



Central City Behavioral Health Services

Adult / Older Adult Consumer Experience Report - Spring 2014

This report covers surveys returned for program codes (RUs): 89073. The number of clients receiving face-to-face services during the survey period was 35 and surveys were returned for 44 of those served (125.7%). Number of survey client IDs matched to service data: 24 (68.6%). Number missing client ID (BIS number): 0. The mean MHSIP satisfaction score (items 1-3, 5-20) for Central City Behavioral Health Services was **4.43** out of five, and the mean for all other programs was **4.31**.

Global Satisfaction 100.0%

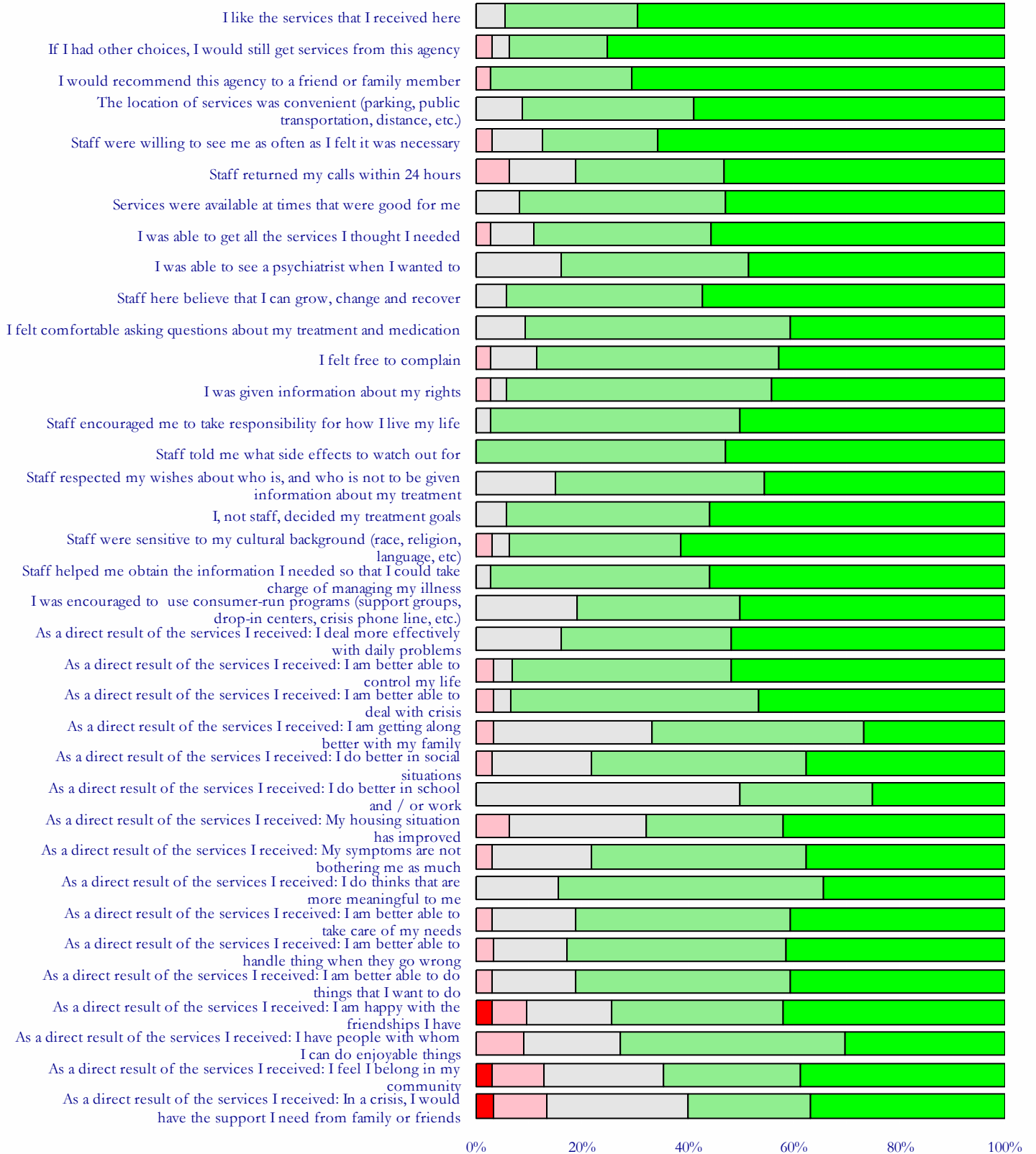
Program / Other Satisfaction			
Satisfaction	Central City Behavioral Health Services	Other	Total
Not Satisfied	0 0 %	239 10.7 %	239 10.5 %
Satisfied	36 100 %	1997 89.3 %	2033 89.5 %
Total	36 100.0 %	2236 100.0 %	2272 100.0 %

Fisher's p=0.028 · df=1 · Φ=0.044

Survey Compliance

Completed	Survey Completion by Adult/Older Adult		Total
	Adult	Older Adult	
Refused	0 0 %	1 2.2 %	1 2.2 %
Impaired	0 0 %	6 13.3 %	6 13.3 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	3 6.7 %	3 6.7 %
Missing w/o Reason	0 0 %	1 2.2 %	1 2.2 %
Completed Survey	0 0 %	34 75.6 %	34 75.6 %
Total	0 100.0 %	45 100.0 %	45 100.0 %

MHSIP Items



MHSIP Items 1-25

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I like the services that I received here	0 0 %	0 0 %	2 4 %	9 20 %	25 56 %	9 20 %
If I had other choices, I would still get services from this agency	0 0 %	1 2 %	1 2 %	6 13 %	24 53 %	13 29 %
I would recommend this agency to a friend or family member	0 0 %	1 2 %	0 0 %	9 20 %	24 53 %	11 24 %
The location of services was convenient (parking, public transportation, distance, etc.)	0 0 %	0 0 %	3 7 %	11 24 %	20 44 %	11 24 %
Staff were willing to see me as often as I felt it was necessary	0 0 %	1 2 %	3 7 %	7 16 %	21 47 %	13 29 %
Staff returned my calls within 24 hours	0 0 %	2 4 %	4 9 %	9 20 %	17 38 %	13 29 %
Services were available at times that were good for me	0 0 %	0 0 %	3 7 %	14 31 %	19 42 %	9 20 %
I was able to get all the services I thought I needed	0 0 %	1 2 %	3 7 %	12 27 %	20 44 %	9 20 %
I was able to see a psychiatrist when I wanted to	0 0 %	0 0 %	5 11 %	11 24 %	15 33 %	14 31 %
Staff here believe that I can grow, change and recover	0 0 %	0 0 %	2 4 %	13 29 %	20 44 %	10 22 %
I felt comfortable asking questions about my treatment and medication	0 0 %	0 0 %	3 7 %	16 36 %	13 29 %	13 29 %
I felt free to complain	0 0 %	1 2 %	3 7 %	16 36 %	15 33 %	10 22 %
I was given information about my rights	0 0 %	1 2 %	1 2 %	17 38 %	15 33 %	11 24 %
Staff encouraged me to take responsibility for how I live my life	0 0 %	0 0 %	1 2 %	16 36 %	17 38 %	11 24 %
Staff told me what side effects to watch out for	0 0 %	0 0 %	0 0 %	16 36 %	18 40 %	11 24 %
Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0 %	0 0 %	5 11 %	13 29 %	15 33 %	12 27 %
I, not staff, decided my treatment goals	0 0 %	0 0 %	2 4 %	13 29 %	19 42 %	11 24 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	1 2 %	1 2 %	10 22 %	19 42 %	14 31 %
Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0 %	0 0 %	1 2 %	14 31 %	19 42 %	11 24 %
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0 %	0 0 %	5 11 %	8 18 %	13 29 %	19 42 %
As a direct result of the services I received: I deal more effectively with daily problems	0 0 %	0 0 %	5 11 %	10 22 %	16 36 %	14 31 %
As a direct result of the services I received: I am better able to control my life	0 0 %	1 2 %	1 2 %	12 27 %	15 33 %	16 36 %
As a direct result of the services I received: I am better able to deal with crisis	0 0 %	1 2 %	1 2 %	14 31 %	14 31 %	15 33 %
As a direct result of the services I received: I am getting along better with my family	0 0 %	1 2 %	9 20 %	12 27 %	8 18 %	15 33 %
As a direct result of the services I received: I do better in social situations	0 0 %	1 2 %	6 13 %	13 29 %	12 27 %	13 29 %

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 work	0 0 %	0 0 %	12 27 %	6 13 %	6 13 %	21 47 %
As a direct result of the services I received: My housing situation has improved	0 0 %	2 4 %	8 18 %	8 18 %	13 29 %	14 31 %
As a direct result of the services I received: My symptoms are not bothering me as much	0 0 %	1 2 %	6 13 %	13 29 %	12 27 %	13 29 %
As a direct result of the services I received: I do think that are more meaningful to me	0 0 %	0 0 %	5 11 %	16 36 %	11 24 %	13 29 %
As a direct result of the services I received: I am better able to take care of my needs	0 0 %	1 2 %	5 11 %	13 29 %	13 29 %	13 29 %
As a direct result of the services I received: I am better able to handle things when they go wrong	0 0 %	1 2 %	4 9 %	12 27 %	12 27 %	16 36 %
As a direct result of the services I received: I am better able to do things that I want to do	0 0 %	1 2 %	5 11 %	13 29 %	13 29 %	13 29 %
As a direct result of the services I received: I am happy with the friendships I have	1 2 %	2 4 %	5 11 %	10 22 %	13 29 %	14 31 %
As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0 %	3 7 %	6 13 %	14 31 %	10 22 %	12 27 %
As a direct result of the services I received: I feel I belong in my community	1 2 %	3 7 %	7 16 %	8 18 %	12 27 %	14 31 %
As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 2 %	3 7 %	8 18 %	7 16 %	11 24 %	15 33 %

