



UCSF Alliance Health Project (IFSO)

Adult / Older Adult Consumer Experience Report - Spring 2014

This report covers surveys returned for program codes (RUs): 38A33. The number of clients receiving face-to-face services during the survey period was 93 and surveys were returned for 87 of those served (93.5%). Number of survey client IDs matched to service data: 72 (77.4%). Number missing client ID (BIS number): 0. The mean MHSIP satisfaction score (items 1-3, 5-20) for UCSF Alliance Health Project (IFSO) was **4.33** out of five, and the mean for all other programs was **4.31**.

Global Satisfaction 89.4%

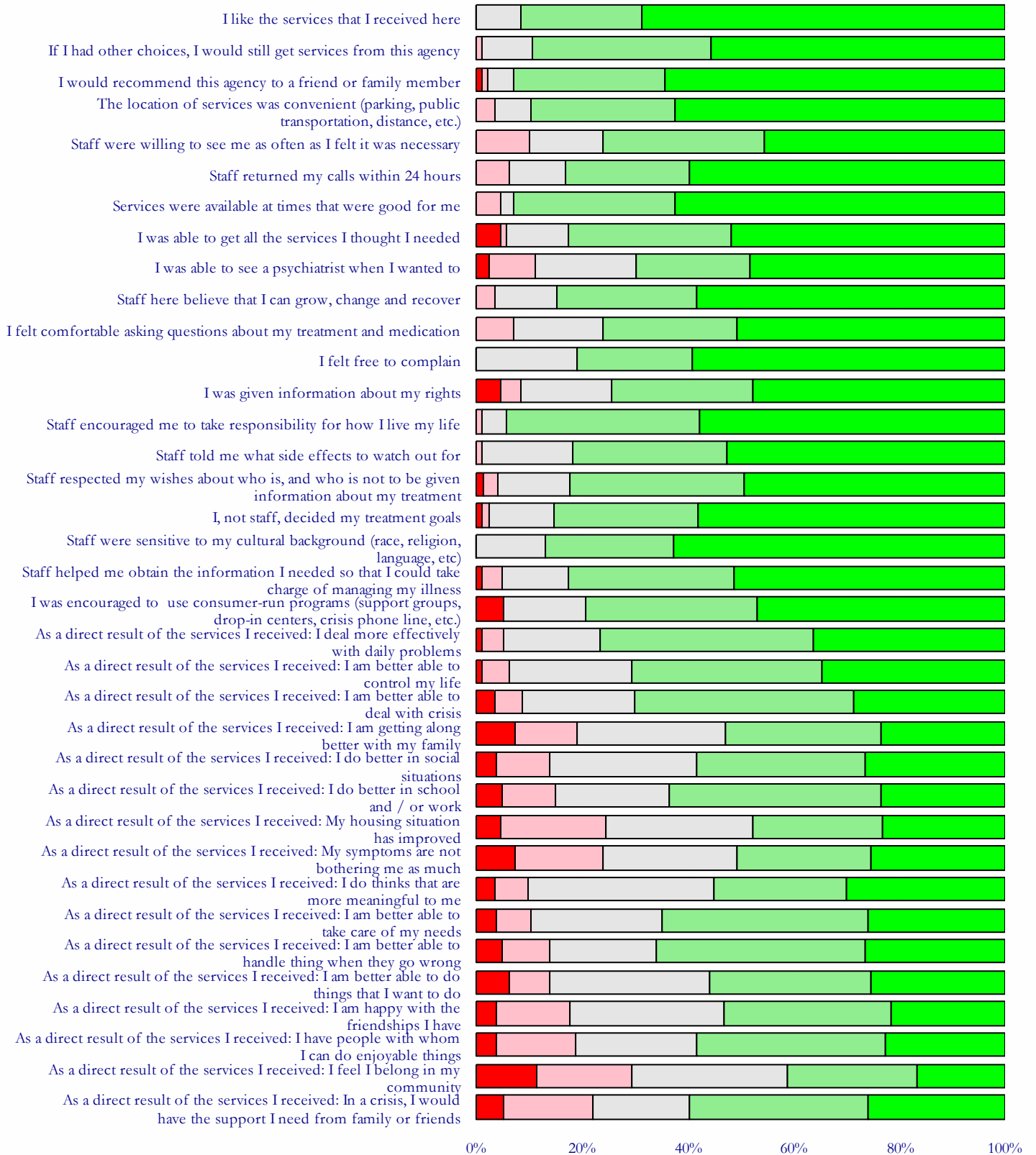
Satisfaction	Program / Other Satisfaction		Total
	UCSF Alliance Health Project	Other	
Not Satisfied	9 10.6 %	230 10.5 %	239 10.5 %
Satisfied	76 89.4 %	1957 89.5 %	2033 89.4 %
Total	85 100.0 %	2187 100.0 %	2272 100.0 %

Fisher's p=1.000 · df=1 · Φ=0.000

Survey Compliance

Completed	Survey Completion by Adult/Older Adult		Total
	Adult	Older Adult	
Refused	2 2.3 %	0 0 %	2 2.2 %
Impaired	2 2.3 %	0 0 %	2 2.2 %
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	83 95.4 %	2 100 %	85 95.5 %
Total	87 100.0 %	2 100.0 %	89 100.0 %

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 %	7 8 %	19 21 %	57 64 %	6 7 %
If I had other choices, I would still get services from this agency	0 0 %	1 1 %	8 9 %	28 31 %	46 52 %	6 7 %
I would recommend this agency to a friend or family member	1 1 %	1 1 %	4 4 %	24 27 %	54 61 %	5 6 %
The location of services was convenient (parking, public transportation, distance, etc.)	0 0 %	3 3 %	6 7 %	23 26 %	53 60 %	4 4 %
Staff were willing to see me as often as I felt it was necessary	0 0 %	8 9 %	11 12 %	24 27 %	36 40 %	10 11 %
Staff returned my calls within 24 hours	0 0 %	5 6 %	8 9 %	18 20 %	46 52 %	12 13 %
Services were available at times that were good for me	0 0 %	4 4 %	2 2 %	26 29 %	53 60 %	4 4 %
I was able to get all the services I thought I needed	4 4 %	1 1 %	10 11 %	26 29 %	44 49 %	4 4 %
I was able to see a psychiatrist when I wanted to	2 2 %	7 8 %	15 17 %	17 19 %	38 43 %	10 11 %
Staff here believe that I can grow, change and recover	0 0 %	3 3 %	10 11 %	22 25 %	49 55 %	5 6 %
I felt comfortable asking questions about my treatment and medication	0 0 %	6 7 %	14 16 %	21 24 %	42 47 %	6 7 %
I felt free to complain	0 0 %	0 0 %	16 18 %	18 20 %	49 55 %	6 7 %
I was given information about my rights	4 4 %	3 3 %	14 16 %	22 25 %	39 44 %	7 8 %
Staff encouraged me to take responsibility for how I live my life	0 0 %	1 1 %	4 4 %	31 35 %	49 55 %	4 4 %
Staff told me what side effects to watch out for	0 0 %	1 1 %	14 16 %	24 27 %	43 48 %	7 8 %
Staff respected my wishes about who is, and who is not to be given information about my treatment	1 1 %	2 2 %	10 11 %	24 27 %	36 40 %	16 18 %
I, not staff, decided my treatment goals	1 1 %	1 1 %	10 11 %	22 25 %	47 53 %	8 9 %
Staff were sensitive to my cultural background (race, religion, language, etc)	0 0 %	0 0 %	11 12 %	20 22 %	52 58 %	6 7 %
Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 1 %	3 3 %	10 11 %	25 28 %	41 46 %	9 10 %
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	4 4 %	0 0 %	12 13 %	25 28 %	36 40 %	12 13 %
As a direct result of the services I received: I deal more effectively with daily problems	1 1 %	3 3 %	14 16 %	31 35 %	28 31 %	12 13 %
As a direct result of the services I received: I am better able to control my life	1 1 %	4 4 %	18 20 %	28 31 %	27 30 %	11 12 %
As a direct result of the services I received: I am better able to deal with crisis	3 3 %	4 4 %	17 19 %	33 37 %	23 26 %	9 10 %
As a direct result of the services I received: I am getting along better with my family	5 6 %	8 9 %	19 21 %	20 22 %	16 18 %	21 24 %
As a direct result of the services I received: I do better in social situations	3 3 %	8 9 %	22 25 %	25 28 %	21 24 %	10 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	3 3 %	6 7 %	13 15 %	24 27 %	14 16 %	29 33 %
As a direct result of the services I received: My housing situation has improved	3 3 %	13 15 %	18 20 %	16 18 %	15 17 %	24 27 %
As a direct result of the services I received: My symptoms are not bothering me as much	6 7 %	13 15 %	20 22 %	20 22 %	20 22 %	10 11 %
As a direct result of the services I received: I do think that are more meaningful to me	3 3 %	5 6 %	28 31 %	20 22 %	24 27 %	9 10 %
As a direct result of the services I received: I am better able to take care of my needs	3 3 %	5 6 %	19 21 %	30 34 %	20 22 %	12 13 %
As a direct result of the services I received: I am better able to handle things when they go wrong	4 4 %	7 8 %	16 18 %	31 35 %	21 24 %	10 11 %
As a direct result of the services I received: I am better able to do things that I want to do	5 6 %	6 7 %	24 27 %	24 27 %	20 22 %	10 11 %
As a direct result of the services I received: I am happy with the friendships I have	3 3 %	11 12 %	23 26 %	25 28 %	17 19 %	10 11 %
As a direct result of the services I received: I have people with whom I can do enjoyable things	3 3 %	12 13 %	18 20 %	28 31 %	18 20 %	10 11 %
As a direct result of the services I received: I feel I belong in my community	9 10 %	14 16 %	23 26 %	19 21 %	13 15 %	11 12 %
As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	4 4 %	13 15 %	14 16 %	26 29 %	20 22 %	12 13 %

