



All AOA Programs

Adult / Older Adult Consumer Experience Report - Spring 2014

This report covers all surveys returned for Adult / Older Adult programs. The number of clients receiving face-to-face services during the survey period was 3851 and surveys were returned for 2583 of those served (67.1%).

Number of survey client IDs matched to service data: 1980 (51.4%).

Number missing client ID (BIS number): 169.

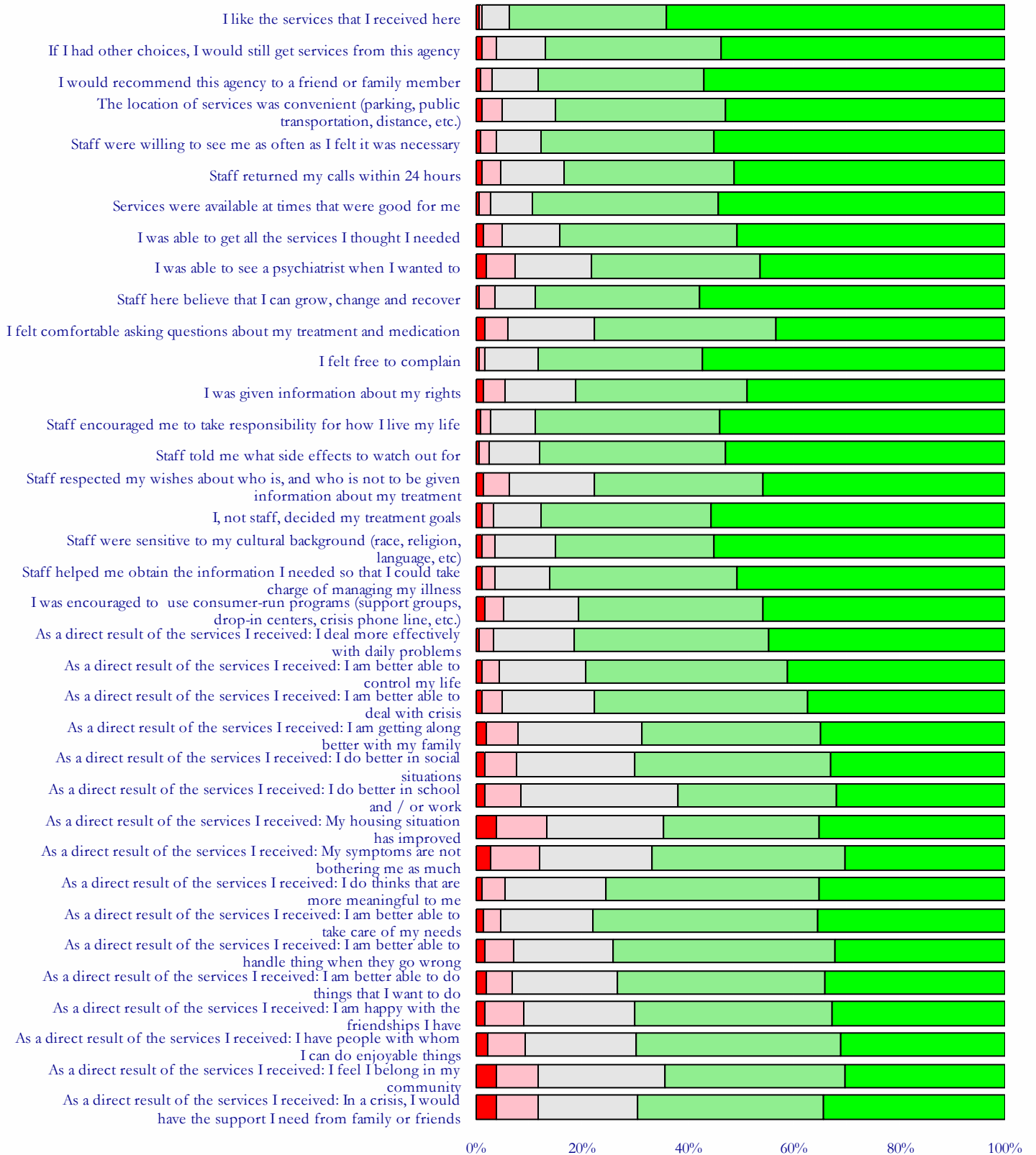
The mean MHSIP satisfaction score (items 1-3, 5-20) was **4.32** out of five.

Global Satisfaction 88.73%

Survey Compliance

| Completion | Completion by Respondent Type | | Total |
|--------------------|-------------------------------|----------------|-----------------|
| | Adult | Older Adult | |
| Refused | 269 10.3 % | 41 12.3 % | 310 10.6 % |
| Impaired | 112 4.3 % | 37 11.1 % | 149 5.1 % |
| Language | 8 0.3 % | 7 2.1 % | 15 0.5 % |
| Other | 150 5.8 % | 20 6 % | 170 5.8 % |
| Missing w/o Reason | 55 2.1 % | 14 4.2 % | 69 2.4 % |
| Completed Survey | 2011 77.2 % | 214 64.3 % | 2225 75.7 % |
| Total | 2605 100.0 % | 333 100.0 % | 2938 100.0 % |

MHSIP Items



MHSIP Items 1-25

| | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree | Missing |
|--|-------------------|------------|-------------|-------------|----------------|--------------|
| I like the services that I received here | 14 0 % | 16 1 % | 115 4 % | 656 22 % | 1429 49 % | 708 24 % |
| If I had other choices, I would still get services from this agency | 28 1 % | 62 2 % | 202 7 % | 734 25 % | 1188 40 % | 724 25 % |
| I would recommend this agency to a friend or family member | 21 1 % | 47 2 % | 188 6 % | 684 23 % | 1247 42 % | 751 26 % |
| The location of services was convenient (parking, public transportation, distance, etc.) | 27 1 % | 84 3 % | 218 7 % | 699 24 % | 1157 39 % | 753 26 % |
| Staff were willing to see me as often as I felt it was necessary | 23 1 % | 65 2 % | 184 6 % | 709 24 % | 1204 41 % | 753 26 % |
| Staff returned my calls within 24 hours | 26 1 % | 74 3 % | 248 8 % | 661 22 % | 1060 36 % | 869 30 % |
| Services were available at times that were good for me | 14 0 % | 49 2 % | 173 6 % | 770 26 % | 1184 40 % | 748 25 % |
| I was able to get all the services I thought I needed | 32 1 % | 77 3 % | 239 8 % | 735 25 % | 1113 38 % | 742 25 % |
| I was able to see a psychiatrist when I wanted to | 41 1 % | 109 4 % | 294 10 % | 647 22 % | 938 32 % | 909 31 % |
| Staff here believe that I can grow, change and recover | 17 1 % | 61 2 % | 165 6 % | 668 23 % | 1241 42 % | 786 27 % |
| I felt comfortable asking questions about my treatment and medication | 39 1 % | 93 3 % | 343 12 % | 735 25 % | 920 31 % | 808 28 % |
| I felt free to complain | 14 0 % | 25 1 % | 217 7 % | 679 23 % | 1242 42 % | 761 26 % |
| I was given information about my rights | 33 1 % | 86 3 % | 287 10 % | 698 24 % | 1047 36 % | 787 27 % |
| Staff encouraged me to take responsibility for how I live my life | 18 1 % | 43 1 % | 183 6 % | 750 26 % | 1164 40 % | 780 27 % |
| Staff told me what side effects to watch out for | 17 1 % | 36 1 % | 208 7 % | 755 26 % | 1144 39 % | 778 26 % |
| Staff respected my wishes about who is, and who is not to be given information about my treatment | 28 1 % | 101 3 % | 322 11 % | 634 22 % | 915 31 % | 938 32 % |
| I, not staff, decided my treatment goals | 26 1 % | 47 2 % | 193 7 % | 687 23 % | 1196 41 % | 789 27 % |
| Staff were sensitive to my cultural background (race, religion, language, etc) | 24 1 % | 54 2 % | 243 8 % | 636 22 % | 1172 40 % | 809 28 % |
| Staff helped me obtain the information I needed so that I could take charge of managing my illness | 27 1 % | 53 2 % | 217 7 % | 746 25 % | 1067 36 % | 828 28 % |
| I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.) | 33 1 % | 73 2 % | 286 10 % | 705 24 % | 925 31 % | 916 31 % |
| As a direct result of the services I received: I deal more effectively with daily problems | 16 1 % | 53 2 % | 308 10 % | 753 26 % | 910 31 % | 898 31 % |
| As a direct result of the services I received: I am better able to control my life | 27 1 % | 63 2 % | 330 11 % | 772 26 % | 837 28 % | 909 31 % |
| As a direct result of the services I received: I am better able to deal with crisis | 24 1 % | 80 3 % | 366 12 % | 850 29 % | 783 27 % | 835 28 % |
| As a direct result of the services I received: I am getting along better with my family | 40 1 % | 114 4 % | 444 15 % | 640 22 % | 665 23 % | 1035 35 % |
| As a direct result of the services I received: I do better in social situations | 34 1 % | 125 4 % | 462 16 % | 761 26 % | 677 23 % | 879 30 % |

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 | 29 1 % | 115 4 % | 498 17 % | 505 17 % | 535 18 % | 1256 43 % |
| As a direct result of the services I received: My housing situation has improved | 75 3 % | 184 6 % | 424 14 % | 560 19 % | 677 23 % | 1018 35 % |
| As a direct result of the services I received: My symptoms are not bothering me as much | 60 2 % | 186 6 % | 433 15 % | 738 25 % | 616 21 % | 905 31 % |
| As a direct result of the services I received: I do think that are more meaningful to me | 23 1 % | 94 3 % | 396 13 % | 838 29 % | 736 25 % | 851 29 % |
| As a direct result of the services I received: I am better able to take care of my needs | 31 1 % | 66 2 % | 365 12 % | 885 30 % | 743 25 % | 848 29 % |
| As a direct result of the services I received: I am better able to handle things when they go wrong | 38 1 % | 111 4 % | 397 14 % | 882 30 % | 678 23 % | 832 28 % |
| As a direct result of the services I received: I am better able to do things that I want to do | 44 2 % | 102 3 % | 412 14 % | 814 28 % | 707 24 % | 859 29 % |
| As a direct result of the services I received: I am happy with the friendships I have | 37 1 % | 148 5 % | 434 15 % | 767 26 % | 675 23 % | 877 30 % |
| As a direct result of the services I received: I have people with whom I can do enjoyable things | 44 2 % | 144 5 % | 426 14 % | 789 27 % | 630 21 % | 905 31 % |
| As a direct result of the services I received: I feel I belong in my community | 80 3 % | 162 6 % | 491 17 % | 699 24 % | 622 21 % | 884 30 % |
| As a direct result of the services I received: In a crisis, I would have the support I need from family or friends | 81 3 % | 160 5 % | 385 13 % | 723 25 % | 702 24 % | 887 30 % |

