid	No	1510	37.4
	Yes	2532	62.6
	Total	4042	100.0

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

		Frequency	Valid Percent
Valid	No	3847	95.2
	Yes	195	4.8
	Total	4042	100.0

**Another mental health consumer helped me.**

		Frequency	Valid Percent
Valid	No	3957	97.9
	Yes	85	2.1
	Total	4042	100.0

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

		Frequency	Valid Percent
Valid	No	3824	94.6
	Yes	218	5.4
	Total	4042	100.0

**A professional interviewer helped me.**

		Frequency	Valid Percent
Valid	No	3959	97.9
	Yes	83	2.1
	Total	4042	100.0

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

		Frequency	Valid Percent
Valid	No	3947	97.6
	Yes	95	2.4
	Total	4042	100.0

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

		Frequency	Valid Percent
Valid	No	3919	97.0
	Yes	123	3.0
	Total	4042	100.0

**Someone else helped me.**

		Frequency	Valid Percent
Valid	No	3908	96.7
	Yes	134	3.3
	Total	4042	100.0

**If you have been receiving services for ONE YEAR OR LESS, were you arrested since you began to receive mental health services?**

		Frequency	Valid Percent
Valid	No	1353	91.9
	Yes	120	8.1
	Total	1473	100.0
Missing		95	
Total		1568	

**If you have been receiving services for ONE YEAR OR LESS, were you arrested during the 12 months prior to that?**

		Frequency	Valid Percent
Valid	No	1169	80.3
	Yes	287	19.7
	Total	1456	100.0
Missing		112	
Total		1568	

**If you have been receiving services for ONE YEAR OR LESS, since you began to receive mental health services, have your encounters with the police . . .**

		Frequency	Valid Percent
Valid	Been reduced	348	24.8
	Stayed the same	142	10.1
	Increased	36	2.6
	Not Applicable (No police encounters this year or last year)	876	62.5
	Total	1402	100.0
Missing		166	
Total		1568	

**If you have been receiving services for MORE THAN ONE YEAR, were you arrested during the last 12 months?**

		Frequency	Valid Percent
Valid	No	1556	91.7
	Yes	141	8.3
	Total	1697	100.0
Missing		140	
Total		1837	

**If you have been receiving services for MORE THAN ONE YEAR, were you arrested during the 12 months prior to that?**

		Frequency	Valid Percent
Valid	No	1520	90.8
	Yes	154	9.2
	Total	1674	100.0
Missing		163	
Total		1837	

**If you have been receiving services for MORE THAN ONE YEAR, over the last year, have your encounters with the police . . .**

		Frequency	Valid Percent
Valid	Been reduced	277	17.6
	Stayed the same	121	7.7
	Increased	65	4.1
	Not Applicable (No police encounters this year or last year)	1113	70.6
	Total	1576	100.0
Missing	261		
Total	1837		

**Perception of Access to Services**

		Frequency	Valid Percent
Valid	Dissatisfied	30	.8
	Somewhat Dissatisfied	126	3.2
	Neutral	752	19.1
	Satisfied	1803	45.7
	Very Satisfied	1231	31.2
	Total	3942	100.0
Missing	100		
Total	4042		

**Perception of Quality & Appropriateness**

		Frequency	Valid Percent
Valid	Dissatisfied	13	.3
	Somewhat Dissatisfied	36	.9
	Neutral	559	14.5
	Satisfied	1828	47.4
	Very Satisfied	1419	36.8
	Total	3855	100.0
Missing	187		
Total	4042		

**Perception of Participation in Treatment Planning**

		Frequency	Valid Percent
Valid	Dissatisfied	37	1.0
	Somewhat Dissatisfied	133	3.6
	Neutral	809	22.0
	Satisfied	1631	44.4
	Very Satisfied	1063	28.9
	Total	3673	100.0
Missing	369		
Total	4042		

**Perception of Social Connectedness**

		Frequency	Valid Percent
Valid	Dissatisfied	63	1.7
	Somewhat Dissatisfied	313	8.6
	Neutral	993	27.3
	Satisfied	1485	40.9
	Very Satisfied	780	21.5
	Total	3634	100.0
Missing		408	
Total		4042	

**Perception of Functioning**

		Frequency	Valid Percent
Valid	Dissatisfied	77	2.1
	Somewhat Dissatisfied	296	8.0
	Neutral	1033	27.8
	Satisfied	1487	40.0
	Very Satisfied	821	22.1
	Total	3714	100.0
Missing		328	
Total		4042	

**Perception of Outcomes**

		Frequency	Valid Percent
Valid	Dissatisfied	39	1.1
	Somewhat Dissatisfied	264	7.2
	Neutral	1073	29.2
	Satisfied	1572	42.8
	Very Satisfied	727	19.8
	Total	3675	100.0
Missing		367	
Total		4042	

**General Satisfaction**

		Frequency	Valid Percent
Valid	Dissatisfied	37	.9
	Somewhat Dissatisfied	75	1.9
	Neutral	431	10.7
	Satisfied	1703	42.1
	Very Satisfied	1796	44.4
	Total	4042	100.0

**Descriptive Statistics for Satisfaction with Services Subscales**

	N	Minimum	Maximum	Mean	Std. Deviation
accscale	3942	1.00	5.00	4.0676	.76514
appscale	3855	1.00	5.00	4.1737	.67967
txscale	3673	1.00	5.00	4.1145	.78341
socscale	3634	1.00	5.00	3.7924	.89714
funscale	3714	1.00	5.00	3.7146	.92019
outscale	3675	1.00	5.00	3.7549	.83751
satscale	4042	1.00	5.00	4.2721	.75661
Valid N (listwise)	3306				

**Quality of Life Survey Data**

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

		Frequency	Valid Percent
Valid	Terrible	158	4.2
	Unhappy	379	10.2
	Mostly Dissatisfied	261	7.0
	Mixed	1241	33.3
	Mostly Satisfied	746	20.0
	Pleased	626	16.8
	Delighted	316	8.5
	Total	3727	100.0
Missing		315	
Total		4042	

**Descriptive Statistics for Living Situation Subscales**

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Living Situation Subscales	3729	1.00	7.00	4.6207	1.54056
Valid N (listwise)	3729				

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

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Daily Activities and Functioning Subscales	3704	1.00	7.00	4.4941	1.36369
Valid N (listwise)	3704				

**QOL\_4. In general, how often do you get together with a member of your family?**

		Frequency	Valid Percent
Valid	Not at all	412	11.9
	Less than once a month	410	11.9
	At least once a month	534	15.4
	At least once a week	818	23.7
	At least once a day	1146	33.2
	No family / Not applicable	137	4.0
	Total	3457	100.0
Missing		585	
Total		4042	

**Descriptive Statistics for Family Relations Subscales**

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Family Relations Subscales	3473	1.00	7.00	4.6654	1.63749
Valid N (listwise)	3473				

**QOL\_6A. About how often do you visit with someone who does not live with you?**

		Frequency	Valid Percent
Valid	Not at all	473	13.2
	Less than once a month	382	10.7
	At least once a month	652	18.2
	At least once a week	1260	35.3
	At least once a day	691	19.3
	Not applicable	116	3.2
	Total	3574	100.0
Missing		468	
Total		4042	

**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	Valid Percent
Valid	Not at all	859	25.2
	Less than once a month	181	5.3
	At least once a month	285	8.4
	At least once a week	569	16.7
	At least once a day	978	28.7
	Not applicable	530	15.6
	Total	3402	100.0
Missing		640	
Total		4042	

**Descriptive Statistics for Social Relations Subscales**

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Social Relations Subscales	3480	1.00	7.00	4.6630	1.36362
Valid N (listwise)	3480				

**QOL\_8A. During the past month, did you generally have enough money to cover food?**

	Frequency	Valid Percent
Valid No	931	25.7
Yes	2687	74.3
Total	3618	100.0
Missing	424	
Total	4042	

**QOL\_8B. During the past month, did you generally have enough money to cover clothing?**

	Frequency	Valid Percent
Valid No	1434	39.8
Yes	2165	60.2
Total	3599	100.0
Missing	443	
Total	4042	

**QOL\_8C. During the past month, did you generally have enough money to cover housing?**

	Frequency	Valid Percent
Valid No	866	24.2
Yes	2719	75.8
Total	3585	100.0
Missing	457	
Total	4042	

**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	Valid Percent
Valid No	1465	40.9
Yes	2114	59.1
Total	3579	100.0
Missing	463	
Total	4042	

**QOL\_8E. During the past month, did you generally have enough money for social activities like movies or eating in restaurants?**

		Frequency	Valid Percent
Valid	No	2097	58.6
	Yes	1484	41.4
	Total	3581	100.0
Missing		461	
Total		4042	

**QOL\_9A. In the past month, were you the victim of any violent crimes such as assault, rape, mugging or robbery?**

		Frequency	Valid Percent
Valid	No	3430	94.0
	Yes	219	6.0
	Total	3649	100.0
Missing		393	
Total		4042	

**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	Valid Percent
Valid	No	2826	77.6
	Yes	818	22.4
	Total	3644	100.0
Missing		398	
Total		4042	

**QOL\_10. In the past month, how many times have you been arrested for any crimes?**

		Frequency	Valid Percent
Valid	No arrests	3423	96.4
	1 arrest	72	2.0
	2 arrests	23	.6
	3 arrests	13	.4
	4 or more arrests	18	.5
	Total	3549	100.0
Missing		493	
Total		4042	

**Descriptive Statistics for Legal & Safety Subscales**

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Legal & Safety Subscales	3657	1.00	7.00	4.8380	1.40098
Valid N (listwise)	3657				

**Descriptive Statistics for Health Subscales**

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Health Subscales	3417	1.00	7.00	4.1132	1.51182
Valid N (listwise)	3417				