



## PF Cortland House Residential

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

This report covers surveys returned for program codes (RUs): 38631. The number of clients receiving face-to-face services during the survey period was 11 and surveys were returned for 9 of those served (81.8%). Number of survey client IDs matched to service data: 9 (81.8%). Number missing client ID (BIS number): 0. The mean MHSIP satisfaction score (items 1-3, 5-20) for PF Cortland House Residential was **3.95** out of five, and the mean for all other programs was **4.32**.

### Global Satisfaction 62.5%

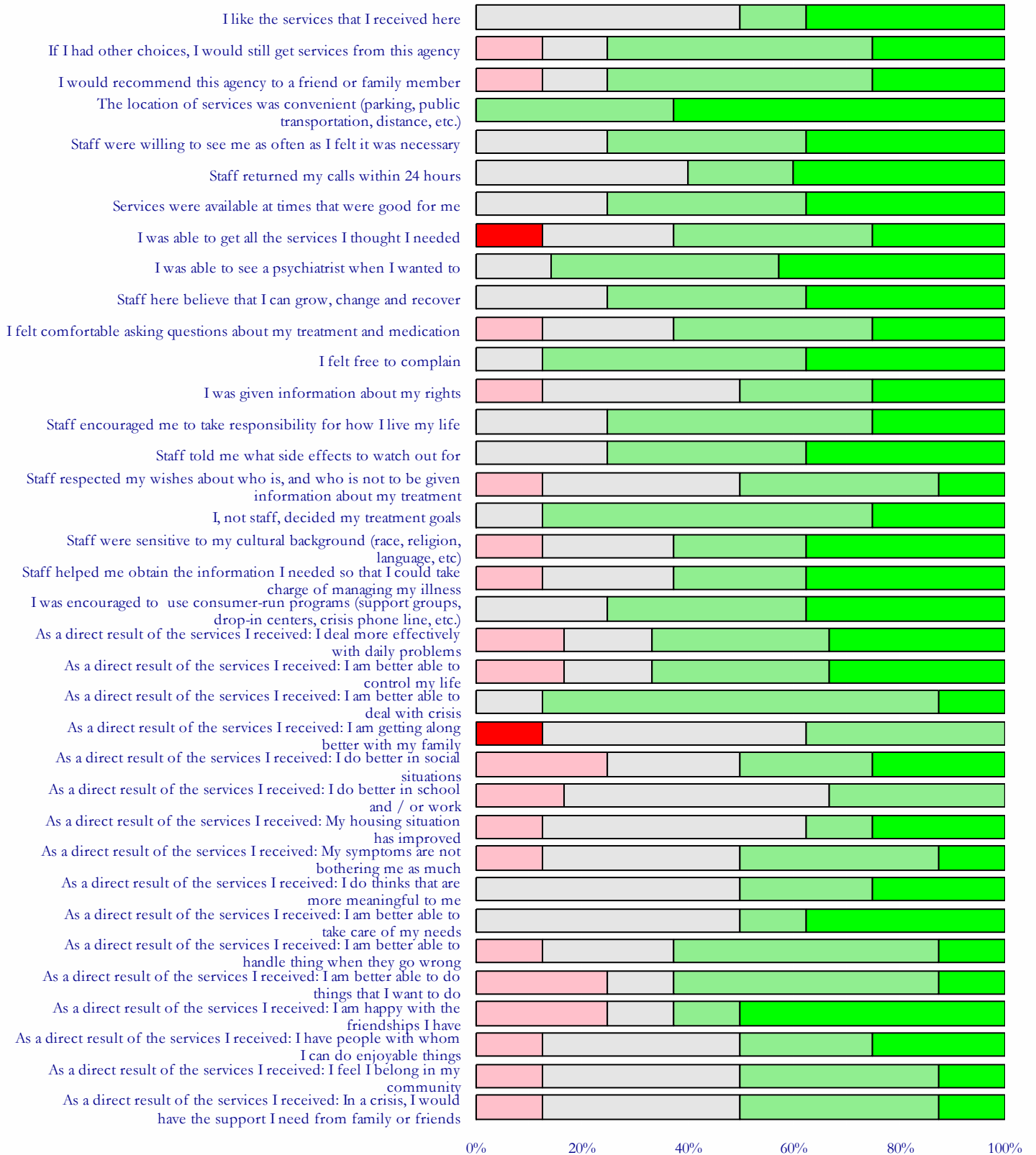
<b>Satisfaction</b>	<b>Program / Other Satisfaction</b>		<b>Total</b>
	PF Cortland House Residential	Other	
Not Satisfied	3 37.5 %	236 10.4 %	239 10.5 %
Satisfied	5 62.5 %	2028 89.6 %	2033 89.5 %
<b>Total</b>	<b>8</b> 100.0 %	<b>2264</b> 100.0 %	<b>2272</b> 100.0 %

*Fisher's p=0.043 · df=1 · Φ=0.052*

### Survey Compliance

<b>Completed</b>	<b>Survey Completion by Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	1 11.1 %	0 0 %	1 11.1 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
Missing w/o Reason	0 0 %	0 0 %	0 0 %
Completed Survey	8 88.9 %	0 0 %	8 88.9 %
<b>Total</b>	<b>9</b> 100.0 %	<b>0</b> 100.0 %	<b>9</b> 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 %	4 44 %	1 11 %	3 33 %	1 11 %
If I had other choices, I would still get services from this agency	0 0 %	1 11 %	1 11 %	4 44 %	2 22 %	1 11 %
I would recommend this agency to a friend or family member	0 0 %	1 11 %	1 11 %	4 44 %	2 22 %	1 11 %
The location of services was convenient (parking, public transportation, distance, etc.)	0 0 %	0 0 %	0 0 %	3 33 %	5 56 %	1 11 %
Staff were willing to see me as often as I felt it was necessary	0 0 %	0 0 %	2 22 %	3 33 %	3 33 %	1 11 %
Staff returned my calls within 24 hours	0 0 %	0 0 %	2 22 %	1 11 %	2 22 %	4 44 %
Services were available at times that were good for me	0 0 %	0 0 %	2 22 %	3 33 %	3 33 %	1 11 %
I was able to get all the services I thought I needed	1 11 %	0 0 %	2 22 %	3 33 %	2 22 %	1 11 %
I was able to see a psychiatrist when I wanted to	0 0 %	0 0 %	1 11 %	3 33 %	3 33 %	2 22 %
Staff here believe that I can grow, change and recover	0 0 %	0 0 %	2 22 %	3 33 %	3 33 %	1 11 %
I felt comfortable asking questions about my treatment and medication	0 0 %	1 11 %	2 22 %	3 33 %	2 22 %	1 11 %
I felt free to complain	0 0 %	0 0 %	1 11 %	4 44 %	3 33 %	1 11 %
I was given information about my rights	0 0 %	1 11 %	3 33 %	2 22 %	2 22 %	1 11 %
Staff encouraged me to take responsibility for how I live my life	0 0 %	0 0 %	2 22 %	4 44 %	2 22 %	1 11 %
Staff told me what side effects to watch out for	0 0 %	0 0 %	2 22 %	3 33 %	3 33 %	1 11 %
Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0 %	1 11 %	3 33 %	3 33 %	1 11 %	1 11 %
I, not staff, decided my treatment goals	0 0 %	0 0 %	1 11 %	5 56 %	2 22 %	1 11 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	1 11 %	2 22 %	2 22 %	3 33 %	1 11 %
Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0 %	1 11 %	2 22 %	2 22 %	3 33 %	1 11 %
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0 %	0 0 %	2 22 %	3 33 %	3 33 %	1 11 %
As a direct result of the services I received: I deal more effectively with daily problems	0 0 %	1 11 %	1 11 %	2 22 %	2 22 %	3 33 %
As a direct result of the services I received: I am better able to control my life	0 0 %	1 11 %	1 11 %	2 22 %	2 22 %	3 33 %
As a direct result of the services I received: I am better able to deal with crisis	0 0 %	0 0 %	1 11 %	6 67 %	1 11 %	1 11 %
As a direct result of the services I received: I am getting along better with my family	1 11 %	0 0 %	4 44 %	3 33 %	0 0 %	1 11 %
As a direct result of the services I received: I do better in social situations	0 0 %	2 22 %	2 22 %	2 22 %	2 22 %	1 11 %

## 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 %	1 11 %	3 33 %	2 22 %	0 0 %	3 33 %
As a direct result of the services I received: My housing situation has improved	0 0 %	1 11 %	4 44 %	1 11 %	2 22 %	1 11 %
As a direct result of the services I received: My symptoms are not bothering me as much	0 0 %	1 11 %	3 33 %	3 33 %	1 11 %	1 11 %
As a direct result of the services I received: I do think that are more meaningful to me	0 0 %	0 0 %	4 44 %	2 22 %	2 22 %	1 11 %
As a direct result of the services I received: I am better able to take care of my needs	0 0 %	0 0 %	4 44 %	1 11 %	3 33 %	1 11 %
As a direct result of the services I received: I am better able to handle things when they go wrong	0 0 %	1 11 %	2 22 %	4 44 %	1 11 %	1 11 %
As a direct result of the services I received: I am better able to do things that I want to do	0 0 %	2 22 %	1 11 %	4 44 %	1 11 %	1 11 %
As a direct result of the services I received: I am happy with the friendships I have	0 0 %	2 22 %	1 11 %	1 11 %	4 44 %	1 11 %
As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0 %	1 11 %	3 33 %	2 22 %	2 22 %	1 11 %
As a direct result of the services I received: I feel I belong in my community	0 0 %	1 11 %	3 33 %	3 33 %	1 11 %	1 11 %
As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	0 0 %	1 11 %	3 33 %	3 33 %	1 11 %	1 11 %

