



FSA Older Adult Full Service Partnership (SrFSP)

Adult / Older Adult Consumer Experience Report - Spring 2014

This report covers surveys returned for program codes (RUs): 38JWFSP. The number of clients receiving face-to-face services during the survey period was 30 and surveys were returned for 22 of those served (73.3%). Number of survey client IDs matched to service data: 19 (63.3%). Number missing client ID (BIS number): 0. The mean MHSIP satisfaction score (items 1-3, 5-20) for FSA Older Adult Full Service Partnership (SrFSP) was **4.22** out of five, and the mean for all other programs was **4.32**.

Global Satisfaction 76.9%

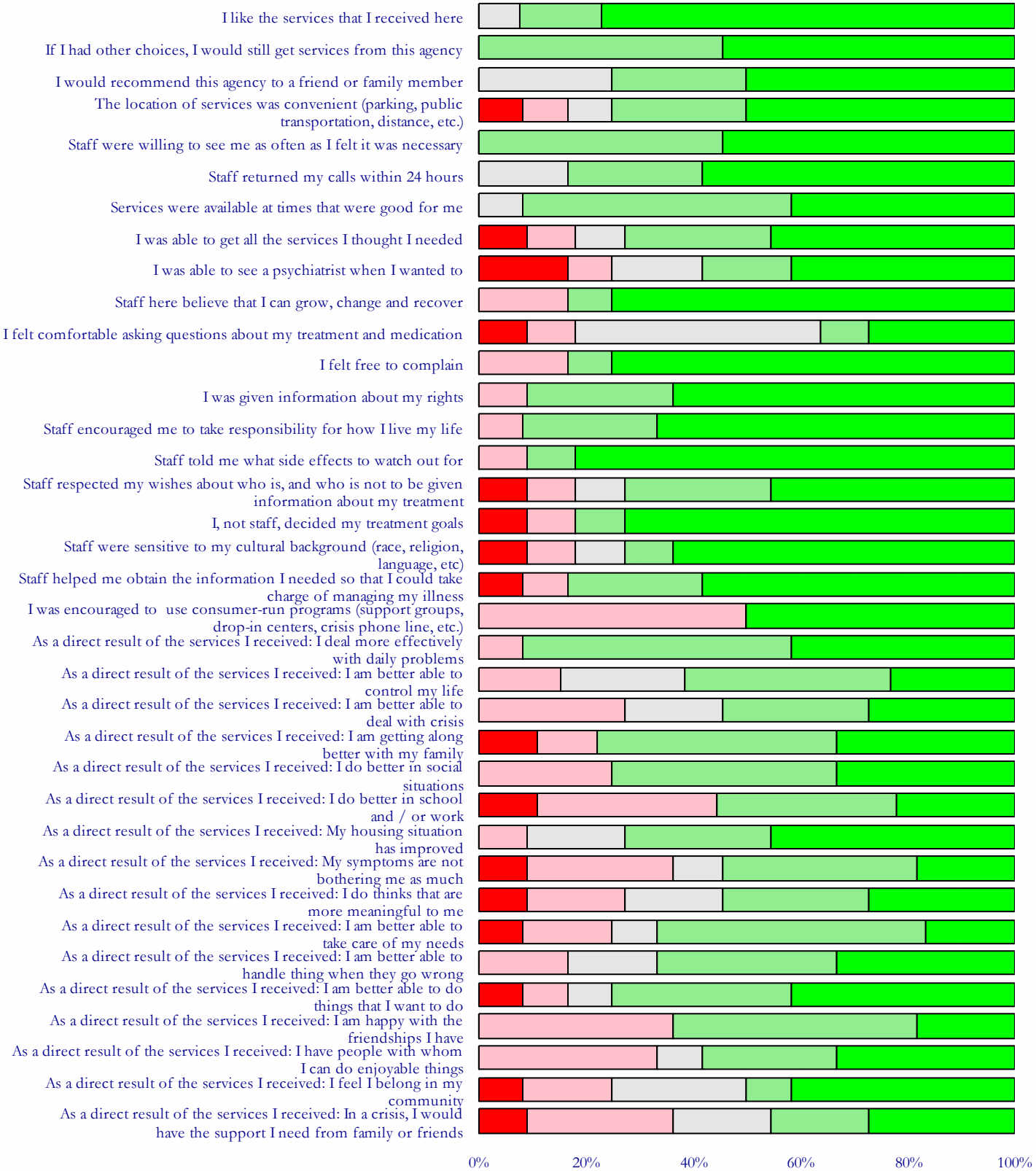
<b>Program / Other Satisfaction</b>			
<b>Satisfaction</b>	FSA Older Adult Full Service Partnership	Other	<b>Total</b>
Not Satisfied	3 23.1 %	236 10.4 %	239 10.5 %
Satisfied	10 76.9 %	2023 89.6 %	2033 89.4 %
<b>Total</b>	13 100.0 %	2259 100.0 %	2272 100.0 %

*Fisher's p=0.149 · df=1 · Φ=0.031*

Survey Compliance

<b>Completed</b>	<b>Survey Completion by Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	0 0 %	9 39.1 %	9 39.1 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	1 4.3 %	1 4.3 %
Other	0 0 %	0 0 %	0 0 %
Missing w/o Reason	0 0 %	0 0 %	0 0 %
Completed Survey	0 0 %	13 56.5 %	13 56.5 %
<b>Total</b>	0 100.0 %	23 100.0 %	23 100.0 %

# 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 %	1 4 %	2 9 %	10 43 %	10 43 %
If I had other choices, I would still get services from this agency	0 0 %	0 0 %	0 0 %	5 22 %	6 26 %	12 52 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	3 13 %	3 13 %	6 26 %	11 48 %
The location of services was convenient (parking, public transportation, distance, etc.)	1 4 %	1 4 %	1 4 %	3 13 %	6 26 %	11 48 %
Staff were willing to see me as often as I felt it was necessary	0 0 %	0 0 %	0 0 %	5 22 %	6 26 %	12 52 %
Staff returned my calls within 24 hours	0 0 %	0 0 %	2 9 %	3 13 %	7 30 %	11 48 %
Services were available at times that were good for me	0 0 %	0 0 %	1 4 %	6 26 %	5 22 %	11 48 %
I was able to get all the services I thought I needed	1 4 %	1 4 %	1 4 %	3 13 %	5 22 %	12 52 %
I was able to see a psychiatrist when I wanted to	2 9 %	1 4 %	2 9 %	2 9 %	5 22 %	11 48 %
Staff here believe that I can grow, change and recover	0 0 %	2 9 %	0 0 %	1 4 %	9 39 %	11 48 %
I felt comfortable asking questions about my treatment and medication	1 4 %	1 4 %	5 22 %	1 4 %	3 13 %	12 52 %
I felt free to complain	0 0 %	2 9 %	0 0 %	1 4 %	9 39 %	11 48 %
I was given information about my rights	0 0 %	1 4 %	0 0 %	3 13 %	7 30 %	12 52 %
Staff encouraged me to take responsibility for how I live my life	0 0 %	1 4 %	0 0 %	3 13 %	8 35 %	11 48 %
Staff told me what side effects to watch out for	0 0 %	1 4 %	0 0 %	1 4 %	9 39 %	12 52 %
Staff respected my wishes about who is, and who is not to be given information about my treatment	1 4 %	1 4 %	1 4 %	3 13 %	5 22 %	12 52 %
I, not staff, decided my treatment goals	1 4 %	1 4 %	0 0 %	1 4 %	8 35 %	12 52 %
Staff were sensitive to my cultural background (race, religion, language, etc)	1 4 %	1 4 %	1 4 %	1 4 %	7 30 %	12 52 %
Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 4 %	1 4 %	0 0 %	3 13 %	7 30 %	11 48 %
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0 %	2 9 %	0 0 %	0 0 %	2 9 %	19 83 %
As a direct result of the services I received: I deal more effectively with daily problems	0 0 %	1 4 %	0 0 %	6 26 %	5 22 %	11 48 %
As a direct result of the services I received: I am better able to control my life	0 0 %	2 9 %	3 13 %	5 22 %	3 13 %	10 43 %
As a direct result of the services I received: I am better able to deal with crisis	0 0 %	3 13 %	2 9 %	3 13 %	3 13 %	12 52 %
As a direct result of the services I received: I am getting along better with my family	1 4 %	1 4 %	0 0 %	4 17 %	3 13 %	14 61 %
As a direct result of the services I received: I do better in social situations	0 0 %	3 13 %	0 0 %	5 22 %	4 17 %	11 48 %

## 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	1 4 %	3 13 %	0 0 %	3 13 %	2 9 %	14 61 %
As a direct result of the services I received: My housing situation has improved	0 0 %	1 4 %	2 9 %	3 13 %	5 22 %	12 52 %
As a direct result of the services I received: My symptoms are not bothering me as much	1 4 %	3 13 %	1 4 %	4 17 %	2 9 %	12 52 %
As a direct result of the services I received: I do think that are more meaningful to me	1 4 %	2 9 %	2 9 %	3 13 %	3 13 %	12 52 %
As a direct result of the services I received: I am better able to take care of my needs	1 4 %	2 9 %	1 4 %	6 26 %	2 9 %	11 48 %
As a direct result of the services I received: I am better able to handle things when they go wrong	0 0 %	2 9 %	2 9 %	4 17 %	4 17 %	11 48 %
As a direct result of the services I received: I am better able to do things that I want to do	1 4 %	1 4 %	1 4 %	4 17 %	5 22 %	11 48 %
As a direct result of the services I received: I am happy with the friendships I have	0 0 %	4 17 %	0 0 %	5 22 %	2 9 %	12 52 %
As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0 %	4 17 %	1 4 %	3 13 %	4 17 %	11 48 %
As a direct result of the services I received: I feel I belong in my community	1 4 %	2 9 %	3 13 %	1 4 %	5 22 %	11 48 %
As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 4 %	3 13 %	2 9 %	2 9 %	3 13 %	12 52 %

