



### OMI Family Center

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

This report covers surveys returned for program codes (RUs): 38803, 38805. The number of clients receiving face-to-face services during the survey period was 138 and surveys were returned for 106 of those served (76.8%). Number of survey client IDs matched to service data: 91 (65.9%). Number missing client ID (BIS number): 1. The mean MHSIP satisfaction score (items 1-3, 5-20) for OMI Family Center was **4.26** out of five, and the mean for all other programs was **4.32**.

### Global Satisfaction 91.3%

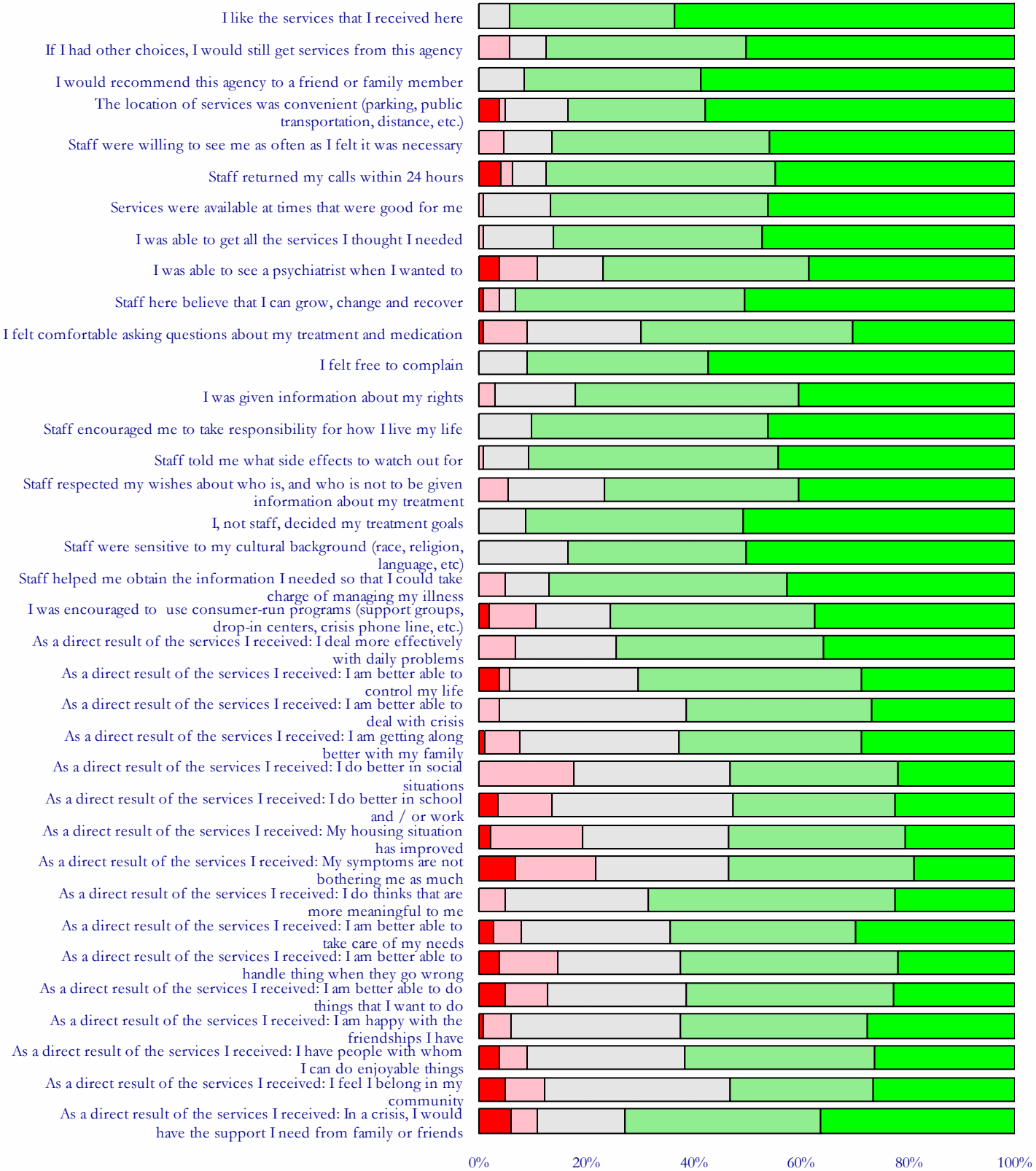
Satisfaction	Program / Other Satisfaction		Total
	OMI Family Center	Other	
Not Satisfied	9 8.7 %	230 10.6 %	239 10.5 %
Satisfied	95 91.3 %	1938 89.4 %	2033 89.5 %
<b>Total</b>	104 100.0 %	2168 100.0 %	2272 100.0 %

$\chi^2=0.222 \cdot df=1 \cdot \Phi=0.013 \cdot p=0.637$

### Survey Compliance

Completed	Survey Completion by Adult/Older Adult		Total
	Adult	Older Adult	
Refused	8 6.1 %	0 0 %	8 6 %
Impaired	1 0.8 %	0 0 %	1 0.7 %
Language	0 0 %	0 0 %	0 0 %
Other	8 6.1 %	0 0 %	8 6 %
Missing w/o Reason	13 9.8 %	1 50 %	14 10.4 %
Completed Survey	102 77.3 %	1 50 %	103 76.8 %
<b>Total</b>	132 100.0 %	2 100.0 %	134 100.0 %

# 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 %	6 4 %	32 24 %	66 49 %	30 22 %
If I had other choices, I would still get services from this agency	0 0 %	6 4 %	7 5 %	39 29 %	52 39 %	30 22 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	9 7 %	34 25 %	61 46 %	30 22 %
The location of services was convenient (parking, public transportation, distance, etc.)	4 3 %	1 1 %	12 9 %	26 19 %	59 44 %	32 24 %
Staff were willing to see me as often as I felt it was necessary	0 0 %	5 4 %	9 7 %	42 31 %	47 35 %	31 23 %
Staff returned my calls within 24 hours	4 3 %	2 1 %	6 4 %	41 31 %	43 32 %	38 28 %
Services were available at times that were good for me	0 0 %	1 1 %	13 10 %	42 31 %	48 36 %	30 22 %
I was able to get all the services I thought I needed	0 0 %	1 1 %	13 10 %	39 29 %	47 35 %	34 25 %
I was able to see a psychiatrist when I wanted to	4 3 %	7 5 %	12 9 %	38 28 %	38 28 %	35 26 %
Staff here believe that I can grow, change and recover	1 1 %	3 2 %	3 2 %	44 33 %	52 39 %	31 23 %
I felt comfortable asking questions about my treatment and medication	1 1 %	8 6 %	21 16 %	39 29 %	30 22 %	35 26 %
I felt free to complain	0 0 %	0 0 %	9 7 %	33 25 %	56 42 %	36 27 %
I was given information about my rights	0 0 %	3 2 %	15 11 %	41 31 %	40 30 %	35 26 %
Staff encouraged me to take responsibility for how I live my life	0 0 %	0 0 %	10 7 %	44 33 %	46 34 %	34 25 %
Staff told me what side effects to watch out for	0 0 %	1 1 %	8 6 %	44 33 %	42 31 %	39 29 %
Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0 %	5 4 %	16 12 %	32 24 %	36 27 %	45 34 %
I, not staff, decided my treatment goals	0 0 %	0 0 %	8 6 %	37 28 %	46 34 %	43 32 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	0 0 %	16 12 %	32 24 %	48 36 %	38 28 %
Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0 %	5 4 %	8 6 %	44 33 %	42 31 %	35 26 %
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	2 1 %	8 6 %	13 10 %	36 27 %	35 26 %	40 30 %
As a direct result of the services I received: I deal more effectively with daily problems	0 0 %	7 5 %	19 14 %	39 29 %	36 27 %	33 25 %
As a direct result of the services I received: I am better able to control my life	4 3 %	2 1 %	24 18 %	42 31 %	29 22 %	33 25 %
As a direct result of the services I received: I am better able to deal with crisis	0 0 %	4 3 %	35 26 %	35 26 %	27 20 %	33 25 %
As a direct result of the services I received: I am getting along better with my family	1 1 %	6 4 %	27 20 %	31 23 %	26 19 %	43 32 %
As a direct result of the services I received: I do better in social situations	0 0 %	17 13 %	28 21 %	30 22 %	21 16 %	38 28 %

## 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	3 2 %	8 6 %	27 20 %	24 18 %	18 13 %	54 40 %
As a direct result of the services I received: My housing situation has improved	2 1 %	15 11 %	24 18 %	29 22 %	18 13 %	46 34 %
As a direct result of the services I received: My symptoms are not bothering me as much	7 5 %	15 11 %	25 19 %	35 26 %	19 14 %	33 25 %
As a direct result of the services I received: I do think that are more meaningful to me	0 0 %	5 4 %	26 19 %	45 34 %	22 16 %	36 27 %
As a direct result of the services I received: I am better able to take care of my needs	3 2 %	5 4 %	28 21 %	35 26 %	30 22 %	33 25 %
As a direct result of the services I received: I am better able to handle things when they go wrong	4 3 %	11 8 %	23 17 %	41 31 %	22 16 %	33 25 %
As a direct result of the services I received: I am better able to do things that I want to do	5 4 %	8 6 %	26 19 %	39 29 %	23 17 %	33 25 %
As a direct result of the services I received: I am happy with the friendships I have	1 1 %	5 4 %	31 23 %	34 25 %	27 20 %	36 27 %
As a direct result of the services I received: I have people with whom I can do enjoyable things	4 3 %	5 4 %	29 22 %	35 26 %	26 19 %	35 26 %
As a direct result of the services I received: I feel I belong in my community	5 4 %	7 5 %	34 25 %	26 19 %	26 19 %	36 27 %
As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	6 4 %	5 4 %	16 12 %	36 27 %	36 27 %	35 26 %

