



Services for Supportive Housing - Richardson and Rene Cazenave Apartments

Adult / Older Adult Consumer Experience Report - Spring 2014

This report covers surveys returned for program codes (RUs): 8911SH. The number of clients receiving face-to-face services during the survey period was 82 and surveys were returned for 85 of those served (103.7%). Number of survey client IDs matched to service data: 50 (61.0%). Number missing client ID (BIS number): 14. The mean MHSIP satisfaction score (items 1-3, 5-20) for Services for Supportive Housing - Richardson and Rene Cazenave Apartments was **4.31** out of five, and the mean for all other programs was **4.32**.

Global Satisfaction 85.5%

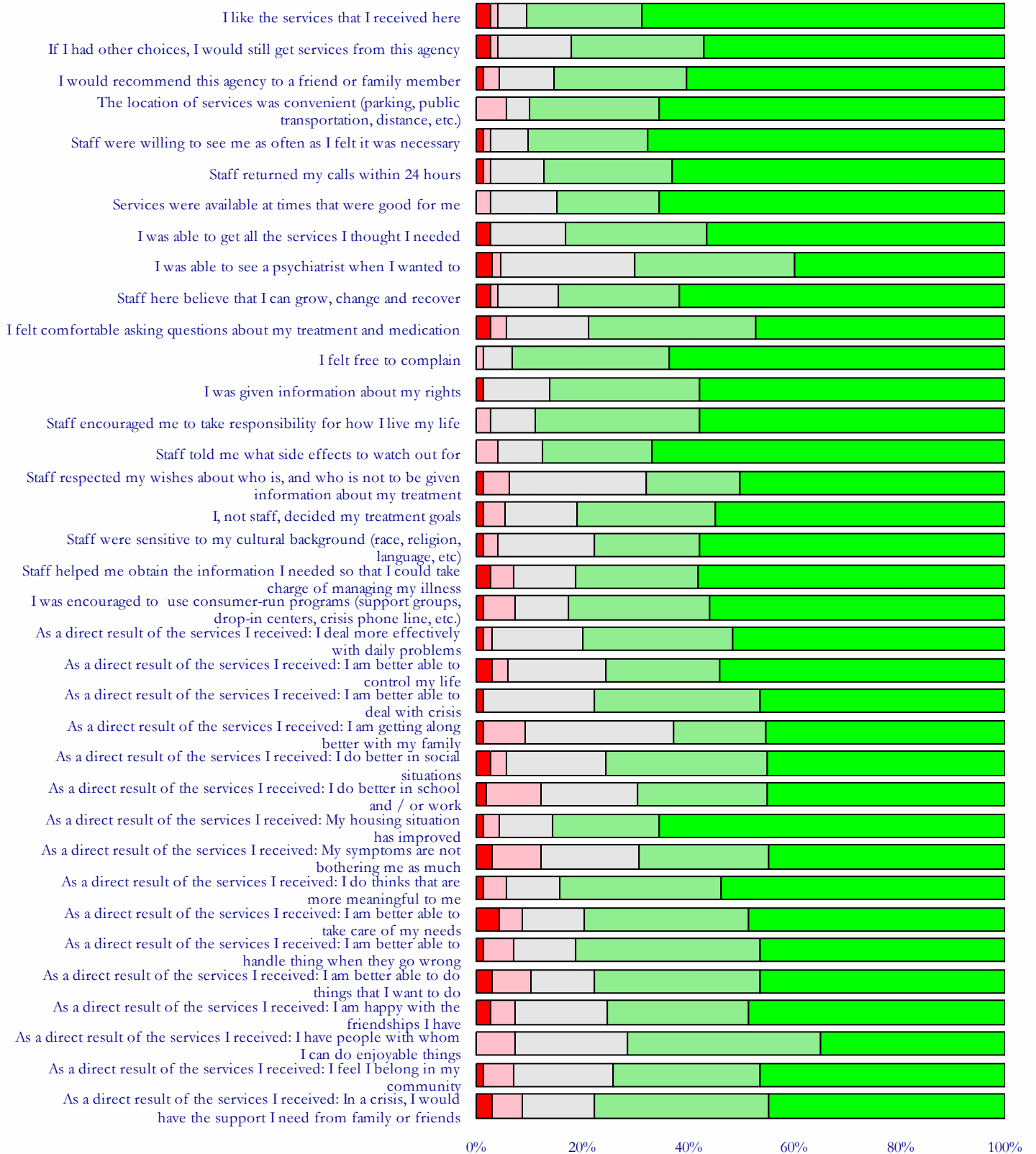
Satisfaction	Program / Other Satisfaction		Total
	Services for Supportive Housing	Other	
Not Satisfied	11 14.5 %	228 10.4 %	239 10.5 %
Satisfied	65 85.5 %	1968 89.6 %	2033 89.5 %
Total	76 100.0 %	2196 100.0 %	2272 100.0 %

Fisher's p=0.253 · df=1 · Φ=0.024

Survey Compliance

Completed	Survey Completion by Adult/Older Adult		Total
	Adult	Older Adult	
Refused	10 11.4 %	0 0 %	10 11.4 %
Impaired	2 2.3 %	0 0 %	2 2.3 %
Language	0 0 %	0 0 %	0 0 %
Other	0 0 %	0 0 %	0 0 %
Missing w/o Reason	1 1.1 %	0 0 %	1 1.1 %
Completed Survey	75 85.2 %	0 0 %	75 85.2 %
Total	88 100.0 %	0 100.0 %	88 100.0 %

MHSIP Items



MHSIP Items 1-25

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I like the services that I received here	2 2 %	1 1 %	4 5 %	16 18 %	50 57 %	15 17 %
If I had other choices, I would still get services from this agency	2 2 %	1 1 %	10 11 %	18 20 %	41 47 %	16 18 %
I would recommend this agency to a friend or family member	1 1 %	2 2 %	7 8 %	17 19 %	41 47 %	20 23 %
The location of services was convenient (parking, public transportation, distance, etc.)	0 0 %	4 5 %	3 3 %	17 19 %	45 51 %	19 22 %
Staff were willing to see me as often as I felt it was necessary	1 1 %	1 1 %	5 6 %	16 18 %	48 55 %	17 19 %
Staff returned my calls within 24 hours	1 1 %	1 1 %	7 8 %	17 19 %	44 50 %	18 20 %
Services were available at times that were good for me	0 0 %	2 2 %	9 10 %	14 16 %	47 53 %	16 18 %
I was able to get all the services I thought I needed	2 2 %	0 0 %	10 11 %	19 22 %	40 45 %	17 19 %
I was able to see a psychiatrist when I wanted to	2 2 %	1 1 %	16 18 %	19 22 %	25 28 %	25 28 %
Staff here believe that I can grow, change and recover	2 2 %	1 1 %	8 9 %	16 18 %	43 49 %	18 20 %
I felt comfortable asking questions about my treatment and medication	2 2 %	2 2 %	11 12 %	22 25 %	33 38 %	18 20 %
I felt free to complain	0 0 %	1 1 %	4 5 %	21 24 %	45 51 %	17 19 %
I was given information about my rights	1 1 %	0 0 %	9 10 %	20 23 %	41 47 %	17 19 %
Staff encouraged me to take responsibility for how I live my life	0 0 %	2 2 %	6 7 %	22 25 %	41 47 %	17 19 %
Staff told me what side effects to watch out for	0 0 %	3 3 %	6 7 %	15 17 %	48 55 %	16 18 %
Staff respected my wishes about who is, and who is not to be given information about my treatment	1 1 %	3 3 %	16 18 %	11 12 %	31 35 %	26 30 %
I, not staff, decided my treatment goals	1 1 %	3 3 %	10 11 %	19 22 %	40 45 %	15 17 %
Staff were sensitive to my cultural background (race, religion, language, etc)	1 1 %	2 2 %	13 15 %	14 16 %	41 47 %	17 19 %
Staff helped me obtain the information I needed so that I could take charge of managing my illness	2 2 %	3 3 %	8 9 %	16 18 %	40 45 %	19 22 %
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	1 1 %	4 5 %	7 8 %	18 20 %	38 43 %	20 23 %
As a direct result of the services I received: I deal more effectively with daily problems	1 1 %	1 1 %	11 12 %	18 20 %	33 38 %	24 27 %
As a direct result of the services I received: I am better able to control my life	2 2 %	2 2 %	12 14 %	14 16 %	35 40 %	23 26 %
As a direct result of the services I received: I am better able to deal with crisis	1 1 %	0 0 %	14 16 %	21 24 %	31 35 %	21 24 %
As a direct result of the services I received: I am getting along better with my family	1 1 %	5 6 %	18 20 %	11 12 %	29 33 %	24 27 %
As a direct result of the services I received: I do better in social situations	2 2 %	2 2 %	13 15 %	21 24 %	31 35 %	19 22 %

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 %	5 6 %	9 10 %	12 14 %	22 25 %	39 44 %
As a direct result of the services I received: My housing situation has improved	1 1 %	2 2 %	7 8 %	14 16 %	45 51 %	19 22 %
As a direct result of the services I received: My symptoms are not bothering me as much	2 2 %	6 7 %	12 14 %	16 18 %	29 33 %	23 26 %
As a direct result of the services I received: I do think that are more meaningful to me	1 1 %	3 3 %	7 8 %	21 24 %	37 42 %	19 22 %
As a direct result of the services I received: I am better able to take care of my needs	3 3 %	3 3 %	8 9 %	21 24 %	33 38 %	20 23 %
As a direct result of the services I received: I am better able to handle things when they go wrong	1 1 %	4 5 %	8 9 %	24 27 %	32 36 %	19 22 %
As a direct result of the services I received: I am better able to do things that I want to do	2 2 %	5 6 %	8 9 %	21 24 %	31 35 %	21 24 %
As a direct result of the services I received: I am happy with the friendships I have	2 2 %	3 3 %	12 14 %	18 20 %	33 38 %	20 23 %
As a direct result of the services I received: I have people with whom I can do enjoyable things	0 0 %	5 6 %	14 16 %	24 27 %	23 26 %	22 25 %
As a direct result of the services I received: I feel I belong in my community	1 1 %	4 5 %	13 15 %	19 22 %	32 36 %	19 22 %
As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	2 2 %	4 5 %	9 10 %	22 25 %	30 34 %	21 24 %

