

Indiana Family and Social Services  
Administration

Division of Mental Health and Addiction

# Consumer Perception of Care

## MHSIP Survey for Adults 2011

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# Table of Contents

<b>OVERVIEW</b> .....	<b>3</b>
<b>METHODOLOGY</b> .....	<b>4</b>
<b>DEMOGRAPHIC INFORMATION</b> .....	<b>8</b>
<b>SURVEY RESULTS</b> .....	<b>11</b>
<b>DOMAIN SCORES COMPARISONS</b> .....	<b>11</b>
<i>Statewide and Provider Domain and Individual</i> <i>Question Data</i> .....	<b>15</b>
<b>ADDITIONAL ANALYSIS</b> .....	<b>20</b>
<i>Service Environment</i> .....	<b>20</b>
<i>Living Environment</i> .....	<b>21</b>
<i>Physical Health Provider</i> .....	<b>22</b>
<i>Coordination of Care</i> .....	<b>23</b>
<i>Discussion of impact of psychiatric medications on</i> <i>weight gain</i> .....	<b>24</b>
<i>Advice on weight loss and smoking cessation</i> .....	<b>25</b>
<i>Most Liked and Least Liked Aspects of Services</i> .....	<b>26</b>

# Overview

Each year, the Family and Social Services Administration, Division of Mental Health and Addiction (DMHA) is required by the Substance Abuse and Mental Health Services Administration's Center for Mental Health Services (CMHS) to conduct a survey of consumers' perceptions of the mental health care they have received from the public community mental health system. The survey tool used is the Mental Health Statistical Improvement Project Survey (MHSIP) for Adults. The results from this survey tool are reported to CMHS for the Mental Health Block Grant by each state and territory that receives block grant funding.

For the 2011 survey, DMHA contracted with InteCare, Inc. to distribute, process, analyze and prepare a report of the survey results.

## Highlights

- Eighty percent of the responders stated they had physical health provider
- Eighty-four percent of responders felt positively about their service and living environments
- Ninety-one percent of responders reported positively about the quality and appropriateness of the services they receive
- Domain mean scores increased by at least one percent in all domains from 2010 to 2011.

# Methodology

The collection of MHSIP survey data for 2011 was conducted using the same method as 2010. Starting in 2010, the survey process was completed through a convenience sample. This method utilized the CMHCs to hand out and collect surveys with consumers as they are seen for outpatient or residential services. Prior to 2010, DMHA contracted with a university to conduct phone surveys. Due to the difference in sampling size and methodology, the results prior to 2010 are not included in the yearly comparisons in this report.

DMHA determined the sample size on a statewide margin of error with a confidence level of 95% and an estimated response rate. DMHA provided InteCare with the number of surveys needed for each CMHC. InteCare sent the minimum required number of surveys to each CMHC. Standardized directions for completing surveys were also sent to each CMHC. Each CMHC was asked to choose a survey week between September 12th and 30th and distribute surveys to consumers being seen during the chosen week. If a CMHC wished to survey more consumers than the set sample size, additional surveys were printed and mailed to the CMHC.

Spanish versions of the survey were provided to CMHCs when requested. There were 130 Spanish MHSIP surveys sent to providers with 12 completed and returned.

Table 1 shows the number of surveys sent to the providers, the number returned, and the response rate for each provider. For the 95% confidence level, DMHA set the floor for the response rate at 35%. Any provider with a response rate below 35% will not have achieved the 95% confidence level, meaning that the results may not be interpreted across all consumers served by that provider.

The statewide response rate for 2011 was 92%. This is an increase from last year's rate of 80%. The MHSIP survey response rate is consistent with response rates seen using the convenience sampling methodology. Telephone and mail survey methodologies tend to have much lower response rates.

Table 1: Response rate by CMHC for MHSIP surveys.

<b>ID#</b>	<b>Provider Name</b>	<b>MHSIP Surveys Sent</b>	<b>MHSIP Surveys Returned</b>	<b>MHSIP Response Rate</b>
429	Adult and Child	100	73	73%
430	ASPIRE Indiana	100	69	69%
423	Bowen Center	75	76	101%
431	Centerstone	120	79	66%
413	Community MHC	50	32	64%
428	Cummins	75	75	100%
421	Edgewater	40	57	143%
427	Four County	60	41	68%
416	Gallahue	100	135	135%
414	Grant Blackford	60	58	97%
405	Hamilton Center	120	125	104%
407	Howard Regional	40	39	98%
402	LifeSpring	120	16	13%*
422	Meridian Services	75	71	95%
401	Midtown	120	192	160%
426	Northeastern Center	60	87	145%
409	Oaklawn Psychiatric Center	75	60	80%
419	Park Center	100	86	86%
418	Porter-Starke	60	49	82%
424	Regional	100	106	106%
403	Samaritan Center	60	57	95%
420	Southern Hills	100	82	82%
404	Southwestern	100	99	99%
410	Swanson Center	50	36	72%
415	Wabash Valley	100	99	99%
	All CMHCs	2060	1899	92%

\* Provider return rate is below 35% and therefore the 95% confidence level has not been achieved.

## Survey Tool

The instrument used for the survey is a version of the MHSIP, with 36 questions utilizing a Likert scale for the possible responses from (1) Strongly Agree to (5) Strongly Disagree. These 36 questions are grouped into five (5) performance domains:

- General Satisfaction
- Access to Services
- Quality and Appropriateness
- Participation in Treatment Planning
- Treatment Outcomes

Two additional domains have been added to the basic survey for the purpose of reporting National Outcome Measures:

- Functioning
- Social Connectedness

Each domain is comprised of questions that collectively reflect the responder's perception of that domain. Table 2 has a complete list of questions and their corresponding domain.

## Survey Modifications

There were several additions made to the survey tool this year as well as a change in the format of the tool. Previously the survey was printed on two sided legal size paper and had both English and Spanish versions for each question. This year, the paper size and printing was changed to one sided letter size and separate English and Spanish versions of the tool were created. These changes were made to give a cleaner and clearer presentation of each question. Questions were added after the original 36 questions to capture demographic information, environmental information and health and wellness information. A questionnaire was sent to CMHCs prior to the development of the survey tool to inquire if providers had additional questions they felt needed to be added to the survey. A review of survey tools and reports from other states was also completed to determine what additional questions they were including on the survey. The additional questions from providers were formatted in a similar manner to the questions used by other states and included in the survey. The additional questions include the following topics:

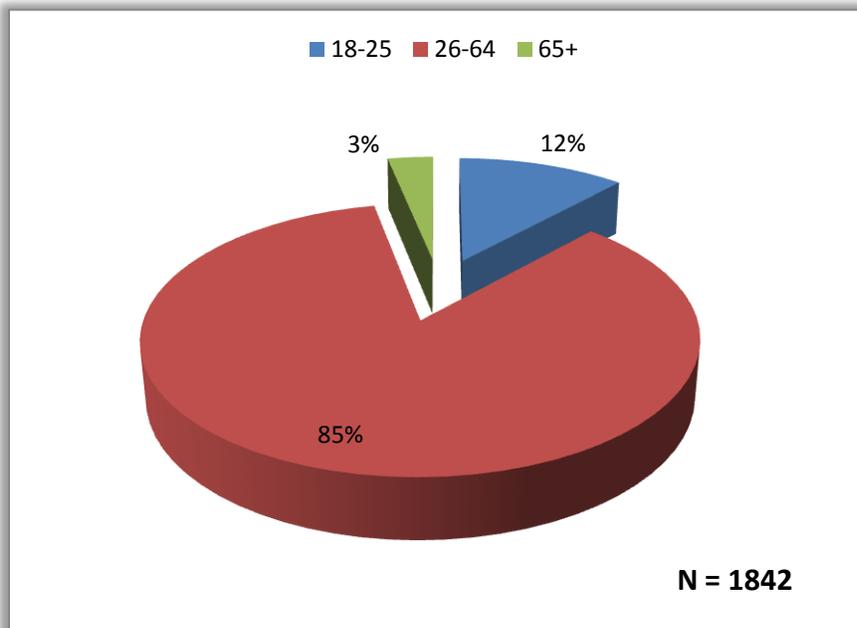
- Demographic information: gender, ethnicity, race, service type
- Safety and cleanliness of the service environment

- Safety, cleanliness and convenience of the living environment
- Whether or not consumers have a physical health provider
- Coordination of care between mental health/substance use providers and physical health providers
- Communication from mental health/substance use and/or physical health providers with consumers regarding losing weight or stopping smoking
- Communication by physical health or mental health/substance use providers with consumers regarding their psychiatric medications and weight gain.

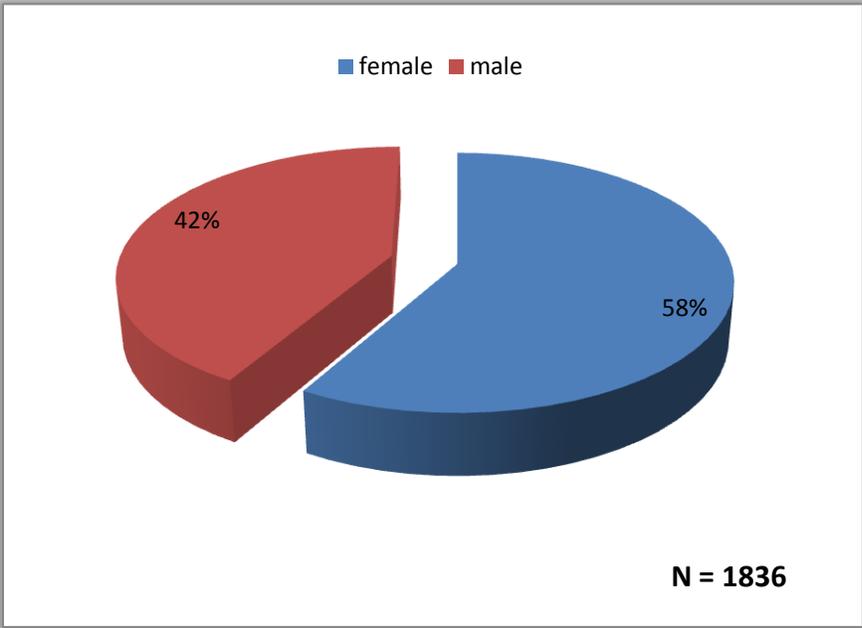
# Demographic Information

Consumers who completed a survey were asked to provide basic demographic information including age, gender, ethnicity, race and service type. The figures below illustrate the demographic similarities and differences among the responders.

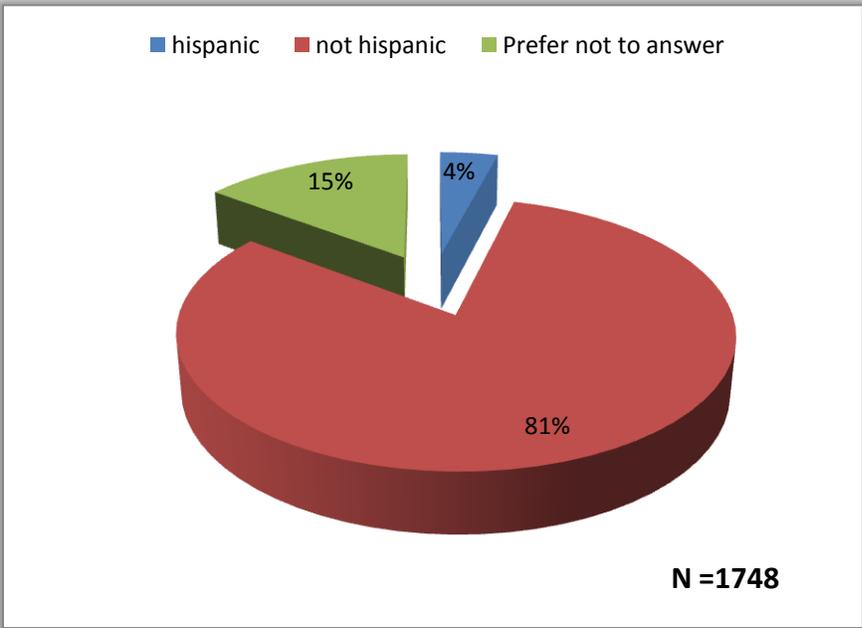
**Figure 1: CY2011 MHSIP responders by age group**



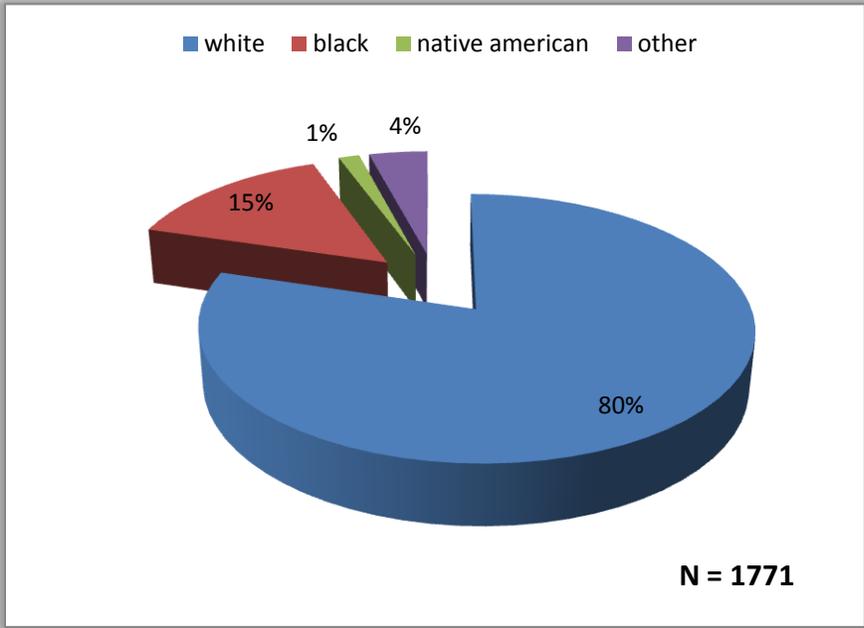
**Figure 2: CY2011 MHSIP responders by gender**



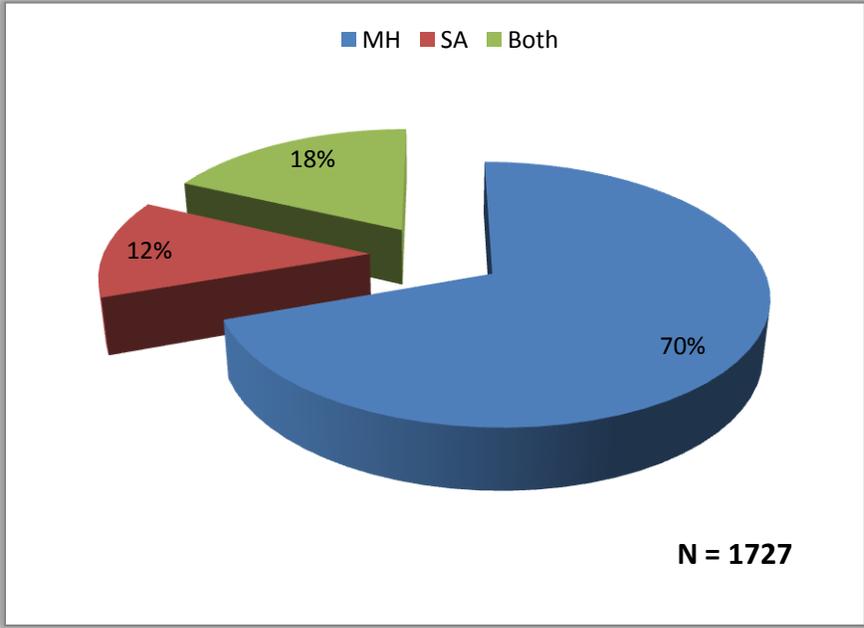
**Figure 3: CY 2011 MHSIP responders by ethnicity**



**Figure 4: CY 2011 MHSIP responders by race**



**Figure 5: CY2011 MHSIP responders by service type**



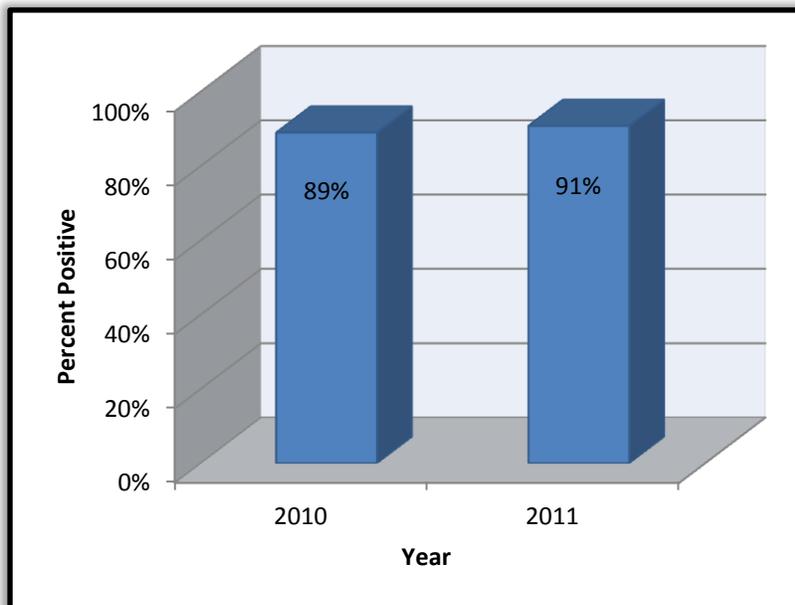
# Survey Results

## Domain Scores Comparisons

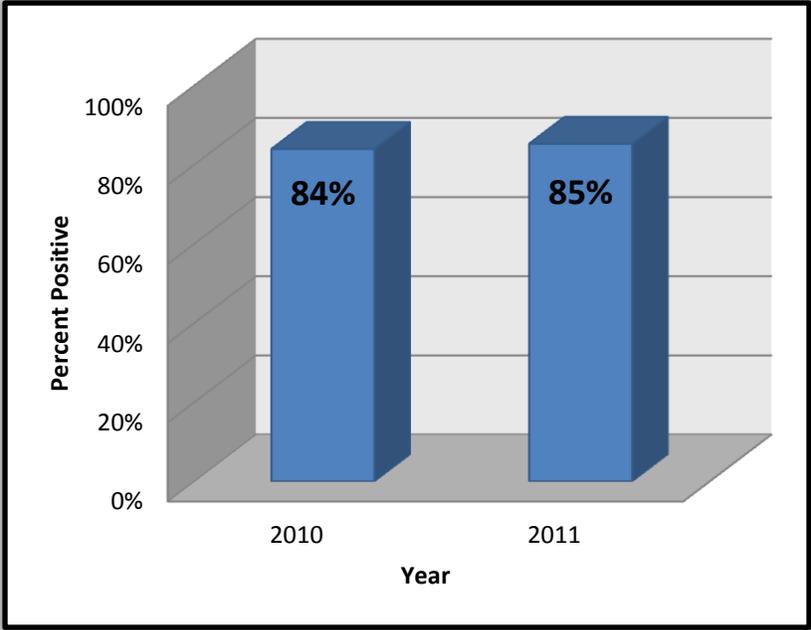
Computation of the domain scores was completed following the established MHSIP methodology where lower scores represent a more positive response (e.g. Strongly Agree = 1, Agree = 2, Strongly Disagree = 5).

For each survey completed, the mean score was calculated across the questions for a domain. A survey had to have two-thirds of the questions in the domain completed to be included in the mean score for the domain. For example, the General Satisfaction domain contains three questions. A responder must have answered two of the three questions to be included in the data for that domain. A positive domain score for a survey is a mean score less than 2.5. The charts below illustrate the differences in mean domain scores between 2010 and 2011.

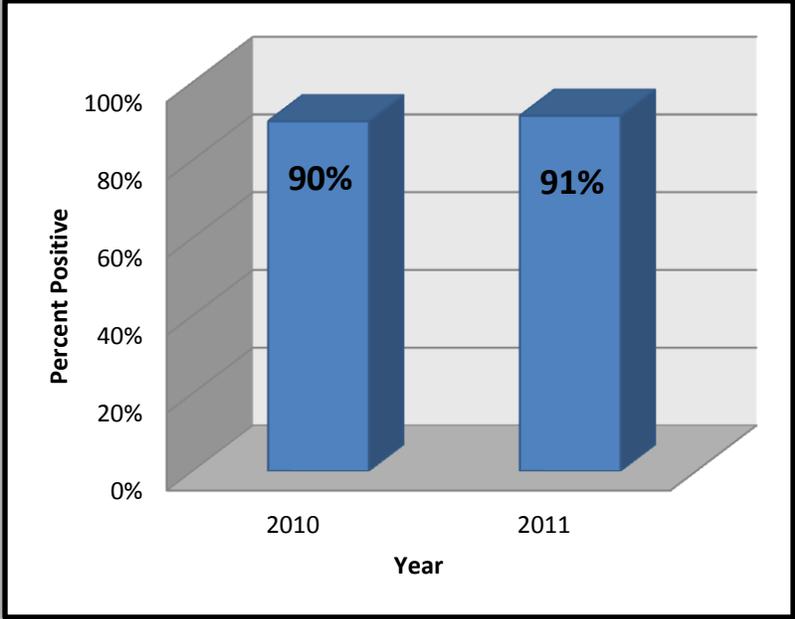
**Figure 6: MHSIP General Satisfaction: Percentage of responders reporting positively about general satisfaction by survey year**



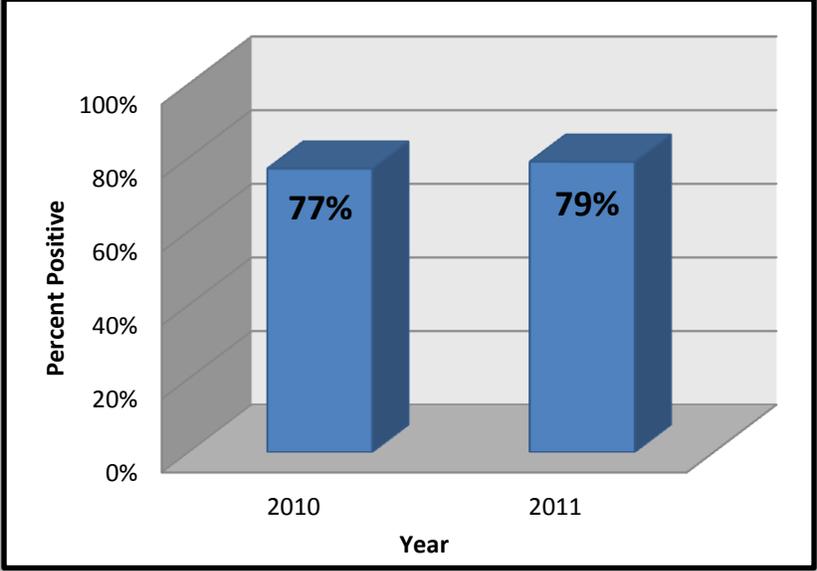
**Figure 7: MHSIP Access to Services: Percentage of responders reporting positively about access to services by survey year**



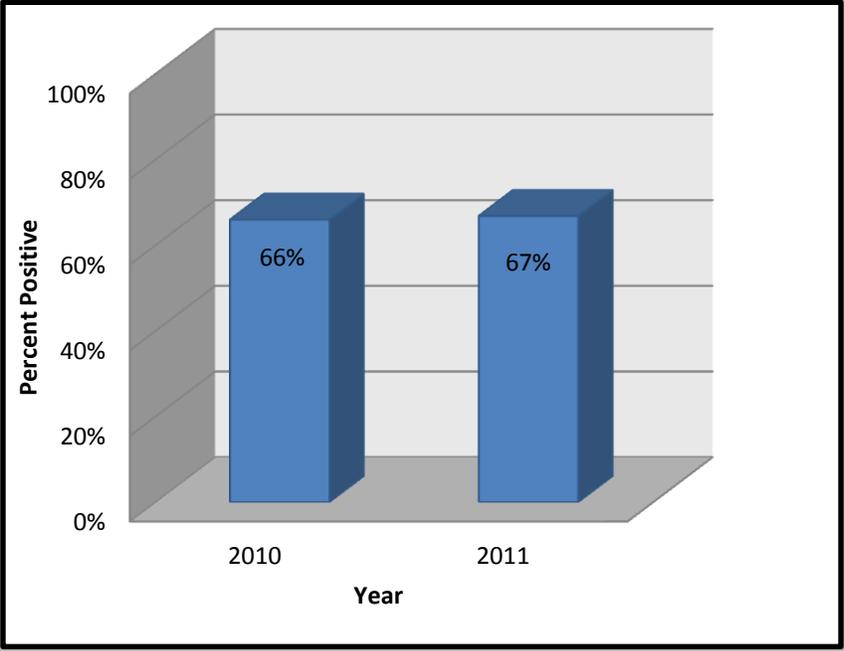
**Figure 8: MHSIP Quality: Percentage of responders reporting positively about quality and appropriateness of services by survey year**



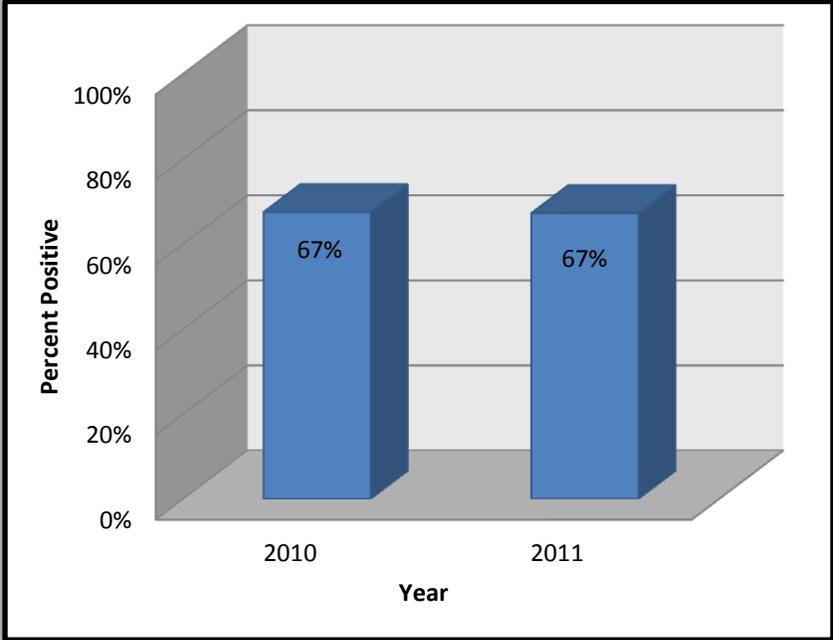
**Figure 9: MHSIP Treatment: Percentage of responders reporting positively about participation in treatment planning by survey year**



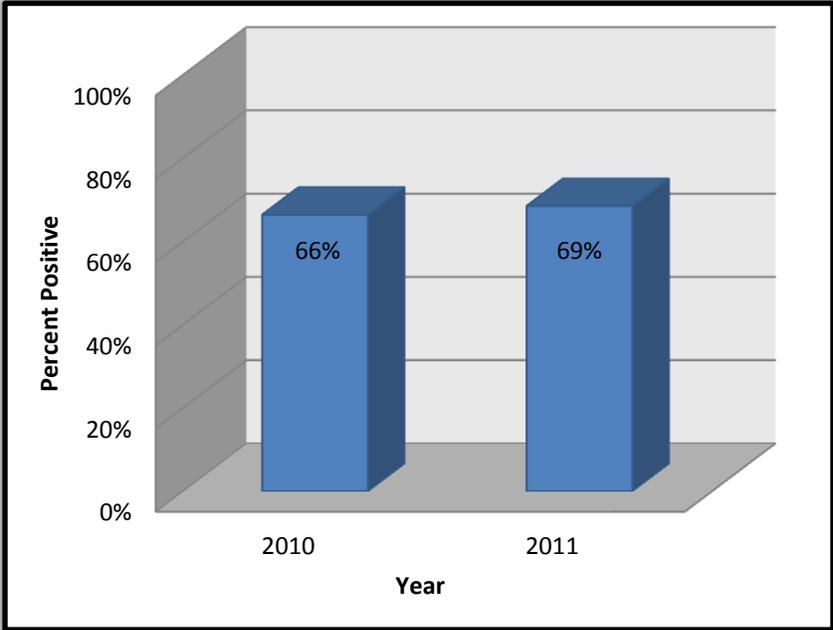
**Figure 10: MHSIP Outcomes: Percentage of responders reporting positively about treatment outcomes by survey year**



**Figure 11: MHSIP Functioning: Percentage of responders reporting positively about functioning by survey year**



**Figure 12: MHSIP Social Connections: Percentage of responders reporting positively about social connectedness by survey year**



# Statewide and Provider Domain and Individual Question Data

**Table 2: Comparison of domain and item responses by provider**

Key:

Domain Scores: line 1 - % positive responses, line 2 - # of responders

Question Scores: line 1 - % positive responses, line 2 - mean score, line 3 - # of responses

Item	All Providers																									
		401	402	403	404	405	407	409	410	413	414	415	416	418	419	420	421	422	423	424	426	427	428	429	430	431
<b>General Satisfaction</b>	91 1893	91 192	75 16	100 57	93 99	90 124	100 39	95 60	91 35	91 32	91 59	98 99	93 134	88 49	90 86	82 82	77 57	87 69	95 76	94 106	91 87	85 41	91 75	94 72	90 69	90 79
1. I like the services that I received here.	92 1.6 1892	91 2.6 191	75 1.8 16	100 1.2 57	93 1.6 99	92 1.6 125	97 1.3 39	93 1.5 60	91 1.5 35	94 1.6 32	92 1.8 59	97 1.4 99	89 1.6 134	88 1.6 49	92 1.6 85	87 1.8 82	82 1.9 57	84 1.7 69	92 1.6 76	99 1.3 106	91 1.6 87	88 1.6 41	96 1.4 74	96 1.4 72	90 1.6 69	92 1.6 79
2. If I had other choices, I would still get services from this agency.	85 1.7 1892	85 1.8 192	69 2.1 16	100 1.3 57	84 1.7 99	89 1.7 123	100 1.4 39	85 1.8 60	83 1.8 35	72 2.1 32	69 2.2 59	94 1.5 99	84 1.8 133	84 1.7 49	80 1.8 86	76 2.0 82	79 1.9 57	86 1.6 70	84 1.7 75	90 1.6 106	87 1.7 87	76 1.9 41	87 1.5 75	83 1.6 72	86 1.8 69	86 1.8 79
3. I would recommend this agency to a friend or family member.	90 1.6 1885	87 1.7 190	88 1.8 16	98 1.2 57	93 1.5 99	89 1.6 122	100 1.3 39	92 1.6 60	82 1.8 34	91 1.6 32	85 1.9 59	98 1.4 98	91 1.6 134	86 1.7 49	87 1.7 85	82 1.9 82	77 1.8 57	90 1.6 68	93 1.6 75	93 1.4 106	91 1.6 87	80 1.6 41	91 1.4 75	96 1.4 72	91 1.7 69	89 1.7 79
<b>Access</b>	85 1892	73 192	75 16	98 57	89 98	83 123	95 39	90 60	89 35	88 32	73 59	90 99	86 134	76 49	81 86	78 82	86 57	75 69	88 76	90 105	93 87	95 41	91 75	90 73	84 69	87 79
4. The location of the services was convenient.	85 1.7 1888	73 2.1 192	81 1.9 16	96 1.3 56	87 1.7 99	84 1.7 122	92 1.6 39	85 1.8 60	77 1.7 35	81 1.5 32	85 1.9 59	90 1.6 99	96 1.6 134	90 1.5 49	89 1.7 85	79 1.9 82	86 1.7 56	77 1.9 69	87 1.6 76	81 1.8 104	94 1.5 87	88 1.7 41	89 1.6 75	86 1.6 73	75 2.0 69	89 1.8 79
5. Staff is willing to see me as often as I felt it was necessary.	88 1.7 1886	82 1.8 192	69 1.9 16	96 1.4 57	91 1.6 98	86 1.7 121	95 1.5 39	87 1.8 60	94 1.6 35	94 1.6 32	83 2.0 59	94 1.6 99	86 1.7 133	78 1.9 49	84 1.8 86	85 1.8 81	86 1.7 56	80 1.8 69	93 1.5 76	91 1.5 105	91 1.7 87	98 1.4 40	92 1.4 75	88 1.6 73	86 1.8 69	92 1.6 79
6. Staff returned my call in 24 hours.	77 1.9 1870	65 2.0 188	69 2.1 16	93 1.5 57	77 1.8 97	79 1.8 120	85 1.7 39	76 1.9 59	83 1.7 35	94 1.5 32	72 2.1 57	86 1.7 99	75 1.9 133	67 2.0 49	81 1.9 84	65 2.1 82	77 1.9 56	64 2.2 69	82 1.7 76	82 1.7 105	83 1.8 86	88 1.6 40	82 1.6 74	81 1.7 72	70 2.1 67	83 1.8 78
7. Services were available at times that were good for me.	88 1.7 1887	82 1.8 192	88 1.9 16	93 1.5 56	93 1.6 98	88 1.7 122	97 1.5 39	90 1.7 60	86 1.7 36	87 1.5 31	86 1.8 59	92 1.5 99	88 1.7 134	65 2.0 49	86 1.8 86	83 1.9 82	86 1.6 57	84 1.8 69	87 1.7 76	90 1.5 105	94 1.6 87	90 1.6 41	96 1.4 75	92 1.6 72	90 1.7 67	85 1.7 79

Item	All Providers																									
		401	402	403	404	405	407	409	410	413	414	415	416	418	419	420	421	422	423	424	426	427	428	429	430	431
<b>Quality and Appropriateness</b>	91 1888	89 191	69 15	98 57	93 98	88 123	100 39	95 60	89 35	84 32	78 58	94 99	89 134	90 49	88 86	90 82	93 57	91 67	95 75	94 105	94 87	93 41	95 75	90 71	85 68	91 79
10. Staff here believe I can grow, change and recover.	92 1.6 1883	93 1.5 191	87 1.7 15	96 1.3 57	90 1.6 98	91 1.6 122	95 1.4 38	92 1.6 60	91 1.6 35	87 1.9 31	80 1.9 59	92 1.5 99	90 1.6 134	92 1.6 48	93 1.6 86	88 1.8 82	96 1.4 57	94 1.5 68	96 1.4 76	97 1.4 105	94 1.5 87	93 1.6 41	95 1.3 75	83 1.7 71	87 1.8 69	94 1.6 79
12. I feel free to complain.	83 1.8 1873	83 1.8 190	80 1.9 15	93 1.5 57	87 1.7 98	85 1.8 119	90 1.6 39	85 1.8 60	77 1.9 35	75 1.8 32	75 2.1 59	85 1.7 99	80 2.0 135	79 1.9 48	78 1.9 86	81 1.9 81	82 1.7 56	91 1.8 66	88 1.7 75	83 1.7 104	89 1.7 87	83 1.8 41	89 1.5 75	75 1.9 69	70 2.1 69	79 1.9 78
13. I was given information about my rights.	91 1.6 1872	86 1.6 185	88 1.7 16	98 1.3 57	95 1.5 97	89 1.7 122	100 1.4 39	90 1.6 60	89 1.7 35	88 1.6 32	78 2.0 59	95 1.5 98	90 1.6 134	88 1.7 48	93 1.6 85	86 1.8 81	95 1.5 55	91 1.6 69	96 1.4 75	91 1.5 105	95 1.4 87	95 1.5 41	91 1.5 75	90 1.6 70	84 1.8 69	90 1.7 78
14. Staff encouraged me to take responsibility for how I live my life.	90 1.6 1884	88 1.7 191	87 1.8 15	91 1.4 57	95 1.6 98	90 1.6 124	95 1.4 39	92 1.7 60	86 1.7 36	84 1.7 32	76 1.9 59	95 1.6 99	89 1.6 133	88 1.7 49	88 1.7 86	93 1.7 82	93 1.5 56	90 1.6 67	95 1.5 75	93 1.5 105	91 1.6 87	93 1.5 41	93 1.4 75	90 1.6 71	84 1.8 68	94 1.6 79
15. Staff told me what side effects to watch out for.	77 1.9 1877	75 1.9 189	56 2.2 16	81 1.7 57	67 2.1 98	74 2.0 120	90 1.6 39	63 2.1 60	78 1.9 36	84 1.7 32	68 2.2 59	80 1.9 99	81 1.9 134	73 2.0 49	77 2.0 86	77 2.0 82	89 1.6 56	76 1.9 67	84 1.8 75	83 1.7 105	81 1.8 86	80 1.7 40	79 1.7 75	77 1.8 70	75 2.2 68	73 2.1 79
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	91 1.6 1867	87 1.7 190	80 1.7 15	96 1.3 57	92 1.5 98	91 1.6 120	97 1.4 39	90 1.6 60	91 1.6 34	94 1.5 32	82 1.8 56	96 1.4 98	89 1.6 131	92 1.5 49	87 1.7 86	88 1.7 81	91 1.5 56	91 1.6 69	96 1.4 75	93 1.4 104	98 1.4 86	93 1.5 41	92 1.4 75	90 1.5 69	90 1.7 68	90 1.6 78
18. Staff were sensitive to my cultural background.	78 1.8 1858	79 1.8 189	69 2.1 16	82 1.6 57	74 1.9 97	78 1.9 120	100 1.3 39	78 1.8 59	74 1.9 34	69 2.0 32	68 2.2 56	76 2.0 97	75 1.9 133	67 2.0 48	76 1.9 86	77 2.0 82	84 1.7 57	80 1.7 66	76 1.8 74	79 1.8 102	81 1.8 86	64 2.0 39	79 1.7 73	80 1.7 70	78 2.0 67	79 1.9 77
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	86 1.7 1873	82 1.8 191	63 2.1 16	91 1.5 57	85 1.8 98	88 1.8 122	97 1.5 39	87 1.7 60	83 1.7 35	84 1.8 32	67 2.1 57	83 1.7 98	84 1.8 134	86 1.7 49	89 1.8 85	84 1.9 82	88 1.7 57	86 1.7 64	89 1.6 75	91 1.5 105	91 1.6 86	93 1.6 40	91 1.4 74	87 1.7 70	82 1.9 68	87 1.7 78
20. I was encouraged to use consumer-run programs.	77 1.9 1855	79 1.9 191	63 2.4 16	81 1.7 57	74 2.0 95	72 2.1 122	74 1.7 39	78 1.9 59	86 1.7 36	78 1.8 32	77 2.0 57	87 1.7 99	79 1.9 131	79 2.0 48	78 2.0 85	77 2.0 82	79 1.9 56	81 1.7 64	76 1.8 75	79 1.9 103	81 1.8 86	87 1.7 39	88 1.5 74	84 1.7 70	65 2.3 66	75 2.0 75

Item	All Providers	401	402	403	404	405	407	409	410	413	414	415	416	418	419	420	421	422	423	424	426	427	428	429	430	431
		<b>Participation in Treatment Planning</b>	79 1.6 1851	76 1.6 189	75 1.6 16	88 4.1 57	83 1.6 96	77 1.7 119	87 1.5 39	98 1.6 60	86 1.7 35	81 1.6 32	69 1.8 54	85 1.4 97	75 1.7 130	76 1.6 49	76 1.6 86	70 1.9 80	81 1.5 57	75 1.8 64	92 1.5 74	78 1.5 102	85 1.5 86	73 1.5 40	95 1.4 73	80 1.6 70
11. I felt comfortable asking questions about my treatment and medication.	90 1.6 1875	90 1.6 191	88 1.6 16	91 4.1 57	92 1.6 98	89 1.7 121	95 1.5 39	90 1.6 60	94 1.7 35	94 1.6 32	81 1.8 57	97 1.4 99	90 1.7 132	90 1.6 49	91 1.6 86	85 1.9 80	95 1.5 57	77 1.8 65	95 1.5 75	91 1.5 105	94 1.5 87	88 1.5 41	93 1.4 74	92 1.6 71	90 1.7 69	87 1.7 79
17. I, not staff, decided my treatment goals.	76 2.0 1864	75 2.0 190	69 2.1 16	84 1.7 57	80 1.9 96	71 2.1 121	82 1.7 39	73 2.0 60	77 1.9 35	84 1.8 32	68 2.2 56	76 2.0 97	80 2.0 135	78 1.9 49	69 2.1 86	67 2.3 82	79 1.9 57	80 1.9 66	92 1.6 74	74 2.0 102	83 1.9 86	63 2.2 40	92 1.5 74	80 1.9 70	72 2.2 68	64 2.2 78
<b>Treatment Outcomes</b>	67 1.850	64 1.87	73 15	68 56	54 97	67 123	59 37	58 59	76 34	81 32	58 57	62 98	60 132	73 49	66 85	63 81	67 57	71 63	76 75	76 103	70 87	80 41	76 74	68 68	75 65	65 77
21. I deal more effectively with daily problems.	79 1.9 1868	78 1.9 188	75 2.2 16	88 1.7 57	69 2.1 97	80 1.9 121	82 1.8 38	77 2.0 60	86 1.7 35	88 1.8 32	74 2.1 57	81 1.9 99	73 2.0 132	84 1.9 49	80 2.0 86	70 2.2 81	77 2.1 57	86 1.8 66	73 1.9 75	83 1.7 104	78 1.9 87	85 1.7 41	85 1.7 74	77 1.9 69	84 2.0 69	77 1.9 78
22. I am better able to control my life.	76 2.0 1870	71 2.0 189	63 2.3 16	77 1.9 57	65 2.2 98	73 2.0 123	73 2.0 37	72 2.1 60	76 1.9 34	84 1.8 32	67 2.2 57	74 1.9 99	73 2.0 132	82 1.9 49	83 1.8 86	72 2.2 81	75 2.1 57	83 1.8 66	80 1.9 75	77 1.8 104	78 1.9 87	83 1.8 41	76 1.9 74	78 2.0 69	83 1.9 69	81 2.0 78
23. I am better able to deal with crisis.	72 2.1 1868	70 2.0 188	50 2.6 16	77 1.9 57	61 2.3 98	71 2.2 123	62 2.2 37	70 2.2 60	74 1.9 35	72 2.1 32	68 2.2 57	72 2.0 98	68 2.2 132	78 2.0 49	78 1.9 86	67 2.3 81	67 2.2 57	77 2.0 66	76 2.0 75	73 1.9 103	76 2.0 87	83 1.9 41	80 1.9 74	65 2.2 69	77 2.0 69	72 2.0 78
24. I am getting along better with my family.	68 2.1 1801	63 2.1 188	56 2.3 16	71 2.0 56	63 2.2 89	71 2.1 116	50 2.3 32	61 2.2 59	57 2.3 35	75 1.9 32	64 2.3 53	71 2.0 96	66 2.2 131	65 2.2 48	71 2.2 85	63 2.3 81	68 2.2 56	64 2.1 61	77 2.0 73	73 2.0 97	74 2.1 85	85 1.8 39	74 1.9 73	55 2.3 66	79 1.8 62	68 2.2 72
25. I do better in social situations.	65 2.2 1827	68 2.0 186	50 2.4 16	73 2.1 56	45 2.6 93	69 2.3 119	48 2.4 33	60 2.4 60	83 1.9 35	77 1.9 31	60 2.5 55	60 2.3 98	59 2.3 131	65 2.2 49	69 2.2 84	61 2.4 82	71 2.2 56	73 2.1 63	72 2.1 75	71 2.1 101	65 2.2 85	66 2.2 41	65 2.2 74	63 2.3 68	79 2.0 62	61 2.4 74
26. I do better in school and/or work.	48 2.5 1745	47 2.2 173	36 2.7 14	41 2.5 54	34 2.7 92	49 2.5 115	53 2.4 34	27 2.8 55	36 2.5 28	40 2.5 30	42 2.7 55	46 2.5 87	52 2.4 126	49 2.5 47	52 2.4 82	49 2.5 78	49 2.2 55	67 2.2 61	62 2.4 72	47 2.4 95	47 2.4 83	49 2.4 39	65 2.1 68	39 2.6 67	53 2.3 64	51 2.5 71
27. My housing situation has improved.	59 2.3 1835	61 2.1 187	60 2.4 15	52 2.3 56	52 2.4 96	60 2.4 119	58 2.2 38	53 2.5 57	68 2.0 34	75 2.0 32	56 2.5 57	60 2.2 96	55 2.4 131	47 2.5 49	60 2.2 83	52 2.5 82	70 2.1 56	57 2.3 65	59 2.2 73	65 2.1 103	55 2.3 86	66 2.1 41	65 2.0 72	55 2.4 65	71 2.1 65	51 2.4 77
28. My symptoms are not bothering me as much.	62 2.3 1840	63 2.2 182	53 2.7 15	73 2.0 56	49 2.7 97	60 2.3 122	55 2.4 38	58 2.4 59	71 2.1 34	69 2.1 32	65 2.4 57	55 2.4 95	57 2.4 130	69 2.1 49	62 2.3 84	58 2.4 81	60 2.4 57	66 2.2 65	59 2.4 75	70 2.1 102	71 2.1 84	71 2.1 41	68 2.1 73	64 2.3 70	66 2.2 65	60 2.5 77

Item	All Providers																									
		401	402	403	404	405	407	409	410	413	414	415	416	418	419	420	421	422	423	424	426	427	428	429	430	431
<b>Functioning*</b>	67 1849	62 185	60 15	73 56	50 98	69 120	59 37	67 60	76 34	69 32	57 56	63 98	66 132	75 48	76 86	58 81	68 57	72 64	65 75	75 102	67 87	78 41	68 73	65 69	75 65	70 77
29. I do things that are more meaningful to me.	71 2.1 1854	70 2.0 186	69 2.5 16	79 1.9 56	55 2.4 98	71 2.1 123	71 2.1 38	73 2.3 60	83 1.8 35	75 2.0 32	65 2.2 57	70 2.0 97	67 2.2 131	69 2.1 48	74 2.0 85	60 2.3 81	72 2.1 57	77 1.9 64	80 2.0 75	77 1.9 102	74 2.1 87	83 1.8 41	73 1.9 73	71 2.1 69	78 1.9 65	68 2.2 78
30. I am better able to take care of my needs.	74 2.1 1845	73 1.9 185	67 2.3 15	82 1.8 56	58 2.3 98	76 2.0 117	68 2.1 37	75 2.2 60	83 1.8 35	84 1.9 32	64 2.2 56	70 2.1 97	<b>74</b> <b>2.0</b> <b>132</b>	78 2.0 49	78 2.0 86	58 2.3 81	70 2.2 57	70 2.0 64	77 1.9 75	80 1.9 103	80 2.0 86	76 2.0 41	71 1.9 72	77 2.0 69	85 1.8 65	74 2.1 77
31. I am better able to handle things when they go wrong.	67 2.2 1847	64 2.2 187	63 2.5 16	82 1.9 56	54 2.6 98	69 2.3 120	59 2.2 37	67 2.4 60	69 2.0 35	69 2.2 32	57 2.4 56	61 2.3 98	60 2.3 132	73 2.1 49	79 2.0 85	60 2.4 81	65 2.3 57	70 2.0 64	64 2.3 74	72 2.1 102	72 2.1 86	78 2.0 40	71 2.0 73	66 2.3 68	66 2.2 64	70 2.2 77
32. I am better able to do things that I want to do.	69 2.2 1833	66 2.1 185	67 2.3 15	75 2.0 56	54 2.5 98	72 2.2 118	66 2.2 35	69 2.2 59	77 1.8 35	66 2.2 32	59 2.4 56	65 2.2 95	69 2.2 131	75 2.0 48	77 2.1 86	59 2.4 81	73 2.2 56	75 2.0 63	68 2.2 74	73 2.0 102	70 2.1 87	73 2.2 41	76 2.0 70	60 2.3 70	77 2.0 64	72 2.3 76
<b>Social Connectedness*</b>	69 1856	64 187	73 15	72 56	56 98	72 121	74 38	50 60	78 36	81 32	56 57	63 98	61 131	67 49	77 86	74 81	77 56	78 64	68 75	73 103	71 86	80 41	74 73	53 70	79 66	71 79
33. I am happy with the friendships I have.	73 2.1 1858	70 2.0 186	67 2.3 15	70 2.2 56	63 2.2 98	76 2.0 121	79 1.9 38	67 2.3 60	77 1.9 35	78 2.0 32	68 2.3 57	69 2.2 97	67 2.2 132	78 2.1 49	83 1.9 86	80 1.9 80	79 2.0 57	82 1.8 65	69 2.1 75	72 2.1 104	76 2.1 86	88 1.7 41	77 2.0 73	63 2.2 70	79 1.9 66	73 2.2 79
34. I have people with whom I can do enjoyable things.	76 2.0 1859	72 2.0 186	80 1.9 15	77 2.0 56	67 2.3 98	75 2.1 121	76 2.0 38	70 2.0 60	91 1.8 34	84 1.8 32	72 2.1 57	77 2.0 98	73 2.1 132	80 2.0 49	84 1.9 86	83 1.9 81	81 1.9 57	82 1.9 65	72 2.0 75	77 1.9 103	79 2.0 86	93 1.7 41	82 1.8 73	63 2.3 70	78 2.0 67	76 2.1 79
35. I feel I belong in my community.	59 2.4 1845	62 2.2 186	53 2.5 15	61 2.3 56	40 2.8 98	63 2.3 120	57 2.3 37	47 2.6 60	77 1.9 35	72 2.2 32	54 2.6 57	49 2.5 97	59 2.4 131	59 2.4 49	63 2.3 84	56 2.4 80	75 2.1 56	61 2.3 62	65 2.2 75	55 2.4 101	60 2.4 86	54 2.6 41	67 2.1 73	46 2.6 70	70 2.1 66	64 2.4 78
36. In a crisis, I would have the support I need from family or friends.	74 2.0 1841	68 2.1 186	69 2.1 16	75 1.8 56	70 2.1 98	77 2.0 119	67 2.0 36	63 2.3 60	86 1.9 35	78 2.0 32	59 2.4 56	71 2.0 97	73 2.0 129	71 2.1 49	76 2.0 84	76 2.0 80	80 1.9 56	75 2.0 63	77 2.0 73	77 1.9 104	81 1.8 86	88 1.8 41	88 1.7 73	57 2.3 68	76 2.0 66	78 2.1 78
<b>Service Environment*</b>	84 1841	79 185	81 16	89 56	85 98	86 118	81 36	98 60	82 34	72 32	67 57	87 95	86 131	82 49	84 85	83 81	77 56	83 65	86 74	86 102	92 87	93 40	93 73	78 69	85 67	88 76
37. I feel safe	85 1.8 1852	81 1.8 186	88 1.9 16	93 1.4 56	84 1.8 98	85 1.8 121	78 1.8 37	80 1.8 60	85 1.7 34	81 1.9 32	77 2.0 57	86 1.7 97	85 1.7 133	88 1.6 49	83 1.8 86	85 1.9 81	82 1.9 56	86 1.7 65	86 1.7 74	86 1.6 103	92 1.7 87	93 1.7 40	93 1.5 73	75 1.9 69	81 1.8 67	91 1.8 76
38. The surroundings are clean.	90 1.6 1849	85 1.7 186	81 1.8 16	95 1.3 56	91 1.7 98	92 1.6 119	92 1.6 36	88 1.7 60	83 1.7 36	84 1.8 32	74 2.1 57	95 1.5 95	94 1.7 131	84 1.6 49	96 1.6 85	93 1.7 81	82 2.0 57	91 1.6 65	89 1.6 75	90 1.5 102	95 1.5 87	95 1.6 40	95 1.5 73	86 1.6 69	93 1.6 67	91 1.7 77

Item	All Providers	401	402	403	404	405	407	409	410	413	414	415	416	418	419	420	421	422	423	424	426	427	428	429	430	431
		<b>Living Situation*</b>	84 1852	82 187	81 16	95 56	82 96	83 120	92 38	80 59	83 36	84 32	70 57	84 96	84 134	78 49	91 85	80 81	75 55	86 65	87 75	82 103	91 87	90 40	96 72	76 70
39. I feel safe where I live.	1.8 1853	1.9 187	1.9 16	1.4 56	1.8 97	1.8 119	1.9 38	1.9 60	1.9 34	1.9 32	2.1 57	1.7 97	1.9 134	1.9 49	1.8 84	1.9 81	1.9 56	1.7 66	1.7 74	1.7 103	1.7 87	1.8 40	1.6 72	2.0 70	1.8 66	1.9 78
40. The place where I live is clean.	85 1850	77 187	63 16	96 56	82 96	85 120	82 38	83 59	81 36	81 32	77 57	89 96	84 134	84 49	89 85	84 81	80 55	84 64	89 75	91 104	84 87	90 40	92 72	71 70	92 66	83 78
41. The location where I live is convenient.	80 1832	85 184	75 16	93 56	80 95	66 118	92 38	81 59	75 36	81 32	76 55	72 95	84 131	71 49	87 85	78 81	74 54	79 62	81 75	76 102	87 87	80 40	92 72	87 70	83 65	67 76
<b>Other Items Not In Scales*</b>																										
8. I was able to get all the services I thought I needed.	86 1878	83 191	69 16	95 57	82 98	86 123	95 39	85 60	94 34	88 32	76 59	95 99	86 132	82 49	79 86	85 81	86 57	79 67	91 76	91 103	92 87	80 40	93 75	83 72	85 67	85 78
9. I was able to see a psychiatrist when I wanted to.	71 1865	64 188	44 16	82 57	69 98	69 118	85 39	73 60	77 35	87 31	64 58	82 98	75 133	53 49	74 84	60 80	66 56	53 66	78 76	75 105	79 87	73 41	76 75	70 71	76 66	67 78

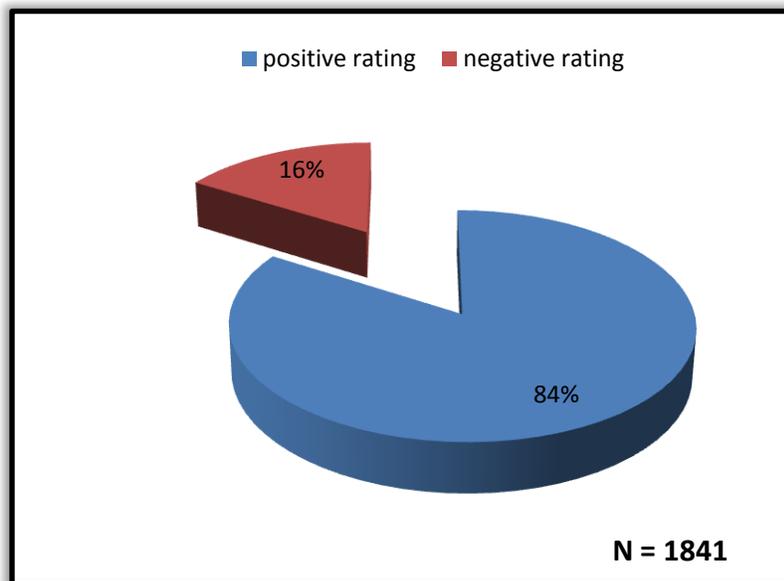
\*National data will not be available for these domains.

# Additional Analysis

## Service Environment

The 2011 survey asked two new questions related to the environment where individuals receive services. Providers requested these questions be added to determine if responders feel that they are receiving services in a safe and clean environment. As shown in figure 13, eighty-four percent of the respondents responded positively about the safety and cleanliness of the service environment.

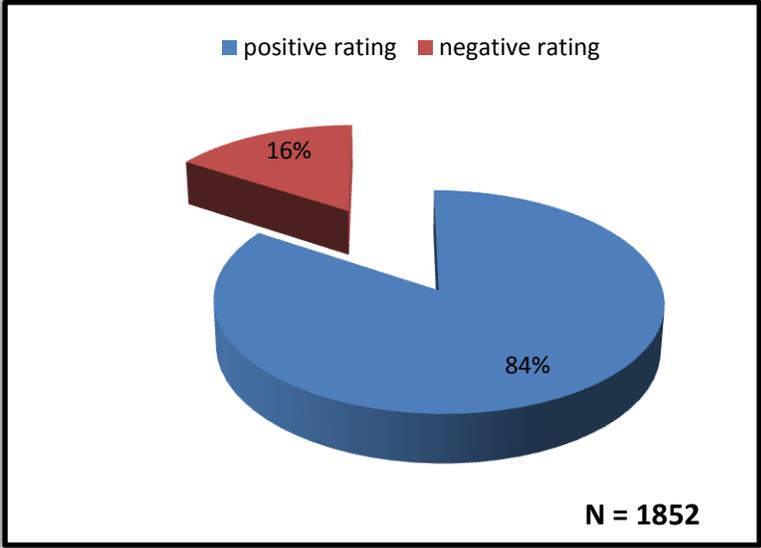
**Figure 13: Service Environment: Percentage of responders reporting positively on their service environment for current survey year**



# Living Environment

The 2011 survey asked two new questions related to respondents living environments. DMHA requested these questions be added to determine if responders feel that they are living in a safe, clean and convenient location. As shown in figure 14, eighty-four percent of the respondents reported positively about their living environments.

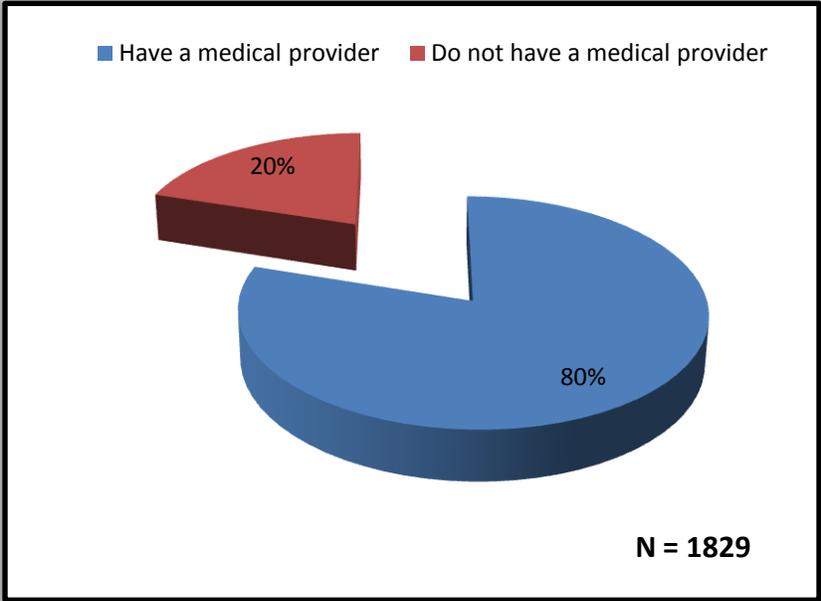
**Figure 14: Living Environment: Percentage of responders reporting positively on their living environment for current survey year**



# Physical Health Provider

The 2011 survey asked several health and wellness related questions. Providers requested that these questions be added to determine the coordination of care and overall communication with consumers about key health and wellness issues. The first question asked respondents if they had a physical health provider. Figure 15 shows that eighty percent of responders reported that they do have a physical health provider they see for their physical health needs.

**Figure 15: Percentage of responders who have a physical health provider**



## Coordination of Care

Respondents that reported they had a physical health provider were asked to report on the coordination of care between their physical health provider and their mental health/substance use provider. As shown in table 3, fifty percent of responders reported that they strongly agreed or agreed with the statement: “My current mental health provider/substance use provider has worked together with my physical health provider to come up with a clear and consistent approach for helping me.”

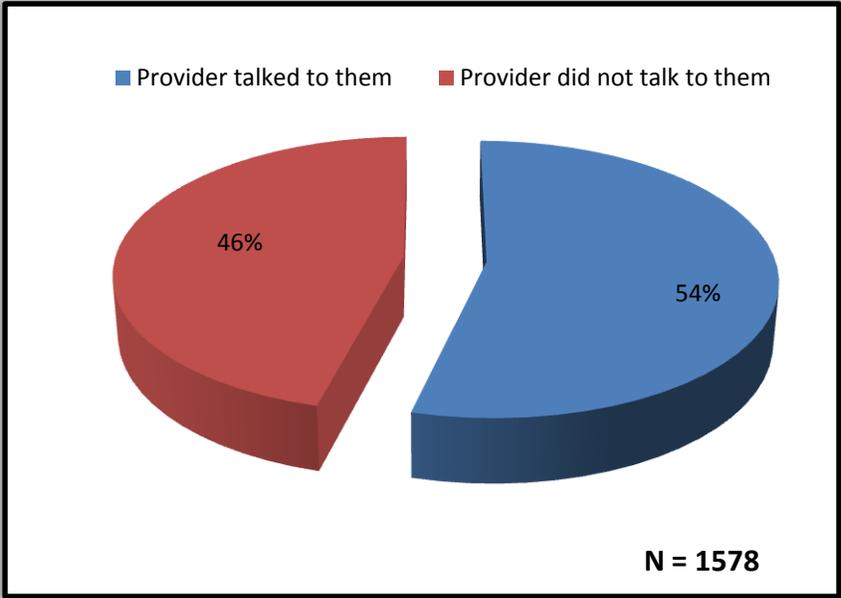
Table 3: Coordination of care between mental health/substance use provider and physical health provider

<b>(N=1354)</b>	<b>Number Responded</b>	<b>% of Responders</b>
Strongly Agree	327	24%
Agree	354	26%
Neutral	476	35%
Disagree	149	11%
Strongly Disagree	48	4%

# Discussion of impact of psychiatric medications on weight gain

Respondents were asked to report whether or not their physical health provider or their mental health/substance use provider had discussed the impact of their psychiatric medications on weight gain. As shown in figure 16, fifty-four percent of responders reported their providers had discussed the impact of their psychiatric medications on weight gain.

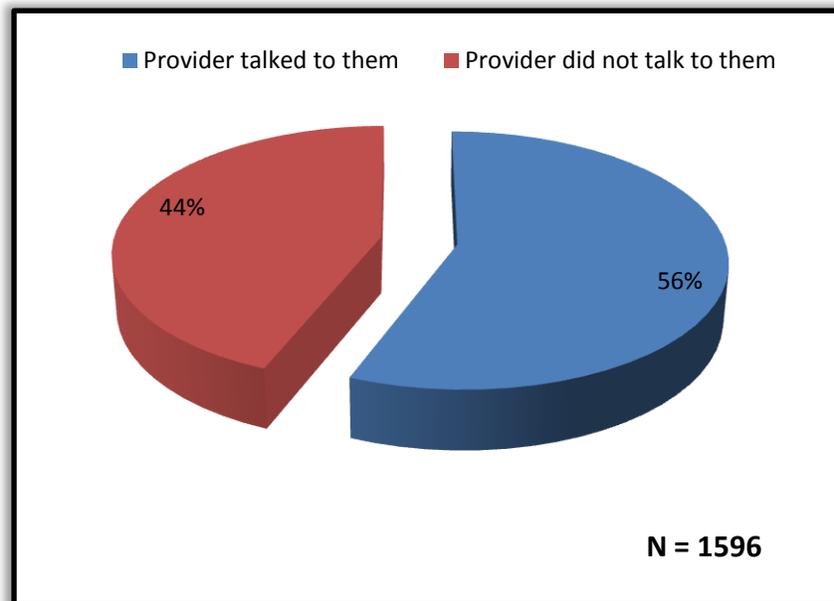
**Figure 16: Percentage of respondents reporting their provider discussed the impact of psychiatric medications on weight gain**



## Advice on weight loss and smoking cessation

Respondents were asked to report whether or not their physical health provider or mental health/substance use provider had talked with them about weight loss and/or smoking cessation. As shown in figure 17, fifty-six percent of responders reported that their physical health provider or mental health/substance use provider had talked with them about weight loss or smoking cessation.

**Figure 17: Percentage of respondents reporting their physical health provider or mental health/substance use provider talked with them about weight loss or smoking cessation**



## Most Liked and Least Liked Aspects of Services

Two open ended questions were added to the end of the survey this year to capture comments from responders regarding the two most liked aspects of services and the two least liked aspects of the services they receive. All comments were reviewed and then categorized within six categories. These categories naturally developed through the comment review and were not predetermined by the reviewers. Each category is made up of subcategories where each comment was recorded. The overarching categories for comments are listed below:

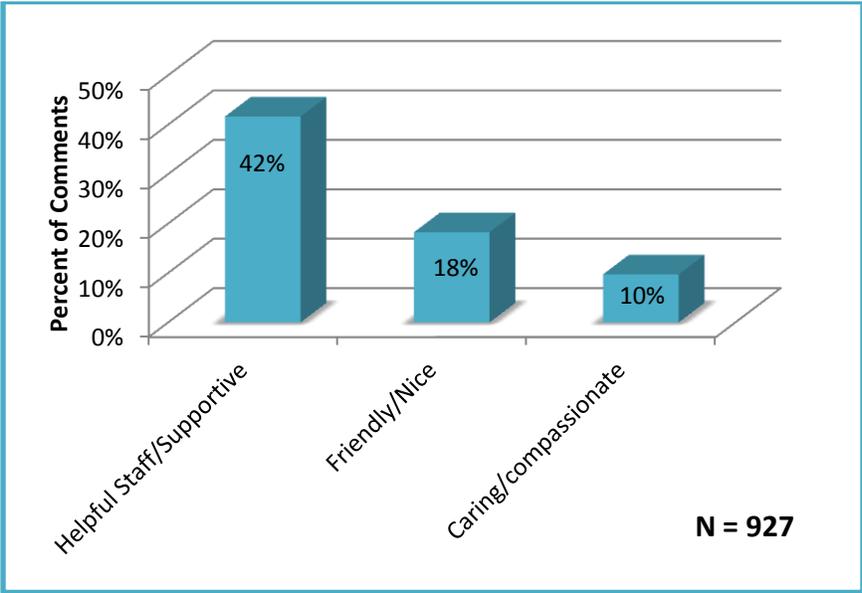
- Staff
- Location/Environment
- Communication/Confidentiality
- Services
- Outcomes
- Scheduling/Cost

Charts are provided in figures 18 – 27 for statewide data. For both the most liked and least liked charts, the top sixty percent of subcategories for comments are represented.

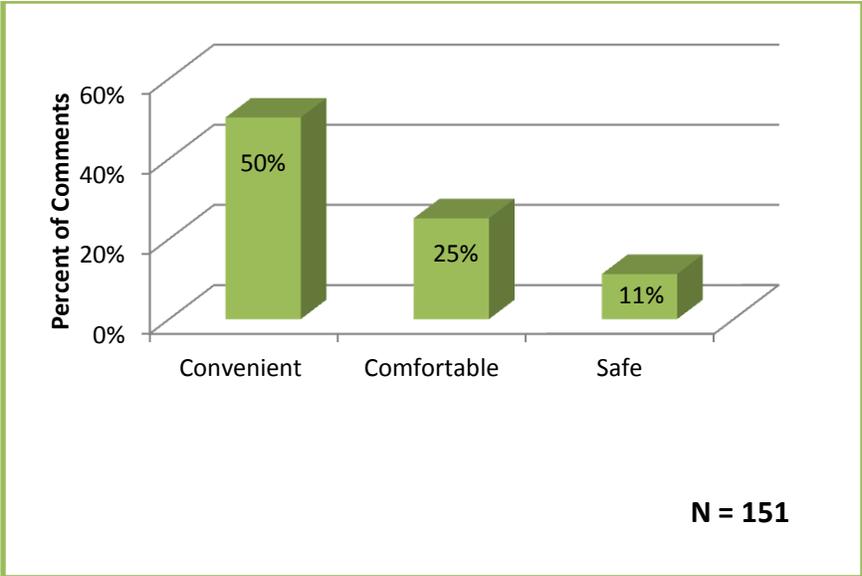
# Statewide Most Liked Aspects of Services

There were 2106 most liked aspects of services comments made. The subcategories represented in the charts below illustrate the top sixty percent of the comments made in each category.

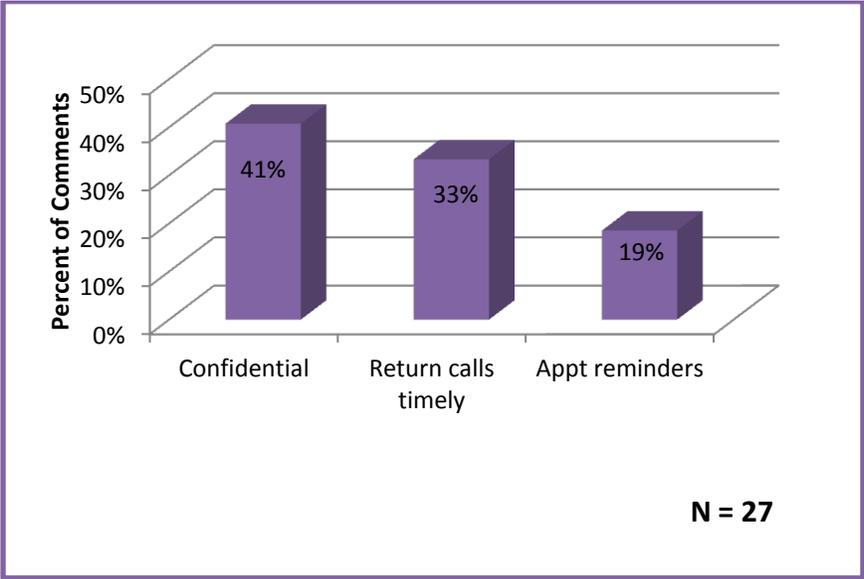
**Figure 18: Staff: most liked**



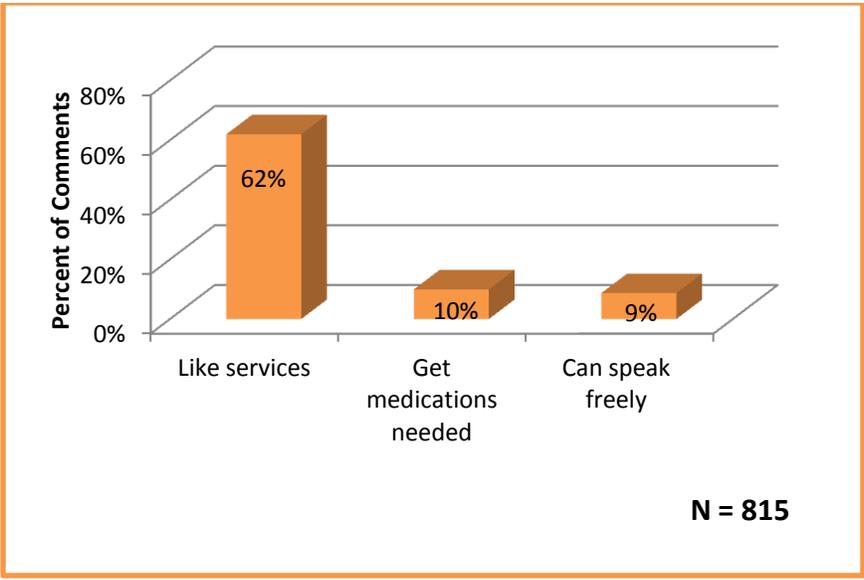
**Figure 19: Location/Environment: most liked**



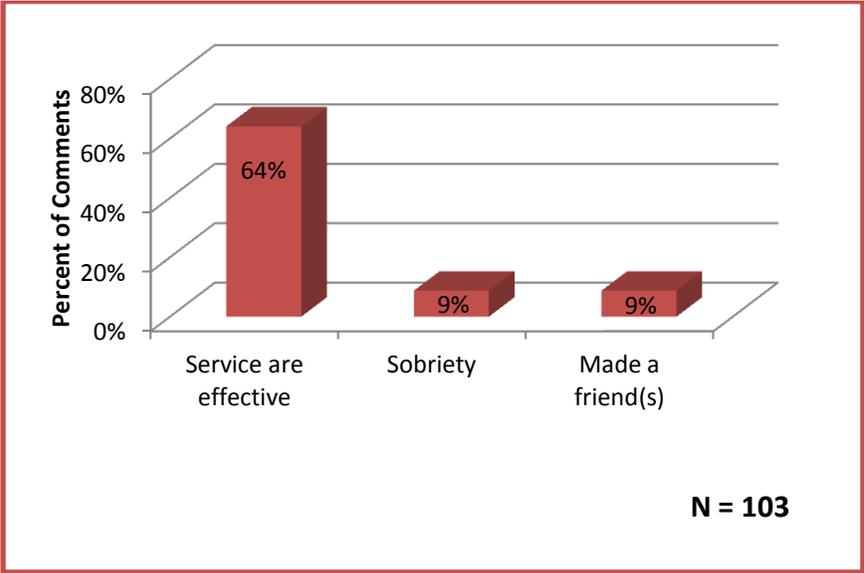
**Figure 20: Confidentiality/Communication: most liked**



**Figure 21: Services: most liked**



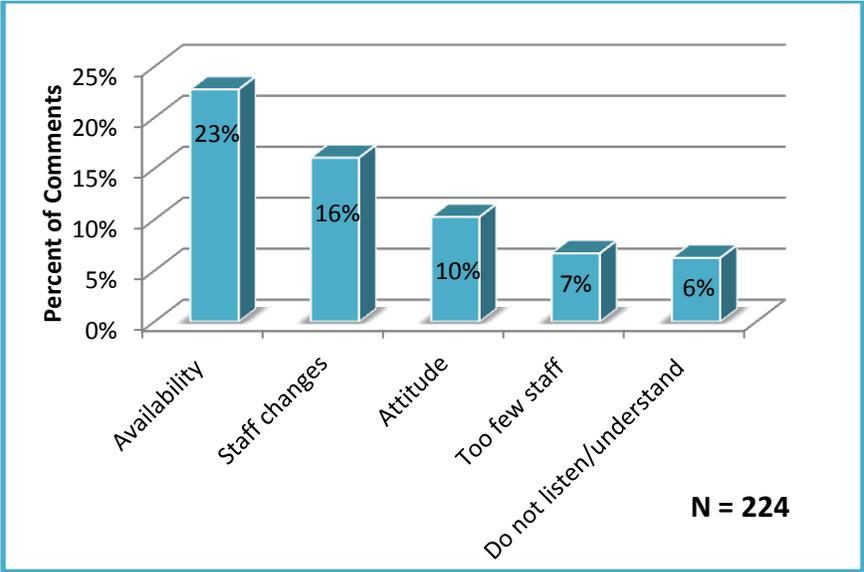
**Figure 22: Outcomes: most liked**



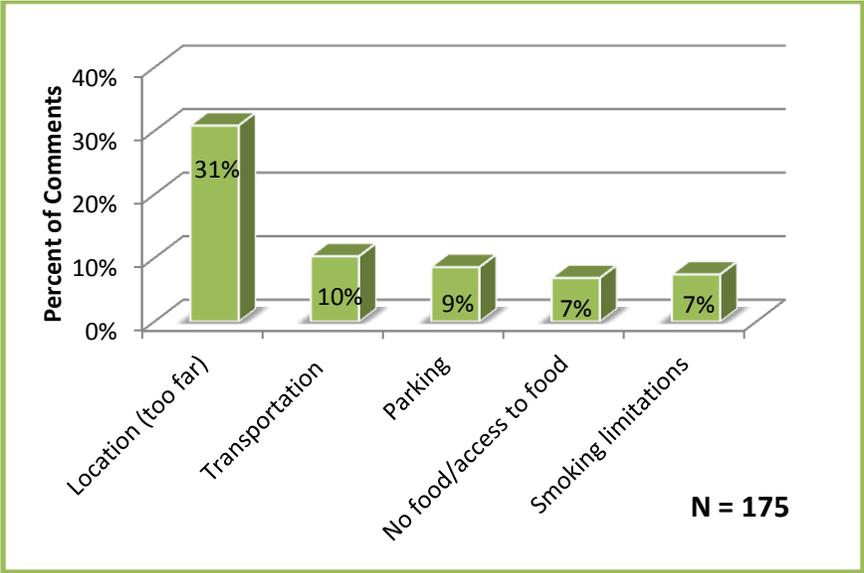
# Statewide Least Liked Aspects of Services

There were 1148 comments made for the least liked aspects of services. The charts below illustrate the most commented subcategories representing at least sixty percent of the comments in each category. Comments for Outcomes least liked aspects of services are not illustrated due to only 3 comments, therefore no trends could be identified.

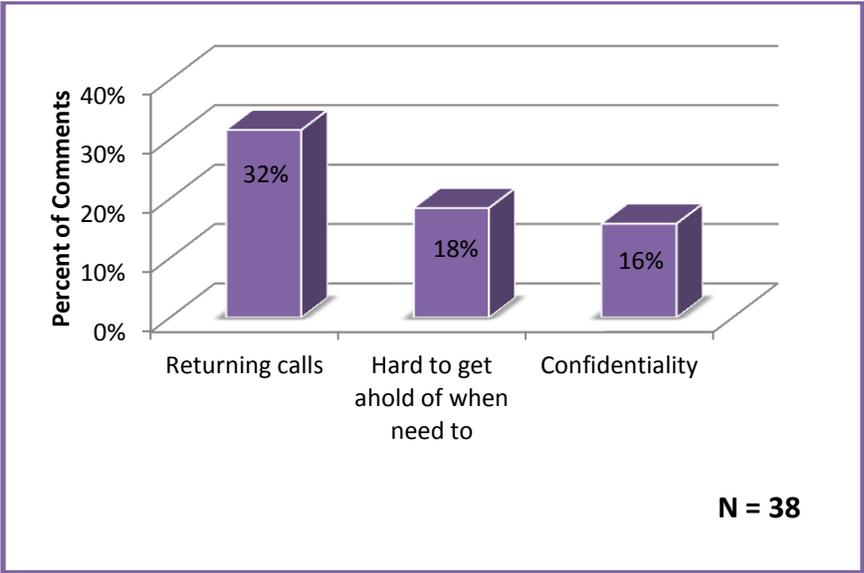
**Figure 23: Staff: least liked**



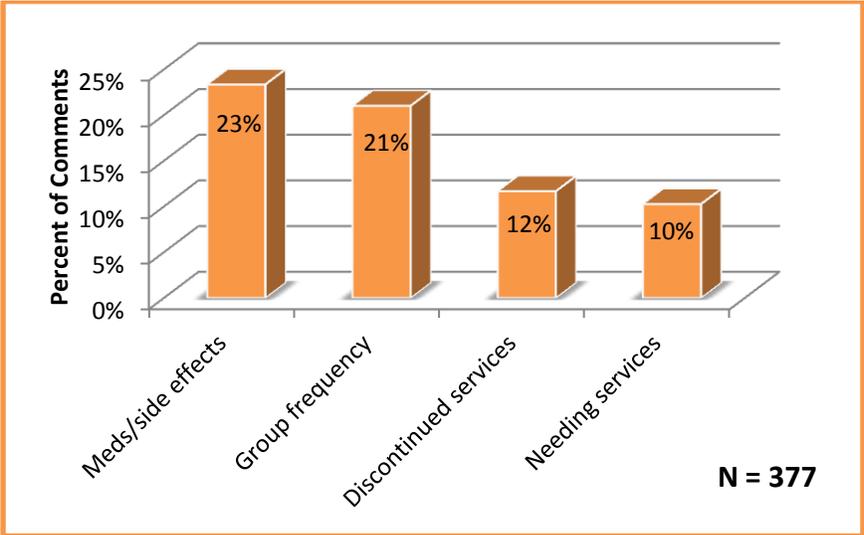
**Figure 24: Location/Environment least liked**



**Figure 25: Confidentiality/Communication least liked**



**Figure 26: Services least liked**



**Figure 27: Scheduling/Cost least liked**

