



PF Progress Supported Living

Adult / Older Adult Consumer Experience Report - Spring 2014

This report covers surveys returned for program codes (RUs): 3838OP. The number of clients receiving face-to-face services during the survey period was 52 and surveys were returned for 66 of those served (126.9%). Number of survey client IDs matched to service data: 47 (90.4%). Number missing client ID (BIS number): 0. The mean MHSIP satisfaction score (items 1-3, 5-20) for PF Progress Supported Living was **4.30** out of five, and the mean for all other programs was **4.32**.

Global Satisfaction 84.1%

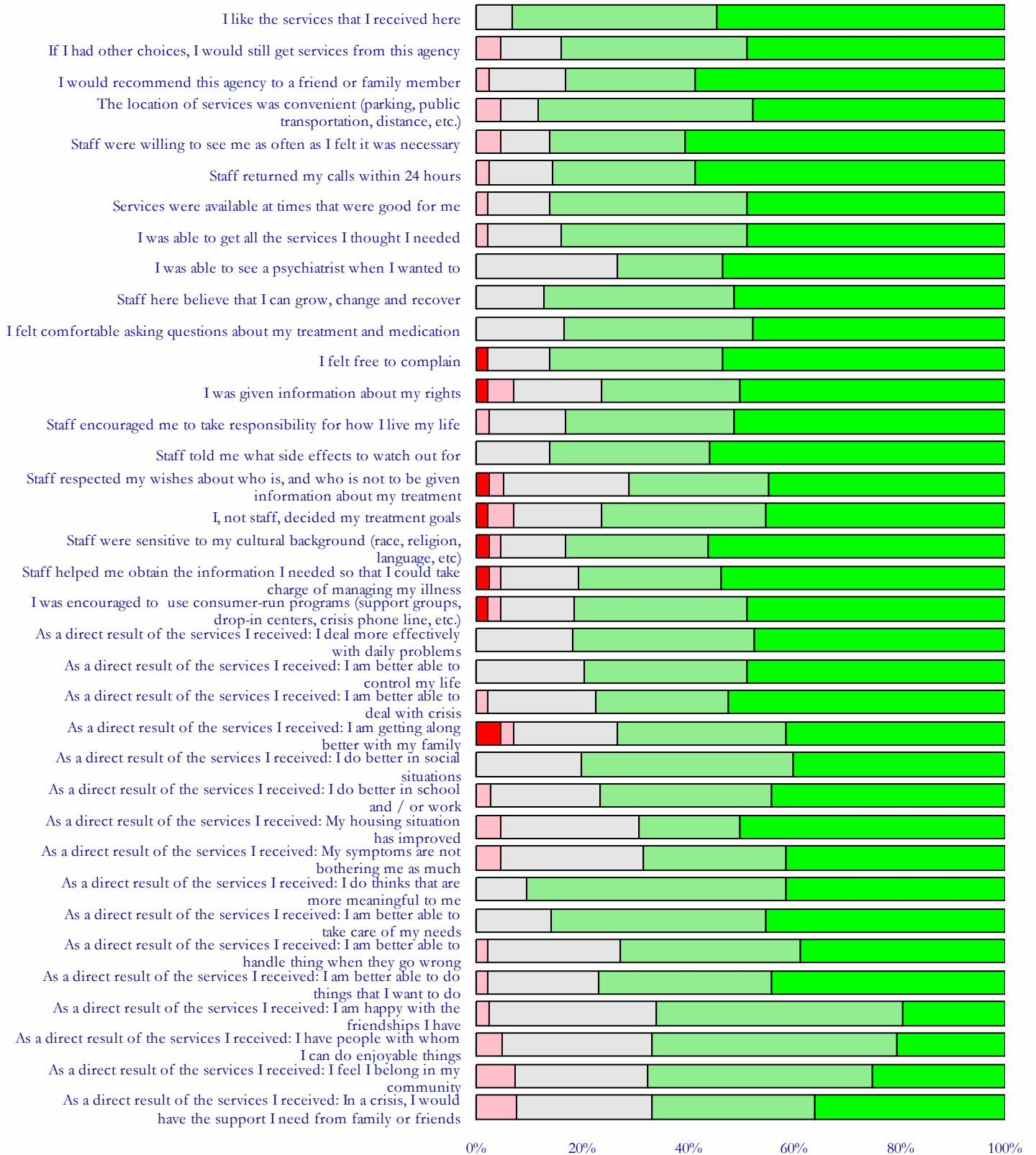
Program / Other Satisfaction			
Satisfaction	PF Progress Supported Living	Other	Total
Not Satisfied	7 15.9 %	232 10.4 %	239 10.5 %
Satisfied	37 84.1 %	1996 89.6 %	2033 89.5 %
Total	44 100.0 %	2228 100.0 %	2272 100.0 %

Fisher's p=0.218 · df=1 · Φ=0.025

Survey Compliance

Completed	Survey Completion by Adult/Older Adult		Total
	Adult	Older Adult	
Refused	4 6.1 %	0 0 %	4 6.1 %
Impaired	3 4.5 %	0 0 %	3 4.5 %
Language	1 1.5 %	0 0 %	1 1.5 %
Other	11 16.7 %	0 0 %	11 16.7 %
Missing w/o Reason	3 4.5 %	0 0 %	3 4.5 %
Completed Survey	44 66.7 %	0 0 %	44 66.7 %
Total	66 100.0 %	0 100.0 %	66 100.0 %

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 %	3 5 %	17 26 %	24 36 %	22 33 %
If I had other choices, I would still get services from this agency	0 0 %	2 3 %	5 8 %	15 23 %	21 32 %	23 35 %
I would recommend this agency to a friend or family member	0 0 %	1 2 %	6 9 %	10 15 %	24 36 %	25 38 %
The location of services was convenient (parking, public transportation, distance, etc.)	0 0 %	2 3 %	3 5 %	17 26 %	20 30 %	24 36 %
Staff were willing to see me as often as I felt it was necessary	0 0 %	2 3 %	4 6 %	11 17 %	26 39 %	23 35 %
Staff returned my calls within 24 hours	0 0 %	1 2 %	5 8 %	11 17 %	24 36 %	25 38 %
Services were available at times that were good for me	0 0 %	1 2 %	5 8 %	16 24 %	21 32 %	23 35 %
I was able to get all the services I thought I needed	0 0 %	1 2 %	6 9 %	15 23 %	21 32 %	23 35 %
I was able to see a psychiatrist when I wanted to	0 0 %	0 0 %	8 12 %	6 9 %	16 24 %	36 55 %
Staff here believe that I can grow, change and recover	0 0 %	0 0 %	5 8 %	14 21 %	20 30 %	27 41 %
I felt comfortable asking questions about my treatment and medication	0 0 %	0 0 %	7 11 %	15 23 %	20 30 %	24 36 %
I felt free to complain	1 2 %	0 0 %	5 8 %	14 21 %	23 35 %	23 35 %
I was given information about my rights	1 2 %	2 3 %	7 11 %	11 17 %	21 32 %	24 36 %
Staff encouraged me to take responsibility for how I live my life	0 0 %	1 2 %	6 9 %	13 20 %	21 32 %	25 38 %
Staff told me what side effects to watch out for	0 0 %	0 0 %	6 9 %	13 20 %	24 36 %	23 35 %
Staff respected my wishes about who is, and who is not to be given information about my treatment	1 2 %	1 2 %	9 14 %	10 15 %	17 26 %	28 42 %
I, not staff, decided my treatment goals	1 2 %	2 3 %	7 11 %	13 20 %	19 29 %	24 36 %
Staff were sensitive to my cultural background (race, religion, language, etc)	1 2 %	1 2 %	5 8 %	11 17 %	23 35 %	25 38 %
Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 2 %	1 2 %	6 9 %	11 17 %	22 33 %	25 38 %
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 2 %	1 2 %	6 9 %	14 21 %	21 32 %	23 35 %
As a direct result of the services I received: I deal more effectively with daily problems	0 0 %	0 0 %	7 11 %	13 20 %	18 27 %	28 42 %
As a direct result of the services I received: I am better able to control my life	0 0 %	0 0 %	8 12 %	12 18 %	19 29 %	27 41 %
As a direct result of the services I received: I am better able to deal with crisis	0 0 %	1 2 %	9 14 %	11 17 %	23 35 %	22 33 %
As a direct result of the services I received: I am getting along better with my family	2 3 %	1 2 %	8 12 %	13 20 %	17 26 %	25 38 %
As a direct result of the services I received: I do better in social situations	0 0 %	0 0 %	8 12 %	16 24 %	16 24 %	26 39 %

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 2 %	7 11 %	11 17 %	15 23 %	32 48 %
As a direct result of the services I received: My housing situation has improved	0 0 %	2 3 %	11 17 %	8 12 %	21 32 %	24 36 %
As a direct result of the services I received: My symptoms are not bothering me as much	0 0 %	2 3 %	11 17 %	11 17 %	17 26 %	25 38 %
As a direct result of the services I received: I do think that are more meaningful to me	0 0 %	0 0 %	4 6 %	20 30 %	17 26 %	25 38 %
As a direct result of the services I received: I am better able to take care of my needs	0 0 %	0 0 %	6 9 %	17 26 %	19 29 %	24 36 %
As a direct result of the services I received: I am better able to handle things when they go wrong	0 0 %	1 2 %	11 17 %	15 23 %	17 26 %	22 33 %
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 %	9 14 %	14 21 %	19 29 %	23 35 %
As a direct result of the services I received: I am happy with the friendships I have	0 0 %	1 2 %	13 20 %	19 29 %	8 12 %	25 38 %
As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0 %	2 3 %	11 17 %	18 27 %	8 12 %	27 41 %
As a direct result of the services I received: I feel I belong in my community	0 0 %	3 5 %	10 15 %	17 26 %	10 15 %	26 39 %
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 %	3 5 %	10 15 %	12 18 %	14 21 %	27 41 %

