

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

Total Number of RECEIVED Surveys

		Frequency
Valid	May 2007	1312

Total Number of COMPLETED Surveys

		Frequency
Valid	May 2007	965

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

		Frequency	Valid Percent
Valid	Refused	155	49.2
	Impairment	40	12.7
	Language	66	21.0
	Other	54	17.1
	Total	315	100.0
Missing		32	
Total		347	

Demographic Data

Gender

		Frequency	Valid Percent
Valid	Female	643	67.8
	Male	304	32.1
	Other	1	.1
	Total	948	100.0
Missing		17	
Total		965	

Ethnicity

		Frequency	Valid Percent
Valid	African American	91	10.0
	Asian/Pacific Islander	54	5.9
	Hispanic	267	29.3
	Native American	8	.9
	White	436	47.8
	Other	31	3.4
	More than 1 race	25	2.7
	Total	912	100.0
Missing		53	
Total		965	

Age Category

		Frequency	Valid Percent
Valid	60 - 69 years old	786	84.2
	70 - 79 years old	128	13.7
	80 - 89 years old	17	1.8
	90 - 99 years old	2	.2
	Total	933	100.0
Missing		32	
Total		965	

Service-Related Data

How long have you received services here?

		Frequency	Valid Percent
Valid	This is my first visit here	12	1.5
	> 1 visit, but < one month	15	1.8
	1 to 2 months	53	6.5
	3 to 5 months	43	5.2
	6 months to 1 year	95	11.6
	More than 1 year	603	73.4
	Total	821	100.0
Missing		144	
Total		965	

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

		Frequency	Valid Percent
Valid	I decided to come in on my own	306	38.6
	Someone else recommended that I come in.	467	59.0
	I came in against my will.	19	2.4
	Total	792	100.0
Missing		173	
Total		965	

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

		Frequency	Valid Percent
Valid	No	28	3.7
	Yes	723	96.3
	Total	751	100.0
Missing	Unknown	214	
Total		965	

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	44	5.7
	Yes	725	94.3
	Total	769	100.0
Missing	Unknown	196	
Total		965	

Language of instrument

		Frequency	Valid Percent
Valid	Chinese	11	1.2
	English	764	81.2
	Spanish	166	17.6
	Total	941	100.0
Missing		24	
Total		965	

Who helped in completing the Survey?

I did not need any help.

		Frequency	Valid Percent
Valid	No	426	44.1
	Yes	539	55.9
	Total	965	100.0

A mental health advocate / volunteer helped me.

		Frequency	Valid Percent
Valid	No	915	94.8
	Yes	50	5.2
	Total	965	100.0

Another mental health consumer helped me.

		Frequency	Valid Percent
Valid	No	946	98.0
	Yes	19	2.0
	Total	965	100.0

A member of my family helped me.

		Frequency	Valid Percent
Valid	No	881	91.3
	Yes	84	8.7
	Total	965	100.0

A professional interviewer helped me.

		Frequency	Valid Percent
Valid	No	935	96.9
	Yes	30	3.1
	Total	965	100.0

My clinician / case manager helped me.

		Frequency	Valid Percent
Valid	No	903	93.6
	Yes	62	6.4
	Total	965	100.0

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

		Frequency	Valid Percent
Valid	No	908	94.1
	Yes	57	5.9
	Total	965	100.0

Someone else helped me.

		Frequency	Valid Percent
Valid	No	928	96.2
	Yes	37	3.8
	Total	965	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	174	93.0
	Yes	13	7.0
	Total	187	100.0
Missing		31	
Total		218	

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	168	91.3
	Yes	16	8.7
	Total	184	100.0
Missing		34	
Total		218	

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	23	13.4
	Stayed the same	11	6.4
	Increased	3	1.7
	Not Applicable (No police encounters this year or last year)	135	78.5
	Total	172	100.0
Missing		46	
Total		218	

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

		Frequency	Valid Percent
Valid	No	530	98.9
	Yes	6	1.1
	Total	536	100.0
Missing		67	
Total		603	

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	519	98.5
	Yes	8	1.5
	Total	527	100.0
Missing		76	
Total		603	

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	25	5.3
	Stayed the same	18	3.8
	Increased	2	.4
	Not Applicable (No police encounters this year or last year)	431	90.5
	Total	476	100.0
Missing		127	
Total		603	

Perception of Access to Services

		Frequency	Valid Percent
Valid	Dissatisfied	1	.1
	Somewhat Dissatisfied	12	1.3
	Neutral	77	8.2
	Satisfied	444	47.1
	Very Satisfied	409	43.4
	Total	943	100.0
Missing		22	
Total		965	

Perception of Quality & Appropriateness

		Frequency	Valid Percent
Valid	Dissatisfied	2	.2
	Somewhat Dissatisfied	6	.7
	Neutral	80	8.7
	Satisfied	435	47.5
	Very Satisfied	393	42.9
	Total	916	100.0
Missing		49	
Total		965	

Perception of Participation in Treatment Planning

		Frequency	Valid Percent
Valid	Dissatisfied	1	.1
	Somewhat Dissatisfied	16	1.8
	Neutral	133	15.3
	Satisfied	418	48.1
	Very Satisfied	301	34.6
	Total	869	100.0
Missing		96	
Total		965	

Perception of Social Connectedness

		Frequency	Valid Percent
Valid	Dissatisfied	9	1.1
	Somewhat Dissatisfied	50	5.9
	Neutral	193	22.7
	Satisfied	384	45.1
	Very Satisfied	216	25.4
	Total	852	100.0
Missing		113	
Total		965	

Perception of Functioning

		Frequency	Valid Percent
Valid	Dissatisfied	12	1.4
	Somewhat Dissatisfied	48	5.5
	Neutral	160	18.2
	Satisfied	436	49.7
	Very Satisfied	222	25.3
	Total	878	100.0
Missing		87	
Total		965	

Perception of Outcomes

		Frequency	Valid Percent
Valid	Dissatisfied	6	.7
	Somewhat Dissatisfied	23	2.7
	Neutral	173	20.0
	Satisfied	435	50.4
	Very Satisfied	226	26.2
	Total	863	100.0
Missing		102	
Total		965	

General Satisfaction

		Frequency	Valid Percent
Valid	Dissatisfied	2	.2
	Somewhat Dissatisfied	11	1.1
	Neutral	49	5.1
	Satisfied	369	38.2
	Very Satisfied	534	55.3
	Total	965	100.0

Descriptive Statistics for Satisfaction with Services Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
accscale	943	1.00	5.00	4.3383	.62573
appscale	916	1.00	5.00	4.3020	.61593
txscale	869	1.00	5.00	4.2877	.66563
socscale	852	1.00	5.00	3.9426	.83438
funscale	878	1.00	5.00	3.9113	.84097
outscale	863	1.00	5.00	3.9890	.74264
satscale	965	1.00	5.00	4.4741	.62145
Valid N (listwise)	764				

Quality of Life Survey Data

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

		Frequency	Valid Percent
Valid	Terrible	26	3.0
	Unhappy	78	9.0
	Mostly Dissatisfied	54	6.3
	Mixed	255	29.5
	Mostly Satisfied	224	26.0
	Pleased	180	20.9
	Delighted	46	5.3
	Total	863	100.0
Missing		102	
Total		965	

Descriptive Statistics for Living Situation Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Living Situation Subscales	875	1.00	7.00	4.7880	1.46693
Valid N (listwise)	875				

Descriptive Statistics for Daily Activities and Functioning Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Daily Activities and Functioning Subscales	852	1.00	7.00	4.6102	1.30101
Valid N (listwise)	852				

Descriptive Statistics for Family Relations subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Family Relations Subscales	774	1.00	7.00	4.8320	1.47320
Valid N (listwise)	774				

Descriptive Statistics for Social Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Social Relations Subscales	794	1.00	7.00	4.8071	1.25099
Valid N (listwise)	794				

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	818	97.1
	Yes	24	2.9
	Total	842	100.0
Missing		123	
Total		965	

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	753	90.0
	Yes	84	10.0
	Total	837	100.0
Missing		128	
Total		965	

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

		Frequency	Valid Percent
Valid	No arrests	774	98.5
	1 arrest	5	.6
	2 arrests	1	.1
	3 arrests	1	.1
	4 or more arrests	5	.6
	Total	786	100.0
Missing		179	
Total		965	

Descriptive Statistics for Legal & Safety Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Legal & Safety Subscales	849	1.00	7.00	4.8180	1.33641
Valid N (listwise)	849				

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

		Frequency	Valid Percent
Valid	Excellent	9	2.4
	Very Good	45	12.2
	Good	111	30.1
	Fair	136	36.9
	Poor	68	18.4
	Total	369	100.0
Missing		596	
Total		965	

Descriptive Statistics for Health Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Health Subscales	833	1.00	7.00	4.1859	1.34989
Valid N (listwise)	833				