



## UCSF Citywide Focus

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

This report covers surveys returned for program codes (RUs): 89113. The number of clients receiving face-to-face services during the survey period was 309 and surveys were returned for 158 of those served (51.1%). Number of survey client IDs matched to service data: 110 (35.6%). Number missing client ID (BIS number): 9. The mean MHSIP satisfaction score (items 1-3, 5-20) for UCSF Citywide Focus was **4.19** out of five, and the mean for all other programs was **4.32**.

### Global Satisfaction 84.3%

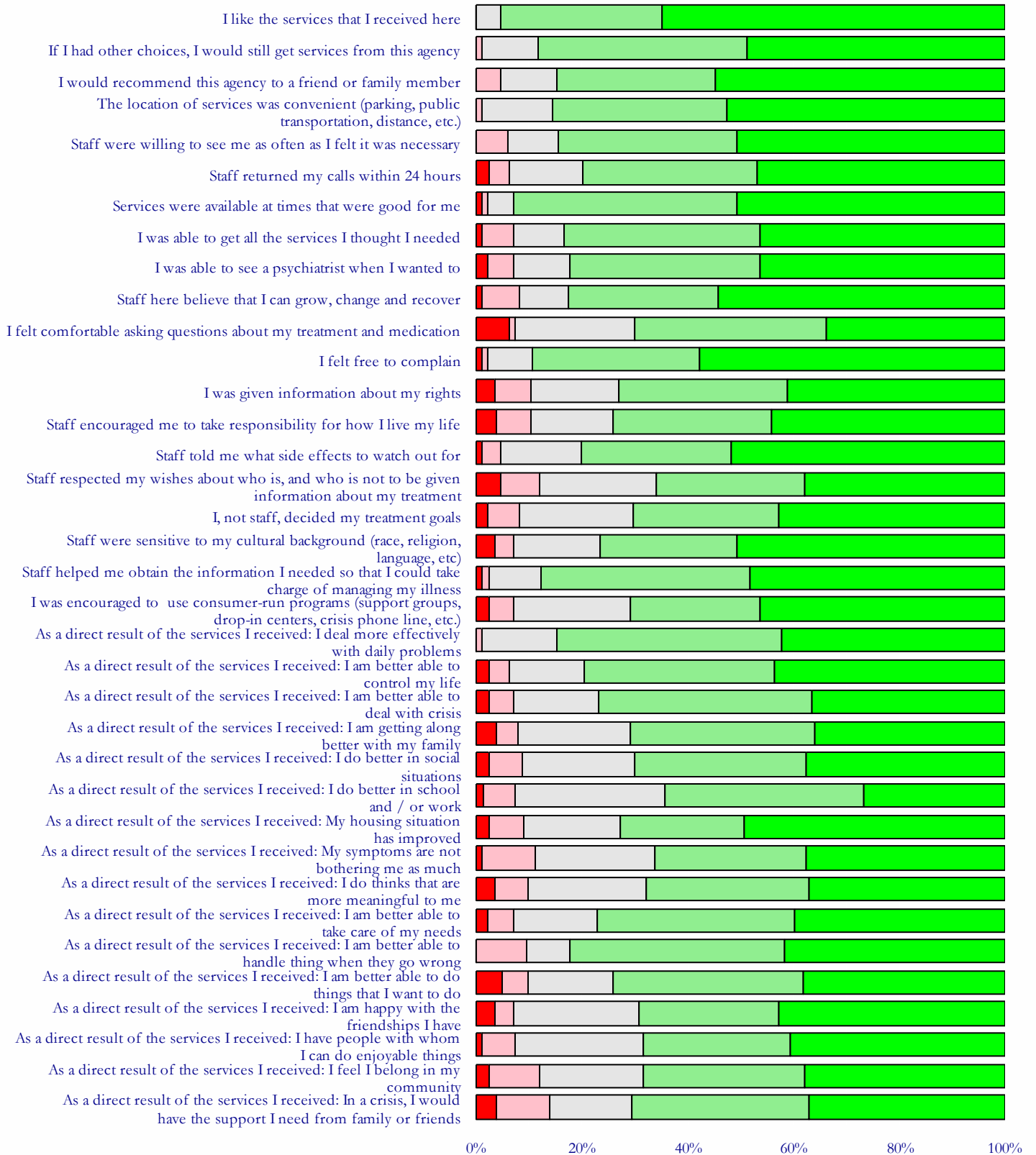
Satisfaction	Program / Other Satisfaction		Total
	UCSF Citywide Focus	Other	
Not Satisfied	14 15.7 %	225 10.3 %	239 10.5 %
Satisfied	75 84.3 %	1958 89.7 %	2033 89.5 %
<b>Total</b>	89 100.0 %	2183 100.0 %	2272 100.0 %

*Fisher's p=0.111 · df=1 · Φ=0.034*

### Survey Compliance

Completed	Survey Completion by Adult/Older Adult		Total
	Adult	Older Adult	
Refused	18 11.2 %	0 0 %	18 11.2 %
Impaired	26 16.1 %	0 0 %	26 16.1 %
Language	2 1.2 %	0 0 %	2 1.2 %
Other	25 15.5 %	0 0 %	25 15.5 %
Missing w/o Reason	4 2.5 %	0 0 %	4 2.5 %
Completed Survey	86 53.4 %	0 0 %	86 53.4 %
<b>Total</b>	161 100.0 %	0 100.0 %	161 100.0 %

# 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 %	4 2 %	26 16 %	55 34 %	76 47 %
If I had other choices, I would still get services from this agency	0 0 %	1 1 %	9 6 %	33 20 %	41 25 %	77 48 %
I would recommend this agency to a friend or family member	0 0 %	4 2 %	9 6 %	25 16 %	46 29 %	77 48 %
The location of services was convenient (parking, public transportation, distance, etc.)	0 0 %	1 1 %	11 7 %	27 17 %	43 27 %	79 49 %
Staff were willing to see me as often as I felt it was necessary	0 0 %	5 3 %	8 5 %	28 17 %	42 26 %	78 48 %
Staff returned my calls within 24 hours	2 1 %	3 2 %	11 7 %	26 16 %	37 23 %	82 51 %
Services were available at times that were good for me	1 1 %	1 1 %	4 2 %	36 22 %	43 27 %	76 47 %
I was able to get all the services I thought I needed	1 1 %	5 3 %	8 5 %	31 19 %	39 24 %	77 48 %
I was able to see a psychiatrist when I wanted to	2 1 %	4 2 %	9 6 %	30 19 %	39 24 %	77 48 %
Staff here believe that I can grow, change and recover	1 1 %	6 4 %	8 5 %	24 15 %	46 29 %	76 47 %
I felt comfortable asking questions about my treatment and medication	5 3 %	1 1 %	18 11 %	29 18 %	27 17 %	81 50 %
I felt free to complain	1 1 %	1 1 %	7 4 %	26 16 %	48 30 %	78 48 %
I was given information about my rights	3 2 %	6 4 %	14 9 %	27 17 %	35 22 %	76 47 %
Staff encouraged me to take responsibility for how I live my life	3 2 %	5 3 %	12 7 %	23 14 %	34 21 %	84 52 %
Staff told me what side effects to watch out for	1 1 %	3 2 %	13 8 %	24 15 %	44 27 %	76 47 %
Staff respected my wishes about who is, and who is not to be given information about my treatment	4 2 %	6 4 %	18 11 %	23 14 %	31 19 %	79 49 %
I, not staff, decided my treatment goals	2 1 %	5 3 %	18 11 %	23 14 %	36 22 %	77 48 %
Staff were sensitive to my cultural background (race, religion, language, etc)	3 2 %	3 2 %	14 9 %	22 14 %	43 27 %	76 47 %
Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 1 %	1 1 %	8 5 %	32 20 %	39 24 %	80 50 %
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	2 1 %	4 2 %	18 11 %	20 12 %	38 24 %	79 49 %
As a direct result of the services I received: I deal more effectively with daily problems	0 0 %	1 1 %	11 7 %	33 20 %	33 20 %	83 52 %
As a direct result of the services I received: I am better able to control my life	2 1 %	3 2 %	11 7 %	28 17 %	34 21 %	83 52 %
As a direct result of the services I received: I am better able to deal with crisis	2 1 %	4 2 %	13 8 %	33 20 %	30 19 %	79 49 %
As a direct result of the services I received: I am getting along better with my family	3 2 %	3 2 %	16 10 %	26 16 %	27 17 %	86 53 %
As a direct result of the services I received: I do better in social situations	2 1 %	5 3 %	17 11 %	26 16 %	30 19 %	81 50 %

## 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 %	4 2 %	19 12 %	25 16 %	18 11 %	94 58 %
As a direct result of the services I received: My housing situation has improved	2 1 %	5 3 %	14 9 %	18 11 %	38 24 %	84 52 %
As a direct result of the services I received: My symptoms are not bothering me as much	1 1 %	8 5 %	18 11 %	23 14 %	30 19 %	81 50 %
As a direct result of the services I received: I do think that are more meaningful to me	3 2 %	5 3 %	18 11 %	25 16 %	30 19 %	80 50 %
As a direct result of the services I received: I am better able to take care of my needs	2 1 %	4 2 %	13 8 %	31 19 %	33 20 %	78 48 %
As a direct result of the services I received: I am better able to handle things when they go wrong	0 0 %	8 5 %	7 4 %	34 21 %	35 22 %	77 48 %
As a direct result of the services I received: I am better able to do things that I want to do	4 2 %	4 2 %	13 8 %	29 18 %	31 19 %	80 50 %
As a direct result of the services I received: I am happy with the friendships I have	3 2 %	3 2 %	20 12 %	22 14 %	36 22 %	77 48 %
As a direct result of the services I received: I have people with whom I can do enjoyable things	1 1 %	5 3 %	19 12 %	22 14 %	32 20 %	82 51 %
As a direct result of the services I received: I feel I belong in my community	2 1 %	8 5 %	16 10 %	25 16 %	31 19 %	79 49 %
As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	3 2 %	8 5 %	12 7 %	26 16 %	29 18 %	83 52 %

