

Older Adult Consumer Perception Survey Data - Statewide - November 2007

Total Number of RECEIVED Surveys

		Frequency
Valid	November 2007	3826

Total Number of Completed Surveys

		Frequency
Valid	November 2007	2468

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

		Frequency	Valid Percent
Valid	Refused	541	42.3
	Impairment	201	15.7
	Language	290	22.7
	Other	248	19.4
	Total	1280	100.0
Missing		78	
Total		1358	

Demographic Data

Gender

		Frequency	Valid Percent
Valid	Female	1496	63.4
	Male	857	36.3
	Other	6	.3
	Total	2359	100.0
Missing		109	
Total		2468	

Ethnicity

	Frequency	Valid Percent
Valid		
African American	212	9.1
Asian/Pacific Islander	224	9.6
Hispanic	425	18.2
Native American	26	1.1
White	1294	55.6
Other	69	3.0
More than 1 race	79	3.4
Total	2329	100.0
Missing	139	
Total	2468	

Age Category

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
60 - 69 years old	1841	74.6	79.9	79.9
70 - 79 years old	376	15.2	16.3	96.2
80 - 89 years old	76	3.1	3.3	99.5
90 - 99 years old	6	.2	.3	99.8
100 years and older	5	.2	.2	100.0
Total	2304	93.4	100.0	
Missing	System	164	6.6	
Total	2468	100.0		

Service-Related Data

How long have you received services here?

	Frequency	Valid Percent
Valid		
This is my first visit here	20	1.0
> 1 visit, but < one month	34	1.6
1 to 2 months	116	5.5
3 to 5 months	155	7.4
6 months to 1 year	204	9.7
More than 1 year	1573	74.8
Total	2102	100.0
Missing	366	
Total	2468	

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

		Frequency	Valid Percent
Valid	I decided to come in on my own	822	39.8
	Someone else recommended that I come in.	1172	56.8
	I came in against my will.	70	3.4
	Total	2064	100.0
Missing		404	
Total		2468	

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

		Frequency	Valid Percent
Valid	No	60	3.0
	Yes	1945	97.0
	Total	2005	100.0
Missing	Unknown	463	
Total		2468	

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	108	5.4
	Yes	1902	94.6
	Total	2010	100.0
Missing	Unknown	458	
Total		2468	

Language of instrument

		Frequency	Valid Percent
Valid	Chinese	53	2.1
	English	2111	85.5
	Russian	45	1.8
	Spanish	210	8.5
	Vietnamese	49	2.0
	Total	2468	100.0

Who helped in completing the Survey?

I did not need any help.

		Frequency	Valid Percent
Valid	No	1070	43.4
	Yes	1398	56.6
	Total	2468	100.0

A mental health advocate / volunteer helped me.

	Frequency	Valid Percent
Valid No	2327	94.3
Yes	141	5.7
Total	2468	100.0

Another mental health consumer helped me.

	Frequency	Valid Percent
Valid No	2405	97.4
Yes	63	2.6
Total	2468	100.0

A member of my family helped me.

	Frequency	Valid Percent
Valid No	2291	92.8
Yes	177	7.2
Total	2468	100.0

A professional interviewer helped me.

	Frequency	Valid Percent
Valid No	2397	97.1
Yes	71	2.9
Total	2468	100.0

My clinician / case manager helped me.

	Frequency	Valid Percent
Valid No	2272	92.1
Yes	196	7.9
Total	2468	100.0

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

	Frequency	Valid Percent
Valid No	2330	94.4
Yes	138	5.6
Total	2468	100.0

Someone else helped me.

	Frequency	Valid Percent
Valid No	2386	96.7
Yes	82	3.3
Total	2468	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	401	95.9
	Yes	17	4.1
	Total	418	100.0
Missing		111	
Total		529	

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	385	94.1
	Yes	24	5.9
	Total	409	100.0
Missing		120	
Total		529	

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	57	15.1
	Stayed the same	14	3.7
	Increased	7	1.9
	Not Applicable (No police encounters this year or last year)	299	79.3
	Total	377	100.0
Missing		152	
Total		529	

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

		Frequency	Valid Percent
Valid	No	1415	97.9
	Yes	31	2.1
	Total	1446	100.0
Missing		127	
Total		1573	

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	1392	98.0
	Yes	28	2.0
	Total	1420	100.0
Missing		153	
Total		1573	

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	93	6.9
	Stayed the same	55	4.1
	Increased	20	1.5
	Not Applicable (No police encounters this year or last year)	1182	87.6
	Total	1350	100.0
Missing		223	
Total		1573	

Perception of Access to Services

		Frequency	Valid Percent
Valid	Dissatisfied	9	.4
	Somewhat Dissatisfied	34	1.4
	Neutral	238	9.9
	Satisfied	1112	46.5
	Very Satisfied	999	41.8
	Total	2392	100.0
Missing		76	
Total		2468	

Perception of Quality & Appropriateness

		Frequency	Valid Percent
Valid	Dissatisfied	7	.3
	Somewhat Dissatisfied	22	.9
	Neutral	199	8.6
	Satisfied	1143	49.2
	Very Satisfied	954	41.0
	Total	2325	100.0
Missing		143	
Total		2468	

Perception of Participation in Treatment Planning

		Frequency	Valid Percent
Valid	Dissatisfied	8	.4
	Somewhat Dissatisfied	57	2.6
	Neutral	323	14.7
	Satisfied	1045	47.5
	Very Satisfied	767	34.9
	Total	2200	100.0
Missing		268	
Total		2468	

Perception of Social Connectedness

		Frequency	Valid Percent
Valid	Dissatisfied	27	1.3
	Somewhat Dissatisfied	114	5.3
	Neutral	516	24.0
	Satisfied	992	46.1
	Very Satisfied	503	23.4
	Total	2152	100.0
Missing		316	
Total		2468	

Perception of Functioning

		Frequency	Valid Percent
Valid	Dissatisfied	19	.9
	Somewhat Dissatisfied	120	5.4
	Neutral	416	18.7
	Satisfied	1093	49.2
	Very Satisfied	575	25.9
	Total	2223	100.0
Missing		245	
Total		2468	

Perception of Outcomes

		Frequency	Valid Percent
Valid	Dissatisfied	11	.5
	Somewhat Dissatisfied	65	3.0
	Neutral	456	20.9
	Satisfied	1120	51.3
	Very Satisfied	532	24.4
	Total	2184	100.0
Missing		284	
Total		2468	

General Satisfaction

		Frequency	Valid Percent
Valid	Dissatisfied	12	.5
	Somewhat Dissatisfied	29	1.2
	Neutral	133	5.4
	Satisfied	978	39.6
	Very Satisfied	1316	53.3
	Total	2468	100.0

Descriptive Statistics for Satisfaction with Services Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
accscale	2392	1.00	5.00	4.2957	.65937
appscale	2325	1.00	5.00	4.2794	.63167
txscale	2200	1.00	5.00	4.2691	.71070
socscale	2152	1.00	5.00	3.9267	.81979
funscale	2223	1.00	5.00	3.9330	.80715
outscale	2184	1.00	5.00	3.9724	.71981
satscale	2468	1.00	5.00	4.4471	.66358
Valid N (listwise)	1909				

Quality of Life Survey Data

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

	Frequency	Valid Percent
Valid Terrible	63	2.9
Unhappy	165	7.5
Mostly Dissatisfied	137	6.2
Mixed	652	29.5
Mostly Satisfied	608	27.5
Pleased	419	19.0
Delighted	165	7.5
Total	2209	100.0
Missing	259	
Total	2468	

Descriptive Statistics for Living Situation Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Living Situation Subscales	2238	1.00	7.00	4.8900	1.38222
Valid N (listwise)	2238				

Descriptive Statistics for Daily Activities and Functioning Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Daily Activities and Functioning Subscales	2215	1.00	7.00	4.6772	1.20700
Valid N (listwise)	2215				

Descriptive Statistics for Family Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Family Relations Subscales	1939	1.00	7.00	4.7682	1.59819
Valid N (listwise)	1939				

Descriptive Statistics for Social Relations Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Social Relations Subscales	2071	1.00	7.00	4.7934	1.26693
Valid N (listwise)	2071				

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	2079	94.8
	Yes	114	5.2
	Total	2193	100.0
Missing		275	
Total		2468	

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	1902	86.7
	Yes	293	13.3
	Total	2195	100.0
Missing		273	
Total		2468	

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

		Frequency	Valid Percent
Valid	No arrests	2010	98.8
	1 arrest	10	.5
	2 arrests	3	.1
	3 arrests	3	.1
	4 or more arrests	8	.4
	Total	2034	100.0
Missing		434	
Total		2468	

Descriptive Statistics for Legal & Safety Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Legal & Safety Subscales	2214	1.00	7.00	4.8519	1.29613
Valid N (listwise)	2214				

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

		Frequency	Valid Percent
Valid	Excellent	52	4.9
	Very Good	150	14.1
	Good	328	30.7
	Fair	367	34.4
	Poor	170	15.9
	Total	1067	100.0
Missing		1401	
Total		2468	

Descriptive Statistics for Health Subscales

	N	Minimum	Maximum	Mean	Std. Deviation
Descriptive Statistics for Health Subscales	2186	1.00	7.00	4.2656	1.36116
Valid N (listwise)	2186				