

Indiana Family and Social Services
Administration

Division of Mental Health and Addiction

Individual Served & Family Perception of Care MHSIP Survey 2012



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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 2012 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 2012 was conducted using the same method as the 2010 and 2011 surveys. Starting in 2010, the survey process was conducted utilizing a convenience sample. In this method, surveys were sent to the CMHCs who then handed out and collected surveys with individuals served as they were 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 3rd and 21st and distribute surveys to individuals served being seen during the chosen week. If a CMHC wished to survey more individuals than the minimum sample size, additional surveys were printed and mailed to the CMHC.

Spanish versions of the survey were provided to CMHCs when requested. There were fifty-two (52) 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, 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 individuals served by that provider.

The statewide response rate for 2012 was 102%. This is an increase from last year's rate of 92% and the 2010 return rate of 80%. The return rate is greater than 100% due to CMHCs requesting more surveys than the minimum number required. 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	MHSIP Surveys Returned	MHSIP Response Rate
429	Adult and Child	100	95	95%
430	ASPIREIndiana	100	66	66%
423	Bowen Center	75	72	96%
431	Centerstone	120	66	55%
413	Community MHC	50	55	110%
428	Cummins	75	79	105%
421	Edgewater	40	40	100%
427	Four County	60	48	80%
416	Gallahue	100	95	95%
414	Grant Blackford	60	53	88%
405	Hamilton Center	120	42	35%
407	Howard Regional	40	36	90%
402	LifeSpring	120	182	152%
422	Meridian Services	75	63	84%
401	Midtown	120	171	143%
426	Northeastern Center	60	143	238%
409	Oaklawn Psychiatric Center	75	66	88%
419	Park Center	100	135	135%
418	Porter-Starke	60	52	87%
424	Regional	100	179	179%
403	Samaritan Center	60	57	95%
420	Southern Hills	100	69	69%
404	Southwestern	100	98	98%
410	Swanson Center	50	49	98%
415	Wabash Valley	100	98	98%
	All CMHCs	2060	2109	102%

Provider return rate must be 35% for the 95% confidence level to be 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 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.

Survey Modifications

There were a few changes to the 2012 survey. Providers were sent a questionnaire after the completion of the 2011 survey and asked if there were any additions or changes they would like to see on the 2012 survey. All changes made were based on feedback from Providers. The questions that had changes are below:

- Safety of the service environment was changed to read, " I do not have any safety concerns"
- Communication from mental health/substance use and/or physical health providers with consumers regarding losing weight or stopping smoking had the addition of N/A to the answer choices
- Communication by physical health or mental health/substance use providers with consumers regarding their psychiatric medications and weight gain had the addition of N/A to the answer choices.

In addition, Providers requested a change in the way the comments were reported and requested to have copies of the comments. The comments section was changed to an open answer section where individuals served could leave any comments they wished to provide back to their provider regarding the services they received. A statement indicating that all comments would be seen by the provider was listed at the top of the comments page. Individuals served were also provided with a space to write their name if they wished their service provider to contact them regarding their comments. 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.

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: CY2012 MHSIP responders by age group

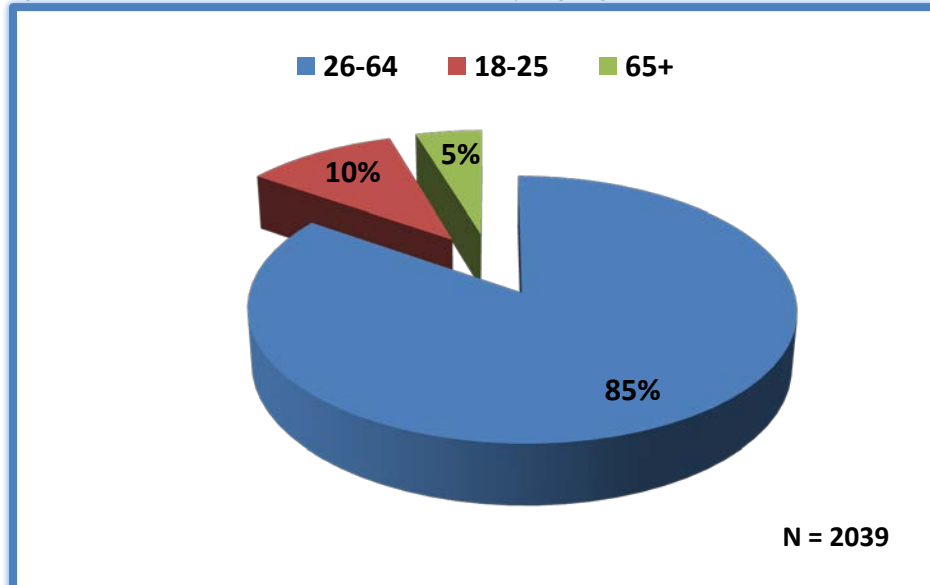


Figure 2: CY2012 MHSIP responders by gender

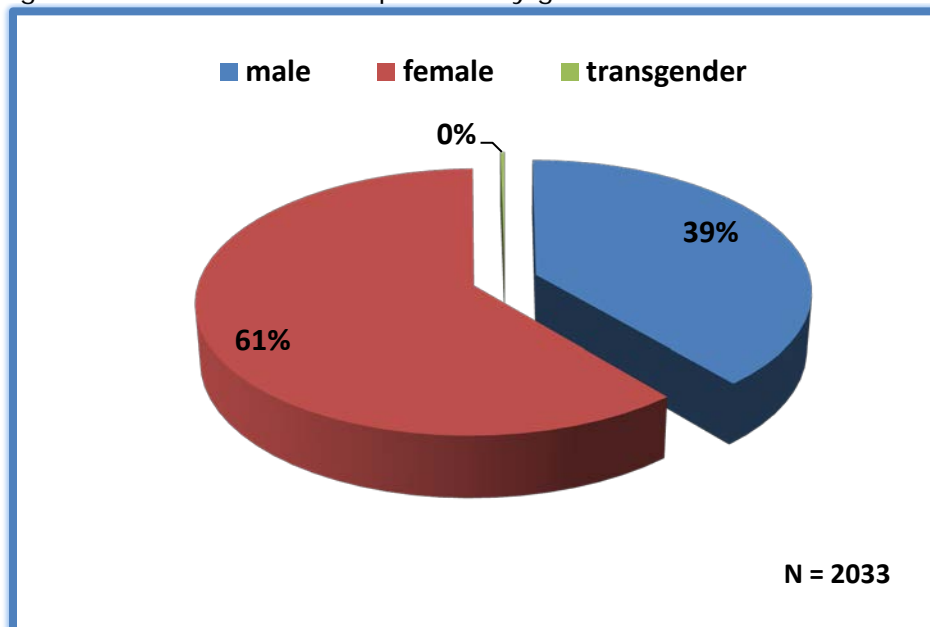


Figure 3: CY 2012 MHSIP responders by ethnicity

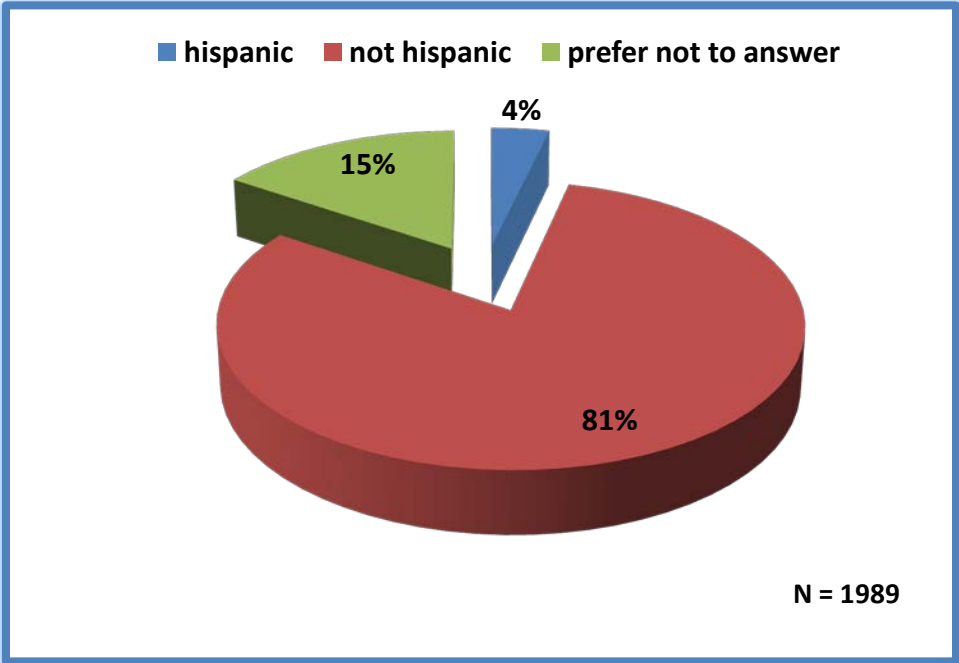


Figure 4: CY 2012 MHSIP responders by race

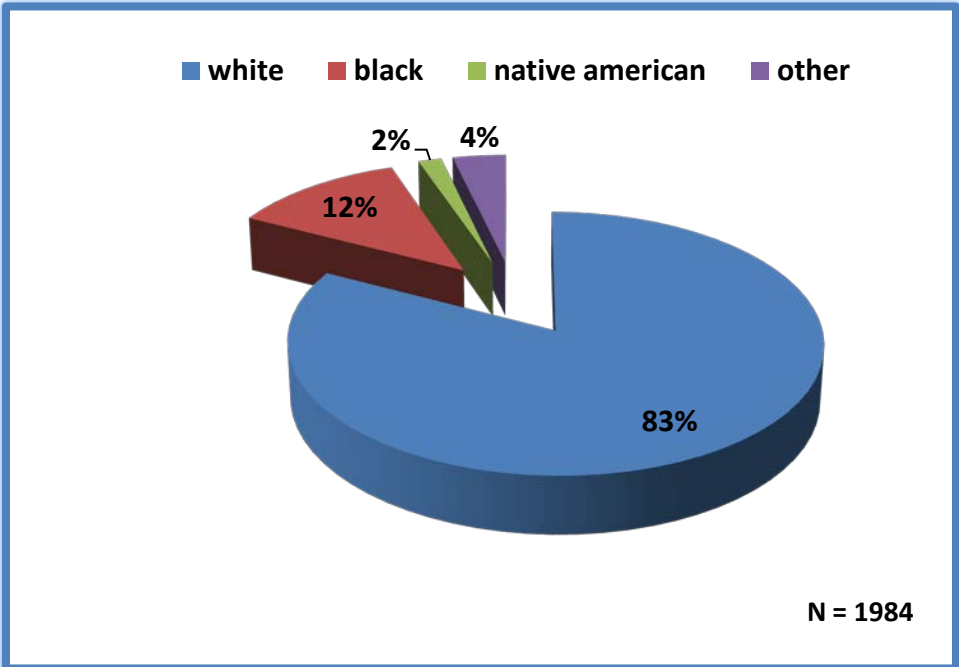
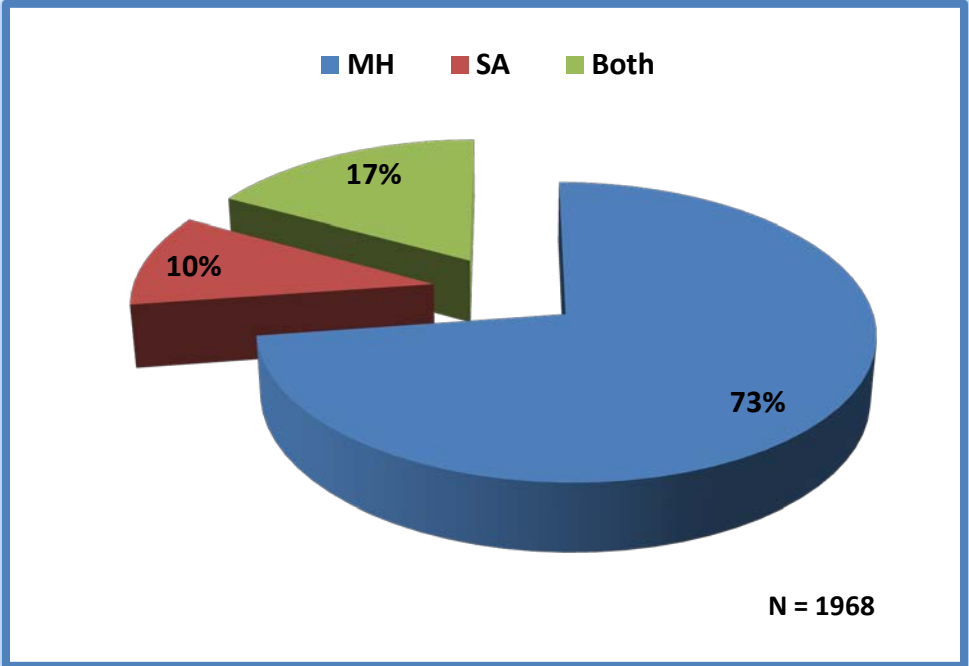


Figure 5: CY2012 MHSIP responders by service type



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 statewide mean domain scores from 2010 to 2012.

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

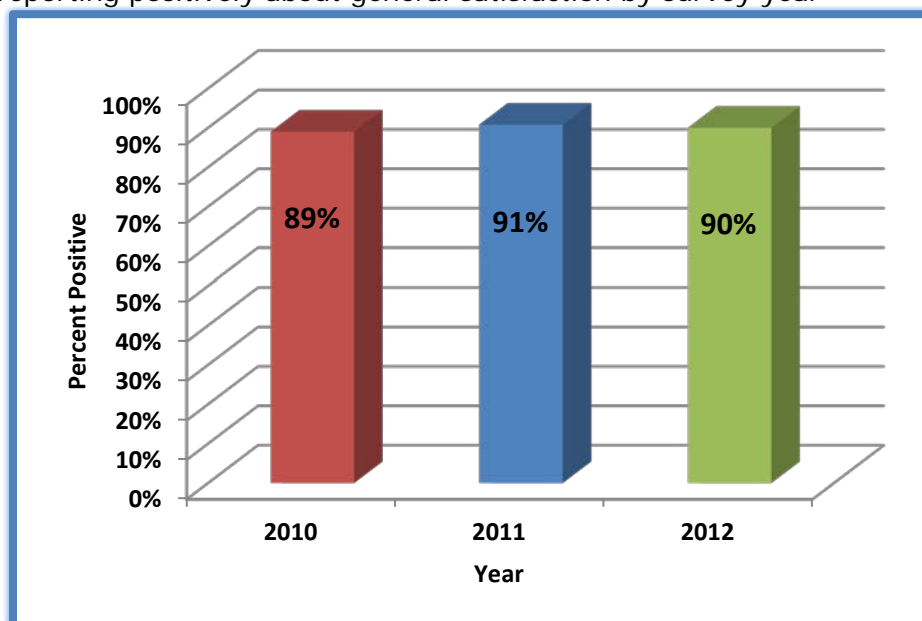


Figure 7: MHSIP Access to Services: Percentage of responders reporting positively about access to services by survey year

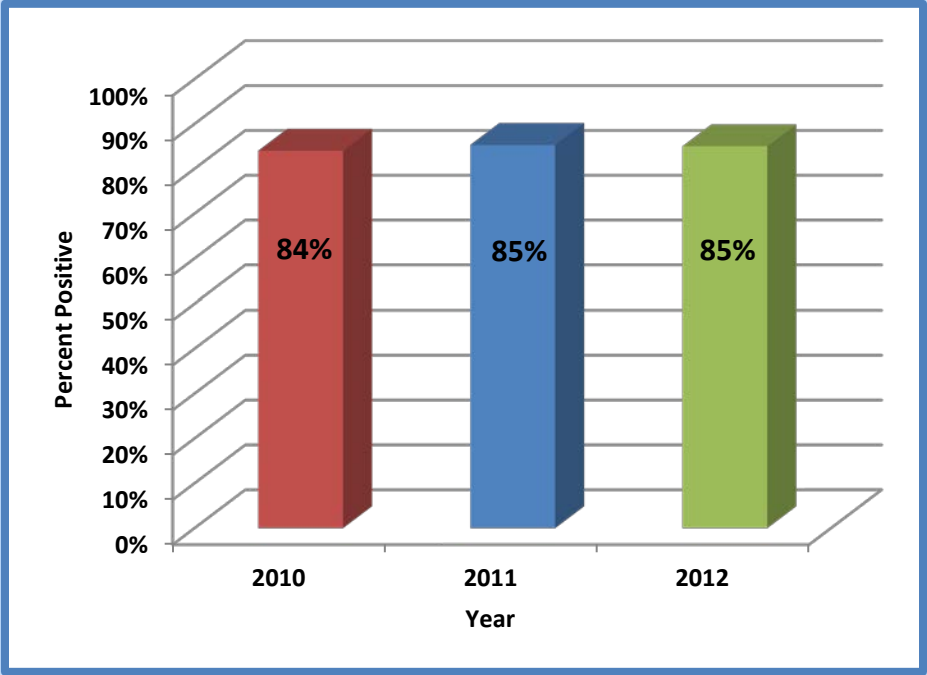


Figure 8: MHSIP Quality: Percentage of responders reporting positively about quality and appropriateness of services by survey year

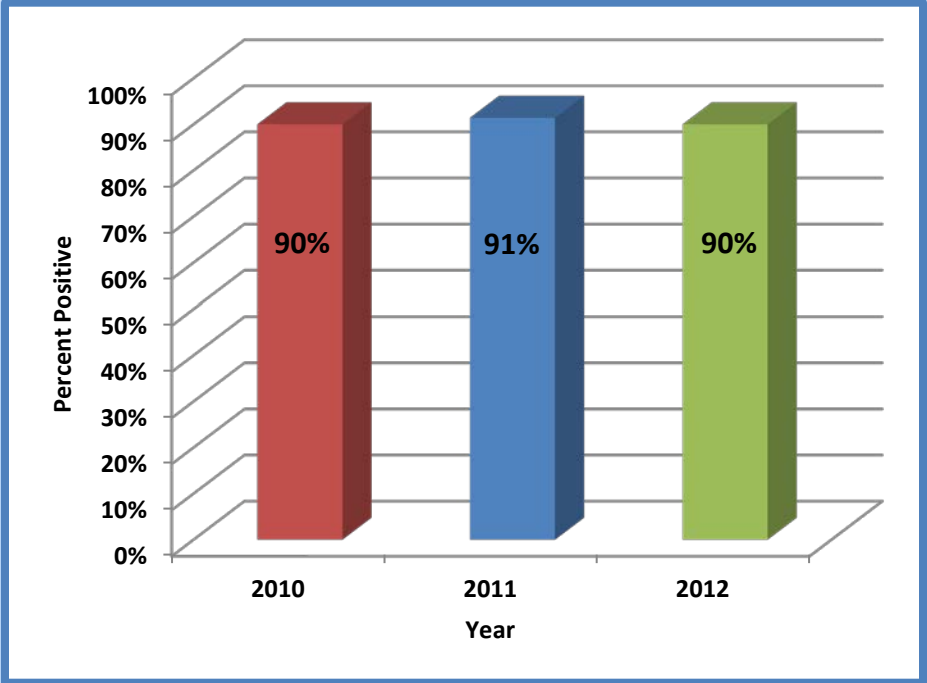


Figure 9: MHSIP Treatment: Percentage of responders reporting positively about participation in treatment planning by survey year

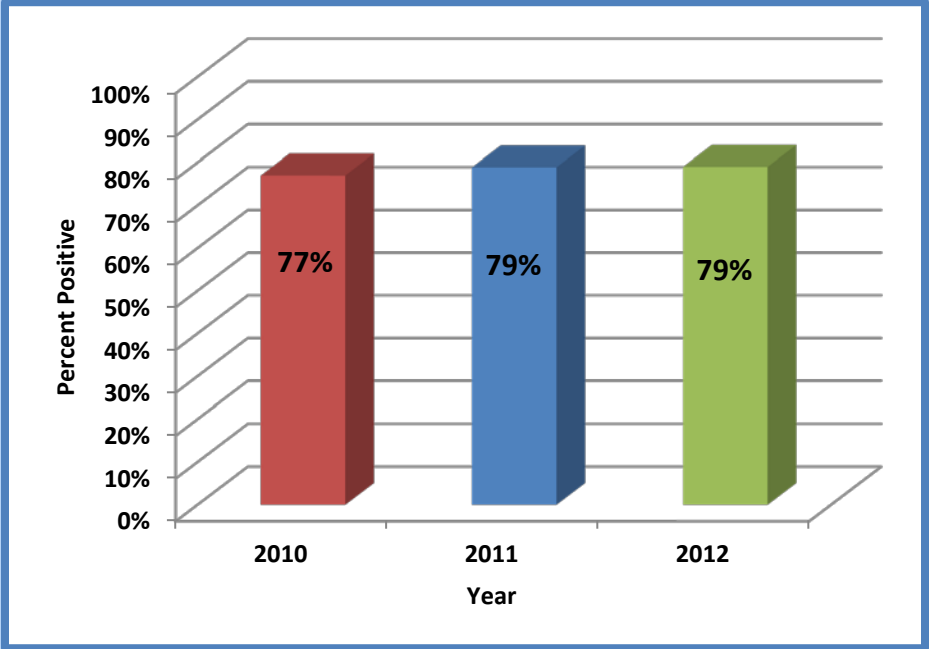


Figure 10: MHSIP Outcomes: Percentage of responders reporting positively about treatment outcomes by survey year

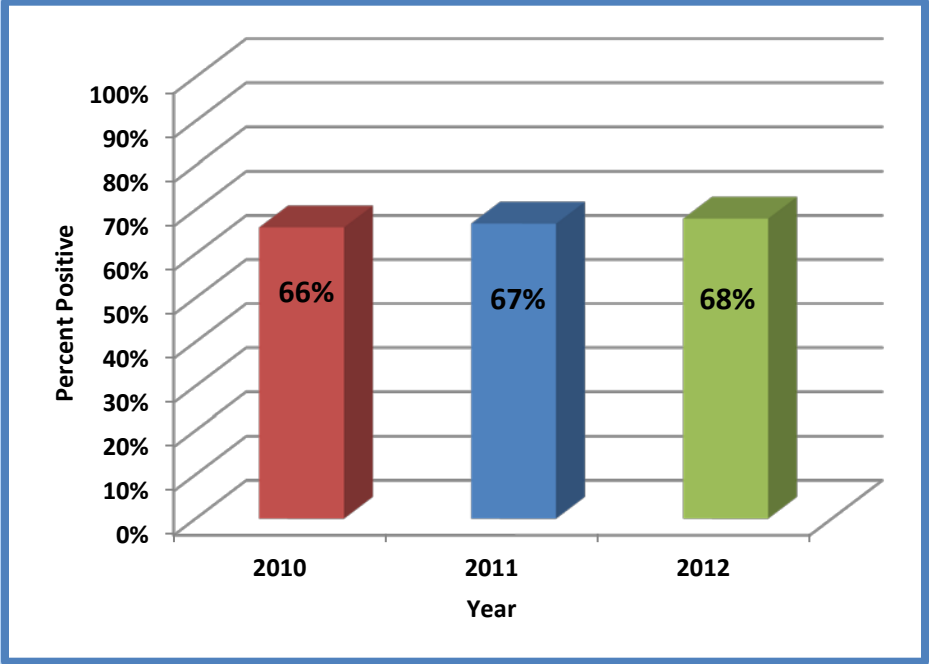


Figure 11: MHSIP Functioning: Percentage of responders reporting positively about functioning by survey year

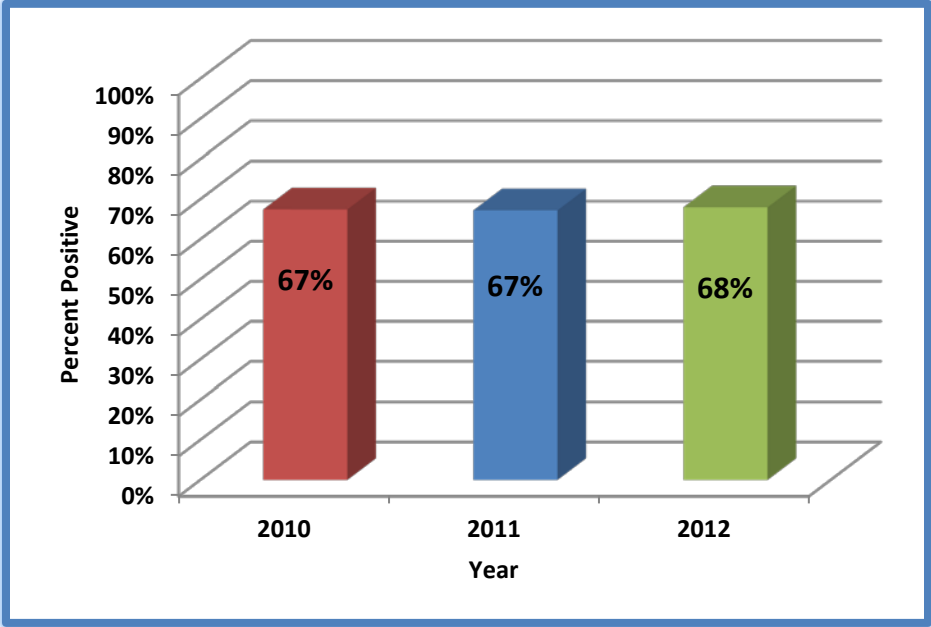
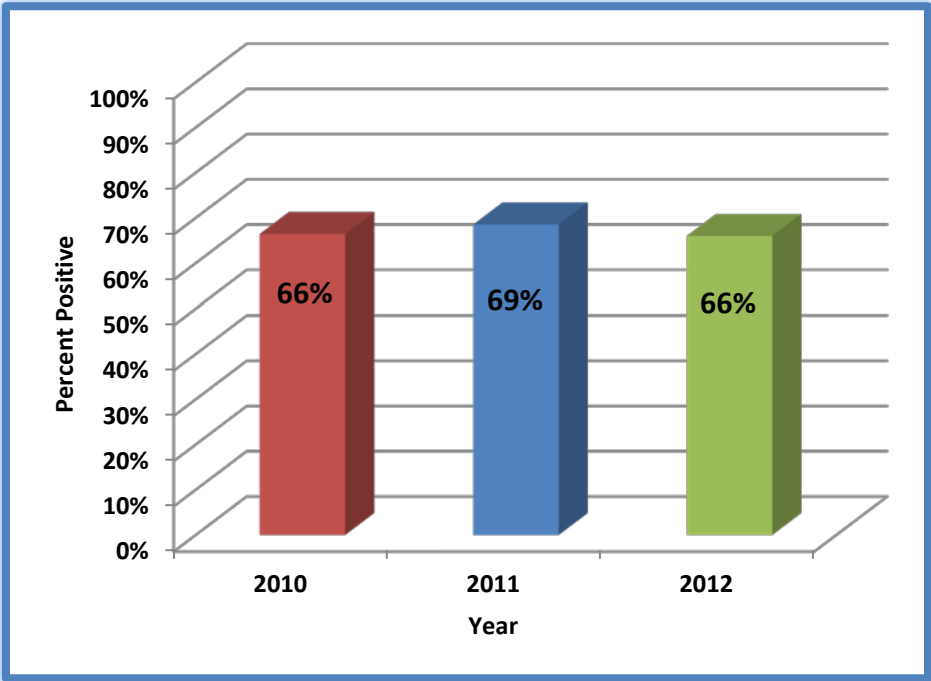


Figure 12: MHSIP Social Connections: Percentage of responders reporting positively about social connectedness by survey year



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
		General Satisfaction	90 2105	94 170	92 182	96 57	91 98	93 42	92 36	91 66	86 49	93 55	92 53	94 98	94 95	94 52	88 135	78 69	75 40	92 62	89 72	88 178	86 143	92 48	94 79	93 95
1. I like the services that I received here.	92 1.5 2103	97 1.4 170	94 1.5 182	98 1.3 57	93 1.5 98	93 1.4 42	92 1.6 36	91 1.6 66	88 1.6 48	89 1.5 55	91 1.6 53	95 1.4 98	93 1.5 95	96 1.5 52	89 1.5 135	82 1.9 68	80 1.8 40	95 1.5 62	86 1.7 72	88 1.7 178	88 1.7 143	88 1.5 48	95 1.4 79	94 1.4 95	91 1.5 66	94 1.5 66
2. If I had other choices, I would still get services from this agency.	85 1.7 2102	92 1.6 169	88 1.7 182	95 1.4 57	84 1.7 98	88 1.7 42	83 1.7 35	86 1.7 66	82 1.7 49	93 1.5 55	85 1.8 53	88 1.7 98	89 1.6 95	88 1.7 52	84 1.7 134	64 2.2 69	79 2.2 36	85 1.7 62	83 1.8 72	81 1.8 179	78 1.9 143	83 1.8 48	90 1.7 79	90 1.6 94	92 1.6 66	79 1.8 66
3. I would recommend this agency to a friend or family member.	90 1.6 2097	92 1.6 170	91 1.5 181	96 1.3 57	93 1.5 98	93 1.6 42	91 1.6 34	91 1.6 66	80 1.8 49	85 1.6 55	92 1.7 53	93 1.5 98	93 1.5 95	92 1.5 51	87 1.5 133	75 2.0 69	79 2.0 39	97 1.5 63	88 1.7 72	87 1.7 178	87 1.8 142	94 1.6 48	94 1.5 78	95 1.4 94	89 1.6 66	92 1.5 66
Access	85 2103	86 171	91 182	96 57	81 98	90 42	86 36	82 66	84 49	93 55	83 53	86 98	83 95	88 51	86 135	64 69	85 40	78 63	83 72	82 177	78 143	77 48	87 79	92 95	85 65	86 66
4. The location of the services was convenient.	84 1.7 2101	74 2.0 170	88 1.6 182	95 1.5 57	84 1.7 98	83 1.8 42	77 1.7 35	95 1.6 65	77 1.9 48	91 1.6 54	87 1.8 53	86 1.6 98	85 1.6 95	90 1.5 52	90 1.6 135	67 2.2 69	83 1.8 40	81 1.7 62	83 1.8 72	83 1.7 178	83 1.8 143	88 1.7 48	80 1.8 79	86 1.6 95	80 1.8 65	94 1.5 66
5. Staff is willing to see me as often as I felt it was necessary.	87 1.7 2098	91 1.5 171	92 1.5 181	95 1.4 57	86 1.6 97	90 1.5 42	89 1.6 36	88 1.7 66	92 1.5 48	89 1.6 55	89 1.7 53	87 1.7 97	85 1.7 95	84 1.8 51	91 1.5 135	72 2.1 69	87 1.7 36	78 1.8 63	85 1.8 72	85 1.7 178	80 1.8 142	79 1.8 48	91 1.6 78	92 1.4 93	89 1.7 66	88 1.7 66
6. Staff returned my call in 24 hours.	78 1.8 2086	80 1.8 169	83 1.7 179	95 1.4 57	78 1.9 97	80 1.6 41	86 1.6 36	66 2.0 64	81 1.7 48	87 1.7 55	74 2.0 53	78 1.9 98	77 1.8 95	88 1.7 51	78 1.9 134	64 2.3 69	68 2.1 40	78 1.8 60	82 1.8 72	69 2.0 177	74 2.0 140	75 1.8 48	85 1.7 78	85 1.7 95	80 1.7 65	71 2.0 65
7. Services were available at times that were good for me.	87 1.7 2092	91 1.6 169	91 1.5 179	96 1.4 57	89 1.6 98	88 1.5 42	85 1.6 34	89 1.7 66	84 1.8 49	87 1.6 55	85 1.8 53	88 1.6 97	81 1.8 95	86 1.8 51	89 1.6 135	71 2.1 69	79 2.0 39	87 1.7 63	93 1.7 72	85 1.8 174	82 1.9 141	88 1.7 48	91 1.6 79	94 1.5 95	94 1.5 66	83 1.8 66

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
Quality and Appropriateness	90 2098	95 170	91 180	100 57	95 98	98 42	86 35	91 66	95 48	89 55	87 53	91 97	95 95	96 51	90 135	81 69	83 40	95 62	86 72	85 176	85 143	94 47	92 79	87 95	88 66	88 65
10. Staff here believe I can grow, change and recover.	89 1.6 2087	95 1.4 169	87 1.6 176	98 1.3 57	98 1.4 98	95 1.3 42	82 1.6 34	88 1.6 66	91 1.4 47	85 1.6 55	79 1.8 52	89 1.6 96	89 1.4 94	94 1.4 51	89 1.5 132	81 1.9 69	78 1.9 40	94 1.5 62	89 1.8 72	85 1.7 179	87 1.7 143	90 1.6 48	92 1.5 79	87 1.5 95	91 1.5 66	94 1.5 65
12. I feel free to complain.	82 1.8 2095	82 1.8 169	82 1.8 180	93 1.4 57	87 1.6 98	81 1.7 42	83 1.6 35	85 1.8 66	85 1.7 47	82 1.7 55	83 1.9 53	73 1.9 96	82 1.7 94	94 1.4 52	81 1.8 135	77 2.0 69	70 2.3 40	84 1.7 63	76 2.0 72	76 1.9 177	80 1.9 142	90 1.6 48	91 1.6 78	82 1.7 95	76 1.9 66	85 1.7 66
13. I was given information about my rights.	91 1.6 2094	89 1.6 171	89 1.6 180	98 1.3 57	91 1.6 98	98 1.4 42	89 1.5 35	88 1.7 65	92 1.5 48	87 1.5 55	89 1.7 53	92 1.6 97	92 1.5 93	96 1.4 51	92 1.5 135	88 1.8 68	88 1.8 40	92 1.5 63	94 1.6 72	86 1.7 177	90 1.6 142	96 1.5 47	94 1.5 78	96 1.5 95	91 1.6 66	91 1.6 66
14. Staff encouraged me to take responsibility for how I live my life.	90 1.6 2093	94 1.5 170	88 1.6 179	100 1.3 57	98 1.5 98	95 1.3 42	85 1.5 34	95 1.5 66	96 1.4 47	89 1.5 54	91 1.7 53	91 1.6 97	92 1.5 95	92 1.5 50	90 1.6 135	81 2.0 69	95 1.6 40	85 1.8 62	88 1.7 72	87 1.7 179	86 1.8 143	85 1.7 47	92 1.5 79	87 1.6 95	86 1.6 66	84 1.6 64
15. Staff told me what side effects to watch out for.	79 1.8 2085	87 1.7 171	84 1.7 180	86 1.6 56	85 1.7 98	88 1.6 42	77 1.8 35	70 2.0 66	83 1.8 48	74 1.8 54	81 1.8 52	75 1.9 97	80 1.8 94	88 1.7 50	75 1.9 135	64 2.2 69	77 1.9 39	84 1.8 62	79 1.9 72	71 2.1 175	75 1.9 142	94 1.5 47	79 1.8 77	77 1.8 95	78 1.9 65	67 2.0 64
16. Staff respected my wishes about who is and who is not to be given information about my treatment.	90 1.6 2086	96 1.4 169	88 1.6 179	96 1.3 57	96 1.4 97	95 1.4 42	80 1.7 35	85 1.7 66	90 1.5 48	87 1.5 55	94 1.6 83	91 1.5 96	89 1.6 95	94 1.4 51	90 1.5 134	84 1.9 69	80 1.9 40	95 1.5 62	88 1.6 72	86 1.7 175	82 1.8 143	96 1.4 47	91 1.5 79	97 1.4 93	84 1.7 64	89 1.5 65
18. Staff were sensitive to my cultural background.	78 1.8 2082	86 1.7 171	80 1.8 178	86 1.5 56	81 1.8 98	79 1.8 42	80 1.7 35	78 1.9 65	77 1.7 48	80 1.8 55	75 1.9 53	77 1.9 96	78 1.8 94	80 1.7 51	79 1.7 135	67 2.1 69	74 2.1 38	81 1.8 62	68 2.0 72	73 2.0 175	76 1.9 141	74 1.8 47	83 1.7 78	79 1.7 95	73 1.9 64	67 1.9 64
19. Staff helped me obtain the information I needed so that I could take charge of managing my illness.	85 1.7 2084	92 1.6 166	84 1.7 181	95 1.4 56	91 1.7 98	88 1.7 42	86 1.6 35	85 1.8 65	88 1.6 48	89 1.6 54	81 1.8 53	86 1.7 95	90 1.6 94	92 1.6 51	82 1.7 134	71 2.1 68	73 2.1 40	90 1.6 62	71 2.0 72	79 1.8 174	83 1.8 143	81 1.8 48	94 1.6 79	83 1.6 95	85 1.7 66	83 1.7 65
20. I was encouraged to use consumer-run programs.	77 1.9 2075	88 1.6 171	77 1.8 179	85 1.8 54	77 1.9 97	79 1.9 42	77 1.8 35	80 1.8 65	85 1.7 48	76 1.9 51	79 1.9 53	71 2.0 96	78 1.7 95	80 1.8 51	80 1.8 135	64 2.2 69	62 2.3 37	84 1.8 62	58 2.3 71	67 2.1 173	77 1.9 141	69 2.0 48	87 1.6 79	86 1.6 94	77 1.9 65	63 2.0 64

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
		Participation in Treatment Planning	79 2077	85 168	78 180	88 57	88 98	83 42	80 35	82 66	76 45	85 54	72 53	79 95	88 93	86 50	76 135	54 68	61 38	76 62	78 72	76 174	76 140	81 47	89 79	74 95
11. I felt comfortable asking questions about my treatment and medication.	90 1.6 2101	95 1.5 170	90 1.5 181	98 1.3 57	96 1.4 98	90 1.5 42	86 1.6 35	92 1.7 66	81 1.7 48	95 1.5 55	89 1.7 53	91 1.5 97	91 1.5 93	98 1.4 52	84 1.6 135	80 1.9 69	80 2.0 40	90 1.5 63	89 1.8 72	87 1.6 178	87 1.7 143	96 1.5 48	95 1.5 79	86 1.6 95	89 1.6 66	86 1.6 66
17. I, not staff, decided my treatment goals.	76 1.9 2081	84 1.7 169	70 2.0 181	82 1.7 57	82 1.9 98	67 2.1 42	86 1.7 35	80 1.9 66	80 1.8 45	78 1.8 54	68 2.1 53	78 2.0 95	85 1.7 95	82 1.9 50	78 1.8 135	57 2.4 68	68 2.3 38	66 2.1 62	78 2.0 72	70 2.0 175	76 1.9 140	70 2.1 47	87 1.7 79	73 1.9 95	71 2.0 66	69 2.0 64
Treatment Outcomes	68 2050	85 168	68 176	75 56	61 91	75 42	65 31	68 65	79 48	69 54	66 53	63 95	78 95	76 51	74 133	55 67	72 39	64 61	57 69	65 176	63 137	67 48	64 73	62 89	71 65	71 63
21. I deal more effectively with daily problems.	79 1.9 2091	81 1.9 171	75 1.9 180	95 1.6 57	78 2.0 98	79 1.8 42	74 1.9 34	78 1.9 65	91 1.6 47	78 1.9 55	79 2.0 52	84 1.9 97	83 1.8 95	80 1.9 51	84 1.8 134	63 2.2 68	78 1.9 40	79 1.9 62	71 2.2 69	81 1.9 179	76 2.0 142	83 1.8 48	76 2.0 78	69 2.0 95	82 1.8 66	79 1.9 66
22. I am better able to control my life.	76 1.9 2088	75 1.9 170	72 1.9 180	91 1.7 57	72 2.0 98	74 1.9 42	66 2.0 35	75 1.9 65	91 1.6 47	84 1.9 55	72 2.1 53	76 2.0 97	86 1.7 95	78 1.9 51	79 1.9 135	71 2.2 68	83 1.9 40	74 2.0 62	72 2.2 69	73 2.0 177	73 2.0 142	77 1.9 48	71 2.0 77	72 2.0 95	79 1.9 66	78 1.9 64
23. I am better able to deal with crisis.	72 2.0 2088	72 2.1 170	70 2.0 179	82 1.7 57	72 2.1 98	74 1.9 42	69 2.0 35	66 2.1 65	83 1.8 48	75 2.0 55	72 2.2 53	68 2.1 97	81 1.9 95	80 1.9 50	76 2.0 135	60 2.3 68	70 2.1 40	76 2.0 62	71 2.2 69	71 2.1 177	66 2.2 142	71 1.9 48	68 2.2 76	62 2.3 95	70 2.0 66	76 2.0 66
24. I am getting along better with my family.	67 2.1 2026	68 2.1 169	69 2.0 171	67 2.0 55	67 2.2 96	81 1.7 42	69 2.1 29	62 2.2 63	70 2.0 47	69 2.1 54	57 2.2 53	71 2.1 94	65 2.1 95	78 2.0 49	74 2.0 132	64 2.3 67	62 2.3 39	64 2.1 61	61 2.3 71	70 2.1 176	62 2.2 135	72 2.0 46	64 2.1 74	52 2.3 83	72 2.0 64	62 2.2 61
25. I do better in social situations.	64 2.2 2039	64 2.2 169	64 2.2 174	71 2.0 56	63 2.3 96	71 2.0 42	69 2.2 29	65 2.2 65	63 2.1 48	70 2.1 53	52 2.3 52	66 2.2 95	74 2.0 95	74 2.2 50	70 2.1 132	57 2.3 68	74 2.1 39	56 2.3 62	45 2.5 71	63 2.3 176	60 2.3 137	68 2.0 47	62 2.3 74	60 2.3 82	66 2.1 64	60 2.4 63
26. I do better in school and/or work.	47 2.4 1961	49 2.4 162	49 2.4 170	51 2.3 53	42 2.6 92	57 2.2 42	39 2.5 28	44 2.6 59	35 2.8 48	38 2.7 52	25 2.8 48	41 2.5 90	56 2.2 91	72 2.2 47	52 2.4 137	45 2.5 64	62 2.3 34	44 2.5 59	34 2.6 70	47 2.4 172	49 2.5 134	57 2.1 44	49 2.5 69	41 2.5 85	49 2.4 61	52 2.4 60
27. My housing situation has improved.	59 2.2 2026	61 2.2 165	65 2.1 171	62 2.1 55	51 2.4 93	62 2.0 42	55 2.2 31	63 2.3 64	79 1.8 47	74 1.9 54	72 2.0 53	60 2.2 94	53 2.3 95	74 2.0 50	68 2.0 133	40 2.6 68	68 2.2 38	49 2.4 61	51 2.5 71	54 2.3 174	51 2.4 138	58 2.2 48	62 2.2 73	58 2.2 88	59 2.1 61	58 2.3 59
28. My symptoms are not bothering me as much.	63 2.3 2049	66 2.3 167	61 2.3 175	77 1.9 57	57 2.4 96	69 2.0 42	56 2.3 32	66 2.3 65	83 1.8 48	66 2.2 53	67 2.2 52	61 2.4 95	72 2.0 95	71 2.2 51	71 2.0 132	57 2.4 68	65 2.2 37	60 2.5 61	54 2.5 71	60 2.4 176	58 2.4 137	60 2.2 48	53 2.5 75	51 2.5 88	60 2.3 65	56 2.0 63

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
Functioning*	68 2056	74 169	70 175	81 57	61 96	74 42	58 31	67 64	79 48	74 54	60 53	71 95	72 95	67 51	77 132	49 68	74 38	73 62	48 71	67 176	64 138	65 48	62 76	58 89	65 65	71 63
29. I do things that are more meaningful to me.	72 2.1 2053	80 2.0 169	75 1.9 174	86 1.7 57	61 2.3 97	79 1.9 42	69 2.1 32	66 2.2 67	75 2.0 48	78 1.8 54	66 2.2 53	66 2.2 94	78 1.9 95	68 2.2 50	80 1.9 131	61 2.3 67	82 1.8 39	73 2.1 62	59 2.4 71	72 2.0 176	63 2.2 138	75 2.0 48	71 2.1 76	64 2.2 89	67 2.0 64	83 2.0 63
30. I am better able to take care of my needs.	74 2.0 2049	82 1.9 168	72 2.0 174	85 1.7 55	74 2.1 96	86 1.7 42	65 2.1 31	77 2.0 64	83 1.7 48	79 1.9 52	70 2.2 53	73 2.1 95	78 1.9 95	76 2.1 51	83 1.8 133	55 2.4 67	74 1.9 39	71 2.1 62	59 2.3 71	77 1.9 176	70 2.1 138	69 2.0 48	68 2.2 75	67 2.1 88	75 1.9 65	76 2.1 63
31. I am better able to handle things when they go wrong.	67 2.2 2052	72 2.1 169	67 2.1 174	74 1.9 57	61 2.4 97	79 1.8 42	58 2.2 31	72 2.2 64	81 1.8 48	69 2.1 54	62 2.3 53	59 2.3 95	72 2.0 95	73 2.2 51	77 1.9 131	59 2.4 68	70 2.1 37	73 2.1 62	56 2.4 71	65 2.2 176	62 2.3 137	70 2.0 47	63 2.3 76	60 2.3 89	66 2.1 65	68 2.2 63
32. I am better able to do things that I want to do.	69 2.1 2039	78 1.9 168	70 2.1 174	79 1.9 57	60 2.3 96	74 1.9 42	59 2.2 32	72 2.1 64	73 2.0 45	77 1.9 53	65 2.2 52	71 2.2 91	72 2.0 95	73 2.3 51	74 1.9 132	51 2.5 68	68 2.2 38	71 2.1 59	49 2.5 71	71 2.1 174	64 2.2 136	65 2.1 48	59 2.4 76	57 2.2 89	72 2.0 65	74 2.2 61
Social Connectedness*	66 2060	67 169	67 175	74 57	59 96	93 42	56 32	69 65	65 48	72 54	67 52	59 95	65 95	63 52	71 133	66 67	64 39	73 62	55 71	68 177	68 137	69 48	61 75	54 89	67 66	73 64
33. I am happy with the friendships I have.	72 2.1 2054	71 2.0 169	72 2.0 175	84 1.8 57	68 2.1 96	88 1.6 42	53 2.3 32	72 2.0 64	65 2.1 48	77 1.9 53	81 1.9 52	71 2.2 95	68 2.1 95	65 2.3 52	77 1.9 132	74 2.1 66	69 2.1 39	77 1.9 62	68 2.2 71	72 2.1 177	69 2.1 137	75 2.0 48	70 2.2 73	60 2.3 89	74 2.0 66	78 2.0 64
34. I have people with whom I can do enjoyable things.	74 2.0 2048	73 2.1 169	71 2.0 175	82 1.8 57	71 2.1 95	93 1.5 41	66 2.1 32	77 2.0 65	68 2.1 47	78 1.9 54	77 1.9 52	70 2.2 94	76 2.0 95	75 2.1 52	81 1.9 132	72 2.0 67	74 2.1 38	79 1.9 61	72 2.1 71	73 2.1 176	70 2.1 136	79 1.9 48	67 2.2 75	63 2.2 88	71 2.1 65	78 2.0 63
35. I feel I belong in my community.	58 2.3 2053	61 2.3 168	64 2.2 174	58 2.3 57	49 2.6 96	81 1.8 42	45 2.6 31	58 2.3 65	65 2.1 48	69 2.1 54	65 1.9 52	53 2.6 95	63 2.2 94	56 2.4 52	61 2.2 133	49 2.5 68	67 2.2 39	57 2.4 61	44 2.7 71	57 2.3 176	55 2.5 138	48 2.5 48	59 2.4 74	47 2.6 89	64 2.2 66	56 2.4 63
36. In a crisis, I would have the support I need from family or friends.	72 2.0 2056	75 2.0 169	75 1.9 173	81 1.8 57	73 2.0 96	90 1.4 42	58 2.3 31	74 2.1 65	71 2.1 48	78 2.0 54	67 2.1 52	67 2.2 95	68 2.1 94	75 2.1 52	74 2.0 133	74 2.1 68	56 2.5 39	71 2.0 62	65 2.3 71	73 2.0 176	74 2.0 136	81 1.9 48	68 2.2 76	62 2.3 89	65 2.1 66	81 1.8 64
Service Environment*	78 2049	77 169	82 173	88 57	71 95	83 42	72 32	71 65	78 46	74 53	75 52	86 95	86 95	85 52	83 133	79 68	61 38	76 62	80 71	75 174	74 136	85 48	84 76	74 89	65 65	91 64
37. I feel safe	78 1.9 2060	80 1.9 169	80 1.9 174	88 1.5 57	74 1.9 96	86 1.6 42	69 2.0 32	77 2.0 65	72 2.0 47	70 2.0 54	74 2.0 53	81 1.8 95	88 1.6 95	85 1.8 52	84 1.8 133	84 1.9 68	72 2.3 39	73 2.1 62	76 1.9 71	74 2.0 176	70 2.0 137	88 1.6 48	87 1.8 76	73 1.9 89	65 2.1 66	84 1.7 64
38. The surroundings are clean.	89 1.6 2053	83 1.8 169	89 1.6 174	95 1.4 57	81 1.8 96	98 1.3 42	77 1.8 31	88 1.8 65	100 1.4 47	91 1.7 53	94 1.6 52	93 1.4 95	92 1.6 95	88 1.6 52	89 1.6 133	85 1.8 68	61 2.3 38	90 1.7 62	96 1.6 71	90 1.7 174	87 1.7 137	92 1.6 48	95 1.6 76	87 1.7 89	86 1.8 65	95 1.5 64

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	
Living Situation*	84 2058	85 169	88 173	93 57	80 95	98 42	78 32	86 65	94 48	85 53	89 53	82 94	88 95	88 52	88 131	71 68	77 39	76 62	75 71	77 177	781 38	79 48	89 76	83 89	89 66	89 64	
39. I feel safe where I live.	82 1.8 2055	82 1.8 168	85 1.7 175	91 1.5 57	77 1.9 96	95 1.2 42	85 2.0 33	83 2.0 65	94 1.6 47	80 1.7 54	81 1.8 52	81 1.8 94	88. 1.6 95	88 1.7 51	85 1.8 131	79 2.0 68	77 2.2 39	76 2.0 62	79 2.0 71	73 2.0 176	80 1.8 138	75 1.8 48	89 1.6 75	74 1.9 89	86 1.8 66	89 1.6 63	
40. The place where I live is clean.	84 1.7 2053	79 1.8 169	84 1.7 174	89 1.6 56	76 1.9 95	98 1.3 42	81 1.9 31	82 1.7 65	96 1.5 48	85 1.7 52	94 1.6 52	80 1.7 94	87 1.6 95	88 1.7 52	86 1.7 131	74 2.0 68	90 1.8 39	77 2.0 62	80 1.9 71	86 1.8 177	81 1.8 138	83 1.8 48	87 1.7 76	84 1.6 88	86 1.7 66	92 1.6 64	
41. The location where I live is convenient.	80 1.9 2050	84 1.8 169	82 1.8 173	88 1.7 56	86 1.8 94	83 1.7 42	59 2.3 32	82 1.8 65	90 1.7 48	92 1.6 52	81 1.8 53	80 1.8 94	81 1.8 95	85 1.8 52	91 1.7 131	60 2.3 68	77 2.0 39	74 2.1 62	76 2.1 71	72 2.1 175	73 2.0 138	81 1.8 47	87 1.8 75	79 1.8 89	83 1.8 66	73 2.0 64	
Other Items Not In Scales*																											
8. I was able to get all the services I thought I needed.	86 1.7 2095	89 1.6 170	93 1.6 181	98 1.4 57	87 1.7 98	93 1.5 42	85 1.7 33	86 1.8 66	90 1.6 48	85 1.7 55	89 1.8 53	82 1.7 95	79 1.8 95	92 1.6 51	85 1.7 135	74 2.0 69	85 1.9 40	79 1.8 63	81 1.9 72	79 1.9 175	82 1.8 143	94 1.6 48	91 1.6 79	87 1.6 95	88 1.7 66	86 1.7 66	
9. I was able to see a psychiatrist when I wanted to.	72 2.0 2075	81 1.8 170	75 1.9 178	83 1.6 53	61 2.3 96	74 1.9 42	71 1.9 34	65 2.2 65	79 1.9 48	82 1.7 55	77 1.9 53	76 2.0 95	78 1.8 93	75 2.0 51	70 2.1 135	48 2.5 69	69 2.0 39	60 2.3 63	74 2.0 72	67 2.2 176	67 2.1 141	65 2.0 48	77 1.9 77	77 1.8 93	88 1.7 66	65 2.2 63	

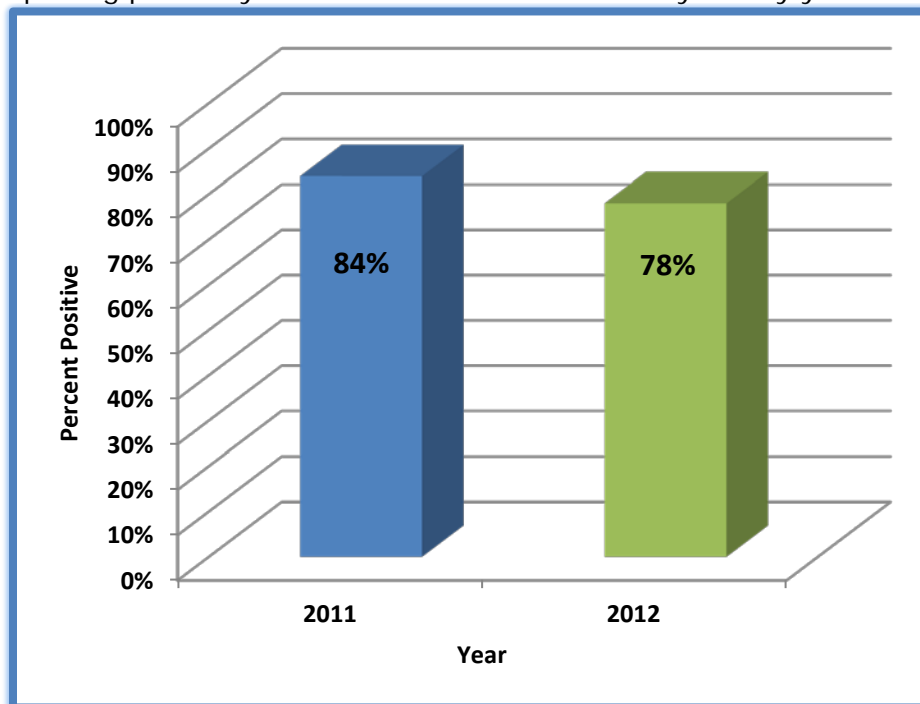
*National data will not be available for these domains.

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. These questions were included on the 2012 survey.

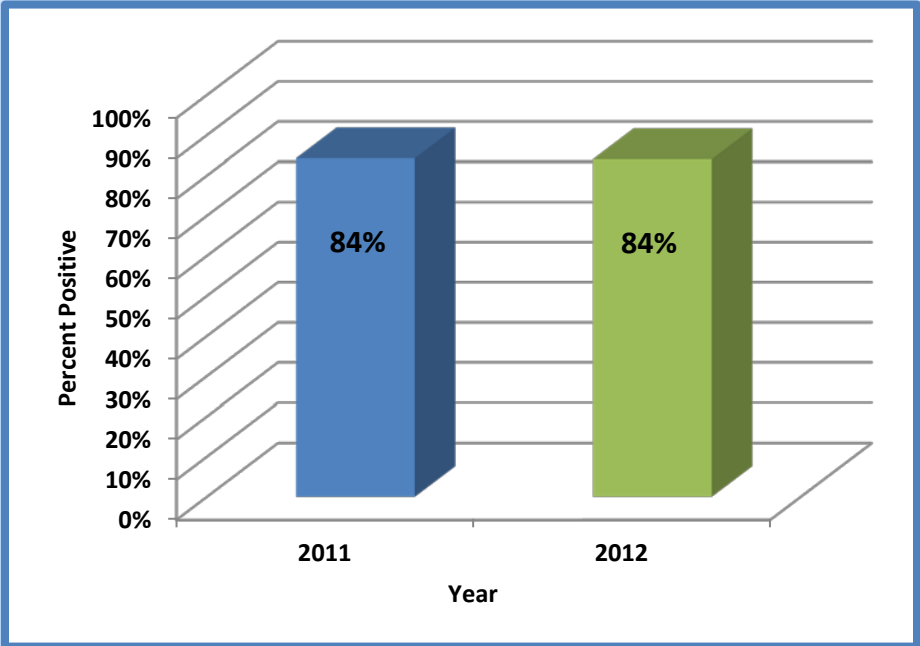
Figure 13: Service Environment: Percentage of responders reporting positively on their service environment by survey year



Living Environment

The 2011 survey had three new questions encompassed under the living environment domain. These included questions about the safety, cleanliness and convenience of the living environment. Individuals were again asked to complete these questions for the 2012 survey.

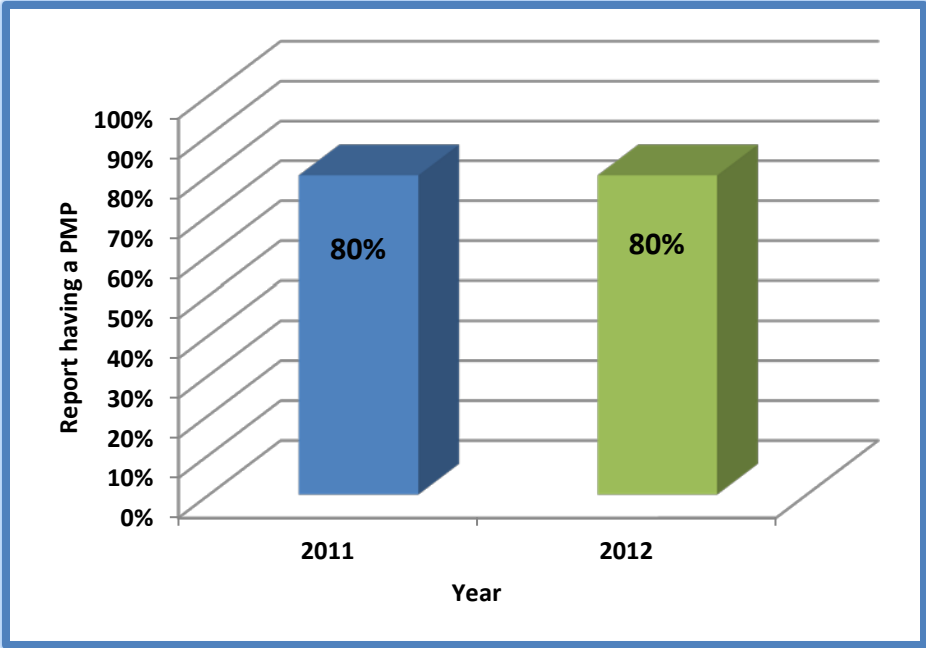
Figure 14: Living Environment: Percentage of responders reporting positively on their living environment by survey year



Physical Health Provider

The 2011 and 2012 surveys asked several health and wellness related questions. Providers requested that these questions be added to determine the coordination of care and overall communication with individuals served about key health and wellness issues. The first question asked respondents if they had a physical health provider. Figure 15 illustrates that there is no change from 2011 to 2012 and that eighty percent of responders reported they have a physical health provider they see for their physical health needs.

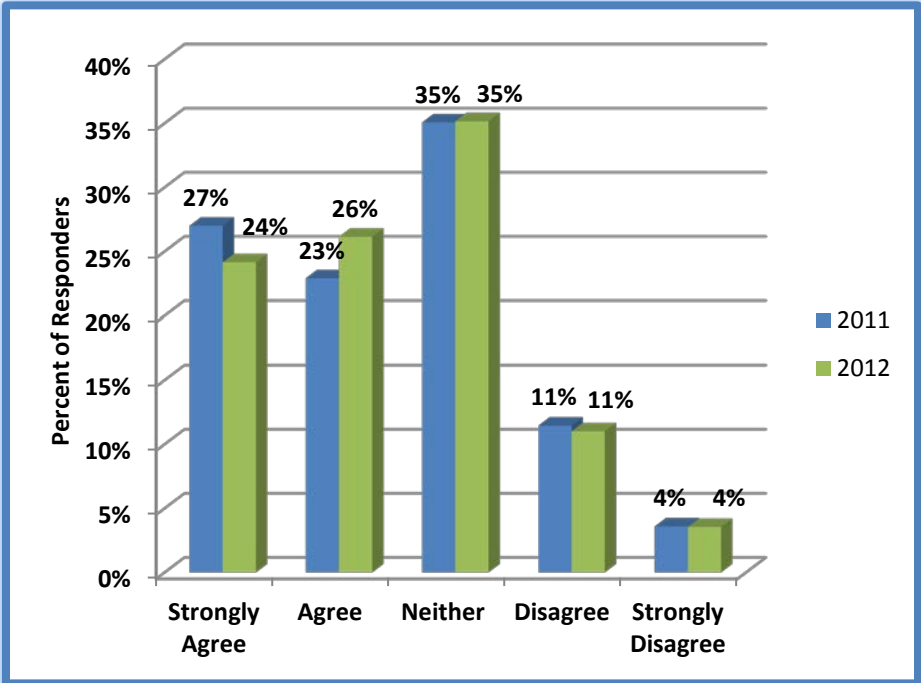
Figure 15: Percentage of responders who have a physical health provider by survey year



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 16 illustrates that for both 2011 and 2012, a total of fifty percent of responders 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."

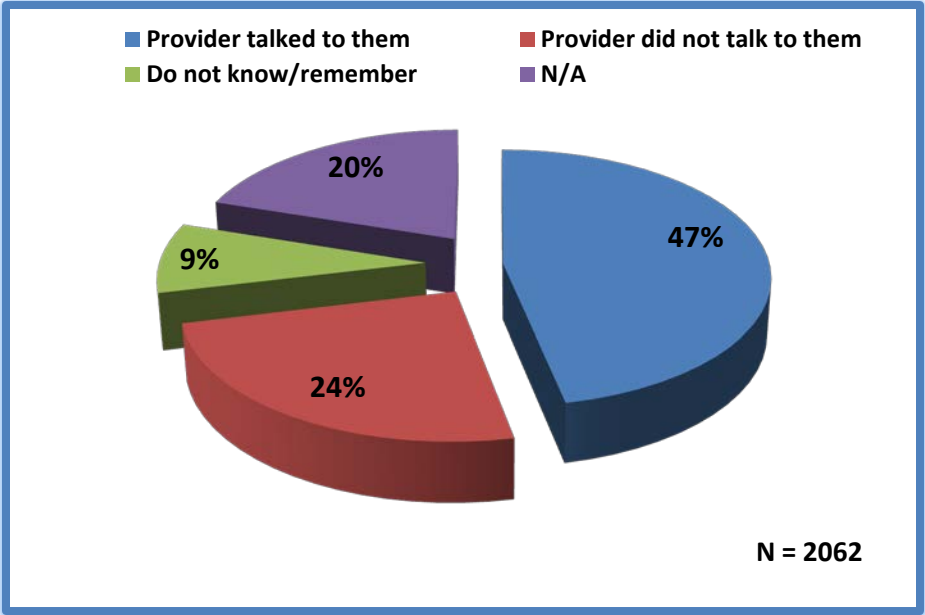
Figure 16: Coordination of care between mental health/substance use provider and physical health provider by survey year



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 17, forty-seven percent of responders reported their providers had discussed the impact of their psychiatric medications on weight gain. This is slightly down from fifty-four percent in 2011, however an additional answer category of N/A was added for 2012 which may have skewed the results.

Figure 17: 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 18, forty-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. This is a decrease from fifty-six percent in 2011, however an additional answer category of N/A was added for 2012 which may have skewed the results.

Figure 18: Percentage of respondents reporting their physical health provider or mental health/substance use provider talked with them about weight loss or smoking cessation

