



## SF FIRST

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

This report covers surveys returned for program codes (RUs): 38719A. The number of clients receiving face-to-face services during the survey period was 61 and surveys were returned for 61 of those served (100.0%). Number of survey client IDs matched to service data: 27 (44.3%). Number missing client ID (BIS number): 0. The mean MHSIP satisfaction score (items 1-3, 5-20) for SF FIRST was **4.48** out of five, and the mean for all other programs was **4.31**.

### Global Satisfaction 97.7%

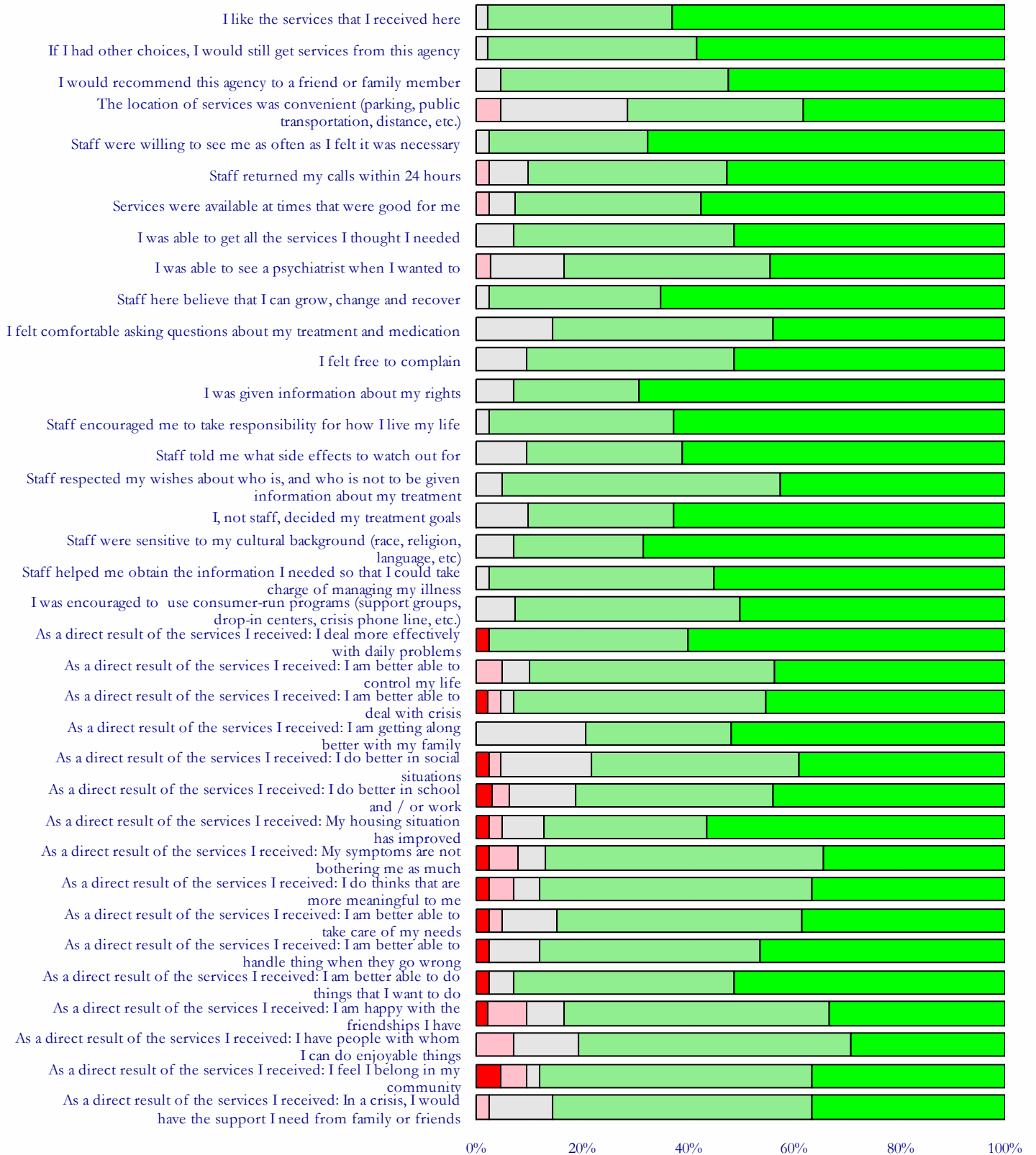
Satisfaction	Program / Other Satisfaction		Total
	SF FIRST	Other	
Not Satisfied	1 2.3 %	238 10.7 %	239 10.5 %
Satisfied	42 97.7 %	1991 89.3 %	2033 89.4 %
<b>Total</b>	43 100.0 %	2229 100.0 %	2272 100.0 %

*Fisher's p=0.081 · df=1 · Φ=0.037*

### Survey Compliance

Completed	Survey Completion by Adult/Older Adult		Total
	Adult	Older Adult	
Refused	17 25 %	0 0 %	17 25 %
Impaired	3 4.4 %	0 0 %	3 4.4 %
Language	0 0 %	0 0 %	0 0 %
Other	4 5.9 %	0 0 %	4 5.9 %
Missing w/o Reason	2 2.9 %	0 0 %	2 2.9 %
Completed Survey	42 61.8 %	0 0 %	42 61.8 %
<b>Total</b>	68 100.0 %	0 100.0 %	68 100.0 %

# 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 1 %	15 22 %	27 40 %	25 37 %
If I had other choices, I would still get services from this agency	0 0 %	0 0 %	1 1 %	17 25 %	25 37 %	25 37 %
I would recommend this agency to a friend or family member	0 0 %	0 0 %	2 3 %	18 26 %	22 32 %	26 38 %
The location of services was convenient (parking, public transportation, distance, etc.)	0 0 %	2 3 %	10 15 %	14 21 %	16 24 %	26 38 %
Staff were willing to see me as often as I felt it was necessary	0 0 %	0 0 %	1 1 %	12 18 %	27 40 %	28 41 %
Staff returned my calls within 24 hours	0 0 %	1 1 %	3 4 %	15 22 %	21 31 %	28 41 %
Services were available at times that were good for me	0 0 %	1 1 %	2 3 %	14 21 %	23 34 %	28 41 %
I was able to get all the services I thought I needed	0 0 %	0 0 %	3 4 %	17 25 %	21 31 %	27 40 %
I was able to see a psychiatrist when I wanted to	0 0 %	1 1 %	5 7 %	14 21 %	16 24 %	32 47 %
Staff here believe that I can grow, change and recover	0 0 %	0 0 %	1 1 %	13 19 %	26 38 %	28 41 %
I felt comfortable asking questions about my treatment and medication	0 0 %	0 0 %	6 9 %	17 25 %	18 26 %	27 40 %
I felt free to complain	0 0 %	0 0 %	4 6 %	16 24 %	21 31 %	27 40 %
I was given information about my rights	0 0 %	0 0 %	3 4 %	10 15 %	29 43 %	26 38 %
Staff encouraged me to take responsibility for how I live my life	0 0 %	0 0 %	1 1 %	14 21 %	25 37 %	28 41 %
Staff told me what side effects to watch out for	0 0 %	0 0 %	4 6 %	12 18 %	25 37 %	27 40 %
Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0 %	0 0 %	2 3 %	21 31 %	17 25 %	28 41 %
I, not staff, decided my treatment goals	0 0 %	0 0 %	4 6 %	11 16 %	25 37 %	28 41 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	0 0 %	3 4 %	10 15 %	28 41 %	27 40 %
Staff helped me obtain the information I needed so that I could take charge of managing my illness	0 0 %	0 0 %	1 1 %	17 25 %	22 32 %	28 41 %
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0 %	0 0 %	3 4 %	17 25 %	20 29 %	28 41 %
As a direct result of the services I received: I deal more effectively with daily problems	1 1 %	0 0 %	0 0 %	15 22 %	24 35 %	28 41 %
As a direct result of the services I received: I am better able to control my life	0 0 %	2 3 %	2 3 %	18 26 %	17 25 %	29 43 %
As a direct result of the services I received: I am better able to deal with crisis	1 1 %	1 1 %	1 1 %	20 29 %	19 28 %	26 38 %
As a direct result of the services I received: I am getting along better with my family	0 0 %	0 0 %	6 9 %	8 12 %	15 22 %	39 57 %
As a direct result of the services I received: I do better in social situations	1 1 %	1 1 %	7 10 %	16 24 %	16 24 %	27 40 %

## 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 %	4 6 %	12 18 %	14 21 %	36 53 %
As a direct result of the services I received: My housing situation has improved	1 1 %	1 1 %	3 4 %	12 18 %	22 32 %	29 43 %
As a direct result of the services I received: My symptoms are not bothering me as much	1 1 %	2 3 %	2 3 %	20 29 %	13 19 %	30 44 %
As a direct result of the services I received: I do think that are more meaningful to me	1 1 %	2 3 %	2 3 %	21 31 %	15 22 %	27 40 %
As a direct result of the services I received: I am better able to take care of my needs	1 1 %	1 1 %	4 6 %	18 26 %	15 22 %	29 43 %
As a direct result of the services I received: I am better able to handle things when they go wrong	1 1 %	0 0 %	4 6 %	17 25 %	19 28 %	27 40 %
As a direct result of the services I received: I am better able to do things that I want to do	1 1 %	0 0 %	2 3 %	17 25 %	21 31 %	27 40 %
As a direct result of the services I received: I am happy with the friendships I have	1 1 %	3 4 %	3 4 %	21 31 %	14 21 %	26 38 %
As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0 %	3 4 %	5 7 %	21 31 %	12 18 %	27 40 %
As a direct result of the services I received: I feel I belong in my community	2 3 %	2 3 %	1 1 %	21 31 %	15 22 %	27 40 %
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 1 %	5 7 %	20 29 %	15 22 %	27 40 %

