

CATS A Woman's Place

Adult / Older Adult Consumer Experience Report - Spring 2014

This report covers surveys returned for program codes (RUs): 38BKOP. The number of clients receiving face-to-face services during the survey period was 0 and surveys were returned for 4 of those served (0%). Number of survey client IDs matched to service data: 0 (0%). Number missing client ID (BIS number): 0. The mean MHSIP satisfaction score (items 1-3, 5-20) for CATS A Woman's Place was **4.12** out of five, and the mean for all other programs was **4.32**.

Global Satisfaction 100.0%

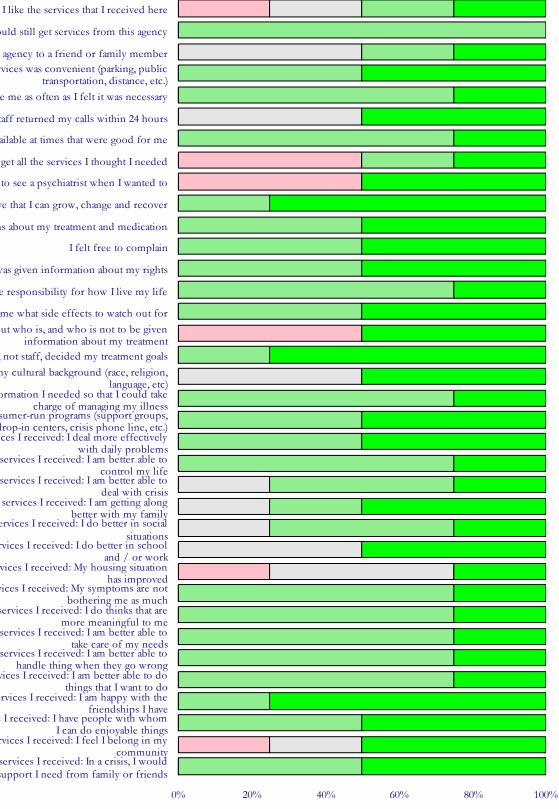
Satisfaction	Program / Other Sati CATS A Woman's Place	Total		
Saustaction	CATS A Woman's Place	Other	10101	
Not Satisfied	0	239	239	
	0 %	10.5 %	10.5 %	
Satisfied	4	2029	2033	
	100 %	89.5 %	89.5 %	
Total	4	2268	2272	
	100.0 %	100.0 %	100.0~%	
	Fisher's $p=1.000$	$0 \cdot df = 1 \cdot df$	$\Phi = 0.014$	

Survey Compliance

Completed	Survey Completion by Adult/Older Adult			
Completeu	Adult Older Adult		Total	
Refused	0	0	0	
	0 %	0 %	0 %	
Impaired	0	0	0	
	0 %	0 %	0 %	
Language	0	0	0	
	0 %	0 %	0 %	
Other	0	0	0	
	0 %	0 %	0 %	
Missing w/o Reasor	n 0	0	0	
	0 %	0 %	0 %	
Completed Survey	4	0	4	
	100 %	0 %	100 %	
Total	4	0	4	
	100.0 %	100.0 %	100.0 %	

MHSIP Items





If I had other choices, I would still get services from this agency

I would recommend this agency to a friend or family member The location of services was convenient (parking, public transportation, distance, etc.)

Staff were willing to see me as often as I felt it was necessary

Staff returned my calls within 24 hours

Services were available at times that were good for me

I was able to get all the services I thought I needed

I was able to see a psychiatrist when I wanted to

Staff here believe that I can grow, change and recover

I felt comfortable asking questions about my treatment and medication

I was given information about my rights

Staff encouraged me to take responsibility for how I live my life

Staff told me what side effects to watch out for

Staff respected my wishes about who is, and who is not to be given information about my treatment

I, not staff, decided my treatment goals

Staff were sensitive to my cultural background (race, religion,

Staff helped me obtain the information I needed so that I could take charge of managing my illness I was encouraged to use consumer-run programs (support groups,

drop-in centers, crisis phone line, etc.) As a direct result of the services I received: I deal more effectively

As a direct result of the services I received: I am better able to As a direct result of the services I received: I am better able to

As a direct result of the services I received: I am getting along

better with my family As a direct result of the services I received: I do better in social

As a direct result of the services I received: I do better in school

As a direct result of the services I received: My housing situation As a direct result of the services I received: My symptoms are not

bothering me as much As a direct result of the services I received: I do thinks that are

more meaningful to me As a direct result of the services I received: I am better able to

As a direct result of the services I received: I am better able to

handle thing when they go wrong As a direct result of the services I received. I am better able to do

things that I want to do As a direct result of the services I received: I am happy with the

As a direct result of the services I received: I have people with whom I can do enjoyable things As a direct result of the services I received: I feel I'bélong in my

As a direct result of the services I received: In a crisis, I would

have the support I need from family or friends

MHSIP Items 1-25

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I like the services that I received here	0 0 %	1 25 %	1 25 %	1 25 %	1 25 %	0 0 %
	0 %	0	0	4	0	0 %
If I had other choices, I would still get services from this agency	0 %	0 %	0 %	100 %	0 %	0 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	2 50 %	1 25 %	1 25 %	0 0 %
The location of services was convenient (parking, public transportation		0 %	0	23 %	23 %	0 %
distance, etc.)	0 %	0 %	0 %	50 %	50 %	0 %
Staff were willing to see me as often as I felt it was necessary	0	0	0	3	1	0
	0%	0 %	0 % 1	75 % 0	25 % 1	0%
Staff returned my calls within 24 hours	0 %	0 %	25 %	0 %	25 %	50 %
Services were available at times that were good for me	0	0	0	3	1	0
	0 %	0 %	0 %	75 %	25 %	0 %
I was able to get all the services I thought I needed	0 0 %	2 50 %	0 0 %	1 25 %	1 25 %	0 0 %
I was able to see a newskiptrist when I wanted to	0	2	0	0	2	0
I was able to see a psychiatrist when I wanted to	0 %	50 %	0 %	0 %	50 %	0 %
Staff here believe that I can grow, change and recover	0 0 %	0 0 %	0 0 %	1 25 %	3 75 %	0 0 %
	0 %	0 %	0 %	23 %	2	0 %
I felt comfortable asking questions about my treatment and medication	0 %	0 %	0 %	50 %	50 %	0 %
I felt free to complain	0 0 %	0 0 %	0 0 %	2 50 %	2 50 %	0 0 %
I was given information about my rights	0 0 %	0 0 %	0 0 %	2 50 %	2 50 %	0 0 %
Staff encouraged me to take responsibility for how I live my life	0 0 %	0 0 %	0 0 %	3 75 %	1 25 %	0 0 %
Staff told me what side effects to watch out for	0 0 %	0 0 %	0 0 %	2 50 %	2 50 %	0 0 %
Staff respected my wishes about who is, and who is not to be given information about my treatment	n 0 0%	2 50 %	0 0 %	0 0 %	2 50 %	0 0 %
I, not staff, decided my treatment goals	0 0 %	0 0 %	0 0 %	1 25 %	3 75 %	0 0 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	00%	2 50 %	0 0 %	2 50 %	0 0 %
Staff helped me obtain the information I needed so that I could take charge or		0	0	3	1	0
managing my illness	0 %	0 %	0 %	75 %	25 %	0 %
I was encouraged to use consumer-run programs (support groups, drop-in centers crisis phone line, etc.)	, 0 0%	0 0 %	0 0 %	2 50 %	2 50 %	$\begin{array}{c} 0 \\ 0 \% \end{array}$
As a direct result of the services I received: I deal more effectively with daily problems	n 0 0%	0 0 %	0 0 %	2 50 %	2 50 %	0 0 %
As a direct result of the services I received: I am better able to control my life	7 0 0%	0 0 %	0 0 %	3 75 %	1 25 %	0 0 %
As a direct result of the services I received: I am better able to deal with crisis	n 0 0%	0 0 %	1 25 %	2 50 %	1 25 %	0 0 %
As a direct result of the services I received: I am getting along better with my family	/ 0 0%	0 0 %	1 25 %	1 25 %	2 50 %	0 0 %
As a direct result of the services I received: I do better in social situations	0 0 %	0 0 %	1 25 %	2 50 %	1 25 %	0 0 %

MHSIP Items 26-36

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
As a direct result of the services I received: I do better in school and / or	-	0	1	0	1	2
work	0 %	0 %	25 %	0 %	25 %	50 %
As a direct result of the services I received: My housing situation has improved	0	1	2	0	1	0
The deficience result of the services received. Wy housing studion has improved	0 %	25 %	50 %	0 %	25 %	0 %
As a direct result of the services I received: My symptoms are not bothering m	e 0	0	0	3	1	0
as much	0 %	0 %	0 %	75 %	25 %	0 %
As a direct result of the services I received: I do thinks that are more	e 0	0	0	3	1	0
meaningful to me	0 %	0 %	0 %	75 %	25 %	0 %
As a direct result of the services I received: I am better able to take care of	f 0	0	0	3	1	0
my needs	0 %	0 %	0 %	75 %	25 %	0 %
As a direct result of the services I received: I am better able to handle thing	, 0	0	0	3	1	0
when they go wrong	0 %	0 %	0 %	75 %	25 %	0 %
As a direct result of the services I received: I am better able to do things	s 0	0	0	3	1	0
that I want to do	0 %	0 %	0 %	75 %	25 %	0 %
As a direct result of the services I received: I am happy with the friendships I	0 1	0	0	1	3	0
have	0%	0%	0%	25 %	75 %	0 %
As a direct result of the services I received: I have people with whom I can do		0	0	2	2	0
enjoyable things	0%	0%	0%	50 %	50 %	0%
	0	1	1	0	2	0
As a direct result of the services I received: I feel I belong in my community	0%	25 %	25 %	0%	50 %	0 %
As a direct result of the services I received: In a crisis, I would have the	_	0	0	2	2	0
support I need from family or friends	0%	0%	0%	50 %	50 %	0%
	0 /0	0 /0	0 /0	50 /0	50 /0	0 /0

