

2014

MHSIP Survey Analysis by Planning and Policy Region

*An evaluation of Adult and Parent/Guardian satisfaction
with community mental health services*

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Executive Summary

In March 2014, the Tennessee Department of Mental Health and Substance Abuse Services (TDMHSAS), Office of Research, completed an analysis of the Adult and Parent/Guardian satisfaction with community mental health services across the state. Each year, the Department is required by the Substance Abuse and Mental Health Services Administration's (SAMHSA) Center for Mental Health Services (CMHS) to conduct a survey of consumers' perceptions of the mental health care they received from the community mental health system. The survey used is the Mental Health Statistical Improvement Project Survey (MHSIP) for Adults and Parent/Guardians¹. The results from this survey are reported annually to CMHS as part of the requirements for the Mental Health Block Grant.

The Department provides consumer satisfaction data to SAMHSA through the completion of the Uniform Reporting System (URS) tables. Statewide data is compiled by SAMHSA and compared to national data. These reports are available on SAMHSA's website. However, these reports currently do not require nor present regional breakdowns of statewide data. To provide additional information to Tennessee's Regional Planning and Policy Councils, the Office of Research developed a methodology to evaluate satisfaction data by state planning and policy region.

The surveys ask questions related to services within seven domains:

- General Satisfaction
- Access to Services
- Functioning
- Social Connectedness
- Treatment Participation
- Treatment Outcomes
- Appropriateness and Quality of Services²

The questions associated with each domain can be found in Appendices A and B.

On the adult survey, the highest scoring domains were the Overall Satisfaction with Care and Quality and Appropriateness of Services in both FY12 and FY13. On the Parent/Guardian survey however, the Cultural Sensitivity and Participation in Treatment Planning were the highest scoring domains in FY12 and FY13 respectively. On both surveys, the Outcome from Services and Functioning domains had the lowest scores.

¹ Tennessee submits a modified survey as part of the Uniform Reporting System tables

² In the Parent/Guardian survey this domain is replaced with Cultural Sensitivity

Highlights

Adult survey:

Survey Participation

- The total number of surveys administered decreased from 8,424 in FY12 to 8,276 surveys in FY13.
- The total number of surveys administered increased in 4 of 7 planning and policy regions.
- The percent of white adults completing the survey increased.
- 87% of adults completing the survey were between 25 and 64 years of age.

Survey Satisfaction

- Adult satisfaction with mental health services increased in all domains from FY12 to FY13.
- The Outcome and Social Connectedness domains experienced the largest increases in satisfaction (5%).
- Region 2 was the only region to experience increases in satisfaction across all domains on the adult survey.
- More adult females complete surveys and tend to be more satisfied than adult males.
- Adults ages 65+ were more satisfied with services than any other age group.

Parent/Guardian survey:

Survey Participation

- The total number of surveys administered increased from 1,832 in FY12 to 2,435 in FY13.
- The number of surveys administered increased in 5 of 7 planning and policy regions.
- 62% of respondents' children receiving services were between 0 and 12 years of age.

Survey Satisfaction

- Parent/Guardian satisfaction remained unchanged in 4 of 7 domains from FY12 to FY13. The General Satisfaction and Social Connectedness domains decreased while the Functioning domain increased.
- Approximately 60% of respondents have male children.
- In FY12, respondents were more satisfied with services for male children; however, in FY13 respondents were more satisfied with services for female children.
- Satisfaction was higher in the 0 to 12 age group for all domains in FY12 and FY13.

Data Methods and Limitations

Survey Instrument

The MHSIP survey used in Tennessee is considered a state variation because it does not include all of the official 28 items in the MHSIP Consumer Survey. Rather, Tennessee’s adult survey is comprised of 27 questions and eliminates two of the original questions from the Perception of Access domain. Additionally, the adult survey includes the question: “My encounters with the police have been reduced.” The Parent/Guardian survey is also a state variation of the official questionnaire. Similar to the Adult survey, the Parent/Guardian survey includes the question: “My child’s encounters with the police have been reduced”, which is not included on the original survey.

The Adult and Parent/Guardian surveys also include questions used to report the results of the Social Connectedness and Improved Functioning National Outcome Measures (NOMS) that are collected by SAMHSA. These questions have been included as part of Appendices A and B.

Survey Limitations

There are several limitations to consider when reviewing the information in the analyses included in this report. First, the data is not a matched pair, meaning that the individuals completing the survey in one fiscal year may not be the same individuals completing the survey in another. Second, characteristics of the people sampled differed from FY12 to FY13. For example, the number of men surveyed was fewer than the number of women surveyed from FY12 to FY13.

Additionally, the department has not calculated a statewide response rate for the survey but has recently acquired the data to do so. This will be included in a later report.

Methods

The Department contracts with the Tennessee Association of Mental Health Organizations (TAMHO) to collect survey data from the community mental health agencies (CMHAs). Survey data is collected by the CMHAs through a web-based system operated by Telesage³. Survey data was obtained from Telesage and analyzed in accordance with SAMHSA’s Center for Mental Health Services (CMHS) Uniform Reporting System FY 2013 Table Reporting Instructions described below. The survey is scored into seven domains and these domains and related questions are provided for the Adult survey in Appendix A and the Parent/Guardian survey in Appendix B.

Domain Scoring Analysis

Computation of domain scores follows the methodology established for the MHSIP Consumer Survey, however, in both of the Tennessee instruments higher scores representing more positive perceptions are represented by 2 = “Agree” and 1 = “Strongly Agree”⁴. A domain score represents the percentage of respondents who reported an average positive value for that domain.

³ Telesage is contracted by the Tennessee Association of Mental Health Organizations.

⁴ The FY13 CMHS Reporting Instructions indicate that the Parent/ Guardian survey has higher scores represented by 4 = “Agree” and 5 = “Strongly Agree”.

A domain score of less than 2.5 indicates that the responder positively perceived the services offered in that domain. For example, the Perception of Access domain in the Tennessee survey contains four items:

- “The location of services was convenient.”
- “Staff was willing to see me as often as I felt it was necessary.”
- “Staff returned my calls within 24 hours.”
- “Services were available at times that were good for me.”

If a responder scored these items 1, 1, 2, and 1 respectively, the average score would be $(1+1+2+1)/4 = 1.25$. Since 1.25 is less than 2.5, this responder would be considered as positively perceiving the services in the Perception of Access domain.

The Office of Research excluded from the analysis of a domain any survey responses lacking scores for more than one-third of the items for that domain. For example, a responder would have to provide responses to at least three of the questions in the Perception of Access domain above to have his or her responses included in the data set for that domain⁵.

⁵ The domain score excluded individual items to which the responder did not respond.

Statewide Survey Results

Surveys Administered

Adult: The total number of adult satisfaction surveys completed in FY12 was 8,424. The number of surveys completed decreased by 148 surveys to 8,276 in FY13. Table 1 shows the total number of surveys completed in both fiscal years. Additionally, the table shows the number of surveys completed by planning and policy region. The number of surveys increased in five of seven regions, the largest increase being in Region 1 by 276% (387 surveys).

| Table 1. Total adult satisfaction surveys completed by Planning and Policy Region FY12 & FY13 | | | |
|--|--------------|--------------|----------------|
| Region | FY12 | FY13 | Percent change |
| 1 | 140 | 527 | 276% |
| 2 | 969 | 1,408 | 45% |
| 3 | 2,391 | 2,154 | -10% |
| 4 | 1,075 | 1,118 | 4% |
| 5 | 2,457 | 1,489 | -39% |
| 6 | 943 | 1,160 | 23% |
| 7 | 449 | 420 | -6% |
| Total | 8,424 | 8,276 | -2% |

Parent/Guardian: Table 2 shows the total number of Parent/Guardian surveys completed for FY12 and FY13. Overall, the total number of surveys completed increased from FY12 to FY13. The largest increase was in Region 2 by 207% (338 surveys).

| Table 2. Total parent/guardian satisfaction surveys completed by Planning and Policy Region FY12 & FY13 | | | |
|---|--------------|--------------|----------------|
| Region | FY12 | FY13 | Percent change |
| 1 | 65 | 193 | 197% |
| 2 | 163 | 501 | 207% |
| 3 | 264 | 270 | 2% |
| 4 | 257 | 332 | 29% |
| 5 | 437 | 753 | 72% |
| 6 | 378 | 271 | -28% |
| 7 | 268 | 115 | -57% |
| Total | 1,832 | 2,435 | 33% |

Statewide Positive Responses by Domain

States submit URS data based on annual reporting guidelines. One of the completed calculations for the tables looks at the percent responding positively to a given domain. Tables 3 and 4 below show the statewide percent of consumers responding positively to survey domains for FY12 and FY13. Additionally, the tables show the percentage change in satisfaction for each domain from FY12 to FY13.

As shown in Table 3, each Adult survey domain increased; specifically, the Outcome from Services and Social Connectedness domains had the largest changes at four and five percent respectively⁶. Additionally, the highest scoring domain in both FY12 and FY13 was Quality and Appropriateness of Services domain. The lowest scoring domain in both fiscal years was the Outcome from Services domain.

| | FY12 Percent N=8,424 | FY13 Percent N=8,276 | % Change |
|---|----------------------------|----------------------------|-----------|
| Table 3. Consumer Perception of Care (ADULTS): | | | |
| Access to Services | 87% | 88% | 1% |
| Quality/Appropriateness of Services | 89% | 91% | 2% |
| Outcome from Services | 61% | 64% | 5% |
| Participation in Treatment Planning | 80% | 82% | 2% |
| Overall Satisfaction with Care | 89% | 90% | 1% |
| Social Connectedness | 66% | 69% | 5% |
| Functioning | 63% | 65% | 3% |

Table 4 shows the percent responding positively to each domain by fiscal year for the Parent/Guardian survey. As shown, there was very little change in domain satisfaction between fiscal years for the survey⁷. Although there was very little change in satisfaction across years, satisfaction was highest in the Cultural Sensitivity domain and the lowest in the Outcome from Services domain in both FY12 and FY13.

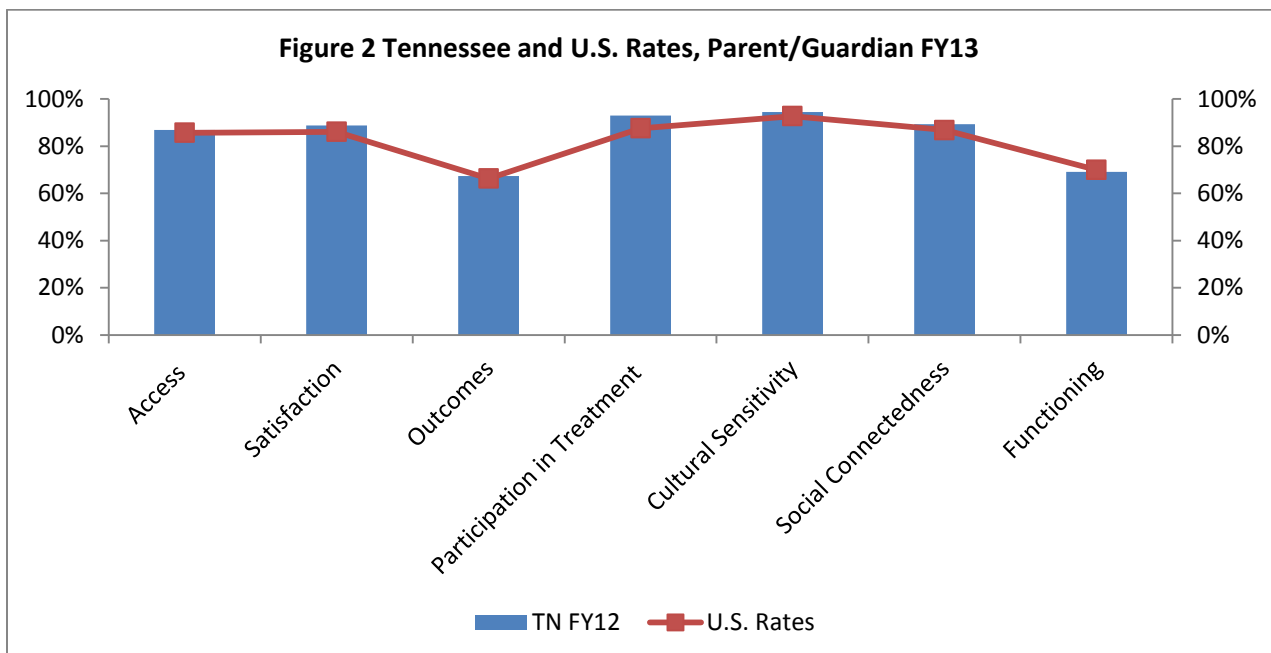
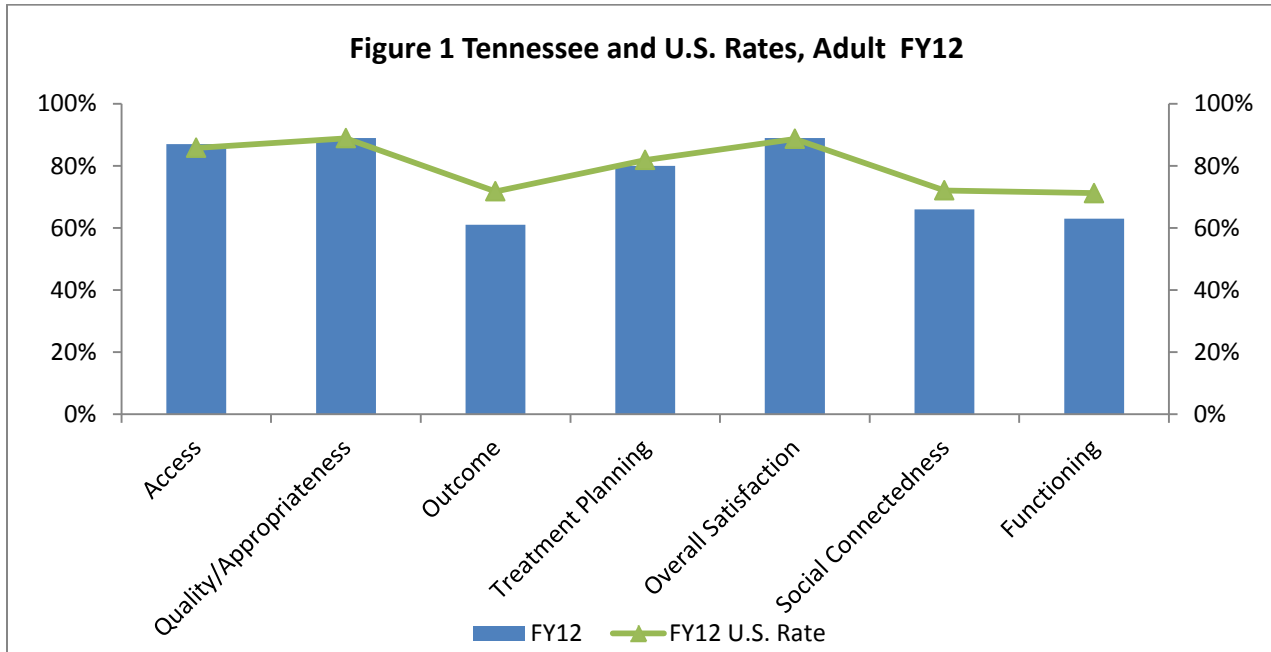
| | FY12 Percent N=1,832 | FY13 Percent N=2,435 | % Change |
|---|----------------------------|----------------------------|------------|
| Table 4. Consumer Perception of Care (CHILDREN/ADOLESCENTS): | | | |
| Access to Services | 87% | 87% | 0% |
| Satisfaction with Services | 89% | 88% | -1% |
| Outcome from Services | 67% | 67% | 0% |
| Participation in Treatment Planning | 93% | 93% | 0% |
| Cultural Sensitivity | 94% | 94% | 0% |
| Social Connectedness | 89% | 88% | -1% |
| Functioning | 69% | 70% | 1% |

⁶ No significant difference in domain scores between FY12 and FY13.

⁷ No significant difference in domain scores between FY12 and FY13.

Tennessee and U.S. Rates

Figures 1 and 2 show the Tennessee rates for the adult survey and parent/guardian survey in FY12 compared to the U.S. Rates for the same year. At the time this analysis was completed, the Substance Abuse and Mental Health Services Administration's (SAMHSA) Center for Mental Health Services (CMHS) had not released the U.S. rates for FY13. As figure 1 shows, Tennessee rates were the same as national rates except in the Outcome from Services, Social Connectedness, and Functioning domains. Figure 2 shows the Tennessee parent guardian survey domain scores were slightly higher than the U.S. rates across all domains except Functioning in FY12.



Regional Survey Results

As mentioned before, SAMHSA's Uniform Reporting System (URS) requirements do not include regional breakdowns of statewide data. The Office of Research was able to complete the same analyses used for the statewide URS reports and evaluate the data on a regional basis.

Table 5 shows the percent responding positively to each Adult survey domain by region. The table shows that each of the domains increased from FY12 to FY13 in overall satisfaction with services. Appendix B shows charts comparing the percent of individuals responding positively to each domain by fiscal year for each Planning and Policy Region.

Table 6 also shows the percent responding positively to each domain for the Parent/Guardian survey. Overall, there was little change in satisfaction between FY12 and FY13. Additionally, Appendix C includes charts displaying each individual Planning and Policy Region's domain scores.

Table 5. Adult Satisfaction by Region

| | Region 1 | Region 2 | Region 3 | Region 4 | Region 5 | Region 6 | Region 7 | Range | Statewide Rate | U.S. Rate |
|--|----------|----------|----------|----------|----------|----------|----------|--------|----------------|-----------|
| Access to Services | | | | | | | | | | |
| FY12 | 83% | 88% | 83% | 84% | 89% | 93% | 88% | 83-93% | 87% | 86% |
| FY13 | 86% | 92% | 87% | 84% | 88% | 93% | 87% | 84-93% | 88% | * |
| Quality/Appropriateness of Services | | | | | | | | | | |
| FY12 | 93% | 90% | 86% | 86% | 90% | 94% | 87% | 86-94% | 89% | 89% |
| FY13 | 92% | 94% | 90% | 88% | 91% | 94% | 89% | 88-94% | 91% | * |
| Outcome from Services | | | | | | | | | | |
| FY12 | 59% | 60% | 59% | 67% | 59% | 70% | 62% | 59-70% | 61% | 72% |
| FY13 | 63% | 67% | 58% | 65% | 62% | 74% | 63% | 58-74% | 64% | * |
| Participation in Treatment Planning | | | | | | | | | | |
| FY12 | 83% | 77% | 77% | 80% | 80% | 88% | 75% | 75-88% | 80% | 82% |
| FY13 | 81% | 86% | 81% | 78% | 81% | 88% | 79% | 78-88% | 82% | * |
| General Satisfaction with Care | | | | | | | | | | |
| FY12 | 95% | 87% | 87% | 88% | 91% | 94% | 91% | 87-95% | 89% | 89% |
| FY13 | 90% | 93% | 88% | 88% | 90% | 94% | 90% | 88-94% | 90% | * |
| Social Connectedness | | | | | | | | | | |
| FY12 | 70% | 66% | 65% | 70% | 60% | 75% | 69% | 60-75% | 66% | 72% |
| FY13 | 70% | 71% | 66% | 70% | 66% | 75% | 67% | 66-75% | 69% | * |
| Functioning | | | | | | | | | | |
| FY12 | 64% | 60% | 60% | 68% | 59% | 73% | 66% | 59-73% | 63% | 71% |
| FY13 | 65% | 68% | 58% | 68% | 62% | 74% | 65% | 58-74% | 65% | * |
| * Data unavailable | | | | | | | | | | |

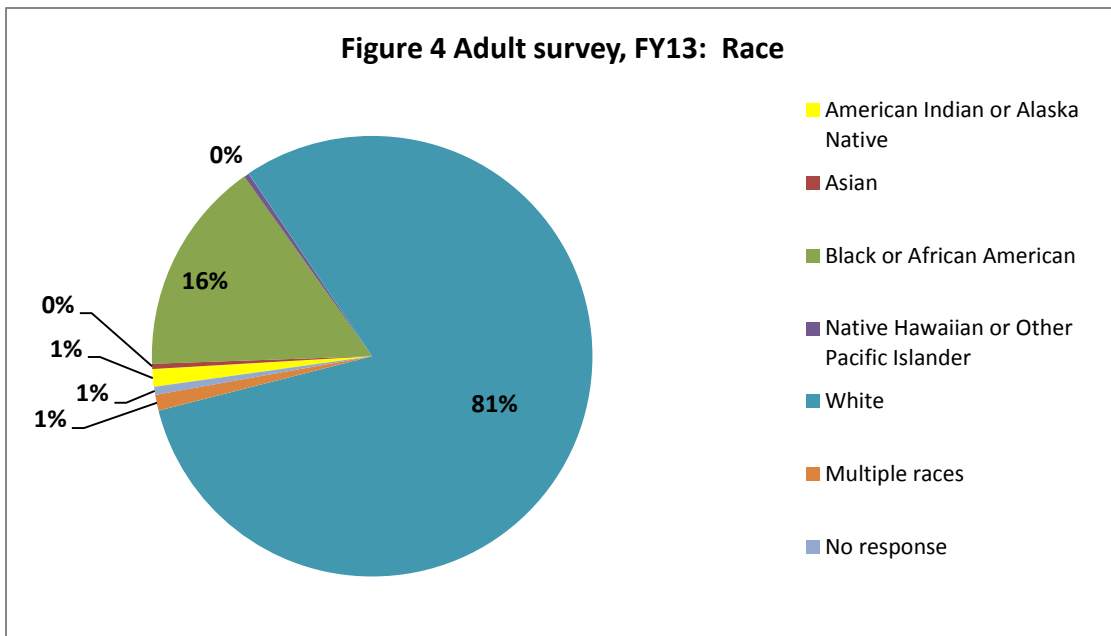
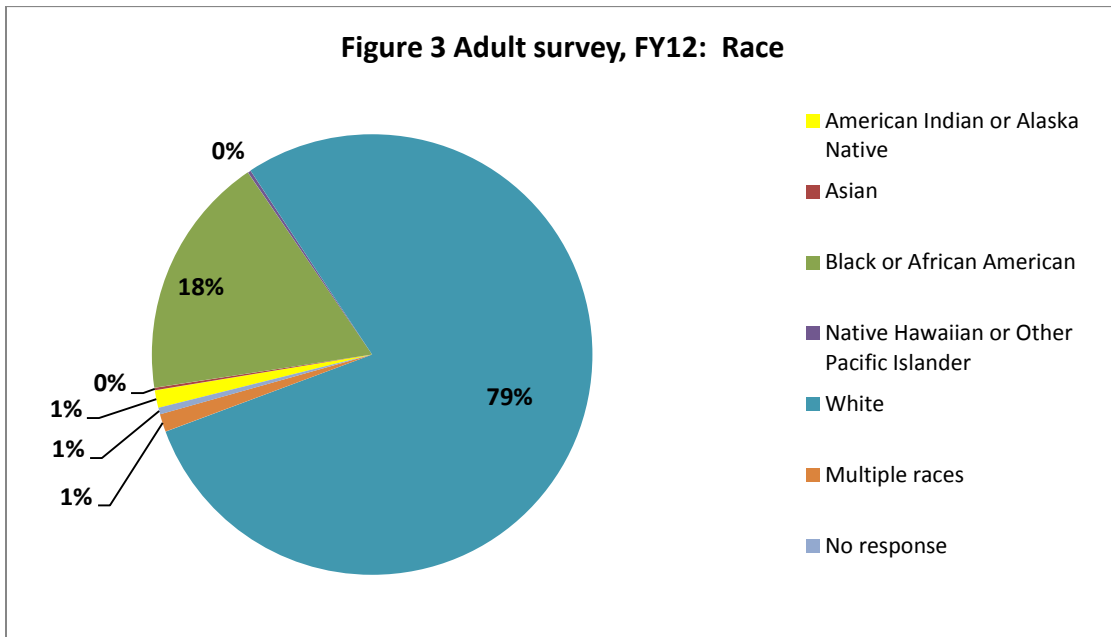
Table 6. Parent/Guardian Satisfaction by Region

| | Region 1 | Region 2 | Region 3 | Region 4 | Region 5 | Region 6 | Region 7 | Range | Statewide Rate | U.S. Rate |
|--|----------|----------|----------|----------|----------|----------|----------|--------|----------------|-----------|
| Access to Services | | | | | | | | | | |
| FY12 | 84% | 89% | 92% | 76% | 85% | 92% | 89% | 76-92% | 87% | 86% |
| FY13 | 89% | 88% | 81% | 80% | 88% | 92% | 89% | 80-92% | 87% | * |
| Satisfaction with Services | | | | | | | | | | |
| FY12 | 92% | 84% | 87% | 88% | 86% | 92% | 93% | 84-93% | 89% | 86% |
| FY13 | 89% | 90% | 82% | 82% | 90% | 92% | 96% | 82-96% | 88% | * |
| Outcome from Services | | | | | | | | | | |
| FY12 | 60% | 68% | 62% | 61% | 64% | 75% | 75% | 60-75% | 67% | 66% |
| FY13 | 65% | 80% | 58% | 53% | 69% | 67% | 73% | 53-80% | 67% | * |
| Participation in Treatment Planning | | | | | | | | | | |
| FY12 | 94% | 92% | 93% | 93% | 95% | 91% | 93% | 91-95% | 93% | 88% |
| FY13 | 92% | 95% | 92% | 92% | 93% | 96% | 97% | 92-97% | 93% | * |
| Cultural Sensitivity | | | | | | | | | | |
| FY12 | 98% | 92% | 94% | 95% | 92% | 96% | 96% | 92-98% | 94% | 93% |
| FY13 | 94% | 95% | 92% | 93% | 94% | 96% | 98% | 92-98% | 94% | * |
| Social Connectedness | | | | | | | | | | |
| FY12 | 89% | 89% | 90% | 88% | 86% | 92% | 91% | 86-92% | 89% | 87% |
| FY13 | 88% | 89% | 86% | 85% | 91% | 90% | 85% | 85-91% | 88% | * |
| Functioning | | | | | | | | | | |
| FY12 | 62% | 70% | 64% | 61% | 67% | 76% | 76% | 61-76% | 69% | 70% |
| FY13 | 68% | 81% | 60% | 56% | 72% | 69% | 74% | 56-81% | 70% | * |
| * Data unavailable | | | | | | | | | | |

Adult Satisfaction Survey Demographic Data

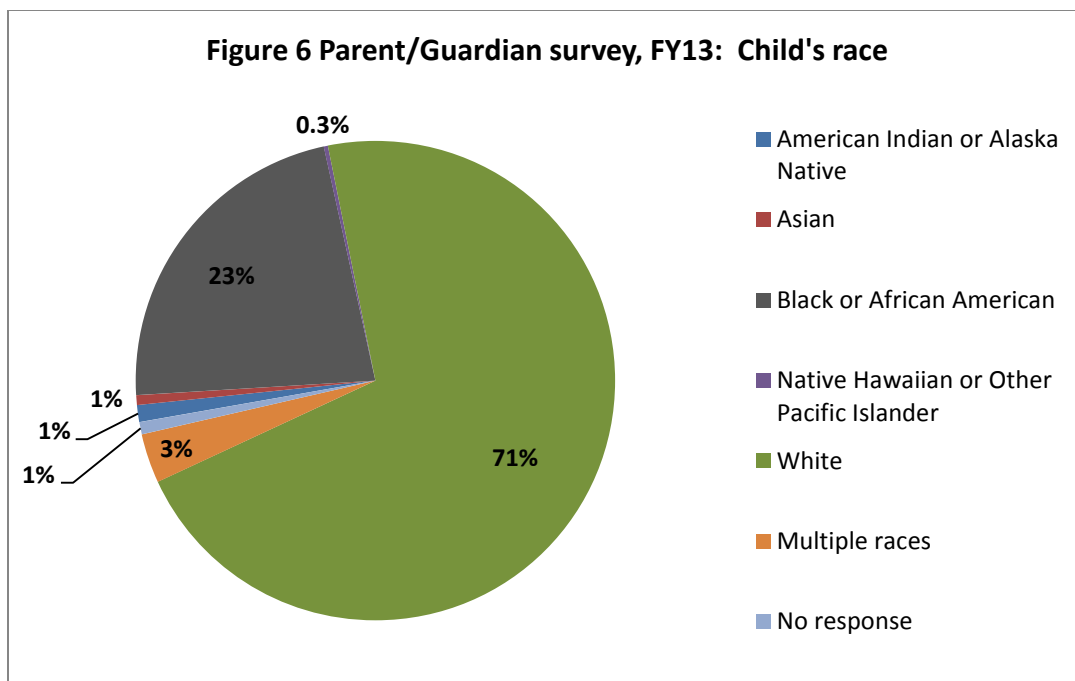
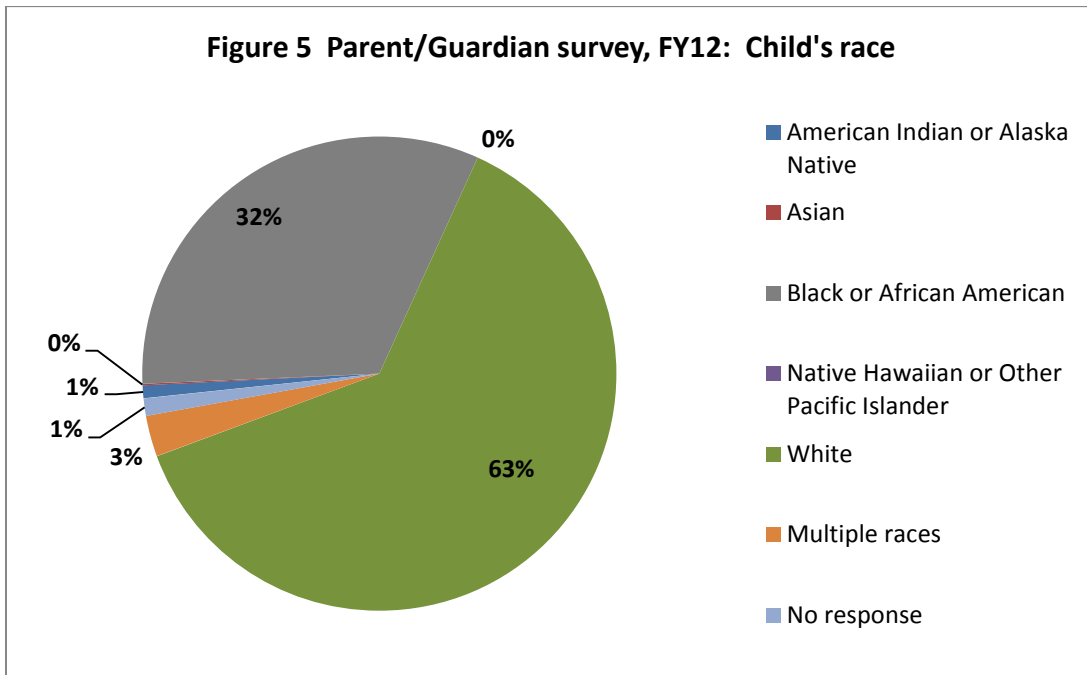
Adult survey by race

There was little change in the Adult survey race categories represented between FY12 and FY13. Below, Figures 3 and 4 show respondents race for each fiscal year. Between the two fiscal years the percent of White adults completing the survey increased by two percent, while the percent of Black adults completing the survey decreased by two percent.



Parent/Guardian survey by race

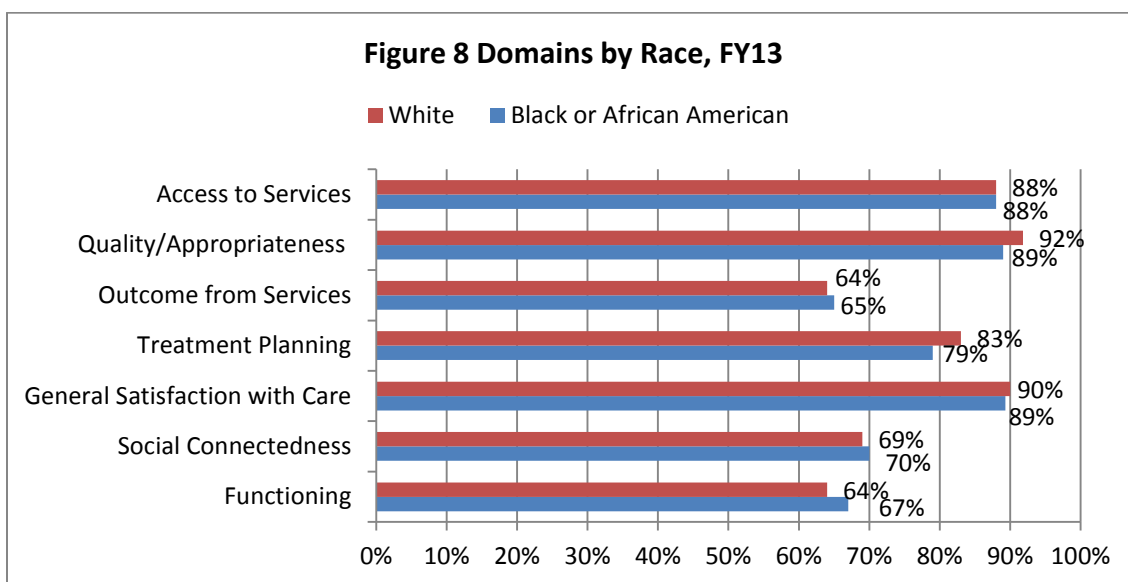
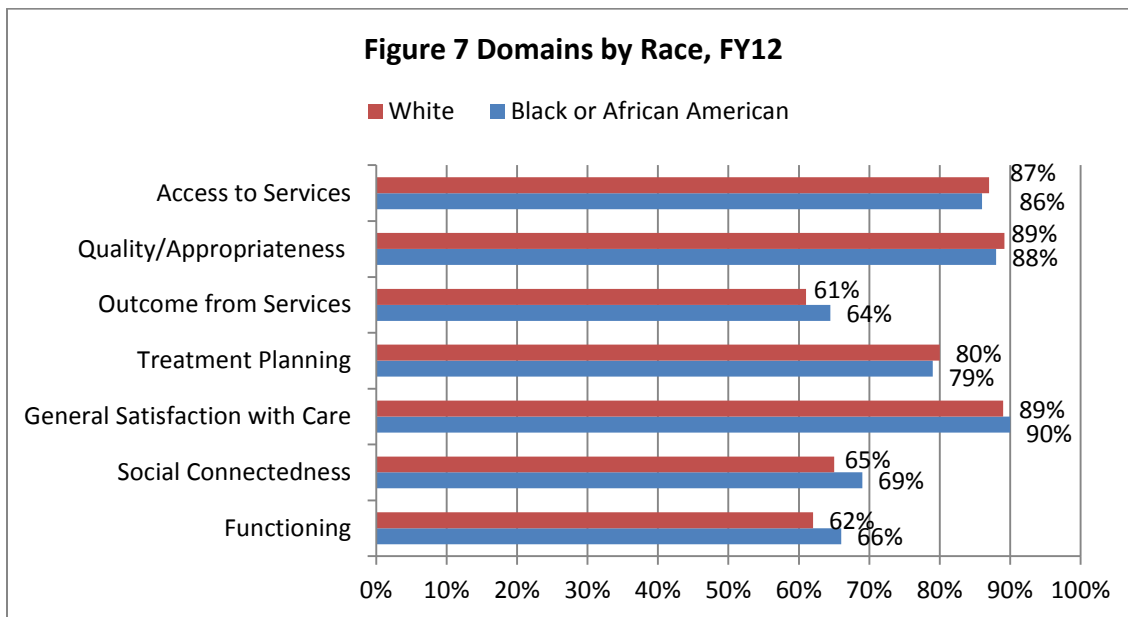
The race of children receiving services drastically changed between FY12 and FY13. There was a 13 percent increase in the number of White children receiving services whose parent/guardian completed a survey from FY12 to FY13. There was a 28 percent decrease in the number of Black/African American children receiving services from FY12 to FY13.



Race continued

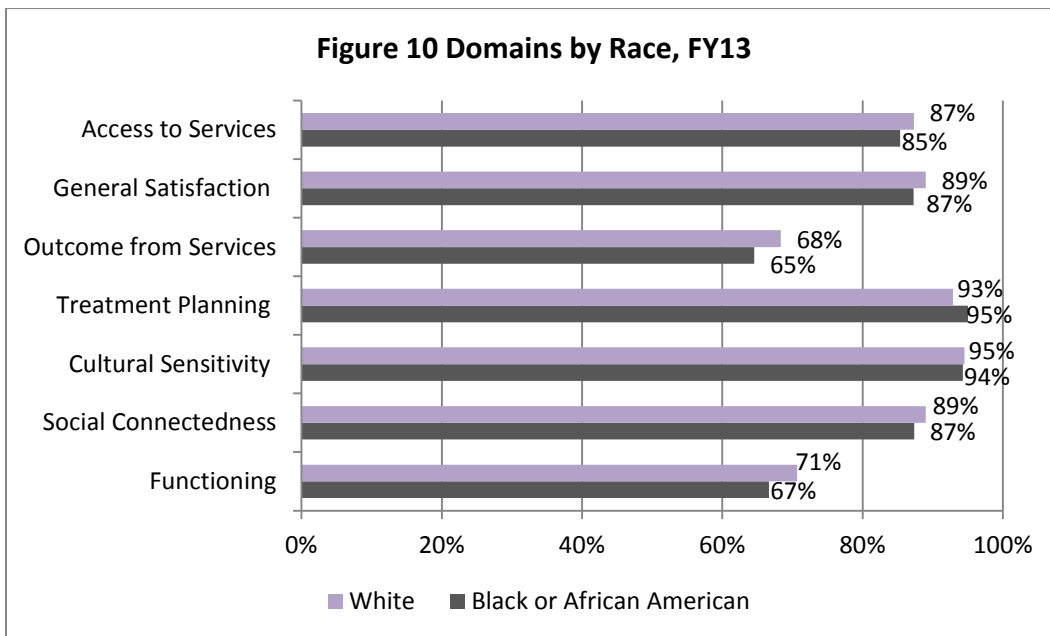
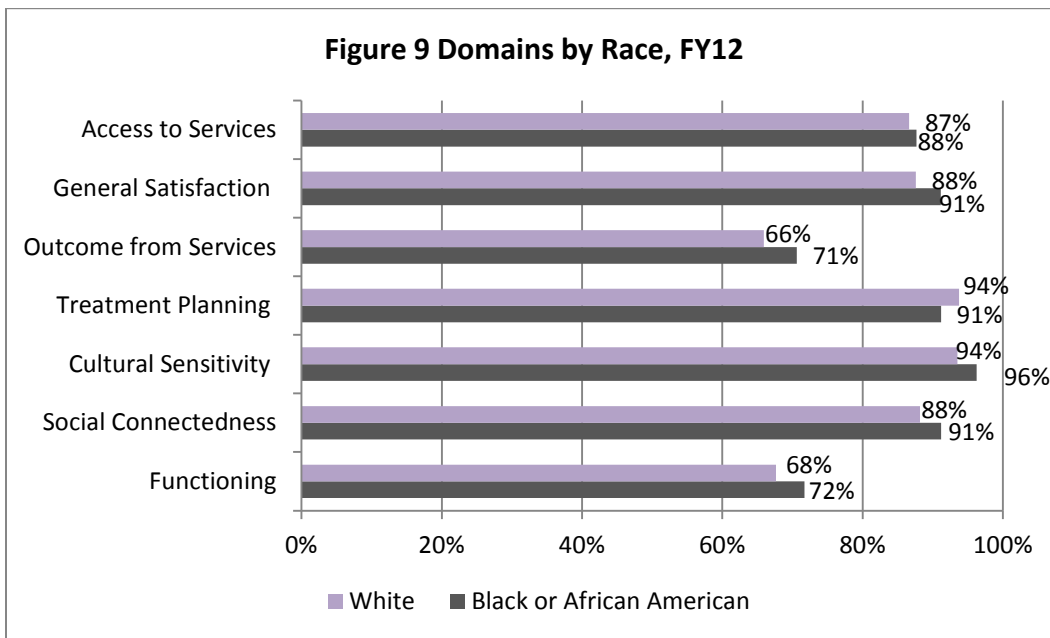
The largest race groups participating in the survey were Black/African American and White. Domain scores for these two groups are displayed below for each fiscal year and survey⁸.

Adults. In FY12 Whites were more satisfied with services than Blacks in the Access, Quality and Appropriateness, and Participation in Treatment Planning domains. Blacks were however, more satisfied in four of seven domains including: Outcome, General Satisfaction, Social Connectedness and Functioning. In FY13 Whites and Blacks were equally satisfied in the Access to Services domain.



⁸ No significant difference between domain scores for Blacks and Whites in FY12 and FY13.

Parent/Guardian⁹. Parents/Guardians with Black/African American children were more satisfied with services in six of seven domains in FY12. In FY13, however, satisfaction increased across every domain for respondents with White children except in the Treatment Planning domain.



⁹ No significant difference between domain scores for Blacks and Whites in FY12 and FY13.

Ethnicity

Satisfaction was also evaluated by Ethnicity for both surveys. Overall, respondents reporting that they or their child were not Hispanic or Latino did not change much in their satisfaction between FY12 and FY13 on both surveys. Individuals responding that they or their child were Hispanic or Latino saw increases in satisfaction with services for most domains.

| Domains by Ethnicity | | | | |
|----------------------------|--------------------|------|------------------------|------|
| Domains | Hispanic or Latino | | Not Hispanic or Latino | |
| | FY12 | FY13 | FY12 | FY13 |
| General Satisfaction | 89% | 89% | 89% | 90% |
| Access to services | 84% | 83% | 87% | 89% |
| Quality & Appropriateness | 82% | 88% | 89% | 92% |
| Participation in Treatment | 66% | 81% | 81% | 82% |
| Outcome from services | 61% | 64% | 62% | 64% |
| Social Connectedness | 43% | 67% | 67% | 69% |
| Functioning | 57% | 66% | 63% | 65% |

| Domains by Ethnicity Is the child Hispanic or Latino? | | | | |
|---|------|-----|------|-----|
| | FY12 | | FY13 | |
| | Yes | No | Yes | No |
| Participation in Treatment | 95% | 93% | 86% | 94% |
| Satisfaction with Services | 86% | 89% | 88% | 88% |
| Good Access to Services | 76% | 88% | 81% | 87% |
| Cultural Sensitivity | 86% | 95% | 89% | 95% |
| Positive Outcomes of Services | 65% | 68% | 75% | 67% |
| Social Connectedness | 76% | 90% | 85% | 89% |
| Functioning | 69% | 69% | 80% | 69% |

Gender and Age

Adults. Gender and age data is displayed for adults in Table 6 below. As shown, the percent of adult females completing the survey increased from FY12 to FY13 while the percent of males decreased¹⁰. Additionally, 87 percent of adult respondents were between 21 and 64 years of age in both fiscal years.

| Table 6. Adult Gender & Age Data | FY12 Percent | FY13 Percent |
|----------------------------------|--------------|--------------|
| Gender | | |
| Female | 62% | 66% |
| Male | 37% | 34% |
| Age | | |
| 0 to 12 | - | - |
| 13 to 17 | 1% | 1% |
| 18 to 20 | 4% | 3% |
| 21 to 24 | 5% | 5% |
| 25 to 44 | 44% | 43% |
| 45 to 64 | 43% | 44% |
| 65 to 74 | 3% | 3% |
| 75 and over | 1% | 1% |
| | 100% | 100% |

Parent/Guardian. Gender and age data for the children of the responders of the Parent/Guardian survey is provided in Table 7. As shown, the percent of male children receiving services is higher than female children receiving services¹¹. Additionally, 62 percent of the children receiving services in FY12 were between zero and twelve years of age.

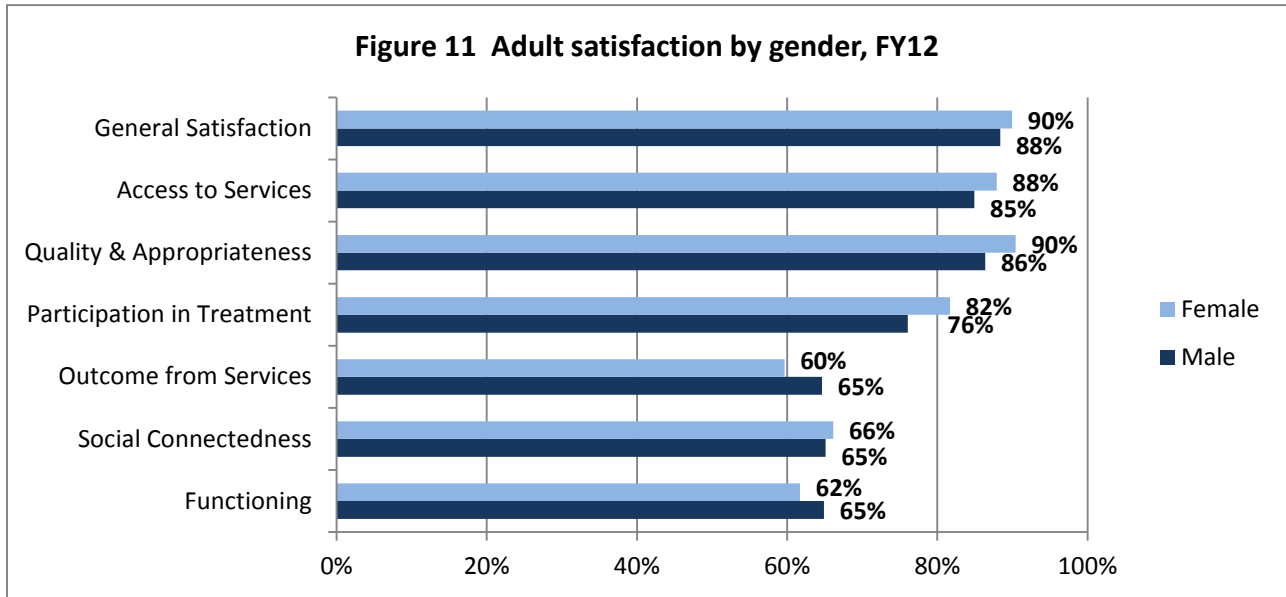
| Table 7. Parent Guardian Gender & Age Data | FY12 Percent | FY13 Percent |
|--|--------------|--------------|
| Gender | | |
| Female | 38% | 40% |
| Male | 62% | 60% |
| Age | | |
| 0 to 12 | 62% | 63% |
| 13 to 17 | 38% | 37% |
| | 100% | 100% |

¹⁰ No significant difference between domain scores for males and females in FY12 and FY13.

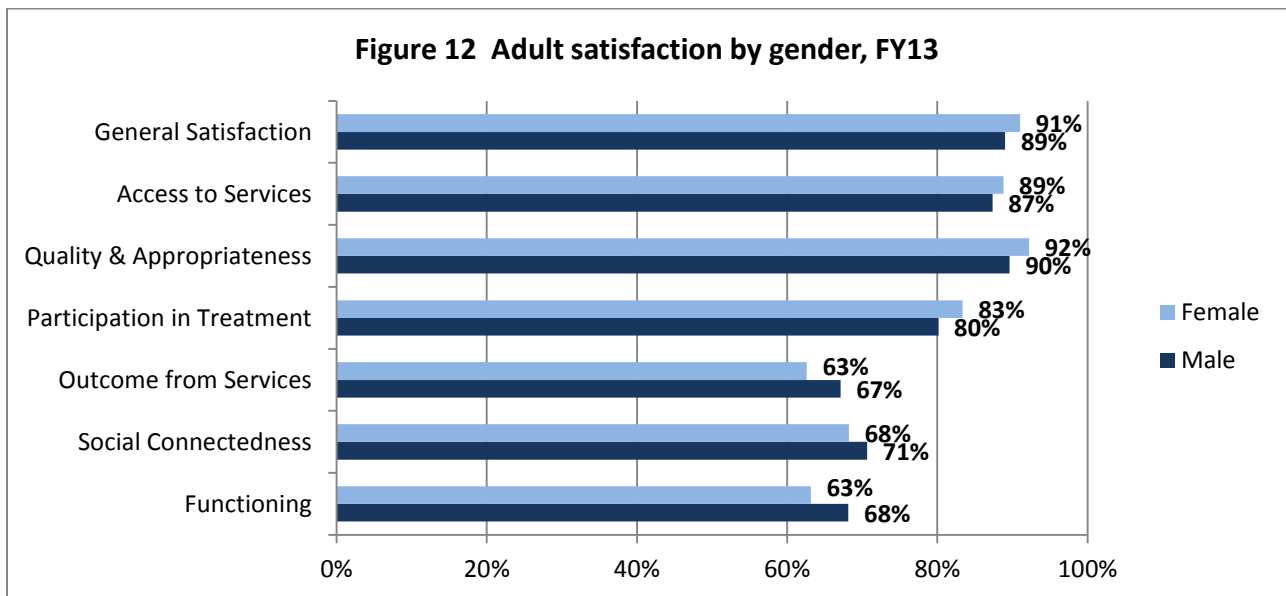
¹¹ No significant difference between domain scores for males and females in FY12 and FY13.

Domain scores by gender: Adults

The figures below show the percent responding positively to each domain for FY12 by gender. Overall, adult females were more satisfied with services than males in both fiscal years. In FY12, women were more satisfied with services than men in five of seven domains. Men were more satisfied in the Outcome from Services and Functioning domains in FY12. Appendix D presents these data in tabular form.



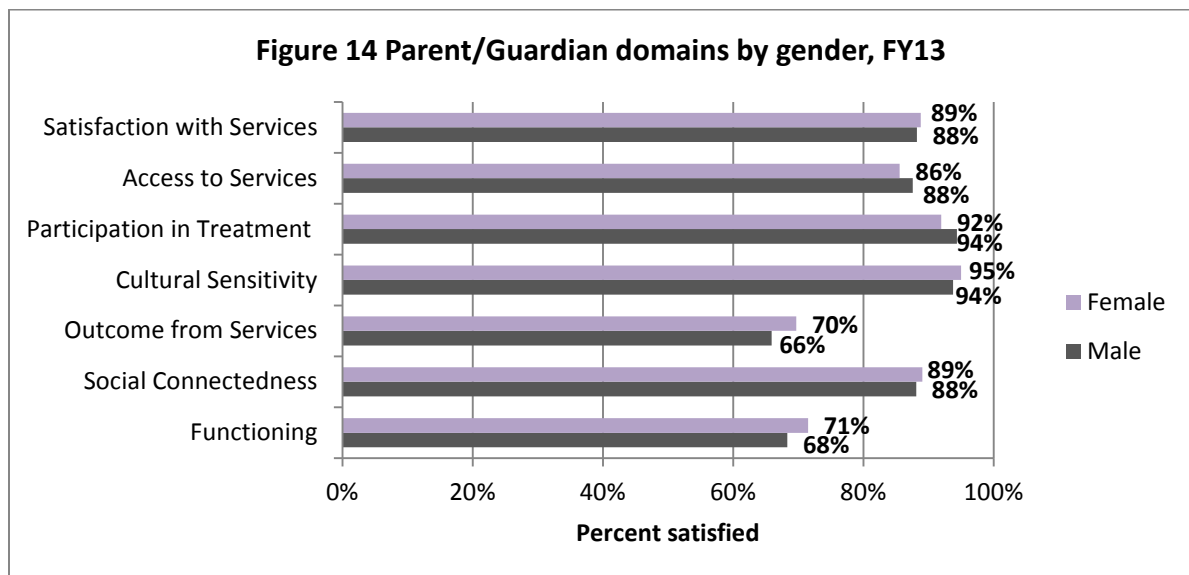
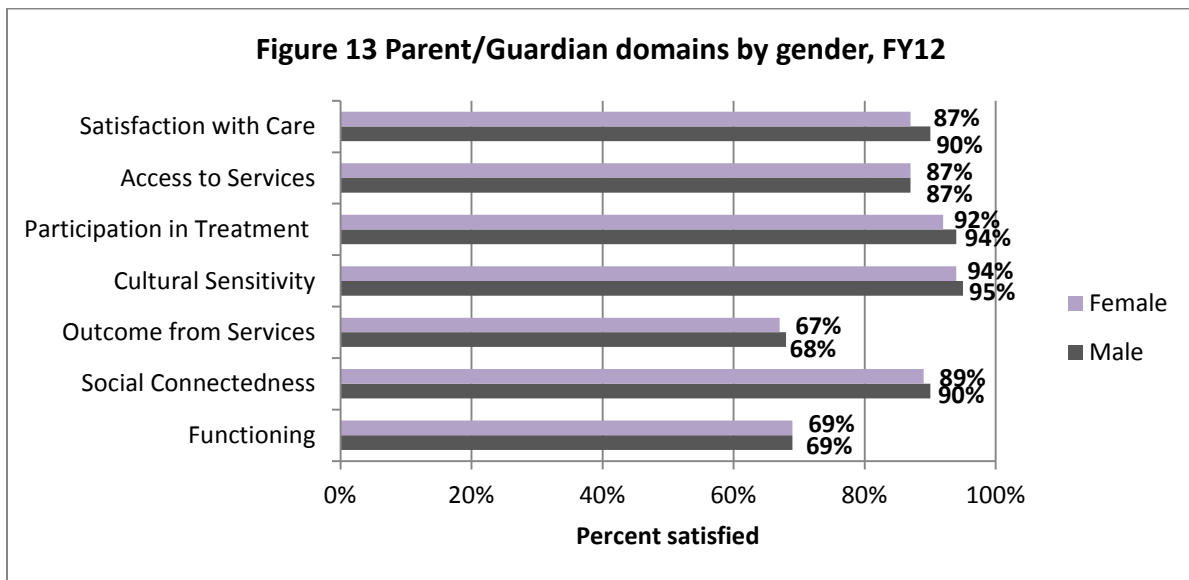
In FY13, females responded more positively than males in four out of seven domains. Similar to FY12, men were more satisfied in the Outcome from Services and Functioning domains than women. However, unlike FY12, males responded more positively than females in the Social Connectedness domain in FY13.



Domain scores by gender: Parent/Guardian

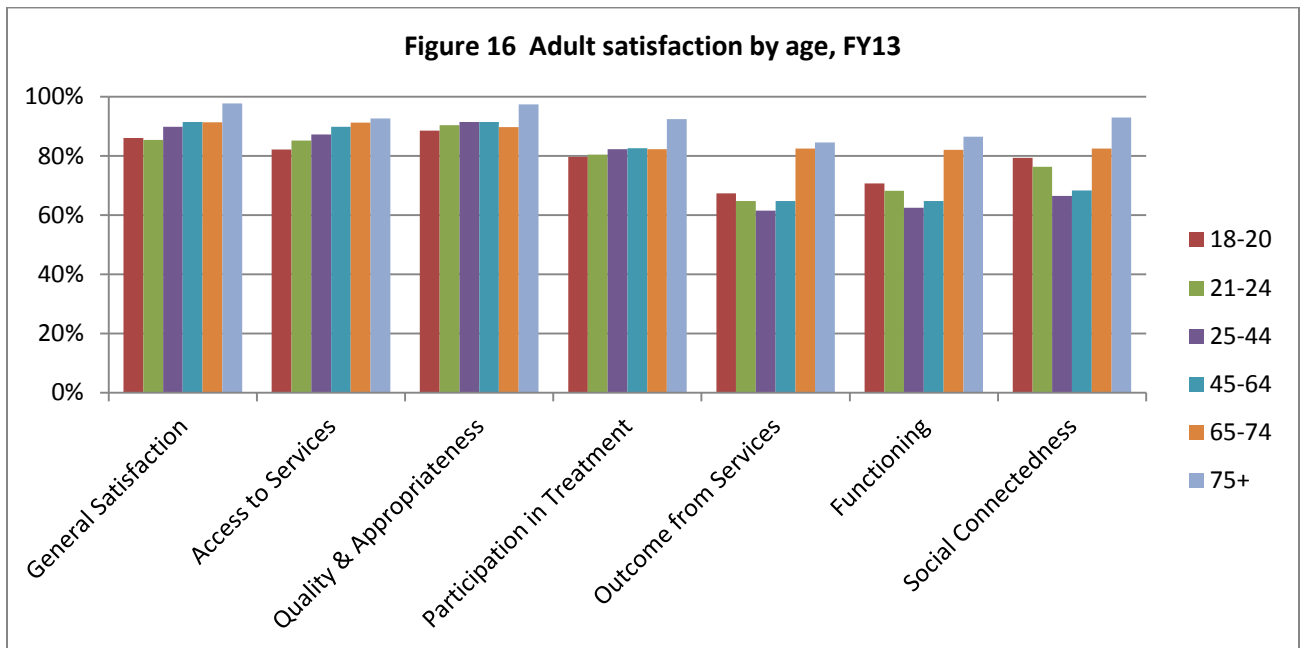
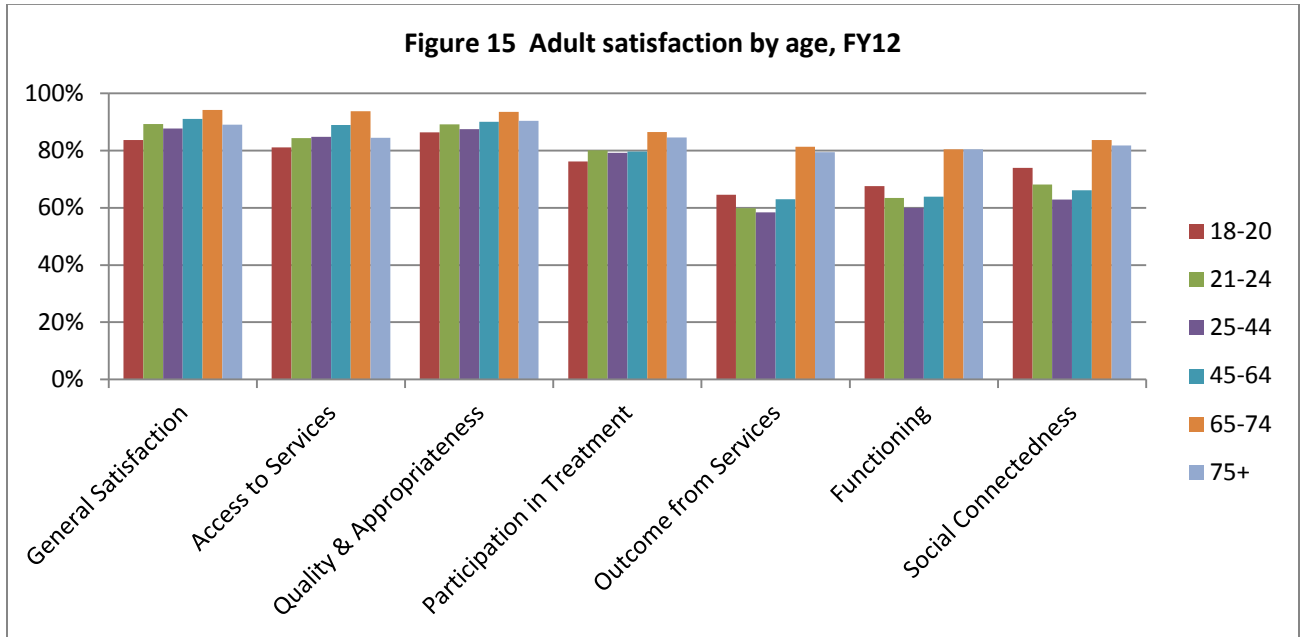
Figures 13 and 14 show domain scores by gender in FY12 and FY13 for the Parent/Guardian survey. Overall, responders were more satisfied with services for their male children than female children in FY12; however, in FY13 satisfaction was greater in five of seven domains for females. Appendix E presents these data in tabular form.

Scores for responders with male children were higher in five of seven domains. Specifically, satisfaction was higher for male children in the following domains in FY12: Satisfaction with Care, Participation in Treatment Planning, Cultural Sensitivity, Outcomes from Services, and Social Connectedness. This changed in FY13 when scores for responders with male children were higher in the Participation in Treatment and Access to Services domains.



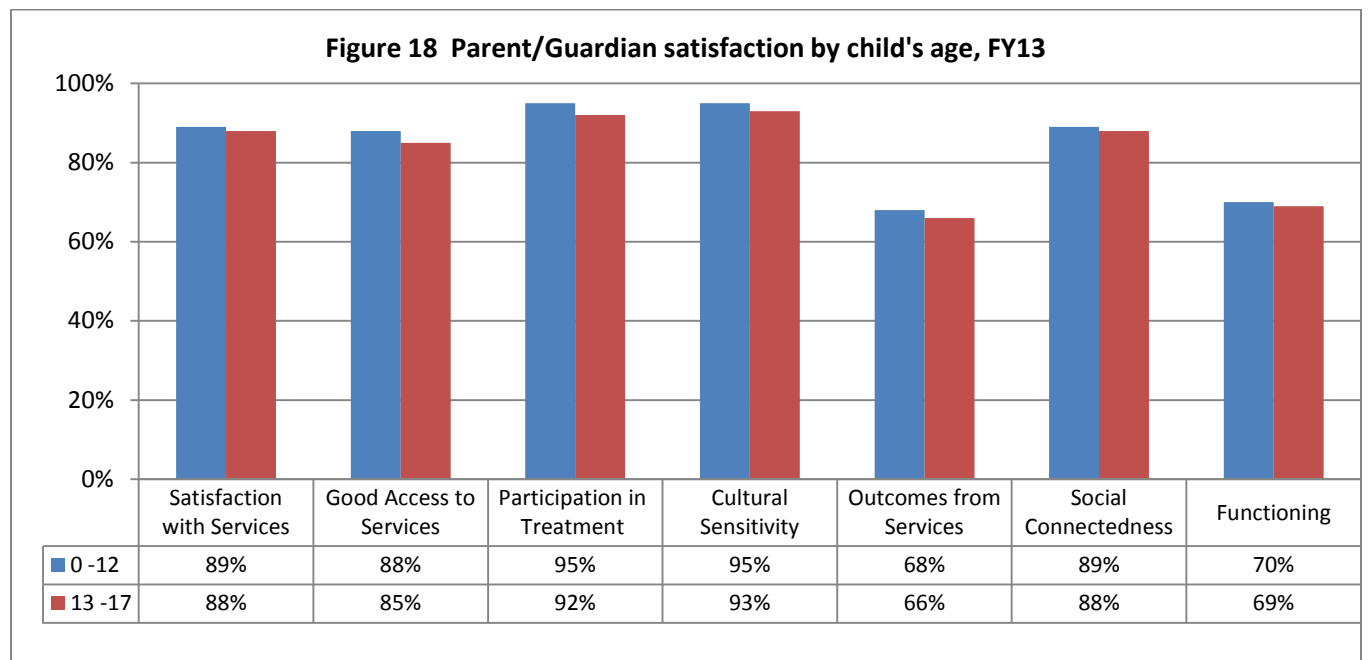
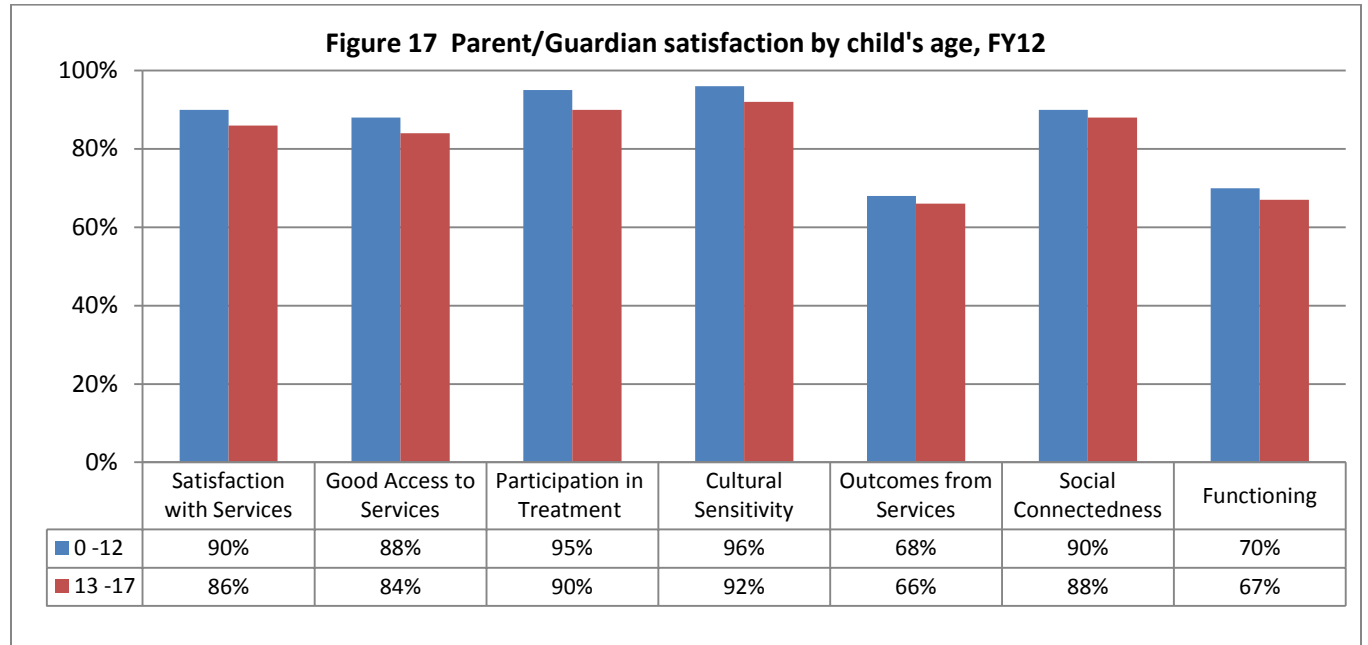
Domain scores by age: Adult

Figures 15 and 16 show the percent of adults responding positively to each domain by age for both fiscal years. In FY12, responders who were between the ages of 65-74 were more satisfied than any other age group with services in six domains. However, as seen in FY13, those who indicated they were 75+ were more satisfied than other age groups across every domain. Tables with the data are in Appendix F.



Domain scores by age: Parent/Guardian

Figures 17 and 18 show the domain scores by age for FY12 and FY13. Responders were more satisfied with services for their children ages 0-12 than services for adolescents. This was the case in both FY12 and FY13, although satisfaction with services for adolescents did increase for most domains between the two fiscal years. Tables with response data for each domain are presented in Appendix G.



Appendix A: Adult MHSIP Domain Items

Perception of Access:

The location of services was convenient.
Staff was willing to see me as often as I felt it was necessary.
Staff returned my calls within 24 hours.
Services were available at times that were good for me.
I was able to get all the services I thought I needed.
I was able to see a psychiatrist when I wanted to.

Perception of Quality and Appropriateness:

Staff believed that I could grow, change and recover.
I felt free to complain.
Staff told me what side effects to watch for.
Staff respected my wishes about who is and is not to be given information about my treatment.
Staff was sensitive to my cultural/ethnic background.
Staff helped me obtain the information needed so I could take charge of managing my illness.
I was give information about my rights.
Staff encouraged me to take responsibility for how I live my life.
I was encouraged to use consumer-run programs.

Perception of Outcomes:

I deal more effectively with daily problems.
I am better able to control my life.
I am better able to deal with crisis.
I am getting along better with my family.
I do better in social situations.
I do better in school and/or work.
My symptoms are not bothering me as much.
My housing situation has improved.

Perception of Participation in Treatment Planning:

I felt comfortable asking questions about my treatment and medications.
I, not staff, decided my treatment goals.

General Satisfaction:

I liked the services that I received here.
If I had other choices, I would still get services at this agency.
I would recommend this agency to a friend or family member.

Social Connectedness:

I am happy with the friendships I have.
I have people with whom I can do enjoyable things.
I feel I belong in my community.
In a crisis, I would have the support I need from family or friends.

Functioning:

I do things that are more meaningful to me.

I am better able to take care of my needs.

I am better able to handle things when they go wrong.

I am better able to do things that I want to do.

My symptoms are not bothering me as much.

Appendix B: Parent/Guardian MHSIP Domain Items

Good Access to Service:

The location of services was convenient for us.
Services were available at times that were convenient for us.

Satisfaction with Services:

Overall, I am satisfied with the services my child received.
The people helping my child stuck with us no matter what.
I felt my child had someone to talk to when he/she was troubled.
The services my child and/or family received were right for us.
My family got the help we wanted for my child.
My family got as much help as we needed for my child.

Positive Outcomes of Services:

My child is better at handling daily life.
My child gets along better with family members.
My child gets along better with friends and other people.
My child is doing better in school and/or work.
My child is better able to cope when things go wrong.
I am satisfied with our family life right now.

Participation in Treatment:

I helped to choose my child's services.
I helped to choose my child's treatment goals.
I was frequently involved in my child's treatment.

Cultural Sensitivity:

Staff treated me with respect.
Staff respected my family's religious/spiritual beliefs.
Staff spoke with me in a way that I understood.
Staff were sensitive to my cultural/ethnic background.

Social Connectedness Domain Items:

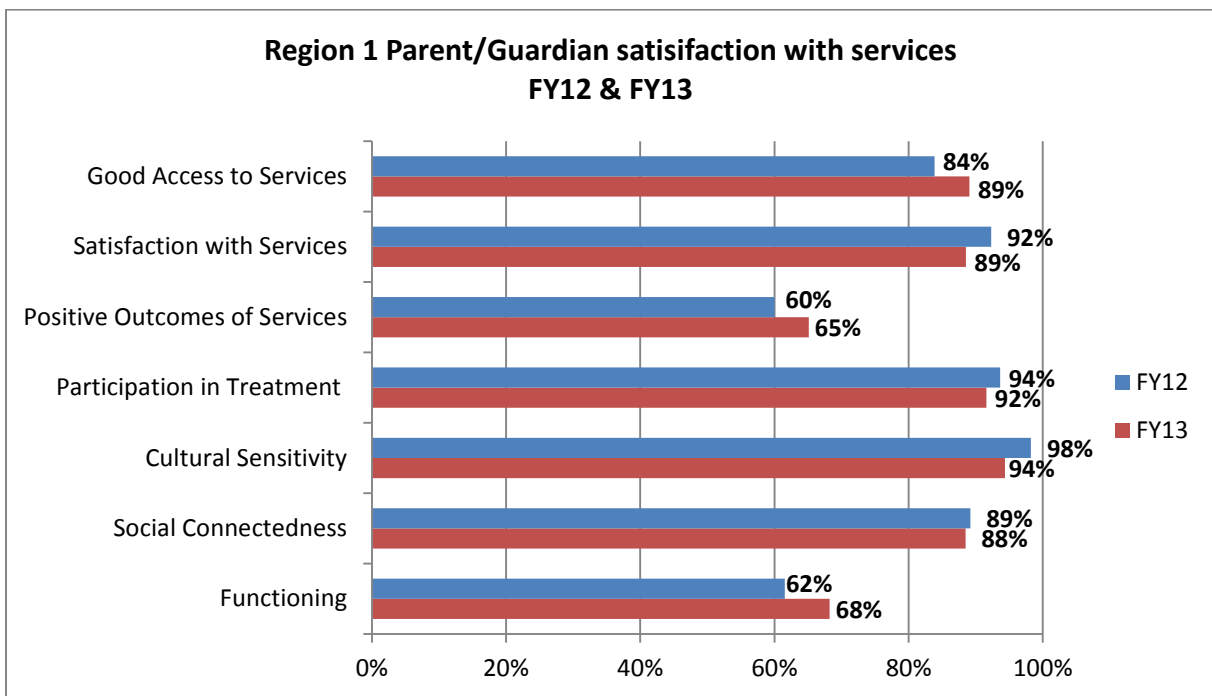
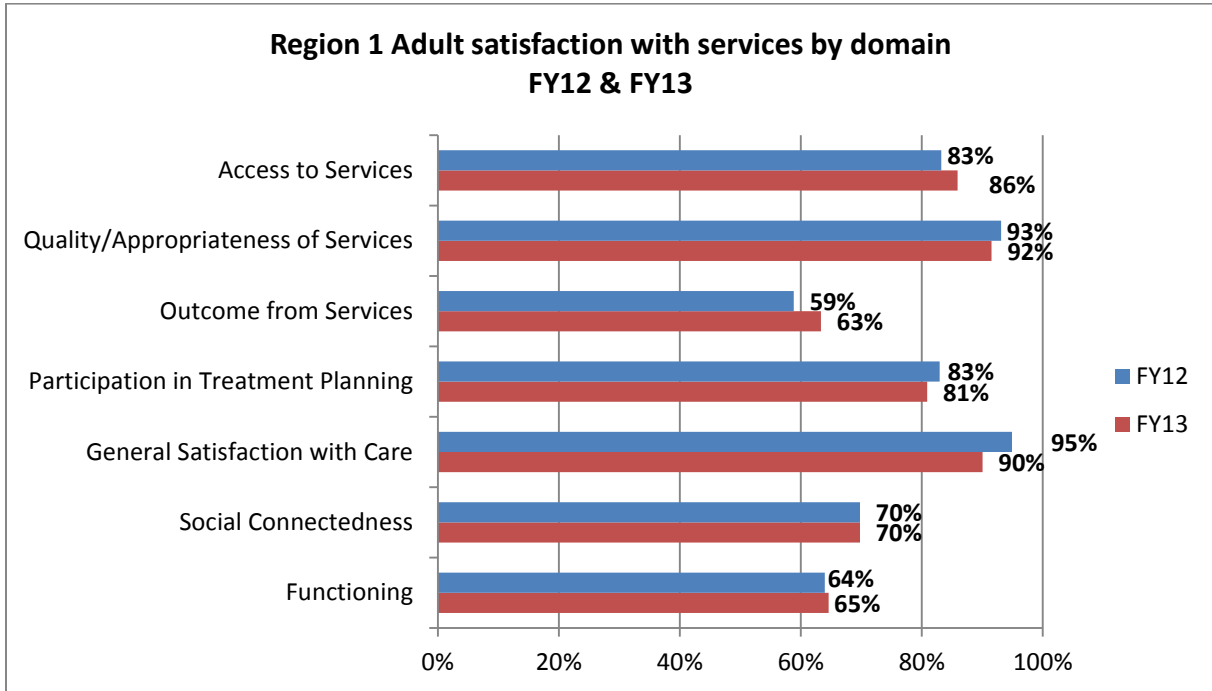
I know people who will listen and understand me when I need to talk.
I have people that I am comfortable talking with about my child's problems.
In a crisis, I would have the support I need from family or friends.
I have people with whom I can do enjoyable things.

Functioning Domain Items:

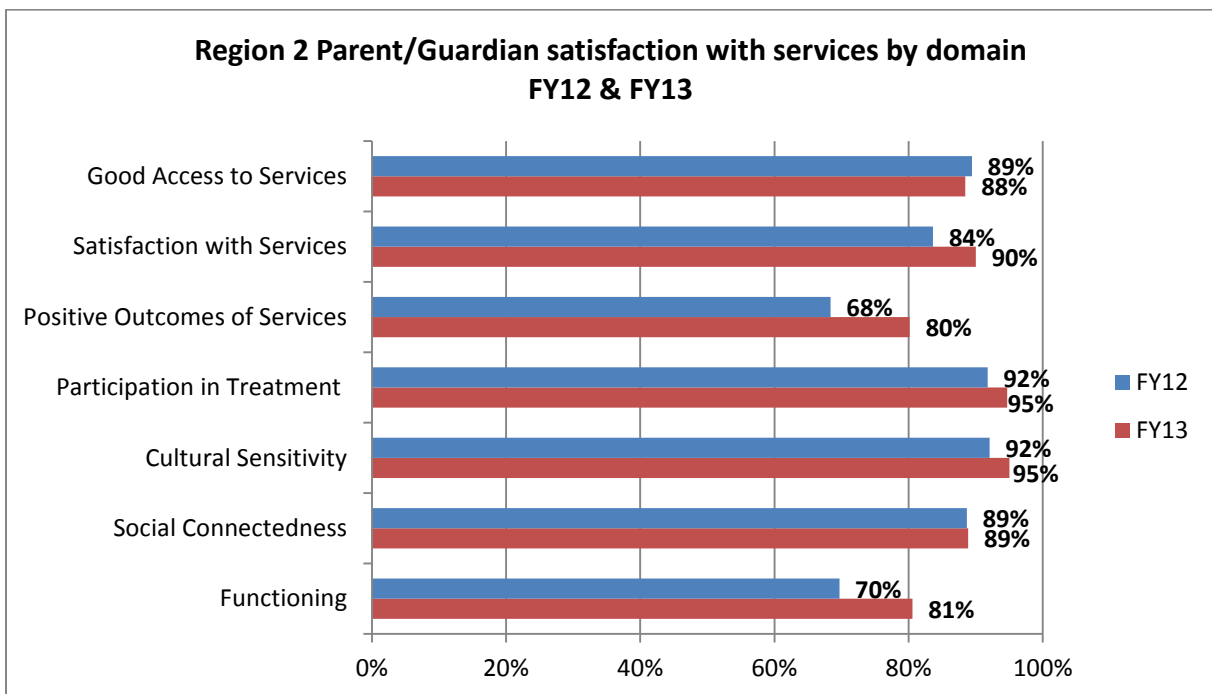
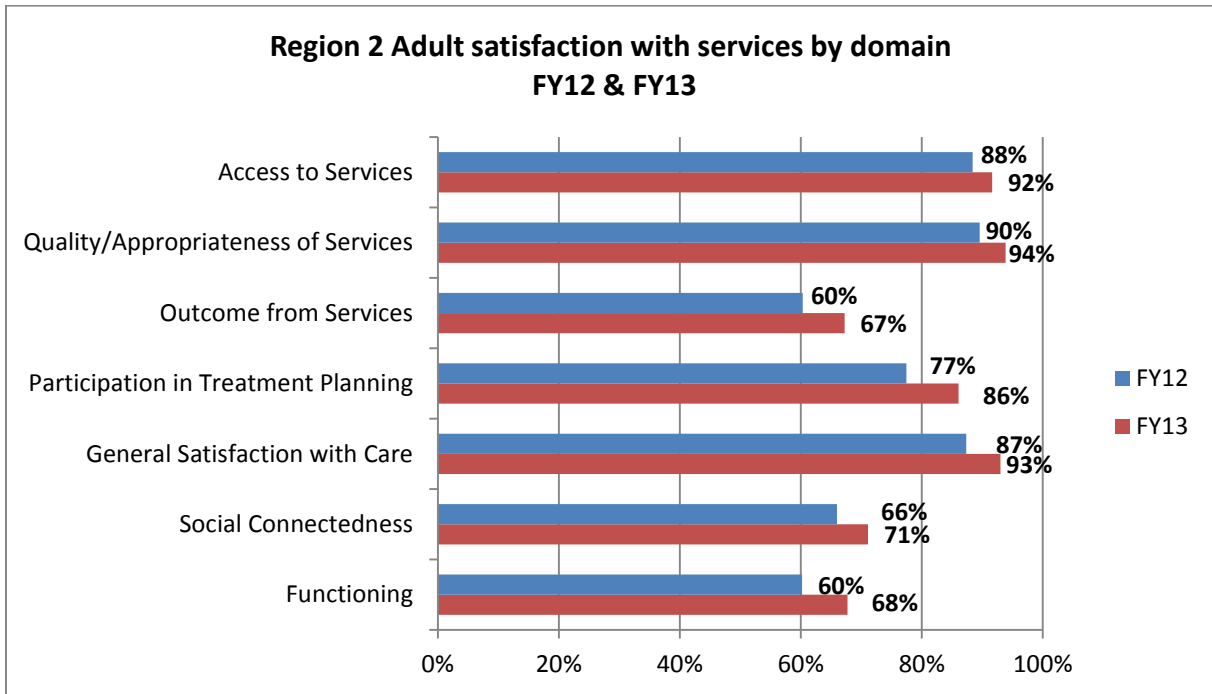
My child is better able to do things he or she wants to do.
My child is better at handling daily life. (existing YSS-F Survey item)
My child gets along better with family members. (existing YSS-F Survey item)
My child gets along better with friends and other people. (existing YSS-F Survey item)
My child is doing better in school and/or work. (existing YSS-F Survey item)
My child is better able to cope when things go wrong. (existing YSS-F Survey item)

Appendix C: Regional Analysis Charts

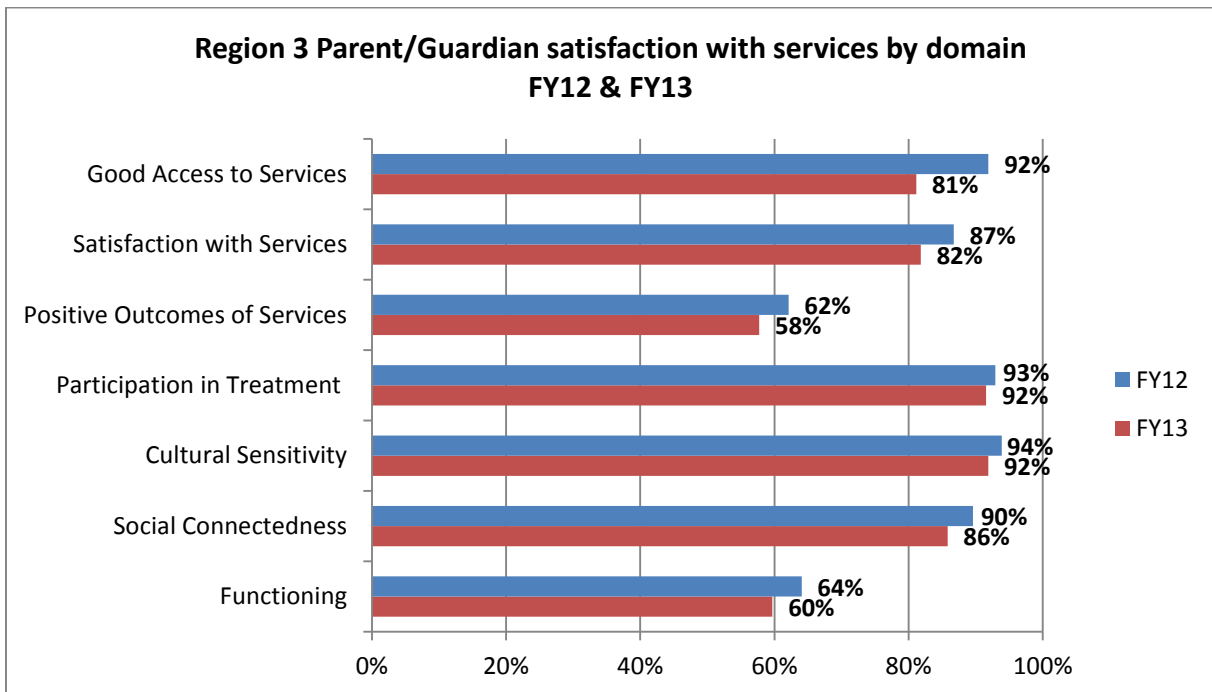
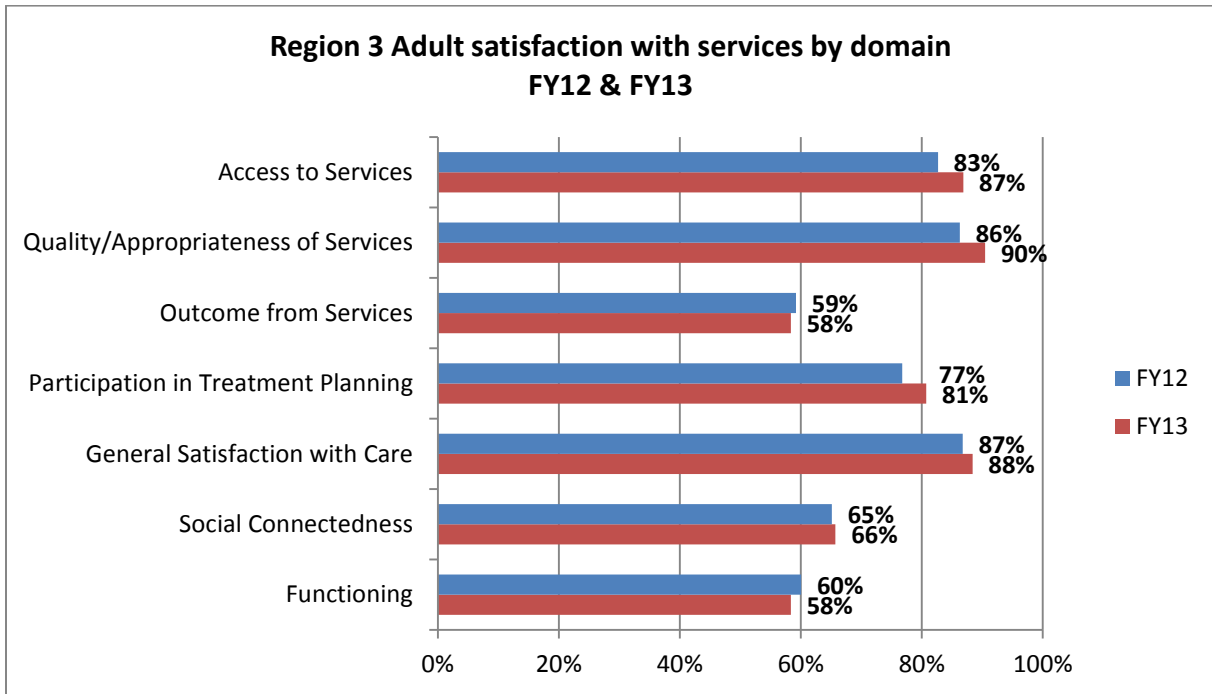
Region 1



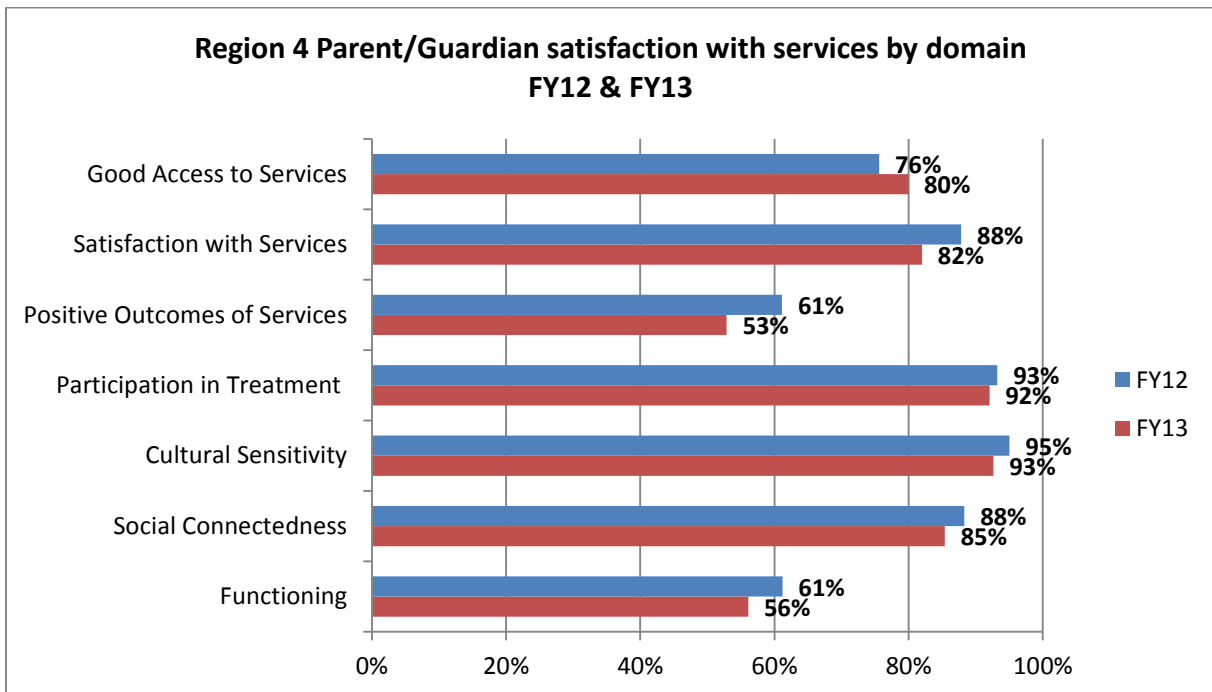
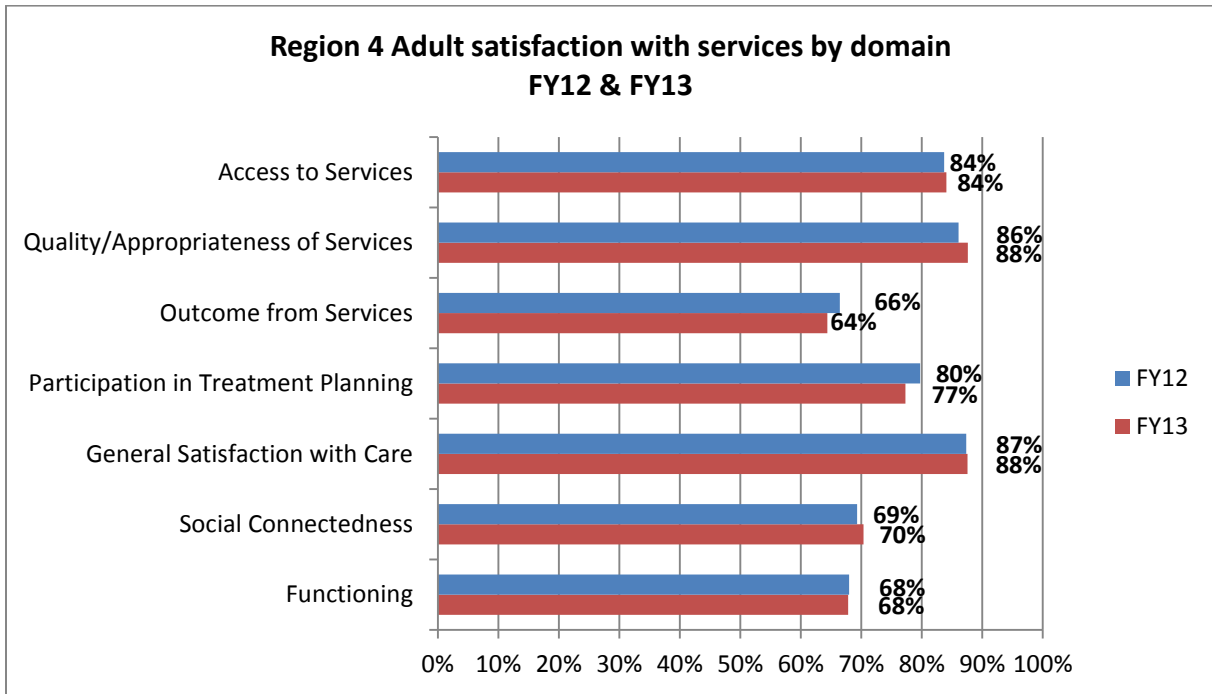
Region 2



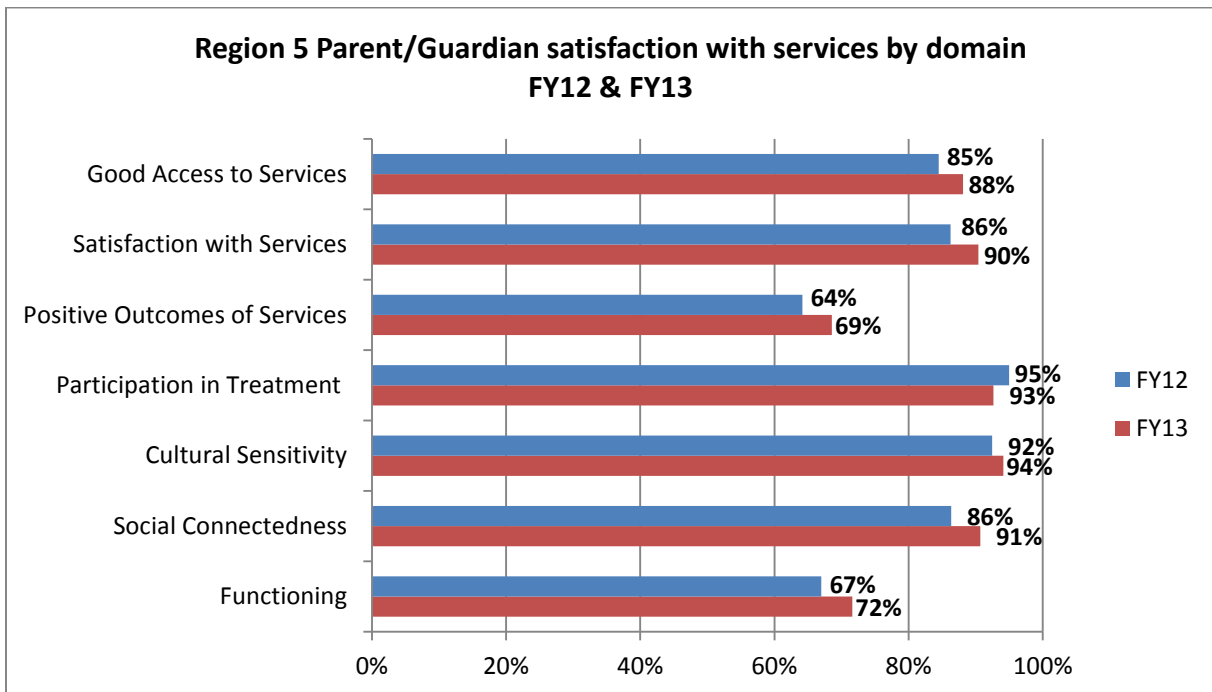
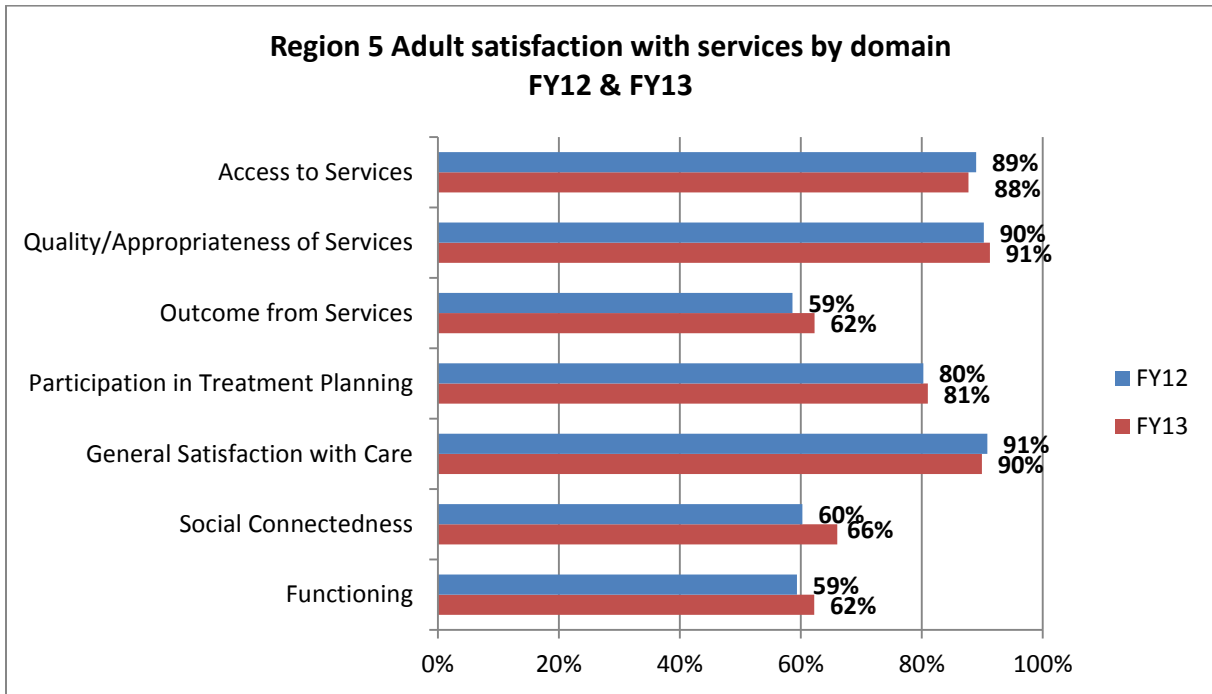
Region 3



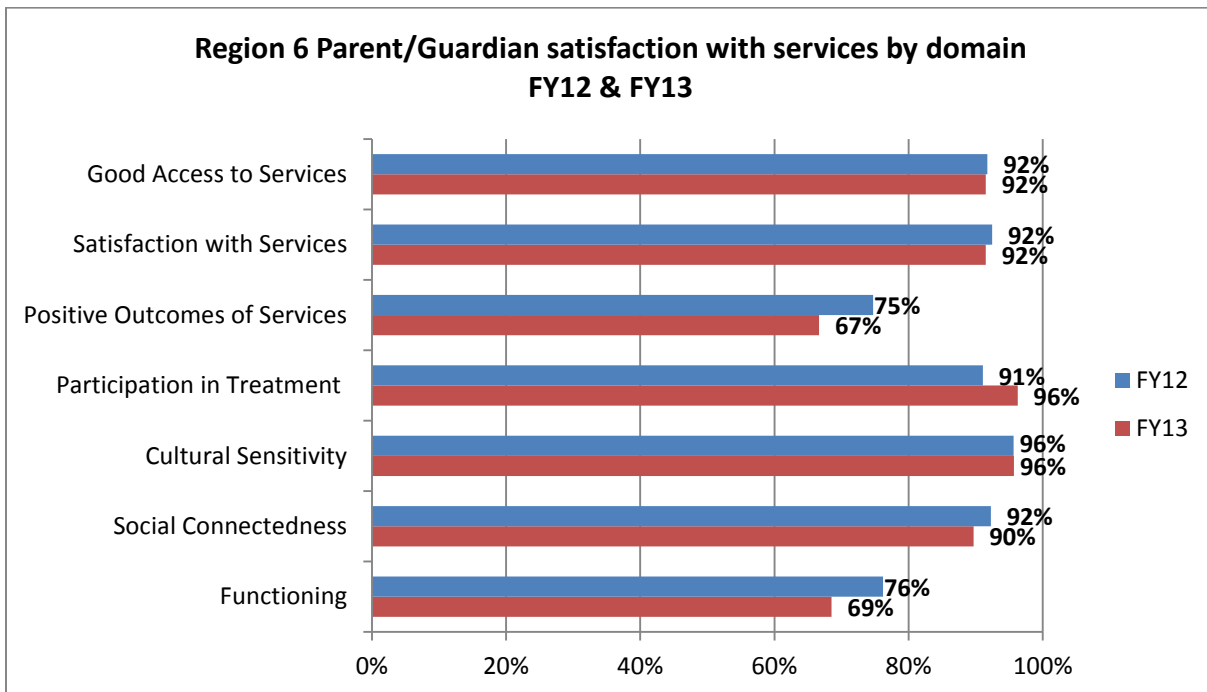
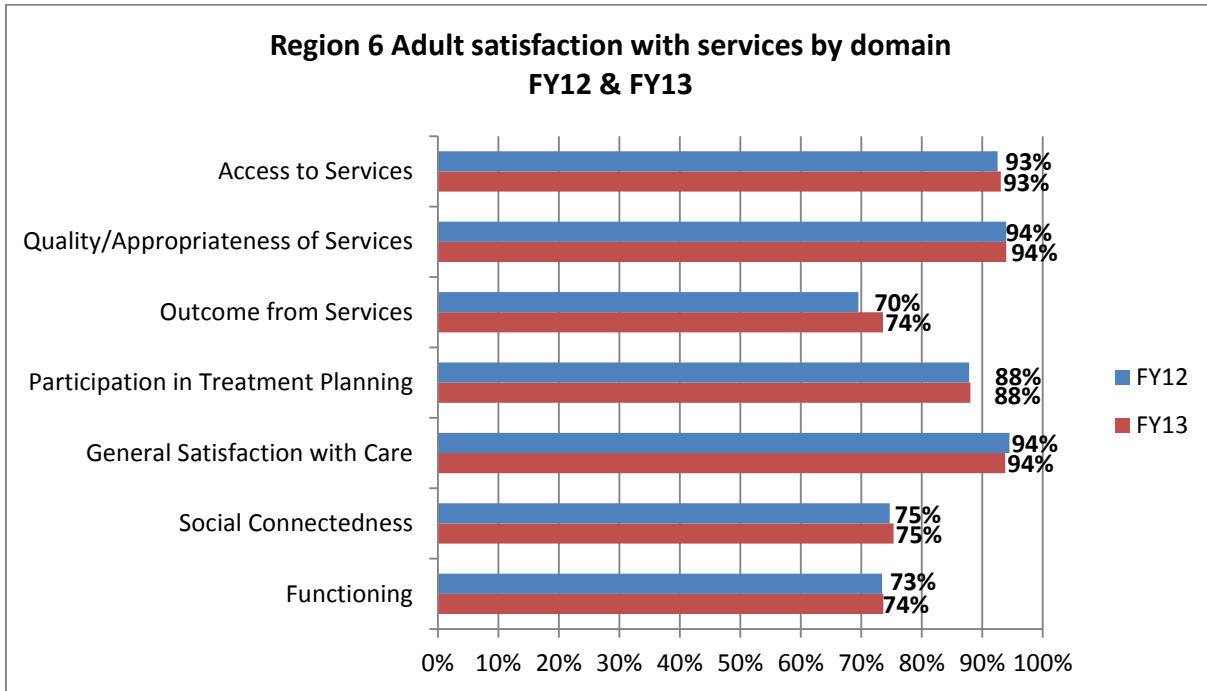
Region 4



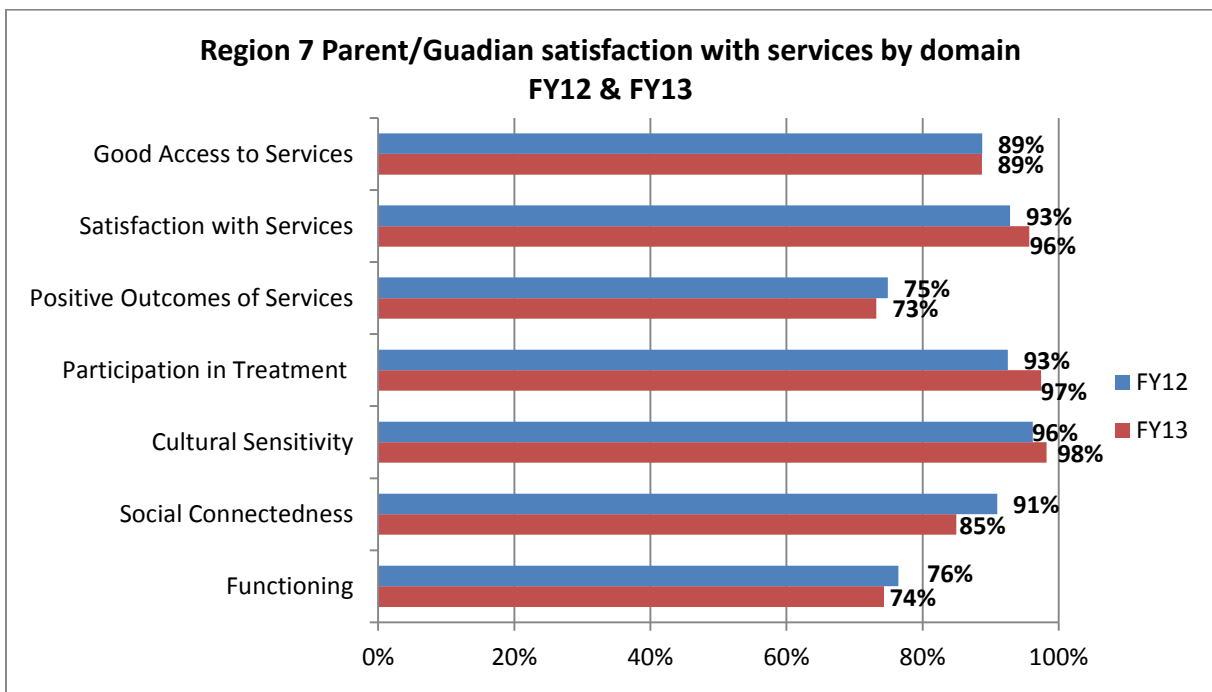
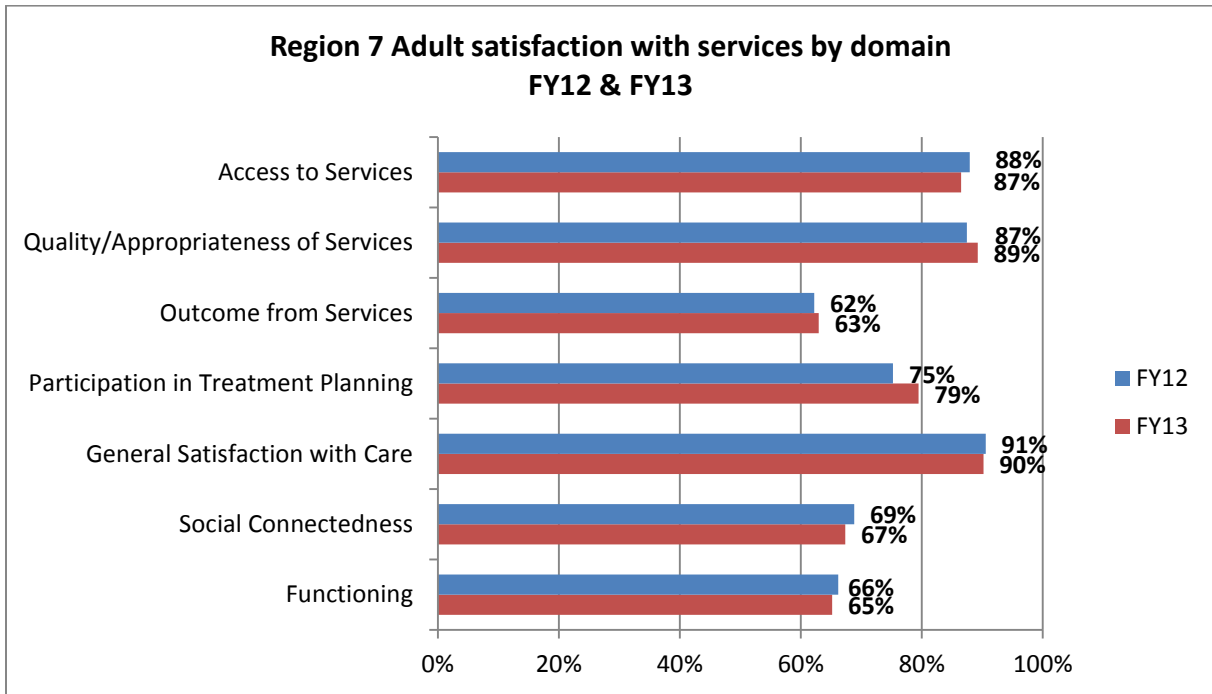
Region 5



Region 6



Region 7



Appendix D: Adult survey domains by Gender

| FY12 Adult Domains by gender | | | |
|------------------------------|--------------------|-----------------|------------|
| Female | Positive Responses | Total Responses | Percentage |
| General Satisfaction | 4,648 | 5,168 | 90% |
| Access to Services | 4,502 | 5,122 | 88% |
| Quality & Appropriateness | 4,514 | 4,992 | 90% |
| Participation in Treatment | 3,976 | 4,867 | 82% |
| Outcome from Services | 2,927 | 4,908 | 60% |
| Social Connectedness | 3,270 | 4,945 | 66% |
| Functioning | 3,003 | 4,866 | 62% |
| Male | Positive | Total Responses | Percentage |
| General Satisfaction | 2,727 | 3,086 | 88% |
| Access to Services | 2,582 | 3,040 | 85% |
| Quality & Appropriateness | 2,565 | 2,970 | 86% |
| Participation in Treatment | 2,175 | 2,860 | 76% |
| Outcome from Services | 1,865 | 2,885 | 65% |
| Social Connectedness | 1,892 | 2,906 | 65% |
| Functioning | 1,852 | 2,853 | 65% |

| FY13 Adult Domains by gender | | | |
|------------------------------|--------------------|-----------------|------------|
| Female | Positive Responses | Total Responses | Percentage |
| General Satisfaction | 4,936 | 5,424 | 91% |
| Access to Services | 4,765 | 5,367 | 89% |
| Quality & Appropriateness | 4,903 | 5,318 | 92% |
| Participation in Treatment | 4,324 | 5,187 | 83% |
| Outcome from Services | 3,270 | 5,223 | 63% |
| Social Connectedness | 3,586 | 5,256 | 68% |
| Functioning | 3,298 | 5,222 | 63% |
| Male | Positive | Total Responses | Percentage |
| General Satisfaction | 2,484 | 2,790 | 89% |
| Access to Services | 2,400 | 2,748 | 87% |
| Quality & Appropriateness | 2,423 | 2,704 | 90% |
| Participation in Treatment | 2,114 | 2,638 | 80% |
| Outcome from Services | 1,801 | 2,684 | 67% |
| Social Connectedness | 1,891 | 2,677 | 71% |
| Functioning | 1,808 | 2,653 | 68% |

Appendix E: Parent/Guardian survey domains by Gender

| Parent /Guardian Survey domain scores by gender | | | |
|---|--------------------|-----------------|---------|
| Female FY12 | | | |
| | Positive Responses | Total Responses | Percent |
| Satisfaction with Care | 587 | 672 | 87% |
| Access to Services | 584 | 670 | 87% |
| Participation in Treatment | 609 | 663 | 92% |
| Cultural Sensitivity | 603 | 643 | 94% |
| Outcome from Services | 443 | 665 | 67% |
| Social Connectedness | 596 | 669 | 89% |
| Functioning | 458 | 665 | 69% |
| Male FY12 | | | |
| | Positive Responses | Total Responses | Percent |
| Satisfaction with Care | 859 | 1,099 | 90% |
| Access to Services | 960 | 1,107 | 87% |
| Participation in Treatment | 1,021 | 1,091 | 94% |
| Cultural Sensitivity | 992 | 1,046 | 95% |
| Outcome from Services | 726 | 1,070 | 68% |
| Social Connectedness | 766 | 1,091 | 90% |
| Functioning | 740 | 1,070 | 69% |

| FY13 Parent/Guardian Survey domain scores by gender | | | |
|---|--------------------|-----------------|---------|
| Female FY13 | | | |
| | Positive Responses | Total Responses | Percent |
| Treatment | 868 | 944 | 92% |
| Satisfaction with Services | 848 | 955 | 89% |
| Access to Services | 819 | 957 | 86% |
| Cultural Sensitivity | 858 | 903 | 95% |
| Outcomes from Services | 655 | 940 | 70% |
| Social Connectedness | 847 | 951 | 89% |
| Functioning | 672 | 940 | 71% |
| Male FY13 | | | |
| | Positive Responses | Total Responses | Percent |
| Treatment | 1,357 | 1,438 | 94% |
| Satisfaction with Services | 1,266 | 1,435 | 88% |
| Access to Services | 1,267 | 1,447 | 88% |
| Cultural Sensitivity | 1,293 | 1,379 | 94% |
| Outcomes from Services | 928 | 1,408 | 66% |
| Social Connectedness | 1,259 | 1,429 | 88% |
| Functioning | 962 | 1,408 | 68% |

Appendix F: Adult survey domains by Age

| FY12 Adult survey domains by age | | | | | | | |
|----------------------------------|----------------------|------------|---------------------------|------------|------------|-------------|----------------------|
| | General Satisfaction | Access | Quality & Appropriateness | Treatment | Outcome | Functioning | Social Connectedness |
| 18-20 | | | | | | | |
| Positive Responses | 246 | 232 | 242 | 211 | 179 | 188 | 208 |
| Total Responses | 294 | 286 | 280 | 277 | 277 | 278 | 281 |
| Percent | 84% | 81% | 86% | 76% | 65% | 68% | 74% |
| 21-24 | | | | | | | |
| Positive Responses | 402 | 373 | 389 | 343 | 258 | 269 | 297 |
| Total Responses | 450 | 442 | 436 | 428 | 431 | 424 | 436 |
| Percent | 89% | 84% | 89% | 80% | 60% | 63% | 68% |
| 25-44 | | | | | | | |
| Positive Responses | 3,184 | 3,056 | 3,099 | 2,730 | 2,020 | 2,057 | 2,194 |
| Total Responses | 3,628 | 3,601 | 3,541 | 3,447 | 3,457 | 3,430 | 3,491 |
| Percent | 88% | 85% | 88% | 79% | 58% | 60% | 63% |
| 45-64 | | | | | | | |
| Positive Responses | 3,255 | 3,142 | 3,072 | 2,620 | 2,106 | 2,114 | 2,217 |
| Total Responses | 3,573 | 3,532 | 3,410 | 3,290 | 3,340 | 3,306 | 3,354 |
| Percent | 91% | 89% | 90% | 80% | 63% | 64% | 66% |
| 65-74 | | | | | | | |
| Positive Responses | 231 | 225 | 217 | 192 | 184 | 181 | 190 |
| Total Responses | 245 | 240 | 232 | 222 | 226 | 225 | 227 |
| Percent | 94% | 94% | 94% | 86% | 81% | 80% | 84% |
| 75+ | | | | | | | |
| Positive Responses | 41 | 38 | 38 | 33 | 31 | 33 | 36 |
| Total Responses | 46 | 45 | 42 | 39 | 39 | 41 | 44 |
| Percent | 89% | 84% | 90% | 85% | 79% | 80% | 82% |

| FY13 Adult survey domains by age | | | | | | | |
|----------------------------------|----------------------|------------|---------------------------|------------|------------|-------------|----------------------|
| | General Satisfaction | Access | Quality & Appropriateness | Treatment | Outcome | Functioning | Social Connectedness |
| 18-20 | | | | | | | |
| Positive | 217 | 203 | 217 | 193 | 163 | 169 | 197 |
| Total Responses | 252 | 247 | 245 | 242 | 242 | 239 | 248 |
| Percentage | 86% | 82% | 89% | 80% | 67% | 71% | 79% |
| 21-24 | | | | | | | |
| Positive | 376 | 370 | 397 | 342 | 276 | 286 | 326 |
| Total Responses | 440 | 434 | 439 | 425 | 426 | 419 | 427 |
| Percentage | 85% | 85% | 90% | 80% | 65% | 68% | 76% |
| 25-44 | | | | | | | |
| Positive | 3,170 | 3,042 | 3,160 | 2,785 | 2,094 | 2,122 | 2,279 |
| Total Responses | 3,526 | 3,486 | 3,454 | 3,382 | 3,404 | 3,391 | 3,425 |
| Percentage | 90% | 87% | 91% | 82% | 62% | 63% | 67% |
| 45-64 | | | | | | | |
| Positive | 3,325 | 3,231 | 3,242 | 2,846 | 2,266 | 2,262 | 2,387 |
| Total Responses | 3,632 | 3,594 | 3,541 | 3,444 | 3,495 | 3,492 | 3,491 |
| Percentage | 92% | 90% | 92% | 83% | 65% | 65% | 68% |
| 65-74 | | | | | | | |
| Positive | 254 | 250 | 238 | 210 | 217 | 215 | 217 |
| Total Responses | 278 | 274 | 265 | 255 | 263 | 262 | 263 |
| Percentage | 91% | 91% | 90% | 82% | 83% | 82% | 83% |
| 75+ | | | | | | | |
| Positive | 44 | 38 | 39 | 37 | 33 | 32 | 40 |
| Total Responses | 45 | 41 | 40 | 40 | 39 | 37 | 43 |
| Percentage | 98% | 93% | 98% | 93% | 85% | 86% | 93% |

Appendix G: Parent/Guardian survey domains by Age

| FY12 Parent/Guardian Domains by age | | | |
|-------------------------------------|--------------------|-----------------|---------|
| Child's age at survey: 0-12 | Positive Responses | Total Responses | Percent |
| Participation in Treatment | 1,036 | 1,090 | 95% |
| Satisfaction with Services | 998 | 1,104 | 90% |
| Good Access to Services | 979 | 1,108 | 88% |
| Cultural Sensitivity | 1,002 | 1,047 | 96% |
| Positive Outcomes of Services | 739 | 1,079 | 68% |
| Social Connectedness | 987 | 1,093 | 90% |
| Functioning | 759 | 1,078 | 70% |
| Child's age at survey: 13-17 | Positive Responses | Total Responses | Percent |
| Participation in Treatment | 597 | 667 | 90% |
| Satisfaction with Services | 577 | 670 | 86% |
| Good Access to Services | 567 | 672 | 84% |
| Cultural Sensitivity | 593 | 642 | 92% |
| Positive Outcomes of Services | 432 | 658 | 66% |
| Social Connectedness | 587 | 669 | 88% |
| Functioning | 441 | 659 | 67% |

| FY13 Parent/Guardian domains by age | | | |
|-------------------------------------|--------------------|-----------------|---------|
| Child's age at survey: 0-12 | Positive Responses | Total Responses | Percent |
| Satisfaction with Services | 1,336 | 1,505 | 89% |
| Good Access to Services | 1,329 | 1,513 | 88% |
| Participation in Treatment | 1,427 | 1,510 | 95% |
| Cultural Sensitivity | 1,356 | 1,431 | 95% |
| Positive Outcomes of Services | 1,003 | 1,473 | 68% |
| Social Connectedness | 1,330 | 1,500 | 89% |
| Functioning | 1,032 | 1,471 | 70% |
| Child's age at survey: 13-17 | Positive Responses | Total Responses | Percent |
| Satisfaction with Services | 780 | 887 | 88% |
| Good Access to Services | 759 | 893 | 85% |
| Participation in Treatment | 800 | 874 | 92% |
| Cultural Sensitivity | 796 | 852 | 93% |
| Positive Outcomes of Services | 581 | 876 | 66% |
| Social Connectedness | 777 | 881 | 88% |
| Functioning | 603 | 878 | 69% |