

Indiana Family and Social Services
Administration

Division of Mental Health and Addiction

Individual Served Perception of Care MHSIP Survey 2013



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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 individuals served 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 2013 survey, DMHA contracted with InteCare, Inc. to distribute, process, analyze and prepare a report of the survey results.

Methodology

The collection of MHSIP survey data for 2013 was conducted using the same methodology that has been in place since 2010. Since 2010, the survey process has been conducted utilizing a convenience sample. In this method, surveys were sent to liaisons at each of the 25 CMHCs throughout the State who then distribute surveys to the adult individuals served receiving outpatient, community based services 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. The response rate calculated for the DMHA minimum number of surveys only applies to a statewide confidence level of 95%. This year, CMHCs were also provided with the minimum number of surveys they would need to submit to reach their independent 95% confidence level and were able to request additional surveys if desired. 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 2nd and 20th to distribute surveys.

Spanish versions of the survey were provided to CMHCs when requested. There were sixty-nine (69) Spanish MHSIP surveys sent to providers with zero (0) 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, with an 8% margin of error, DMHA set the floor for the response rate at 35%.

The statewide response rate for 2013 was 185%. This is an increase from last year's rate of 102%. The return rate is greater than 100% due to CMHCs requesting more surveys to meet their own 95% confidence level. 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.

ID#	Provider Name	MHSIP Surveys Sent (minimum required)	MHSIP Surveys Returned	MHSIP Response Rate
429	Adult and Child	44	139	316%
430	ASPIREIndiana	46	58	126%
423	Bowen Center	47	114	243%
431	Centerstone	47	122	260%
413	Community MHC	46	25	54%
428	Cummins	46	99	215%
421	Edgewater	45	64	142%
427	Four County	46	0	0%
416	Gallahue	46	125	272%
414	Grant Blackford	44	76	173%
405	Hamilton Center	46	94	204%
407	Howard Regional	44	85	193%
402	LifeSpring	46	117	254%
422	Meridian Services	47	45	96%
401	Midtown	47	124	264%
426	Northeastern Center	45	113	251%
409	Oaklawn Psychiatric Center	46	42	91%
419	Park Center	46	137	298%
418	Porter-Starke	46	44	96%
424	Regional	47	106	226%
403	Samaritan Center	44	38	86%
420	Southern Hills	44	91	207%
404	Southwestern	46	97	211%
410	Swanson Center	43	61	142%
415	Wabash Valley	46	95	207%
	All CMHCs	1140	2111	185%

Minimum return rates shown are based on a return rate for the DMHA Statewide 95% confidence level to be met. Individual provider return rates for a 95% confidence level are not shown in this table.

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 are found in the updated version of the MHSIP and have been used in the survey since 2010:

- Daily Functioning
- Social Connectedness

Each domain is comprised of questions that collectively reflect the responder's perception of that domain. Table 2 (please refer to page 15) has a complete list of questions and their corresponding domain.

Additional sets of questions were added to the survey in 2011 to monitor important factors affecting the services received by individuals receiving public mental health care in Indiana:

- Service Location
- Living Environment
- Health and Wellness

At the end of the survey a page is provided for respondents to leave comments that they want to provide back to their providers. Comments were scanned and saved from each survey. Original comments pages were sent back to each provider for review and follow-up with individuals if needed.

Survey Modifications

There were a few changes to the 2013 survey. The changes to the survey are listed below:

- An additional question was added for respondents to identify the service location where they most often receive services. This question was added at the request of providers. A statewide chart breakout of identified primary service locations has been added to this report.

- A set of questions asking respondents to report on their police involvement over the past year has been removed. This information is being collected by DMHA through other means and is no longer needed on this survey.

Demographic Information

Individuals served 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: CY2013 MHSIP responders by age group

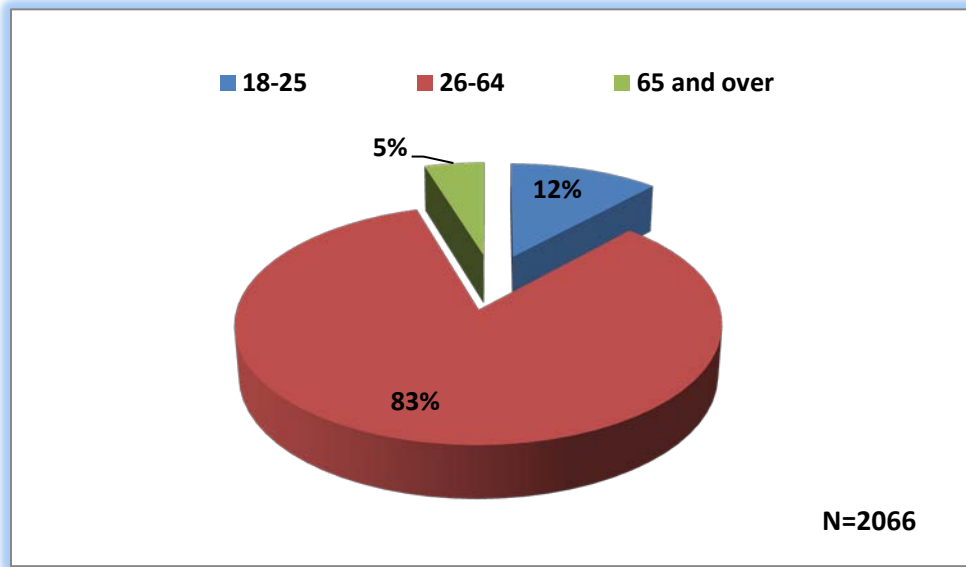


Figure 2: CY2013 MHSIP responders by gender

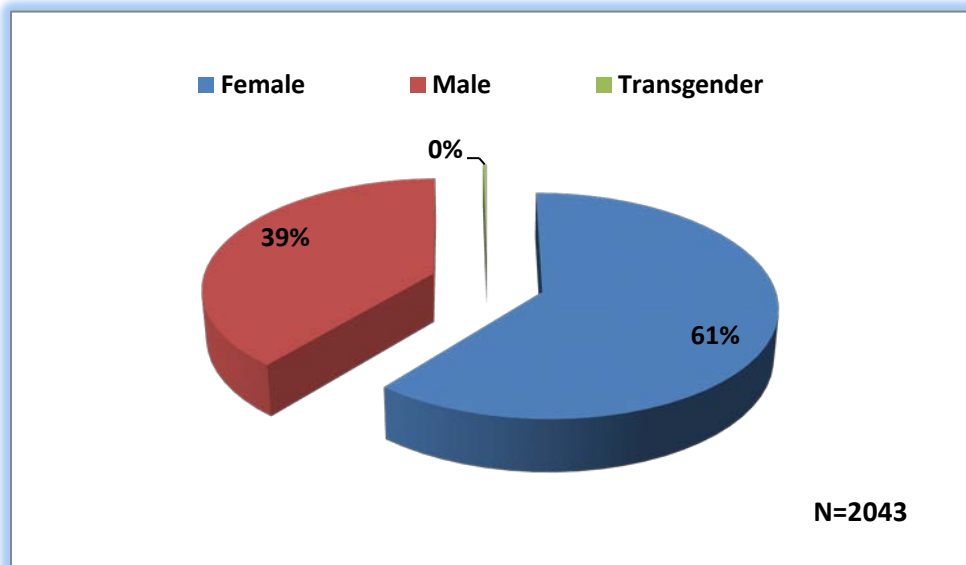


Figure 3: CY 2013 MHSIP responders by ethnicity

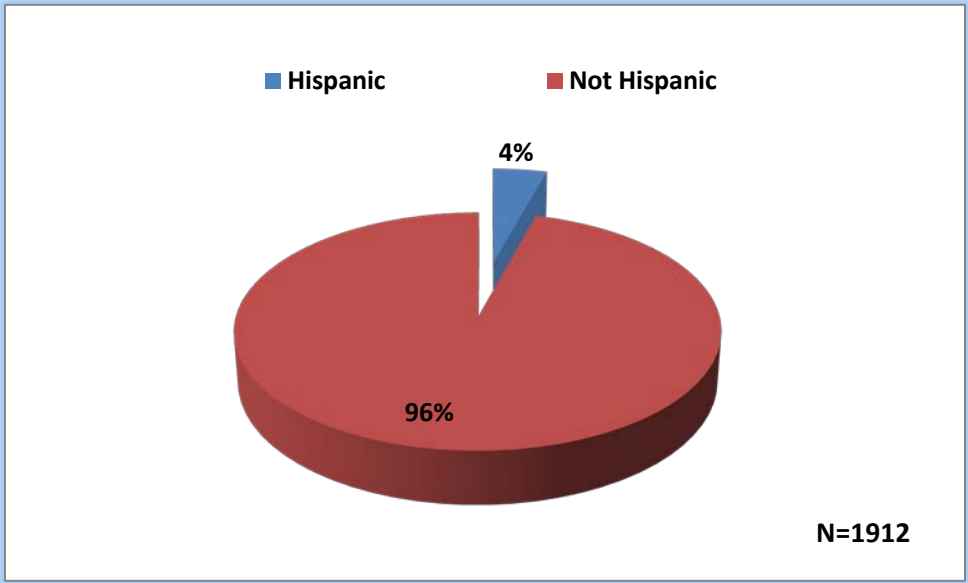


Figure 4: CY 2013 MHSIP responders by race

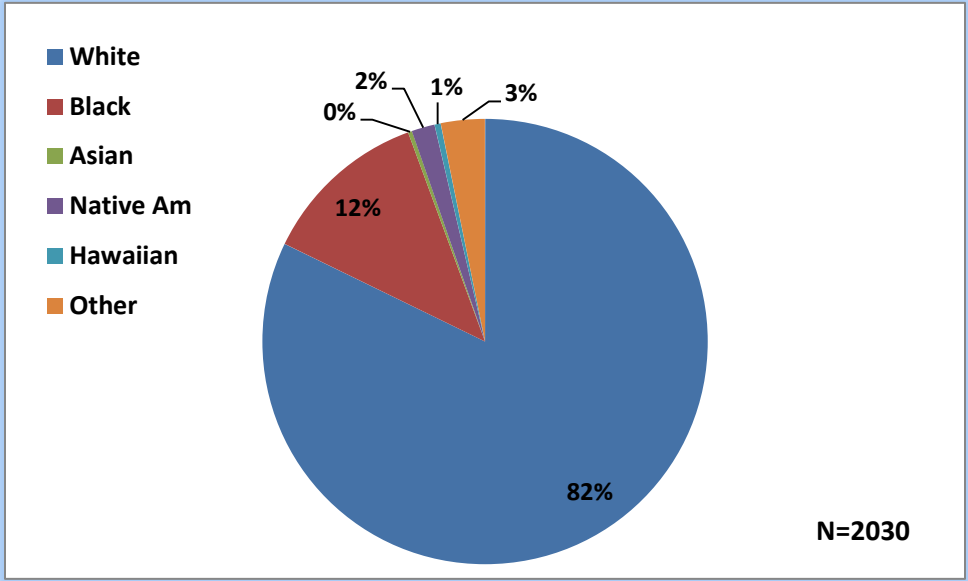
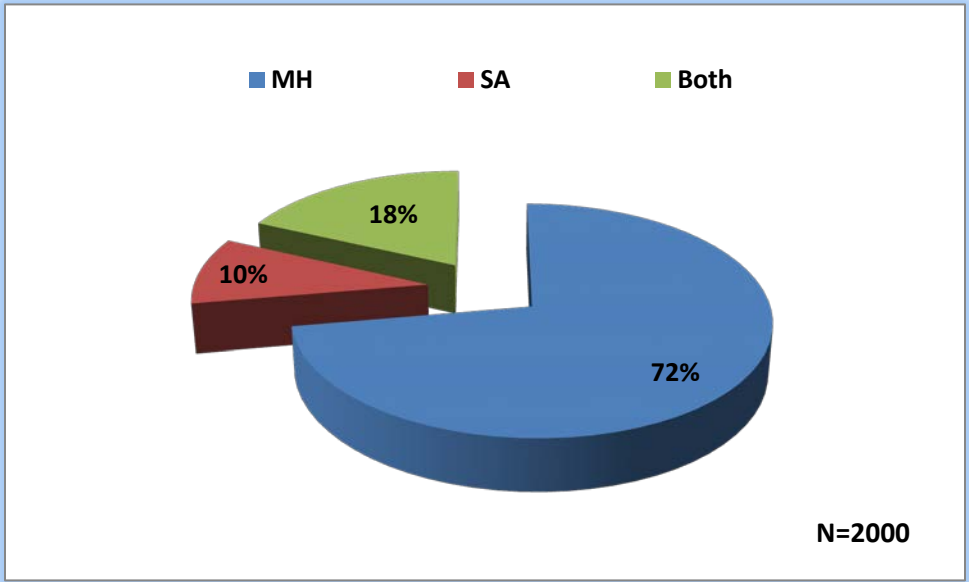


Figure 5: CY2013 MHSIP responders by service type



Survey Results

Domain Score Comparisons

Computation of the domain scores was completed following the established MHSIP methodology where lower scores represent a more positive response:

Strongly Agree = 1

Agree = 2

Neither Agree or Disagree=3

Disagree=4

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 statewide mean domain scores from 2010 to 2013.

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

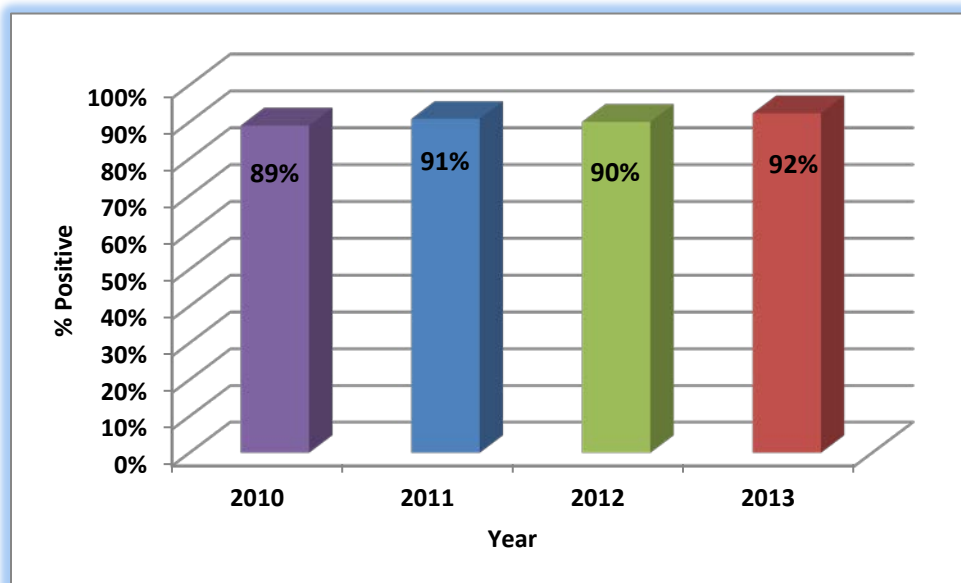


Figure 7: MHSIP Access to Services: Percentage of responders reporting positively about access to services by survey year

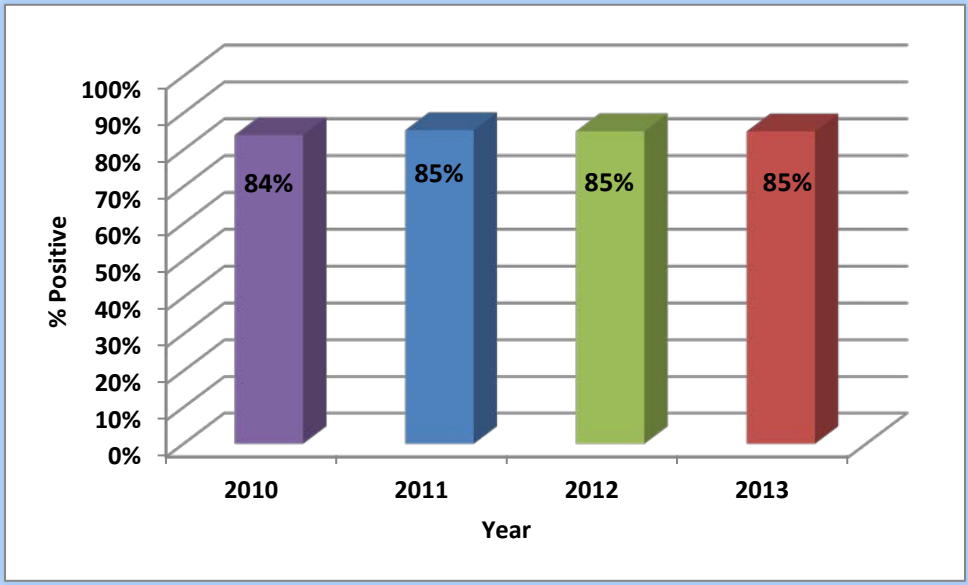


Figure 8: MHSIP Quality: Percentage of responders reporting positively about quality and appropriateness of services by survey year

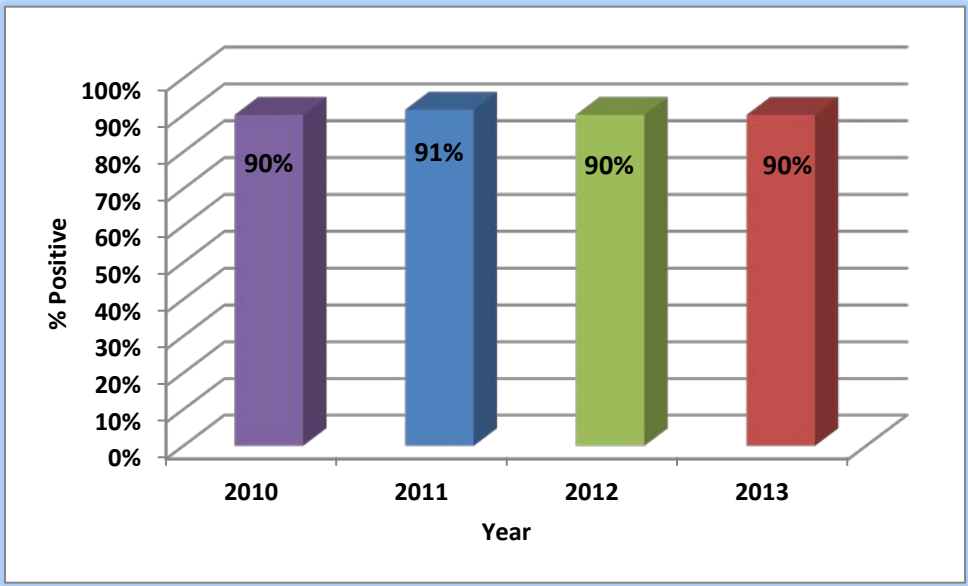


Figure 9: MHSIP Treatment: Percentage of responders reporting positively about participation in treatment planning by survey year

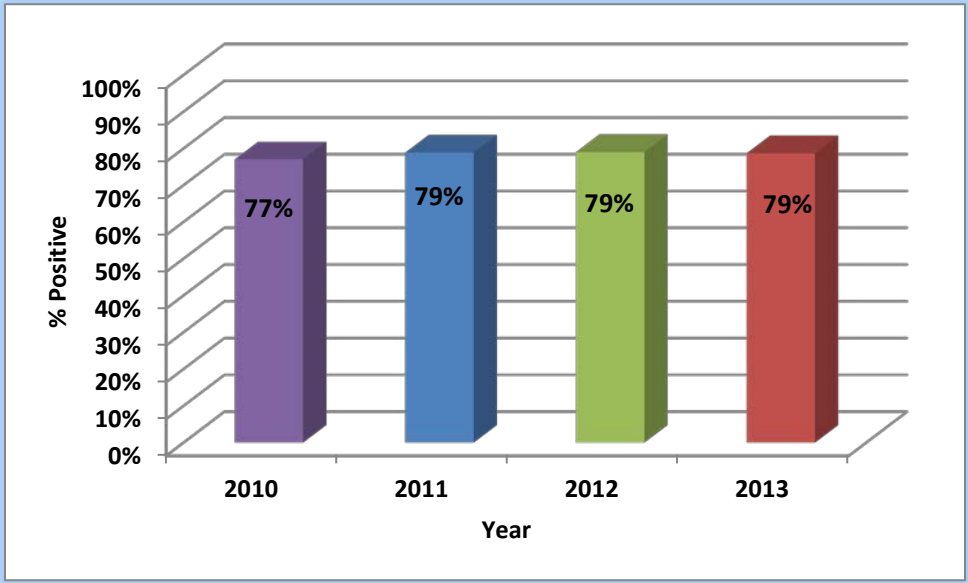


Figure 10: MHSIP Outcomes: Percentage of responders reporting positively about treatment outcomes by survey year

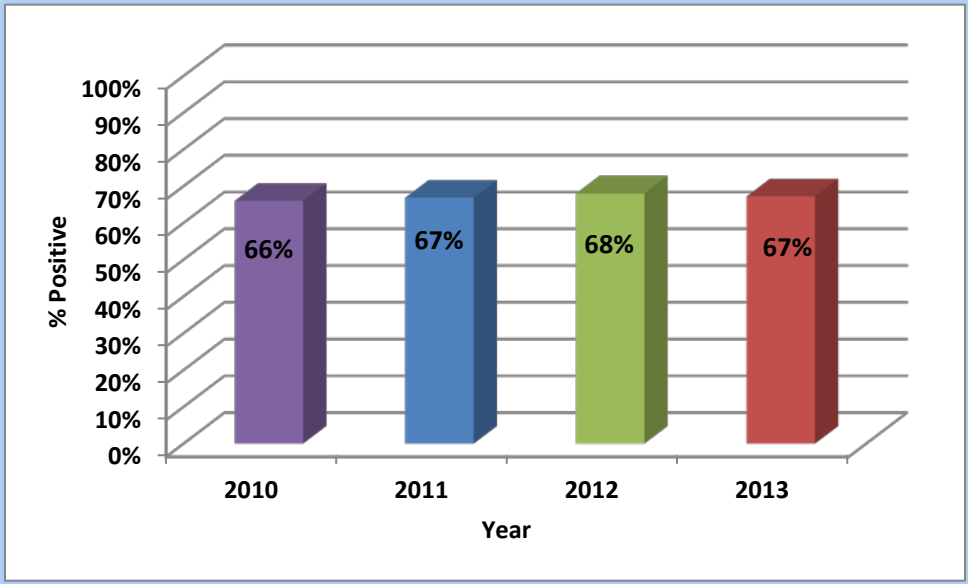


Figure 11: MHSIP Functioning: Percentage of responders reporting positively about functioning by survey year

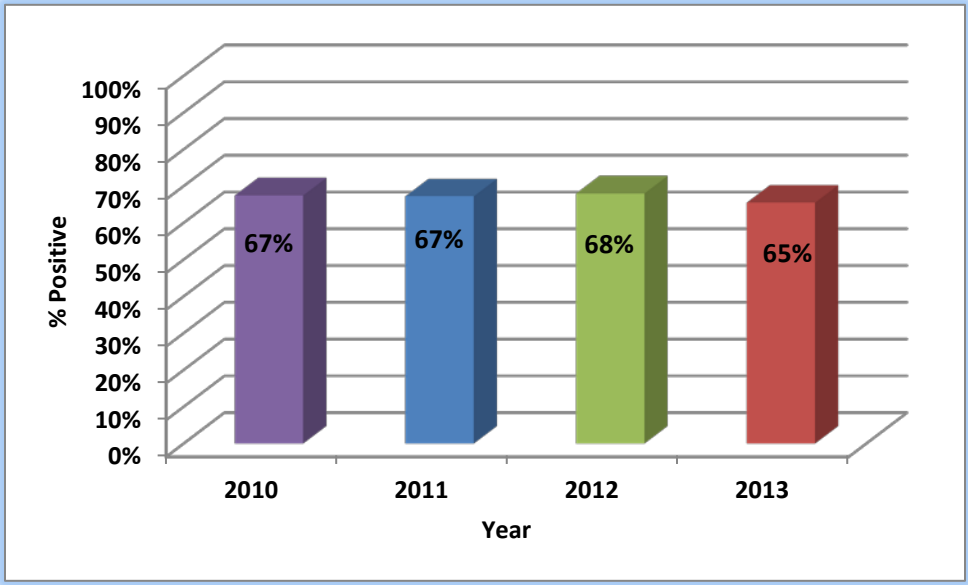
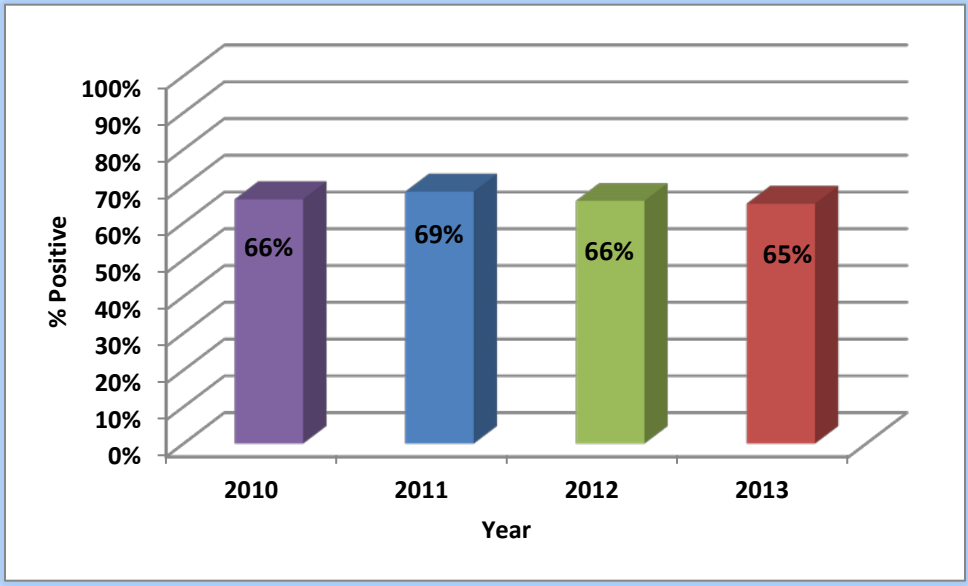


Figure 12: MHSIP Social Connections: Percentage of responders reporting positively about social connectedness by survey year



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	428	429	430	431
General Satisfaction	92 2108	96 124	90 117	100 38	97 97	92 94	95 85	93 42	85 61	80 25	91 76	96 94	94 125	89 44	94 136	87 91	87 63	89 45	89 114	96 107	90 113	93 99	94 139	90 58	93 122
1. I like the services that I received here.	94 1.5 2102	99 1.4 124	96 1.5 117	100 1.4 38	99 1.3 97	91 1.6 93	95 1.5 84	95 1.5 41	87 1.7 61	88 1.8 25	90 1.6 76	95 1.5 92	93 1.4 125	91 1.5 44	93 1.5 136	91 1.7 90	91 1.7 63	89 1.6 45	91 1.6 114	94 1.5 107	91 1.7 113	97 1.3 99	94 1.4 139	95 1.4 57	95 1.4 122
2. If I had other choices, I would still get services from this agency.	84 1.7 2104	94 1.5 124	85 1.7 117	97 1.3 38	89 1.6 97	88 1.6 94	87 1.7 84	88 1.6 42	80 1.9 61	72 2.2 25	78 1.9 76	90 1.6 95	90 1.5 125	84 1.7 44	91 1.6 135	82 1.9 91	86 1.8 63	82 1.8 45	80 1.9 114	93 1.6 106	88 1.8 112	88 1.5 99	92 1.6 138	85 1.7 58	88 1.7 121
3. I would recommend this agency to a friend or family member.	91 1.6 2099	95 1.4 123	90 1.5 117	97 1.3 38	95 1.4 96	91 1.6 93	92 1.5 84	93 1.6 42	80 1.9 61	88 2.0 25	86 1.7 76	95 1.5 94	94 1.4 125	87 1.6 44	92 1.6 135	89 1.8 89	87 1.7 63	89 1.7 45	92 1.6 114	94 1.5 107	85 1.7 113	91 1.5 99	92 1.5 137	93 1.6 58	94. 1.5 121
Access	85 2101	89 124	92 117	100 38	88 97	83 94	85 84	76 42	80 60	79 24	84 76	92 94	83 125	82 44	86 135	74 91	86 63	71 45	81 114	83 106	81 113	93 99	88 138	86 57	87 121
4. The location of the services was convenient.	87 1.7 2096	81 1.8 122	91 1.5 116	84 1.4 38	89 1.5 97	86 1.7 94	83 1.7 82	79 1.8 42	85 1.8 60	80 2.0 25	87 1.7 76	87 1.7 93	91 1.6 125	84 1.8 44	87 1.7 135	79 1.9 91	87 1.7 63	76 2.1 45	85 1.8 113	88 1.7 107	89 1.6 113	88 1.6 98	87 1.6 138	90 1.6 58	93 1.6 121
5. Staff is willing to see me as often as I felt it was necessary.	87 1.7 2094	91 1.5 123	91 1.5 117	97 1.2 38	91 1.5 97	87 1.6 94	86 1.6 84	79 1.8 42	85 1.7 59	83 1.9 24	83 1.8 76	91 1.6 93	86 1.8 125	86 1.6 44	86 1.7 134	84 1.8 90	90 1.6 62	82 1.8 45	83 1.8 114	87 1.7 106	86 1.6 113	91 1.5 99	89 1.6 138	84 1.6 56	87 1.6 121
6. Staff returned my call in 24 hours.	79 1.8 2079	83 1.7 121	87 1.7 115	89 1.6 38	86 1.6 95	71 1.9 94	86 1.7 84	71 2.0 41	83 1.8 60	79 2.0 24	79 1.9 76	79 1.9 93	78 1.8 123	71 1.9 42	74 1.9 134	67 2.1 90	73 2.0 62	73 2.0 45	75 1.9 114	78 1.9 104	76 1.9 112	82 1.7 98	82 1.8 136	84 1.7 57	79 1.8 121
7. Services were available at times that were good for me.	89 1.6 2104	94 1.5 124	92 1.5 117	95 1.5 38	95 1.4 97	84 1.7 94	93 1.5 84	81 1.8 42	79 1.9 61	92 1.8 25	88 1.7 76	93 1.6 95	90 1.6 125	89 1.6 44	93 1.6 136	79 2.0 90	92 1.6 63	87 1.7 45	83 1.8 114	86 1.8 107	89 1.7 112	89 1.6 99	91 1.6 138	86 1.7 56	87 1.7 122

Item	All Providers	401	402	403	404	405	407	409	410	413	414	415	416	418	419	420	421	422	423	424	426	428	429	430	431
		Quality and Appropriateness	90 2099	92 124	90 117	97 38	93 96	90 93	92 84	88 42	82 60	92 25	81 75	87 93	96 125	86 44	95 136	90 90	89 63	87 45	91 114	81 107	90 113	93 99	86 137
10. Staff here believe I can grow, change and recover.	89 1.6 2095	93 1.4 122	87 1.5 117	97 1.4 38	92 1.4 97	83 1.6 93	88 1.6 83	85 1.5 41	85 1.7 61	92 1.7 25	81 1.8 74	90 1.7 92	97 1.4 125	84 1.7 43	92 1.5 136	89 1.7 90	87 1.7 63	89 1.7 45	87 1.7 114	84 1.6 107	89 1.6 113	94 1.5 99	87 1.6 137	88 1.6 58	92 1.5 122
12. I feel free to complain.	81 1.8 2095	88 1.6 121	79 1.8 117	89 1.5 38	86 1.7 97	76 1.8 93	83 1.7 83	79 1.8 42	72 2.0 61	80 1.9 25	75 2.0 75	82 1.8 91	83 1.7 125	73 2.1 44	81 1.8 136	86 1.7 91	83 1.8 63	84 1.8 45	85 1.8 113	80 1.8 107	78 1.8 111	87 1.8 99	76 1.9 138	79 1.7 58	84 1.8 122
13. I was given information about my rights.	91 1.6 2099	92 1.5 123	92 1.5 117	95 1.3 38	94 1.4 97	91 1.5 93	96 1.5 84	91 1.5 42	85 1.8 61	88 1.8 25	80 1.8 74	94 1.6 93	91 1.6 124	93 1.6 44	90 1.6 136	86 1.7 90	92 1.6 63	89 1.6 45	86 1.5 113	86 1.7 107	95 1.5 113	95 1.4 99	91 1.6 138	93 1.5 58	95 1.4 122
14. Staff encouraged me to take responsibility for how I live my life.	90 1.6 2095	95 1.5 124	89 1.6 117	100 1.3 38	95 1.4 97	88 1.6 92	88 1.6 84	88 1.6 41	79 1.8 61	96 1.6 25	88 1.7 76	87 1.7 93	94 1.4 125	77 1.8 44	93 1.5 135	89 1.7 89	89 1.7 63	89 1.6 44	92 1.6 113	83 1.8 106	87 1.7 112	93 1.5 99	86 1.6 138	91 1.6 57	93 1.6 122
15. Staff told me what side effects to watch out for.	77 1.9 2076	82 1.7 124	80 1.8 116	87 1.6 38	82 1.7 96	76 1.8 92	76 1.9 83	71 2.0 41	64 2.2 59	96 1.7 25	72 2.1 74	74 2.0 93	78 1.8 125	73 2.0 44	81 1.8 134	75 2.0 88	77 1.9 62	84 1.8 45	81 1.8 113	69 2.1 104	77 1.9 111	81 1.8 99	71 2.1 134	80 1.8 56	76 1.8 120
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	92 1.5 2083	94 1.5 124	88 1.6 117	97 1.3 38	95 1.3 96	91 1.5 93	94 1.5 84	90 1.5 41	87 1.8 60	100 1.4 25	87 1.7 74	93 1.6 93	94 1.4 124	91 1.5 44	93 1.5 133	92 1.6 89	84 1.7 63	91 1.6 45	93 1.5 113	86 1.7 105	94 1.5 112	98 1.4 98	86 1.6 132	90 1.5 58	92 1.5 122
18. Staff were sensitive to my cultural background.	78 1.8 2080	86 1.7 123	79 1.8 116	74 1.8 38	87 1.5 95	71 1.9 94	81 1.7 83	73 2.0 41	73 2.0 60	80 1.9 25	73 2.1 75	87 1.8 91	76 1.8 123	79 1.9 42	78 1.9 135	71 2.0 90	80 1.8 61	80 1.8 44	78 1.8 114	71 1.9 105	79 1.8 112	83 1.7 99	77 1.8 137	81 1.7 57	79 1.8 120
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	86 1.7 2085	92 1.5 122	85 1.7 117	87 1.5 38	92 1.4 96	81 1.7 93	88 1.7 83	91 1.8 42	83 1.9 60	92 1.8 24	74 2.0 74	82 1.8 93	92 1.5 125	77 1.8 44	91 1.6 135	78 1.9 90	86 1.7 64	82 1.8 45	88 1.7 112	85 1.7 107	89 1.7 113	89 1.6 96	78 1.8 134	81 1.7 57	89 1.6 121
20. I was encouraged to use consumer-run programs.	77 1.8 2085	89 1.6 122	72 2.0 116	79 1.7 38	85 1.6 96	69 1.9 93	81 1.8 83	81 1.7 42	68 2.1 60	68 2.0 25	82 1.8 74	71 2.0 92	83 1.6 124	55 2.3 44	79 1.8 135	76 2.0 90	73 2.0 63	68 1.9 44	70 2.1 114	70 2.0 107	79 1.8 113	81 1.8 95	79 1.8 136	88 1.6 57	78 1.9 122

Item	All Providers																								
		401	402	403	404	405	407	409	410	413	414	415	416	418	419	420	421	422	423	424	426	428	429	430	431
Participation in Treatment Planning	79 2072	85 123	78 116	90 38	84 97	72 93	79 84	71 41	71 59	83 24	68 75	81 90	83 125	80 44	85 132	74 88	68 62	76 45	79 114	77 105	75 112	90 97	68 136	79 57	85 121
11. I felt comfortable asking questions about my treatment and medication.	89 1.6 2095	93 1.5 123	91 1.6 116	95 1.3 38	96 1.4 97	85 1.6 93	92 1.6 84	83 1.7 41	82 1.8 61	80 1.9 25	79 1.9 75	90 1.7 93	91 1.5 125	86 1.7 44	90 1.6 135	87 1.8 91	84 1.7 64	96 1.6 45	90 1.6 114	86 1.7 107	89 1.6 112	95 1.4 99	82 1.8 134	86 1.6 58	89 1.6 121
17. I. not staff, decided my treatment goals.	77 1.9 2081	85 1.7 123	74 1.9 117	87 1.6 38	83 1.7 96	75 1.9 94	77 1.8 84	69 2.1 42	68 2.2 59	92 1.7 24	72 2.2 75	82 1.8 90	82 1.7 125	80 1.8 44	86 1.8 133	74 2.1 88	70 2.2 62	67 2.1 45	76 2.0 114	75 1.9 105	71 2.0 113	88 1.6 97	69 2.0 134	68 2.0 57	80 1.8 122
Treatment Outcomes	67 2068	73 124	67 116	90 38	62 95	67 92	63 81	74 42	56 59	84 25	60 74	61 92	73 125	67 42	75 136	72 88	79 61	47 45	67 113	68 103	68 109	62 95	60 136	70 56	65 122
21. I deal more effectively with daily problems.	79 1.9 2084	86 1.7 122	78 2.0 117	89 1.7 38	84 1.7 96	77 1.9 92	80 2.0 83	88 1.7 42	72 2.2 60	100 1.6 25	73 2.1 75	73 2.0 92	84 1.8 124	72 2.0 43	86 1.8 136	79 2.0 91	85 1.8 61	66 2.0 44	78 1.9 113	76 1.9 105	78 1.9 110	76 1.9 98	72 2.1 138	79 1.8 58	79 1.9 122
22. I am better able to control my life.	77 2.0 2085	84 1.8 121	75 2.0 117	89 1.6 38	77 1.8 96	73 1.9 93	69 2.1 84	79 1.9 42	73 2.1 60	92 1.8 25	71 2.1 75	72 2.1 92	84 1.8 123	81 2.0 43	84 1.8 136	80 2.0 90	82 1.9 62	64 2.0 45	74 2.0 113	76 2.0 106	80 1.9 110	65 2.1 98	70 2.1 138	77 1.8 57	75 2.0 122
23. I am better able to deal with crisis.	72 2.1 2091	76 1.9 123	74 2.1 117	87 1.7 38	72 1.9 96	75 1.9 93	68 2.2 83	76 2.0 42	65 2.3 60	84 1.8 25	56 2.4 75	59 2.3 92	83 1.8 124	70 2.0 43	77 1.9 136	74 2.1 91	80 2.0 61	60 2.2 45	73 2.0 114	63 2.2 106	70 2.1 111	62 2.2 99	66 2.2 139	75 1.9 57	77 2.0 122
24. I am getting along better with my family.	69 2.1 2031	70 2.1 122	71 2.1 112	81 1.7 37	69 2.0 94	69 2.0 87	72 2.0 79	57 2.3 42	76 2.0 58	72 2.2 25	60 2.3 73	69 2.4 88	73 2.0 124	75 2.0 40	70 2.1 135	80 2.0 89	76 1.9 59	50 2.4 44	64 2.1 112	77 2.1 103	71 2.1 107	64 2.2 92	58 2.4 129	70 2.1 56	68 2.2 122
25. I do better in social situations.	63 2.2 2050	69 2.1 122	60 2.3 113	82 1.9 38	55 2.3 95	54 2.2 89	56 2.4 79	76 2.0 42	53 2.5 58	88 1.9 25	60 2.4 74	60 2.4 90	75 2.1 124	62 2.2 42	74 1.9 136	71 2.1 88	79 2.0 61	44 2.4 45	65 2.2 113	64 2.3 105	61 2.3 107	43 2.5 95	56 2.5 133	71 2.1 55	66 2.2 120
26. I do better in school and/or work.	50 2.4 1969	57 2.3 116	49 2.5 113	66 2.1 38	47 2.4 91	52 2.3 88	46 2.4 79	46 2.4 39	46 2.5 56	55 2.5 22	48 2.5 71	38 2.7 84	50 2.4 122	54 2.3 41	52 2.3 136	68 2.2 80	57 2.3 58	47 2.5 45	48 2.5 111	46 2.5 233	52 2.4 103	42 2.6 89	42 2.5 125	62 2.2 53	50 2.4 117
27. My housing situation has improved.	60 2.2 2044	69 2.1 122	69 2.0 116	66 2.0 38	60 2.2 93	52 2.2 90	54 2.3 81	66 2.1 41	63 2.2 57	92 1.7 25	58 2.3 72	55 2.3 91	50 2.4 123	46 2.5 41	64 2.1 135	69 2.1 83	79 2.0 61	51 2.4 45	52 2.4 114	59 2.3 103	59 2.3 110	52 2.4 92	59 2.3 135	62 2.3 55	57 2.3 122
28. My symptoms are not bothering me as much.	63 2.3 2055	66 2.2 120	63 2.3 116	79 1.9 38	60 2.3 95	71 2.0 90	56 2.4 81	61 2.2 41	50 2.6 58	79 2.0 24	57 2.4 74	63 2.3 90	69 2.2 124	56 2.4 41	72 2.1 136	67 2.3 88	66 2.2 62	52 2.4 44	61 2.4 114	68 2.3 102	59 2.4 108	56 2.5 95	61 2.4 136	68 2.3 56	57 2.5 122

Item	All Providers																								
		401	402	403	404	405	407	409	410	413	414	415	416	418	419	420	421	422	423	424	426	428	429	430	431
Functioning*	66 2063	72 123	60 117	74 38	65 95	63 90	63 81	69 42	50 58	88 25	56 75	63 91	74 125	62 42	77 135	71 87	70 60	51 43	62 114	64 106	67 109	62 96	59 136	76 54	62 122
29. I do things that are more meaningful to me.	71 2.1 2052	76 2.0 122	64 2.2 115	71 1.9 38	73 2.1 92	74 1.9 90	64 2.2 81	78 2.0 41	62 2.3 58	100 1.7 25	65 2.1 74	69 2.1 91	74 2.0 125	68 2.2 42	83 1.8 132	76 2.0 88	79 1.9 61	59 2.2 44	69 2.1 112	70 2.2 106	70 2.1 107	66 2.2 96	67 2.2 135	80 1.9 56	73 2.1 121
30. I am better able to take care of my needs.	74 2.0 2060	80 1.9 122	68 2.1 117	79 1.8 38	72 2.0 95	71 2.0 90	75 2.1 80	83 1.9 41	69 2.2 58	96 1.7 25	64 2.1 75	71 2.1 91	81 1.9 125	68 2.1 42	83 1.9 136	79 2.0 86	80 2.0 61	59 2.2 44	68 2.1 114	72 2.1 106	74 2.0 108	67 2.1 95	67 2.2 135	82 1.9 55	70 2.1 121
31. I am better able to handle things when they go wrong.	67 2.2 2056	74 2.0 121	62 2.3 117	82 1.8 38	65 2.1 95	63 2.2 89	63 2.3 82	76 2.1 42	58 2.4 57	88 1.8 25	56 2.5 75	63 2.2 91	76 2.0 123	67 2.3 42	79 1.9 135	72 2.1 87	73 2.2 59	63 2.1 43	64 2.2 114	64 2.2 105	68 2.3 109	60 2.3 96	58 2.5 136	77 1.9 53	61 2.3 122
32. I am better able to do things that I want to do.	68 2.1 2044	73 2.0 121	63 2.3 117	74 1.9 38	73 2.1 94	65 2.1 89	61 2.3 82	76 2.0 42	60 2.3 58	88 1.9 25	60 2.3 74	69 2.1 89	73 2.0 123	71 2.1 42	78 1.9 132	76 2.1 87	74 2.0 58	54 2.2 43	65 2.2 113	67 2.2 103	71 2.2 108	65 2.2 96	64 2.3 135	70 2.1 54	61 2.2 121
Social Connectedness*	62 2068	68 124	62 117	68 38	62 94	66 89	53 83	71 42	63 59	76 25	66 74	63 92	67 125	67 42	68 136	67 88	70 60	59 44	70 114	67 105	69 109	64 96	58 134	79 57	60 121
33. I am happy with the friendships I have.	72 2.1 2069	76 2.0 123	69 2.1 117	68 2.0 38	74 2.0 94	76 1.9 89	64 2.3 83	76 1.9 42	71 2.2 59	84 1.9 25	75 1.9 76	69 2.1 92	70 2.2 125	60 2.2 42	75 2.0 136	77 2.1 88	73 2.0 60	61 2.3 44	74 2.1 114	75 2.0 105	75 1.9 108	75 2.0 96	66 2.3 134	77 2.2 57	72 2.1 121
34. I have people with whom I can do enjoyable things.	75 2.0 2062	76 2.0 123	70 2.1 117	74 2.0 38	74 2.1 94	81 1.9 88	58 2.2 83	81 1.9 41	71 2.2 58	80 1.8 25	79 1.9 75	70 2.1 92	74 2.0 125	76 1.9 42	81 1.9 136	74 2.1 86	78 1.9 60	68 2.1 44	80 2.0 113	76 2.1 104	82 1.9 109	70 2.2 96	62 2.4 133	79 1.9 57	76 2.0 122
35. I feel I belong in my community.	57 2.4 2059	61 2.3 123	54 2.5 116	74 2.1 38	52 2.5 93	47 2.5 89	52 2.4 83	67 2.2 42	51 2.6 59	84 1.8 25	62 2.2 73	53 2.5 92	62 2.3 125	50 2.5 42	61 2.3 136	65 2.4 88	70 2.1 60	43 2.6 44	59 2.5 113	58 2.3 105	59 2.3 109	50 2.6 95	58 2.5 132	55 2.4 56	52 2.5 120
36. In a crisis, I would have the support I need from family or friends.	73 2.0 2058	78 2.0 122	72 2.1 115	74 2.0 38	74 2.0 94	80 1.8 89	65 2.2 83	81 2.0 42	74 2.1 58	72 2.1 25	72 2.0 74	70 2.0 92	71 2.1 124	79 1.7 42	68 2.1 135	76 2.0 88	76 1.8 58	64 2.2 44	80 2.0 114	75 2.0 105	77 1.9 108	74 2.0 95	66 2.3 134	86 1.6 57	69 2.1 121
Service Environment*	80 2044	82 122	82 117	90 38	83 93	82 89	85 82	83 42	75 57	83 24	64 73	84 91	79 125	83 40	78 136	79 86	67 60	74 42	77 113	81 103	80 105	91 96	69 134	79 56	83 120
38. I feel safe	80 1.9 2064	82 1.8 123	83 1.8 117	82 1.6 38	84 1.7 94	83 1.7 89	86 1.7 83	83 1.8 42	74 2.0 58	80 1.9 25	67 2.2 75	83 1.8 92	81 1.8 125	78 1.8 40	79 1.8 136	82 1.9 87	66 2.3 61	71 2.1 44	77 2.0 114	79 1.9 105	83 1.9 107	90 1.6 96	71 2.1 135	77 1.9 57	81 1.8 121
39. The surroundings are clean.	90 1.6 2052	90 1.7 123	91 1.6 117	95 1.3 38	91 1.5 93	93 1.5 89	89 1.7 82	95 1.5 42	91 1.7 58	92 1.6 24	84 1.7 73	93 1.6 91	90 1.7 125	90 1.5 41	91 1.6 136	86 1.7 87	89 1.8 61	79 1.9 42	86 1.7 113	88 1.7 104	91 1.6 105	96 1.4 96	86 1.8 135	91 1.5 56	91 1.5 121

Item	All Providers																								
		401	402	403	404	405	407	409	410	413	414	415	416	418	419	420	421	422	423	424	426	428	429	430	431
Living Situation*	84 2065	80 124	84 117	90 38	80 94	91 89	85 82	91 42	88 59	88 25	89 73	83 92	86 125	80 39	90 136	81 88	77 62	73 44	88 114	81 105	89 107	87 96	79 135	83 57	82 122
40. I feel safe where I live.	83 1.8 2061	79 1.9 124	81 1.8 117	87 1.5 38	74 2.0 94	85 1.7 88	85 1.8 82	88 1.8 42	88 1.7 59	80 1.9 25	67 2.2 75	82 1.8 92	86 1.8 125	88 1.7 40	85 1.8 136	87 1.8 86	77 1.9 61	71 2.0 44	85 1.8 114	80 1.9 106	90 1.6 107	85 1.8 96	76 2.0 133	77 1.9 57	81 1.8 121
41. The place where I live is clean.	85 1.8 2064	82 1.9 123	85 1.8 117	87 1.6 38	81 1.9 94	90 1.6 89	82 1.8 82	86 1.8 42	90 1.7 59	92 1.6 24	84 1.7 73	84 1.8 92	88 1.8 125	72 1.9 39	91 1.7 136	82 1.8 88	81 1.9 62	82 1.8 44	87 1.7 114	82 1.9 105	85 1.7 107	88 1.7 96	83 1.9 135	79 1.8 57	89 1.7 122
42. The location where I live is convenient.	80 1.9 2060	86 1.8 124	77 1.9 117	89 1.6 38	82 1.8 93	73 2.0 89	86 1.8 81	93 1.6 42	80 1.9 59	88 1.6 25	84 1.7 74	75 2.0 92	75 2.0 125	79 1.9 38	89 1.7 136	74 2.1 87	77 2.0 62	80 1.9 44	81 1.8 114	77 1.9 105	78 1.8 106	78 2.0 96	81 1.9 135	72 1.9 57	73 2.1 122
Other Items Not In Scales*																									
8. I was able to get all the services I thought I needed.	87 1.7 2097	89 1.6 122	91 1.6 117	97 1.5 38	94 1.5 95	86 1.7 93	92 1.6 84	86 1.8 42	80 1.9 61	84 2.0 25	87 1.8 76	89 1.7 93	91 1.6 125	84 1.7 44	86 1.7 136	82 1.9 91	89 1.7 64	80 1.8 45	85 1.8 113	85 1.7 106	84 1.8 112	83 1.6 98	83 1.8 138	86 1.7 57	90 1.6 122
9. I was able to see a psychiatrist when I wanted to.	72 2.0 2072	77 1.9 122	83 1.8 117	68 1.9 38	78 1.8 95	69 2.0 91	68 2.1 83	69 2.1 42	60 2.2 58	72 2.3 25	72 2.0 74	76 2.0 91	75 1.8 125	74 1.9 43	67 2.2 135	55 2.4 89	81 1.8 63	67 2.1 45	72 2.0 113	73 2.1 103	67 2.1 111	74 2.0 97	69 2.1 134	85 1.7 58	67 2.1 120

*National data will not be available for these domains.

Additional Analysis

Service Environment

Questions regarding the safety and cleanliness of the environment where individuals receive services were added to the service environment domain in the 2011 survey. In 2013, a question was added to identify the primary service location where respondents were seen by their providers.

Figure 13: Service Environment: Percent of responders by primary service location

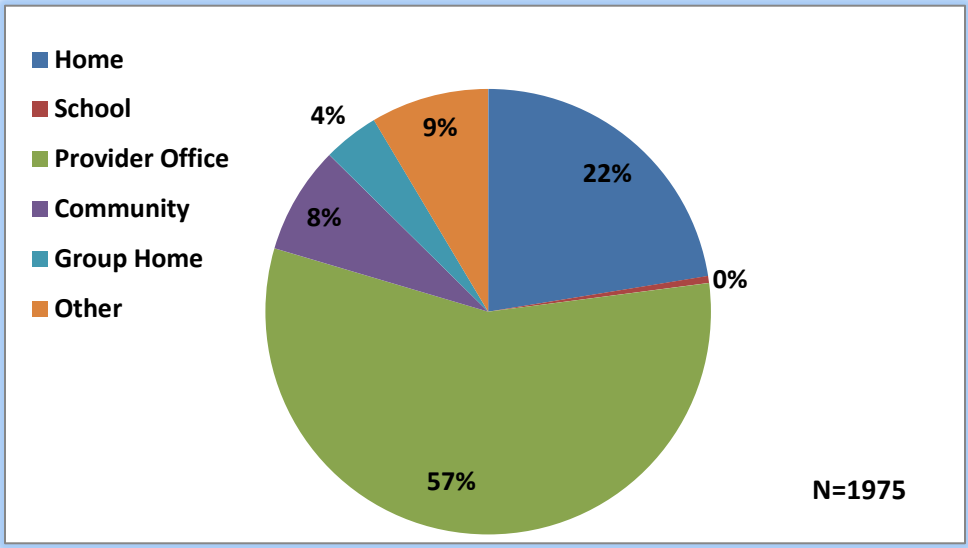
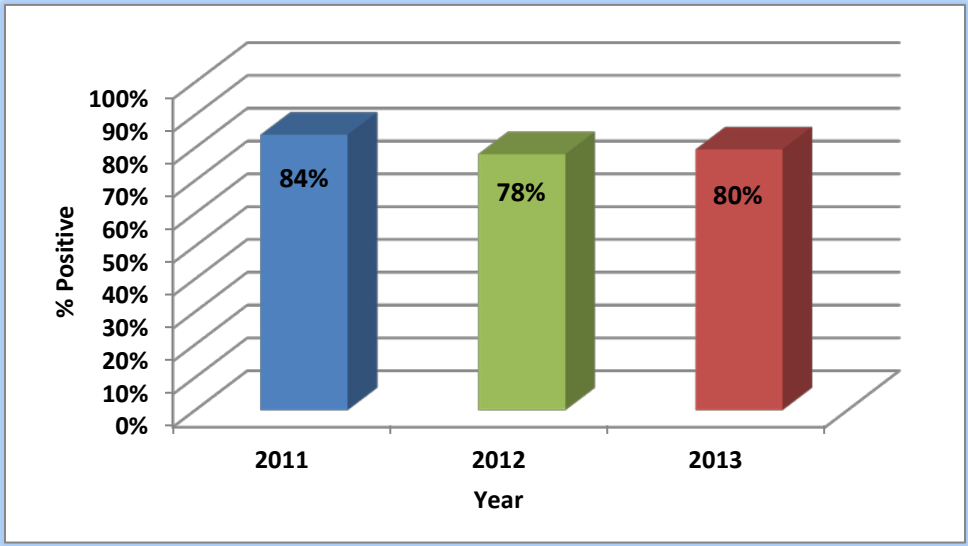


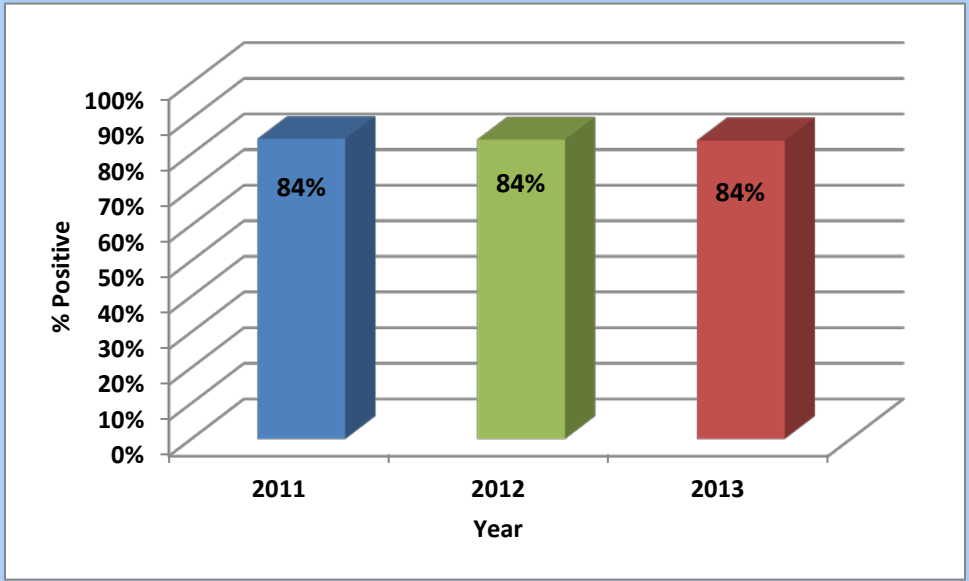
Figure 14: Service Environment Percentage of responders reporting positively on their service environment by survey year



Living Environment

In 2011 three new questions were added to comprise the living environment domain. Questions are focused on the safety, cleanliness and location convenience of the living environment.

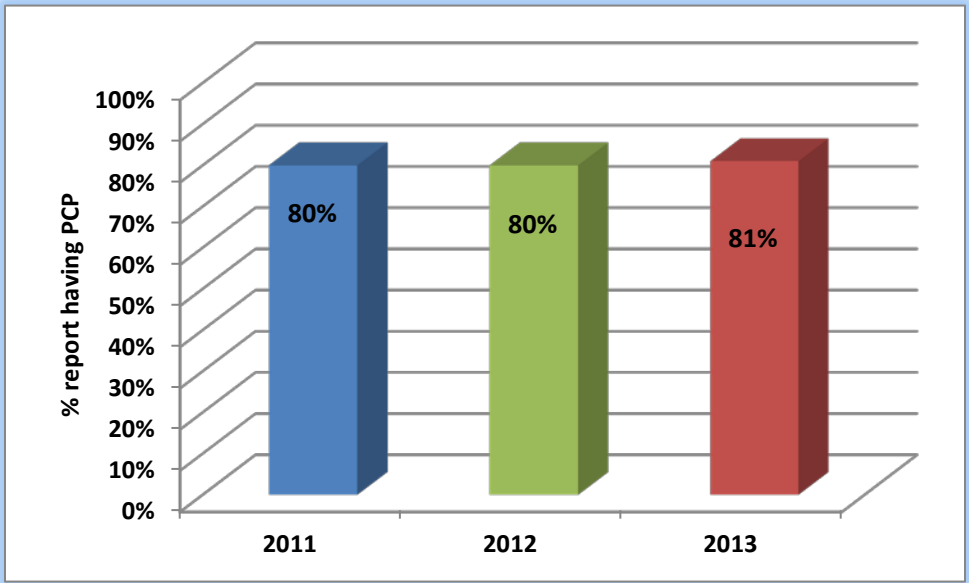
Figure 15: Living Environment: Percentage of responders reporting positively on their living environment by survey year



Physical Health Provider

In 2011 several health and wellness related questions were added to the survey at the request of providers monitor perception of the coordination of care and overall communication with individuals served about key health and wellness issues. One question they felt was important was whether or not individuals served had an identified physical health provider. Results for the past three years show little change and around 80% of respondents report they have a primary care physician.

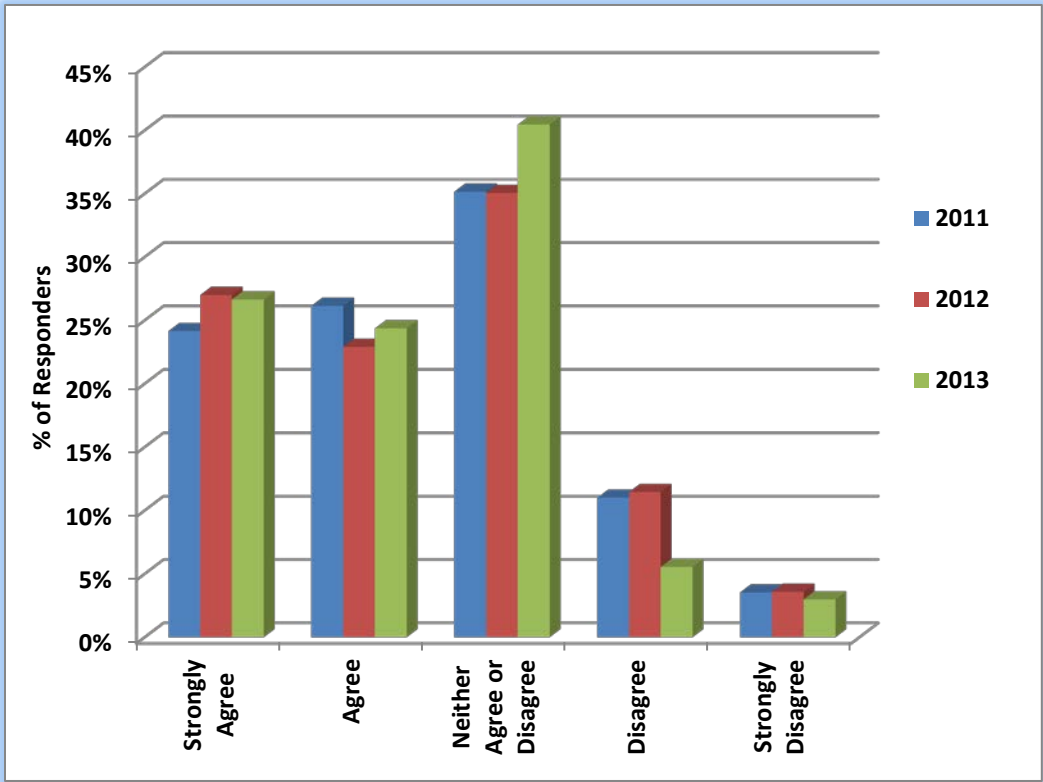
Figure 16: Percentage of responders who have a physical health provider by survey year



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. Figure 17 illustrates that since 2011 approximately fifty percent of responders each year reported that they either strongly agree or agree 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.”

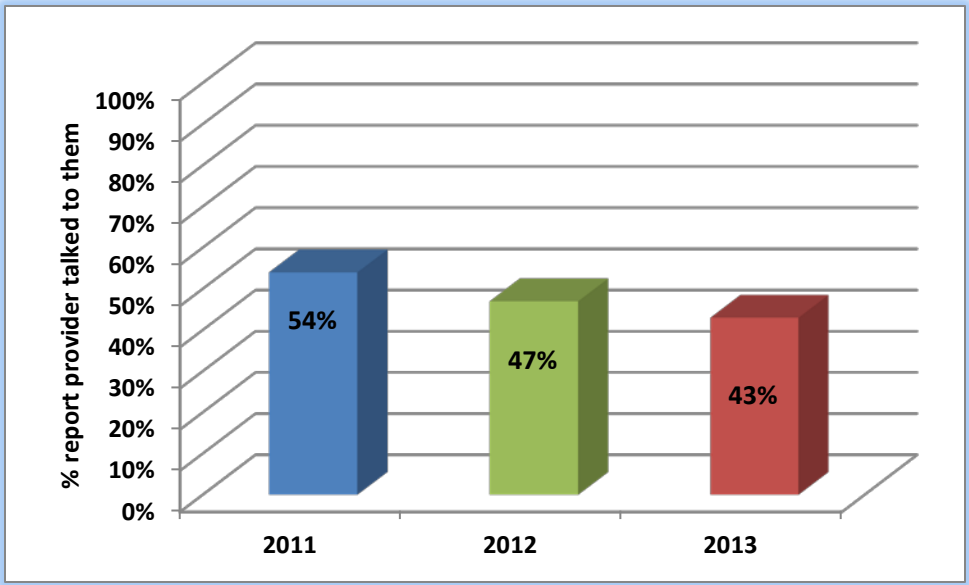
Figure 17: Coordination of care between mental health/substance use provider and physical health provider by survey year



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 18, forty-three percent of responders reported their providers had discussed the impact of their psychiatric medications on weight gain. This has decreased eleven percentage points since 2011, and four percentage points since 2012. It should be noted that an additional answer category of N/A was added for 2012 which may have skewed the results from 2011 to 2012.

Figure 18: 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 19, forty-seven 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. This is a decrease of nine percentage points since 2011, but an increase of one percentage points since 2012. It should be noted that an additional answer category of N/A was added for 2012 which may have skewed the results from 2011 to 2012.

Figure 19: Percentage of respondents reporting their physical health provider or mental health/substance use provider talked with them about weight loss or smoking cessation

