



### Mission Mental Health Team I

#### Adult / Older Adult Consumer Experience Report - Spring 2014

This report covers surveys returned for program codes (RUs): 38043. The number of clients receiving face-to-face services during the survey period was 267 and surveys were returned for 68 of those served (25.5%). Number of survey client IDs matched to service data: 52 (19.5%). Number missing client ID (BIS number): 2. The mean MHSIP satisfaction score (items 1-3, 5-20) for Mission Mental Health Team I was **4.15** out of five, and the mean for all other programs was **4.32**.

### Global Satisfaction 81.0%

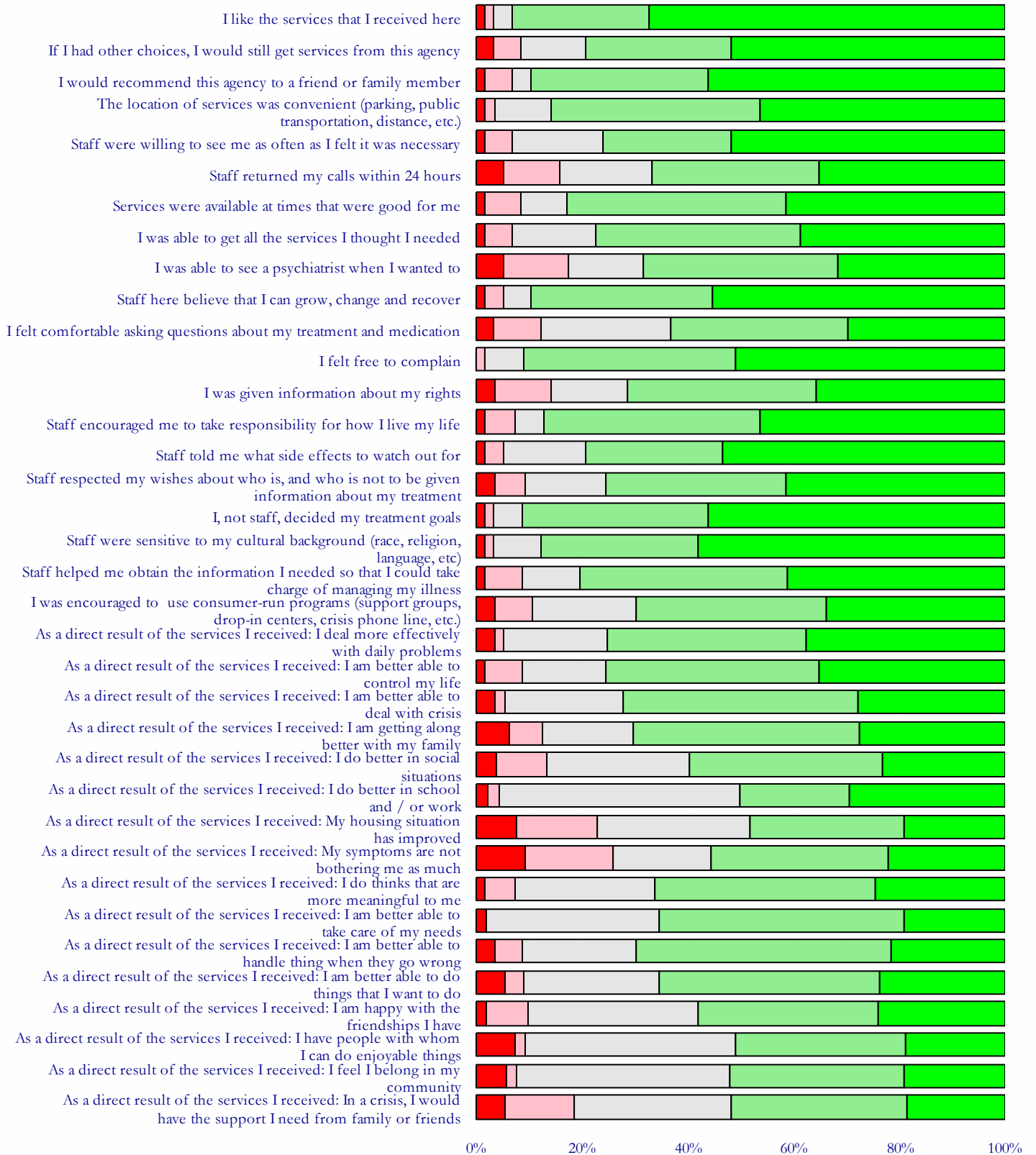
Satisfaction	Program / Other Satisfaction		Total
	Mission Mental Health Team I	Other	
Not Satisfied	11 19 %	228 10.3 %	239 10.5 %
Satisfied	47 81 %	1986 89.7 %	2033 89.5 %
<b>Total</b>	58 100.0 %	2214 100.0 %	2272 100.0 %

*Fisher's p=0.047 · df=1 · Φ=0.045*

### Survey Compliance

Completed	Survey Completion by Adult/Older Adult		Total
	Adult	Older Adult	
Refused	12 16.9 %	0 0 %	12 16.9 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	2 2.8 %	0 0 %	2 2.8 %
Missing w/o Reason	0 0 %	0 0 %	0 0 %
Completed Survey	57 80.3 %	0 0 %	57 80.3 %
<b>Total</b>	71 100.0 %	0 100.0 %	71 100.0 %

# MHSIP Items



## MHSIP Items 1-25

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I like the services that I received here	1 1 %	1 1 %	2 3 %	15 21 %	39 55 %	13 18 %
If I had other choices, I would still get services from this agency	2 3 %	3 4 %	7 10 %	16 23 %	30 42 %	13 18 %
I would recommend this agency to a friend or family member	1 1 %	3 4 %	2 3 %	19 27 %	32 45 %	14 20 %
The location of services was convenient (parking, public transportation, distance, etc.)	1 1 %	1 1 %	6 8 %	22 31 %	26 37 %	15 21 %
Staff were willing to see me as often as I felt it was necessary	1 1 %	3 4 %	10 14 %	14 20 %	30 42 %	13 18 %
Staff returned my calls within 24 hours	3 4 %	6 8 %	10 14 %	18 25 %	20 28 %	14 20 %
Services were available at times that were good for me	1 1 %	4 6 %	5 7 %	24 34 %	24 34 %	13 18 %
I was able to get all the services I thought I needed	1 1 %	3 4 %	9 13 %	22 31 %	22 31 %	14 20 %
I was able to see a psychiatrist when I wanted to	3 4 %	7 10 %	8 11 %	21 30 %	18 25 %	14 20 %
Staff here believe that I can grow, change and recover	1 1 %	2 3 %	3 4 %	20 28 %	32 45 %	13 18 %
I felt comfortable asking questions about my treatment and medication	2 3 %	5 7 %	14 20 %	19 27 %	17 24 %	14 20 %
I felt free to complain	0 0 %	1 1 %	4 6 %	22 31 %	28 39 %	16 23 %
I was given information about my rights	2 3 %	6 8 %	8 11 %	20 28 %	20 28 %	15 21 %
Staff encouraged me to take responsibility for how I live my life	1 1 %	3 4 %	3 4 %	22 31 %	25 35 %	17 24 %
Staff told me what side effects to watch out for	1 1 %	2 3 %	9 13 %	15 21 %	31 44 %	13 18 %
Staff respected my wishes about who is, and who is not to be given information about my treatment	2 3 %	3 4 %	8 11 %	18 25 %	22 31 %	18 25 %
I, not staff, decided my treatment goals	1 1 %	1 1 %	3 4 %	20 28 %	32 45 %	14 20 %
Staff were sensitive to my cultural background (race, religion, language, etc)	1 1 %	1 1 %	5 7 %	17 24 %	33 46 %	14 20 %
Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 1 %	4 6 %	6 8 %	22 31 %	23 32 %	15 21 %
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	2 3 %	4 6 %	11 15 %	20 28 %	19 27 %	15 21 %
As a direct result of the services I received: I deal more effectively with daily problems	2 3 %	1 1 %	11 15 %	21 30 %	21 30 %	15 21 %
As a direct result of the services I received: I am better able to control my life	1 1 %	4 6 %	9 13 %	23 32 %	20 28 %	14 20 %
As a direct result of the services I received: I am better able to deal with crisis	2 3 %	1 1 %	12 17 %	24 34 %	15 21 %	17 24 %
As a direct result of the services I received: I am getting along better with my family	3 4 %	3 4 %	8 11 %	20 28 %	13 18 %	24 34 %
As a direct result of the services I received: I do better in social situations	2 3 %	5 7 %	14 20 %	19 27 %	12 17 %	19 27 %

## 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 1 %	1 1 %	20 28 %	9 13 %	13 18 %	27 38 %
As a direct result of the services I received: My housing situation has improved	4 6 %	8 11 %	15 21 %	15 21 %	10 14 %	19 27 %
As a direct result of the services I received: My symptoms are not bothering me as much	5 7 %	9 13 %	10 14 %	18 25 %	12 17 %	17 24 %
As a direct result of the services I received: I do think that are more meaningful to me	1 1 %	3 4 %	14 20 %	22 31 %	13 18 %	18 25 %
As a direct result of the services I received: I am better able to take care of my needs	1 1 %	0 0 %	17 24 %	24 34 %	10 14 %	19 27 %
As a direct result of the services I received: I am better able to handle things when they go wrong	2 3 %	3 4 %	12 17 %	27 38 %	12 17 %	15 21 %
As a direct result of the services I received: I am better able to do things that I want to do	3 4 %	2 3 %	14 20 %	23 32 %	13 18 %	16 23 %
As a direct result of the services I received: I am happy with the friendships I have	1 1 %	4 6 %	16 23 %	17 24 %	12 17 %	21 30 %
As a direct result of the services I received: I have people with whom I can do enjoyable things	4 6 %	1 1 %	21 30 %	17 24 %	10 14 %	18 25 %
As a direct result of the services I received: I feel I belong in my community	3 4 %	1 1 %	21 30 %	17 24 %	10 14 %	19 27 %
As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	3 4 %	7 10 %	16 23 %	18 25 %	10 14 %	17 24 %

