

**Evaluation of the Adult and Parent/Guardian  
Mental Health Statistical Improvement Project  
(MHSIP) Survey Data  
FY12–FY14**

1

**TDMHSAS OFFICE OF RESEARCH  
LAUREN ALLARD**

# Background

2

- **The Mental Health Statistical Improvement Project (MHSIP)** survey is used to gauge consumers' perceptions of the mental health care received from the mental health system.
- **Purpose of evaluation:**
  - Analyze community consumer satisfaction data by Planning and Policy region.
- **Scoring:**
  - Scoring guidelines are provided by SAMHSA's Center for Mental Health Services.
  - Survey questions are scored into seven domains.

# Survey Domains

3

## Adult

- 1. Perception of Access**
- 2. Perception of Quality and Appropriateness**
- 3. Perception of Outcomes**
- 4. Perception of Participation in Treatment Planning**
- 5. General Satisfaction**
- 6. Social Connectedness**
- 7. Functioning**

## Parent/Guardian

- 1. Good Access to Services**
- 2. Satisfaction with Services**
- 3. Positive Outcomes of Services**
- 4. Participation in Treatment**
- 5. Cultural Sensitivity**
- 6. Social Connectedness**
- 7. Functioning**

# Overall Findings: Adult

4

- **Number of surveys administered increased in 1 of 7 regions between FY13 and FY14.**
  - Total number of adult surveys administered statewide decreased from 8,424 in FY12 to 7,780 in FY14.
- **Adult satisfaction with services increased across all domains statewide over all three fiscal years.**
  - *Outcome and Social Connectedness* domains had largest increase in satisfaction between FY12 and FY14.

# The total number of adult surveys administered decreased between FY12 and FY14.

5

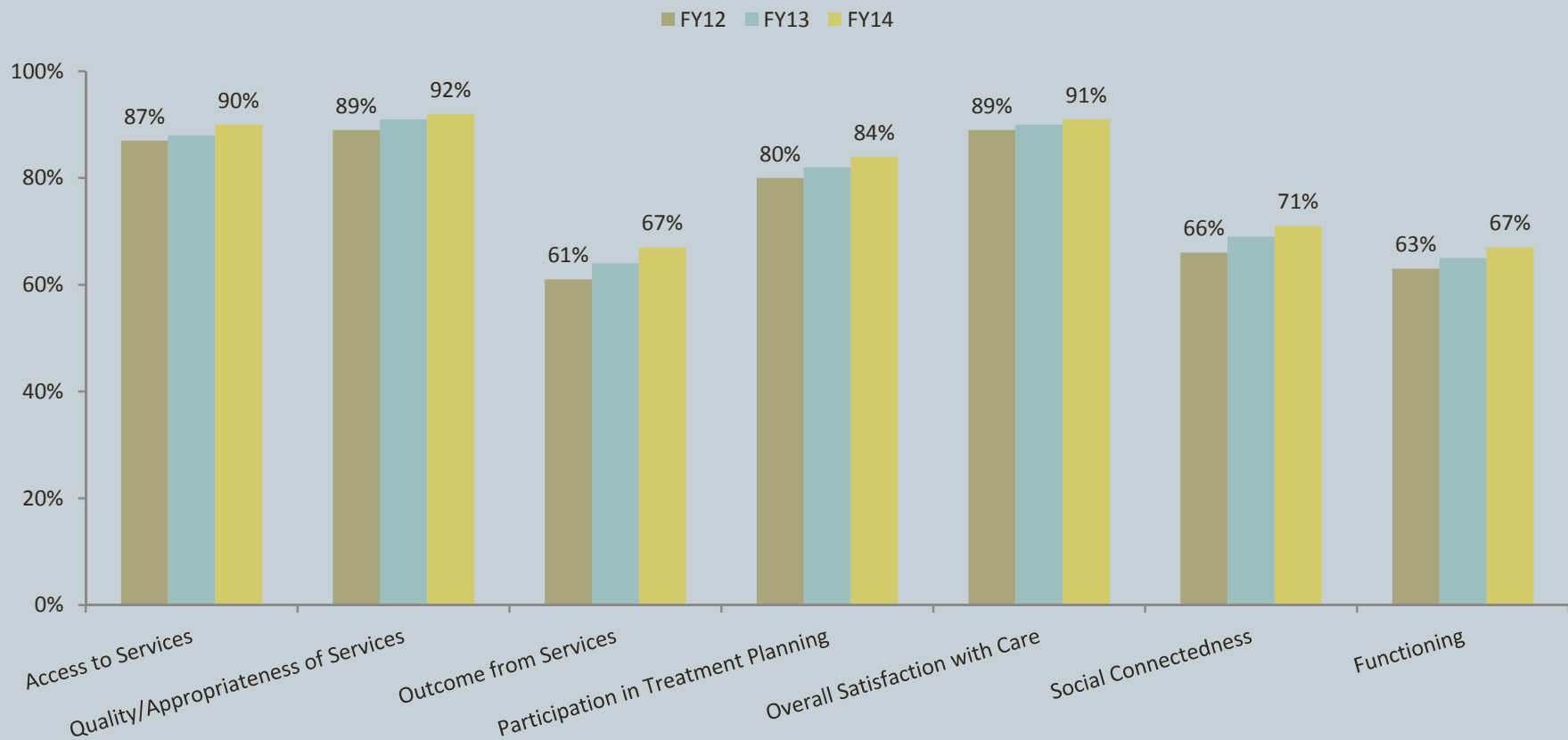
**Table 1. Total adult satisfaction surveys completed by  
Planning and Policy Region  
FY12 - FY14**

Region	FY12	FY13	FY14	Percent change FY12-FY14
<b>1</b>	140	527	383	<b>174%</b>
<b>2</b>	969	1,408	1,384	<b>43%</b>
<b>3</b>	2,391	2,154	1,446	<b>-40%</b>
<b>4</b>	1,075	1,118	899	<b>-16%</b>
<b>5</b>	2,457	1,489	1,387	<b>-44%</b>
<b>6</b>	943	1,160	1,886	<b>100%</b>
<b>7</b>	449	420	395	<b>-12%</b>
<b>Total</b>	<b>8,424</b>	<b>8,276</b>	<b>7,780</b>	<b>-8%</b>

# The percent of adult clients responding positively increased statewide across all domains from FY12 to FY14.

6

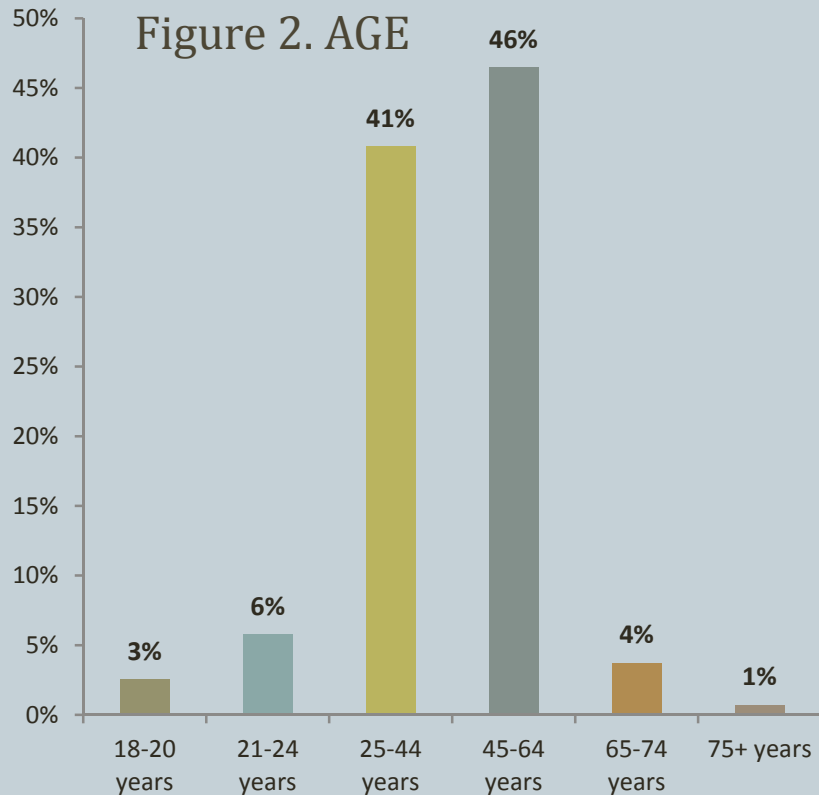
Figure 1. Tennessee Adult Positive Responses by Domain, FY12-FY14



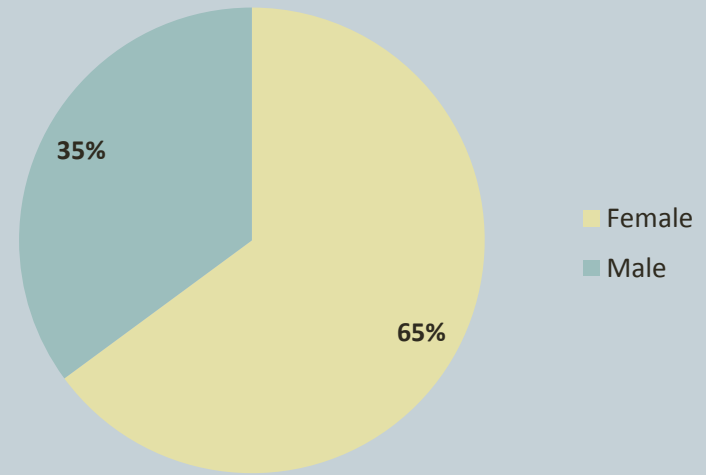
# FY14 Adult Demographics: Age and Gender

**Most adults receiving a MHSIP survey are between the ages of 25-44 (41%) and 45-64 (46%)**

**More than half of adults receiving a MHSIP survey are female (65%)**



**Figure 3. GENDER**

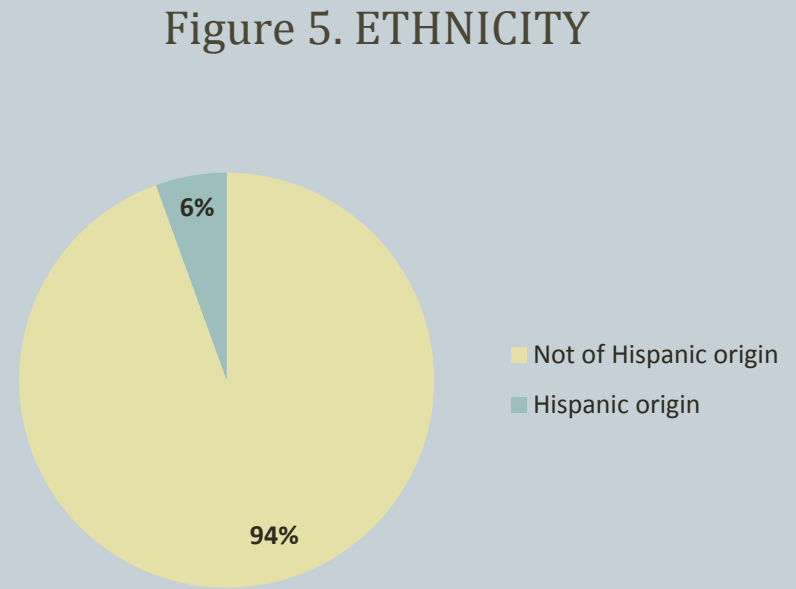
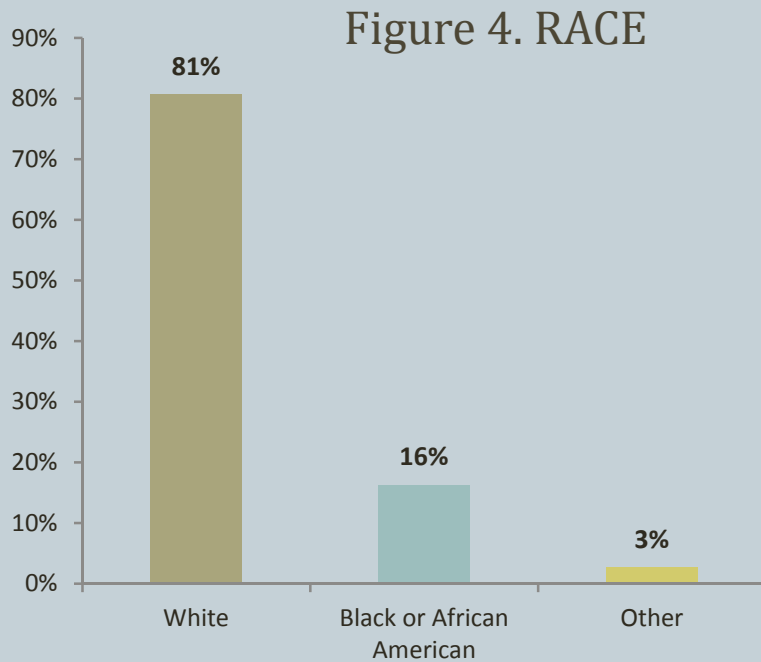


# FY14 Adult Demographics: Race and Ethnicity

8

**Most adult respondents are White (80.9%)**

**Fewer than 10% of adult respondents are of Hispanic origin (6%)**





# Overall Findings: Parent/Guardian

9

- **Number of parent/guardian surveys administered increased in 3 of 7 regions between FY13 and FY14.**
  - Total number of parent/guardian surveys administered statewide increased from 1,832 in FY12 to 2,298 in FY14.
- **Parent/Guardian satisfaction remained relatively unchanged between FY12 and FY14.**

## The total number of parent/guardian surveys administered increased between FY12 and FY14.

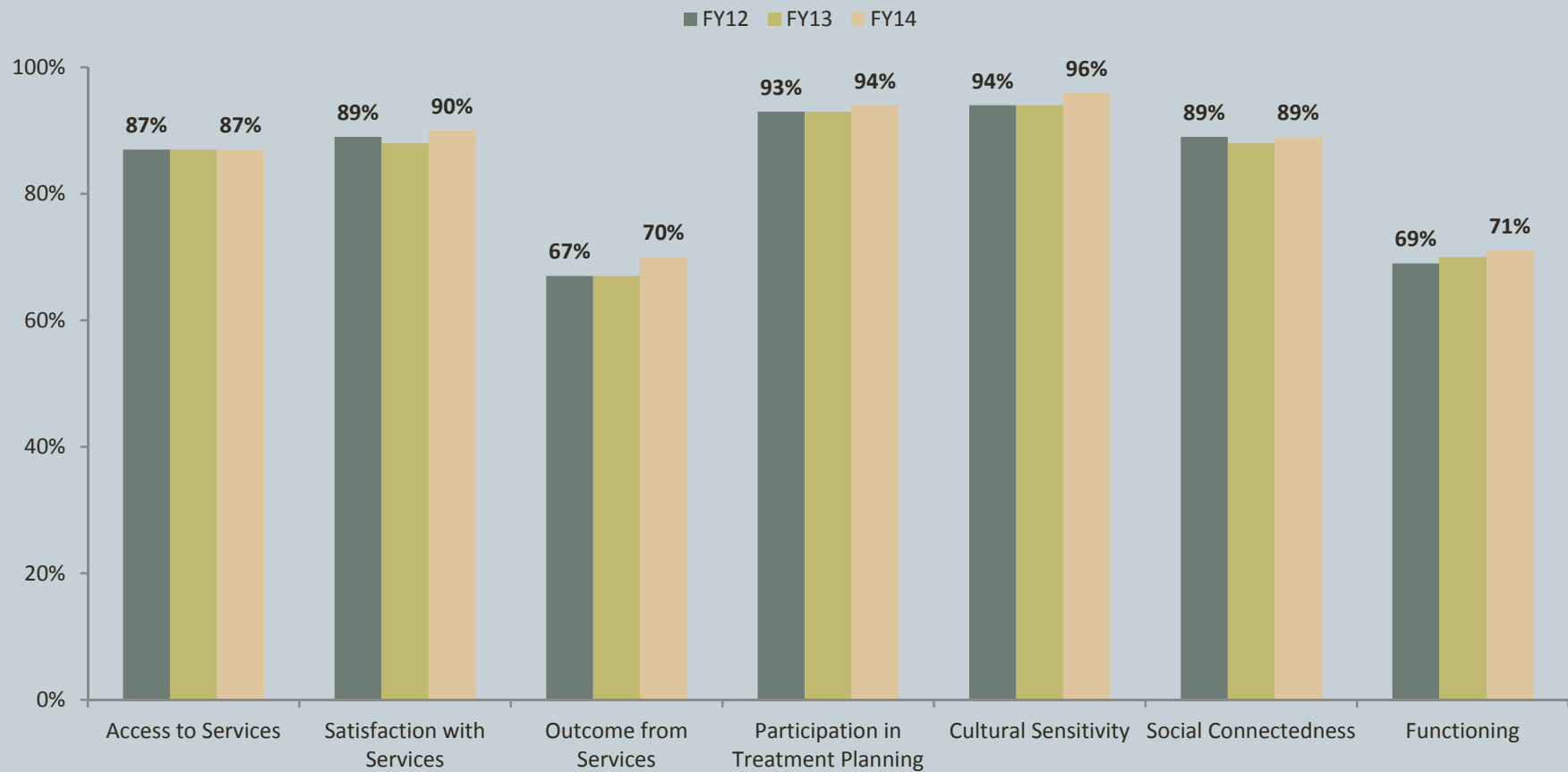
10

**Table 2. Total parent/guardian satisfaction surveys completed by  
Planning and Policy Region  
FY12 - FY14**

Region	FY12	FY13	FY14	Percent change FY12-FY14
<b>1</b>	65	193	122	<b>88%</b>
<b>2</b>	163	501	458	<b>181%</b>
<b>3</b>	264	270	189	<b>-28%</b>
<b>4</b>	257	332	153	<b>-40%</b>
<b>5</b>	437	753	860	<b>97%</b>
<b>6</b>	378	271	294	<b>-22%</b>
<b>7</b>	268	115	222	<b>-17%</b>
<b>Total</b>	<b>1,832</b>	<b>2,435</b>	<b>2,298</b>	<b>25%</b>

# The percent of parent/guardian(s) responding positively was relatively unchanged between FY12 and FY14.

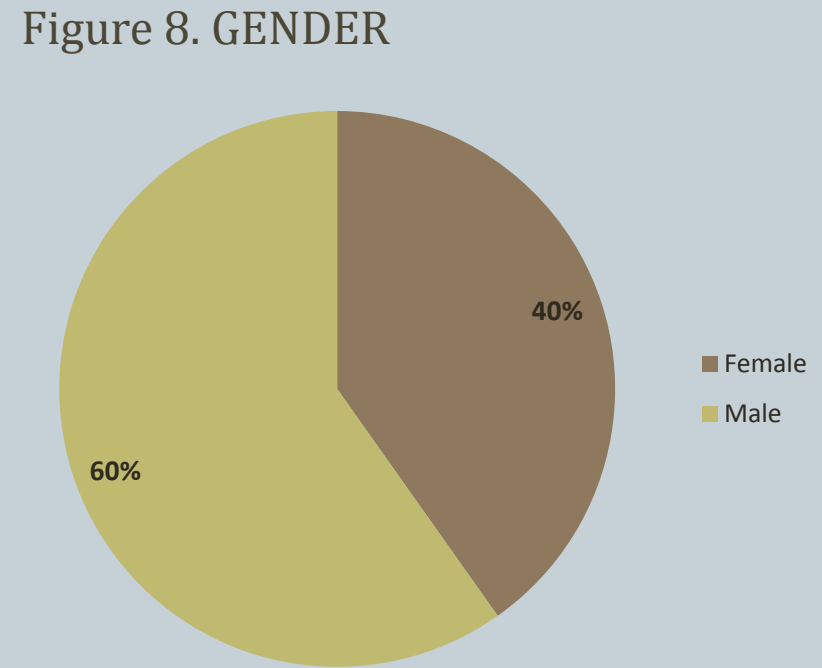
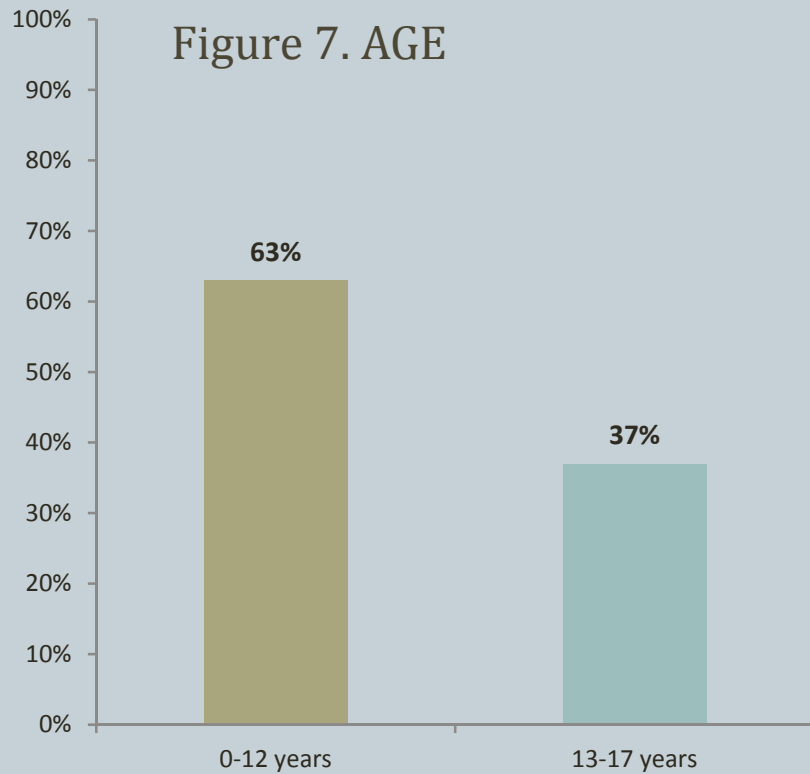
Figure 6. Tennessee Parent/Guardian Positive Responses by Domain



# FY14 Children/Youth Demographics: Age and Gender

**More than half of the children receiving services are between the ages of 0-12 (63%)**

**More than half of the children receiving services are male (60%)**

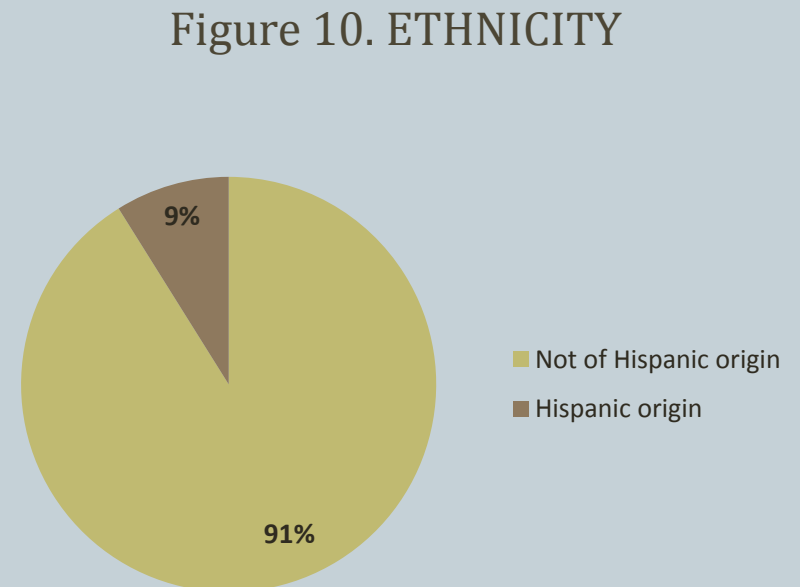
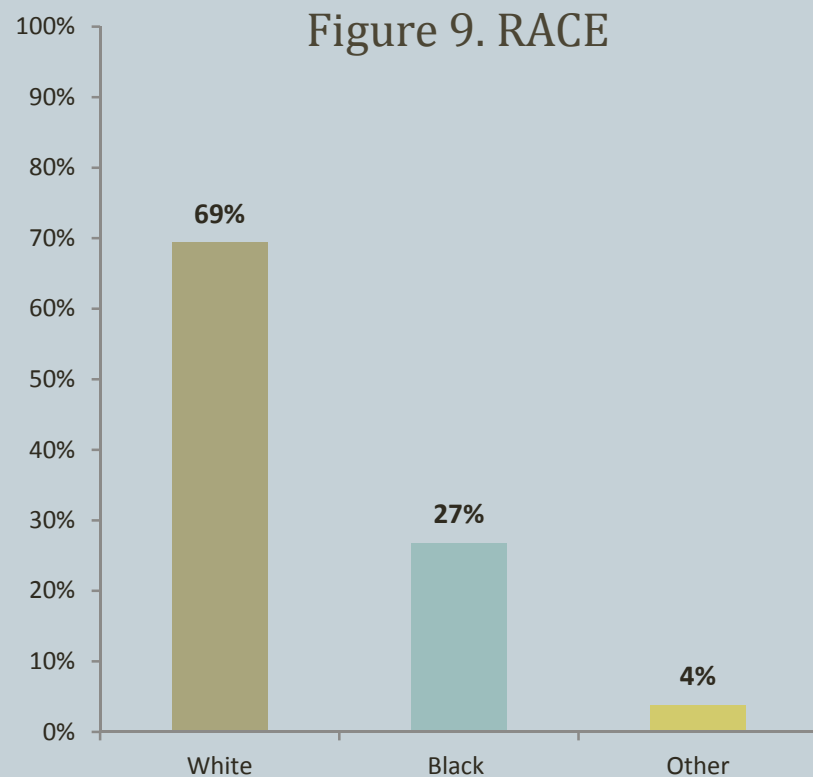


# FY14 Children and Youth Demographics: Race and Ethnicity

13

**Most children receiving services are White (69%)**

**9% of children receiving services are of Hispanic origin**



# Questions, Additional Information, and Materials

14

- **Please Contact:**

**Karen Edwards**

**TDMHSAS Office of Research**

**[Karen.Edwards@tn.gov](mailto:Karen.Edwards@tn.gov)**

**Phone: 615-532-3648**