



South of Market MHS

Adult / Older Adult Consumer Experience Report - Spring 2014

This report covers surveys returned for program codes (RUs): 38719. The number of clients receiving face-to-face services during the survey period was 249 and surveys were returned for 130 of those served (52.2%). Number of survey client IDs matched to service data: 97 (39.0%). Number missing client ID (BIS number): 0. The mean MHSIP satisfaction score (items 1-3, 5-20) for South of Market MHS was **4.30** out of five, and the mean for all other programs was **4.32**.

Global Satisfaction 86.6%

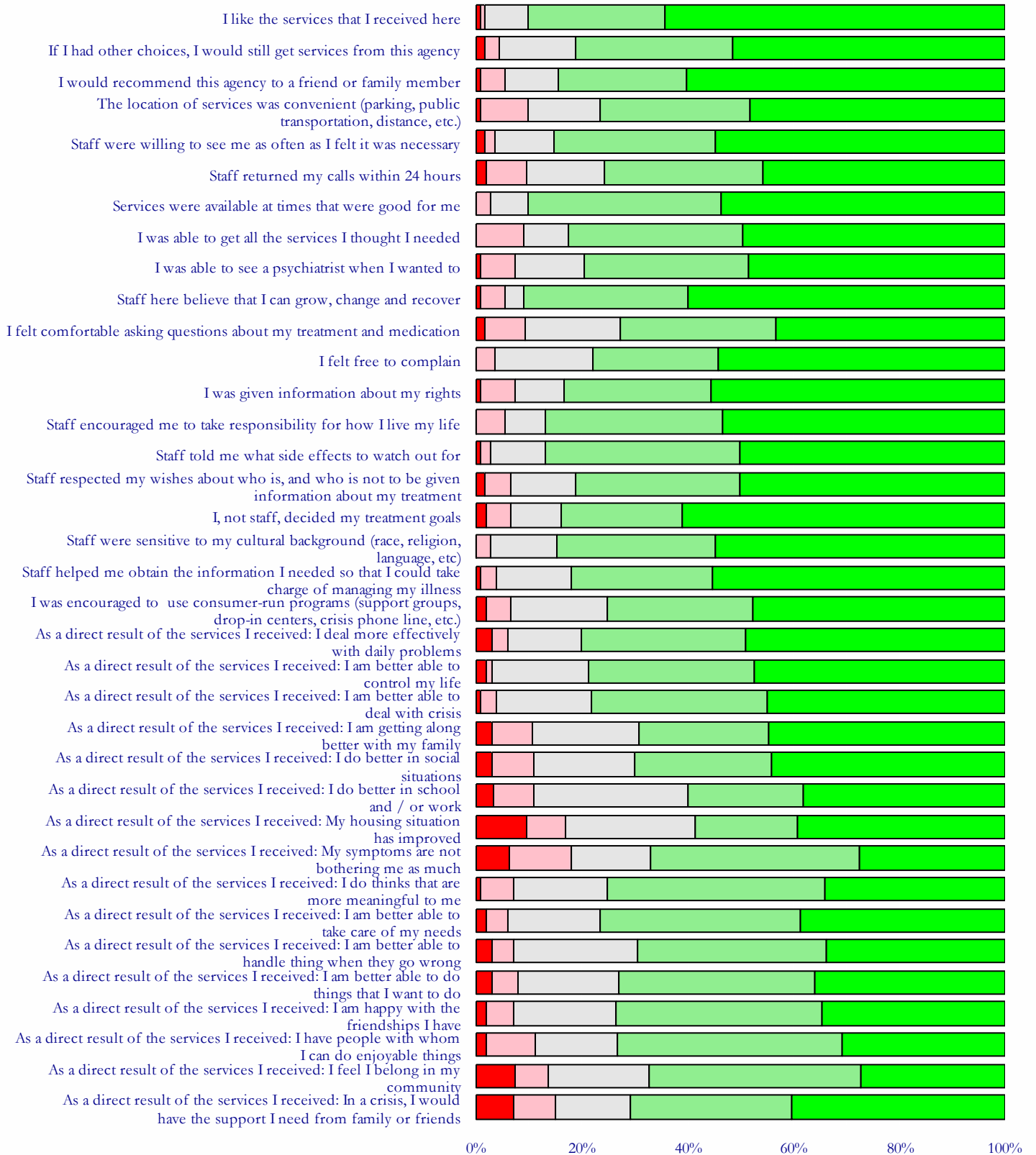
Satisfaction	Program / Other Satisfaction		Total
	South of Market MHS	Other	
Not Satisfied	15 13.4 %	224 10.4 %	239 10.6 %
Satisfied	97 86.6 %	1936 89.6 %	2033 89.5 %
Total	112 100.0 %	2160 100.0 %	2272 100.0 %

$\chi^2=0.737 \cdot df=1 \cdot \Phi=0.021 \cdot p=0.391$

Survey Compliance

Completed	Survey Completion by Adult/Older Adult		Total
	Adult	Older Adult	
Refused	25 18.2 %	0 0 %	25 18.2 %
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	1 0.7 %	0 0 %	1 0.7 %
Completed Survey	111 81 %	0 0 %	111 81 %
Total	137 100.0 %	0 100.0 %	137 100.0 %

MHSIP Items



MHSIP Items 1-25

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I like the services that I received here	1 1 %	1 1 %	9 7 %	29 21 %	72 53 %	25 18 %
If I had other choices, I would still get services from this agency	2 1 %	3 2 %	16 12 %	33 24 %	57 42 %	26 19 %
I would recommend this agency to a friend or family member	1 1 %	5 4 %	11 8 %	26 19 %	65 47 %	29 21 %
The location of services was convenient (parking, public transportation, distance, etc.)	1 1 %	10 7 %	15 11 %	31 23 %	53 39 %	27 20 %
Staff were willing to see me as often as I felt it was necessary	2 1 %	2 1 %	12 9 %	33 24 %	59 43 %	29 21 %
Staff returned my calls within 24 hours	2 1 %	8 6 %	15 11 %	31 23 %	47 34 %	34 25 %
Services were available at times that were good for me	0 0 %	3 2 %	8 6 %	40 29 %	59 43 %	27 20 %
I was able to get all the services I thought I needed	0 0 %	10 7 %	9 7 %	36 26 %	54 39 %	28 20 %
I was able to see a psychiatrist when I wanted to	1 1 %	7 5 %	14 10 %	33 24 %	52 38 %	30 22 %
Staff here believe that I can grow, change and recover	1 1 %	5 4 %	4 3 %	34 25 %	66 48 %	27 20 %
I felt comfortable asking questions about my treatment and medication	2 1 %	8 6 %	19 14 %	31 23 %	46 34 %	31 23 %
I felt free to complain	0 0 %	4 3 %	20 15 %	26 19 %	59 43 %	28 20 %
I was given information about my rights	1 1 %	7 5 %	10 7 %	30 22 %	60 44 %	29 21 %
Staff encouraged me to take responsibility for how I live my life	0 0 %	6 4 %	8 6 %	36 26 %	57 42 %	30 22 %
Staff told me what side effects to watch out for	1 1 %	2 1 %	11 8 %	39 28 %	53 39 %	31 23 %
Staff respected my wishes about who is, and who is not to be given information about my treatment	2 1 %	5 4 %	13 9 %	33 24 %	53 39 %	31 23 %
I, not staff, decided my treatment goals	2 1 %	5 4 %	10 7 %	24 18 %	64 47 %	32 23 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	3 2 %	13 9 %	31 23 %	57 42 %	33 24 %
Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 1 %	3 2 %	15 11 %	28 20 %	58 42 %	32 23 %
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	2 1 %	5 4 %	19 14 %	29 21 %	50 36 %	32 23 %
As a direct result of the services I received: I deal more effectively with daily problems	3 2 %	3 2 %	14 10 %	31 23 %	49 36 %	37 27 %
As a direct result of the services I received: I am better able to control my life	2 1 %	1 1 %	18 13 %	31 23 %	47 34 %	38 28 %
As a direct result of the services I received: I am better able to deal with crisis	1 1 %	3 2 %	18 13 %	33 24 %	45 33 %	37 27 %
As a direct result of the services I received: I am getting along better with my family	3 2 %	7 5 %	19 14 %	23 17 %	42 31 %	43 31 %
As a direct result of the services I received: I do better in social situations	3 2 %	8 6 %	19 14 %	26 19 %	44 32 %	37 27 %

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 %	7 5 %	27 20 %	20 15 %	35 26 %	45 33 %
As a direct result of the services I received: My housing situation has improved	9 7 %	7 5 %	23 17 %	18 13 %	37 27 %	43 31 %
As a direct result of the services I received: My symptoms are not bothering me as much	6 4 %	11 8 %	14 10 %	37 27 %	26 19 %	43 31 %
As a direct result of the services I received: I do think that are more meaningful to me	1 1 %	6 4 %	17 12 %	40 29 %	33 24 %	40 29 %
As a direct result of the services I received: I am better able to take care of my needs	2 1 %	4 3 %	17 12 %	37 27 %	38 28 %	39 28 %
As a direct result of the services I received: I am better able to handle things when they go wrong	3 2 %	4 3 %	23 17 %	35 26 %	33 24 %	39 28 %
As a direct result of the services I received: I am better able to do things that I want to do	3 2 %	5 4 %	19 14 %	37 27 %	36 26 %	37 27 %
As a direct result of the services I received: I am happy with the friendships I have	2 1 %	5 4 %	19 14 %	38 28 %	34 25 %	39 28 %
As a direct result of the services I received: I have people with whom I can do enjoyable things	2 1 %	9 7 %	15 11 %	41 30 %	30 22 %	40 29 %
As a direct result of the services I received: I feel I belong in my community	7 5 %	6 4 %	18 13 %	38 28 %	26 19 %	42 31 %
As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	7 5 %	8 6 %	14 10 %	30 22 %	40 29 %	38 28 %

