



Unknown or Missing Reporting Unit

Adult / Older Adult Consumer Experience Report - Spring 2014

This report covers surveys returned for program codes (RUs): 87073, 8986. The number of clients receiving face-to-face services during the survey period was 0 and surveys were returned for 116 of those served (0%). Number of survey client IDs matched to service data: 0 (0%). Number missing client ID (BIS number): 32. The mean MHSIP satisfaction score (items 1-3, 5-20) for NA was **4.37** out of five, and the mean for all other programs was **4.31**.

Global Satisfaction 92.6%

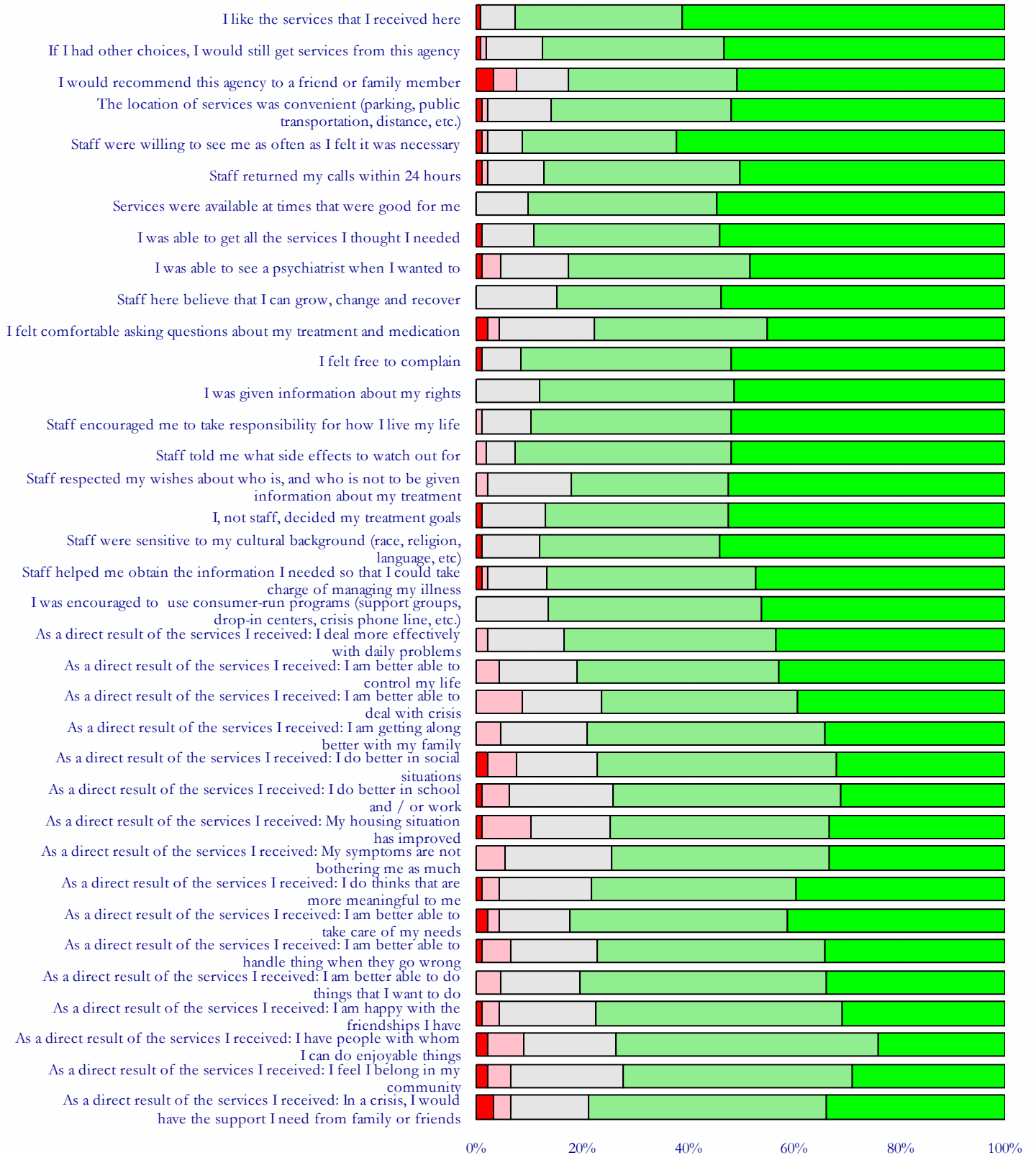
Satisfaction	Program / Other Satisfaction		Total
	unknown	Other	
Not Satisfied	7 7.4 %	232 10.7 %	239 10.5 %
Satisfied	88 92.6 %	1945 89.3 %	2033 89.5 %
Total	95 100.0 %	2177 100.0 %	2272 100.0 %

$\chi^2=0.726 \cdot df=1 \cdot \Phi=0.021 \cdot p=0.394$

Survey Compliance

Completed	Survey Completion by Adult/Older Adult		Total
	Adult	Older Adult	
Refused	10 9.2 %	0 0 %	10 8.1 %
Impaired	9 8.3 %	0 0 %	9 7.3 %
Language	1 0.9 %	0 0 %	1 0.8 %
Other	8 7.3 %	0 0 %	8 6.5 %
Missing w/o Reason	1 0.9 %	1 7.1 %	2 1.6 %
Completed Survey	80 73.4 %	13 92.9 %	93 75.6 %
Total	109 100.0 %	14 100.0 %	123 100.0 %

MHSIP Items



MHSIP Items 1-25

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Missing
I like the services that I received here	1 1 %	0 0 %	6 5 %	30 24 %	58 47 %	28 23 %
If I had other choices, I would still get services from this agency	1 1 %	1 1 %	10 8 %	32 26 %	50 41 %	29 24 %
I would recommend this agency to a friend or family member	3 2 %	4 3 %	9 7 %	29 24 %	46 37 %	32 26 %
The location of services was convenient (parking, public transportation, distance, etc.)	1 1 %	1 1 %	11 9 %	31 25 %	47 38 %	32 26 %
Staff were willing to see me as often as I felt it was necessary	1 1 %	1 1 %	6 5 %	27 22 %	57 46 %	31 25 %
Staff returned my calls within 24 hours	1 1 %	1 1 %	9 7 %	32 26 %	43 35 %	37 30 %
Services were available at times that were good for me	0 0 %	0 0 %	9 7 %	33 27 %	50 41 %	31 25 %
I was able to get all the services I thought I needed	1 1 %	0 0 %	9 7 %	32 26 %	49 40 %	32 26 %
I was able to see a psychiatrist when I wanted to	1 1 %	3 2 %	11 9 %	29 24 %	41 33 %	38 31 %
Staff here believe that I can grow, change and recover	0 0 %	0 0 %	13 11 %	26 21 %	45 37 %	39 32 %
I felt comfortable asking questions about my treatment and medication	2 2 %	2 2 %	16 13 %	29 24 %	40 33 %	34 28 %
I felt free to complain	1 1 %	0 0 %	7 6 %	37 30 %	48 39 %	30 24 %
I was given information about my rights	0 0 %	0 0 %	11 9 %	34 28 %	47 38 %	31 25 %
Staff encouraged me to take responsibility for how I live my life	0 0 %	1 1 %	8 6 %	33 27 %	45 37 %	36 29 %
Staff told me what side effects to watch out for	0 0 %	2 2 %	5 4 %	38 31 %	48 39 %	30 24 %
Staff respected my wishes about who is, and who is not to be given information about my treatment	0 0 %	2 2 %	14 11 %	26 21 %	46 37 %	35 28 %
I, not staff, decided my treatment goals	1 1 %	0 0 %	11 9 %	32 26 %	48 39 %	31 25 %
Staff were sensitive to my cultural background (race, religion, language, etc)	1 1 %	0 0 %	10 8 %	31 25 %	49 40 %	32 26 %
Staff helped me obtain the information I needed so that I could take charge of managing my illness	1 1 %	1 1 %	10 8 %	35 28 %	42 34 %	34 28 %
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)	0 0 %	0 0 %	12 10 %	35 28 %	40 33 %	36 29 %
As a direct result of the services I received: I deal more effectively with daily problems	0 0 %	2 2 %	13 11 %	36 29 %	39 32 %	33 27 %
As a direct result of the services I received: I am better able to control my life	0 0 %	4 3 %	13 11 %	34 28 %	38 31 %	34 28 %
As a direct result of the services I received: I am better able to deal with crisis	0 0 %	8 6 %	14 11 %	34 28 %	36 29 %	31 25 %
As a direct result of the services I received: I am getting along better with my family	0 0 %	4 3 %	14 11 %	38 31 %	29 24 %	38 31 %
As a direct result of the services I received: I do better in social situations	2 2 %	5 4 %	14 11 %	41 33 %	29 24 %	32 26 %

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 3 %	15 12 %	33 27 %	24 20 %	46 37 %
As a direct result of the services I received: My housing situation has improved	1 1 %	8 6 %	13 11 %	36 29 %	29 24 %	36 29 %
As a direct result of the services I received: My symptoms are not bothering me as much	0 0 %	5 4 %	18 15 %	37 30 %	30 24 %	33 27 %
As a direct result of the services I received: I do think that are more meaningful to me	1 1 %	3 2 %	16 13 %	35 28 %	36 29 %	32 26 %
As a direct result of the services I received: I am better able to take care of my needs	2 2 %	2 2 %	12 10 %	37 30 %	37 30 %	33 27 %
As a direct result of the services I received: I am better able to handle things when they go wrong	1 1 %	5 4 %	15 12 %	39 32 %	31 25 %	32 26 %
As a direct result of the services I received: I am better able to do things that I want to do	0 0 %	4 3 %	13 11 %	40 33 %	29 24 %	37 30 %
As a direct result of the services I received: I am happy with the friendships I have	1 1 %	3 2 %	16 13 %	41 33 %	27 22 %	35 28 %
As a direct result of the services I received: I have people with whom I can do enjoyable things	2 2 %	6 5 %	15 12 %	43 35 %	21 17 %	36 29 %
As a direct result of the services I received: I feel I belong in my community	2 2 %	4 3 %	19 15 %	39 32 %	26 21 %	33 27 %
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 %	3 2 %	13 11 %	40 33 %	30 24 %	34 28 %

