

Older Adult Consumer Perception Survey Data - Southern California Region - November 2007

Total Number of RECEIVED Surveys

	Frequency	Valid Percent
Valid November 2007	1443	100.0

Total Number of COMPLETED Surveys

	Frequency	Valid Percent
Valid November 2007	1017	100.0

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

	Frequency	Valid Percent
Valid Refused	169	42.8
Impairment	43	10.9
Language	122	30.9
Other	61	15.4
Total	395	100.0
Missing	31	
Total	426	

Demographic Data

Gender

	Frequency	Valid Percent
Valid Female	647	68.6
Male	292	31.0
Other	4	.4
Total	943	100.0
Missing	74	
Total	1017	

Ethnicity

		Frequency	Valid Percent
Valid	African American	100	10.7
	Asian/Pacific Islander	53	5.7
	Hispanic	236	25.3
	Native American	6	.6
	White	471	50.6
	Other	31	3.3
	More than 1 race	34	3.7
	Total	931	100.0
Missing		86	
Total		1017	

Age Category

		Frequency	Valid Percent
Valid	60 - 69 years old	767	83.1
	70 - 79 years old	121	13.1
	80 - 89 years old	31	3.4
	90 - 99 years old	2	.2
	100 years and older	2	.2
	Total	923	100.0
Missing		94	
Total		1017	

Service-Related Data

How long have you received services here?

		Frequency	Valid Percent
Valid	This is my first visit here	9	1.0
	> 1 visit, but < one month	12	1.4
	1 to 2 months	52	6.0
	3 to 5 months	70	8.1
	6 months to 1 year	74	8.6
	More than 1 year	647	74.9
	Total	864	100.0
Missing		153	
Total		1017	

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

		Frequency	Valid Percent
Valid	I decided to come in on my own	339	40.6
	Someone else recommended that I come in.	471	56.4
	I came in against my will.	25	3.0
	Total	835	100.0
Missing		182	
Total		1017	

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

		Frequency	Valid Percent
Valid	No	25	3.1
	Yes	779	96.9
	Total	804	100.0
Missing	Unknown	213	
Total		1017	

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	43	5.3
	Yes	767	94.7
	Total	810	100.0
Missing	Unknown	207	
Total		1017	

Language of instrument

		Frequency	Valid Percent
Valid	Chinese	2	.2
	English	862	84.8
	Spanish	139	13.7
	Vietnamese	14	1.4
	Total	1017	100.0

Who helped in completing the Survey?

I did not need any help.

		Frequency	Valid Percent
Valid	No	445	43.8
	Yes	572	56.2
	Total	1017	100.0

A mental health advocate / volunteer helped me.

		Frequency	Valid Percent
Valid	No	954	93.8
	Yes	63	6.2
	Total	1017	100.0

Another mental health consumer helped me.

		Frequency	Valid Percent
Valid	No	993	97.6
	Yes	24	2.4
	Total	1017	100.0

A member of my family helped me.

		Frequency	Valid Percent
Valid	No	936	92.0
	Yes	81	8.0
	Total	1017	100.0

A professional interviewer helped me.

		Frequency	Valid Percent
Valid	No	987	97.1
	Yes	30	2.9
	Total	1017	100.0

My clinician / case manager helped me.

		Frequency	Valid Percent
Valid	No	948	93.2
	Yes	69	6.8
	Total	1017	100.0

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

		Frequency	Valid Percent
Valid	No	979	96.3
	Yes	38	3.7
	Total	1017	100.0

Someone else helped me.

		Frequency	Valid Percent
Valid	No	987	97.1
	Yes	30	2.9
	Total	1017	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	157	96.9
	Yes	5	3.1
	Total	162	100.0
Missing		55	
Total		217	

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	159	97.5
	Yes	4	2.5
	Total	163	100.0
Missing		54	
Total		217	

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	19	13.2
	Stayed the same	3	2.1
	Increased	2	1.4
	Not Applicable (No police encounters this year or last year)	120	83.3
	Total	144	100.0
Missing		73	
Total		217	

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

		Frequency	Valid Percent
Valid	No	590	97.7
	Yes	14	2.3
	Total	604	100.0
Missing		43	
Total		647	

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	578	97.8
	Yes	13	2.2
	Total	591	100.0
Missing		56	
Total		647	

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	33	5.8
	Stayed the same	27	4.8
	Increased	9	1.6
	Not Applicable (No police encounters this year or last year)	499	87.9
	Total	568	100.0
Missing		79	
Total		647	

Perception of Access to Services

		Frequency	Valid Percent
Valid	Dissatisfied	3	.3
	Somewhat Dissatisfied	17	1.7
	Neutral	114	11.6
	Satisfied	456	46.2
	Very Satisfied	397	40.2
	Total	987	100.0
Missing		30	
Total		1017	

Perception of Quality & Appropriateness

		Frequency	Valid Percent
Valid	Dissatisfied	1	.1
	Somewhat Dissatisfied	10	1.0
	Neutral	106	11.1
	Satisfied	444	46.3
	Very Satisfied	397	41.4
	Total	958	100.0
Missing		59	
Total		1017	

Perception of Participation in Treatment Planning

		Frequency	Valid Percent
Valid	Dissatisfied	3	.3
	Somewhat Dissatisfied	24	2.6
	Neutral	146	16.0
	Satisfied	439	48.0
	Very Satisfied	303	33.1
	Total	915	100.0
Missing		102	
Total		1017	

Perception of Social Connectedness

		Frequency	Valid Percent
Valid	Dissatisfied	12	1.3
	Somewhat Dissatisfied	51	5.7
	Neutral	224	25.2
	Satisfied	397	44.6
	Very Satisfied	206	23.1
	Total	890	100.0
Missing		127	
Total		1017	

Perception of Functioning

		Frequency	Valid Percent
Valid	Dissatisfied	11	1.2
	Somewhat Dissatisfied	56	6.1
	Neutral	178	19.5
	Satisfied	443	48.6
	Very Satisfied	223	24.5
	Total	911	100.0
Missing		106	
Total		1017	

Perception of Outcomes

		Frequency	Valid Percent
Valid	Dissatisfied	6	.7
	Somewhat Dissatisfied	30	3.3
	Neutral	188	20.9
	Satisfied	455	50.6
	Very Satisfied	221	24.6
	Total	900	100.0
Missing		117	
Total		1017	

General Satisfaction

		Frequency	Valid Percent
Valid	Dissatisfied	4	.4
	Somewhat Dissatisfied	15	1.5
	Neutral	62	6.1
	Satisfied	392	38.5
	Very Satisfied	544	53.5
	Total	1017	100.0

Descriptive Statistics for Satisfaction with Services Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
accscale	987	1.00	5.00	4.2673	.67596
appscale	958	1.00	5.00	4.2618	.64443
txscale	915	1.00	5.00	4.2536	.71110
socscale	890	1.00	5.00	3.8960	.83418
funscale	911	1.00	5.00	3.8969	.83485
outscale	900	1.00	5.00	3.9640	.74008
satscale	1017	1.00	5.00	4.4446	.67087
Valid N (listwise)	805				

Quality of Life Survey Data

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

		Frequency	Valid Percent
Valid	Terrible	29	3.2
	Unhappy	80	8.8
	Mostly Dissatisfied	51	5.6
	Mixed	279	30.8
	Mostly Satisfied	227	25.0
	Pleased	174	19.2
	Delighted	67	7.4
	Total	907	100.0
Missing		110	
Total		1017	

Descriptive Statistics for Living Situation Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Living Situation Subscales	920	1.00	7.00	4.8529	1.37192
Valid N (listwise)	920				

Descriptive Statistics for Daily Activities and Functioning Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Daily Activities and Functioning Subscales	913	1.00	7.00	4.6180	1.24166
Valid N (listwise)	913				

Descriptive Statistics for Family Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Family Relations Subscales	810	1.00	7.00	4.7877	1.58250
Valid N (listwise)	810				

Descriptive Statistics for Social Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Social Relations Subscales	838	1.00	7.00	4.7800	1.29555
Valid N (listwise)	838				

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	851	93.9
	Yes	55	6.1
	Total	906	100.0
Missing		111	
Total		1017	

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	778	86.3
	Yes	124	13.7
	Total	902	100.0
Missing		115	
Total		1017	

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

		Frequency	Valid Percent
Valid	No arrests	825	98.7
	1 arrest	3	.4
	2 arrests	2	.2
	3 arrests	1	.1
	4 or more arrests	5	.6
	Total	836	100.0
Missing		181	
Total		1017	

Descriptive Statistics for Legal & Safety Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Legal & Safety Subscales	905	1.00	7.00	4.8232	1.30078
Valid N (listwise)	905				

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

		Frequency	Valid Percent
Valid	Excellent	14	3.5
	Very Good	48	11.9
	Good	129	32.0
	Fair	143	35.5
	Poor	69	17.1
	Total	403	100.0
Missing		614	
Total		1017	

Descriptive Statistics for Health Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Health Subscales	889	1.00	7.00	4.2055	1.32038
Valid N (listwise)	889				