



## Violence Intervention Program

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

This report covers surveys returned for program codes (RUs): 881010, 88103, 88107, 88109. The number of clients receiving face-to-face services during the survey period was 29 and surveys were returned for 28 of those served (96.6%). Number of survey client IDs matched to service data: 19 (65.5%). Number missing client ID (BIS number): 0. The mean MHSIP satisfaction score (items 1-3, 5-20) for Violence Intervention Program was **4.19** out of five, and the mean for all other programs was **4.32**.

## Global Satisfaction 88.0%

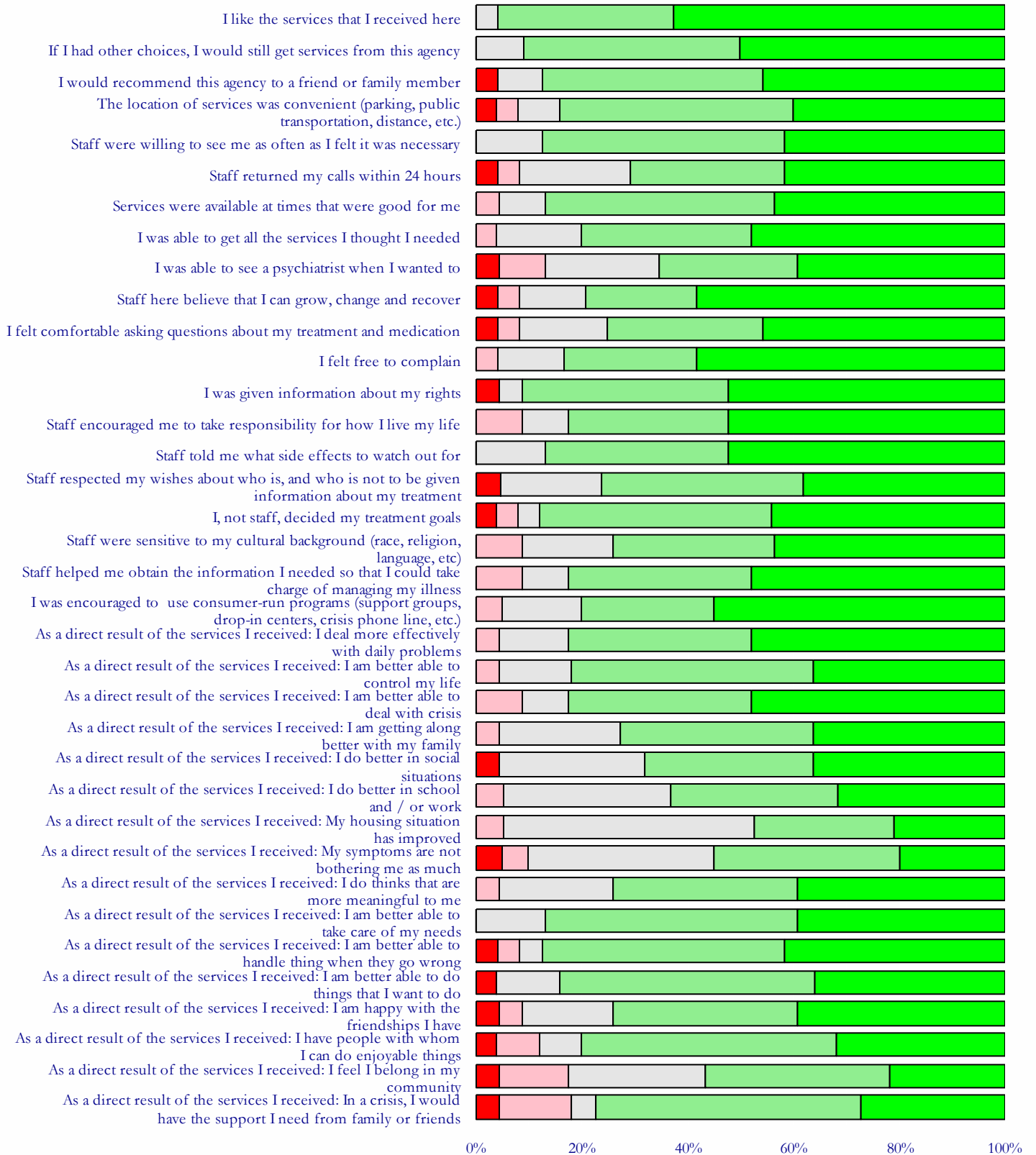
<b>Satisfaction</b>	<b>Program / Other Satisfaction</b>		<b>Total</b>
	Violence Intervention Program	Other	
Not Satisfied	3 12 %	236 10.5 %	239 10.5 %
Satisfied	22 88 %	2011 89.5 %	2033 89.5 %
<b>Total</b>	25 100.0 %	2247 100.0 %	2272 100.0 %

*Fisher's p=0.742 · df=1 · Φ=0.005*

## Survey Compliance

<b>Completed</b>	<b>Survey Completion by Adult/Older Adult</b>		<b>Total</b>
	Adult	Older Adult	
Refused	0 0 %	0 0 %	0 0 %
Impaired	0 0 %	0 0 %	0 0 %
Language	0 0 %	0 0 %	0 0 %
Other	3 11.5 %	0 0 %	3 10.7 %
Missing w/o Reason	0 0 %	0 0 %	0 0 %
Completed Survey	23 88.5 %	2 100 %	25 89.2 %
<b>Total</b>	26 100.0 %	2 100.0 %	28 100.0 %

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

## 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 4 %	6 21 %	6 21 %	6 21 %	9 32 %
As a direct result of the services I received: My housing situation has improved	0 0 %	1 4 %	9 32 %	5 18 %	4 14 %	9 32 %
As a direct result of the services I received: My symptoms are not bothering me as much	1 4 %	1 4 %	7 25 %	7 25 %	4 14 %	8 29 %
As a direct result of the services I received: I do think that are more meaningful to me	0 0 %	1 4 %	5 18 %	8 29 %	9 32 %	5 18 %
As a direct result of the services I received: I am better able to take care of my needs	0 0 %	0 0 %	3 11 %	11 39 %	9 32 %	5 18 %
As a direct result of the services I received: I am better able to handle things when they go wrong	1 4 %	1 4 %	1 4 %	11 39 %	10 36 %	4 14 %
As a direct result of the services I received: I am better able to do things that I want to do	1 4 %	0 0 %	3 11 %	12 43 %	9 32 %	3 11 %
As a direct result of the services I received: I am happy with the friendships I have	1 4 %	1 4 %	4 14 %	8 29 %	9 32 %	5 18 %
As a direct result of the services I received: I have people with whom I can do enjoyable things	1 4 %	2 7 %	2 7 %	12 43 %	8 29 %	3 11 %
As a direct result of the services I received: I feel I belong in my community	1 4 %	3 11 %	6 21 %	8 29 %	5 18 %	5 18 %
As a direct result of the services I received: In a crisis, I would have the support I need from family or friends	1 4 %	3 11 %	1 4 %	11 39 %	6 21 %	6 21 %

