

Adult Consumer Perception Survey Data - Bay Area Region - November 2007

Total Number of RECEIVED Surveys

		Frequency
Valid	November 2007	8936

Total Number of COMPLETED Surveys

		Frequency
Valid	November 2007	5910

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

		Frequency	Valid Percent
Valid	Refused	1467	51.4
	Impairment	292	10.2
	Language	259	9.1
	Other	837	29.3
	Total	2855	100.0
Missing		171	
Total		3026	

Demographic Data

Gender

		Frequency	Valid Percent
Valid	Female	2627	45.7
	Male	3105	54.0
	Other	18	.3
	Total	5750	100.0
Missing		160	
Total		5910	

Ethnicity

		Frequency	Valid Percent
Valid	African American	762	13.3
	Asian/Pacific Islander	698	12.2
	Hispanic	1064	18.6
	Native American	68	1.2
	White	2589	45.3
	Other	201	3.5
	More than 1 race	335	5.9
	Total	5717	100.0
Missing	193		
Total	5910		

Age Categories

		Frequency	Valid Percent
Valid	18 - 25 years old	552	9.9
	26 - 35 years old	906	16.3
	36 - 45 years old	1556	28.0
	46 - 59 years old	2536	45.7
	Total	5550	100.0
Missing	360		
Total	5910		

Service-Related Data

How long have you received services here?

		Frequency	Valid Percent
Valid	This is my first visit here	157	3.0
	> 1 visit, but < one month	205	3.9
	1 to 2 months	400	7.7
	3 to 5 months	476	9.1
	6 months to 1 year	643	12.3
	More than 1 year	3347	64.0
	Total	5228	100.0
Missing	682		
Total	5910		

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

		Frequency	Valid Percent
Valid	I decided to come in on my own	1892	37.8
	Someone else recommended that I come in.	2812	56.3
	I came in against my will.	295	5.9
	Total	4999	100.0
Missing		911	
Total		5910	

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

		Frequency	Valid Percent
Valid	No	179	3.6
	Yes	4827	96.4
	Total	5006	100.0
Missing	Unknown	904	
Total		5910	

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	269	5.5
	Yes	4651	94.5
	Total	4920	100.0
Missing	Unknown	990	
Total		5910	

Who helped in completing the Survey?

I did not need any help.

		Frequency	Valid Percent
Valid	No	2016	34.1
	Yes	3894	65.9
	Total	5910	100.0

A mental health advocate / volunteer helped me.

		Frequency	Valid Percent
Valid	No	5596	94.7
	Yes	314	5.3
	Total	5910	100.0

Another mental health consumer helped me.

	Frequency	Valid Percent
Valid No	5771	97.6
Yes	139	2.4
Total	5910	100.0

A member of my family helped me.

	Frequency	Valid Percent
Valid No	5689	96.3
Yes	221	3.7
Total	5910	100.0

A professional interviewer helped me.

	Frequency	Valid Percent
Valid No	5763	97.5
Yes	147	2.5
Total	5910	100.0

My clinician / case manager helped me.

	Frequency	Valid Percent
Valid No	5550	93.9
Yes	360	6.1
Total	5910	100.0

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

	Frequency	Valid Percent
Valid No	5643	95.5
Yes	267	4.5
Total	5910	100.0

Someone else helped me.

	Frequency	Valid Percent
Valid No	5734	97.0
Yes	176	3.0
Total	5910	100.0

Language of instrument

	Frequency	Valid Percent
Valid Chinese	134	2.3
English	5465	92.5
Russian	18	.3
Spanish	221	3.7
Tagalog	1	.0
Vietnamese	71	1.2
Total	5910	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	1453	87.7
	Yes	204	12.3
	Total	1657	100.0
Missing		224	
Total		1881	

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	1313	80.8
	Yes	313	19.2
	Total	1626	100.0
Missing		255	
Total		1881	

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	436	28.1
	Stayed the same	160	10.3
	Increased	47	3.0
	Not Applicable (No police encounters this year or last year)	909	58.6
	Total	1552	100.0
Missing		329	
Total		1881	

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

		Frequency	Valid Percent
Valid	No	2921	93.4
	Yes	208	6.6
	Total	3129	100.0
Missing		218	
Total		3347	

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	2876	93.0
	Yes	215	7.0
	Total	3091	100.0
Missing		256	
Total		3347	

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	476	16.1
	Stayed the same	212	7.2
	Increased	90	3.0
	Not Applicable (No police encounters this year or last year)	2184	73.7
	Total	2962	100.0
Missing		385	
Total		3347	

Perception of Access to Services

		Frequency	Valid Percent
Valid	Dissatisfied	22	.4
	Somewhat Dissatisfied	106	1.8
	Neutral	765	13.2
	Satisfied	2682	46.3
	Very Satisfied	2219	38.3
	Total	5794	100.0
Missing		116	
Total		5910	

Perception of Quality & Appropriateness

		Frequency	Valid Percent
Valid	Dissatisfied	10	.2
	Somewhat Dissatisfied	97	1.7
	Neutral	698	12.4
	Satisfied	2628	46.6
	Very Satisfied	2201	39.1
	Total	5634	100.0
Missing		276	
Total		5910	

Perception of Participation in Treatment Planning

		Frequency	Valid Percent
Valid	Dissatisfied	46	.9
	Somewhat Dissatisfied	191	3.6
	Neutral	1074	20.0
	Satisfied	2297	42.8
	Very Satisfied	1753	32.7
	Total	5361	100.0
Missing		549	
Total		5910	

Perception of Social Connectedness

		Frequency	Valid Percent
Valid	Dissatisfied	72	1.4
	Somewhat Dissatisfied	355	6.7
	Neutral	1352	25.5
	Satisfied	2225	41.9
	Very Satisfied	1305	24.6
	Total	5309	100.0
Missing		601	
Total		5910	

Perception of Functioning

		Frequency	Valid Percent
Valid	Dissatisfied	56	1.0
	Somewhat Dissatisfied	249	4.6
	Neutral	1220	22.4
	Satisfied	2494	45.7
	Very Satisfied	1435	26.3
	Total	5454	100.0
Missing		456	
Total		5910	

Perception of Outcomes

		Frequency	Valid Percent
Valid	Dissatisfied	25	.5
	Somewhat Dissatisfied	225	4.2
	Neutral	1266	23.4
	Satisfied	2602	48.1
	Very Satisfied	1297	24.0
	Total	5415	100.0
Missing		495	
Total		5910	

General Satisfaction

		Frequency	Valid Percent
Valid	Dissatisfied	43	.7
	Somewhat Dissatisfied	85	1.4
	Neutral	569	9.6
	Satisfied	2350	39.8
	Very Satisfied	2863	48.4
	Total	5910	100.0

Descriptive Statistics for Satisfaction with Services Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
accscale	5794	1.00	5.00	4.2200	.70200
appscale	5634	1.00	5.00	4.2063	.68424
txscale	5361	1.00	5.00	4.1736	.78230
socscale	5309	1.00	5.00	3.8867	.86718
funscale	5454	1.00	5.00	3.9082	.82547
outscale	5415	1.00	5.00	3.9283	.75993
satscale	5910	1.00	5.00	4.3330	.73064
Valid N (listwise)	4794				

Quality of Life Survey Data

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

		Frequency	Valid Percent
Valid	Terrible	204	3.8
	Unhappy	413	7.6
	Mostly Dissatisfied	335	6.2
	Mixed	1639	30.3
	Mostly Satisfied	1242	23.0
	Pleased	1026	19.0
	Delighted	546	10.1
	Total	5405	100.0
Missing		505	
Total		5910	

Descriptive Statistics for Living Situation Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Living Situation Subscales	5420	1.00	7.00	4.7357	1.52050
Valid N (listwise)	5420				

Descriptive Statistics for Daily Activities and Functioning Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Daily Activities and Functioning Subscales	5399	1.00	7.00	4.6702	1.35666
Valid N (listwise)	5399				

QOL_4. In general, how often do you get together with a member of your family?

		Frequency	Valid Percent
Valid	Not at all	794	16.1
	Less than once a month	775	15.7
	At least once a month	867	17.6
	At least once a week	1125	22.8
	At least once a day	1045	21.2
	No family / Not applicable	327	6.6
	Total	4933	100.0
Missing		977	
Total		5910	

Descriptive Statistics for Family Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Family Relations Subscales	4860	1.00	7.00	4.6978	1.65021
Valid N (listwise)	4860				

QOL_6A. About how often do you visit with someone who does not live with you?

		Frequency	Valid Percent
Valid	Not at all	707	14.0
	Less than once a month	582	11.5
	At least once a month	1021	20.2
	At least once a week	1671	33.0
	At least once a day	806	15.9
	Not applicable	278	5.5
	Total	5065	100.0
Missing		845	
Total		5910	

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	1305	26.7
	Less than once a month	281	5.8
	At least once a month	481	9.9
	At least once a week	852	17.5
	At least once a day	905	18.5
	Not applicable	1055	21.6
	Total	4879	100.0
Missing		1031	
Total		5910	

Descriptive Statistics for Social Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Social Relations Subscales	5090	1.00	7.00	4.7257	1.37511
Valid N (listwise)	5090				

QOL_8A. During the past month, did you generally have enough money to cover food?

		Frequency	Valid Percent
Valid	No	1181	22.6
	Yes	4035	77.4
	Total	5216	100.0
Missing		694	
Total		5910	

QOL_8B. During the past month, did you generally have enough money to cover clothing?

		Frequency	Valid Percent
Valid	No	1886	36.4
	Yes	3292	63.6
	Total	5178	100.0
Missing		732	
Total		5910	

QOL_8C. During the past month, did you generally have enough money to cover housing?

		Frequency	Valid Percent
Valid	No	955	18.5
	Yes	4201	81.5
	Total	5156	100.0
Missing		754	
Total		5910	

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	1772	34.3
	Yes	3392	65.7
	Total	5164	100.0
Missing		746	
Total		5910	

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	2683	52.0
	Yes	2475	48.0
	Total	5158	100.0
Missing		752	
Total		5910	

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	5020	93.7
	Yes	339	6.3
	Total	5359	100.0
Missing		551	
Total		5910	

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	4632	87.0
	Yes	695	13.0
	Total	5327	100.0
Missing		583	
Total		5910	

QOL_10. In the past month, how many times have you been arrested for any crimes?

		Frequency	Valid Percent
Valid	No arrests	4925	96.9
	1 arrest	100	2.0
	2 arrests	20	.4
	3 arrests	17	.3
	4 or more arrests	22	.4
	Total	5084	100.0
Missing		826	
Total		5910	

Descriptive Statistics for Legal & Safety Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Legal & Safety Subscales	5347	1.00	7.00	4.8393	1.38686
Valid N (listwise)	5347				

Descriptive Statistics for Health Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Health Subscales	5298	1.00	7.00	4.4178	1.44045
Valid N (listwise)	5298				