

# Adult Consumer Perception Survey Data - Central Valley Region - November 2007

## Total Number of RECEIVED Surveys

		Frequency
Valid	November 2007	7581

## Total Number of COMPLETED Surveys

		Frequency
Valid	November 2007	4315

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

		Frequency	Valid Percent
Valid	Refused	1450	46.9
	Impairment	146	4.7
	Language	425	13.8
	Other	1068	34.6
	Total	3089	100.0
Missing		177	
Total		3266	

## Demographic Data

### Gender

		Frequency	Valid Percent
Valid	Female	2391	58.2
	Male	1704	41.5
	Other	11	.3
	Total	4106	100.0
Missing		209	
Total		4315	

### Ethnicity

		Frequency	Valid Percent
Valid	African American	352	8.6
	Asian/Pacific Islander	193	4.7
	Hispanic	1003	24.5
	Native American	93	2.3
	White	2123	52.0
	Other	103	2.5
	More than 1 race	219	5.4
	Total	4086	100.0
Missing		229	
Total		4315	

### Age Categories

		Frequency	Valid Percent
Valid	18 - 25 years old	503	12.8
	26 - 35 years old	814	20.7
	36 - 45 years old	1146	29.2
	46 - 59 years old	1463	37.3
	Total	3926	100.0
Missing		389	
Total		4315	

## Service-Related Data

### How long have you received services here?

		Frequency	Valid Percent
Valid	This is my first visit here	168	4.4
	> 1 visit, but < one month	210	5.6
	1 to 2 months	364	9.6
	3 to 5 months	436	11.5
	6 months to 1 year	597	15.8
	More than 1 year	2002	53.0
	Total	3777	100.0
Missing		538	
Total		4315	

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

		Frequency	Valid Percent
Valid	I decided to come in on my own	1547	42.6
	Someone else recommended that I come in.	1851	51.0
	I came in against my will.	231	6.4
	Total	3629	100.0
Missing		686	
Total		4315	

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

		Frequency	Valid Percent
Valid	No	132	3.7
	Yes	3469	96.3
	Total	3601	100.0
Missing	Unknown	714	
Total		4315	

**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	186	5.3
	Yes	3348	94.7
	Total	3534	100.0
Missing	Unknown	781	
Total		4315	

**Who helped in completing the Survey?**

**I did not need any help.**

		Frequency	Valid Percent
Valid	No	1457	33.8
	Yes	2858	66.2
	Total	4315	100.0

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

		Frequency	Valid Percent
Valid	No	4105	95.1
	Yes	210	4.9
	Total	4315	100.0

**Another mental health consumer helped me.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	4227	98.0	98.0	98.0
	Yes	88	2.0	2.0	100.0
	Total	4315	100.0	100.0	

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

		Frequency	Valid Percent
Valid	No	4071	94.3
	Yes	244	5.7
	Total	4315	100.0

**A professional interviewer helped me.**

		Frequency	Valid Percent
Valid	No	4205	97.5
	Yes	110	2.5
	Total	4315	100.0

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

		Frequency	Valid Percent
Valid	No	4198	97.3
	Yes	117	2.7
	Total	4315	100.0

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

		Frequency	Valid Percent
Valid	No	4172	96.7
	Yes	143	3.3
	Total	4315	100.0

**Someone else helped me.**

		Frequency	Valid Percent
Valid	No	4178	96.8
	Yes	137	3.2
	Total	4315	100.0

**Language of instrument**

		Frequency	Valid Percent
Valid	English	4108	95.2
	Russian	15	.3
	Spanish	179	4.1
	Vietnamese	13	.3
	Total	4315	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	1367	91.0
	Yes	135	9.0
	Total	1502	100.0
Missing		273	
Total		1775	

**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	1143	77.2
	Yes	338	22.8
	Total	1481	100.0
Missing		294	
Total		1775	

**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	367	26.3
	Stayed the same	128	9.2
	Increased	38	2.7
	Not Applicable (No police encounters this year or last year)	865	61.9
	Total	1398	100.0
Missing		377	
Total		1775	

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

		Frequency	Valid Percent
Valid	No	1715	93.0
	Yes	129	7.0
	Total	1844	100.0
Missing		158	
Total		2002	

**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	1700	92.5
	Yes	137	7.5
	Total	1837	100.0
Missing		165	
Total		2002	

**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	285	16.4
	Stayed the same	120	6.9
	Increased	78	4.5
	Not Applicable (No police encounters this year or last year)	1258	72.3
	Total	1741	100.0
Missing		261	
Total		2002	

**Perception of Access to Services**

		Frequency	Valid Percent
Valid	Dissatisfied	24	.6
	Somewhat Dissatisfied	150	3.6
	Neutral	788	18.8
	Satisfied	1920	45.7
	Very Satisfied	1315	31.3
	Total	4197	100.0
Missing		118	
Total		4315	

**Perception of Quality & Appropriateness**

		Frequency	Valid Percent
Valid	Dissatisfied	14	.3
	Somewhat Dissatisfied	52	1.3
	Neutral	528	12.8
	Satisfied	2012	48.9
	Very Satisfied	1507	36.6
	Total	4113	100.0
Missing		202	
Total		4315	

**Perception of Participation in Treatment Planning**

		Frequency	Valid Percent
Valid	Dissatisfied	30	.8
	Somewhat Dissatisfied	152	3.9
	Neutral	850	21.8
	Satisfied	1724	44.2
	Very Satisfied	1141	29.3
	Total	3897	100.0
Missing		418	
Total		4315	

**Perception of Social Connectedness**

		Frequency	Valid Percent
Valid	Dissatisfied	86	2.2
	Somewhat Dissatisfied	325	8.4
	Neutral	1070	27.7
	Satisfied	1559	40.4
	Very Satisfied	823	21.3
	Total	3863	100.0
Missing		452	
Total		4315	

**Perception of Functioning**

		Frequency	Valid Percent
Valid	Dissatisfied	83	2.1
	Somewhat Dissatisfied	341	8.7
	Neutral	1013	25.7
	Satisfied	1634	41.5
	Very Satisfied	868	22.0
	Total	3939	100.0
Missing		376	
Total		4315	

**Perception of Outcomes**

		Frequency	Valid Percent
Valid	Dissatisfied	41	1.0
	Somewhat Dissatisfied	256	6.6
	Neutral	1103	28.2
	Satisfied	1737	44.5
	Very Satisfied	770	19.7
	Total	3907	100.0
Missing		408	
Total		4315	

**General Satisfaction**

		Frequency	Valid Percent
Valid	Dissatisfied	36	.8
	Somewhat Dissatisfied	87	2.0
	Neutral	456	10.6
	Satisfied	1805	41.8
	Very Satisfied	1931	44.8
	Total	4315	100.0

**Descriptive Statistics for Satisfaction with Services Subscales**

	N	Minimum	Maximum	Mean	Std. Deviation
accscale	4197	1.00	5.00	4.0651	.76848
appscale	4113	1.00	5.00	4.1837	.67573
txscale	3897	1.00	5.00	4.1236	.77892
socscale	3863	1.00	5.00	3.7813	.91678
funscale	3939	1.00	5.00	3.7199	.91751
outscale	3907	1.00	5.00	3.7756	.82444
satscale	4315	1.00	5.00	4.2743	.76056
Valid N (listwise)	3485				

**Quality of Life Survey Data**

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

		Frequency	Valid Percent
Valid	Terrible	182	4.6
	Unhappy	378	9.6
	Mostly Dissatisfied	275	7.0
	Mixed	1266	32.1
	Mostly Satisfied	801	20.3
	Pleased	725	18.4
	Delighted	323	8.2
	Total	3950	100.0
Missing		365	
Total		4315	

**Descriptive Statistics for Living Situation Subscales**

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Living Situation Subscales	3933	1.00	7.00	4.6712	1.52797
Valid N (listwise)	3933				

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

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Daily Activities and Functioning Subscales	3916	1.00	7.00	4.4810	1.38753
Valid N (listwise)	3916				

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

		Frequency	Valid Percent
Valid	Not at all	438	11.9
	Less than once a month	420	11.4
	At least once a month	578	15.7
	At least once a week	873	23.6
	At least once a day	1204	32.6
	No family / Not applicable	179	4.8
	Total	3692	100.0
Missing		623	
Total		4315	

**Descriptive Statistics for Family Relations Subscales**

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Family Relations Subscales	3633	1.00	7.00	4.6594	1.63113
Valid N (listwise)	3633				

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

		Frequency	Valid Percent
Valid	Not at all	490	13.0
	Less than once a month	392	10.4
	At least once a month	674	17.8
	At least once a week	1330	35.2
	At least once a day	758	20.1
	Not applicable	135	3.6
	Total	3779	100.0
Missing		536	
Total		4315	

**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	832	23.1
	Less than once a month	189	5.2
	At least once a month	310	8.6
	At least once a week	649	18.0
	At least once a day	991	27.5
	Not applicable	633	17.6
	Total	3604	100.0
Missing		711	
Total		4315	

**Descriptive Statistics for Social Relations Subscales**

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Social Relations Subscales	3679	1.00	7.00	4.6354	1.39624
Valid N (listwise)	3679				

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

		Frequency	Valid Percent
Valid	No	1037	27.1
	Yes	2788	72.9
	Total	3825	100.0
Missing		490	
Total		4315	

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

		Frequency	Valid Percent
Valid	No	1587	41.6
	Yes	2228	58.4
	Total	3815	100.0
Missing		500	
Total		4315	

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

		Frequency	Valid Percent
Valid	No	924	24.4
	Yes	2869	75.6
	Total	3793	100.0
Missing		522	
Total		4315	

**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	1548	40.9
	Yes	2240	59.1
	Total	3788	100.0
Missing		527	
Total		4315	

**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	2225	59.0
	Yes	1548	41.0
	Total	3773	100.0
Missing		542	
Total		4315	

**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	3609	93.5
	Yes	251	6.5
	Total	3860	100.0
Missing		455	
Total		4315	

**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	2870	74.7
	Yes	971	25.3
	Total	3841	100.0
Missing		474	
Total		4315	

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

		Frequency	Valid Percent
Valid	No arrests	3608	96.8
	1 arrest	77	2.1
	2 arrests	14	.4
	3 arrests	11	.3
	4 or more arrests	16	.4
	Total	3726	100.0
Missing		589	
Total		4315	

**Descriptive Statistics for Legal & Safety Subscales**

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Legal & Safety Subscales	3863	1.00	7.00	4.8238	1.44130
Valid N (listwise)	3863				

**Descriptive Statistics for Health Subscales**

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Health Subscales	3807	1.00	7.00	4.1293	1.53331
Valid N (listwise)	3807				