



UCSF Citywide Forensics

Adult / Older Adult Consumer Experience Report - Spring 2014

This report covers surveys returned for program codes (RUs): 89119. The number of clients receiving face-to-face services during the survey period was 117 and surveys were returned for 45 of those served (38.5%). Number of survey client IDs matched to service data: 29 (24.8%). Number missing client ID (BIS number): 2. The mean MHSIP satisfaction score (items 1-3, 5-20) for UCSF Citywide Forensics was **4.25** out of five, and the mean for all other programs was **4.32**.

Global Satisfaction 86.7%

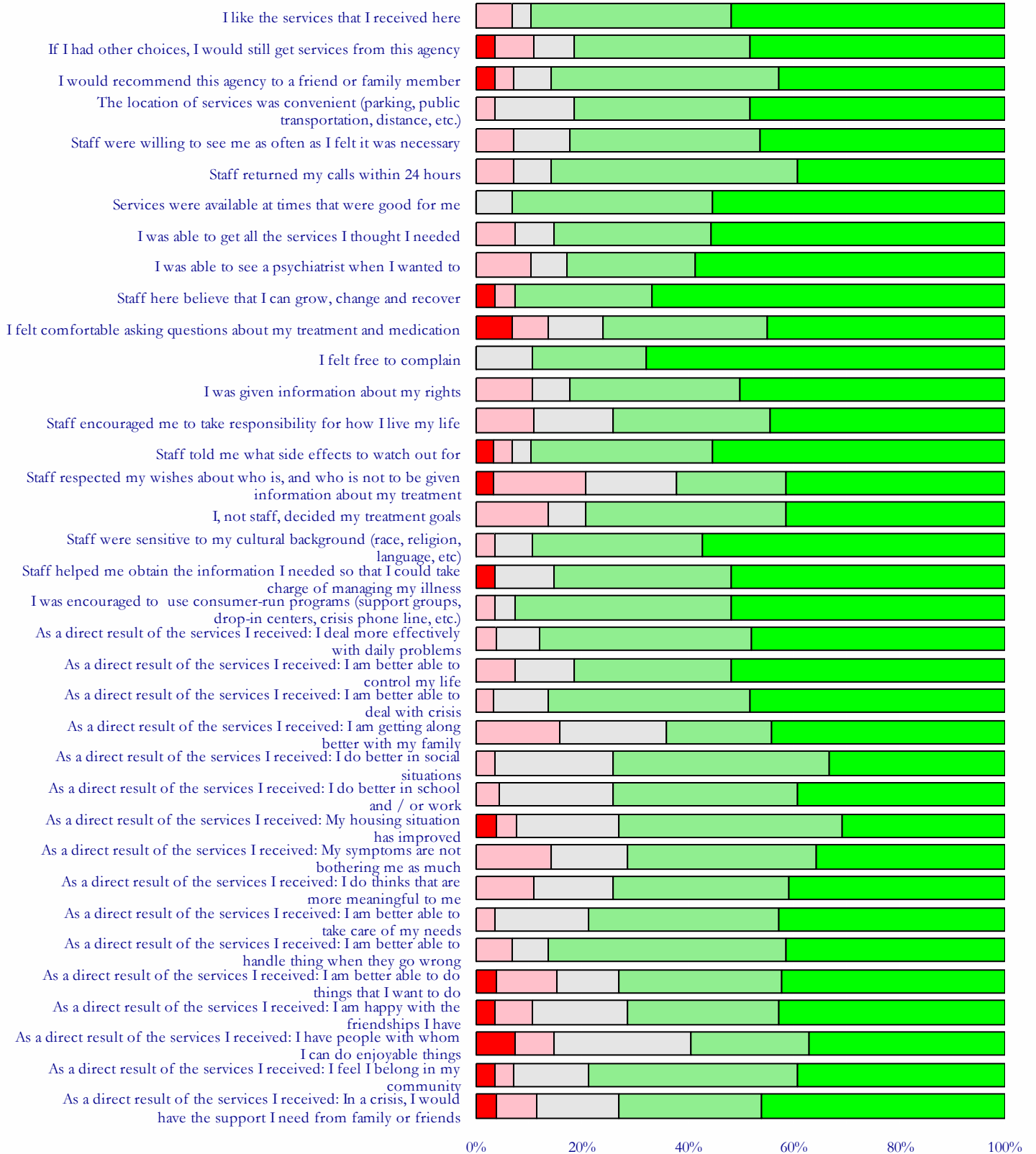
| Program / Other Satisfaction | | | |
|-------------------------------------|----------------------------|-----------------|-----------------|
| Satisfaction | UCSF Citywide Forensics | Other | Total |
| Not Satisfied | 4 13.3 % | 235 10.5 % | 239 10.5 % |
| Satisfied | 26 86.7 % | 2007 89.5 % | 2033 89.4 % |
| Total | 30 100.0 % | 2242 100.0 % | 2272 100.0 % |

Fisher's p=0.549 · df=1 · Φ=0.011

Survey Compliance

| Completed | Survey Completion by Adult/Older Adult | | Total |
|--------------------|---|--------------|---------------|
| | Adult | Older Adult | |
| Refused | 4 8.9 % | 0 0 % | 4 8.9 % |
| Impaired | 2 4.4 % | 0 0 % | 2 4.4 % |
| Language | 1 2.2 % | 0 0 % | 1 2.2 % |
| Other | 7 15.6 % | 0 0 % | 7 15.6 % |
| Missing w/o Reason | 2 4.4 % | 0 0 % | 2 4.4 % |
| Completed Survey | 29 64.4 % | 0 0 % | 29 64.4 % |
| Total | 45 100.0 % | 0 100.0 % | 45 100.0 % |

MHSIP Items



MHSIP Items 1-25

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

