

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

Total Number of RECEIVED Surveys

		Frequency
Valid	May 2007	599

Total Number of COMPLETED Surveys

		Frequency
Valid	May 2007	348

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

		Frequency	Valid Percent
Valid	Refused	75	32.1
	Impairment	36	15.4
	Language	66	28.2
	Other	57	24.4
	Total	234	100.0
Missing		17	
Total		251	

Demographic Data

Gender

		Frequency	Valid Percent
Valid	Female	241	70.5
	Male	101	29.5
	Total	342	100.0
Missing		6	
Total		348	

Ethnicity

		Frequency	Valid Percent
Valid	African American	19	5.7
	Asian/Pacific Islander	13	3.9
	Hispanic	51	15.3
	Native American	8	2.4
	White	211	63.2
	Other	7	2.1
	More than 1 race	25	7.5
	Total	334	100.0
Missing		14	
Total		348	

Age Category

		Frequency	Valid Percent
Valid	60 - 69 years old	288	84.5
	70 - 79 years old	46	13.5
	80 - 89 years old	7	2.1
	Total	341	100.0
Missing		7	
Total		348	

Service-Related Data

How long have you received services here?

		Frequency	Valid Percent
Valid	This is my first visit here	4	1.4
	> 1 visit, but < one month	10	3.5
	1 to 2 months	18	6.2
	3 to 5 months	29	10.0
	6 months to 1 year	41	14.2
	More than 1 year	187	64.7
	Total	289	100.0
Missing		59	
Total		348	

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

		Frequency	Valid Percent
Valid	I decided to come in on my own	119	43.8
	Someone else recommended that I come in.	140	51.5
	I came in against my will.	13	4.8
	Total	272	100.0
Missing		76	
Total		348	

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

		Frequency	Valid Percent
Valid	No	13	5.0
	Yes	249	95.0
	Total	262	100.0
Missing	Unknown	86	
Total		348	

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	11	4.1
	Yes	255	95.9
	Total	266	100.0
Missing	Unknown	82	
Total		348	

Language of instrument

		Frequency	Valid Percent
Valid	English	312	95.1
	Spanish	15	4.6
	Vietnamese	1	.3
	Total	328	100.0
Missing		20	
Total		348	

Who helped in completing the Survey?

I did not need any help.

		Frequency	Valid Percent
Valid	No	154	44.3
	Yes	194	55.7
	Total	348	100.0

A mental health advocate / volunteer helped me.

		Frequency	Valid Percent
Valid	No	326	93.7
	Yes	22	6.3
	Total	348	100.0

Another mental health consumer helped me.

		Frequency	Valid Percent
Valid	No	332	95.4
	Yes	16	4.6
	Total	348	100.0

A member of my family helped me.

		Frequency	Valid Percent
Valid	No	324	93.1
	Yes	24	6.9
	Total	348	100.0

A professional interviewer helped me.

		Frequency	Valid Percent
Valid	No	337	96.8
	Yes	11	3.2
	Total	348	100.0

My clinician / case manager helped me.

		Frequency	Valid Percent
Valid	No	339	97.4
	Yes	9	2.6
	Total	348	100.0

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

		Frequency	Valid Percent
Valid	No	335	96.3
	Yes	13	3.7
	Total	348	100.0

Someone else helped me.

		Frequency	Valid Percent
Valid	No	327	94.0
	Yes	21	6.0
	Total	348	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	84	94.4
	Yes	5	5.6
	Total	89	100.0
Missing		13	
Total		102	

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	84	95.5
	Yes	4	4.5
	Total	88	100.0
Missing		14	
Total		102	

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	13	16.5
	Stayed the same	8	10.1
	Increased	2	2.5
	Not Applicable (No police encounters this year or last year)	56	70.9
	Total	79	100.0
Missing		23	
Total		102	

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

		Frequency	Valid Percent
Valid	No	164	97.6
	Yes	4	2.4
	Total	168	100.0
Missing		19	
Total		187	

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	158	97.5
	Yes	4	2.5
	Total	162	100.0
Missing		25	
Total		187	

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	12	7.7
	Stayed the same	5	3.2
	Increased	3	1.9
	Not Applicable (No police encounters this year or last year)	136	87.2
	Total	156	100.0
Missing		31	
Total		187	

Perception of Access to Services

		Frequency	Valid Percent
Valid	Dissatisfied	1	.3
	Somewhat Dissatisfied	8	2.4
	Neutral	47	13.8
	Satisfied	151	44.4
	Very Satisfied	133	39.1
	Total	340	100.0
Missing		8	
Total		348	

Perception of Quality & Appropriateness

		Frequency	Valid Percent
Valid	Somewhat Dissatisfied	4	1.2
	Neutral	32	9.9
	Satisfied	163	50.6
	Very Satisfied	123	38.2
	Total	322	100.0
Missing		26	
Total		348	

Perception of Participation in Treatment Planning

		Frequency	Valid Percent
Valid	Dissatisfied	1	.3
	Somewhat Dissatisfied	4	1.3
	Neutral	61	20.0
	Satisfied	131	43.0
	Very Satisfied	108	35.4
	Total	305	100.0
Missing		43	
Total		348	

Perception of Social Connectedness

		Frequency	Valid Percent
Valid	Dissatisfied	6	2.0
	Somewhat Dissatisfied	22	7.2
	Neutral	64	21.1
	Satisfied	138	45.4
	Very Satisfied	74	24.3
	Total	304	100.0
Missing		44	
Total		348	

Perception of Functioning

		Frequency	Valid Percent
Valid	Dissatisfied	3	1.0
	Somewhat Dissatisfied	19	6.1
	Neutral	74	23.8
	Satisfied	149	47.9
	Very Satisfied	66	21.2
	Total	311	100.0
Missing		37	
Total		348	

Perception of Outcomes

		Frequency	Valid Percent
Valid	Dissatisfied	2	.7
	Somewhat Dissatisfied	10	3.3
	Neutral	81	26.6
	Satisfied	151	49.5
	Very Satisfied	61	20.0
	Total	305	100.0
Missing		43	
Total		348	

General Satisfaction

		Frequency	Valid Percent
Valid	Dissatisfied	2	.6
	Somewhat Dissatisfied	4	1.1
	Neutral	21	6.0
	Satisfied	144	41.4
	Very Satisfied	177	50.9
	Total	348	100.0

Descriptive Statistics for Satisfaction with Services Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
accscale	340	1.33	5.00	4.2086	.71986
appscale	322	1.75	5.00	4.2311	.62034
txscale	305	1.00	5.00	4.2541	.69552
socscale	304	1.00	5.00	3.8901	.88124
funscale	311	1.00	5.00	3.8384	.80364
outscale	305	1.00	5.00	3.8649	.74203
satscale	348	1.00	5.00	4.4085	.66955
Valid N (listwise)	269				

Quality of Life Survey Data

QOL_1. How do you feel about your life in general?

		Frequency	Valid Percent
Valid	Terrible	12	3.9
	Unhappy	24	7.8
	Mostly Dissatisfied	16	5.2
	Mixed	104	33.7
	Mostly Satisfied	82	26.5
	Pleased	54	17.5
	Delighted	17	5.5
	Total	309	100.0
Missing		39	
Total		348	

Descriptive Statistics for Living Situation Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Living Situation Subscales	311	1.00	7.00	4.7712	1.50616
Valid N (listwise)	311				

Descriptive Statistics for Daily Activities Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Daily Activities and Functioning Subscales	307	1.00	7.00	4.6053	1.26435
Valid N (listwise)	307				

Descriptive Statistics for Family Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Family Relations Subscales	274	1.00	7.00	4.5912	1.65993
Valid N (listwise)	274				

Descriptive Statistics for Social Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Social Relations Subscales	289	1.00	7.00	4.6419	1.33234
Valid N (listwise)	289				

QOL_6A. In the past month, were you the victim of any violent crimes such as assault, rape, mugging or robbery?

		Frequency	Valid Percent
Valid	No	289	95.1
	Yes	15	4.9
	Total	304	100.0
Missing		44	
Total		348	

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?

		Frequency	Valid Percent
Valid	No	258	85.4
	Yes	44	14.6
	Total	302	100.0
Missing		46	
Total		348	

QOL_7. In the past month, how many times have you been arrested for any crimes?

		Frequency	Valid Percent
Valid	No arrests	287	97.6
	1 arrest	4	1.4
	2 arrests	1	.3
	3 arrests	1	.3
	4 or more arrests	1	.3
	Total	294	100.0
Missing		54	
Total		348	

Descriptive Statistics for Legal & Safety Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Legal & Safety Subscales	309	1.00	7.00	4.7276	1.46359
Valid N (listwise)	309				

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

		Frequency	Valid Percent
Valid	Excellent	8	5.7
	Very Good	24	17.0
	Good	28	19.9
	Fair	54	38.3
	Poor	27	19.1
	Total	141	100.0
Missing		207	
Total		348	

Descriptive Statistics for Health Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Health Subscales	293	1.00	7.00	4.0262	1.40520
Valid N (listwise)	293				